



Intelligent Search Installation Guide

Installing and Configuring Intelligent Search

InQuira Version 8.2

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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 InQuira Common 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 InQuira Common 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, Uninstall
Intelligent Search*

This chapter describes how to uninstall the Intelligent Search software.

*Appendix A: Creating
Application Instances for
Demonstration Only*

This appendix describes how to use the packaged installation program to install and configure the Intelligent Search software for demonstration purposes only.

*Appendix B: InQuira
Installed Directories and
Files*

This appendix describes the directories and files that are installed during the InQuira installation and configuration process.

*Appendix C: Intelligent
Search Installation
Glossary*

This appendix field definitions for various fields throughout the installer interface.

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
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.inquiracom.com .

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. Customers can download the PDF files from:

<http://documentation.inquiracom/>

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 3](#)
- [InQuira Analytics Documentation on page 5](#)
- [Information Manager Documentation on page 5](#)
- [Contact Center Documentation on page 6](#)

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

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 Administration Guide	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 an 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 Language 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.
Intelligent Search Optimization Guide	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 Development 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.

InQuira Analytics Documentation

InQuira 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 InQuira Analytics. It provides detailed information on installing and configuring the InQuira 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 10*
 - *InQuira System Requirements on page 12*
- *Chapter 2, Installing and Configuring InQuira*
 - *Starting the Installation Program on page 22*
 - *The InQuira Installation Introduction on page 23*
 - *The InQuira License Agreement on page 24*
 - *Choose the Installation Folder on page 25*
 - *Install Dictionary on page 26*
 - *Select Default Subject on page 28*
 - *Create the Application Instance on page 29*
 - *Choose the Shortcut Folder on page 30*
 - *The Pre-Installation Summary on page 31*
 - *Install the Product Files on page 32*
 - *Complete the Installation on page 33*
- *Chapter 3, Creating and Configuring an InQuira Application*
- *Chapter 4, Configuring InQuira Instances*
 - *Starting the InQuira Common 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 56](#)
- [Configuring the Application Data Stores on page 61](#)
- [Working with the Configured Application on page 69](#)
- [Chapter B, InQuira Installed Directories and Files](#)
- [Chapter 5, 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 InQuira Common Environment , a standard operational environment for InQuira applications. See [The InQuira Common Environment on page 76](#) 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
InQuira for Mac OS X	install_inquira.zip

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 21](#)
- Use the Create Application program in the InQuira Common Environment to install and configure a distributed or Development Application (stand-alone) application as described in [Creating and Configuring an InQuira Application on page 35](#)

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 84](#).

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 12](#)
- Operating systems, as described in [Windows Software Requirements on page 12](#)
- Application server integration, as described in [Application Servers on page 13](#)
- Databases and database drivers, as described in [Databases on page 13](#)
- Disk space requirements, as described in [Disk Space Requirements on page 18](#)
- Unstructured and structured content access and processing requirements, as described in [Application Content Support on page 19](#)

System Requirements

It is recommended that you have at least 2Gb of RAM for each InQuira Intelligent Search instance. Additionally, you should have a minimum of one processor core (2GHz+) for each Intelligent Search instance.

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
MySQL	Release 5.1.6

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
	<i>where:</i>	
	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.

MySQL Properties

MySQL databases require two different database settings, one for IM and one for Search.

Two separate installations of MySQL are required:

- One for back-end batch oriented processing that contains transitory data (Search - Content Store) with the Search Settings
- One for real time operations (IM) with the IM Settings

This section describes how to set up the my.ini (Windows) or my.cnf (Debian) file for the search installation of MySQL. See the [Information Manager Installation Guide](#) for details on how to set up the IM installation.

Maximum Packet Length

Determine the largest document to be crawled and set max_allowed_packet to that size. For example, if your largest document is 30M, set:

```
max_allowed_packet=30M
```

Multilingual Support

When installing MySQL, select the default character set to be UTF8. In the my.ini (Windows) or my.cnf (Debian) file add the following line: default-character-set=utf8

Remote access

In the my.ini (Windows) or my.cnf (Debian) file remove or comment out the following line:

```
bind-address = 127.0.0.1
```

Create a user with Host=% and set the password to allow remote access to the database.

Migrating From Oracle to MySQL

See attached document for supported data types, Predicates and Operators.

EOModel - Entity Modeler

When adding a new entity to Content, the Table Name must be in uppercase

Writing Queries

- Oracle Precedence will be affected. MySQL considers IS [NOT] NULL, LIKE, and [NOT] IN to have a higher precedence than does Oracle. Oracle expressions involving any of these conditions must thus be properly parenthesized when migrating to MySQL.
- MySQL in Debian is case sensitive. All query references to columns and tables MUST be written in Uppercase

- MySQL does not support sysdate
- MySQL does not support intersect
- MySQL does not support ROWNUM need to replace WHERE ROWNUM <= 5 with LIMIT 5
- MySQL does not support to_char
- Every derived table must have its own alias
- MySQL does not support INTERVAL YEAR TO MONTH
- MySQL does not support INTERVAL DAY/MINUTE TO SECOND
- MySQL does not support FROM_TZ
- MySQL does not support timezone_hour, timezone_minute, timezone_region, timezone_abbr
- MySQL does not support ROWID
- MySQL does not support DUMP

Supported Queries

select LOCALECODE, LOCALEDESC, LOCALEVALUE from LOCALE; --columns and tables in uppercase

select current_timestamp from dual; --replaces sysdate

select now() from dual; --replaces sysdate

select sysdate() from dual; --replaces sysdate

MySQL does not always return concatenations in char-utf8, but sometimes in binary, so they have to be cast to display correctly. Valid queries are:

select cast(LOCALECODE || LOCALEDESC || LOCALEVALUE as CHAR) LOCALE_INFO from LOCALE where LOCALECODE in ('ja_JP', 'ko_KR', 'ru_RU', 'zh_CN', 'zh_TW') ;

Unsupported Queries

SELECT localecode, localedesc, localevalue FROM locale; --columns and tables are lowercase

select sysdate from dual;

select localedesc from LOCALE where LOCALECODE like 'en_%' intersect select
LOCALEDESC from LOCALE where RECORDID like 'en_%';

SELECT * FROM LOCALE WHERE ROWNUM <= 5;

select to_char(LOGIN) from USERINFORMATION;

select * from (select * from LOCALE); --derived table does not have an alias

SELECT EXTRACT(timezone_hour FROM current_timestamp) TH, EXTRACT(timezone_minute
FROM current_timestamp) TM, EXTRACT(timezone_region FROM current_timestamp) TR,
EXTRACT(timezone_abbr FROM current_timestamp) TA FROM dual;

SELECT current_timestamp + INTERVAL '5' year(1) FROM dual;

SELECT current_timestamp + INTERVAL '10:30' MINUTE TO SECOND FROM dual;

SELECT FROM_TZ(TIMESTAMP '2007-11-20 08:00:00', '3:00') FROM dual;

SELECT DUMP(SYSTIMESTAMP) FROM dual;

select LOCALECODE, LOCALEDESC, LOCALEVALUE, ROWID from LOCALE; --rowid not
valid

JDBC Drivers

The InQuira installation process installs and configures required JDBC database drivers for Microsoft SQL Server, Oracle, and MySQL 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 50 GB for each environment (development, staging, and production). In addition:

- The product code requires approximately 2 GB of disk space for installation and configuration
- The application logs require up to 6 GB for each instance running under the InQuira service
- The application content space requirement ranges from 10 to 30 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.

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
MySQL	Release 5.1.6

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)

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 InQuira Common Environment , a standard operational environment for InQuira applications. See [The InQuira Common Environment on page 76](#) for more information.

See [Recommended Installation Procedure on page 11](#) 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:

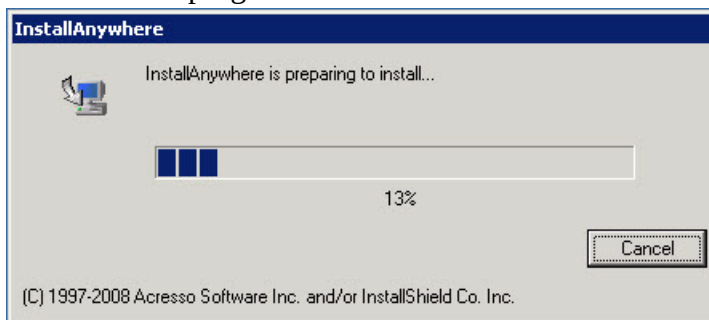
- Execute `install_inqira.exe`

To start the installation program in Solaris and Linux environments:

- Execute `install_inqira.bin`

To start the installation program in Mac OS X environments, click on the 'Install InQira' icon.

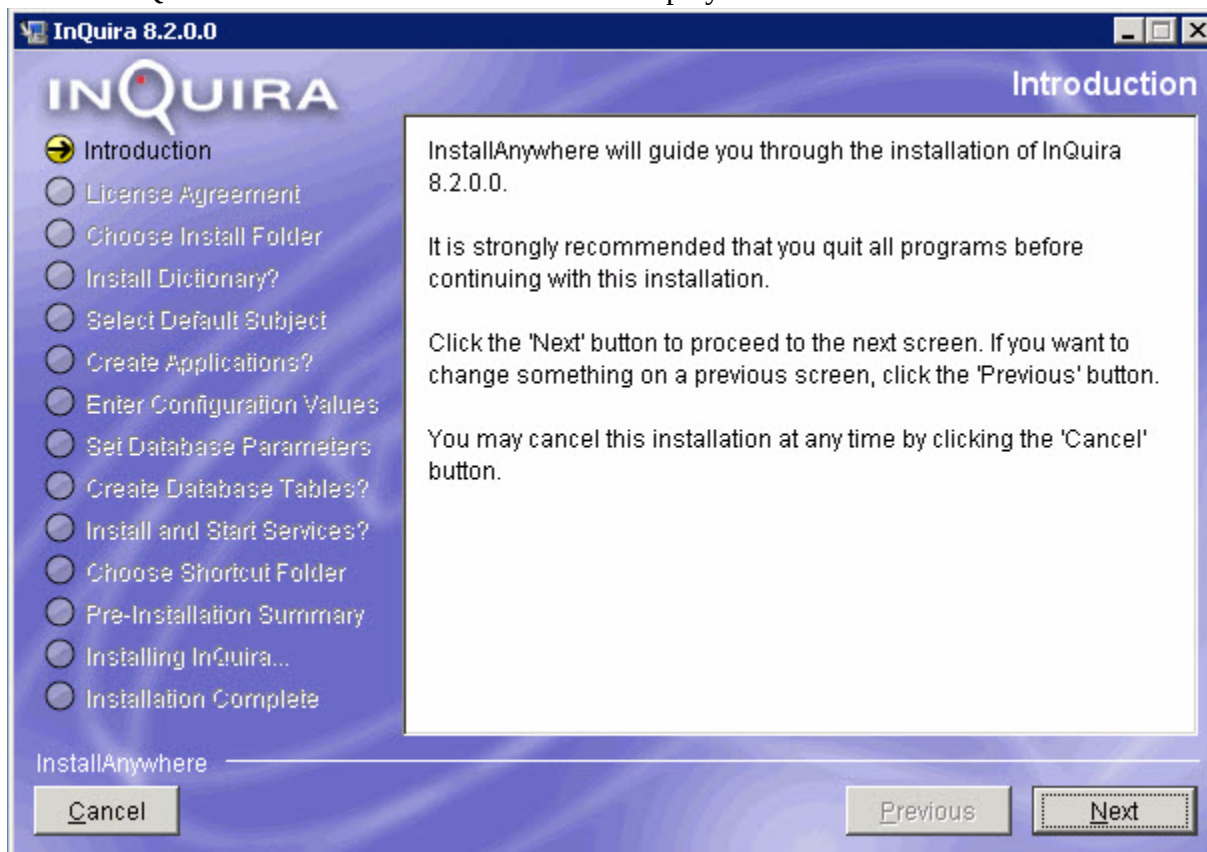
The installation program starts:



The installation program displays [The InQira Installation Introduction on page 23](#) .

The InQuira Installation Introduction

The InQuira Installation Introduction screen displays.

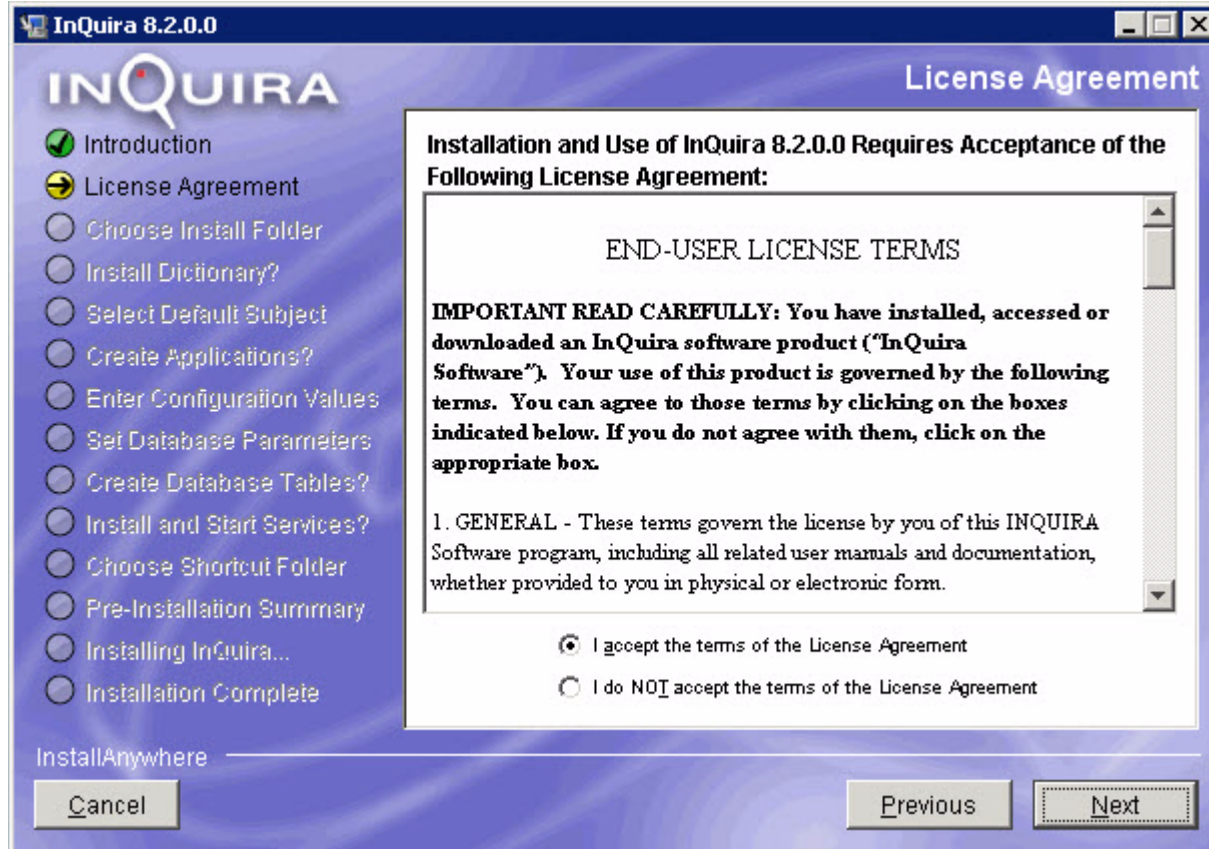


- Select **Next**.

The InQuira License Agreement on page 24 screen displays.

The InQuira License Agreement

The License Agreement screen displays.

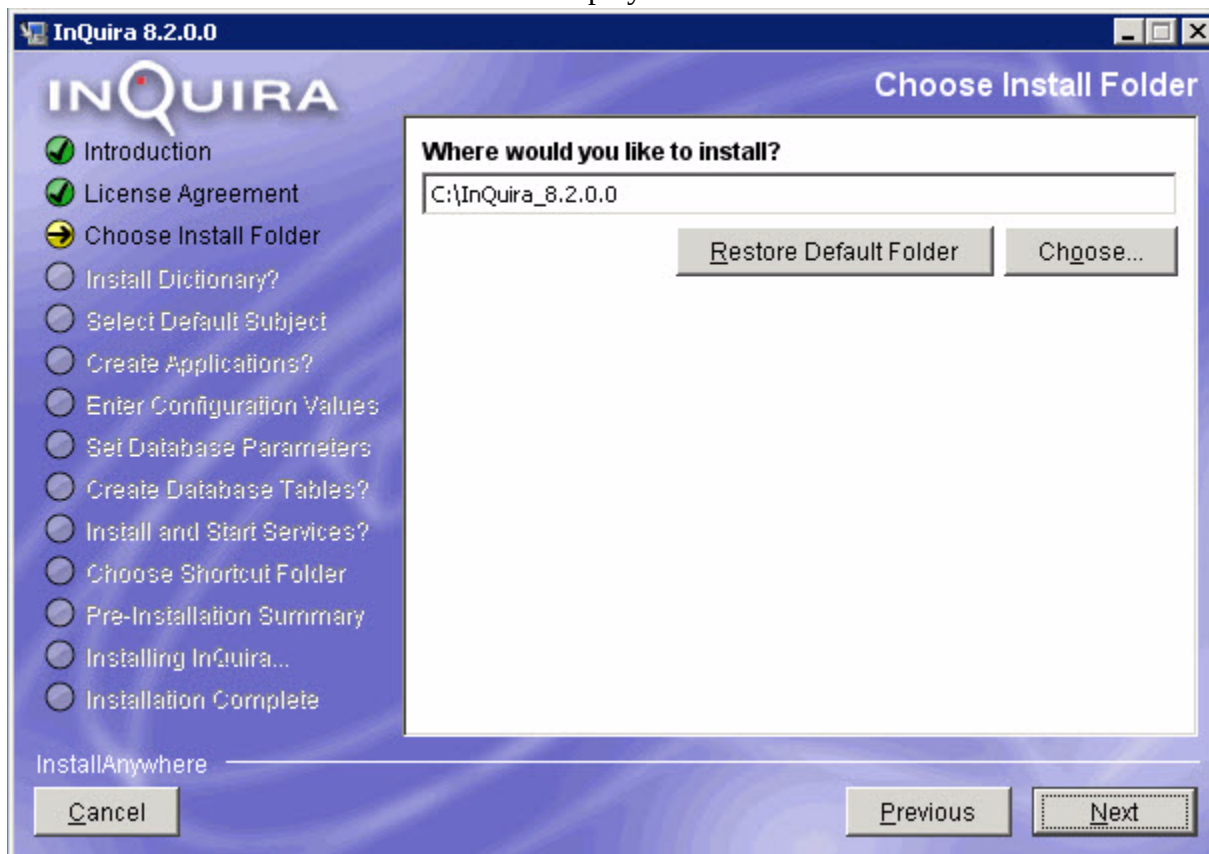


- Read the license agreement carefully as you are legally bound to its terms and conditions.
- Select **I accept the terms of the License Agreement**.
- Select **Next**.

See [Choose the Installation Folder](#) on page 25.

Choose the Installation Folder

The Choose Installation Folder screen displays.



- Specify the desired directory location.

The default location is:

Windows	C:\InQuira_8.n
Solaris and Linux	<user_home>/InQuira_8.n
Mac OS X	Applications/InQuira

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 InQuira Common Environment does not support InQuira installation

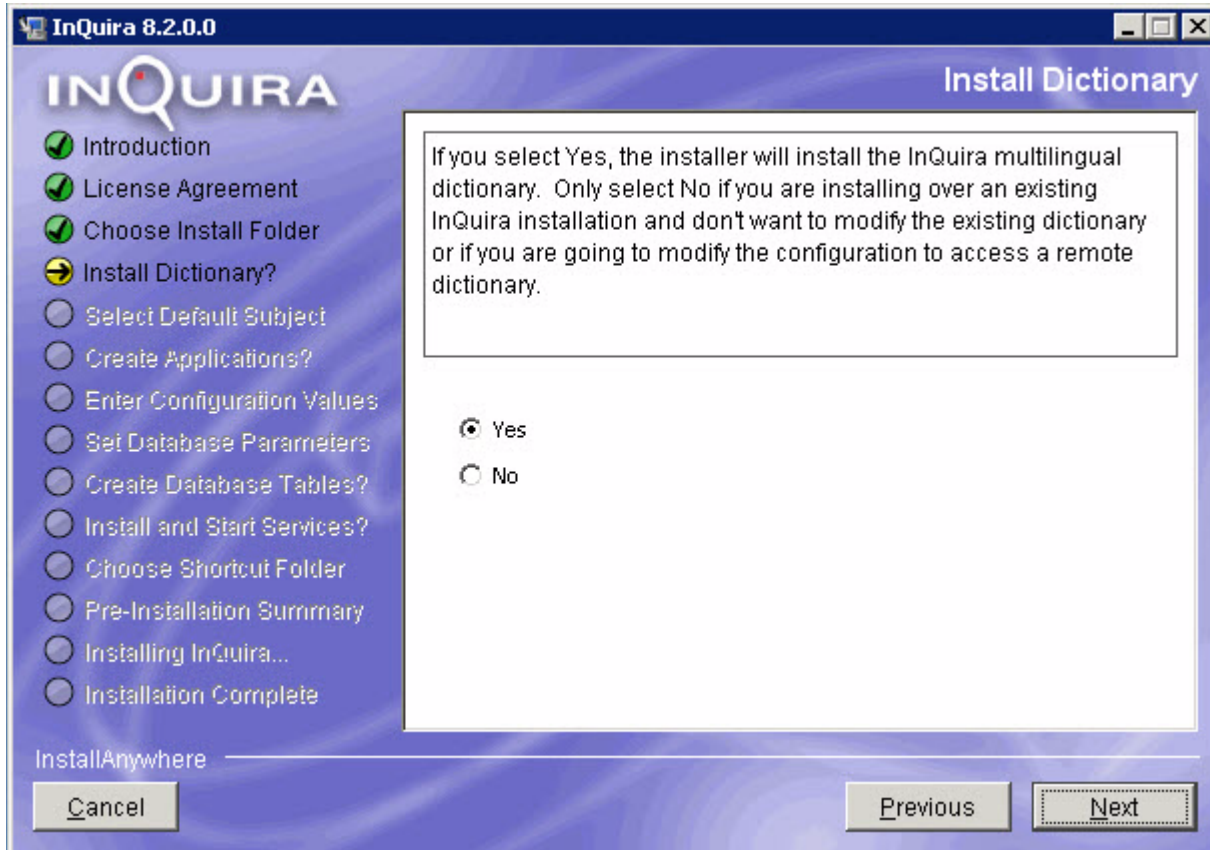
directory names containing blank spaces. On Windows platforms, keep the directory name short to avoid “command line too long” errors.

- Select **Next**.

See [Install Dictionary on page 26](#).

Install Dictionary

The Install Dictionary screen displays.



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

IMPORTANT: Select No *only* if you are:

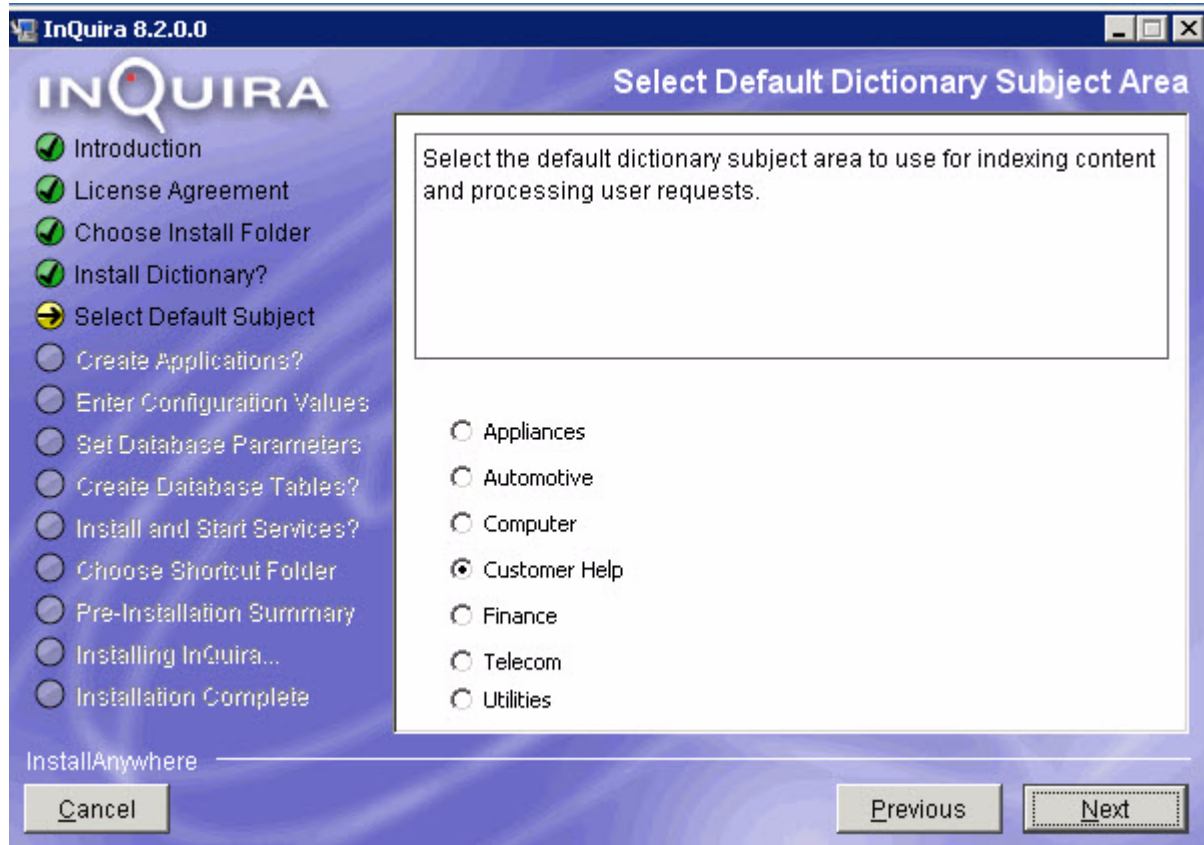
- installing over an existing InQuira Installation and do not want to modify the existing dictionary
 - or
 - going to modify the configuration to access a remote dictionary.
-

- Select **Next..**

See [Select Default Subject](#) on page 28.

Select Default Subject

The Select Default Dictionary Subject Area screen displays:



- Select the desired default dictionary subject.

The default dictionary subject is Customer Help.

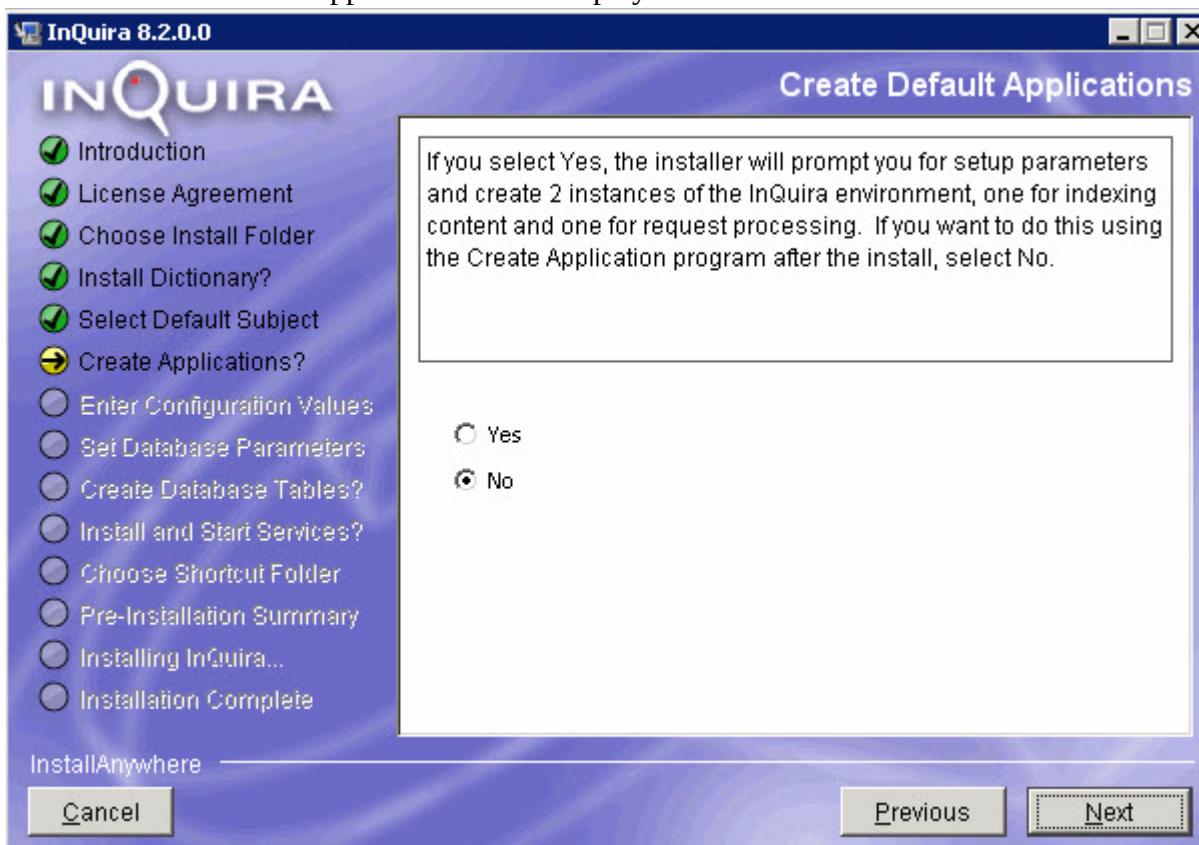
NOTE: The Customer Help Dictionary is included as a part of all other available Dictionaries.

- Select **Next**.

See [Create the Application Instance](#) on page 29.

Create the Application Instance

The Create Default Application screen displays.



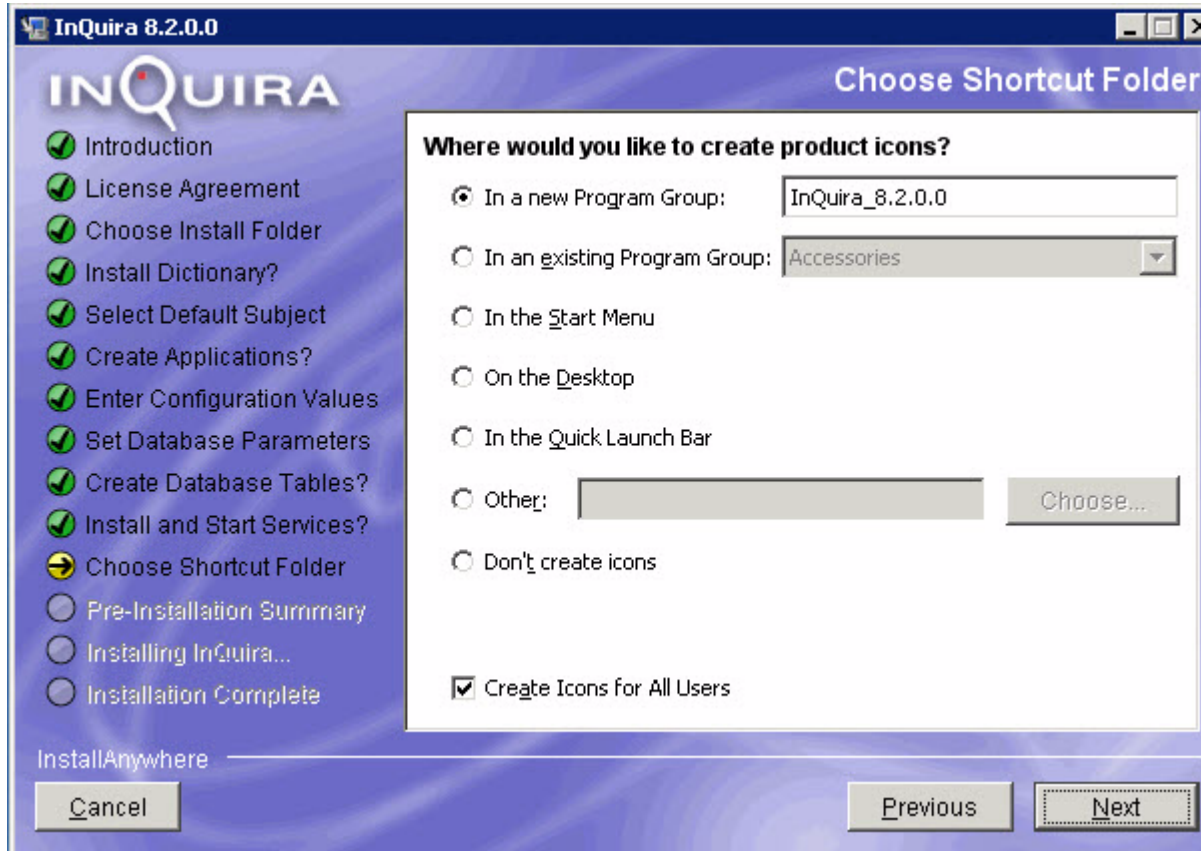
- Select **No**.
- Select **Next**.

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 Demonstration Only on page 77](#)

If you selected No, see [Choose the Shortcut Folder on page 30](#).

Choose the Shortcut Folder

The Choose Shortcut Folder screen displays.

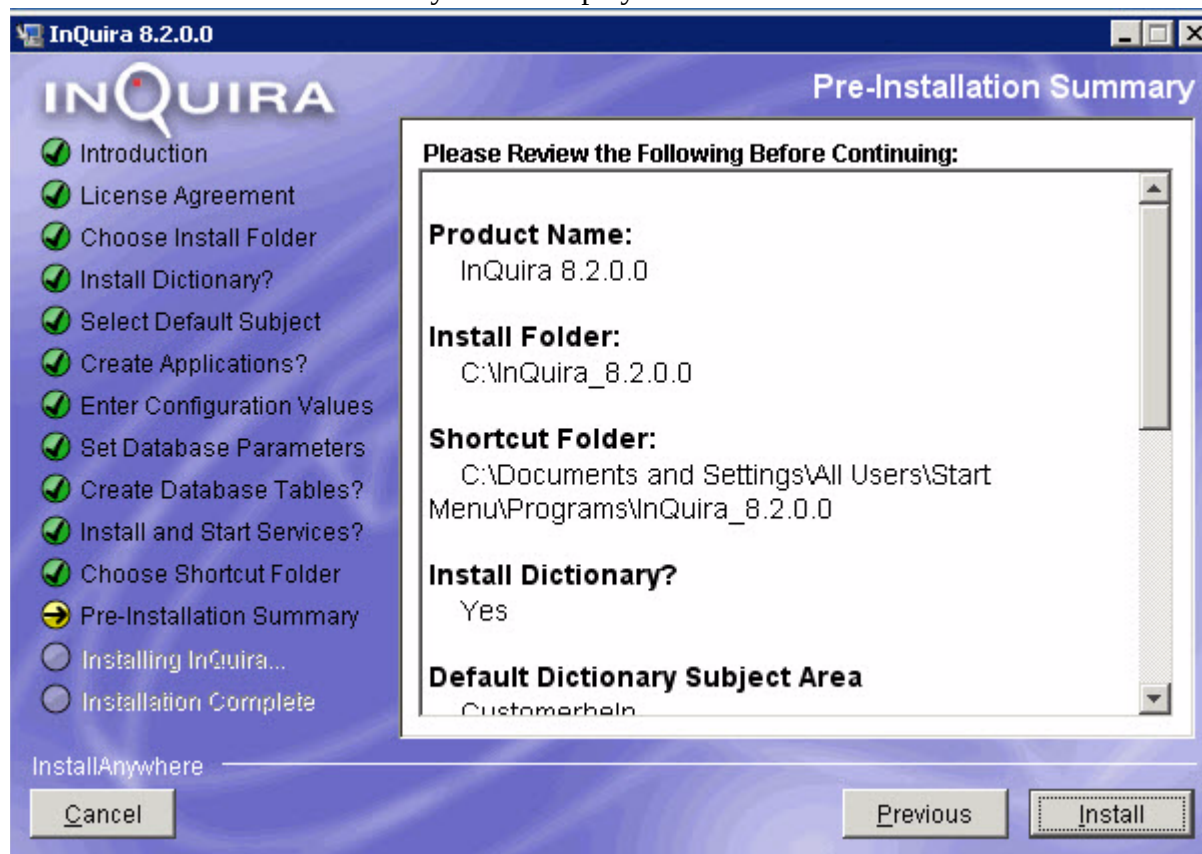


- Select the desired product icons location.
- Select **Next**.

See [The Pre-Installation Summary on page 31](#).

The Pre-Installation Summary

The Pre-Installation Summary screen displays.

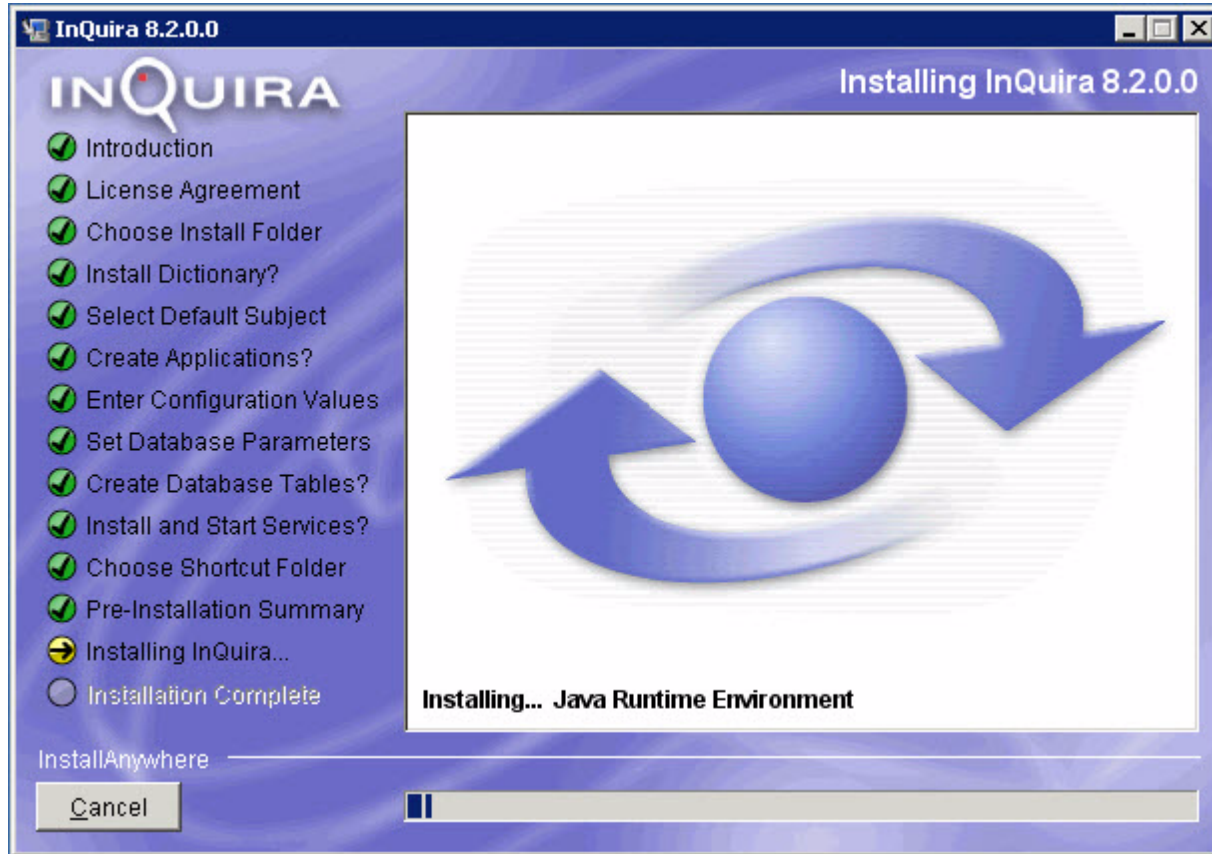


- Review the Pre-Installation Summary Screen and make any necessary changes using the **Previous** button.
- Select **Install**.

See [Install the Product Files on page 32](#).

Install the Product Files

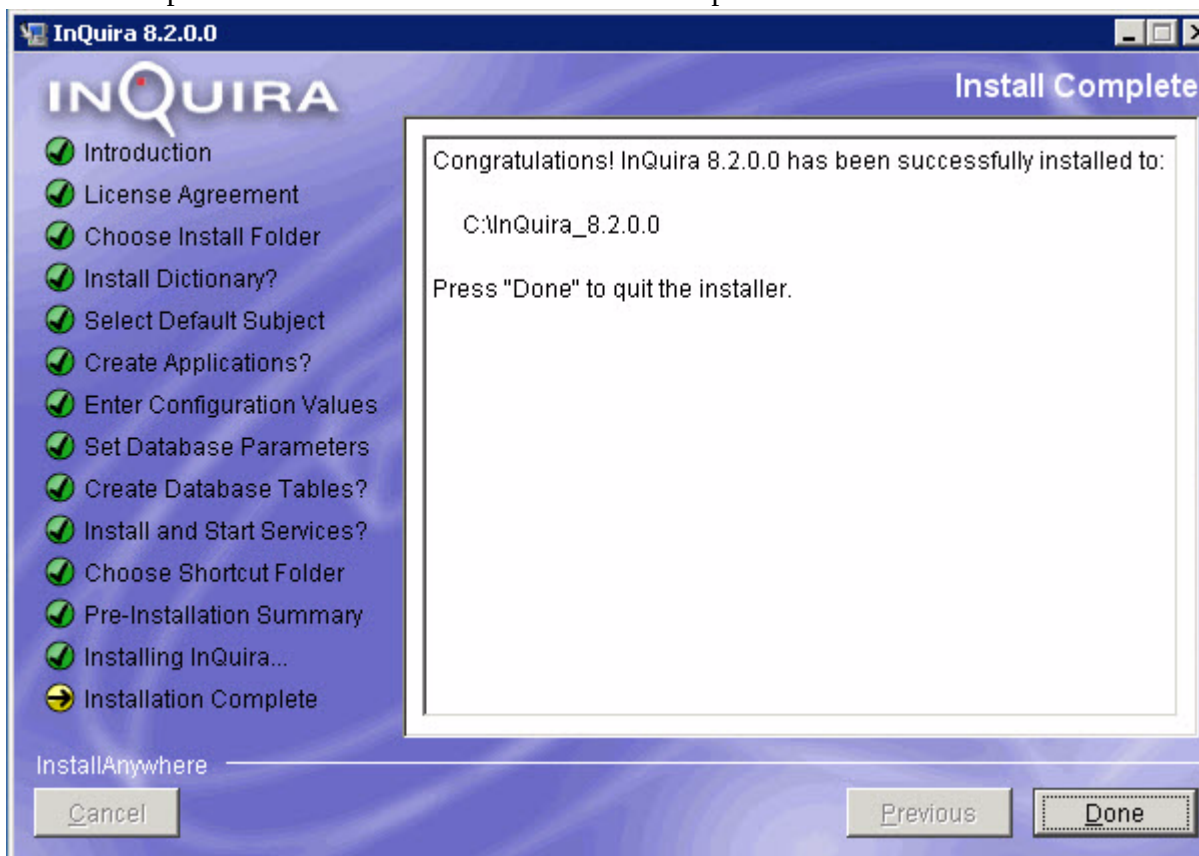
The installation program displays a progress screen during installation.



When installation is complete, the installation program displays the *Install Complete* screen see [Complete the Installation on page 33](#).

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 [Appendix B, 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 [Appendix 3, Creating and Configuring an InQuira Application](#).

IMPORTANT: If you have followed the recommended installation procedure as described in [Recommended Installation Procedure on page 11](#), you can now create the Development Application as described in [Appendix 3, Creating and Configuring an InQuira Application](#).

Verifying the Installation

During the installation process, the installer runs several commands and scripts. The installer is unaware of whether they succeed or fail. The output of these commands and scripts are written to *_STDOUT and *_STDERR variables in the file:

<install_dir>/UninstallerData/installvariables.properties

Scan the contents of this file for errors to ensure that there were no hidden problems during the installation.

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 84

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 11](#) and [Chapter 2, Installing and Configuring InQuira](#). We do not recommend using the automatic application creation process described in "[Creating the Application Instances for Demonstration Only on page 59](#)".

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 instance

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 69](#).

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.

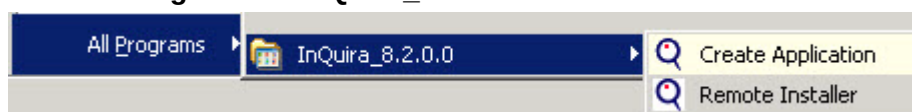
The distributed application creation process consists of the following steps:

- Install and configure InQuira software on all remote servers, as described in [Chapter 2, Installing and Configuring InQuira](#).
- Start the InQuira Common Environment as a server on all remote servers, as described in [Starting the InQuira Common Environment on Remote Processors on page 37](#).
- Start the InQuira Common Environment Create Application program on the local server, as described in [Starting the Create Application Program on the Local \(Scheduler\) Instance on page 38](#).
- Specify application creation options, as described in [Specifying Application Creation Options on page 70](#).
- Specifying content processing instance parameters, as described in [Creating the Remote Content Processing \(Workclient\) Instance on page 41](#).
- Specifying request processing instance parameters, as described in [Creating the Remote Request Processing \(Runtime\) Instance on page 43](#).
- Create the specified applications, as described in [Creating the Specified Distributed Application on page 46](#).
- Configure the new instance on the remote servers, as described in [Chapter 4, Configuring InQuira Instances](#).

Starting the InQuira Common Environment on Remote Processors

After installing InQuira on additional servers, following the [Replicating an InQuira Application \(Silent Install\)](#) on page 67, start the Remote Installer on each remote server by logging onto the remote server and selecting:

Start -> Programs -> InQuira_8.2 -> 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 38.

The InQuira Common Environment starts and listens for connections on port 23456:

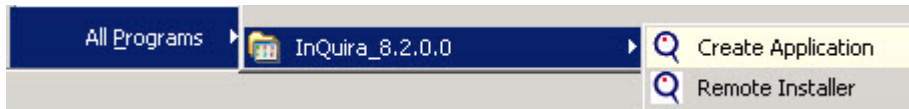
A screenshot of a Windows command prompt window. The title bar reads 'Remote Installer - C:\InQuira_8.2.0.0\bin\run.bat com.inquiraiice.Installer -remote "C:\InQuira_8.2.0....'. The text inside the window shows the following sequence of messages:

```
You are using: InQuira 8.2.0<36>
InQuira Common Environment Installer 8.0
Installing for version: InQuira 8.2.0<36>
Remote Installation Server Mode
Starting ICE Remote Installer
ICE Remote Installation Server listening on port: 23456
Waiting for client connection.
```

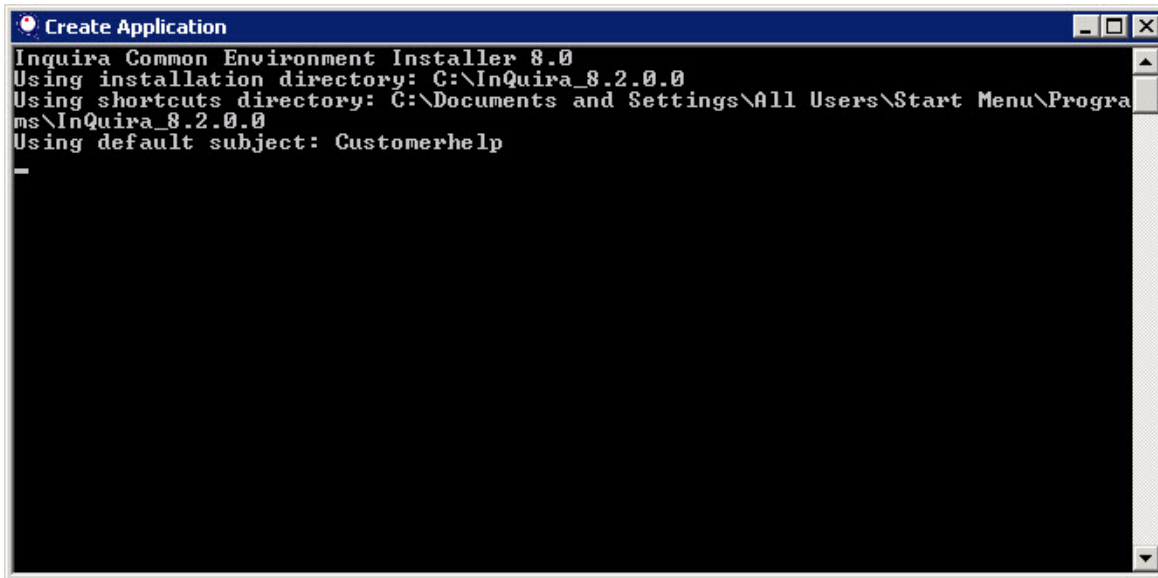
Starting the Create Application Program on the Local (Scheduler) Instance

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

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

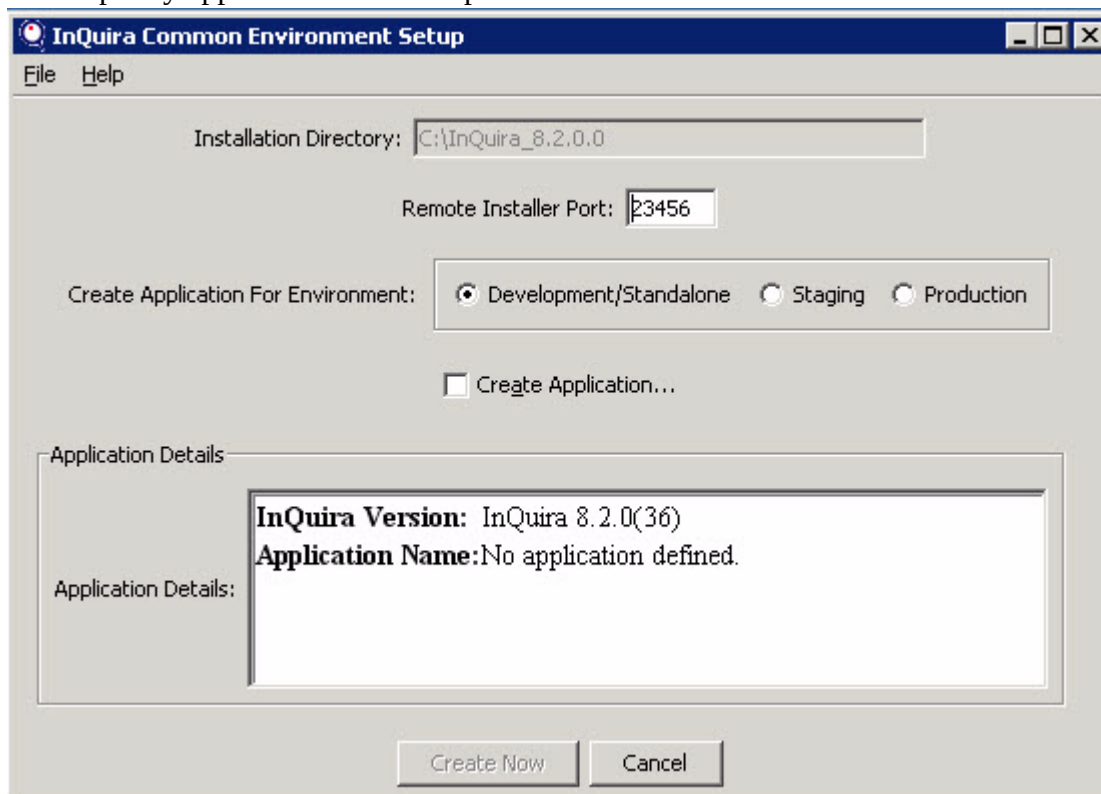


The InQuira Common Environment Create Application console opens, and the InQuira Common Environment Setup dialog displays.



Specifying Distributed Application Creation Options

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

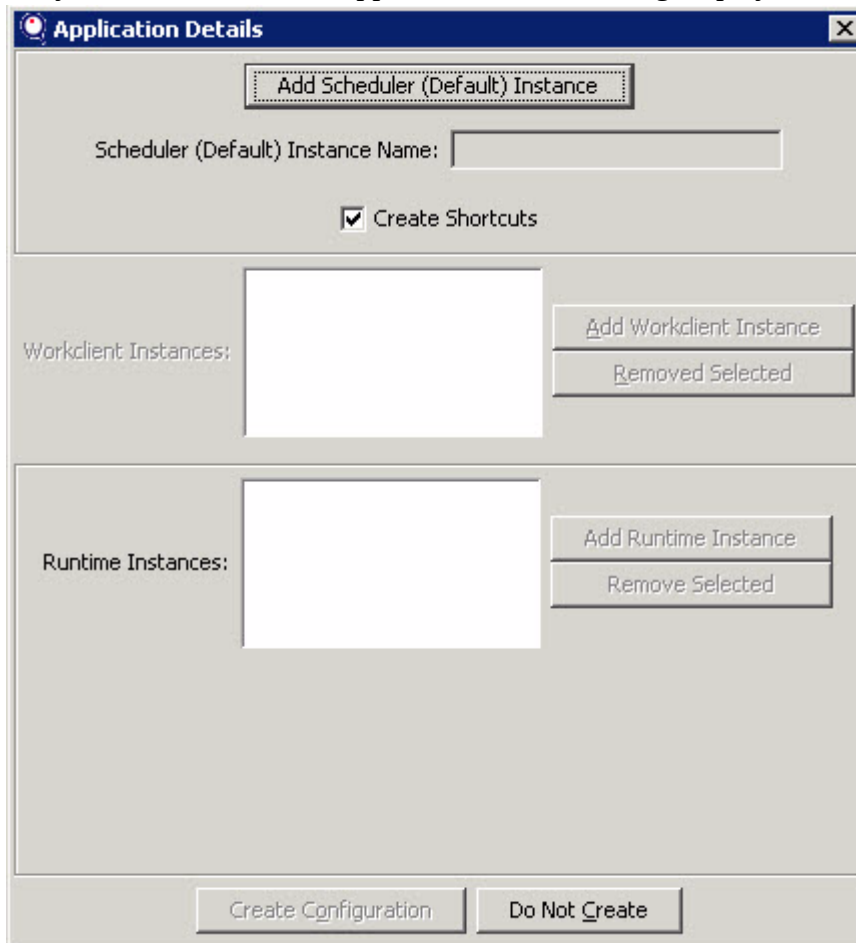


- Select **Development/Standalone**.
- Select **Create Application...**

The Application Details dialog displays.

Creating the Scheduler (Default) Instance

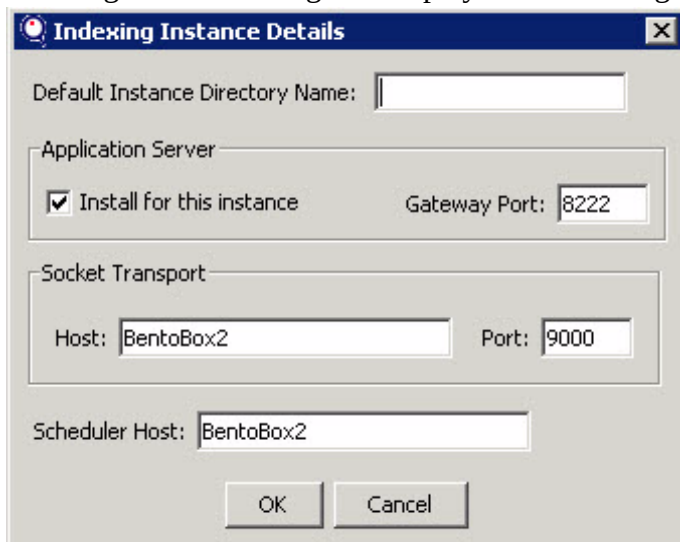
On your local server, the Application Details dialog displays



The screenshot shows the 'Application Details' dialog box. At the top, there is a button labeled 'Add Scheduler (Default) Instance'. Below this is a text field for 'Scheduler (Default) Instance Name:'. Underneath the text field is a checkbox labeled 'Create Shortcuts' which is checked. The dialog is divided into two main sections. The first section is labeled 'Workclient Instances:' and contains an empty list box. To the right of the list box are two buttons: 'Add Workclient Instance' and 'Removed Selected'. The second section is labeled 'Runtime Instances:' and also contains an empty list box. To the right of this list box are two buttons: 'Add Runtime Instance' and 'Remove Selected'. At the bottom of the dialog are two buttons: 'Create Configuration' and 'Do Not Create'.

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

The Indexing Instance dialog box displays the following:



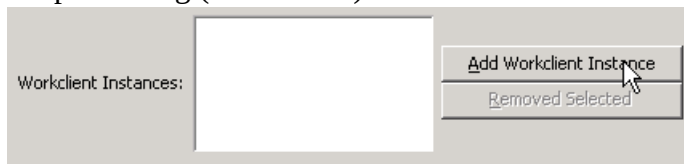
The **Indexing Instance Details** dialog box contains the following fields and controls:

- Default Instance Directory Name:** An empty text input field.
- Application Server:** A section containing a checked checkbox labeled **Install for this instance** and a **Gateway Port:** text field with the value **8222**.
- Socket Transport:** A section containing a **Host:** text field with the value **BentoBox2** and a **Port:** text field with the value **9000**.
- Scheduler Host:** A text field with the value **BentoBox2**.
- Buttons:** **OK** and **Cancel** buttons at the bottom.

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

Creating the Remote Content Processing (Workclient) Instance

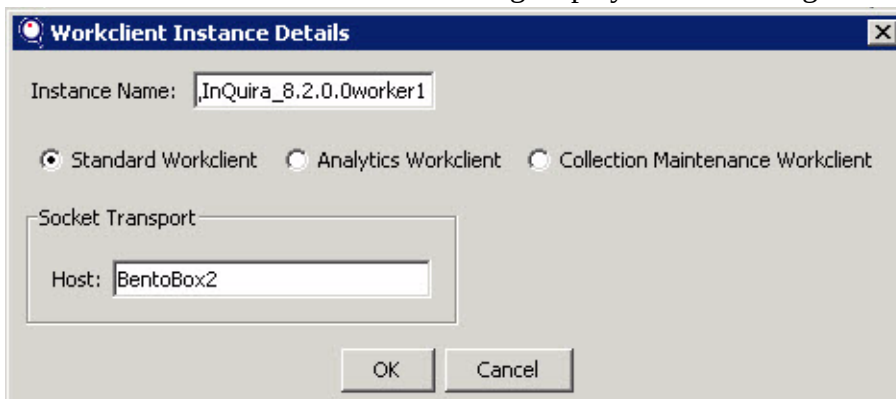
On your local server, the Application Details dialog displays an option to create a remote content processing (Workclient) instance:



The **Workclient Instances** section shows an empty list box and two buttons: **Add Workclient Instance** and **Removed Selected**. A mouse cursor is pointing at the **Add Workclient Instance** button.

- select the **Add Workclient Instance** option

The Workclient Instance Details dialog displays the following fields:

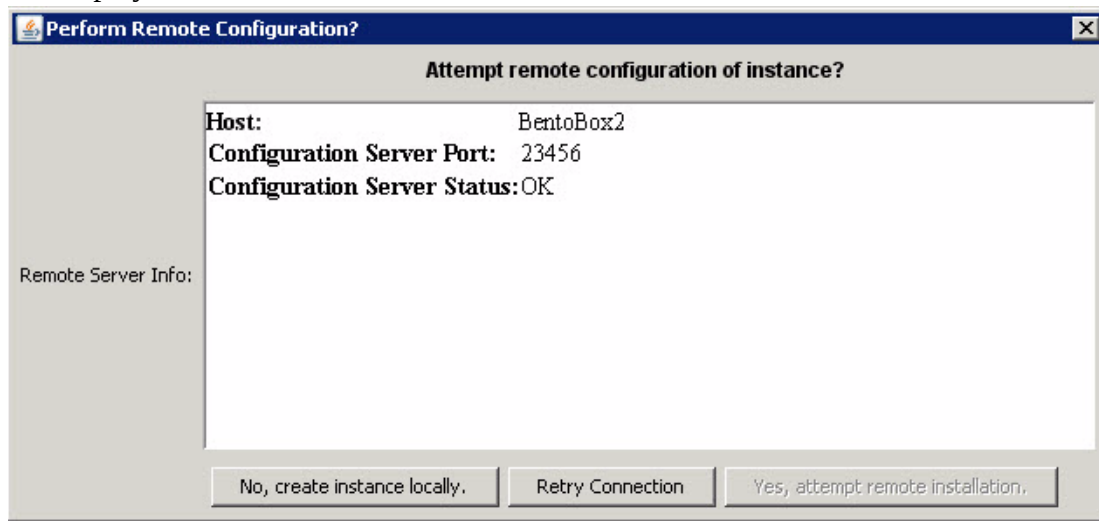


The **Workclient Instance Details** dialog box contains the following fields and controls:

- Instance Name:** A text field with the value **InQuira_8.2.0.0worker1**.
- Workclient Type:** Three radio buttons: **Standard Workclient** (selected), **Analytics Workclient**, and **Collection Maintenance Workclient**.
- Socket Transport:** A section containing a **Host:** text field with the value **BentoBox2**.
- Buttons:** **OK** and **Cancel** buttons at the bottom.

- Select **OK**.

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



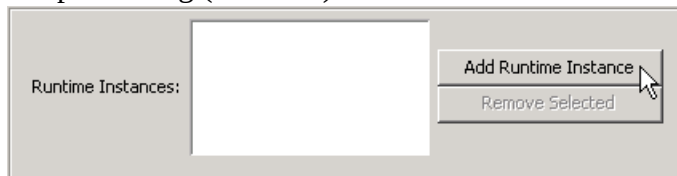
- select the **Yes, attempt remote installation** option

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 45. continue the application creation process as described in [Creating the Remote Request Processing \(Runtime\) Instance](#) on page 43.

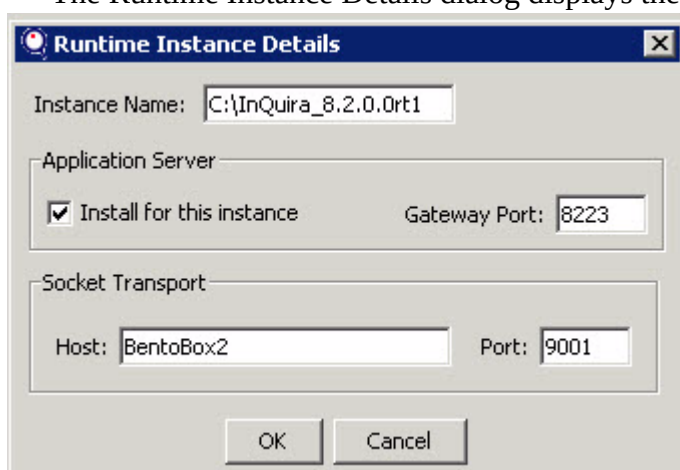
Creating the Remote Request Processing (Runtime) Instance

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



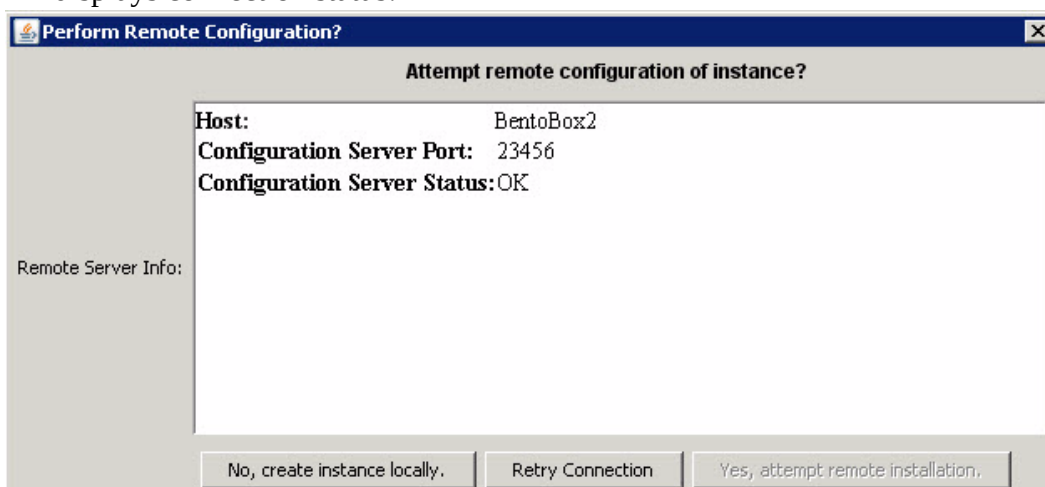
- select the **Add Runtime Instance** option

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:



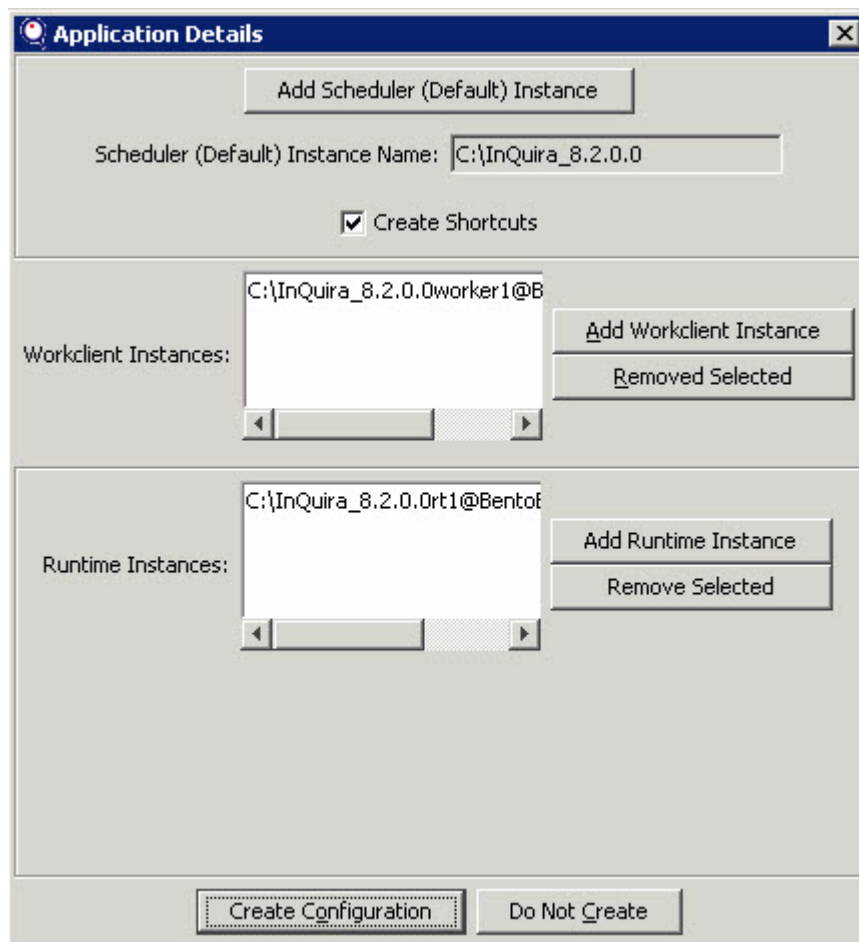
- select **Yes, attempt remote installation.**

NOTE: If you are not creating a distributed InQira 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 45](#).

Confirming the Distributed Application Details

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

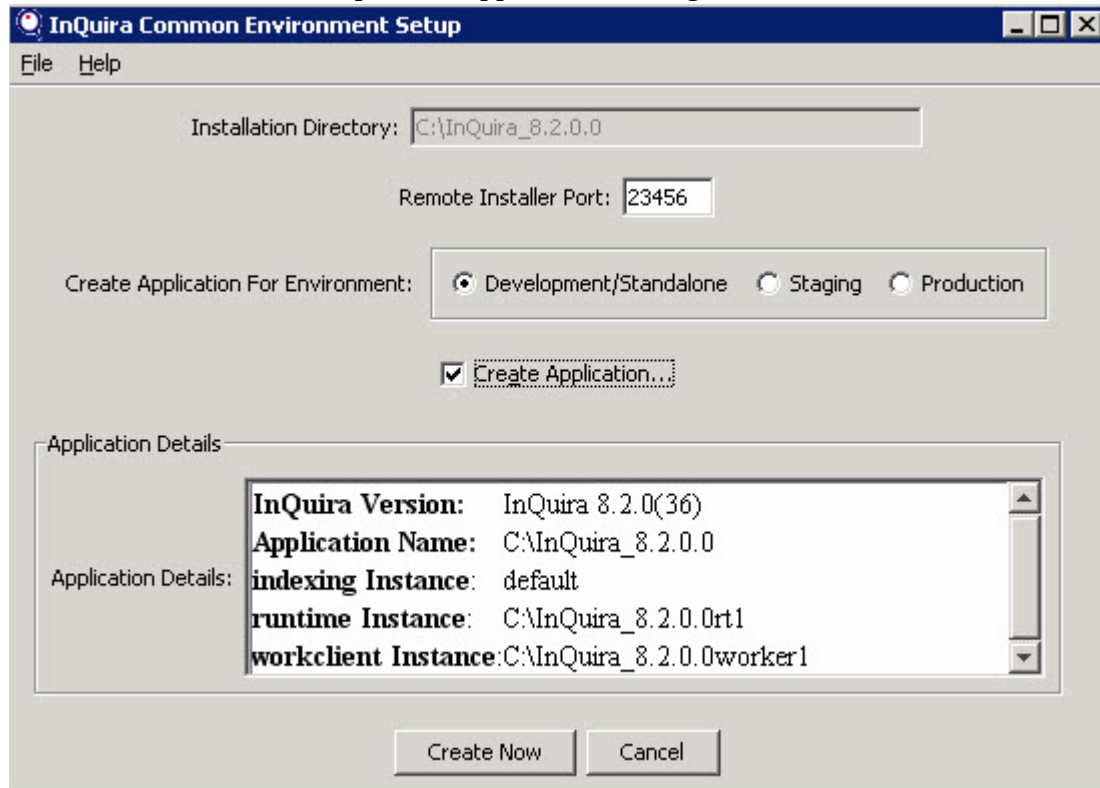


- Select **Create Configuration**.

The InQuira Common Environment Setup dialog displays summary information about the specified application settings, as described in [Creating the Specified Distributed Application on page 46](#).

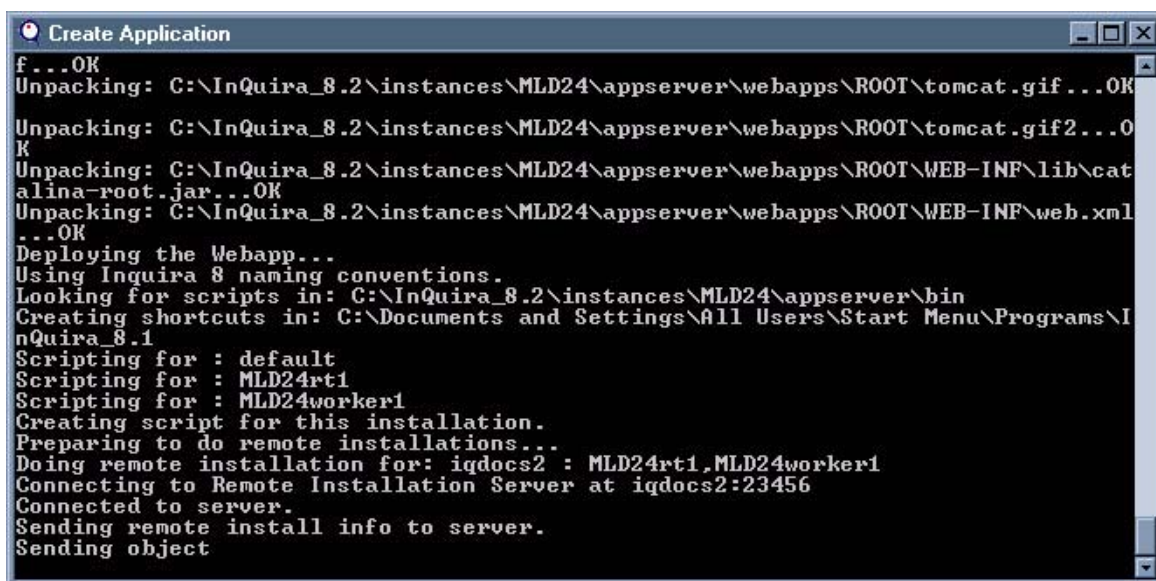
Creating the Specified Distributed Application

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



- Select the **Create Now**. The instance certification will be saved locally and an attempt will be made to send it to each remote instance for which **Yes, attempt remote installation** was selected. If the ICE remote installer is running on each of these systems, each will receive and save their respective configuration.

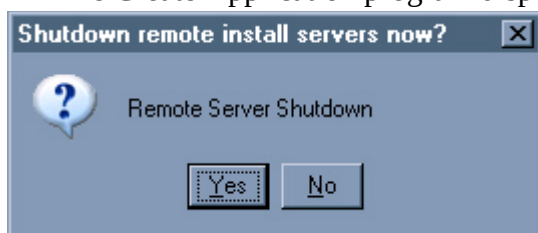
The Create Application program does not respond; you can monitor the application creation progress as described in [Creating the Specified Application and Instances on page 77](#). You can monitor the application creation process by watching the console.



```

f...OK
Unpacking: C:\InQuira_8.2\instances\MLD24\appserver\webapps\ROOT\tomcat.gif...OK
Unpacking: C:\InQuira_8.2\instances\MLD24\appserver\webapps\ROOT\tomcat.gif2...OK
Unpacking: C:\InQuira_8.2\instances\MLD24\appserver\webapps\ROOT\WEB-INF\lib\cat
alina-root.jar...OK
Unpacking: C:\InQuira_8.2\instances\MLD24\appserver\webapps\ROOT\WEB-INF\web.xml
...OK
Deploying the Webapp...
Using InQuira 8 naming conventions.
Looking for scripts in: C:\InQuira_8.2\instances\MLD24\appserver\bin
Creating shortcuts in: C:\Documents and Settings\All Users\Start Menu\Programs\I
nQuira_8.1
Scripting for : default
Scripting for : MLD24rt1
Scripting for : MLD24worker1
Creating script for this installation.
Preparing to do remote installations...
Doing remote installation for: iqdocs2 : MLD24rt1,MLD24worker1
Connecting to Remote Installation Server at iqdocs2:23456
Connected to server.
Sending remote install info to server.
Sending object
  
```

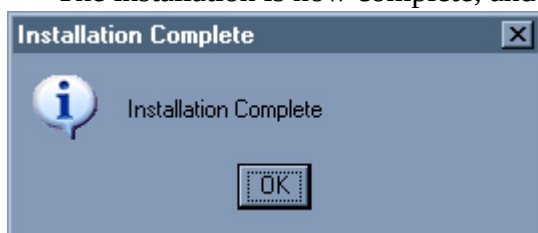
The Create Application program displays the message:



- Select **Yes**.

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

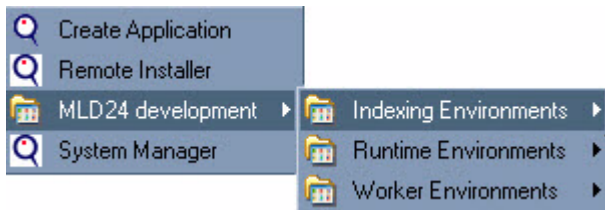
The installation is now complete, and the following message displays:



- Select **OK**.

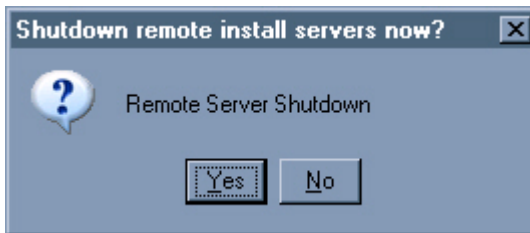
The Create Application program closes.

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 InQuira Common Environment server process

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 Environment, Runtime Environment, and Worker Environment and perform these configuration procedures in each.

Configuration Environment Overview

You configure the instances by:

On this instance:	Perform these steps:
Content Processing	• Start the InQuira Common Environment , as described in Starting the InQuira Common 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 61. • Create the database tables, as described in Creating the Content Store Database Tables on page 66 and Configuring the Quality Monitor Datasource on page 66. • Restart the application, as described in Restarting the Application on page 69.
Request Processing	• Start the InQuira Common Environment as described in Starting the InQuira Common 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 InQuira Common Environment

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

To start the InQuira Common Environment :

- Select the InQuira Common Environment item for the desired instance:

Start => Programs => InQuira 8.1=> <application_name>development=> Indexing Environments => <application_name> (default) Environment



The InQuira Common Environment program displays its initial screen:

```

C:\InQuiraBank (default) Environment
after 8.062ms: Instance tools in tools/Development mode with uuid a05bc655-ffc6-11de-8191-8c6843f564d2 created. Release MLD Build 36
#####
Shutting down complete.
#####
1 file(s) moved.
Merge of C:\InQuira_8.2.0.0\instances\InQuiraBank\autoimport.xml done
-XX:+ManagementServer -XX:MaxHeapSize=1468006400 -XX:ParallelGCThreads=2 -XX:+PrintCommandLineFlags -XX:+PrintGC -XX:+TraceClassUnloading -XX:+UseLargePagesIndividualAllocation -XX:+UseParallelGC
You are using: InQuira 8.2.0(36)
No update information detected.

-----
WARNING: This is the first time you have run ICE for
this application. You must apply updates before
continuing.

To resolve this issue enter the following 2 commands:

    1. buildWebApp
    2. deployApp

-----
in this development environment.
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->
  
```

The initial InQuira Common 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 InQuira Common Environment provides a facility to build the web application that supports the System Manager and the default User Interface.

The InQuira Common 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** (Windows) or **buildWebApp.sh** (Linux, Solaris, and Mac OS X) at the InQuira Common Environment command prompt:

```
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->buildWebApp.
```

The BuildWebApp script executes and concludes with the following information:

```
BUILD SUCCESSFUL
Total time: 1 minute 29 seconds
Checking for patches...
No InQuira Patches Found
Updated "C:\InQuira_8.2.0.0\conf\inquiraclasspath.conf" (68 entries)
Updated "C:\InQuira_8.2.0.0\conf\inquiraextpath.conf" (PATH and BT_ROOT)
Updating environment info.
Refreshing service options

Run deployApp.bat to deploy the repackaged application war files.
```

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

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

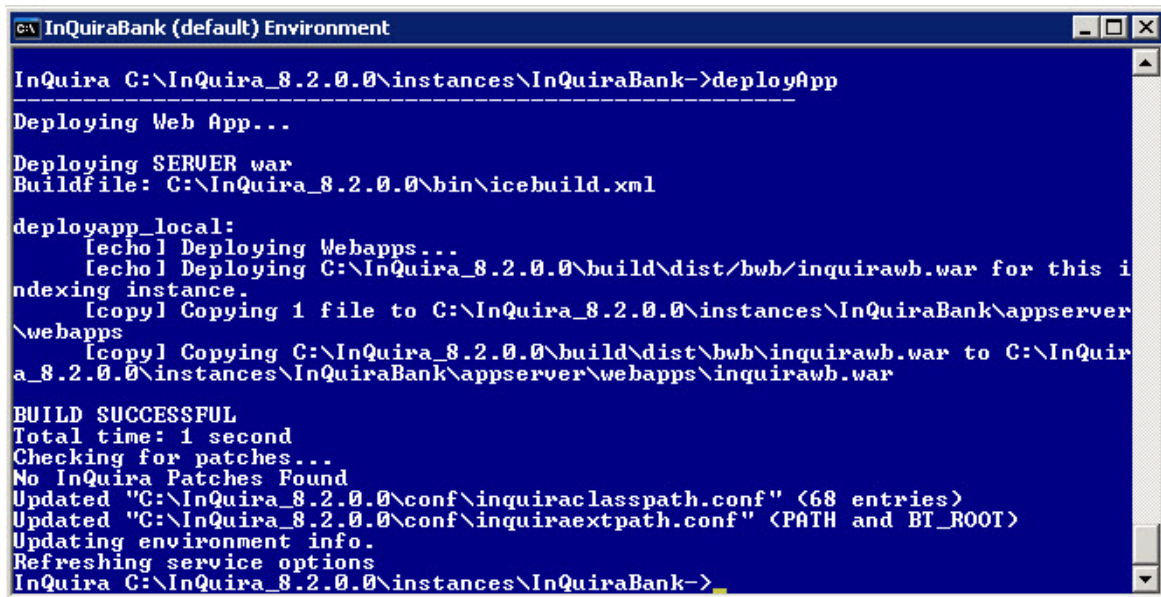
IMPORTANT: For the Development Application, deploy the InQuira web application on both the content processing and request processing instances.

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** (Windows) or **deployApp.sh** (Linux, Solaris, and Mac OS X) at the InQuira Common Environment command prompt:

```
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->deployApp
```

The deployment script executes and concludes with the following information:



```
C:\InQuiraBank (default) Environment
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->deployApp
-----
Deploying Web App...
Deploying SERVER war
Buildfile: C:\InQuira_8.2.0.0\bin\icebuild.xml
deployapp_local:
[echo] Deploying Webapps...
[echo] Deploying C:\InQuira_8.2.0.0\build\dist\bwb\inquirawb.war for this i
ndexing instance.
[copy] Copying 1 file to C:\InQuira_8.2.0.0\instances\InQuiraBank\appserver
\webapps
[copy] Copying C:\InQuira_8.2.0.0\build\dist\bwb\inquirawb.war to C:\InQuir
a_8.2.0.0\instances\InQuiraBank\appserver\webapps\inquirawb.war
BUILD SUCCESSFUL
Total time: 1 second
Checking for patches...
No InQuira Patches Found
Updated "C:\InQuira_8.2.0.0\conf\inquiraclasspath.conf" (68 entries)
Updated "C:\InQuira_8.2.0.0\conf\inquiraxtpath.conf" (PATH and BT_ROOT)
Updating environment info.
Refreshing service options
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->
```

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 InQuira Common 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 InQuira Common Environment prompt:
`inquiraservice -install`

```
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBankrt1->inquiraservice -install
```

The InQuira Common Environment console displays information about the service installation process:

```

C:\InQuira_8.2.0.0\instances\InQuiraBank>setenv.bat

-----
appserver dir = [C:\InQuira_8.2.0.0\instances\InQuiraBank\appserver]
INQUIRA_ROOT = [C:\InQuira_8.2.0.0\inquira]
APROOT = [C:\InQuira_8.2.0.0\instances\InQuiraBank]
JAVA_HOME = [C:\InQuira_8.2.0.0\jre]
-----

Setting CLASSPATH:

-----
Prepending InQuira Libraries:
-----
Prepending Professional Services Libraries:
-----
C:\InQuira_8.2.0.0\lib\ice.jar
C:\InQuira_8.2.0.0\lib\wrapper.jar
-----

Prepending Patches:
-----
No Patches Found
-----

-XX:+ManagementServer -XX:MaxHeapSize=1468006400 -XX:ParallelGCThreads=2 -XX:+PrintCommandLineFlags
You are using: InQuira 8.2.0(37)
in this development environment.

InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->inquiraservice -install
-----
Installing InQuira Service -- InQuira-InQuiraBank

Checking for patches...
No InQuira Patches Found
Updated "C:\InQuira_8.2.0.0\conf\inquiraclasspath.conf" (68 entries)
Updated "C:\InQuira_8.2.0.0\conf\inquiraexpath.conf" (PATH and BT_ROOT)
Updating environment info.
Refreshing service options
Using account: SYSTEM for service.

InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->

```

IMPORTANT: You must uninstall and reinstall the service any time you change the JVM options (JAVA_OPTS) in the InQuira Common 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 61](#).

Starting the InQuira Service

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

To start the InQuira service:

- Enter the following command in Microsoft Windows environments:

```
inquira start
```

```
InQuira C:\InQuira_8.2.0.0\instances\InQuiraBank->inquira start
```


The InQuira service starts:

```
The InQuira-inquirabank service is starting...
The InQuira-inquirabank service was started successfully.
```

Viewing the InQuira Web Application Logs

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

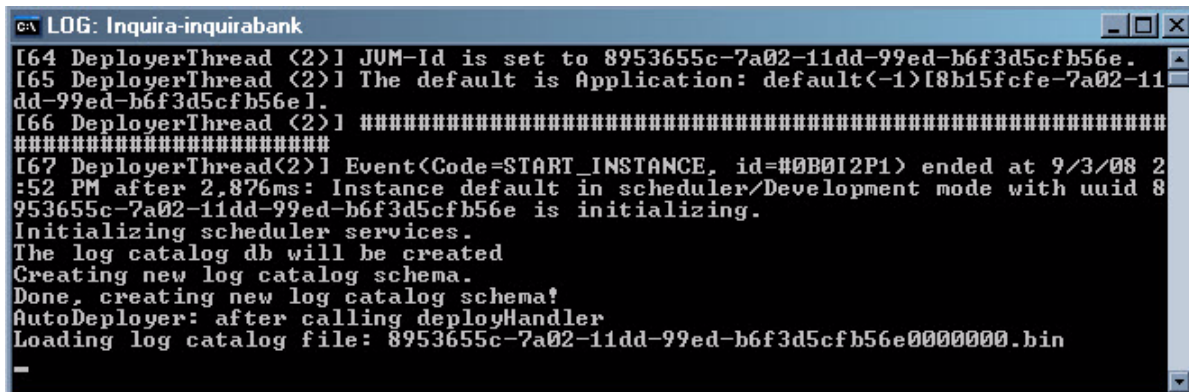
To view the application logs:

- Enter the following command at the InQuira Common Environment command prompt:

```
tailTheLog -a
```

InQuira displays application log information in a separate window:

```
InQuira C:\InQuira_8.1\instances\inquirabank->tailtheLog -a
```



```
c:\ LOG: InQuira-inquirabank
[64 DeployerThread (2)] JUM-Id is set to 8953655c-7a02-11dd-99ed-b6f3d5cfb56e.
[65 DeployerThread (2)] The default is Application: default(-1)[8b15fcfe-7a02-11dd-99ed-b6f3d5cfb56e].
[66 DeployerThread (2)] #####
[67 DeployerThread(2)] Event<Code=START_INSTANCE, id=#0B0I2P1> ended at 9/3/08 2:52 PM after 2,876ms: Instance default in scheduler/Development mode with uuid 8953655c-7a02-11dd-99ed-b6f3d5cfb56e is initializing.
Initializing scheduler services.
The log catalog db will be created
Creating new log catalog schema.
Done, creating new log catalog schema!
AutoDeployer: after calling deployHandler
Loading log catalog file: 8953655c-7a02-11dd-99ed-b6f3d5cfb56e00000000.bin
```

NOTE: See the [Intelligent Search Administration Guide](#) for more information on InQuira logs and how to access log data.

Starting the System Manager

Use System Manager to configure content processing and data storage options for your application.

NOTE: The System Manager requires that the InQuira Application 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> : Specifies the application server/gateway port specified during the installation process as described in [Creating the Content Processing Instance on page 88](#). 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:

USERNAME:	Administrator
PASSWORD:	Administrator

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

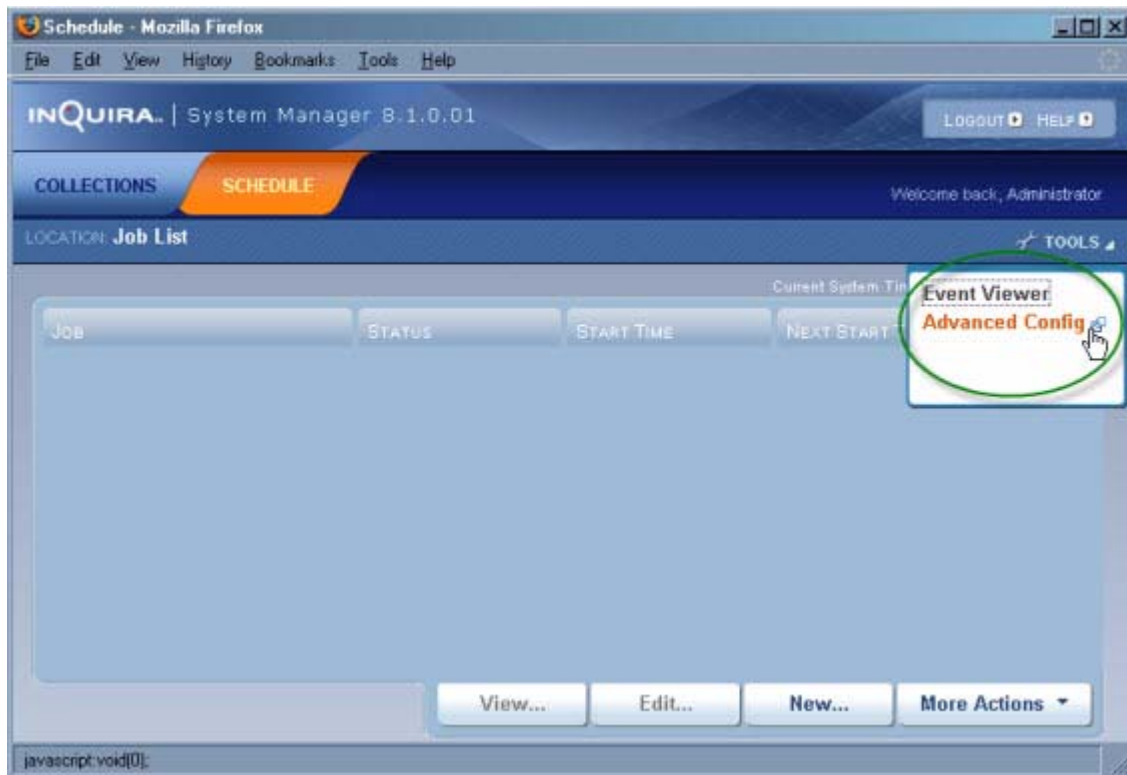
NOTE: See the [Intelligent Search Administration Guide](#) for more information on the System Manager and InQuira administration.

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 Config**

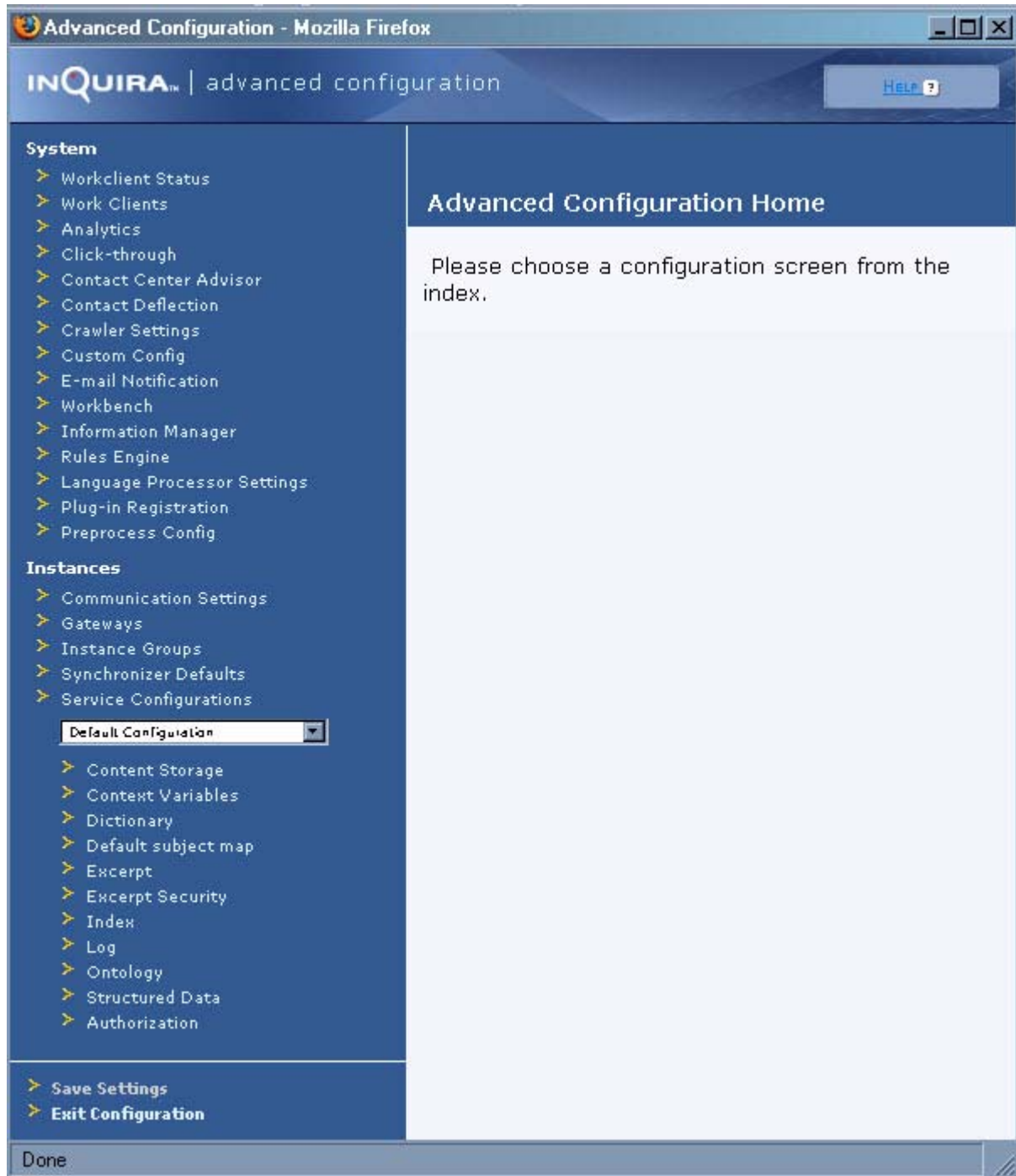


The System Manager displays the Advanced Configuration page as described in [The Advanced Configuration Facility on page 59](#).

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 56](#), you configure an application to use a single data source for the required data tables, which includes:

- 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: If you use the optional InQuira Analytics and Information Manager products, you must configure Analytics data sources 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 Advanced Configuration menu.
Quality Monitor Store	Workbench , in the System portion of the Advanced Configuration menu.

See [Configuring the Content Store Datasource on page 61](#) for detailed content store datasource configuration information.

See [Configuring the Quality Monitor Datasource on page 66](#) for detailed Quality Monitor store datasource configuration information.

Configuring the Content Store Datasource

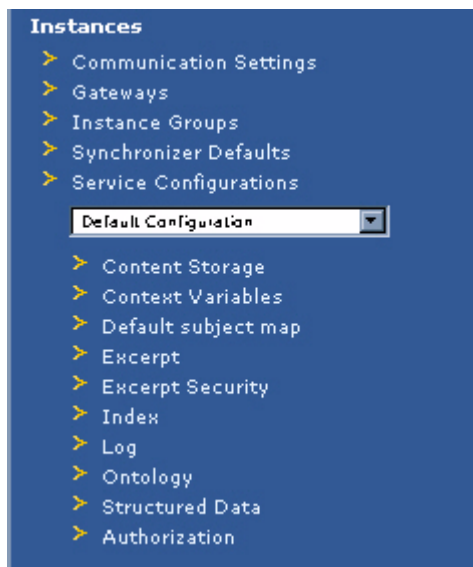
The InQuira Content Store is the database that contains the application content used in request processing.

You must configure a data source for the Content Store to store content for use by the application. (See [Databases on page 13](#) 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.

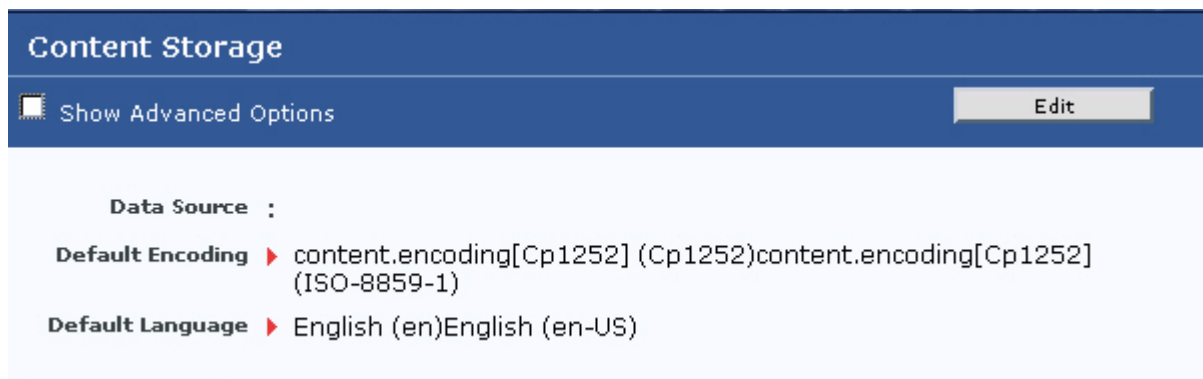
NOTE: You can use a single database as a data source for multiple InQuira components; for example you can configure the same database for the Content Store and the InQuira Analytics module.

To configure a data source for the application:

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



The **Content Storage** page displays.



- Click **Edit** on the **Content Storage** 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:

- Click **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.

- Click **Add New Item**.

or

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

The **Data Sources** page displays fields for entering data source information.

Editing: Content Storage > Data Sources > Data Sources

Item Name ▶ InQuiraBank

Data Sources

datasourceType ▶ JTDS SQLServer [Edit List](#)

URL ▶ http://rio.inquiracom.inquirabank/

User ▶ Administrator

Password :

Properties

Value : (none)

[Add New Item](#)

OK Cancel

- 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 (MSSQL, ORACLE9, or MYSQL).
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.

Parameter	Description (Continued)	
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 8.0. 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.

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

You can now create the tables for the InQuira content store as described in [Creating the Content Store Database Tables on page 66](#).

Creating the Content Store Database Tables

The InQuira Common 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 InQuira Common Environment prompt:

- In Microsoft Windows environments:

```
createContentStore.bat
```

- In Unix, Linux, and Mac OS X 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.

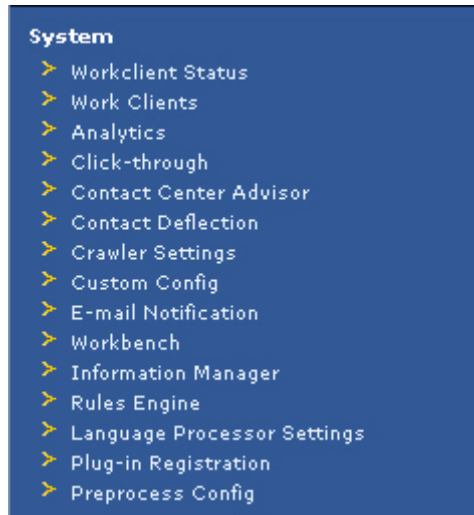
Configuring the Quality Monitor Datasource

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

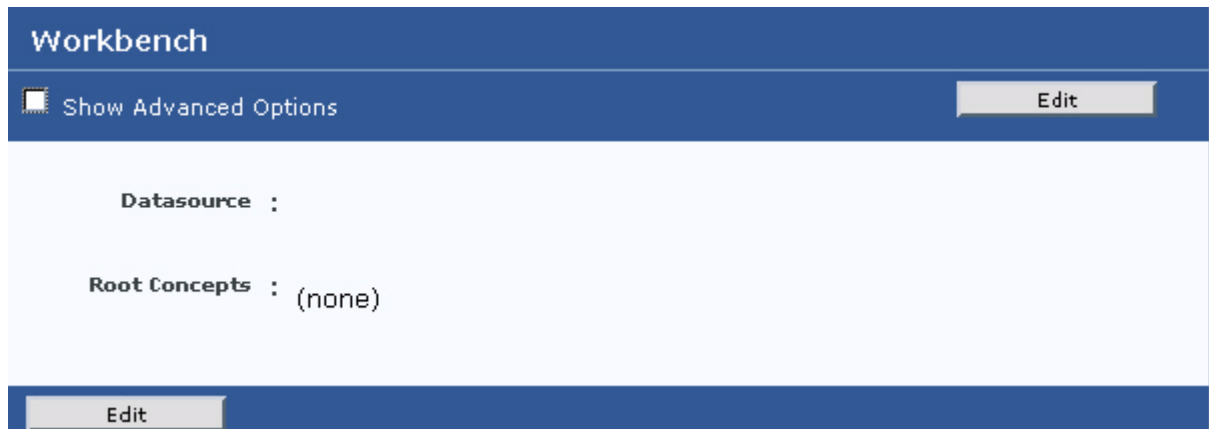
You must configure a data source for the Quality Monitor Data Store to store content for use by the application. (See [Databases on page 13](#) in the InQuira System Requirements section for more information.) You configure the data source for the Quality Monitor by specifying appropriate values for 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:



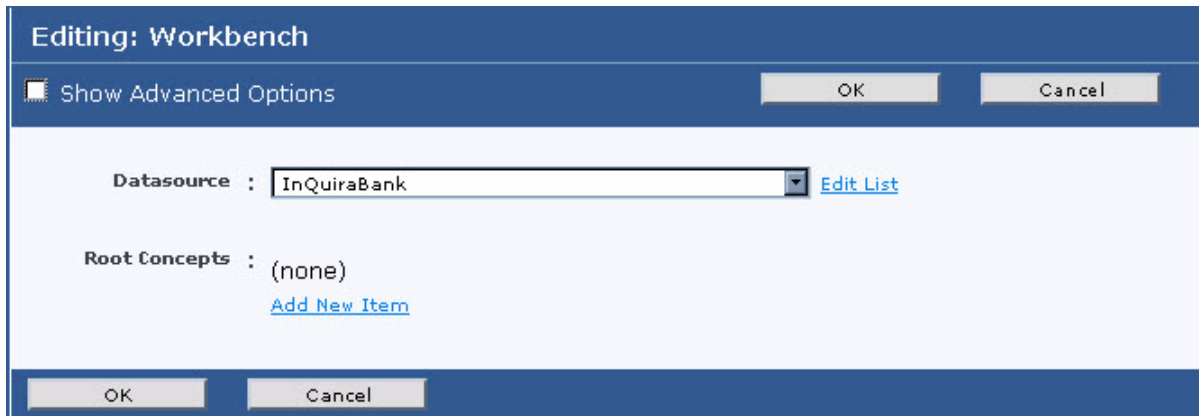
The **Workbench** page displays.



- 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 66.



Editing: Workbench

Show Advanced Options

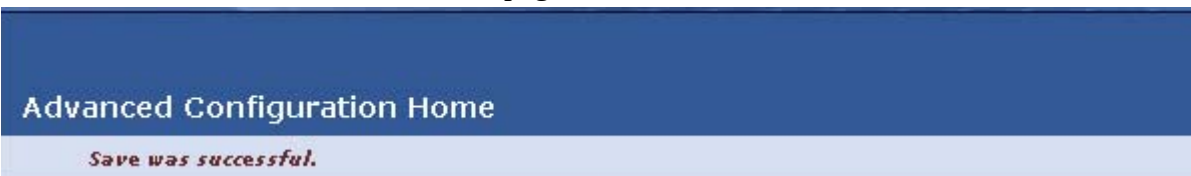
OK Cancel

Datasource : InQuiraBank Edit List

Root Concepts : (none)
Add New Item

OK Cancel

- 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.



Advanced Configuration Home

Save was successful.

Creating the Quality Monitor Database Tables

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

To create the Quality Monitor database tables, enter the following command from the InQuira Common Environment prompt:

- In Microsoft Windows environments:
createQualityMonitorStore.bat
- In Unix and Linux environments:
createQualityMonitorStore.sh

```
InQuira C:\InQuira_8.1\instances\inquirabank->createQualityMonitorStore.bat
```

Restarting the Application

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

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

```
InQuira C:\InQuira_8.1\instances\MLD24->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 Language Administration Guide* and **Intelligent Search Language Developers' Guide*.

For more information about using additional InQuira features and products, see [InQuira Product Documentation on page 3](#).

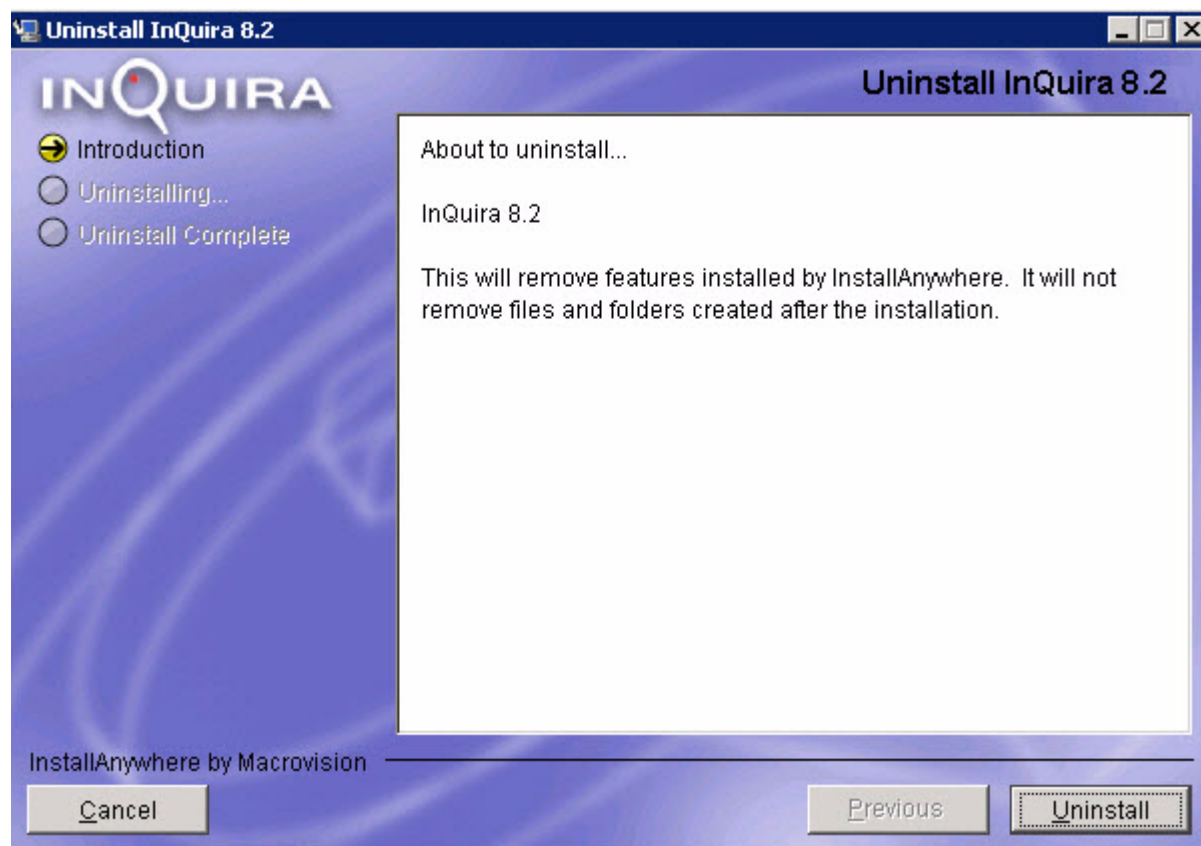
Chapter 5 Uninstall Intelligent Search

Intelligent Search provides an uninstall program. This chapter describes the uninstall procedure.

To uninstall Intelligent Search:

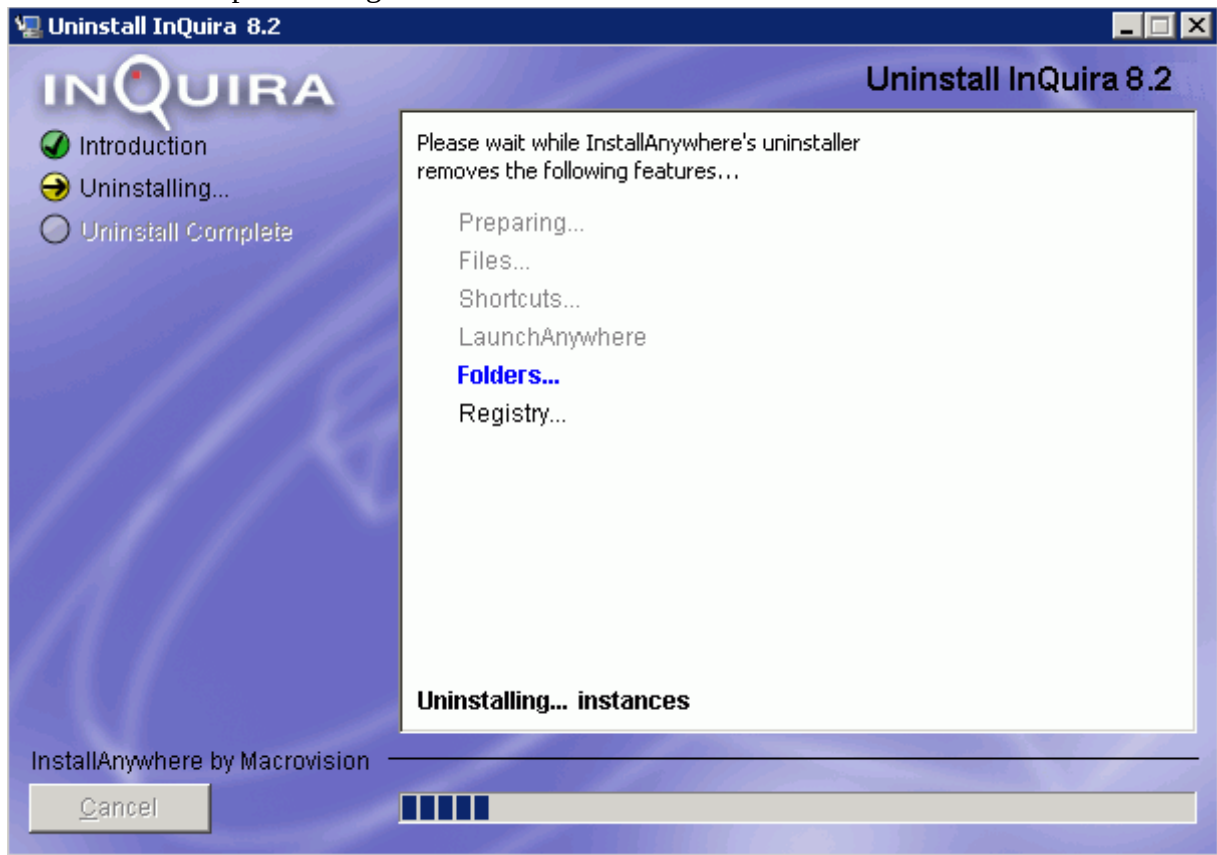
- Locate the UninstallerData folder.
This folder is located at <InQuira_home>>/UninstallerData
- Execute Uninstall_InQuira.exe.

The Uninstall InQuira screen displays.

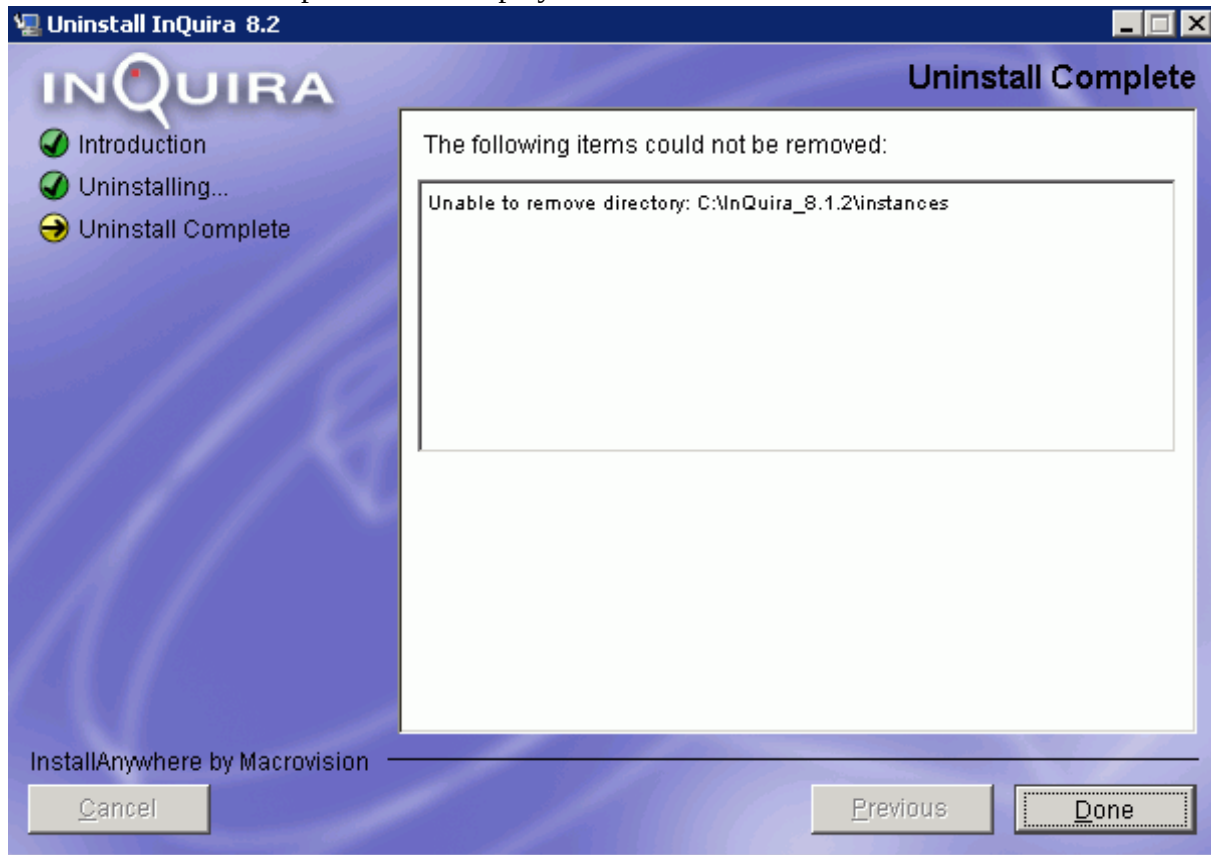


- Select **Uninstall**.

The uninstall process begins:



The Uninstall Complete screen displays.



Files that were added after the installation are not 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. Review these files before deleting.

- Select **Done**.

Appendix A Creating Application Instances for Demonstration Only

This appendix describes:

- *The InQuira Common Environment* on page 76
- *Creating the Application Instances for Demonstration Only* on page 77
- *Replicating an InQuira Application (Silent Install)* on page 84
- *Creating the Development Application* on page 86

The InQuira Common Environment

The InQuira Common Environment is a common operational environment for InQuira applications that is installed and configured as part of the standard installation process. The InQuira Common 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 InQuira Common 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 Demonstration Only

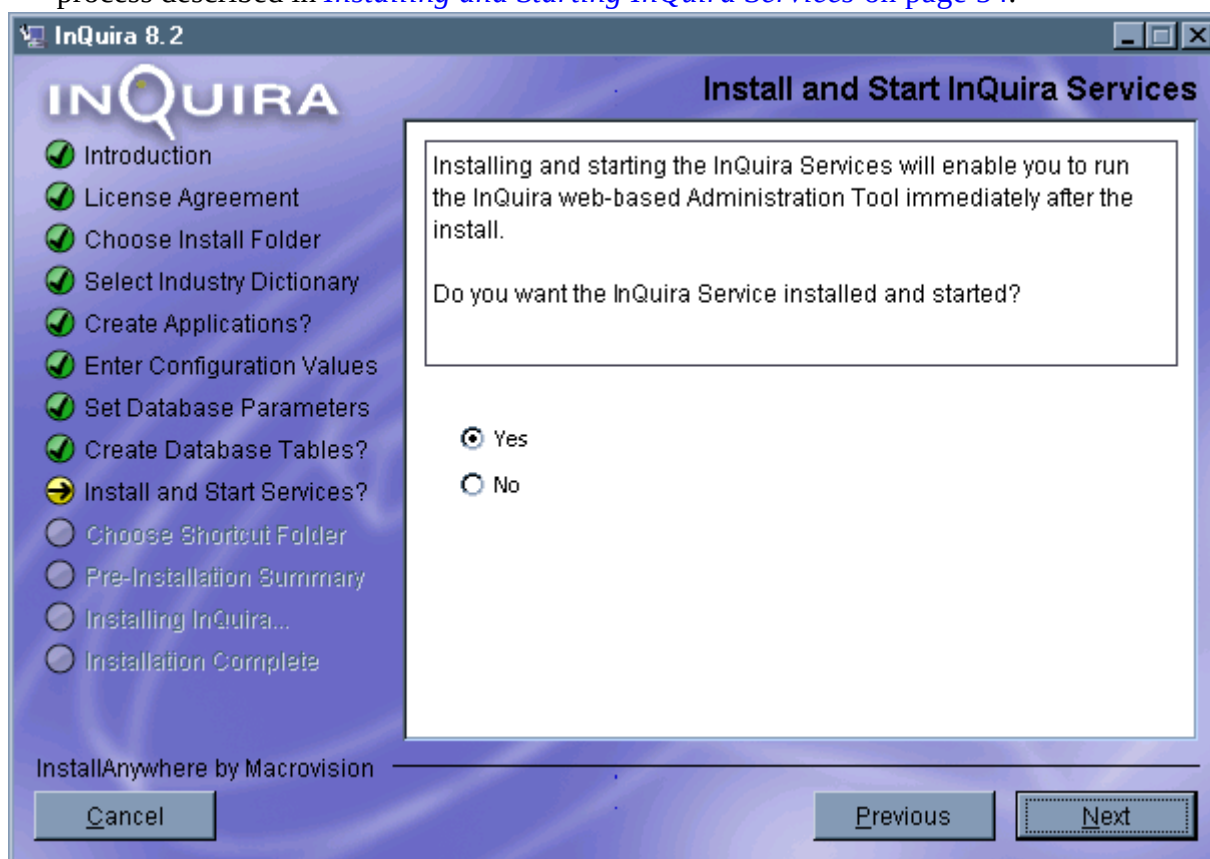
Installing and Starting the InQuira Service (Demonstration Only)

If you create the application instances as part of the installation process as described in [Creating the Application Instances for Demonstration Only on page 77](#), 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](#).

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](#).

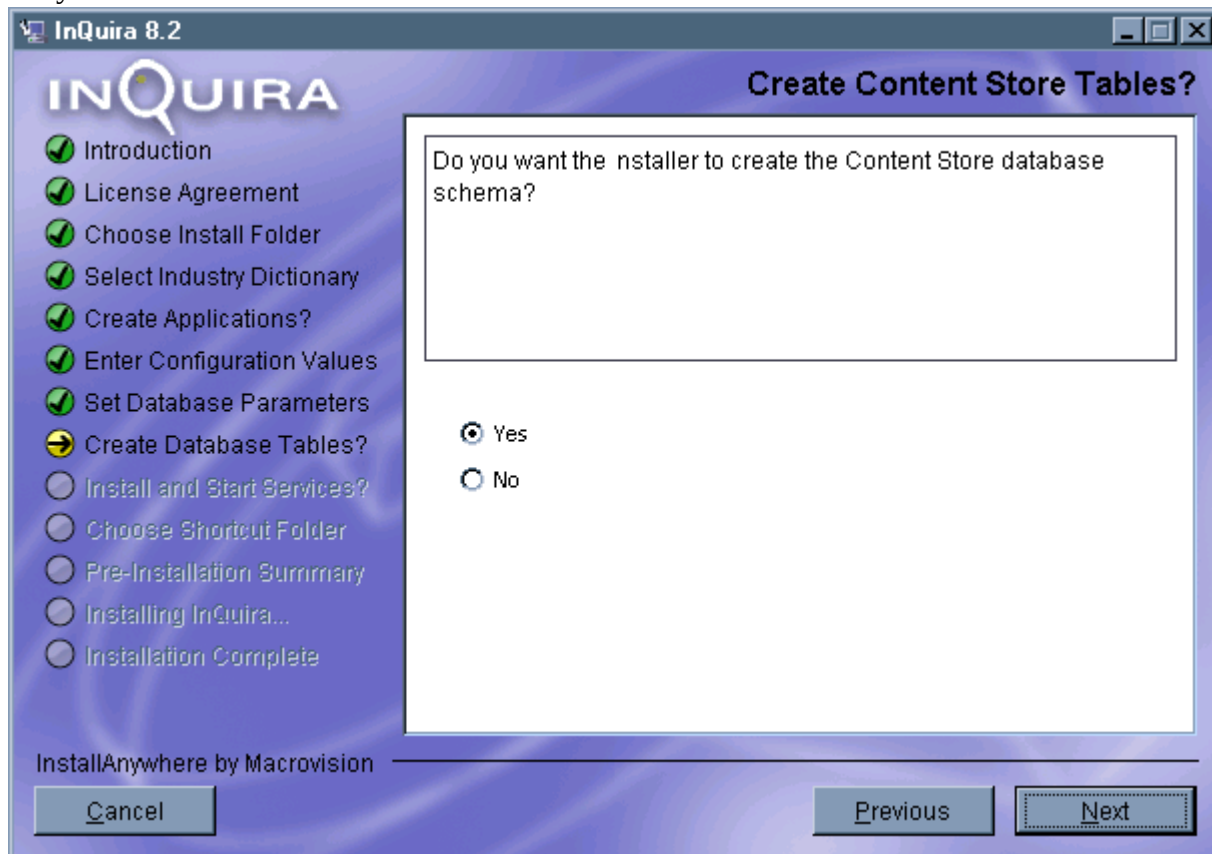


- Select **Yes** or **No**.
- Select **Next**.

The installation program displays the shortcut folder selection screen.

Create Database Tables (Demonstration Only)

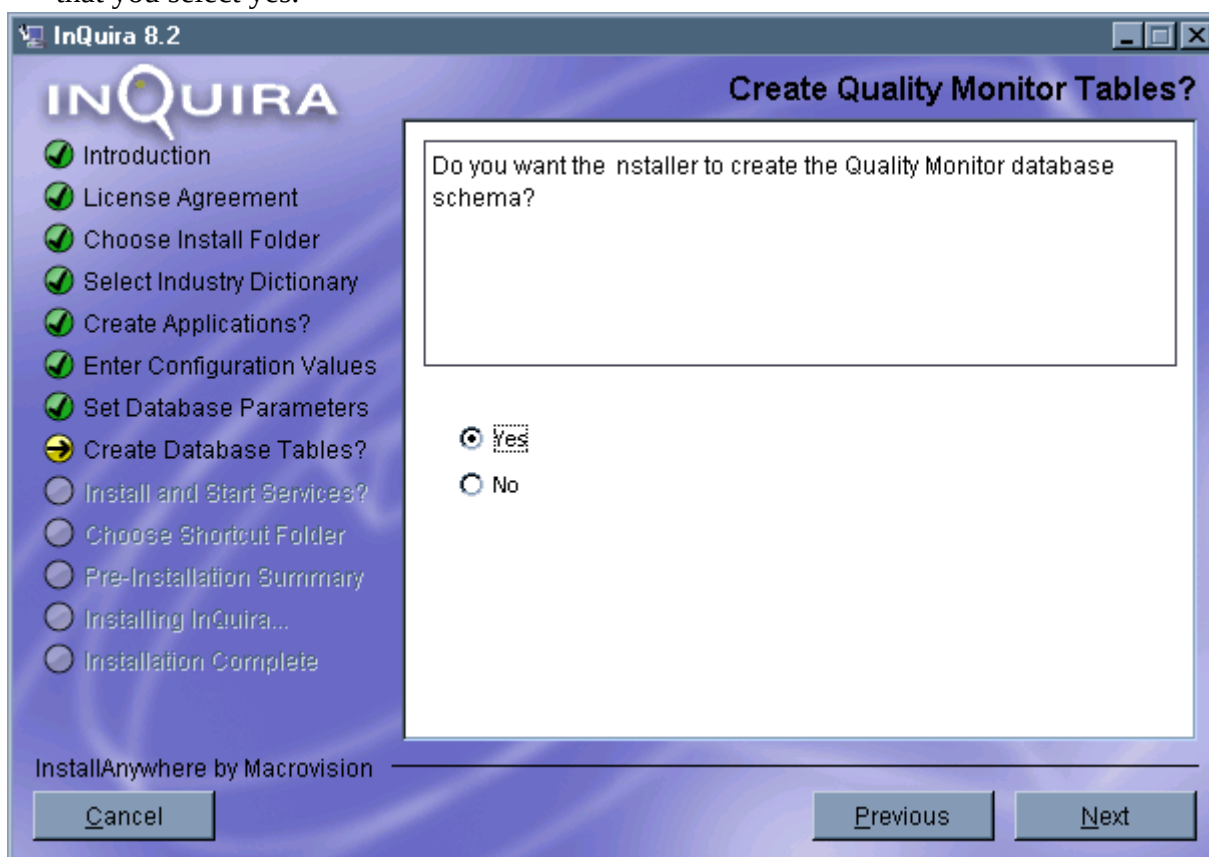
The Create Content Store Table screen allows you the option to have the installer create the Content Store database schema. The default is No. It is recommended that you select yes.



- 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.

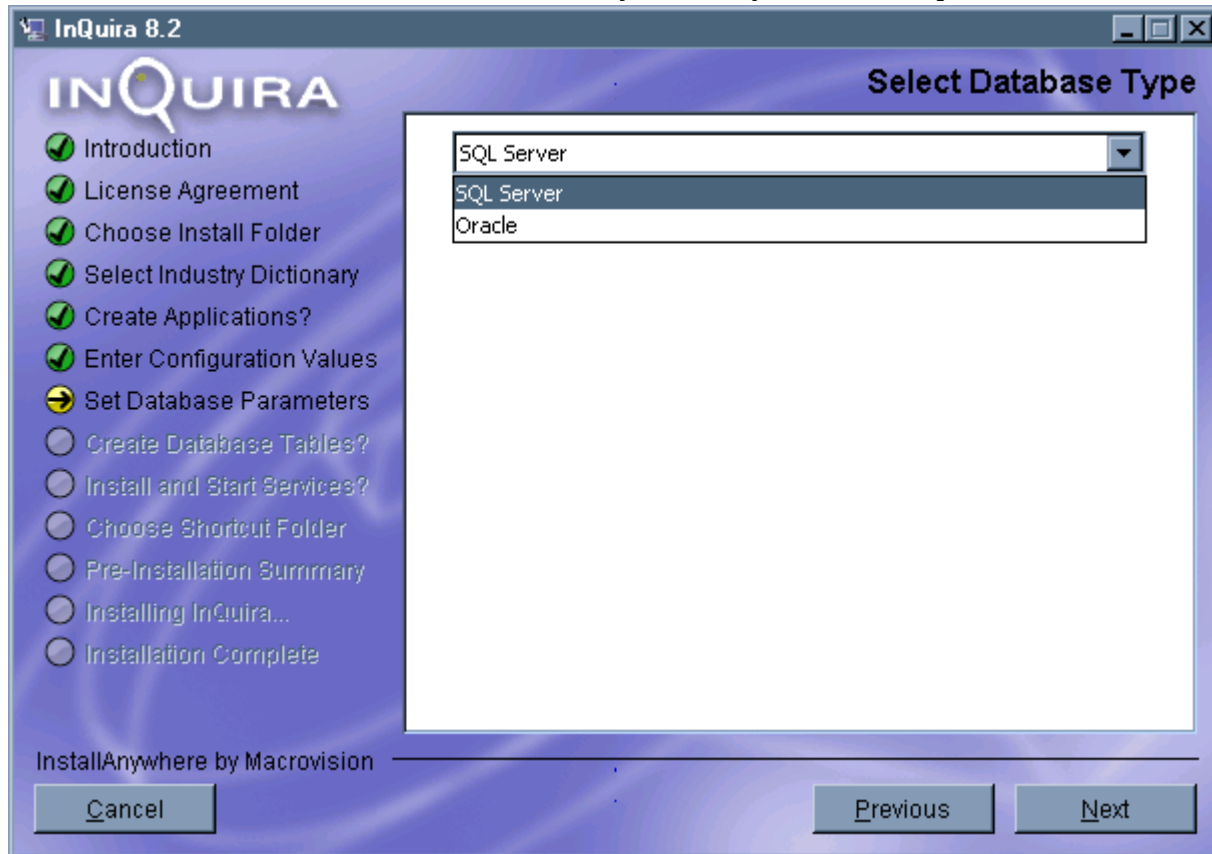


- Select **Yes**.
- Select **Next**.

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**, **Oracle**, or **MySQL**.

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

InQuira 8.2

INQUIRA

Introduction
License Agreement
Choose Install Folder
Select Industry Dictionary
Create Applications?
Enter Configuration Values
➔ Set Database Parameters
Create Database Tables?
Install and Start Services?
Choose Shortcut Folder
Pre-Installation Summary
Installing InQuira...
Installation Complete

Set Database Parameters

Database JDBC URL
jdbc:jtds:sqlserver://iqdocs1:1433

Database User

Database Password

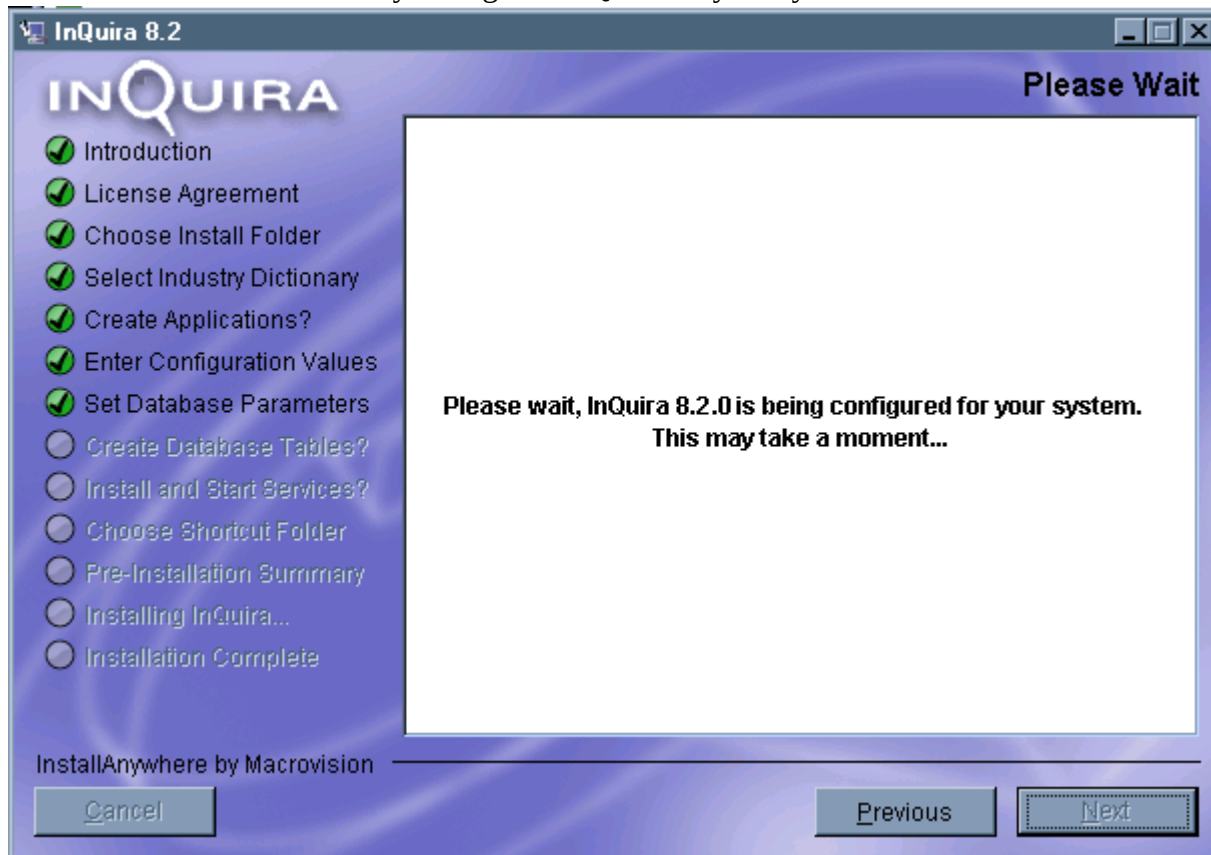
Database Name

InstallAnywhere by Macrovision

Cancel Previous Next

- 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 Demonstration Only on page 77](#)

The screenshot shows the 'Get Instance Configuration Parameters' window in InQuira 8.2. On the left is a vertical list of installation steps: Introduction, License Agreement, Choose Install Folder, Select Industry Dictionary, Create Applications?, Enter Configuration Values (highlighted with a yellow circle), Set Database Parameters, Create Database Tables?, Install and Start Services?, Choose Shortcut Folder, Pre-Installation Summary, Installing InQuira..., and Installation Complete. The main area of the window contains seven labeled input fields: 'Customer name' with 'MyCompany', 'Indexing -- host name' with 'localhost', 'Indexing -- transport port #' with '9000', 'indexing -- gateway port #' with '8222', 'Request Processing -- host name' with 'localhost', 'Request Processing -- transport port #' with '9002', and 'Request Processing -- gateway port #' with '8223'. At the bottom are 'Cancel', 'Previous', and 'Next' buttons.

- Specify the following instance parameters:

Parameter	Description
Customer name	Specify the name of the default instance. The application creation process uses this name for the instance directory within the InQuira directory structure. This name is also used as the prefix for the runtime instance. 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 11](#), you can automatically install and configure a complete InQuira application with the same defined instances on a separate processor using the InQuira Common Environment application creation process, using the application replication process.

NOTE: This requires 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 Demonstration Only on page 77](#) and [Replicating an InQuira Application \(Silent Install\) on page 84](#) for more information.

The InQuira Common 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>/UninstallerData/installvariables.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 84](#).
- Start the InQuira Common Environment on the target processor, and specify the location of the properties file as input, for example:

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

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

Replicating an InQira Installation (Silent Installation)

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

NOTE: This process installs and configures the InQira software, but does not create and configure the application. See [Replicating an InQira Application \(Silent Install\) on page 84](#) for more information.

The InQira 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>/iceinstallation.properties
```

To replicate an InQira installation:

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

For example:

```
install_inqira.exe - -silent <path_to_installation.properties>
```

The InQira 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 InQuira Common Environment Create Application program as described in [Starting the Create Application Program on page 87](#).
- Specify application creation options as described in [Specifying Application Creation Options on page 87](#).
- Specifying content processing instance parameters as described in [Creating the Content Processing Instance on page 88](#)
- Specifying request processing instance parameters as described in [Creating the Request Processing Instance on page 90](#).
- Create the specified applications as described in [Creating the Specified Application and Instances on page 94](#).

Starting the Create Application Program

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

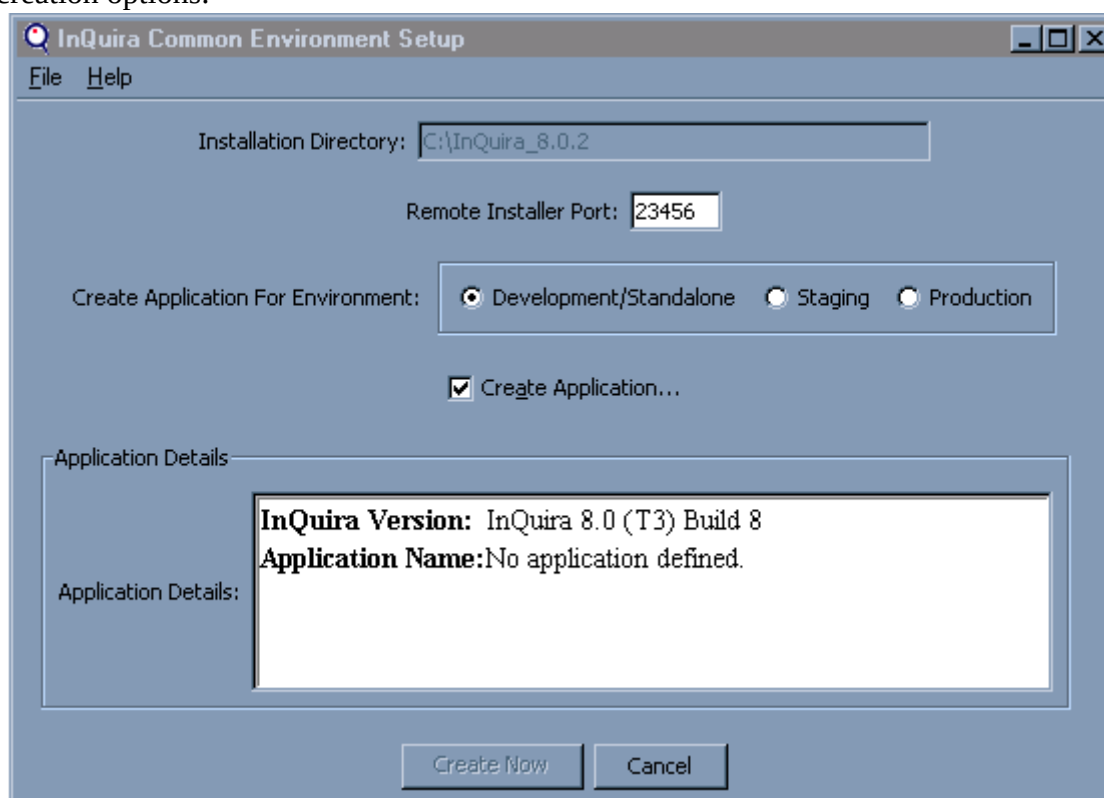
- select **Start -> Programs -> InQuira_8.1 -> Create Application**



The InQuira Common Environment Create Application console opens, and the InQuira Common Environment Setup dialog displays.

Specifying Application Creation Options

The InQuira Common Environment Setup dialog displays fields to specify application creation options:

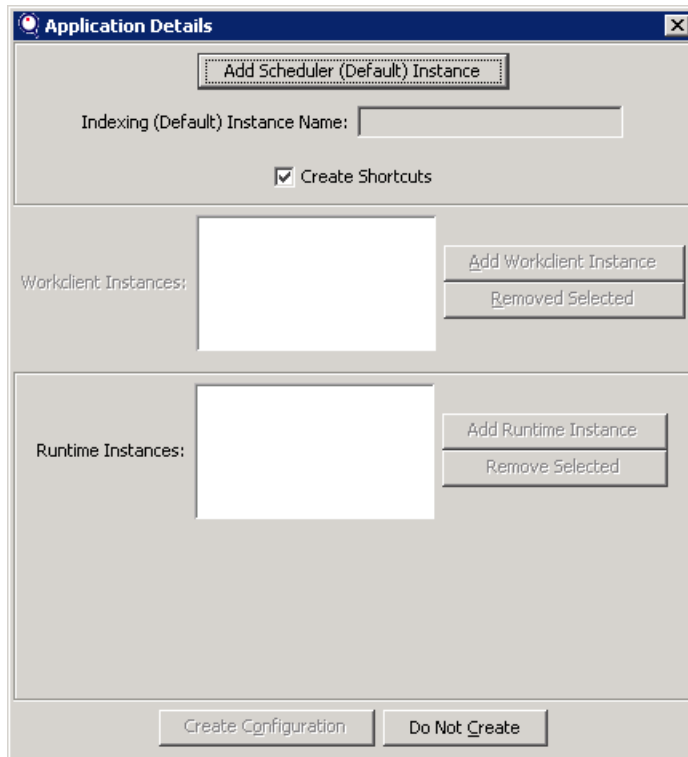


- Select **Development/Standalone**
- Select **Create Application**

The Application Details dialog displays as described in [Creating the Content Processing Instance on page 88](#).

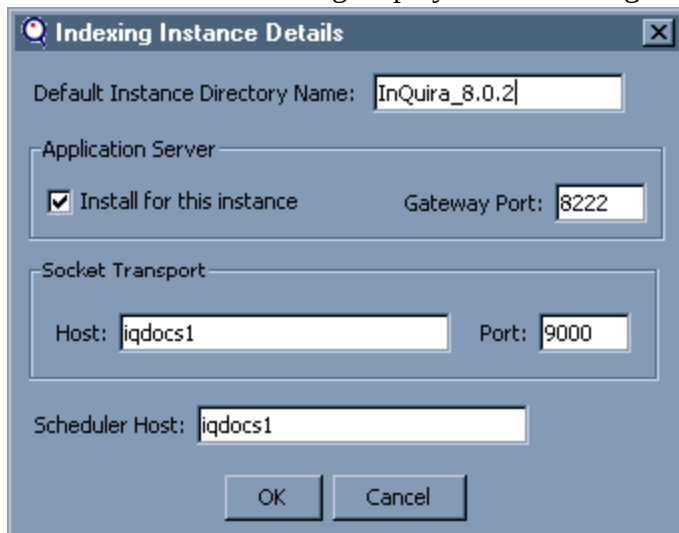
Creating the Content Processing Instance

The Application Details dialog displays an option to create the content processing and scheduling instance, as well as additional InQuira Common 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:

The image shows a Windows-style dialog box titled "Indexing Instance Details". It contains several input fields and a checkbox. The "Default Instance Directory Name" field is filled with "InQuira_8.0.2". The "Application Server" section has a checked checkbox "Install for this instance" and a "Gateway Port" field filled with "8222". The "Socket Transport" section has a "Host" field filled with "iqdocs1" and a "Port" field filled with "9000". The "Scheduler Host" field is also filled with "iqdocs1". At the bottom are "OK" and "Cancel" buttons.

Indexing Instance Details

Default Instance Directory Name:

Application Server

☒ Install for this instance Gateway Port:

Socket Transport

Host: Port:

Scheduler Host:

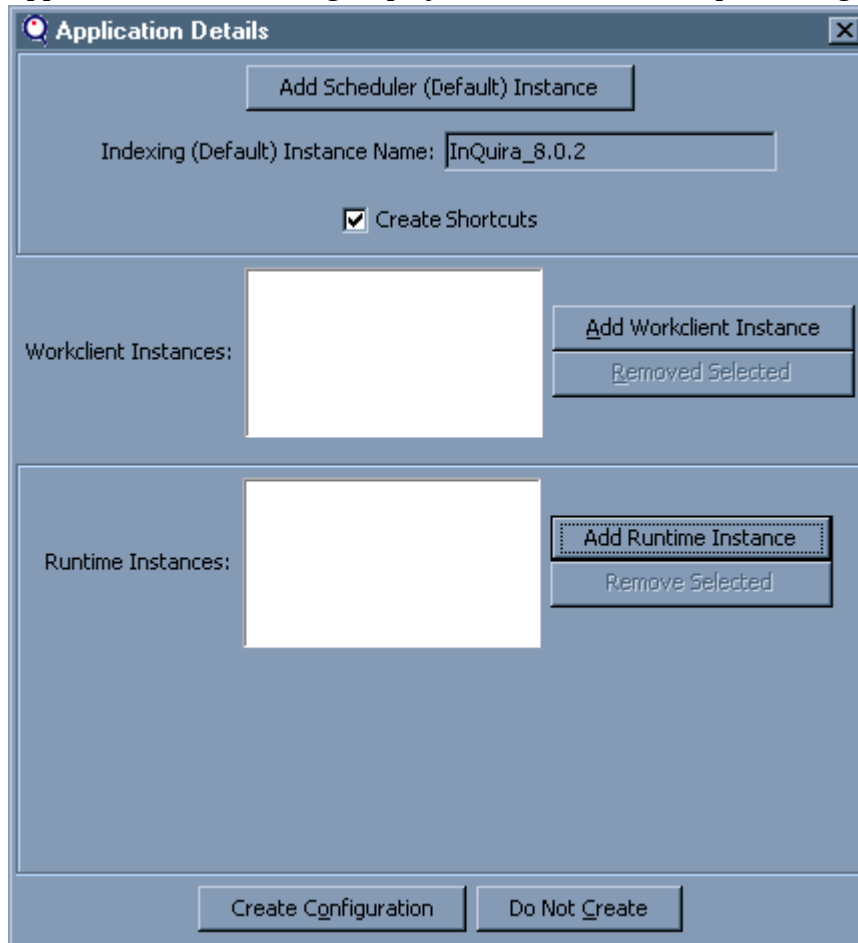
OK Cancel

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

The Application Details dialog displays as described in [Creating the Request Processing Instance on page 90](#).

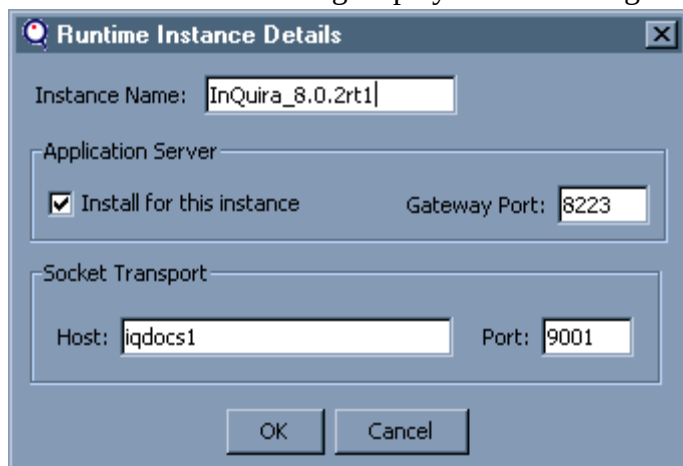
Creating the Request Processing Instance

The Application Details dialog displays the defined content processing instance:



- Select the **Add Runtime Instance** option

The Instance Details dialog displays the following fields:

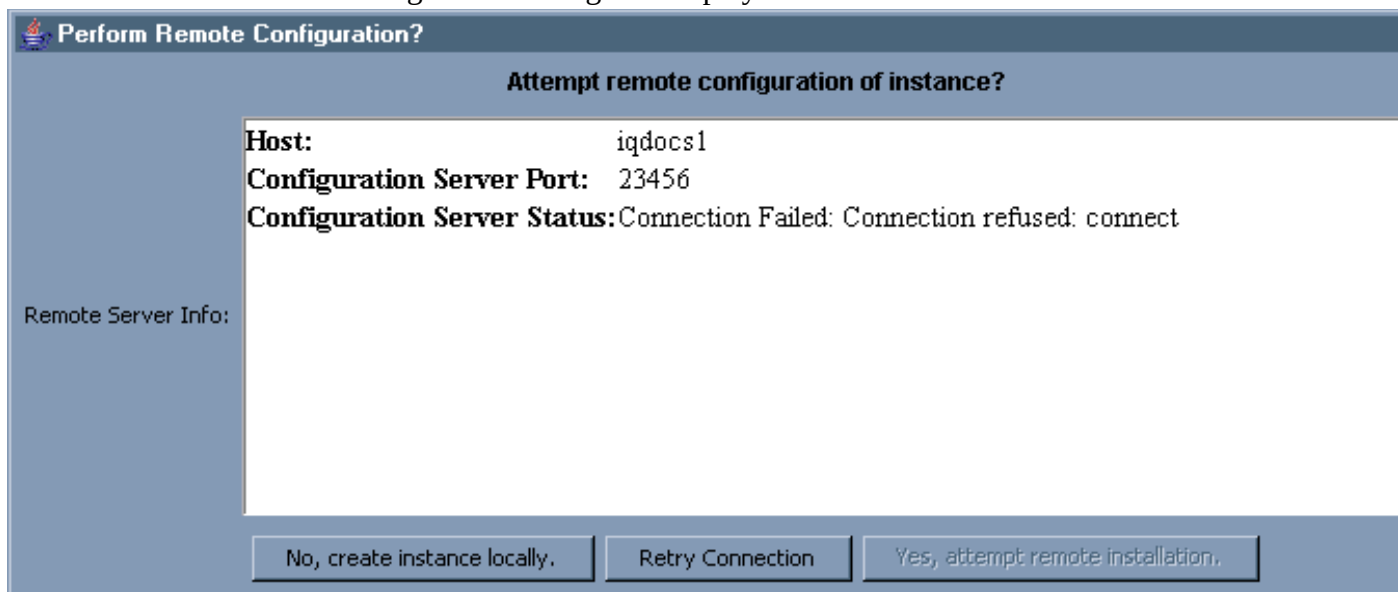


The **Runtime Instance Details** dialog box contains the following fields and controls:

- Instance Name:** A text field containing `InQuira_8.0.2rt1`.
- Application Server:** A section containing:
 - ☒ **Install for this instance**
 - Gateway Port:** A text field containing `8223`.
- Socket Transport:** A section containing:
 - Host:** A text field containing `iqdocs1`.
 - Port:** A text field containing `9001`.
- Buttons:** **OK** and **Cancel** buttons at the bottom.

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

The Perform Remote Configuration dialog box displays.



The **Perform Remote Configuration?** dialog box displays the following information:

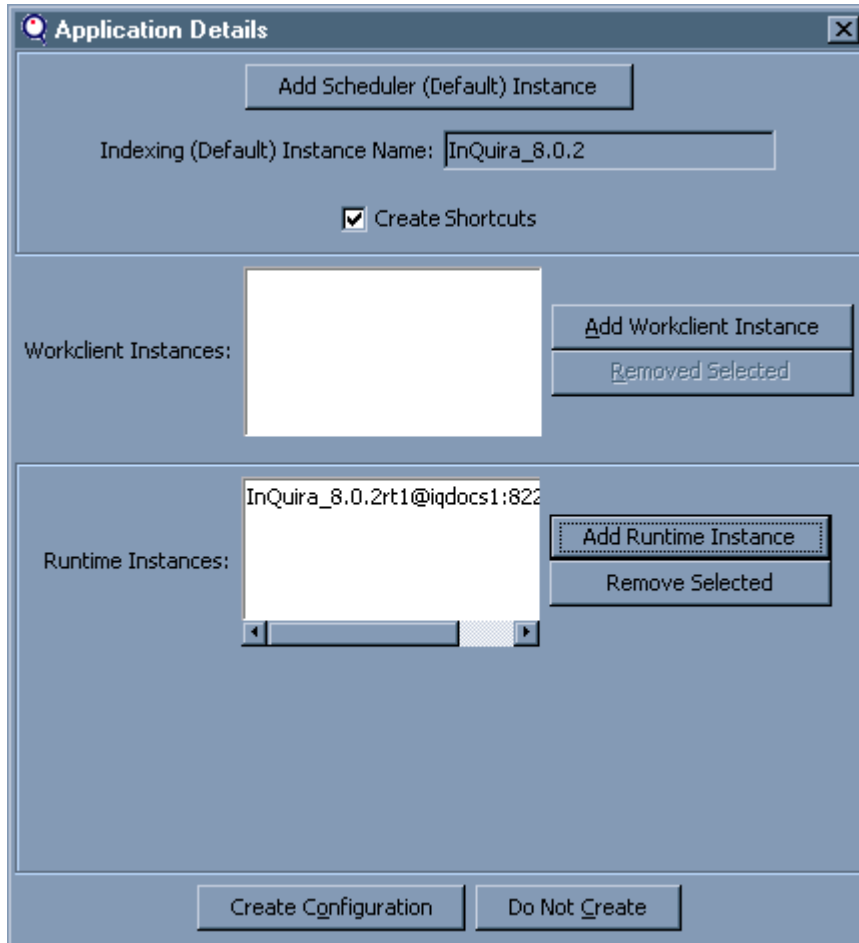
- Header:** **Attempt remote configuration of instance?**
- Host:** `iqdocs1`
- Configuration Server Port:** `23456`
- Configuration Server Status:** `Connection Failed: Connection refused: connect`
- Remote Server Info:** A label on the left side of the dialog.
- Buttons:** **No, create instance locally.**, **Retry Connection**, and **Yes, attempt remote installation.**

- 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 92](#).

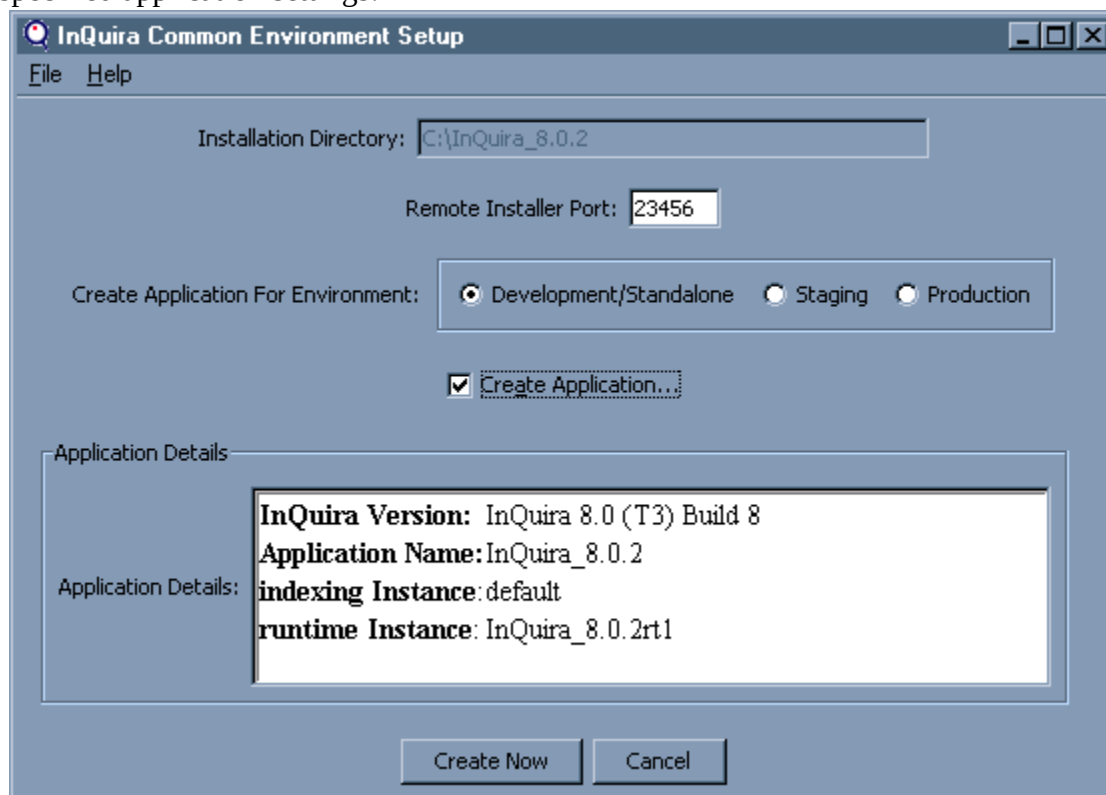
Confirming the Application Details

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



- Select the **Create Configuration** option

The InQuira Common Environment Setup dialog displays summary information about the specified application settings:



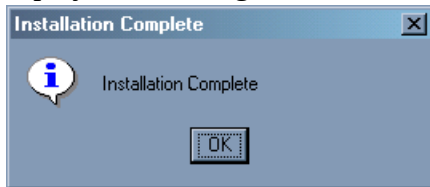
- Select the **Create Now** option.

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 94](#).

Creating the Specified Application and Instances

You can monitor the application creation process by observing the InQuira Common 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](#).

Appendix B 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	Contains supplemental directories and files that support client integration with the InQuira runtime environment, as described in InQuira Archive Directory Contents on page 97 .
automation	Contains sample scripts for automating InQuira processes using automation tools such as CRON or Microsoft Windows Scheduler.
base	Contains the installation-specific configuration and application data that defines the InQuira instance, as described in InQuira Base Directory Contents on page 98 .
bin	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 <code>inquiragw.war</code> 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 <code>\dist\runtime</code> sub-directory. You can use this archive with any SOAP client.
conf	Contains the configuration files used by InQuira when it is running as a service.
deploy	Recommended location for customer-specific files to be merged with the product code and deployed with the customer application.
inquir	Contains the InQuira software components, as described in InQuira inquir Directory Contents on page 99 .
instances	Contains instance-specific data for each instance defined within the application.

Directory (Continued)	Description (Continued)
integration	Recommended location for the virtual directory when using the ASP agent to integrate with a production web application.
jre jre-64	Contains the Java Runtime Environment (64-bit for Debian Linux).
lib	Contains shared customer libraries such as the InQuira Common Environment java archive.
packages	Recommended location for installation files.
patches	Contains installed patches obtained from Customer Support.
resources	Recommended location for supporting customer-specific files, such as sample questions.
samples	Contains Process Wizard sample content and shared fields data.
scripts	Recommended location for customer-specific scripts to be executed within the InQuira Common Environment .
tmp	This is the Java temporary directory.
UninstallerData	Contains the InQuira Uninstaller application and supporting directories and files.

File	Description
iceinstallation.properties	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 85 To replicate an 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 84.
InQuira_8.1_InstallLog.log	Contains information from the automated product installation and configuration process.
InQuiraCommonEnvironment.jar	Contains the InQuira Common Environment components.
install_settings.txt	Records information from the installation process for use in debugging, and for future automated upgrades.

InQira Archive Directory Contents

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

File	Description
appserver.zip	This archive is the InQira application server, which is installed automatically.
aspageant.zip	This agent provides an IIS/ASP-compliant web application that uses SOAP to communicate with the Java 1.5 runtime environment. NOTE: The <code>InQira_8.1/inqira/components</code> 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 1.5 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.
inqira-dev.jar	This archive contains diagnostic tools for use by InQira Customer Support.
inqirawb.war	This archive contains the InQira Business Workbench applications (System Manager).
j2eeagent13.war	This agent provides a J2EE compliant web application that performs XSL processing using an InQira 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 InQira 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 InQira 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	Contains environment-related data within various subdirectories, as well as the <code>env.xml</code> file, which is used to store environment-specific configuration.

File	Description
installation.xml	Stores installation-specific settings to override the basic configuration settings specified at installation.

InQuira inquirea Directory Contents

The InQuira inquirea directory contains the following directories and files:

Directory	Description
basis basis64	Contains the NLP components required for the operation of the Basis RLP application which provides linguist analysis (stemming, tokenization, language detection, etc) for the languages supported by InQuira.
bin	Not for use by customers.
components	Contains required components for an IIS web server running the InQuira ASP client.
data	Contains supporting directories and files for the spelling checker facility.
index	Container for content index directories and files.
int	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	Contains archived InQuira, external third party, and JDBC-related libraries.
logs	Contains InQuira log files.
sql	Contains SQL commands required for various database-related application functions.
src	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 of the installation.

Appendix C 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, MyCompanyrt1. 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 InQuira Common 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 <i>Intelligent Search Administration Guide</i> for more information on scheduling tasks.

