

Oracle Commerce Guided Search Platform Services

Installation Guide

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Preface

Oracle Commerce Guided Search is the most effective way for your customers to dynamically explore your storefront and find relevant and desired items quickly. An industry-leading faceted search and Guided Navigation solution, Guided Search enables businesses to influence customers in each step of their search experience. At the core of Guided Search is the MDEX Engine™, a hybrid search-analytical database specifically designed for high-performance exploration and discovery. The Oracle Commerce Content Acquisition System provides a set of extensible mechanisms to bring both structured data and unstructured content into the MDEX Engine from a variety of source systems. The Oracle Commerce Assembler dynamically assembles content from any resource and seamlessly combines it into results that can be rendered for display.

Oracle Commerce Experience Manager enables non-technical users to create, manage, and deliver targeted, relevant content to customers. With Experience Manager, you can combine unlimited variations of virtual product and customer data into personalized assortments of relevant products, promotions, and other content and display it to buyers in response to any search or facet refinement. Out-of-the-box templates and experience cartridges are provided for the most common use cases; technical teams can also use a software developer's kit to create custom cartridges.

About this guide

This guide contains installation instructions for setting up Platform Services on Windows, Linux, and Solaris.

Who should use this guide

This guide is intended for developers who are building applications using Oracle Commerce Guided Search, as well as for system administrators managing Guided Search on Windows, Solaris, or Linux.



Note: Unless otherwise indicated, whenever this document specifies UNIX, it applies to Linux and Solaris.

Conventions used in this guide

This guide uses the following typographical conventions:

Code examples, inline references to code elements, file names, and user input are set in `monospace` font. In the case of long lines of code, or when inline monospace text occurs at the end of a line, the following symbol is used to show that the content continues on to the next line: ~

When copying and pasting such examples, ensure that any occurrences of the symbol and the corresponding line break are deleted and any remaining space is closed up.

Contacting Oracle Support

Oracle Support provides registered users with answers to implementation questions, product and solution help, and important news and updates about Guided Search software.

You can contact Oracle Support through the My Oracle Support site at <https://support.oracle.com>.

Installing Oracle Commerce Guided Search Platform Services

This section contains instructions for installing Oracle Commerce Guided Search Platform Services.

Before you install

This section provides an overview of Platform Services, system requirements, and other information you need to know before installing.

Platform Services overview

The Platform Services package consists of a number of components that are used to build applications in support of the MDEX engine.

Two of the major components of the Platform Services package are the Information Transformation Layer (which includes Forge and other Data Foundry components) and the Endeca Application Controller (EAC). The following table lists the components that are available in the Platform Services installation package.

Platform Services Component	Description
Endeca Application Controller (EAC)	The EAC components consist of the EAC Central Server (which coordinates the command, control, and monitoring of all Agents in an Guided Search implementation), the EAC Agent (which controls the work of a Guided Search implementation on a single host machine) and the EAC command-line utility, <code>eaccmd</code> .
Data Foundry	Consists of the Forge program and its related components, such as record adapters, record manipulators, dimension servers, property mappers, and so on. The Content Adapter Development Kit (CADK) is also installed. Note that the Dgidx program is not part of this package, but is available in the MDEX Engine installation package.
Presentation and Logging APIs	APIs to the MDEX engine and Log Server. The Presentation API must be installed on the machine that hosts the Web application server.
Logging and Reporting System	The Log Server and Report Generator, which (together with the Logging API) make up the Logging and Reporting System.

Platform Services Component	Description
Reference Implementations	Sample Guided Search applications that include a sample Developer Studio project (including source data and instance configuration files), as well as JSP and .NET user interface (front-end) applications.

System requirements

Platform Services has the following requirements:

Supported operating systems

See the *Oracle Commerce Supported Environments Matrix* document in the My Oracle Support knowledge base at <https://support.oracle.com/> for information on supported operating systems and Web browsers.

Hardware requirements

For all supported platforms, an 80 GB hard drive is the minimum recommended size.

HTTP Service memory requirements

Each instance of the HTTP Service has a memory footprint from 256 MB to 1 GB.

Required Oracle components

Platform Services does not require that any other Oracle Commerce components be previously installed.

You can install the Oracle Commerce MDEX Engine and Oracle Commerce Workbench packages either before or after you install the Platform Services package.



Note: The Document Conversion Module does require that Platform Services be installed.

You can install all the Oracle Commerce packages on a single server (which is typically a development server) or install them across multiple servers.

A *single development server* can have all the required Oracle Commerce packages installed on it:

- Core packages, which are the MDEX Engine, Platform Services and Workbench.
- Additional packages, such as Deployment Template, Developer Studio, and CAS.
- Separately licensed packages, such as Document Conversion Module, and other packages.

In a *multiple-server environment*, you can host:

- The MDEX Engine, the Platform Services package (which includes the EAC Central Server and Agent), the data for your application, and the Deployment Template on one server. This is the Data Processing (ITL) server.
- The MDEX Engine and the EAC Agent on one or more additional servers. These are the MDEX Engine servers.
- Workbench and the EAC Agent on a separate server. This is the Tools server.

For more information on these configurations, see the *Oracle Commerce Getting Started Guide*.

Required reading

Before installing, Oracle recommends that you read the following documents for important information about the release.

Oracle Commerce Guided Search Getting Started Guide

The *Oracle Commerce Guided Search Getting Started Guide* gives an overview of Guided Search components and includes information about configuration scenarios. After installing all the components in your deployment, read this guide for information on verifying your installation. You can download the *Oracle Commerce Guided Search Getting Started Guide* from the Oracle Technology Network.

Release Notes

Refer to the release notes for information about known issues for this release. You can download the *Oracle Commerce Guided Search Release Notes* from the Oracle Technology Network.

Migration Guide

Refer to the *Oracle Platform Services Migration Guide* for information about migrating your implementation from a previous version of software. You can download the *Oracle Platform Services Migration Guide* from the Oracle Technology Network.

Installing Platform Services

This section describes the Platform Services installation procedure and the contents of the installation directory.

Windows installation procedures

This section contains the Platform Services installation procedures for Windows.

Creating a user for the Platform Services on Windows

You must run the Platform Services as a specified user, for which you can control permissions.

Oracle recommends that you create a user account called `endeca` that has the proper file and directory permissions to access all necessary files for your application, and that you set up your HTTP Service to run under this account. However, you can use any user that you prefer, as long as it meets these requirements.

To create the user `endeca`:

1. Ensure that you have administrator privileges on the local machine.
2. From the Windows Control Panel, select **Administrative Tools** and then select **Computer Management**.
3. In the tree pane of the Computer Management window, expand **Local Users and Groups**.
4. Right-click **Users** and select **New User**.
5. In the New User dialog box, do the following:
 - a) Enter `endeca` for both the User name and the Full name.
 - b) Optionally, enter a description.
 - c) Set a password for user `endeca`.



Note: The user must have a non-blank password, because the installer will not accept a blank password for the services user.

- d) Uncheck **User must change password at next logon**.
 - e) Select **Password never expires**.
6. Click **Create** to create the new user, and then **Close** to exit the dialog box.
 7. Close the Computer Management window, but do not exit Administrative Tools.
 8. From Administrative Tools, do the following:
 - a) Open **Local Security Policy**.
 - b) Go to **Local Policies > User Rights Assignments > Log on as a Service**.
 - c) Add user `endeca` to the list of users that can register a process as a service.
 - d) Close the dialog box and exit Administrative Tools.
 9. Restart your computer to ensure that the changes take effect.

Installing Platform Services on Windows

You install the Platform Services on Windows by using the installation wizard.

Before installing:

- Ensure that you have administrator privileges on the local machine.
- The user name that is used to start the Platform Services must exist and have a non-blank password.
- Close all running programs.
- If you have uninstalled Platform Services in the current session, restart your computer before you begin reinstalling Platform Services.

To install the the Oracle Commerce Platform Services on Windows:

1. Download the Oracle Commerce Platform Services package from the Oracle Software Delivery Cloud.
2. Extract the Oracle Commerce Platform Services package to a local directory.
The name of the extracted installer file is
`OCplatformservices<version>-win64_<buildnumber>.exe`.
3. Double-click the installer file to start the wizard.
4. Select your preferred language, and click **OK**.
5. In the **Introduction** screen, click **Next** to begin the installation process.
6. Accept the terms of the license agreement and click **Next**.
7. In the **Choose Install Folder** screen, select an installation location or accept the default `C:\Endeca\PlatformServices` installation directory and click **Next**.

The name of the installation directory must not contain spaces.

8. In the **Choose Install Set** screen, select the program features to be installed and click **Next**. The default is **Typical**.

Install Set	Contents
Typical	All features except for Oracle Commerce Reference Implementation
Complete	All features
PS & App Controller Agent	Application Controller Agent

Install Set**Contents****Reference Implementation**

Sample Guided Search applications, as well as JSP and .NET user interface applications.

9. In the **Endeca Application Controller Service Information** screen, do the following and then click **Next**:
 - Accept the default **EAC service port** of 8888.
 - Accept the default **EAC service shutdown port** of 8090.
 - Specify an absolute path to the MDEX Engine root directory (for example, `C:\Endeca\MDEX\).`
10. In the **Pre-Installation Summary** screen, review the settings you have selected and click **Install**.
11. When the installation is complete, click **Done** to exit the wizard.
12. Restart the computer.
Restarting sets the Endeca environment variables (such as `ENDECA_ROOT`) correctly and starts the Endeca HTTP Service.

Depending on your application needs, you might have to perform the following task:

- If you did not specify the MDEX Engine root directory (at Step 9), the `com.endeca.mdexRoot` setting (in the EAC `eac.properties` configuration file) will have a blank value. The file is located in the `%ENDECA_CONF%\conf` directory. If you later install the MDEX Engine on your system, you must edit the file and add the absolute path of the MDEX Engine root directory in the setting, and then restart the HTTP Service for the change to take effect. For more information on this file, see the *Endeca Application Controller Guide*.

Running a silent installation on Windows

Silent installations are installations that use the `-i silent` switch to run without a user interface. The silent installer for Windows reads the necessary input from a response file that provides the same answers that an interactive user would provide.

To launch the silent installer on Windows:

1. Open a command prompt and navigate to the directory where you downloaded the installer.
2. Create a response file with the appropriate properties.

Guided Search property Name	Description
-----------------------------	-------------

<code>INSTALLDIR</code>	Required. Specifies the absolute path to the directory to install Platform Services (e.g., <code>C:\Endeca\PlatformServices</code>). Keep in mind that you cannot install the software in a directory with spaces in its name.
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Note: If you do not use the default location, and you are installing more than one Guided Search product on the same machine, ensure that you install each product to a separate location.

<code>ETTOOLS_HTTP_PORT</code>	Optional. The port on which the HTTP Service listens. The default is 8888.
<code>ETTOOLS_SERVER_PORT</code>	Optional. The shutdown port for the HTTP Service. The default is 8090.
<code>EAC_MDEX_ROOT</code>	Optional. Specifies the MDEX Engine root directory if MDEX is already installed.

Example:

```
INSTALLDIR=C:\\Endeca\\PlatformServices
ETOOLS_HTTP_PORT=8888
ETOOLS_SERVER_PORT=8090
EAC_MDEX_ROOT=C:\\Endeca\\MDEX\\6.5.2
```

3. Issue a command of the following form:

```
OCplatformservices_<version>_x86_64pc-win32.exe -i silent -f ps_response.properties
```

The command line call returns immediately, but the installer continues to run for a few minutes in the background as it installs the Platform Services package and sets the Platform Services environment variables (such as `ENDECA_ROOT`).

4. After the installation is finished, reboot the machine to ensure that the environment variables are set correctly and to start the HTTP Service.

Keep in mind that you can run the command with a batch script. Note that the above command is the asynchronous version. To run the command synchronously, preface the installer executable with the `start /wait` command.

If you did not specify the MDEX Engine root directory (at Step 2), the `com.endeca.mdexRoot` setting (in the EAC `eac.properties` configuration file) will have a blank value. The file is located in the `%ENDECA_CONF%\conf` directory. If you later install the MDEX Engine on your system, you must edit the file and add the absolute path of the MDEX Engine root directory in the setting, and then restart the HTTP Service for the change to take effect. For more information on this file, see the *Endeca Application Controller Guide*.

UNIX installation procedures

This section contains the Platform Services installation procedures for UNIX.

Installing Platform Services on UNIX

The UNIX version of the Platform Services software is distributed as a self-extracting bin file and install script.

The Platform Services package can be installed at any location. In these instructions, we assume `/usr/local` as the installation target directory.

To install Platform Services on UNIX:

1. In your local environment, locate the Platform Services installation package that you downloaded from the Oracle Software Delivery Cloud. The name of the installation file is as follows:
 - For Intel Linux 64-bit: `OCplatformservices<version>-linux64.bin`
 - For SPARC Solaris: `OCplatformservices<version>-solaris.bin`
2. Determine where you will install the Platform Services. Verify that the target directory where you plan to install has enough available disk space and has write permissions (is not read-only). For example, in this procedure we assume that the target directory is `/usr/local` and that you have write permissions for it. If you do not set these permissions, the install script will not run.
3. From the `/downloads` directory, start the installation with the following command:


```
./OCplatformservices11.2.0-linux64.bin
```
4. Select a locale.
5. In the **Introduction** screen, press **Enter** to continue.

6. Accept the terms of the license agreement.
7. In the **Choose Install Folder** screen, enter `/usr/local` as the installation location.
8. In the **Choose Install Set** screen, enter the number for the program features to be installed. The default is **Typical**.

Install Set	Contents
Typical	All features except for Oracle Commerce Reference Implementation
Complete	All features
PS & App Controller Agent	Application Controller Agent
Reference Implementation	Sample Guided Search applications, as well as JSP and .NET user interface applications.

9. Enter the port on which the EAC service will listen. The default is **8888**, but you must specifically enter that number in the prompt.
10. Enter the shutdown port of the EAC service. The default is **8090**, but you must specifically enter that number in the prompt.
11. Enter the location (an absolute path) of the MDEX Engine root directory (for example, `/usr/local/ende-ca/MDEX/<version>`).
Note that the installer does not verify the existence of the directory; this allows you to install the Platform Services package before the MDEX Engine package.
12. In the **Pre-Installation Summary** screen, review the settings you have selected and press **Enter** to continue.
13. In the **Ready to Install** screen, press **Enter** to start the installation.
The Installation Complete message displays at the completion of the installation.
14. Press **Enter** to exit the installation.

At the completion of the installation, the installer prompts you to run the `installer` script that sets the Platform Services environment variables (such as `ENDECA_ROOT`), as well as some additional ones that are used internally.

Depending on your shell, run the following script:

For Bourne, Bash or Korn:

```
source endeca/PlatformServices/workspace/setup/installer_sh.ini
```

or:

For csh or tcsh:

```
source endeca/PlatformServices/workspace/setup/installer_csh.ini
```

Generally this command should be placed in a script run at the startup of the shell so the variables are set for future use.

To start the HTTP Service, change to the `endeca/PlatformServices/<version>/tools/server/bin` directory and run the `startup.sh` script. (You can also run the script from another directory by using the absolute path to the script). For information about how to control this service, see the *Endeca Application Controller Guide*.



Note: Platform Services must run using 64-bit java, using the `-d64` argument in the startup script.

If you did not specify the MDEX Engine root directory (at Step 11), the `com.endeca.mdexRoot` setting (in the EAC `eac.properties` configuration file) will have a blank value. The file is located in the

`$ENDECA_CONF/conf` directory. If you later install the MDEX Engine on your system, you must edit the file and add the absolute path of the MDEX Engine root directory in the setting, and then restart the EAC service. For more information on this file, see the *Endeca Application Controller Guide*.

Running a silent installation on UNIX

The silent installer for UNIX reads the necessary input from a response file.

Silent installations are installations that use the `-i silent` flag to run without a user interface. The responses to the UNIX installer prompts are supplied in a response file and provide the same answers that an interactive user would provide. The silent installer is useful if you want to add the installation of Platform Services to your own install script, or push out the installation on multiple machines.

To launch the silent installer on UNIX:

1. From a command prompt, navigate to the directory where you downloaded the installer.
2. Create a response file with the appropriate properties. For example, `ps_response.properties`, and specify the response value for each prompt on its own line, in the order in which they appear in the interactive installer.

Guided Search property Name	Description
-----------------------------	-------------

<code>INSTALLDIR</code>	Required. Specifies the absolute path to the directory to install Platform Services (e.g., <code>C:\Endeca\PlatformServices</code>). Keep in mind that you cannot install the software in a directory with spaces in its name.
-------------------------	---



Note: If you do not use the default location, and you are installing more than one Guided Search product on the same machine, ensure that you install each product to a separate location.

<code>ETTOOLS_HTTP_PORT</code>	Optional. The port on which the HTTP Service listens. The default is 8888.
<code>ETTOOLS_SERVER_PORT</code>	Optional. The shutdown port for the HTTP Service. The default is 8090.
<code>EAC_MDEX_ROOT</code>	Optional. Specifies the MDEX Engine root directory if MDEX is already installed. If the MDEX Engine is not installed, use a newline or carriage-return to indicate that there is no MDEX Engine installed.

Example:

```
INSTALLDIR=C:/Endeca/PlatformServices
ETTOOLS_HTTP_PORT=8888
ETTOOLS_SERVER_PORT=8090
EAC_MDEX_ROOT=/usr/local/endeca/MDEX/6.5.2
```



Note: You must specify a value for each prompt. Even if you want to use the default, you must specify that value to the installer.

3. Run the install script with the `-i silent` option (which indicates silent mode), and the response file as an input. For example:

```
./OCplatformservices<version>-linux64.bin -i silent -f ps_response.properties
```

4. The installation is complete when the screen displays a reminder message about setting the environment variables.

After the installation is finished, you should run a script that sets the Platform Services environment variables (such as `ENDECA_ROOT`), as well as some additional ones that are used internally. The two environment variable scripts are located in the `endeca/PlatformServices/workspace/setup` directory and are named as follows:

- `installer_csh.ini` (for `csh` and `tcsh` shells)
- `installer_sh.ini` (for Bourne, Bash, and Korn shells)

The following example shows how to run the `sh` version:

```
source /usr/local/endeca/workspace/setup/installer_sh.ini
```

Generally this command should be placed in a script run at the startup of the shell so the variables are set for future use.

To start the HTTP Service, change to the `endeca/PlatformServices/<version>/tools/server/bin` directory and run the `startup.sh` script. (You can also run the script from another directory by using the absolute path to the script). For information on controlling this service, see the *Endeca Application Controller Guide*.

If you did not specify the MDEX Engine root directory in the response file, the `com.endeca.mdexRoot` setting (in the EAC `eac.properties` configuration file) will have a blank value. The file is located in the `ENDECA_CONF/conf` directory. If you later install the MDEX Engine on your system, you must edit the file and add the absolute path of the MDEX Engine root directory in the setting and restart the EAC service. For more information on this file, see the *Endeca Application Controller Guide*.

Package contents and directory structure

This topic describes the directories that are created in the Platform Services installation.

The `PlatformServices` directory is the top-level directory for the Platform Services software. It has three sub-directories, which are described below.

Root directory

The `PlatformServices/<version>` directory is the root directory for the Platform Services software. This is the directory to which the `ENDECA_ROOT` variable is set.

The directory contains files and software modules for all the Platform Services components.

Directory	Contents
<code>bin</code>	Executables for the Platform Services programs and utilities, such as Forge, Log Server, and Report Generator.
<code>cadk</code>	Components of the Content Acquisition Development Kit.
<code>conf</code>	Configuration files, such as the DTDs used by Guided Search components (such as Forge) and the product configuration file.
<code>doc</code>	The <i>Licensing Guide</i> .
<code>j2sdk</code>	Version 7 of the Java 2 Platform Standard Edition Development Kit (JDK).
<code>lib</code>	Java and .NET versions of the Presentation and Logging APIs, as well as libraries for various Platform Services components (such as the Endeca Application Controller).
<code>lib64</code>	Shared libraries used by various Guided Search components. This directory is created only on UNIX platforms.

Directory	Contents
perl	Binaries for Perl utilities.
setup	Internal configuration file for the installer.
tools	Directories and files for the HTTP Service.
Uninstall	The program to uninstall Platform Services.
utilities	Utility programs used by Guided Search programs.
workspace_template	Templates of the <code>workspace</code> directory, that can be used by users to build a customized version.

Workspace directory

The `workspace` directory is the directory to which the `ENDECA_CONF` variable is set.

Directory	Contents
conf	Configuration files for the Endeca Application Controller and the HTTP Service.
etc	Configuration files for the JCD and the Endeca Access Control System, as well as report generation style sheets.
logs	Log directory for the HTTP Service.
reports	Reports generated from Log Server files.
setup	The <code>installer</code> scripts that sets the Platform Services environment variables
state	State information maintained by the Endeca Application Controller.
temp	Temporary files written out by the Endeca Application Controller.
work	Working directory of the HTTP Service.

Reference directory

The `reference` directory contains the sample wine data project (which can be used as a template for the back-end project you create with Developer Studio) and JSP/.NET versions of a front-end UI for the MDEX engine . This is the directory to which the `ENDECA_REFERENCE_DIR` variable is set. Note that this directory is available only if you installed the Reference Implementation feature.

Required Installer File Permissions

The Platform Services installer creates directories and files set to the permissions required by Oracle Security standards.

All directories created by the installer are assigned the 755 permission.

Files in the following directories are assigned the 550 permission:

- `ENDECA_ROOT/bin`
- `ENDECA_ROOT/tools/server/bin`
- `ENDECA_ROOT/setup/*.sh`

All other files are assigned the 644 file permission.



Note: Do not alter these directory and file permissions.

After you install

This section describes optional post-installation procedures.

Installing the Document Conversion Module

This section contains the Document Conversion Module installation procedure for Windows and UNIX.

The Document Conversion Module converts source documents from a variety of file formats to text. The resulting text can be manipulated as part of Data Foundry processing for use in your records. For information about the types of file formats that the module can convert as part of Data Foundry processing, see “Formats Supported by the Document Conversion Module” in the *Platform Services Forge Guide*.

Note that the installation of the module has these pre-requisites:

- You must have previously installed the Platform Services package.
- You must have purchased a license for the Document Conversion Module.
- The version of the Document Conversion Module must be the same as the Platform Services version.

Installing the Document Conversion Module on Windows

Install the Document Conversion Module on Windows by using the installation wizard.

To install the Document Conversion Module on Windows:

1. In your local environment, locate the Document Conversion Module installation package that you downloaded from the Oracle Software Delivery Cloud.
The name of the installation file should be: `docconverter_<version>_x86_64pc-win32.exe`
2. Double-click the installer file to start the wizard.
3. When the **Document Conversion Module Setup Wizard** screen appears, click **Next** to begin the installation process.
4. Read the copyright information and click **Next**.
5. In the **License Agreement** screen, select **I accept the terms in the license agreement** and then click **Next**.
6. In the **Ready to Install the Program** screen, click **Install**.
7. When the installation is complete, click **Finish** to exit the wizard.

After the installation is finished, you should see a directory named `Stellent` in the `%ENDECA_ROOT%\lib` directory.

Installing the Document Conversion Module on UNIX

The UNIX version of the Document Conversion Module software is distributed as a self-extracting tar file and install script.

To install the Document Conversion Module on UNIX:

1. Determine the root directory of the Platform Services installation. The Document Conversion Module must also be installed there.
2. In your local environment, locate the Document Conversion Module installation package that you downloaded from the Oracle Software Delivery Cloud. The name of the installation file is as follows:
 - For Intel Linux 64-bit: `docconverter_<version>_x86_64pc-linux.sh`
 - For SPARC Solaris: `docconverter_<version>_sparc_64-solaris.sh`
3. Run the install script with the `--target` flag, which specifies the location of the target installation directory, as in this example:

```
./docconverter_<version>_x86_64pc-linux.sh --target /usr/local
```

4. The license agreement appears. Scroll to the end, then type `Y` to accept the agreement and finish the installation.

After the installation is finished, you should see a directory named `Stellent` in the `$ENDECA_ROOT/lib` directory.

Controlling the HTTP Service

After installing Platform Services, you may need to start the HTTP Service.

On Windows, the HTTP Service (if installed) is automatically started when the computer reboots after the installation is complete.

On UNIX, the service can be started either from the command line or `init` from `inittab`. See the next topic for details on starting the service from `inittab`.

Starting the HTTP Service from inittab

In a UNIX production environment, the HTTP Service can be started by `init` from `inittab`.

In a UNIX development environment, the HTTP Service can be started from the command line. In a UNIX production environment, however, Oracle recommends that it be started by `init` from `inittab`. If the service crashes or is terminated, `init` automatically restarts it.

The UNIX version of Platform Services contains a file named `endeca_run.sh` that is in the `$ENDECA_ROOT/tools/server/bin` directory. This is a version of `startup.sh` that calls `run` instead of `start` and redirects `stdout` and `stderr` to `$ENDECA_CONF/logs/catalina.out`.

You can write a script that is referenced in `inittab`. The script sets environment variables and then calls `endeca_run.sh`. When writing your script, it is recommended as a best practice that you run the HTTP Service as a user other than `root`. When running the service as a non-root user, you can set a `USER` environment variable that will be inherited by other scripts, such as EAC scripts.

This sample script (named `start_endeca_http_service.sh`) sets the `ENDECA_USER` variable to the "endeca" user, sets the `INSTALLER_SH` variable to the path of the environment variables script and sources it, and then does an `su` to change to the "endeca" user:

```
#!/bin/sh
ENDECA_USER=endeca
INSTALLER_SH=/usr/local/endeca/PlatformServices/workspace/setup/installer_sh.ini
# We want to use installer_sh.ini variables in this script,
# so we source it here.
source $INSTALLER_SH
# change to user endeca
su $ENDECA_USER -c "/bin/sh -c \"source $INSTALLER_SH; \"
```

```
cd $ENDECA_CONF/work; exec env USER=$ENDECA_USER \  
$ENDECA_ROOT/tools/server/bin/endeca_run.sh\ " "
```

On Solaris platforms, replace "source" with "." because source is not a command in the Bourne shell. The `start_endeca_http_service.sh` script is then referenced in `inittab` with an entry similar to this example.

```
ec:2345:respawn:/usr/local/endeca/PlatformServices/workspace/setup/start_ende-  
ca_http_service.sh
```

When writing your startup script, keep in mind that it is server-specific, and therefore its details (such as paths and user names) depend on the configuration of your server.

About Platform Services documentation

Documentation for Platform Services and all other components is available on the Oracle Technology Network (OTN).

Uninstalling Platform Services and the Document Conversion Module

This section contains the procedures for uninstalling the packages.

Uninstalling Platform Services on Windows

Follow these steps to uninstall the Platform Services software from your Windows machine.

Before you begin the uninstall process, keep the following in mind:

- Only the `%ENDECA_ROOT%\PlatformServices\ directory is removed. The workspace directory and the reference directory (if it has been installed) are left in place. However, it is a good practice to back up any files that you want to retain, regardless of where they reside.`
- If you have the Document Conversion Module installed, you must uninstall it before removing Platform Services.

To uninstall Platform Services from your Windows machine:

1. Ensure that you have administrator privileges on the local machine.
2. If you are running the .NET API version, remove the virtual directories in IIS (Internet Information Services). Refer to the IIS help for information.

If you have trouble uninstalling the `Endeca.Navigation.dll`, even after removing the Web site, you may need to stop the IIS service altogether by using the Services control panel. Typical uninstallation problems include errors such as:

```
-1905: fail to unregister dll
```

In that case, IIS may still be using the DLL.

3. To uninstall Platform Services, do one of the following:
 - From the Start menu, select **All Programs > Endeca > Platform Services > Uninstall Oracle Commerce Guided Search Platform Services 11.2.0**, and follow the prompts.
 - From the Windows Control Panel, select **Uninstall or change a program**, select **Oracle Commerce Guided Search Platform Services** from the list of installed software, click **Uninstall/change**, and follow the prompts.

Uninstalling Platform Services on UNIX

Follow these steps to uninstall the Platform Services from your UNIX machine.

Before you begin the uninstall process, back up files that you want to retain from the `$ENDECA_ROOT` directories.

To uninstall Platform Services from your UNIX machine:

1. Stop all processes (such as the Dgraph and the HTTP service).
2. Determine which Platform Service top-level directories you want to uninstall. For example, you can choose to uninstall only the `<version>` directory or all the Platform Service directories.
3. Issue an `rm` command, as in this example which removes all the Platform Services directories:

```
rm -rf endeca/PlatformServices
```
4. Alternatively, from the `endeca/PlatformServices/<version>/Uninstall` directory, run the uninstall program:

```
./Uninstall_Oracle Commerce Guided Search Platform Services 11.2.0
```
5. Unset any environment variables that reference directories that no longer exist.

The command example above removes the Platform Services package, including Document Conversion Module if it is installed. However, it does not remove the `endeca/MDEX` directory if it is installed. To remove all software, use the only the `endeca` directory name with the `rm` command.

Uninstalling the Document Conversion Module on Windows

You use the Windows Control Panel to remove the module on Windows.

To uninstall the Document Conversion Module from your Windows machine:

1. From the Windows Control Panel, select **Uninstall or change a program**.
2. Select **Document Conversion Module** from the list of installed software.
3. Click **Uninstall/change**, and follow the prompts.

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