Peregrine

Get-Answers Installation Guide

PART NO: GET-ANS-3.0-01012-00195

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Installation Guide

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CHAPTER 1 Installing Get-Answers

The installation instructions assume you will use four servers to install Get-Answers. The servers include a database server, a search engine server, a web server, and a file server.

If you choose, you can combine two or more applications onto one server. It is noted in the instructions below where the configuration steps are different for this process.

Important: To install Get-Answers properly, it is very important that you perform the steps in this guide in the order that they are written.

Database Server Installation

This section provides instructions for installing the Get-Answers database onto the database server.

It is assumed the database server has Oracle 8.1.7 installed. If you are installing Oracle for the first time on the server, we suggest you set the global database name to "ORCL," and that the database instance name is set to "ORCL" also. The tablespace needs 600m of free space and the instructions assume your hard drive has this much free space.

Important: Please record the database name and database SID (i.e. instance name) on lines 1 and 2 of the installation worksheet provided at the end of this chapter.

Tablespace creation

Perform the following steps on the database server.

1. From the Start menu, select **Programs** > **Oracle - OracleHome8i** > **Database Administration** > **SQLPlus Worksheet**. (Do not choose SQLPlus. It is very different.)
2. Login as **system** using **manager** as the password, or as the super user for your database. Consult your Database Administrator for assistance.
3. Locate the following:

   ```
   CREATE  TABLESPACE "ROME" DATAFILE 'C:\ORACLE\Ora81\database\ROME.ora'
   SIZE 600M;
   commit;
   ```

4. If necessary, edit the string to reference the drive and directory where Oracle is installed. The path you choose, such as C:\ORACLE\ORADATA\ORCL, must exist on the system.
5. Click the lightning icon to execute the script. It takes about two minutes to execute. The script is done executing when the following two lines appear:

   ```
   Tablespace created.
   Commit complete.
   ```

6. Look in the lower pane for any errors and proceed to the next step only if the two lines appear and no errors occurred.

Create Rome user

Perform the following steps on the database server.

This script creates the “ROME” user with the “CONNECT” and “RESOURCE” rights.

In Oracle, CONNECT provides: create session, alter session, create table, create view, create synonym, create sequence, create database link, and create cluster. RESOURCE provides: create cluster, create procedure, create sequence, create table, and create trigger.

- Please tailor the script for your machine as necessary. Consult your Database Administrator for assistance. You can use any user name, password, and tablespace you want. Make sure you write this information down for future reference.

```
CREATE USER ROME IDENTIFIED BY password
  DEFAULT TABLESPACE ROME
  TEMPORARY TABLESPACE TEMP
  QUOTA UNLIMITED ON ROME
  QUOTA UNLIMITED ON TEMP
  PROFILE DEFAULT
  ACCOUNT UNLOCK;
GRANT CONNECT TO ROME WITH ADMIN OPTION;
GRANT RESOURCE TO ROME WITH ADMIN OPTION;
ALTER USER ROME DEFAULT ROLE CONNECT, RESOURCE;
GRANT UNLIMITED TABLESPACE TO ROME WITH ADMIN OPTION;
COMMIT;
```

Important: Do not continue to the next step until this step is completed.

Search Engine Server Installation

Perform the following steps on the search engine server.

Installing the Oracle client

1. Install the Oracle 8.1.7 Administrator client on your web server.
2. Use the Net8 Configuration Assistant to create an entry in your tnsnames.ora file to point to the Oracle Server.

a Click on **Select Start > Programs > Oracle - OraHome8i > Network Administration > Net8 Configuration Assistant**.

b Choose **Local Net Service Name** configuration. Then click **Next**.

c Choose **Add**. Then click **Next**.

d Select **Oracle 8i database or service**. Then click **Next**.

e Under Service Name, enter the word "**ORCL**" (or whatever the Global Database Name of the Oracle server is). Then click **Next.**

f Select **TCP**. Then click **Next**.

g Enter the MACHINENAME of the Oracle server host and port. Then click **Next**.

h Ask to test the connection.

i If the test is successful, enter a Net Service Name. For example, ORCL_MACHINENAME, where MACHINE NAME is the name of your Oracle server. Write this down for future reference.

Installing the search engine

Perform the following steps on the search engine server.

1 Insert the Get-Answers search engine installation CD into the CD drive. The install process will start automatically.

2 Select an installation folder of your choice with no spaces in the path name (e.g. D:\getanswers).

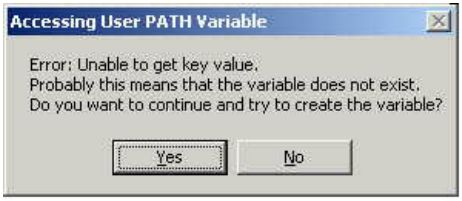
3 Select a program folder.

4 Choose port numbers for the search server and the admin server. These need to be different, and ports that are currently unused on your server. Do not use ports 5327 or 5328 if there are any installations of Get-Answers Search Engine on your network or intranet. The port numbers for your server must be unique for your site and differ from any other server's Search Engine port numbers.

Important: Please write the Search port and Admin port on lines 3 and 4 of the installation worksheet provided at the end of this chapter.

The installer will then copy the search engine files to your server. This may take several minutes.

5 If you are prompted with the Accessing User Path Variable message, click **Yes**.

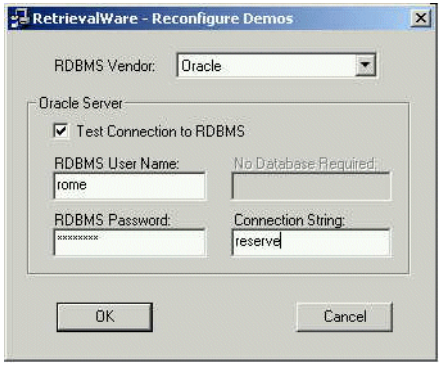


6 When prompted to connect to the database, use the following values:

a RDBMS User Name = “rome”

b Password = “password”

c Connection String = "<Your Net Service Name>"



7 The installer will test your database connection. When asked, press **Return** to continue with the database configuration.

8 When prompted, choose the option to restart your search engine server machine.

Web Server Installation

This section leads you through the installation and configuration of Peregrine OAA Platform on a Windows system.

During the installation, you will have the opportunity to install the following:

- Java 2 SDK Standard Edition v1.3.1_01, a Java run-time environment.
- Tomcat 3.2.4, an application server.
- Peregrine OAA Platform and the Get-Answers web application.

Instructions for adding and configuring multiple Java virtual machines (JVMs) on Tomcat are included.

Peregrine OAA Platform 2.2 provides support for the following additional application servers:

- WebSphere 4.0
- WebLogic 6.0 SP1
- JRun 3.1

For instructions for configuring these application servers, see the *Peregrine OAA Platform Reference Guide*.

Note: If you are going to use Peregrine OAA Platform to connect to other Peregrine products, such as ServiceCenter or AssetCenter, you will need to install these products separately. The back-end systems are *not* included on the Get-Answers CD. The installation instructions for these products can be found in their respective system manuals.

Installation requirements

This section outlines the recommended minimum configuration for proper installation and configuration of Peregrine OAA Platform. Before beginning the installation, ensure that you have the following.

Software

- Operating system: Microsoft Windows NT Server, version 4.0 SP4 or later, or Windows 2000 Server.
- Web server: Apache 1.3 or Microsoft IIS Server 4.0 or 5.0 (available from the Microsoft Web site).
- If you will be using Peregrine OAA Platform with AssetCenter, you must have version 3.02 or later installed. Peregrine OAA Platform also supports AssetCenter 3.5 SP2 and later, 3.51, and 3.6.

The AssetCenter API must be installed on the same system as Peregrine OAA Platform; however, the AssetCenter database can be on another system. This means that when you install AssetCenter, you must either proceed with: (1) a full installation, or (2) a custom installation, selecting the "AssetCenter API" option. AssetCenter must be installed and have a valid connection established to the database on the Peregrine OAA Platform server. Peregrine OAA Platform uses the amdb.ini file to determine how to attach to the AssetCenter database.

- If you will be using Peregrine OAA Platform with ServiceCenter, you must have ServiceCenter 3.0 SP3 or later, or ServiceCenter 4.x installed.

Pre-installation considerations

Before beginning your installation, review the following information:

- Do you have a Java run-time environment installed? Java 2 SDK Standard Edition v1.3.1_01 is included on the installation CD and is required if you are using Tomcat as your application server.
- Do you have a supported Java application server installed? Tomcat 3.2.4 can be installed from the Peregrine OAA Platform installation CD.

  If you will be using one of the alternate application servers, see the *Peregrine OAA Platform Reference Guide* for instructions on configuring the servers for use with Peregrine OAA Platform.
- Do you have one of the following web servers installed- Apache or IIS?
- If you do not want to install Peregrine OAA Platform into the default folders, decide where you would like the files to be installed.

Installing the Oracle client

Perform the following steps on the web server.

1. Install the Oracle 8.1.7 administrative client on your web server.
2. Use the Net8 Configuration Assistant to create an entry in your tnsnames.ora file to point to the Oracle Server.
   a. Click **Start** > **Programs** > **Oracle - OraHome8i** > **Network Administration** > **Net8 Configuration Assistant**.
   b. Choose **Local Net Service Name** configuration. Then click **Next**.
   c. Choose **Add**. Then click **Next**.
   d. Select **Oracle 8i database or service**. Then click **Next**.

e Under Service Name, enter the word "**ORCL**" (or whatever the Global Database Name of the Oracle server is). Then click **Next.**

f Select **TCP**. Then click **Next.**

g Enter the MACHINENAME of the Oracle server host and port. Then click **Next.**

h Ask to test the connection.

i If the test is successful, enter a Net Service Name of ORCL_MACHINENAME, where MACHINE NAME is the name of your Oracle server.

Installing Peregrine OAA platform

The following installation procedures are for systems using Tomcat as the application server on a Windows system.

The complete installation includes three parts, which must be completed in the following order:

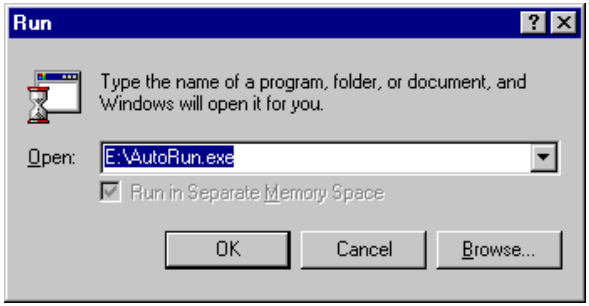
- Install the Java 2 SDK Standard Edition v1.3.1_01.
- Install and connect Tomcat 3.2.4 to your Web server.
- Install Peregrine OAA Platform and Get-Answers.

Installing the Java 2 SDK

Perform the following steps on the web server.

To install the Java 2 SDK:

1 Insert the Peregrine OAA Platform CD into your CD-ROM drive. If the setup does not automatically begin, use the Run command from the Windows Start menu. Run **AutoRun.exe** from the CD-ROM drive.



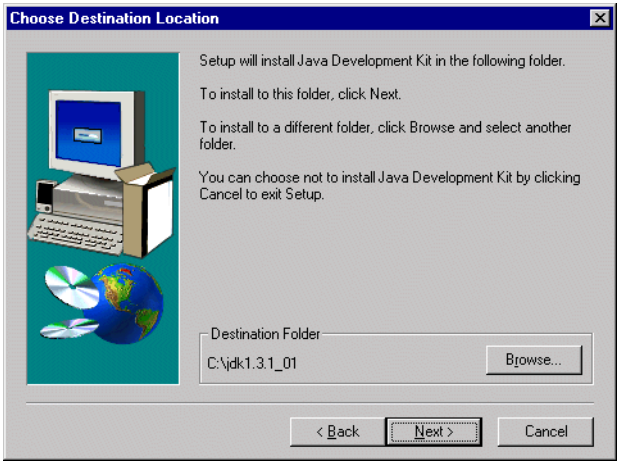
The CD Browser is displayed.

2 Click **Install Java 2 SDK**.

A message is displayed indicating that the files are being unpacked. The Java splash screen is displayed, followed by the license agreement.

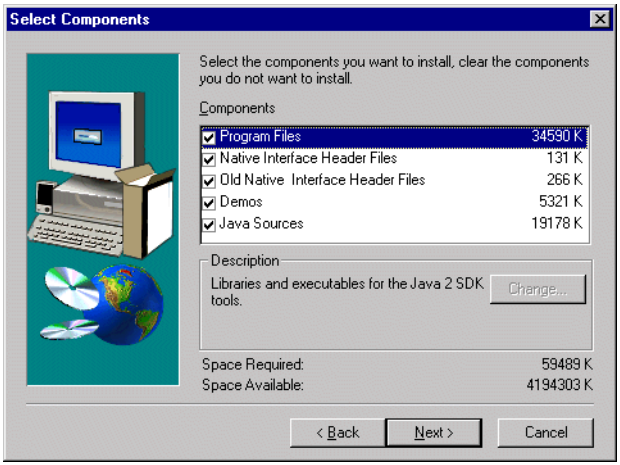
3 Click **Yes** to accept the license agreement.

The Choose Destination Location dialog box is displayed.



4 To install to the default location, click **Next**. Or click **Browse** to edit the path and install to a different location, and then click **Next**.

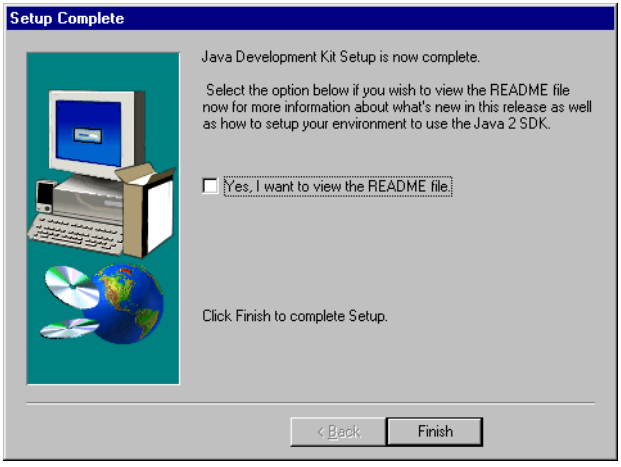
The Select Components dialog box is displayed.



5 Leave all the selected boxes checked. Click **Next**.

Several messages are displayed as the files are copied and the Java run-time environment is set up.

The Setup Complete dialog box is displayed.



6 Click **Finish**.

The CD Browser is displayed.

Go to the next procedure to continue the installation.

Installing Tomcat

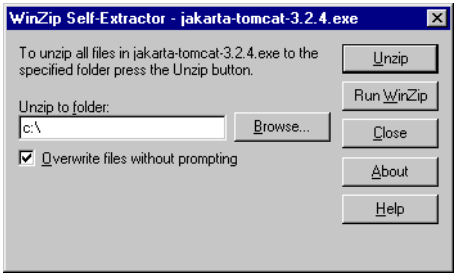
Perform the following steps on the web server.

To install Tomcat 3.2.4:

Note: If you will be using one of the alternate application servers supported by Peregrine OAA Platform (JRun, WebSphere, or WebLogic), skip this procedure and go to the installation of the Peregrine OAA Platform, beginning on page 14. After the installation is completed, refer to the *Peregrine OAA Platform Reference Guide* for instructions on configuring your application server.

1 In the CD Browser, click **Install Tomcat 3.2.4**.

The WinZip Self-Extractor is displayed.



2 Click **Unzip** to extract the files to your C: drive. Or browse to another location, and then click **Unzip**.

WinZip will extract the files into a folder called jakarta-tomcat-3.2.4 at the root level of the drive you designate. When the process is complete, a prompt is displayed indicating that the files have been unzipped successfully.

3 Click **OK**.

4 In the WinZip Self-Extractor, click **Close**.

This completes your installation of Tomcat.

Continue to the next procedure to complete your installation of Peregrine OAA Platform and the Get-Answers Web application.

During the installation of Peregrine OAA Platform, a folder called "oaa" will be created at the root level of the drive you designate to hold the core Zip files. The Zip files are then deployed into an oaa folder in the webapps directory of your Tomcat installation.

Installing Peregrine OAA Platform and Get-Answers

Perform the following steps on the web server.

To install Peregrine OAA Platform and Get-Answers:

1 In the CD Browser, click **Install Peregrine OAA**.

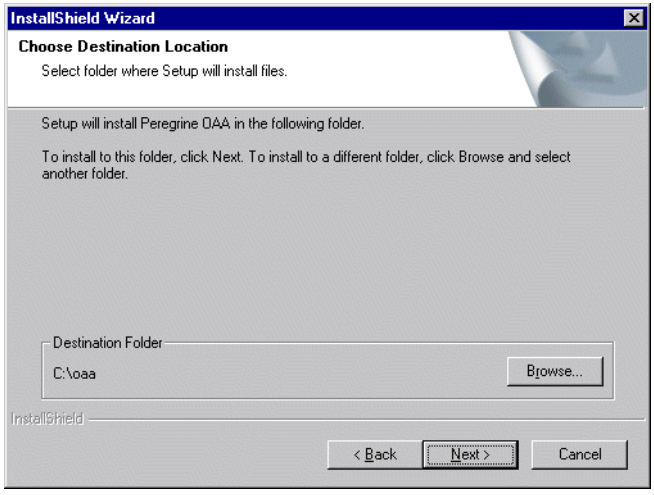
The InstallShield Wizard Welcome dialog box is displayed.

2 Click **Next**.

The License dialog box is displayed.

3 Click **Yes** to accept the license agreement.

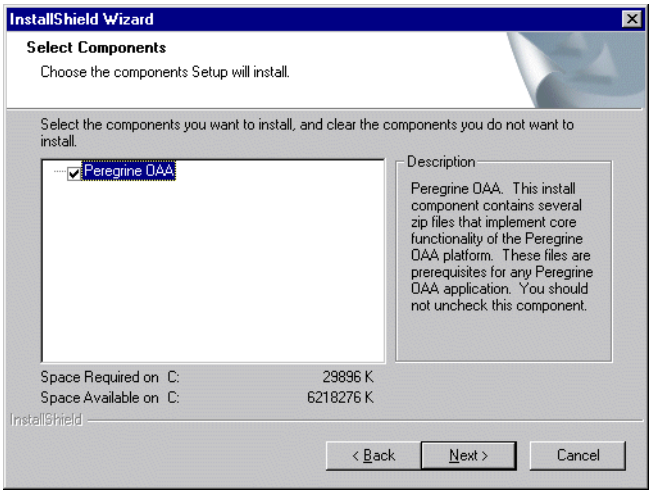
The Destination Location dialog box is displayed. The default location is C:\oaa.



4 Click Next to accept the default location. Or click **Browse** to select another location, and then click **Next**.

Important: Ensure that your directory names do not contain spaces. Scripts associated with some Web applications may fail to execute because they will be unable to read the directory names correctly.

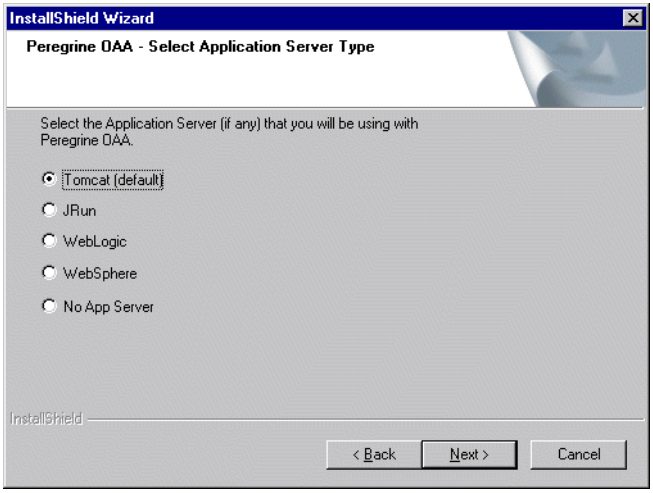
The Select Components dialog box is displayed.



5 Verify that Peregrine OAA is selected, and then click **Next**.

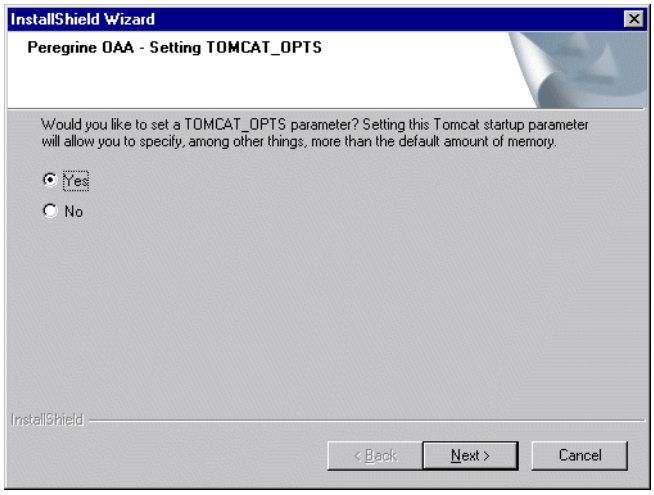
A Setup Status dialog box is displayed. Peregrine OAA Platform and your web application files are copied to a folder called *oaa* on the drive you designated.

The Select the Application Server Type dialog box is displayed.



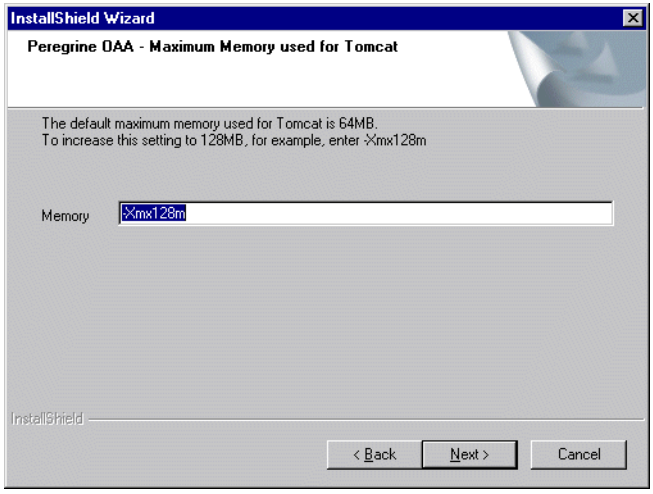
6 Select the application server you will be using. The default is Tomcat. Click **Next**.

A Setting TOMCAT_OPTS dialog box is displayed.



7 Do one of the following:

- Click No. The Application Server Deployment dialog box is displayed. Go to step 11.
- Click Yes. A dialog box is displayed in which you can set the maximum memory to be used by Tomcat. The recommended setting is 512 MB.



8 Change the parameter value as required, and then click **Next**.

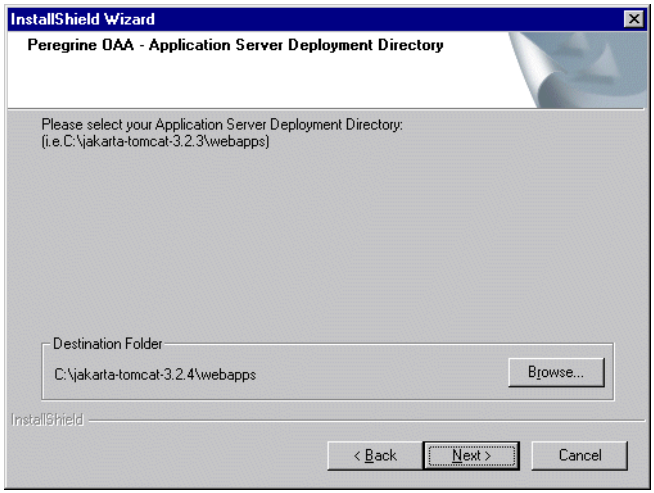
A prompt is displayed indicating that the parameter has been set.

9 Click **OK**.

A prompt is displayed indicating that the JAVA_HOME environment variable has been set. This variable defines the location of your Java 2 SDK installation.

10 Click **OK**.

The Application Server Deployment dialog box is displayed.



11 Browse to the location of your application server installation, and then click **Next**.

A prompt is displayed that the directory <application server>\webapps\oaa was created.

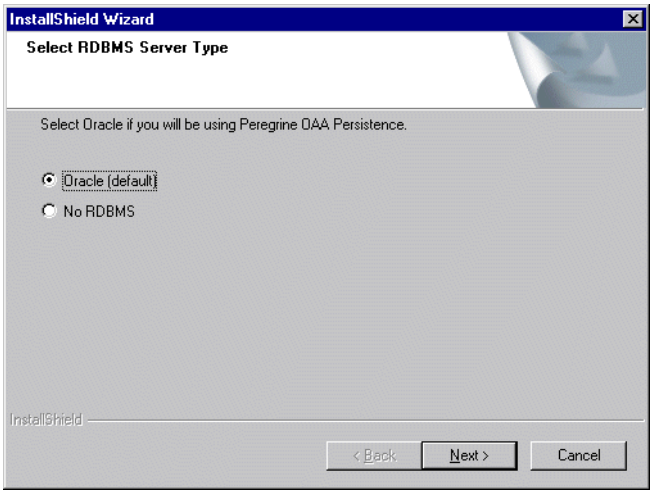
12 Click **OK**.

The OAADeploy JAR Utility is launched in a command prompt window.

A message is displayed that packages are being deployed into your application server. When the process has finished, a message is displayed that the OAADeploy Utility was launched successfully.

13 Click **OK**.

The Select RDBMS Server Type dialog box is displayed.



14 Choose from the following:

- Select Oracle if you are installing an application that uses OAA Persistence.
- Select No RDBMS if you are not using a product that needs an Oracle database.

Make your selection, and then click **Next**. The system displays your Oracle path. Verify that the path is correct.

A dialog box is displayed indicating that the installation is now complete.

15 Click **Finish**, and then click Exit in the CD browser to exit InstallShield.

Establishing a connection between Tomcat and Apache

Perform the following steps on the web server.

To establish a connection between Tomcat and Apache:

The following steps must be performed before continuing on to the next section on defining parameters. If you are using IIS with Tomcat, see *To establish a connection between Tomcat and IIS* page 20.

1 Open the Apache **httpd.conf** file in any text editor. This file is located in the conf folder of your Apache installation.

2 Add the following line at the end of the file, adjusting the Tomcat location to reflect the location of your Tomcat installation:

```
Include "C:\jakarta-tomcat-3.2.4\conf\mod_jk.conf-auto"
```

3 You need to add the **mod_jk.dll** to your \Apache\modules directory. You can find this .dll at: http://jakarta.apache.org/builds/jakarta-tomcat/release/v3.2.4/bin/win32/i386/mod_jk.dll.

4 If you are installing your Oracle database on the same server as your web server, you must perform the following additional steps. If not, continue on to the next step.

- Select Start > Settings > Control Panel.
- Double-click on Administrative Tools.
- Double-click on Services.
- Find the OracleOraHome81HttpServer and stop it.
- Change its startup protocol from Automatic to Manual. Otherwise, the Oracle HTTP server and your web server will both attempt to use the Tomcat application server at the same time, resulting in JVMBind errors.

5 Restart Tomcat. Verify that a mod_jk.conf-auto file was created in the <Tomcat>\conf directory.

6 Restart Apache.

Important: You now need to define parameters that are specific to the Get-Answers Web application. See the steps below for instructions on defining parameters.

Establishing a connection between Tomcat and IIS

Perform the following steps on the web server.

To establish a connection between Tomcat and IIS:

The following steps must be performed before continuing on to the next section on defining parameters.

1 First, follow the instructions in the Tomcat-IIS-Howto.html file located in the <application server>/doc directory.

2 Ensure that the following items are complete:

- IIS is installed.
- Tomcat is installed in C:\jakarta-tomcat-3.2.4. Refer to as TOMCAT_HOME.
- JDK is installed in C:\jdk1.3.1_01. Refer to as JAVA_HOME.
- OAA is installed in C:\OAA.

3 Put the JAVA_HOME variable in the system PATH.

4 Using Notepad, uncomment the following line in the Interceptors section of TOMCAT_HOME\conf\server.xml.

```
<ContextInterceptor
        className="org.apache.tomcat.request.Jdk12Interceptor"/>
```

5 Using Notepad, add Context to the Special webapps section of TOMCAT_HOME\conf\server.xml.

```
<Context path="/oaa"
docBase="C:/Jakarta-tomcat.3.2.4/webapps/oaa"
crossContext="false"
debug="0"
reloadable="true">
</Context>
```

6 Add the following to the Connectors section of server.xml.

```
<Connector className="org.apache.tomcat.service.PoolTcpConnector">
<Parameter name="handler"
value="org.apache.tomcat.service.connector.Ajp13ConnectionHandler"/>
<Parameter name="port" value="8009"/>
</Context>
```

7 Using Notepad, open the TOMCAT_HOME\conf\workers.properties file. Modify the following variables (adjust the location to reflect the location of your installation).

```
wokers.tomcat_home=c:\Jakarta-tomcat-3.2.4
workers.java_home=c:\jdk1.3.1_01
```

8 Modify tomcat.conf to include .js files to be processed through the tomcat engine. Add the following two lines.

```
AddType text/js .js
AddHandler jserv-servlet .js
```

9 Add the following line to the TOMCAT_HOME\conf\uriworkersmap.properties file.

```
/oaa/*=ajp12
```

10 Add an oaa virtual directory to IIS.

```
Directory=c:\Jakarta-tomcat.3.2.4\webapps\oaa
Alias=oaa
```

Note: After saving uriworkermap.properties, restart IIS and you will see the new context. You must actually stop and start the IIS service from the service control panel.

11 Start Tomcat by running TOMCAT_HOME\bin\startup.bat from a command prompt.

12 Once everything is running, login to your server: http://localhost/oaa/admin.jsp.

Defining OAA runtime parameters

Perform the following steps on the web server.

To define OAA runtime parameters:

1 Verify that your application server (for example, Tomcat) has been started.

2 Access the Peregrine Portal administrator and in your Web browser Address field, type:

```
localhost/oaa/admin.jsp
```

3 Press Enter.

The Portal administrator login page is displayed.

4 In the Name field, type `Admin`. No password is required.

5 Click **Login as Administrator**.

6 Click **Settings** in the menu options.

7 Select the Web Application tab and enter **rome** in the Alias for field.

8 Scroll to the bottom of the page and click **Save**.

The Control Panel displays.

9 Click **Settings** in the menu options.

10 Select the Portal DB tab (not the Portal tab) and enter **rome** in the Alias for field.

11 Scroll to the bottom of the page and click **Save**.

The Control Panel displays.

12 Click **Reset Server**.

A message displays at the top of the Control Panel when the server has been reset.

Configuring the rwserver.cfg file

Perform the following steps on the web server.

1 During the install of Get-Answers, a file was created in your <web server presentation directory>/oaa/WEB-INF/config directory called rwserver.cfg. Open this file using Notepad or another text editor.

2 Look for the line starting with "RWSERVER."

3 Set this property to:

```
RWSERVER=cqns@SEARCH_ENGINE_IP:<PORT>
```

where <PORT> is the port number that your Get-Answers search/index server listens on, and SEARCH_ENGINE_IP is the IP address of your search engine server (use localhost if the web server and search engine server are the same machine).

4 See line 3 of the installation worksheet for your search engine's search/index port number.

5 Save the file.

Copying the sample documents

Perform the following steps on the file server.

1 Choose a directory on your file server that will serve as a repository for documents managed by Get-Answers.

Important: Please write the directory name on line 5 of the installation worksheet provided at the end of this chapter.

2 Copy the entire contents of the <CD>\documentation directory into this directory.

3 If you are using different machines for each of your file, web, and search engine servers, share this directory.

Mapping a web server drive to your files

Perform the following step on the web server.

▶ Create a network mapping to this directory from your web server.

Important: Please write the drive mapping on line 6 of the installation worksheet provided at the end of this chapter.

Mapping a search engine server drive to your files

Perform the following step on the search engine server.

▶ Create a network mapping to this directory from your file server.

Important: Please write the drive mapping on line 7 of the installation worksheet provided at the end of this chapter.

Connecting the servers together

Perform the following steps on the web server.

1 Using your browser, go to http://localhost/oaa/admin.jsp.
2 Log in using **Admin** as the Name and no password.
3 On the Control Panel, click **Settings**.
4 Scroll over and click on the **oaakm** tab.
5 For best performance, make sure "oaakmdebugflag" and "oaakmloggingflag" are turned off.
6 Set the KmWebServerAttachPath to the drive on your web server that maps to the file server directory where you want to store your managed documents.
7 Set the KmRWareServerAttachPath to the drive on your search engine server that maps to the file server directory where you want to store your managed documents.

8 Set the oaakmSearchEngineConfigPath to <web server presentation directory>/oaa/WEB-INF/config/rwserver.cfg.

9 Scroll down to the bottom and click **Save**.

10 Click **Settings** again.

11 Click on the **rome** tab.

12 Change the Database URL attribute to the following:

jdbc:oracle:oci8:@<Your Net Service Name>

13 Change the Database User Name attribute to **rome**.

14 Change the Database User Password attribute to **password**.

15 Scroll down to the bottom and click **Save**.

16 Click **Settings** again.

17 Click the **Common** tab.

18 Change the Enable script pollers attribute to **Yes**.

19 Change the Event queue attribute to **rome**.

20 Scroll down to the bottom and click **Save**.

Creating Get-Answers tables

Perform the following steps on the web server.

1 Using Notepad, open the file <web server presentation directory>/WEB-INF/etc/tblcreate.properties and change the following line:

getit.presentation=g:

to:

getit.presentation=<web server presentation directory>

For Tomcat, the web server presentation directory will be: C:/jakarta-tomcat-3.2.4/webapps/oaa. The slashes must be forward slashes.

Important: Please write the presentation directory on line 8 of the installation worksheet provided at the end of this chapter.

2 Open a command prompt window.

3 Change directories to:

<web server presentation directory>\WEB-INF\etc

4 Run **tblCreate.bat**.

This will connect to the database server and create all of the tables needed by your web applications, including Get-Answers.

Continuing Database Server Installation

Sample data population

Perform the following steps on the database server.

1 On the database server, select **Start** > **Programs** > **Oracle - OraHome8i** > **Database Administration** > **SQLPlus Worksheet** (not SQL Plus).

2 Log in as **rome** under User and enter **password** in the Password text box. Also, enter the service name. See line two of the installation worksheet.

When you connect, the upper pane will say: "Connect rome/ ****@your_net_service_name." Your net service name is the Oracle net service name.

3 Select Open from the File menu and open:

<web server presentation directory>\WEB-INF\config\GetAnswersTablePopulation_3.sql.

See line 8 of the installation worksheet for the web server presentation directory.

4 Find the lines that update one record and insert four records into the KMDOCUMENT table. In each line, change the path in the fully qualified file path to match the path on your file server. The path is item 7 on the Get-Answers Installation Worksheet at the end of this chapter.

In the example below, the directory is shown as C:\Get-AnswersRepository.

```
update "KMDOCUMENT" set...FILENAME='C:\Get-
AnswersRepository\empty.txt',...where Ikmdocumentid=0;
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\UserGuide.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers
Team\AdministrationGuide.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\Install.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\Workflow.pdf'...);
```

5 Click on the lightning icon to execute the script.

Look in the lower pane for any errors and proceed to the next step only if no errors occurred.

Importing the database workflow template

Perform the following steps on the database server.

Consult your Database Administrator to import the template file. The worktemplate.dmp import file adds two rows to the database workflow templates named Triage Workflow and Editorial Workflow.

To import the database workflow template:

1 Open a command prompt and type the following:

```
imp TABLES=worktemplate  IGNORE=Y  FROMUSER=rome  TOUSER=rome
FILE=<web server presentation directory>\WEB-INF\config\worktemplate.dmp
```

Note: Replace <web server presentation directory> with the correct directory.

2 Login as the Oracle system manager when prompted

Continuing Search Engine Server Installation

Starting the search engine

Perform the following steps on the search engine server.

1. Go to Start > Programs > Get-Answers Search Engine > System Utilities Menu.
2. Choose option 4 - Search and Indexing Servers.
3. Choose option 2 - Start servers in background. The Get-Answers Search Engine will start running in a separate window.
4. Press any key to continue.
5. Choose option 1 - Return to previous menu.

Indexing the sample documents

Perform the following steps on the search engine server.

1. Choose option 6 - Indexing and Index Utilities.
2. Choose option 4 - Index RDBMS Records.
3. Choose option 3 - Index all RDBMS Records in your library.
4. Enter **KMLib**. This is the knowledge management library you want to index.
5. Enter **1 - Yes** to update the index.
6. Choose option 1 - Return to previous menu.
7. Choose option 1 - Exit this program.

Note: Indexing error messages are written to the log file <search engine installation directory>KMLib\logs\KMLib_index.err.

Continuing Web Server Installation

Restarting the web server

Perform the following steps on the web server.

- Restart the Apache and Tomcat web server.

Checking the status of the KMGAAdapter

Perform the following steps on the web server.

1. Using a browser, go to: http://localhost/oaa/admin.jsp.
2. Log on as **Admin** with no password.
3. Verify the line on the next screen containing a reference to oaakm and com.peregrine.oaa.adapterKMGAAdapter reads "connected."
4. Log out.

The installation is complete. For information on using Get-Answers, see the *Get-Answers User Guide*, the *Get-Answers Administration Guide*, and the *Get-Answers Workflow Guide*.

Get-Answers Installation Worksheet

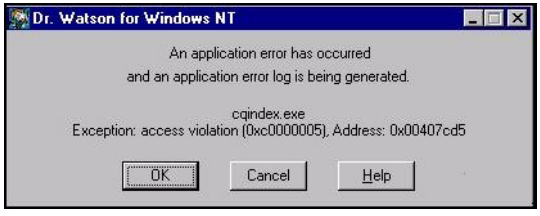
As you work through the installation of Get-Answers 3.0, you will need to write down various pieces of information that you will use in later steps. The following worksheet will make this process easier.

1. Database Name:
2. Database SID (instance name):
3. Search Engine Search Port:
4. Search Engine Admin Port:
5. File Server Get-Answers Documents Directory:
6. Web Server File Drive Mapping:
7. Search Engine Server File Drive Mapping:
8. Web Server Presentation Directory:

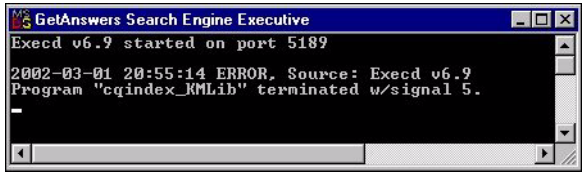
CHAPTER 2 Troubleshooting the Installation

This chapter explains the error messages you might see when installing Get-Answers.

If the following cqindex.exe exception access violation occurs:



and/or the Get-Answers Search Engine executive displays the following message:



then the KmDocument table in the rome tablespace has a null or an undefined path in the file name column.

This can be caused by one of the following:

1. The Get-AnswersTablePopulation_3.sql script was not executed during the system installation.
2. When the Get-AnswersTablePopulation_3.sql script was executed, the folowing lines were not configured to point to the correct directory.

```
update "KMDOCUMENT" set...FILENAME='C:\Get-
AnswersRepository\empty.txt',...where Ikmdocumentid=0;
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\UserGuide.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers
Team\AdministrationGuide.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\Install.pdf' ...);
INSERT INTO "KMDOCUMENT" (...FILENAME...) VALUES
   (...'C:\Get-AnswersRepository\Get-Answers Team\Workflow.pdf'...);
```

This directory is item 5 from the Get-Answers Installation Worksheet. In the example above, the directory is shown as C:\Get-AnswersRepository. This file server directory contains the sample Get-Answers files that were copied from the documentation directory on the Get-Answers CD. For details, see *Copying the sample documents* in Chapter 1 of the *Get-Answers Installation Guide*.

If the Get-Answers Search Engine Executive displays the following:

```
Error Number: 1100, Severity: WARNING, Source: cqindex_KMLib v6.9
The file name for input to the document filter pipeline is not valid.
The file xxxxxxxx.
No such file or directory.
(cq_com_read_file)
```

Then the index application cannot find the file at path xxxxxxxx that is referenced in the Warning message. Specifically, in the file name column of the KmDocument table is a file path equal to xxxxxxxx, but the indexer cannot find the file at that path on the file server.

This path that precedes the file name is item 5 in the Get-Answers Installation Worksheet.

The missing file is C:\Get-AnswersRepository\empty.txt. This file will not be indexed because the indexer could not locate it. The solution to this problem is to find the file (and if it is empty.txt, then create the file) and ensure the file is within the File Server Get-Answers Documents Directory in the sub-directory that is referenced in the Warning message.

To reindex the documents:

1. Go to Start > Programs > Get-Answers Search Engine > System Utilities Menu.
2. Choose option 6 - Indexing and Index Utilities.
3. Choose option 4 - Index RDBMS Records.
4. Choose option 3 - Index all RDBMS Records in your library.
5. Enter KMLib. This is the knowledge management library you want to index.
6. Enter 1 - Yes to update the index.
7. Choose option 1 - Return to previous menu.
8. Choose option 1 - Return to previous menu.
9. Choose option 1 - Exit this program.

PROBLEM

Cannot upload a file in Contribute Documents, error says max file size exceeded, or Administrator wishes to limit the size of a file that a user can upload.

SOLUTION

Change the Maximum attached file size parameter. Go to the Common tab in the Admin Settings. The maximum attached file size parameter is used to limit the size of files that may be submitted as attachments. A value of 0 indicates that no limit is set. This setting is a default that you can override by individual attachment fields. If for example, a value of 2048000 was set, this would limit to 2mg, the size of a file that could be submitted in Get-Answers via the Contribute Documents menu option.

PROBLEM

The network path was not found.

On the screen:
ECMAScript Error:
Project.getanswers.ServerScripts.editorialWorkflow.uploadAuthoredDocAndAttachments:122
Source Code: var fileOut = new PrintWriter(new BufferedWriter(new FileWriter (xmlFile)));
Erroe Message: Runtime error Cannot build new class java.io.FileWriter, error: FESI.Exceptions.EcmaScriptException: Runtime error Error creating class java.io.FileWriter: java.io.FileNotFoundException: G:\AssetCenter Team\errormsg_23031.xml (The network path was not found.)

SOLUTION

The network connection to the referenced drive was lost. The referenced drive in this case was the G:\ drive. You need to restablish the network connection or mapping.

PROBLEM

The system appears to be hanging.

In the archway.log file: ORA-03114: not connected to ORACLE

SOLUTION

The database connection was lost.
Reboot the tomcat server.
If necessary, based on the presence of a database error in the Get-Answers Search Engine console screen, stop and then restart the Get-Answers Search Engine. To do this, follow the steps below.

1. Go to Start > Programs > Get-Answers Search Engine > System Utilities Menu.
2. Choose option 4 - Search and Indexing Servers.

3 Choose option 5 - Stop servers. The Get-Answers Search Engine Executive window will close.

4 Press any key to continue.

5 Choose option 2 - Start servers in background. The Get-Answers Search Engine Executive will start running in a separate window.

6 Press any key to continue.

7 Choose option 1 - Return to previous menu.

8 Choose option 1 - Exit this program.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