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Installation Guide

Informiam Proactive Business Management™
Advisors Platform v3.3.000

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Revision History

Name	Date	Reason For Changes	Version
Ivan Yanasak	Mar. 08. 2010	Separated from CCA/WO Installation Guide	3.3.000

Installation Overview

Introduction

General notes:

1. For each physical server on which you install a Web application (Contact Center Advisor, Workforce Advisor, etc.) or XMLGen, you must install an instance of Platform.

LDAP-related notes:

1. Administrators must manually delete users from the Advisors administration component if they are deleted from LDAP. This prevents the scenario where a subsequent creation of an LDAP user with the same name would be granted the same permissions as the old Advisors user.
2. For a new Platform database, the default administrator user must be updated to enable login. Once the Platform database has been created, the following manual steps are required:
 - a) Using SQL Server Management Studio, open the “USERS” table in the new Platform database. You should see a single row for the “admin” user.
 - b) Update the USERNAME field for this row to match that of an administrator in the Active Directory.
 - c) Ensure that the ROLE_ID field for this row is set to 1.
3. The installer that runs last on a specific database overwrites the configuration changes of the prior ones. If the database is configured and the installer must be re-run, ensure that the LDAP settings are the same. All nodes in the cluster must be configured properly (that is, do not skip LDAP for non-authenticating nodes).

The installation process has several distinct sections. This is to accommodate different stages of system preparation. If some or all of the infrastructure software systems are installed, various steps can be bypassed. It is important to get specific information about the location of these components from the original installer or the package manager.

There is a single zip file, *platform-installer-`<version #>.zip`*, containing the distribution artifacts:

- **platform-installer-`<version #>.jar`**: the installer for the Platform
- **platform-new-database`<version #>.sql`**: the SQL script to create / update the Platform database
- **baseweb-`<version #>-static-web.zip`**: a copy of the static files that can be served by Apache

Prerequisites

The Release Notes specify the latest Advisors supported versions.

- Java JDK 1.6
- Microsoft SQL Server 2005
- Acrobat Reader
- Apache Web Server 2.2+

Custom Logo

Your custom logo must be in PNG format, with a size of 210 x 52 pixels.

SQL Server 2005

Creating the Platform Database with SQL Server 2005

Note: If due to security restrictions administrator access cannot be granted, have the customer's DBA implement the steps described in this section.

1. Connect to the SQL Server 2005 instance using Microsoft SQL Server Management Studio with the LoginId assigned to the SQL Server sysadmin server role. It can be "sa" or any other login assigned to the sysadmin server role and created for you by the customer's DBA for temporary use during the deployment.
2. In the object explorer right click on Databases and choose New Database. Open the General screen (Figure 1).

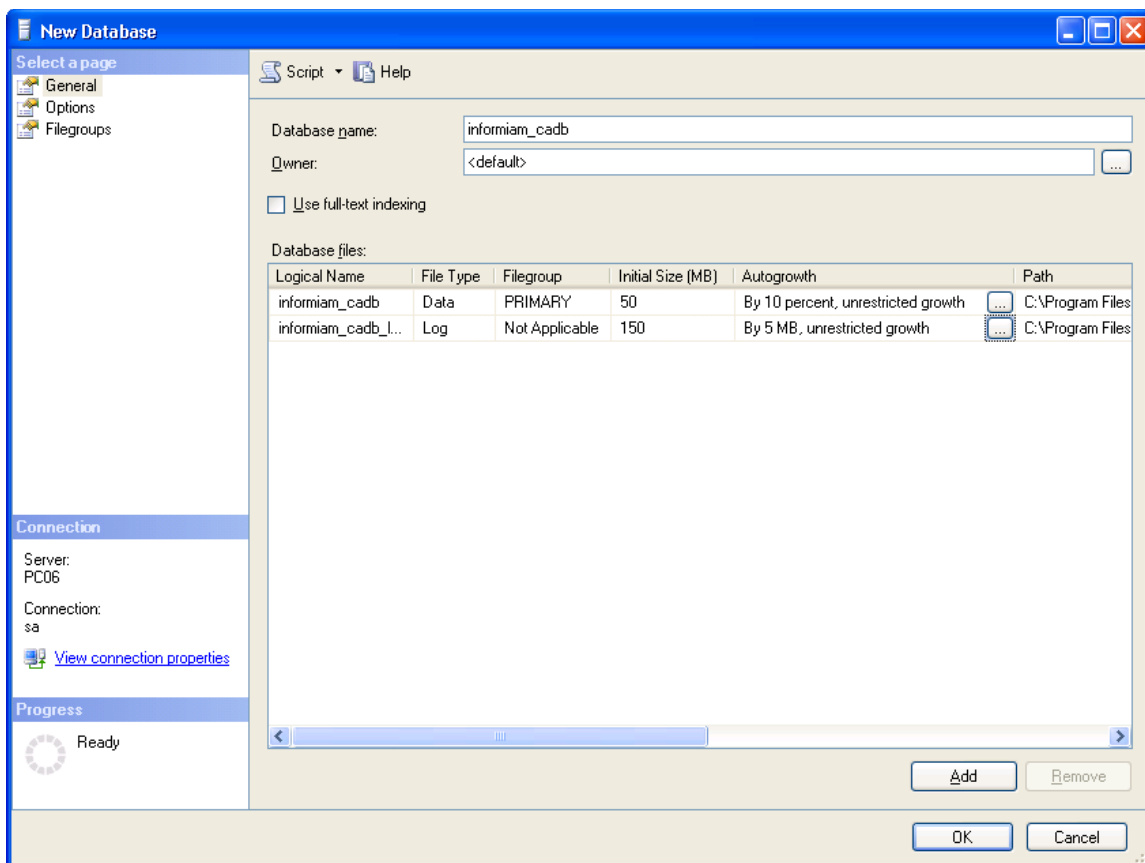


Figure 1: Database Properties. General

- a) Specify the database name. "informiam_cadb" will be used in this example.
 - b) Leave the owner as <default>.
 - c) Specify 50 MB as the initial data file size with growth by 10%, unrestricted file growth.
 - d) Specify 150 MB as the initial log file size with file growth by 5 MB, unrestricted file growth.
 - e) Change paths to the data and log files if necessary.
3. Open the Options screen (Figure 2).

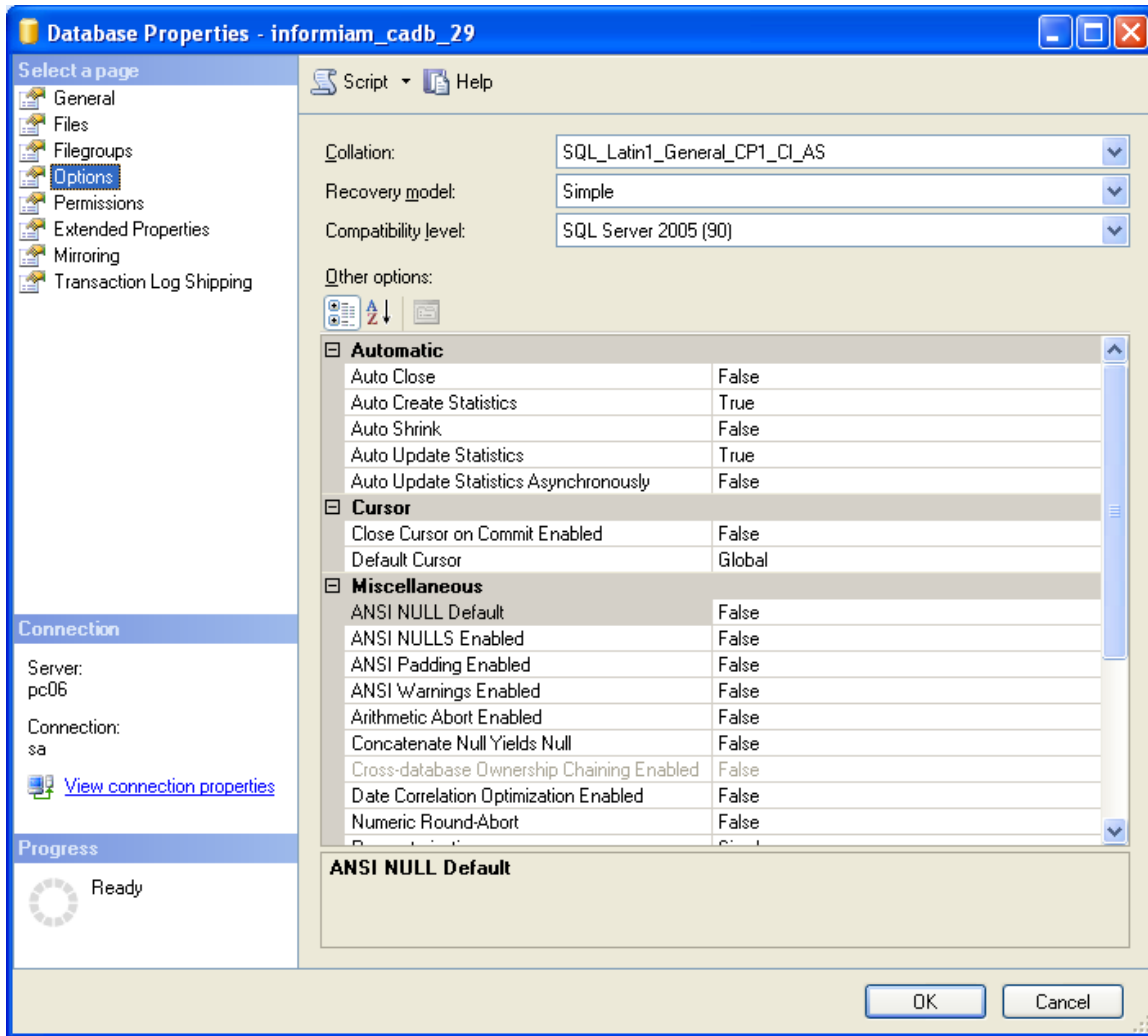


Figure 2: Database Properties, Options

- a) Select SQL_Latin1_General_CP1_CI_AS for the collation.
 - b) Select Simple for the recovery model.
 - c) Set Auto Create Statistics and Auto Update Statistics as True.
4. Click OK.

Note: steps 5 through 7 are only required if you choose to use a schema other than “dbo”.

5. In the Object Explorer, expand Databases, “informiam_cadb”, Security, and Schemas.

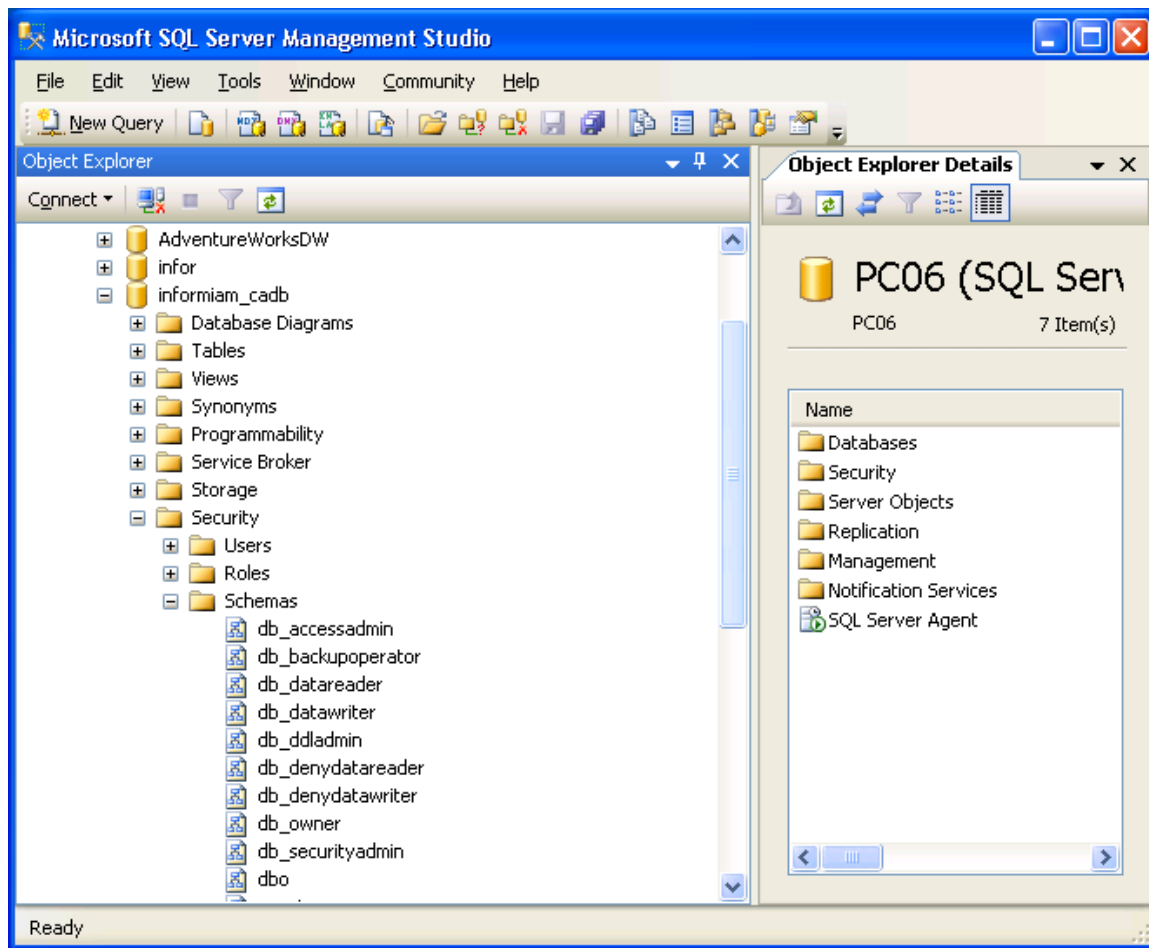


Figure 3: Database Security – Schemas

6. Right click on Schemas, choose New Schema (Figure 3)
7. Specify your schema name (e.g. “callcenter01”), and Click OK.

Creating a Login to be Used by the Advisors

Note: If due to security restrictions administrator access cannot be granted, have the customer's DBA implement the steps described in this section.

1. In the Microsoft SQL Server Management Studio object explorer choose Server | Security screen (Figure 4).

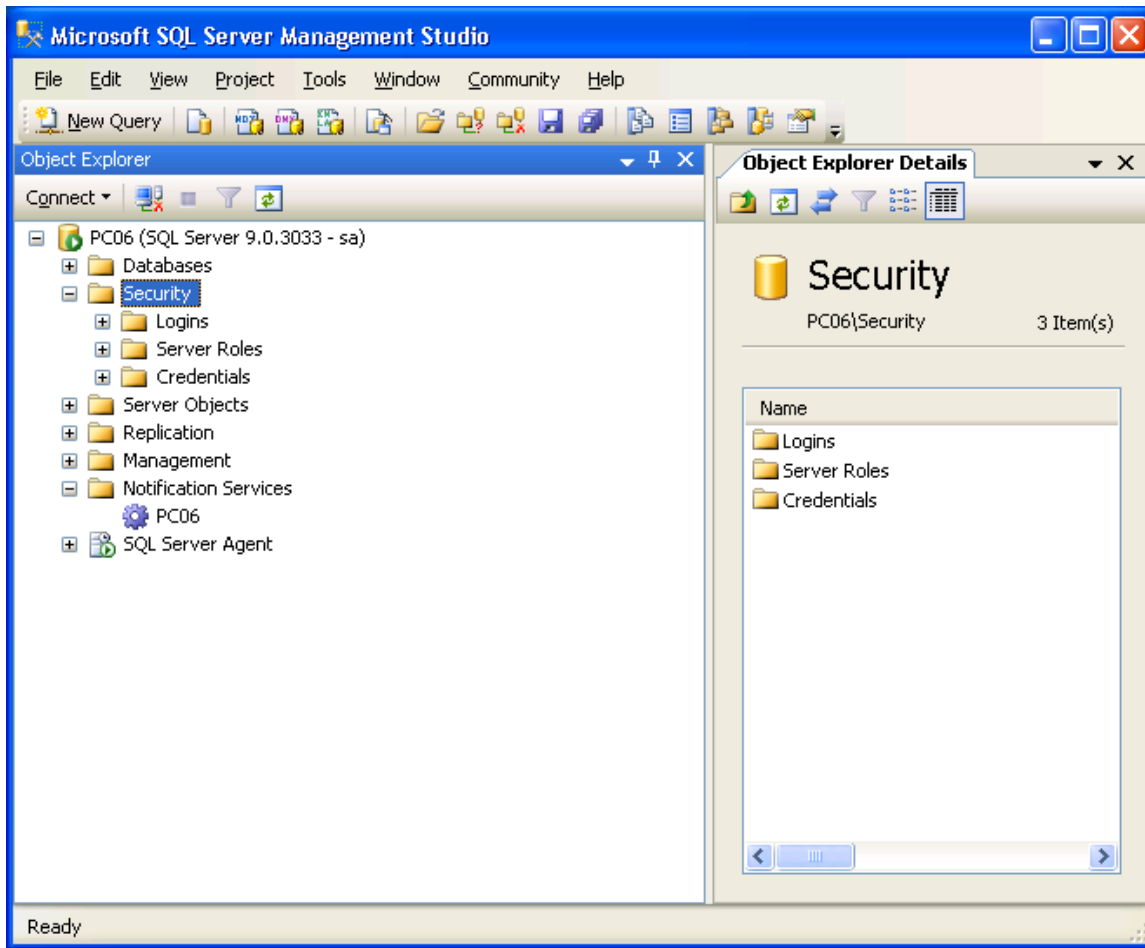


Figure 4: Server Level Security

2. Right click Logins and choose New login.
3. Open the General screen (Figure 5).

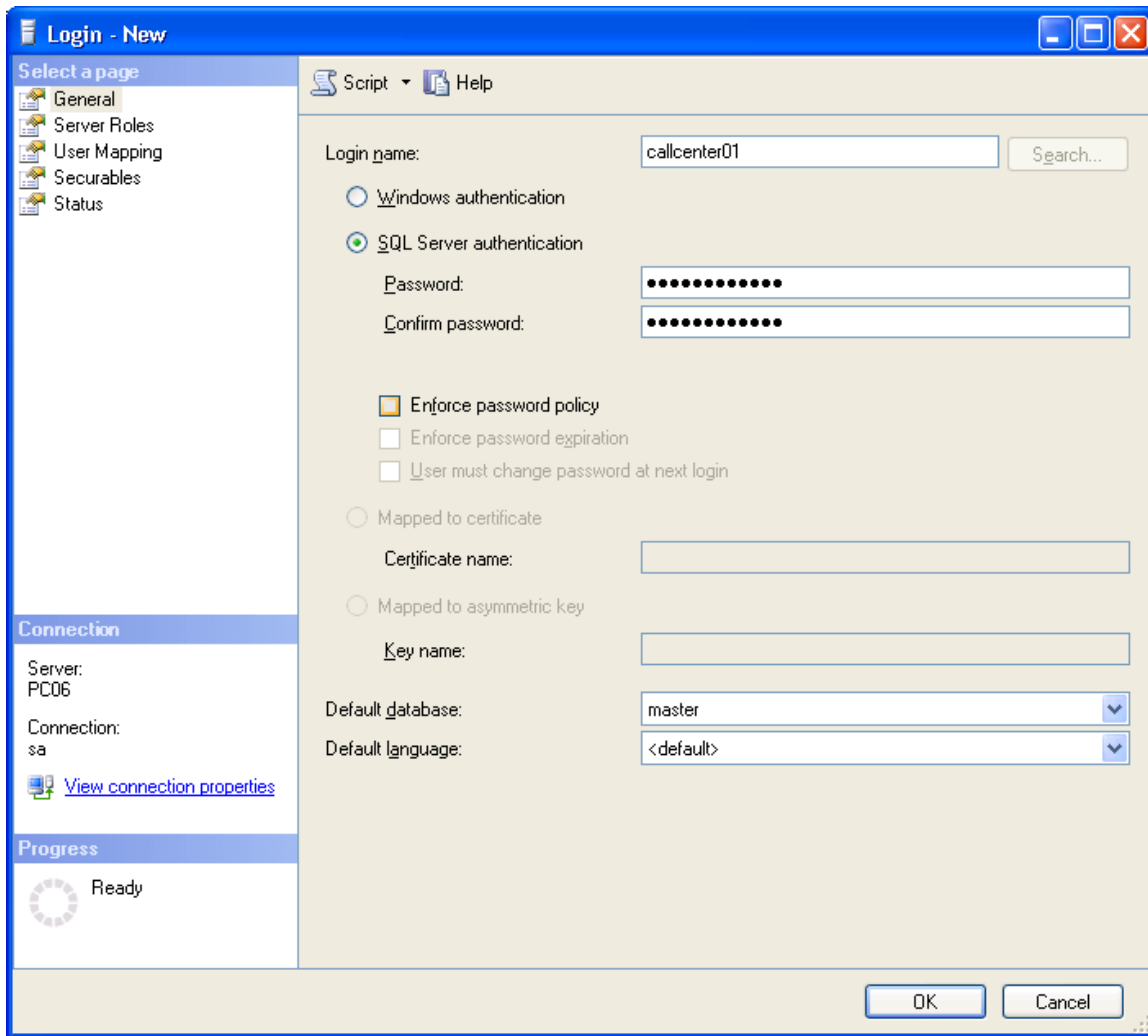


Figure 5: SQL Server Login Properties - New Login

- a) Specify the login name (in this example “callcenter01”).
 - b) Select the SQL Server Authentication radio button.
 - c) Specify a password that complies with the organization’s security policy.
 - d) If strong passwords are part of the security policy, select the Enforce password policy check box.
4. Open the Login Properties - User Mapping screen (Figure 6).

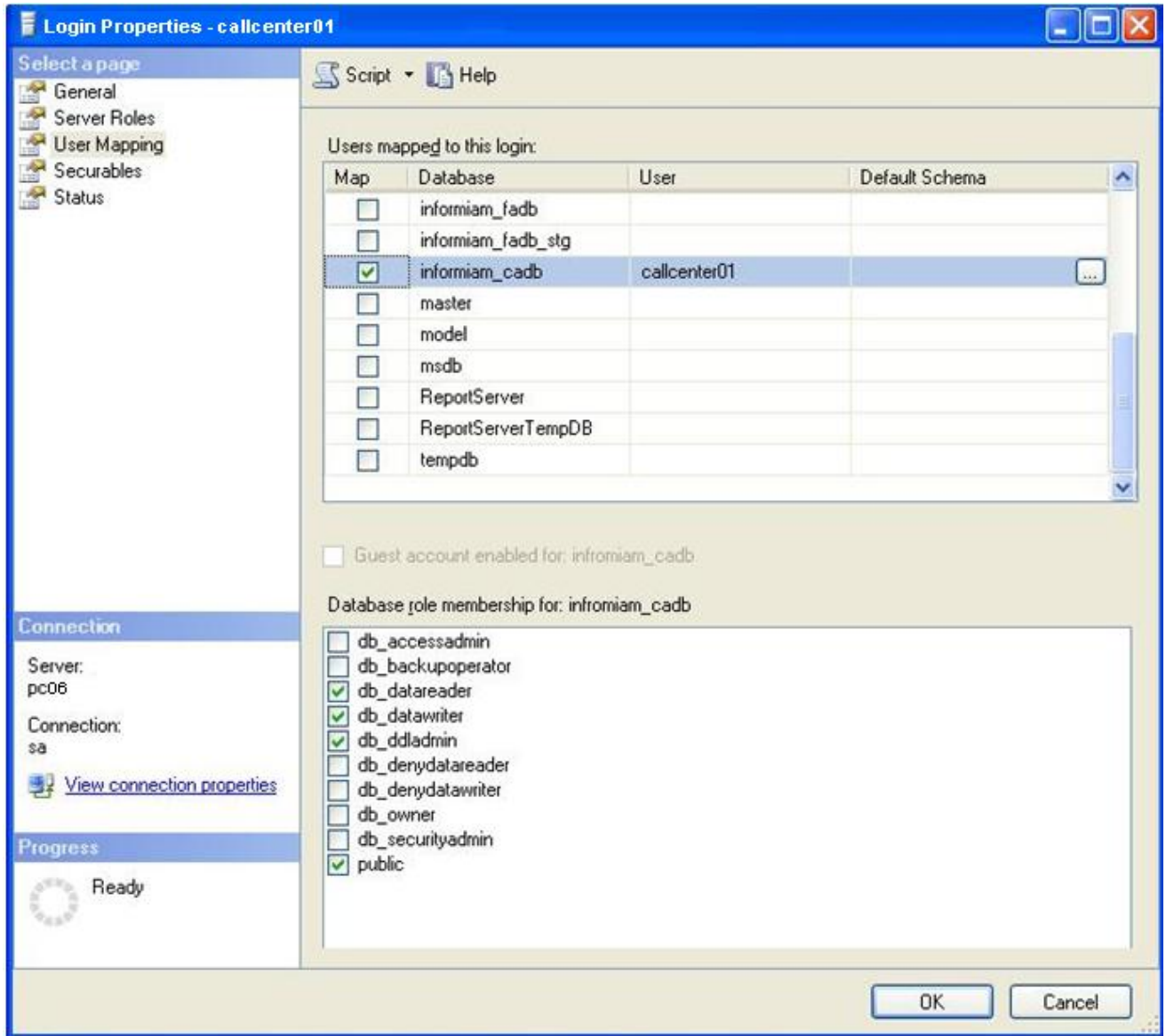


Figure 6: Login Properties – User Mapping

- a) Map the user (“callcenter01” in this example) to the newly created Platform database (“informiam_cadb” in this example) by selecting the check box.

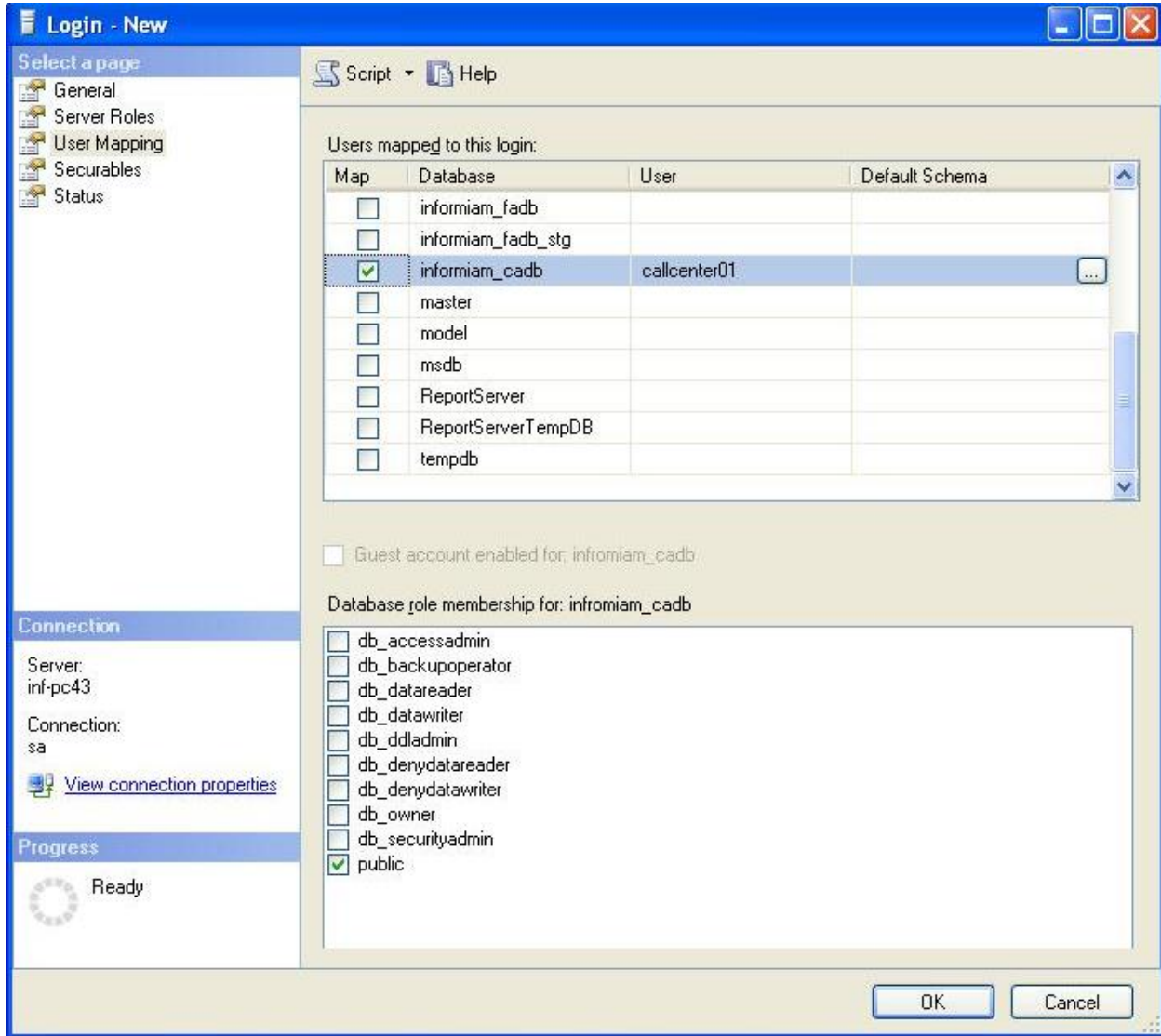


Figure 7: Login - New

- b) Choose the user’s default schema (matching the name of the schema created in steps 5 through 7 of database creation, or “dbo” if no schema was created) by either typing the schema name or by clicking on the browse icon in the “Default Schema column” and selecting the schema.

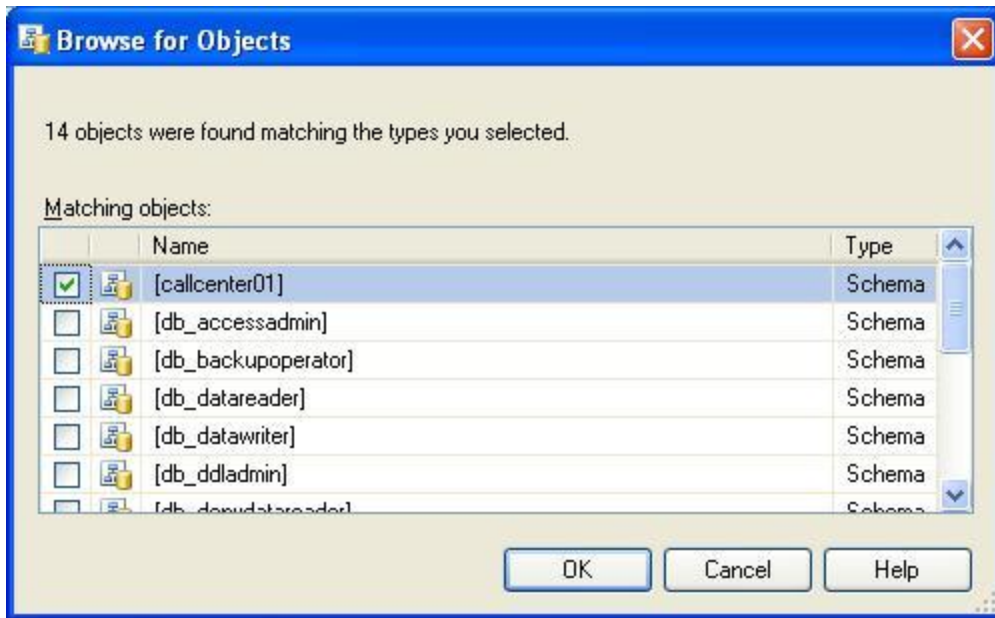


Figure 8: Browse for Objects

c) Click OK, OK.

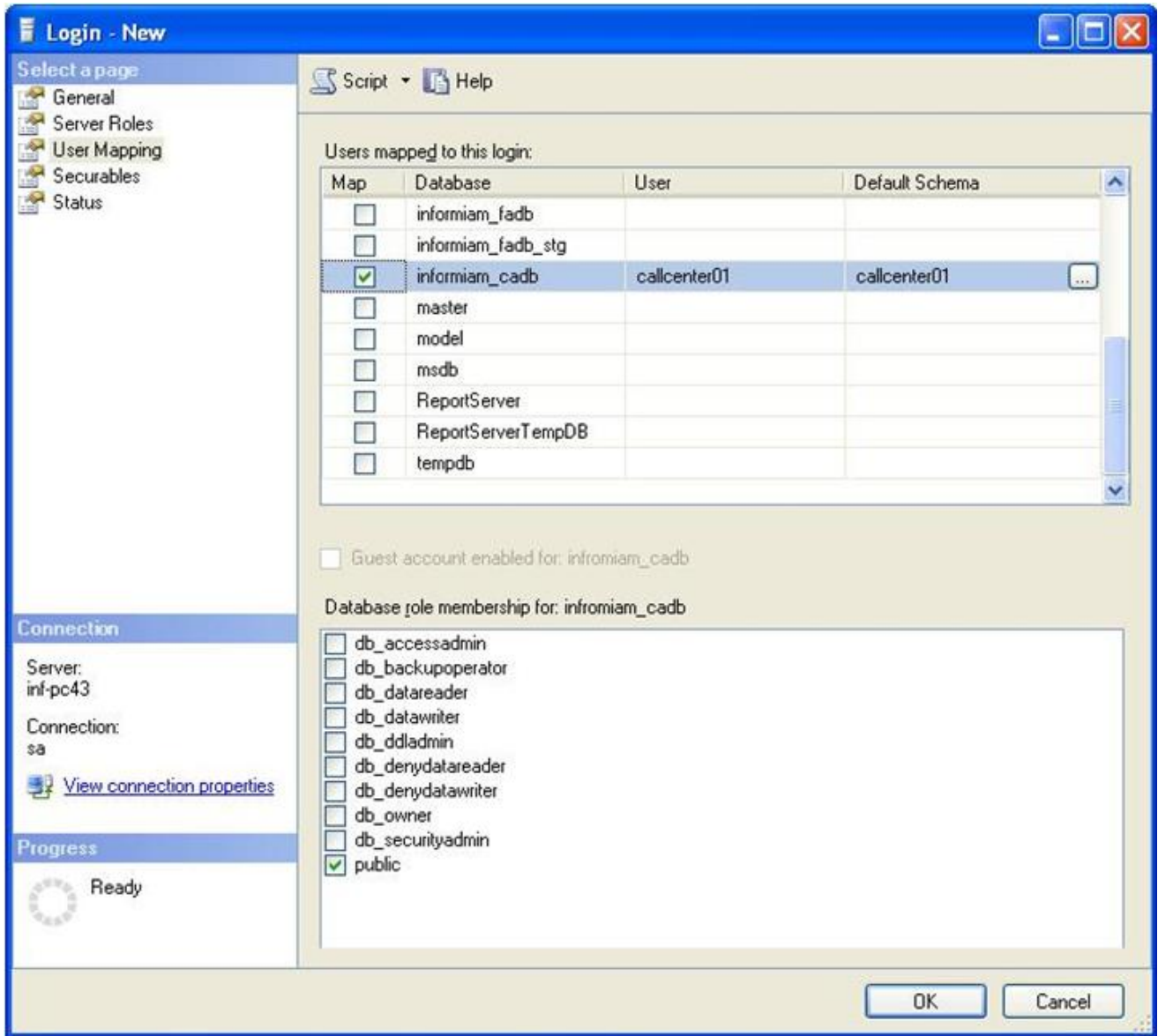


Figure 9: Login - New

- d) Add the user to the db_owner database role (Figure 10) or to all three following roles: db_datareader, db_datawriter, and db_ddladmin (Figure 11)

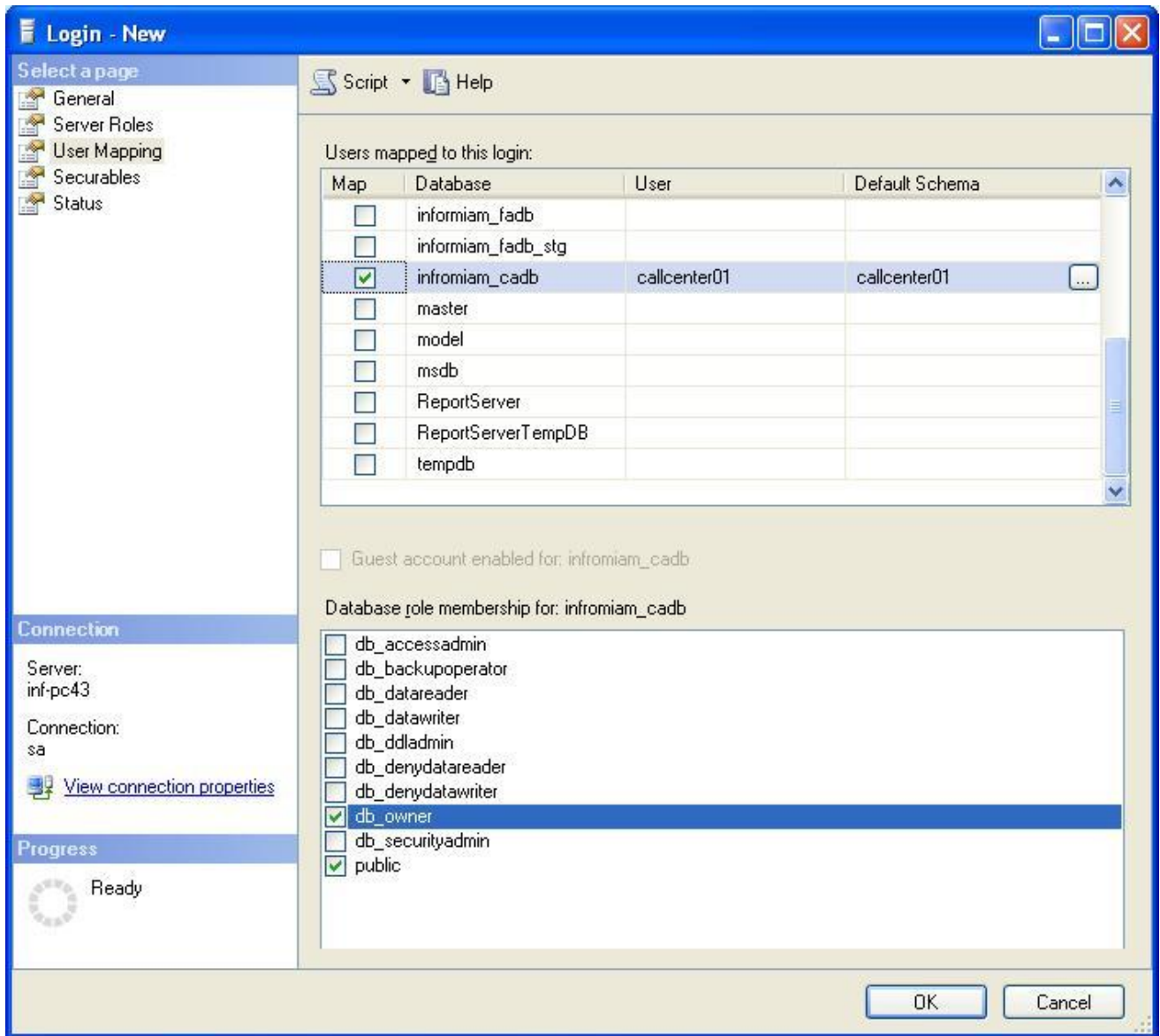


Figure 10: Login Properties – User Mapping

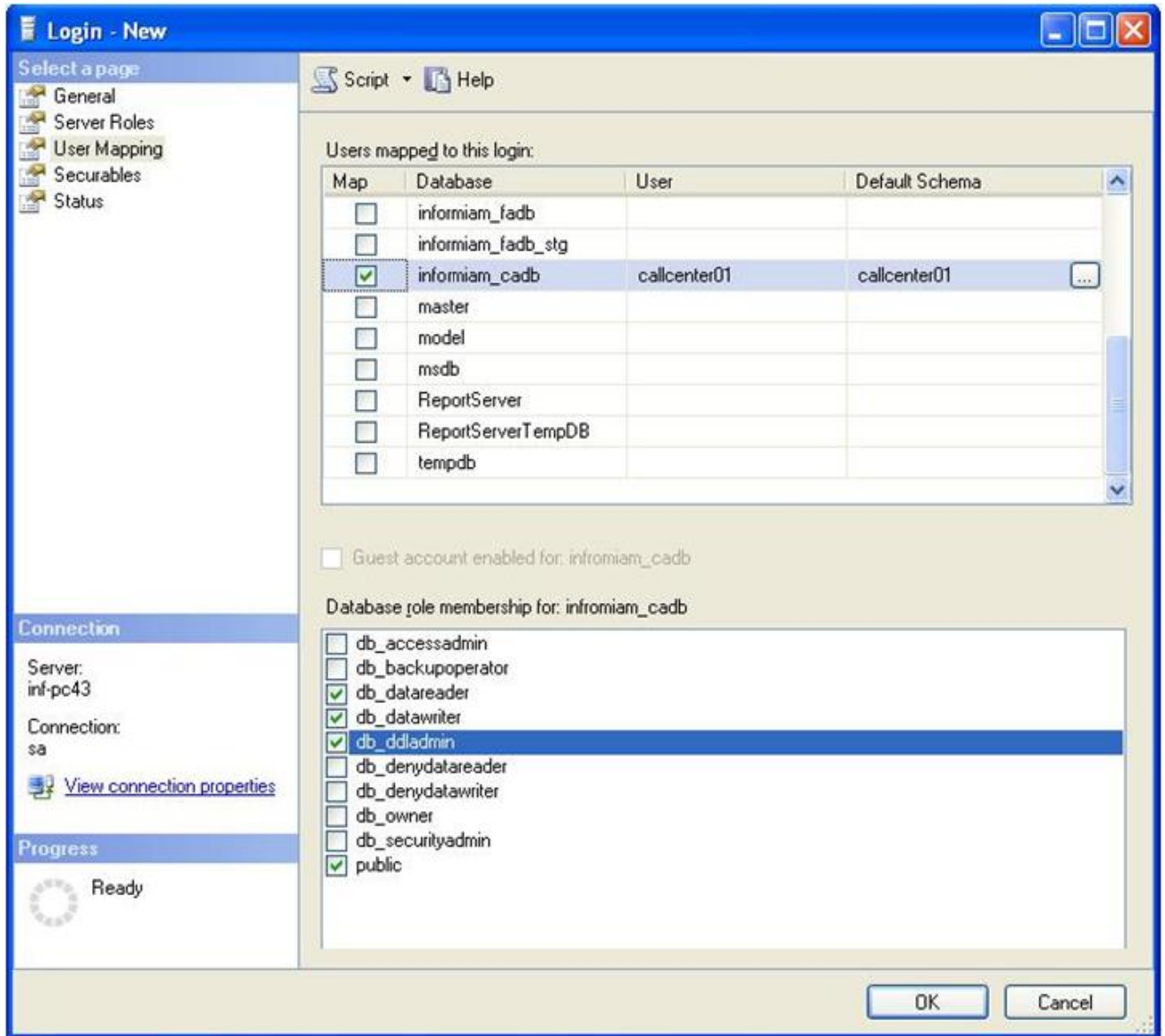


Figure 11: Login Properties – User Mapping

Important: If you choose db_datareader, db_datawriter, db_ddladmin option, ensure that after you create all of the database objects you implement the step in Assigning Additional User Permissions on page 18.

Note: if you intend to use LDAP authentication, additional configuration steps are required. Please see the second LDAP-related note in the Introduction section of this document for further details.

The login to be used by the Advisors applications is created and configured.

Creating or Upgrading Objects in the Database

Note: If due to security restrictions administrator/security administrator access cannot be granted, have the customer's DBA implement the steps in this section.

This step must be run either with the system administrator account or with a user having db_owner permissions to the database. In addition, the user must have the same default schema as that assigned to the Advisors user (created in the “Creating a Login to be Used by the Advisors” section). (Note that db_owner can be given temporarily to the Advisors user for the purpose of running these steps.)

1. From Microsoft SQL Server Management Studio click File, Connect to the Database engine using the user meeting the criteria above.
2. Make sure that you choose the Platform database from the list of available databases (in this example, “informiam_cadb”).
3. From the distribution folder, run the SQL script *platform-new-database-<version #>.sql* against the newly created database (“informiam_cadb” in this example). This script will create the database user objects and populate some tables with default configuration data.
4. Scroll down the query results tab and check for errors. Ignore warnings.

The database object processing is now complete.

Mandatory: After the entire installation is finished, please remove the SQL Server installation scripts from the environment.

Assigning Additional User Permissions

Assigning additional user permissions is applicable if the Advisors user account was assigned db_datareader, db_datawriter and db_ddladmin roles but was not assigned the db_owner role.

A non-db_owner Advisor user must be granted execute permissions to execute all stored procedures that exist in the database.

You can use the SQL Server interface to assign the permissions manually, or alternately can run a series of grant permissions scripts and execute them against the database.

The following statement when executed against each database will generate a set of grant permission statements for that database. Running as the administrator, copy the result, paste it into the query window, and execute.

```
select 'grant execute on '+  
routine_catalog+'.'+routine_schema+'.'+routine_name+'  
to <database user>' from INFORMATION_SCHEMA.ROUTINES  
where ROUTINE_TYPE='PROCEDURE'
```

where “<database user>” is the Advisors user created during Platform database installation (e.g. “callcenter01”).

Installing Platform

Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult the Silent Installation Option section under Other Considerations for further information.

Note: The installer will not upgrade an existing installation. The old installation must be completely removed by deleting its installation directory.

Before you do this, you may want to uninstall the Windows services for the Informiam Enterprise Advisor Server and the Informiam Contact Center Advisor XMLGen Application (if CCA/WO is installed).

You must do this if you are going to re-install Enterprise Advisor in a different directory than the one in which it is currently installed. This is because uninstalling the Windows services *requires files that are in the installation directories you are going to delete. Once you delete them you cannot uninstall the Windows services.*

1. Stop the Windows services for Informiam's components.
2. Close the Services window.
3. Open a command prompt window.
4. Change the directory to the one in which you installed Enterprise Advisor, then run the uninstall command appropriate for the installation's release:
 - a. for 3.1, navigate to *geronimo.1.1.1\informiam-server*, and run *InformiamServer -r geronimo-wrapper.conf*.
 - b. for 3.3, navigate to *bin/windows-x86-32*, and run *UninstallInformiamServer.bat*.
5. To uninstall XMLGen, please consult the corresponding section in the Contact Center Advisor and Workforce Advisor Installation Guide.

If the Informiam Browser is installed in the Advisors installation directory (typically under *Program Files\Informiam\Browser*), uninstall it using the *uninstall.exe* found in its directory before deleting the Advisors installation directory. Then reinstall the Informiam Browser again when you have installed Enterprise Advisor's modules.

Each Web-based application (Dashboards, Administration Workbench (Component), Workforce Web Service) requires the installation of the Informiam Platform. The Platform installer will install the base services: Geronimo, Base Web, Navigation Service, Mail-Delivery Service, Security Realm (optionally, LDAP), the Data Source, and Cluster Manager.

1. Launch the Platform installer: *platform-installer-<version #>.jar*.
The Welcome screen displays (Figure 12).



Figure 12: Welcome screen

2. Click Next.

The Module selection screen displays (Figure 13).

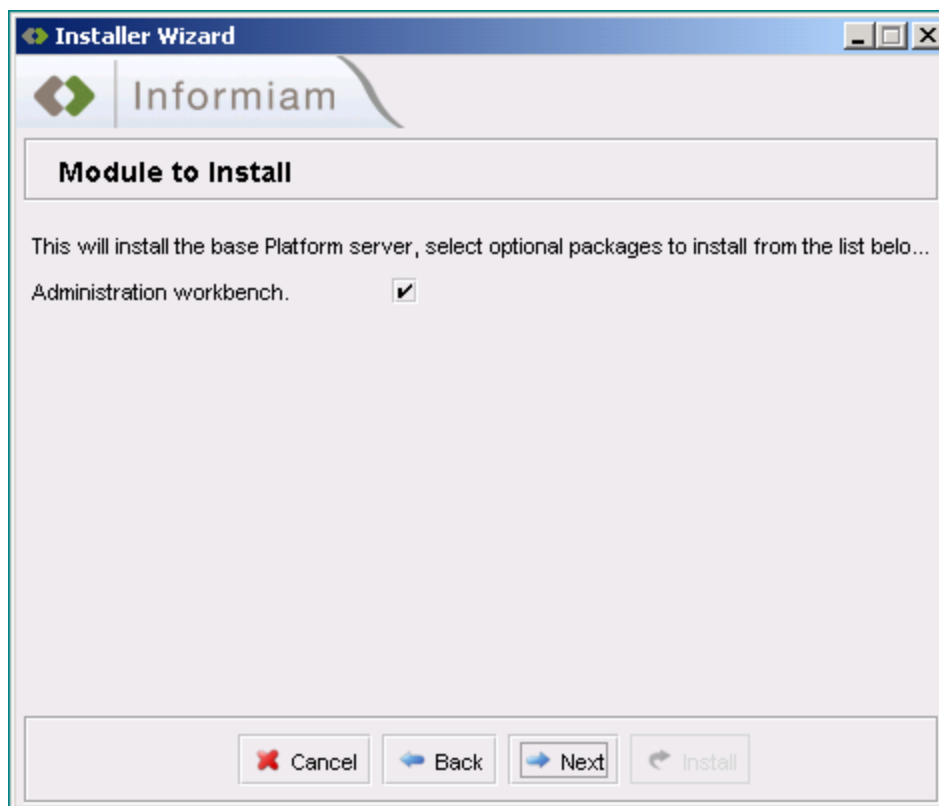


Figure 13: Module selection screen

3. Select the Administration workbench checkbox, if desired.
4. Click Next.
The Destination Directory screen displays (Figure 14).

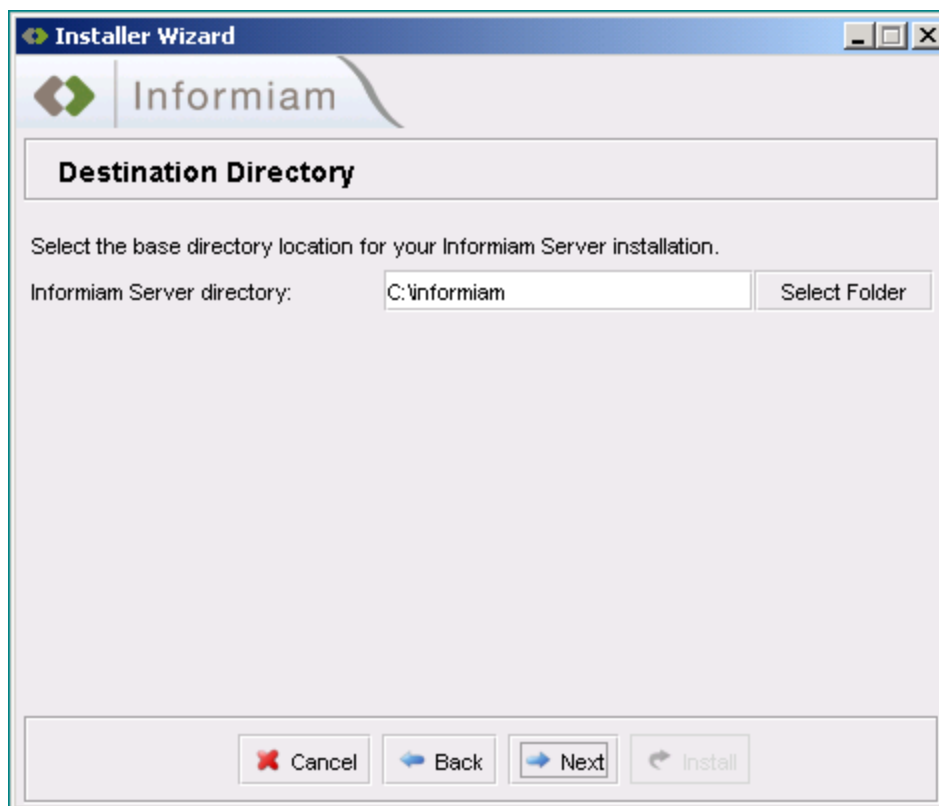


Figure 14: Destination Directory screen

5. Select the installation directory.
6. Click Next.
The Java Development Kit screen displays (Figure 15).

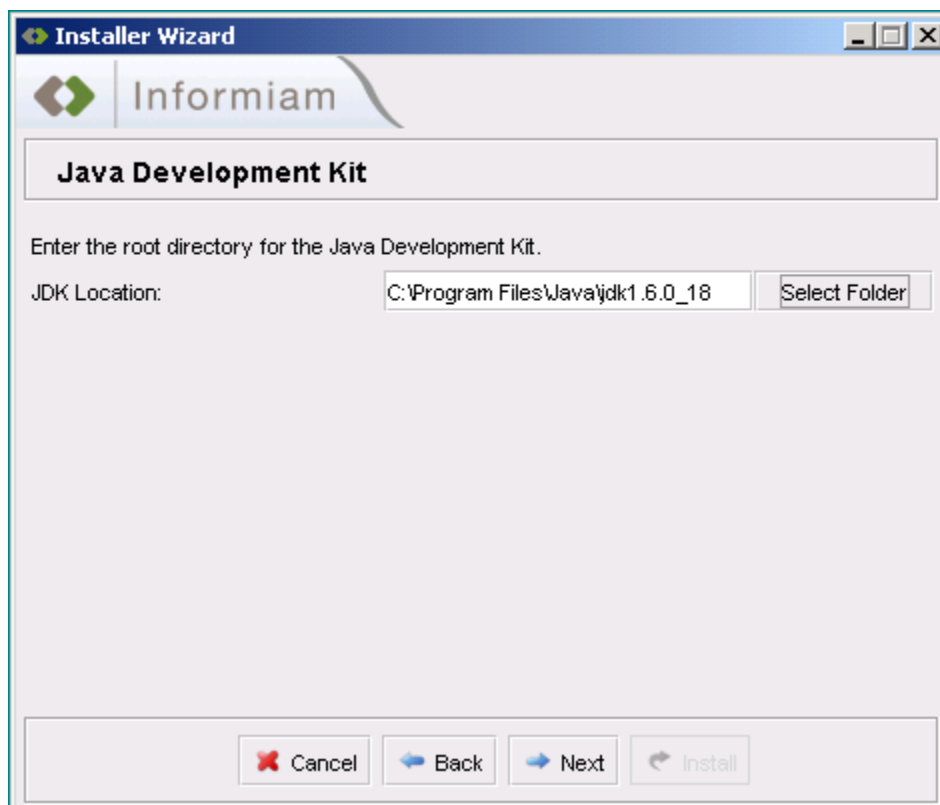


Figure 15: Java Development Kit screen

7. Enter or select the JDK folder location for the Java Development Kit.
8. Click Next.
The Cluster Node Configuration screen displays (Figure 16).

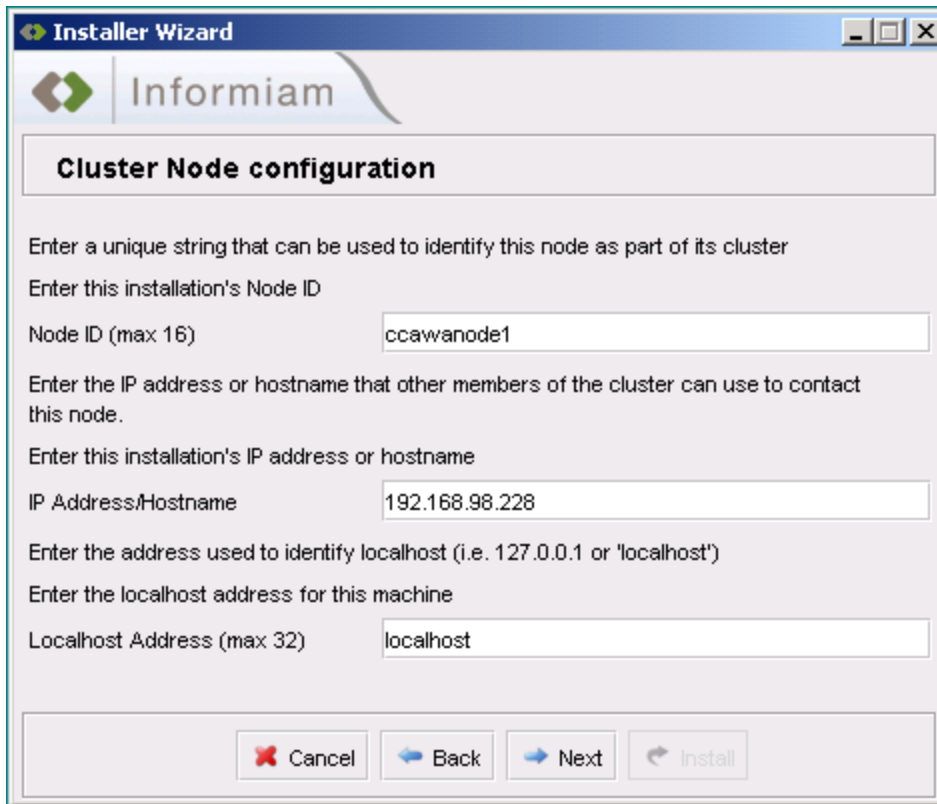


Figure 16: Cluster Node Configuration screen

9. Each server that installs platform will require a unique cluster node. This is configured with the following information:
 - **Node ID:** a unique id across all Platform installations. Must not contain any special characters, only alpha numeric. For example, node1; node2.
 - **IP Address / Hostname:** the address or hostname that will be used to contact this cluster. (Note that this cannot be “localhost” or “127.0.0.1”.)
 - **Local host address:** the local host address, either “localhost” or “127.0.0.1”
10. Click Next.
The Platform Database screen displays (Figure 17).

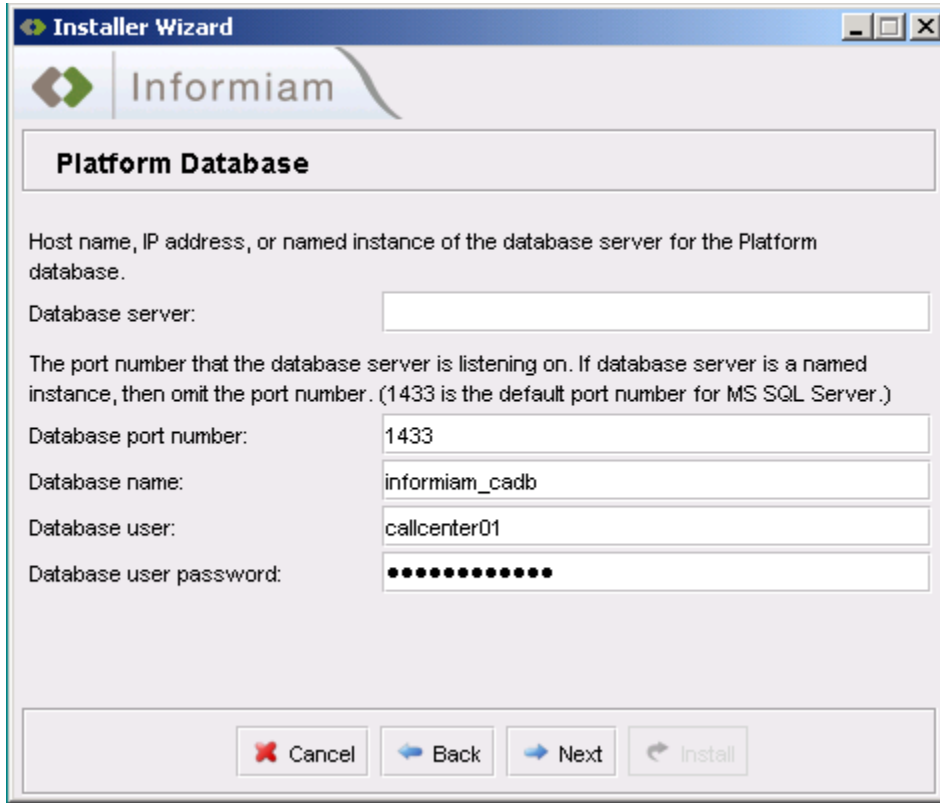


Figure 17: Platform Database screen

11. Enter the database connectivity parameters for the already upgraded database (that is, the database must be upgraded prior to running the installer): server (machine), port number, name, user, and password.
If the database server is a named instance, then omit the port number.
12. Click Next.
The Mail Service Configuration screen displays (Figure 18).

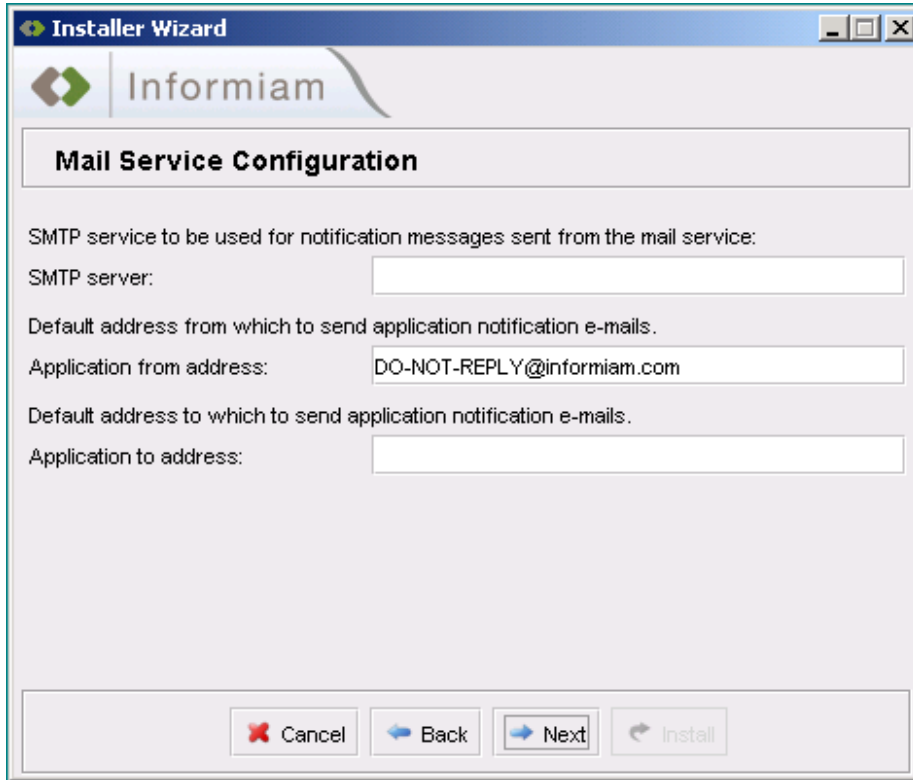


Figure 18: Mail Service Configuration screen

13. Enter the SMTP and e-mail parameters.
14. Click Next.
The Security Realm Configuration screen displays (Figure 19).

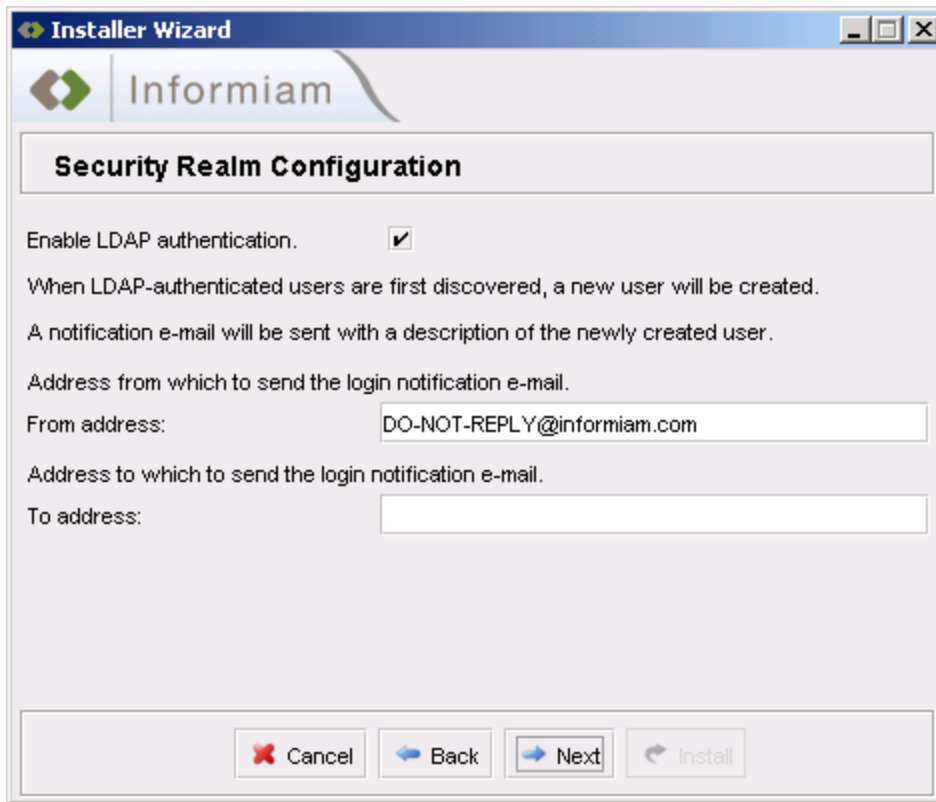


Figure 19: Security Realm Configuration screen

15. Enter the LDAP email parameters, or de-select the Enable LDAP authentication checkbox if not using LDAP.

Note: if LDAP is enabled for any Advisors Platform installation (not just the current one), please see the LDAP-related notes in the Introduction section of this document.

16. Click Next.
If the Enable LDAP checkbox was selected, the LDAP Authentication screen displays (Figure 20). Otherwise, skip to step 17.

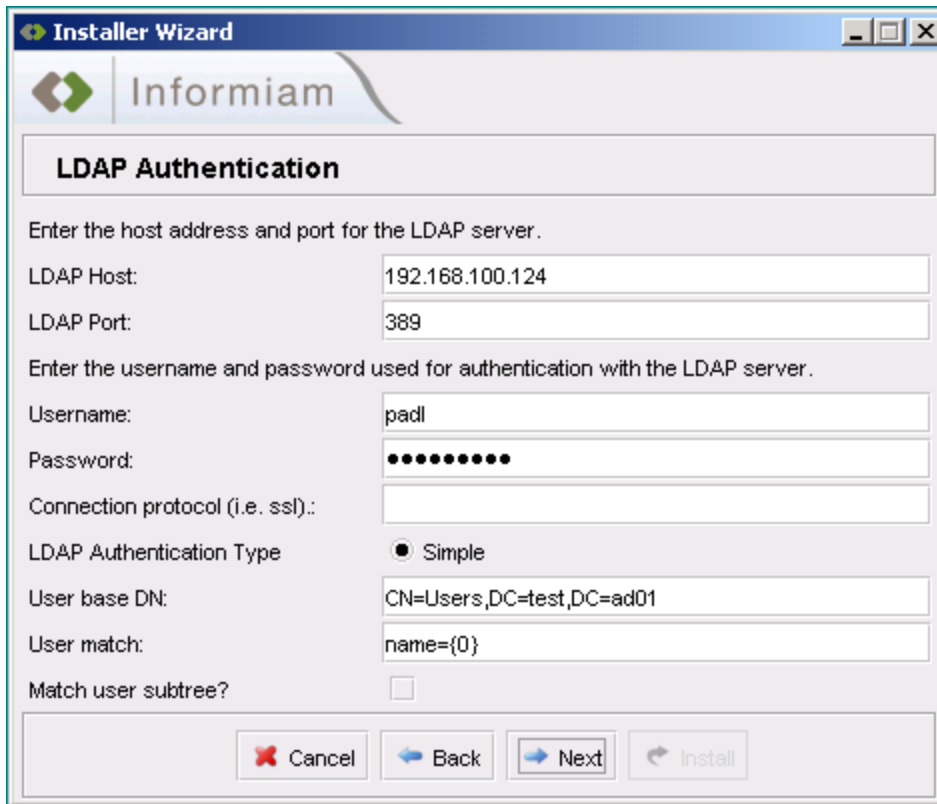


Figure 20: LDAP Authentication screen

15. To authenticate LDAP:
 - a. Type the LDAP host.
 - b. Type the LDAP port.
 - c. Type the user name for the LDAP server authentication.
 - d. Type the password for the LDAP server authentication.
 - e. Type the connection protocol.
 - f. If the LDAP authentication type is simple, select the radio button.
 - g. Type the user base DN.
 - h. Type the user match.
 - i. Select the Match user subtree? check box.
16. Click Next.
The Installation Progress screen displays (Figure 21).

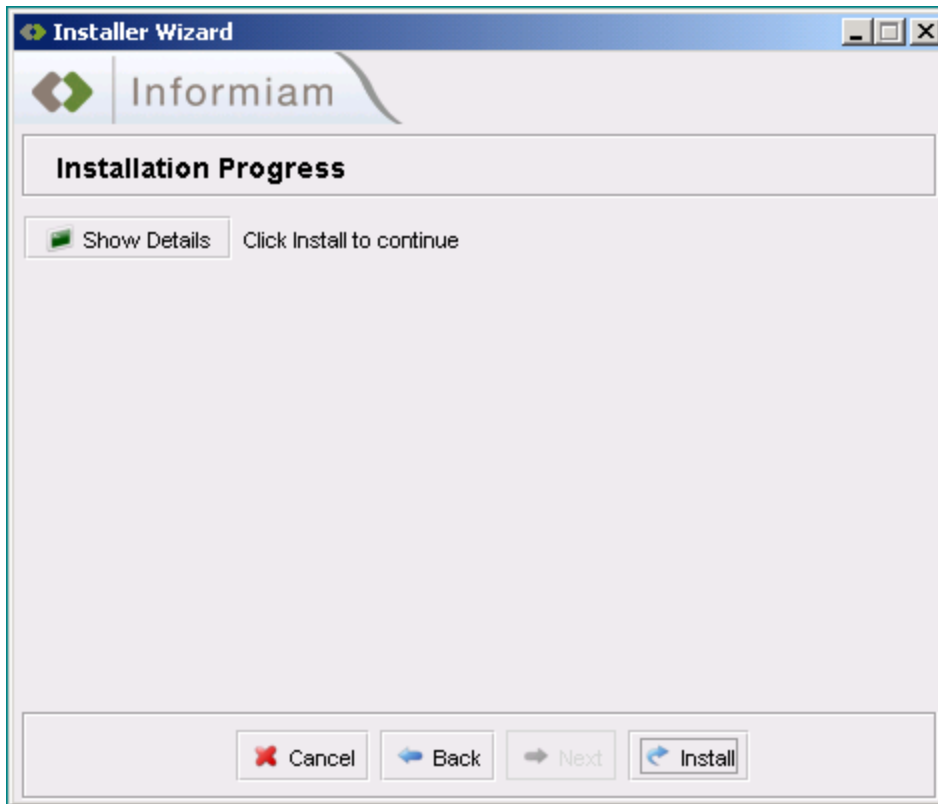


Figure 21: Installation Progress screen

17. Click Install.

The progress displays on the Output tab. Any errors display in the Errors tab. If errors are displayed, please consult the “Troubleshooting Installation Errors” section for further information.

18. If no errors display, dismiss the Finished popup.

The Output tab displays “Build Successful” and the total time taken for the deployment.
OR

If errors display, diagnose them in the Errors tab. Delete the directory and, after diagnosis, re-install.

Installing the Informiam Browser

Note that the Informiam Browser needs to be deployed on every client workstation from which Advisors will be accessed (either as a user or as an administrator). Once the Apache Web server has been configured (details given in the next section), the Browser can then be deployed by directing a client workstation’s Internet Explorer to the Apache Web server instance (for example: “http://webserverhost”, for an Apache installation on machine “webserverhost”, listening on default port 80.).

Please see the Contact Center Advisor / Workforce Advisor User Manual for further details.

Installing and Configuring Apache

An Apache Web Server 2.2+ instance must be installed to direct http requests to the appropriate server. It is recommended to install Apache Web Server on a separate box. To enable Apache Web Server serving different modules in the Informiam Browser (e.g., Administration, Contact Center Advisor, Workforce Advisor, Historical Analyzer, etc.), edit the httpd.conf file located in the conf folder of the Apache Web Server installation as outlined below.

1. Locate the following lines in the httpd.conf file:

```
#LoadModule headers_module modules/mod_headers.so
#LoadModule proxy_module modules/mod_proxy.so
#LoadModule proxy_ajp_module modules/mod_proxy_ajp.so
#LoadModule proxy_http_module modules/mod_proxy_http.so
```

Remove the hash mark (#) from the beginning of each line, so that these four lines appear like this:

```
LoadModule headers_module modules/mod_headers.so
LoadModule proxy_module modules/mod_proxy.so
LoadModule proxy_ajp_module modules/mod_proxy_ajp.so
LoadModule proxy_http_module modules/mod_proxy_http.so
```

2. Locate the following entry and add a # to comment out Deny from all and to add Allow from all:

```
<Directory />
  Options FollowSymLinks
  AllowOverride None
  Order deny,allow
  #Deny from all
  Allow from all
  Satisfy all
</Directory>
```

3. Locate the following entry near line 133 and add a # to comment it out:

```
#ServerAdmin
```

4. Add the following lines to the bottom of the file and change the IP addresses if necessary:

Note: These IP addresses are examples: replace them with the correct ones.

```
# Platform and EA
ProxyPass /am/ ajp://192.168.40.234:8009/am/
ProxyPass /admin/ ajp://192.168.40.234:8009/admin/
ProxyPass /ca-ws/ ajp://192.168.40.234:8009/ca-ws/
ProxyPass /dashboard/
ajp://192.168.40.234:8009/dashboard/
ProxyPass /nav-service/
ajp://192.168.40.234:8009/nav-service/
```

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```
ProxyPass /prefs-service/  
ajp://192.168.40.234:8009/prefs-service/  
ProxyPass /wu/ ajp://192.168.40.235:8009/wu/  
  
# Genesys Resource Management Console Web  
Application  
ProxyPass /rmc/ ajp://192.168.40.235:8009/rmc/  
  
# Genesys Adaptor Admin Web Application  
ProxyPass /gc-admin/ ajp://192.168.40.235:8009/gc-  
admin/  
  
# FA  
ProxyPass /fa/ ajp://192.168.40.234:8009/fa/  
  
# HA  
ProxyPass /ha/ ajp://192.168.40.233:8009/ha/  
  
## Note that a second copy of Apache must go on CA  
app server and serves /ca-xml/ "locally" to make  
this work  
ProxyPass /ca-xml/ http://192.168.40.234/ca-xml/
```

5. Copy the contents of the baseweb-<version #>-static-web.zip from the Platform distribution (the directories within the static-web-content) into the Apache htdocs directory.

Installing the Informiam Geronimo server as a Windows service

Note:

For Aspect eWFM, if the component must read or write data kept on a drive accessible over the network then:

1. Express the path to the directory using the Uniform Naming Convention, which includes the host name and the name of the shared drive. For example,

```
//host_name/shared_drive_name/root_directory_name/directory_1_name  
/directory_2_name
```

You can use forward slashes in the name even on Windows' systems. If you use back slashes you need to escape them:

```
\\\\host_name\\shared_drive_name\\root_directory_name\\directory_1  
_name\\directory_2_name
```

2. Run the Windows service as a user who has these permissions:
 - a) Permission "Log In as a Service". Services are installed to be run under the Windows local system account. This account is restricted from network I/O by Windows design.
 - b) Permission to do the necessary kind of operation, e.g., reading from the directory on the network.

To install the Informiam Geronimo server as a Windows service:

1. Open the command prompt.
2. Change the directory to the one in which you installed Enterprise Advisor, and then into the "conf" subdirectory.
3. In the informiam-server-wrapper.conf file, modify the memory settings based on the size of the client installation. The sizes in a) and b) are examples and may need to be larger depending on the size of the system in which the Enterprise Advisor is installed and the processing requirements for Geronimo.
 - a) wrapper.java.initmemory=512
 - b) wrapper.java.maxmemory=1024
4. Change the directory back to the one in which you installed Enterprise Advisor, and then into the "bin\windows-x86-32" subdirectory.
5. Run the command: InstallInformiamServer.bat.
This creates a Windows service named "Informiam Proactive Suite Server".
For more options on the InstallInformiamServer command, see InformiamServerInstructions.txt in the "bin".
5. When it starts, the Windows service can create log files. To enable this, use the log4j logging properties defined in geronimo-wrapper.conf. The instructions are in the file.
The log file is:

```
geronimo-tomcat6-minimal-2.1.3\var\log\informiam-server-nt-service.log
```
6. If you have trouble starting the service, turn on the logging to look for issues.

Removing the Informiam Geronimo server as an NT service

If you must remove the Informiam Geronimo server as an NT service:

1. Open a command prompt window.
2. Change the directory to the one in which you installed Enterprise Advisor, and then into the “bin\windows-x86-32” subdirectory.
3. Run the command: UninstallInformiamServer.bat

Other considerations

Changing the memory allocations to the documents

If the log is reporting a PermGen out of memory error, set the heap size higher by editing the *conf/informiam-server-wrapper.conf* file. About halfway down the file, change the following lines:

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=512
```

```
# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=1024
```

to

```
# Initial Java Heap Size (in MB)
wrapper.java.initmemory=800
```

```
# Maximum Java Heap Size (in MB)
wrapper.java.maxmemory=1200
```

If the problem persists, experiment with higher values; however, the service may fail to start if it is unable to allocate all of the memory requested from the operating system. This will be noticeable if the server fails to start (reports an error during start). Turn various log settings to DEBUG in the conf file to help diagnose problems.

Changing the Mail Server Configuration after the EA Server is Installed

To change the mail server configuration after the EA server is installed:

1. In the Informiam conf directory, locate the MailService.properties.
2. Edit the settings.
3. For the new settings to take effect, restart the server.

Adding a Text Message on the Login Page

To add a message on the Login page, you must have administrative privileges on the machine where the Web components of Informiam’s offering reside. Once logged in, locate and modify the `...remote-message.txt` file through an editor.

Customizing the Logo and Background on the Informiam Browser

You can change the logo and background on the Informiam Browser to display your company's logo and background. The dimensions of the new logo must be the same as the dimensions of the Informiam logo (210 x 52 pixels).

1. Navigate to the proper deployment directory for your installation:
 - a) If Apache web server is installed as the front-end, first navigate to its root directory (e.g. C:\Program Files\Apache Software Foundation\Apache2.2) and then to the htdocs\custom subdirectory.
 - b) If Apache web server is not installed as the front-end, navigate to the root Advisors installation directory (e.g. C:\Informiam) and then to the custom\browser subdirectory.
2. Replace the existing logo file with the custom logo. The logo filename must be `remote-logo.png`. The logo file should have the same dimensions as `/chrome/skin/ea/ent-images/logo.png`.
3. Replace the existing background file with the custom background. The background filename must be `remote-background.jpg`. The background file should have the same dimensions as `/chrome/skin/ea/ent-images/login-bkgnd.jpg`.
4. Change `informiam.js` and `skin.js` under the Apache Server directory to

```
informiamCustom =  
{ mainColor: '#0288D7',  
  secondaryColor: '#59B1E4',  
  thirdColor: '#BDE7FF',  
  accentColor: '#024B7D',  
  textColor: '#023E67',
```

To customize the colors for Alert Management:

```
toolBarColor: '#6893cc',  
borderColor: '#3b5984',  
backgroundColor: '#d2e3f8' };
```

All properties from the skin object must be propagated out to Contact Center Advisor and Workforce Advisor -rwd

```
setMainColor(informiamCustom.mainColor);  
setSecondaryColor(informiamCustom.secondaryColor);  
setThirdColor(informiamCustom.thirdColor);  
setAccentColor(informiamCustom.accentColor);  
setTextColor(informiamCustom.textColor);  
  
setToolBarColor(informiamCustom.toolBarColor);  
setBorderColor(informiamCustom.borderColor);  
setBackgroundColor(informiamCustom.backgroundColor);
```

Resolving Excess Latency when Displaying the Login page

Consider raising the `ThreadsPerChild` setting to 1024 if Apache log files on the web server show:

- [warn] Server ran out of threads to serve requests. Consider raising the ThreadsPerChild setting
- [notice] Child 5068: All worker threads have exited.
- [notice] Child 5068: Child process is exiting

Installing Services under Windows 2008 Server

Due to Windows 2008 security constrains the application services cannot be installed as an NT Service. A workaround is to create a shortcut that you can run as an Administrator:

- To Install Geronimo as a Windows NT service, users must create a short cut of CONF files or the CMD file, right click and run them as Administrators with Open SC Manager privileges.
- When installing Apache on the CA server (when CA server happens to be Win 2008 server). The Apache installer throws an error when it tries to install Apache as a windows service, the workaround is to create a shortcut and "Run as admin":
"Installing the Apache2.2 service
(OS 5) Access is denied. : Failed to open the WinNT² service manager".
- See <http://www.vistaheads.com/forums/microsoft-public-windows-vista-security/60313-cannot-install-service-apache-httpd-server-apache2-2-a.html> for the discussion.

Changing LDAP Passwords

The password used to connect to the LDAP server is obfuscated in the EASecurityRealm.properties file. If the password needs to be changed after installation, the ConfigurationObfuscator tool, located in the distribution, can be used with the following syntax:

```
java -cp installer-support-<version #>-jar-with-dependencies.jar  
com.informiam.installer.ConfigurationObfuscator <configuration  
directory> EASecurityRealm.properties
```

(where “<version #>” is the current build version number.)

Note: the password must be saved in the EASecurityRealm.properties file in plaintext to enable the ConfigurationObfuscator to convert the password into obfuscated form.

Automated Installation Options

In addition to installing Platform by entering all properties in the installer UI screens (“normal mode”), two automated installation modes are also available: “semi-silent” and “silent”.

Semi-silent installation mode pre-populates all values in the installer UI. The user will be able to review these values and make corrections if necessary. Silent mode is similar to semi-silent mode, except that no UI will be displayed. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, etc., must be present in a property file named *ant.install.properties*. This file must be located in the same directory from which the installer will be run.

An initial template can be generated by running the installer in normal mode, and then supplying values for the targets and other installation options. The installer will save these values (excluding passwords) in a file named *ant.userinstall.properties*. The input property file can then be obtained by copying this file to *ant.install.properties*, and then modifying the installation options as required for the specific configuration.

In order to reduce the risk of revealing sensitive information, password values are not written by the installer to the properties file. When the installer creates the *ant.userinstall.properties* file, password properties are created and commented out. For example:

```
#cp.database.password=
```

Once the *ant.userinstall.properties* file has been copied to *ant.install.properties*, one must locate the necessary password properties, uncomment them, and then add the actual password values. For example:

```
cp.database.password=supersecurepassword
```

Performing a Semi-silent Installation

Semi-silent installation is enabled by running the installation jar with the *ant.install.properties* file present in the installer directory. No other changes are required.

Performing a Silent Installation

The silent installation mode is enabled by adding the *swing-auto* parameter when running an installation jar on the command line. For example, to perform a silent installation of Platform, open a command prompt, navigate to the directory containing the Platform installer jar, then run the following command (using the proper version number for “<version #>”):

```
java -jar platform-installer-<version #>.jar swing-auto
```

(Note that the *ant.install.properties* file must be present in the same directory.)

The installer will then run, using the values in the *ant.install.properties* file, and upon exit will indicate success or failure with a message and error codes. A successful installation will look similar to the following:

```
$ java -jar platform-installer-3.3.000.03.jar swing-auto
Loading self extractor...
Install Successful.
```

whereas a failed installation will look like:

```
$ java -jar platform-installer-3.3.000.03.jar swing-auto
Loading self extractor...
Install Failed.
```

After the installer has been run, these additional files will be present containing log and installer output information:

```
ant.install.log
installation-output.log
```

In the case of installation failure, the *installation-output.log* file can be consulted for further

information. (Possible reasons for failure include a missing input properties file, incorrect property values – e.g. database passwords – or any other error that would cause a failure during normal installation mode.)

Environment Restrictions

Even though no UI screens are seen during a silent installation, a GUI display is still required. (Linux console-only mode is therefore not supported.)

Troubleshooting Installation Errors

The following are parameter validation errors that you may encounter at the end of installation:

Cause	Wrong database server name / IP address or port number
Error Message	[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.98.49:777;DatabaseName=ys_cadb;user=sa;password=very_secure_pwd;selectMethod=cursor [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 777 has failed. Error: "Connection refused. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.

Cause	Wrong database name
Error Message	[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.98.49:1433;DatabaseName=NotAPlatformDB;selectMethod=cursor;user=sa;password=very_secure_pwd [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 1433 has failed. Error: "connect timed out. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.

Cause	Wrong database user name or password
Error Message	[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.98.49:1433;DatabaseName=ys_cadb;selectMethod=cursor;user=badUserId;password=very_secure_password