

SYBASE®

Installation Guide

**Enterprise Portal – Enterprise
Edition**

6.0

[LINUX]

DOCUMENT ID: DC20192-01-0600-02

LAST REVISED: October 2005

Copyright © 2000-2005 by Sybase, Inc. All rights reserved.

This publication pertains to Sybase software and to any subsequent release until otherwise indicated in new editions or technical notes. Information in this document is subject to change without notice. The software described herein is furnished under a license agreement, and it may be used or copied only in accordance with the terms of that agreement.

To order additional documents, U.S. and Canadian customers should call Customer Fulfillment at (800) 685-8225, fax (617) 229-9845.

Customers in other countries with a U.S. license agreement may contact Customer Fulfillment via the above fax number. All other international customers should contact their Sybase subsidiary or local distributor. Upgrades are provided only at regularly scheduled software release dates. No part of this publication may be reproduced, transmitted, or translated in any form or by any means, electronic, mechanical, manual, optical, or otherwise, without the prior written permission of Sybase, Inc.

Sybase, the Sybase logo, ADA Workbench, Adaptable Windowing Environment, Adaptive Component Architecture, Adaptive Server, Adaptive Server Anywhere, Adaptive Server Enterprise, Adaptive Server Enterprise Monitor, Adaptive Server Enterprise Replication, Adaptive Server Everywhere, Adaptive Warehouse, Afaia, Answers Anywhere, Anywhere Studio, Application Manager, AppModeler, APT Workbench, APT-Build, APT-Edit, APT-Execute, APT-Translator, APT-Library, AvantGo Mobile Delivery, AvantGo Mobile Inspection, AvantGo Mobile Marketing Channel, AvantGo Mobile Pharma, AvantGo Mobile Sales, AvantGo Pylon, AvantGo Pylon Application Server, AvantGo Pylon Conduit, AvantGo Pylon PIM Server, AvantGo Pylon Pro, Backup Server, BizTracker, ClearConnect, Client-Library, Client Services, Convoy/DM, Copernicus, Data Pipeline, Data Workbench, DataArchitect, Database Analyzer, DataExpress, DataServer, DataWindow, DataWindow .NET, DB-Library, dbQueue, Developers Workbench, DirectConnect, DirectConnect Anywhere, Distribution Director, e-ADK, E-Anywhere, e-Biz Impact, e-Biz Integrator, E-Whatever, EC Gateway, ECMAP, ECRTP, eFulfillment Accelerator, Embedded SQL, EMS, Enterprise Application Studio, Enterprise Client/Server, Enterprise Connect, Enterprise Data Studio, Enterprise Manager, Enterprise SQL Server Manager, Enterprise Work Architecture, Enterprise Work Designer, Enterprise Work Modeler, eProcurement Accelerator, EWA, Financial Fusion, Financial Fusion Server, Gateway Manager, GlobalFIX, iAnywhere, iAnywhere Solutions, ImpactNow, Industry Warehouse Studio, InfoMaker, Information Anywhere, Information Everywhere, InformationConnect, InternetBuilder, iScript, Jaguar CTS, jConnect for JDBC, M2M Anywhere, Mach Desktop, Mail Anywhere Studio, Mainframe Connect, Maintenance Express, Manage Anywhere Studio, M-Business Channel, M-Business Network, M-Business Server, MDI Access Server, MDI Database Gateway, media.splash, MetaWorks, mFolio, Mirror Activator, MySupport, Net-Gateway, Net-Library, New Era of Networks, ObjectConnect, ObjectCycle, OmniConnect, OmniSQL Access Module, OmniSQL Toolkit, Open Biz, Open Client, Open Client/Connect, Open Client/Server, Open Client/Server Interfaces, Open Gateway, Open Server, Open ServerConnect, Open Solutions, Optima++, PB-Gen, PC APT Execute, PC DB-Net, PC Net Library, PocketBuilder, Pocket PowerBuilder, Power++, power.stop, PowerAMC, PowerBuilder, PowerBuilder Foundation Class Library, PowerDesigner, PowerDimensions, PowerDynamo, PowerScript, PowerSite, PowerSocket, Powersoft, PowerStage, PowerStudio, PowerTips, Powersoft Portfolio, Powersoft Professional, PowerWare Desktop, PowerWare Enterprise, ProcessAnalyst, QAnywhere, Rapport, RemoteWare, RepConnector, Replication Agent, Replication Driver, Replication Server, Replication Server Manager, Replication Toolkit, Report-Execute, Report Workbench, Resource Manager, RFID Anywhere, RW-DisplayLib, RW-Library, S-Designer, SDF, Search Anywhere, Secure SQL Server, Secure SQL Toolset, Security Guardian, SKILS, smart.partners, smart.parts, smart.script, SOA Anywhere, SQL Advantage, SQL Anywhere, SQL Anywhere Studio, SQL Code Checker, SQL Debug, SQL Edit, SQL Edit/TPU, SQL Everywhere, SQL Modeler, SQL Remote, SQL Server, SQL Server Manager, SQL SMART, SQL Toolset, SQL Server/CFT, SQL Server/DBM, SQL Server SNMP SubAgent, SQL Station, SQLJ, STEP, SupportNow, S.W.I.F.T. Message Format Libraries, Sybase Central, Sybase Client/Server Interfaces, Sybase Financial Server, Sybase Gateways, Sybase IQ, Sybase MPP, Sybase SQL Desktop, Sybase SQL Lifecycle, Sybase SQL Workgroup, Sybase User Workbench, SybaseWare, Syber Financial, SyberAssist, SybFlex, SyBooks, System 10, System 11, System XI (logo), SystemTools, Tabular Data Stream, TradeForce, Transact-SQL, Translation Toolkit, UltraLite, UltraLite.NET, UNIBOM, Unilib, Uninull, Unisep, Unistring, URK Runtime Kit for UniCode, VisualWriter, VQL, WarehouseArchitect, Warehouse Control Center, Warehouse Studio, Warehouse WORKS, Watcom, Watcom SQL, Watcom SQL Server, Web Deployment Kit, Web.PB, Web.SQL, WebSights, WebViewer, WorkGroup SQL Server, XA-Library, XA-Server, XcelleNet, and XP Server are trademarks of Sybase, Inc. 06/05

Unicode and the Unicode Logo are registered trademarks of Unicode, Inc.

All other company and product names used herein may be trademarks or registered trademarks of their respective companies.

Use, duplication, or disclosure by the government is subject to the restrictions set forth in subparagraph (c)(1)(ii) of DFARS 52.227-7013 for the DOD and as set forth in FAR 52.227-19(a)-(d) for civilian agencies.

Sybase, Inc., One Sybase Drive, Dublin, CA 94568.

Contents

About This Book	v	
CHAPTER 1	Overview	1
CHAPTER 2	Installing Enterprise Portal 6.0 – Enterprise Edition	3
	System requirements	3
	Enterprise Portal default values	4
	Pre-installation tasks	6
	Required RHAS 2.1 patches	7
	Finding the domain of the Enterprise Portal machine	7
	Installing Enterprise Portal 6.0	8
	Installing and running Autonomy	19
	Installing Autonomy Servers.....	19
	Deploying the Autonomy portlets	21
	Configuring the portlets	21
	Post-installation tasks	22
	Running EAServer redirector on SunOne Webserver	22
	Replacing the expired server certificate for EAServer.....	22
	Verifying the installation	24
	Creating a user with Studio privileges in EP Security	25
	Deploying Autonomy portlets to Portal Studio.....	26
CHAPTER 3	Distributing the Enterprise Portal Installation.....	29
	Introduction	29
	General distributed portal installation	30
	Requirements	30
	Installation	31
	Distributing Enterprise Portal 6.0 Across Multiple EAServers .	33
	Configuration	34
	Distributed installation using the EAServer redirector	42
	Installation	43
	Configuration	44

CHAPTER 4	Uninstalling Enterprise Portal 6.0.....	47
	Uninstalling Enterprise Portal 6.0	47
	Post-uninstallation tasks	49
	Dropping the database devices	49
	Removing remaining files	50
APPENDIX A	Starting and Stopping Sybase Services Manually.....	53
	Starting and stopping Adaptive Server Anywhere	53
	Starting Adaptive Server Enterprise	53
	Shutting down Adaptive Server Enterprise and Backup Server	54
	Starting and stopping EAServer	54
	Starting Jaguar Manager	55
	Starting Securetool	57
APPENDIX B	Enabling Multibyte Character Support	59
APPENDIX C	Troubleshooting.....	61
Index.....		63

About This Book

Audience

This guide is for Sybase® system administrators and other qualified professionals who are familiar with their system's environment, networks, disk resources, and media devices.

How to use this book

This book contains the following chapters:

- Chapter 1, "Overview," is an overview of the Enterprise Portal (EP) installation and system requirements.
- Chapter 2, "Installing Enterprise Portal 6.0 – Enterprise Edition," describes how to install EP 6.0 on your system.
- Chapter 3, "Distributing the Enterprise Portal Installation," describes how to perform a multimachine installation and distribute Enterprise Portal across multiple EAServers.
- Chapter 4, "Uninstalling Enterprise Portal 6.0," describes how to uninstall Enterprise Portal 6.0.
- Appendix A, "Starting and Stopping Sybase Services Manually," describes how to start the Sybase services manually if they do not start automatically or if you have to shut them down and restart them for any reason.
- Appendix B, "Enabling Multibyte Character Support," describes some of the errors you may encounter during installation, and how to fix them.
- Appendix C, "Troubleshooting," describes how to enable multibyte character support.

Related documents

Enterprise Portal printed documentation Enterprise Security is included in the Enterprise Portal 6.0 package. The following Enterprise Portal documents are available on the *Getting Started with Enterprise Portal* CD:

- The *Enterprise Portal* release bulletin for your platform contains last-minute information not documented elsewhere. You can also access the release bulletin from the Enterprise Portal installer.

Enterprise Portal online documentation The following Enterprise Portal documents are available in PDF format on the *Enterprise Portal 6.0 Technical Library CD*:

- The *Enterprise Portal Developer's Guide* includes developer-related topics for Enterprise Portal components, Portal Interface portlets, and Java Template Framework pages.
- The *Portal Interface User's Guide* describes the Portal Interface user interface and how to use Portal Interface to build and manage your enterprise's portal.
- The *Enterprise Security Administration Guide* explains Enterprise Portal security architecture and describes how to set up both basic and advanced security models in Enterprise Portal and Portal Interface.

Note The *Enterprise Portal Administration Guide* is not being released for EP 6.0. Many functional changes have occurred in EP 6.0, and much of the *Administration Guide's* content was either obsolete or has been incorporated into other books in the EP 6.0 documentation collection.

EAServer documentation EAServer is one of the application servers into which you can install Enterprise Portal. These EAServer documents are available in HTML format in your EAServer software installation, and in PDF format on the *EAServer Technical Library CD*.

- *What's New in EAServer* summarizes new functionality in the latest version of EAServer.
- The *EAServer Feature Guide* explains application server concepts and architecture, such as components, transactions, and Web applications. This book also explains how to use the optional EAServer products such as Message Bridge for Java™ and the Web Services Toolkit.
- The *EAServer Programmer's Guide* explains how to create, deploy, and configure component-based applications, Web applications, Java servlets, JavaServer Pages, and how to use CORBA and Java APIs.
- The *EAServer System Administration Guide* explains how to manage EAServer with the Jaguar Manager plug-in, create new application servers, monitor servers and application components, define connection caches, and so on.

- The *EAServer Security Administration and Programming Guide* explains how to configure role-based security, configure SSL certificate based-security, implement custom security services for authentication, authorization and role-membership, and so on.
- The *EAServer Cookbook* contains tutorials and explains how to use the sample applications included with your EAServer software.
- The *EAServer API Reference Manual* contains reference pages for proprietary EAServer Java classes, ActiveX interfaces, and C routines. This document is available only online.

The *EAServer Installation Guide* for your platform explains how to install the EAServer software; it is available on the *Getting Started* CD.

The *EAServer Troubleshooting Guide* describes problems you may encounter running EAServer and possible solutions; it is available online—see the EAServer Troubleshooting Guide at <http://www.sybase.com/detail?id=1024509>.

jConnect™ for JDBC™ documents Enterprise Portal 6.0 includes the jConnect for JDBC driver to allow JDBC access to Sybase® database servers and gateways. The *Programmer's Reference jConnect for JDBC* is included on the *Enterprise Portal Technical Library CD*.

Note See the *Technical Library Installation Guide* in your documentation package for instructions on installing and starting the Technical Library.

Other sources of information

Use the Sybase Getting Started CD, the Sybase Technical Library CD and the Technical Library Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the Technical Library CD. It is included with your software. To read or print documents on the Getting Started CD you need Adobe Acrobat Reader (downloadable at no charge from the Adobe Web site, using a link provided on the CD).
- The Technical Library CD contains product manuals and is included with your software.

Refer to the *Technical Library Installation Guide* in your documentation package for instructions on installing and starting the Technical Library.

-
- The Technical Library Product Manuals Web site is an HTML version of the Technical Library CD that you can access using a standard Web browser. In addition to product manuals, you will find links to EBFs/Updates, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Technical Library Product Manuals Web site, go to Product Manuals at <http://www.sybase.com/support/manuals/>.

Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

❖ **Finding the latest information on product certifications**

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 From Tech Docs by Doc Type, select Certification Report.
- 3 Specify a time frame for your search, and click Go.
- 4 Click a Certification Report title to display the report.

❖ **Creating a personalized view of the Sybase Web site (including support pages)**

Set up a MySybase profile. MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

- 1 Point your Web browser to Technical Documents at <http://www.sybase.com/support/techdocs/>.
- 2 Click MySybase and create a MySybase profile.

Sybase EBFs and software maintenance

❖ **Finding the latest information on EBFs and software maintenance**

- 1 Point your Web browser to the Sybase Support Page at <http://www.sybase.com/support>.
- 2 From the menu on the left, under Support Services, select EBFs/Maintenance. Enter user name and password information, if prompted (for existing Web accounts) or create a new account (a free service).
- 3 Select a product.
- 4 Specify a time frame and click Go.

- 5 Click the Info icon to display the EBF/Maintenance report, or click the product description to download the software.

Conventions

The syntax conventions used in this manual are:

Key	Definition
commands and methods	Command names, command option names, utility names, utility flags, Java methods/classes/packages, and other keywords are in lowercase Arial font.
<i>variable</i>	Italic font indicates: <ul style="list-style-type: none"> • Program variables, such as <i>myServer</i> • Parts of input text that must be substituted, for example: <pre>Server.log</pre> • File names
<code>\$SYBASE</code>	Variable used to represent the Sybase Enterprise Portal installation directory.
File Save	Menu names and menu items are displayed in plain text. The vertical bar shows you how to navigate menu selections. For example, File Save indicates “select Save from the File menu.”
package 1	Monospace font indicates: <ul style="list-style-type: none"> • Information that you enter in a GUI interface, a command line, or as program text • Sample program fragments • Sample output fragments

Note The installation and post-installation instructions frequently refer to the `$SYBASE` and `$JAGUAR` variables.

`$SYBASE` refers to the installation directory of EAServer, Portal Search, and Portal Studio; for example, `/work2/sybase/` or `/work/sybase`.

`$JAGUAR` refers to the installation directory of the EAServer installed with Enterprise Portal 6.0; for example, `/work2/sybase/EAServer` or `$SYBASE/EAServer` when `$SYBASE` is already set.

If you need help

Each Sybase installation that has purchased a support contract has one or more designated people who are authorized to contact Sybase Technical Support. If you cannot resolve a problem using the manuals or online help, please have the designated person contact Sybase Technical Support or the Sybase subsidiary in your area.

Overview

This chapter describes Sybase Enterprise Portal 6.0 – Enterprise Edition. Sybase recommends that you read through this chapter before beginning your installation.

Enterprise Portal 6.0 is a comprehensive set of tools, services, and application server, designed to give you maximum flexibility when designing your portal by offering a wide selection of solutions from which you can choose.

CD contents

There are two different types of Enterprise Portal installations. The components installed depend upon the type of installation you perform. The types of installations are:

- The typical installation – contains Sybase Enterprise Security functionality, which provides LDAP support, single sign-on, and advanced access control features. The typical installation options are:
 - Adaptive Server® Anywhere 9.0
 - Sybase EAServer 4.2.2
 - Sybase Enterprise Security 6.0
 - Sybase Enterprise Portal 6.0, Portal Interface, and Portal Studio
- The custom installation – allows you to choose from a variety of installation scenarios. You can install a new database, or utilize a database that is already installed on your system. You can install a new application server, or utilize an application server that is already installed on your system. The custom installation installs:
 - The selected database (for example, Adaptive Server Anywhere 9.0)
 - The selected application server (for example, EAServer 4.2.2)
 - Sybase Enterprise Security 6.0 into the selected database and application server
 - Sybase Enterprise Portal 6.0, Portal Interface, and Portal Studio, into the selected database and application server

The installation CD also contains the *Search* directory, which is used to install Portal Search after installing Enterprise Portal. The *Search* directory contains:

- *Docs* – contains Autonomy server and portlet documentation.
- *Portlets* – contains:
 - *AutonomyPortletsforSybaseEP6.1.war* – contains the Autonomy portlets.
 - *AutonomyPortlets.Import.xml* – imports the portlets and pages contained in the *.war* file to Portal Studio.
- *Autonomy.tar.gz* – contains the directories and executables needed to set up and run the Autonomy Servers.
- *Installation.Instructions.htm* – instructions for installing Autonomy search.

Installing Enterprise Portal 6.0 – Enterprise Edition

This chapter describes how to install Enterprise Portal 6.0 – Enterprise Edition.

Topic	Page
System requirements	3
Enterprise Portal default values	4
Pre-installation tasks	6
Installing Enterprise Portal 6.0	8
Installing and running Autonomy	19
Post-installation tasks	22

System requirements

Note Go to the Technical Library Product Manuals Web site at <http://www.sybase.com/support/manuals>, or see the release bulletin for your platform for components that require operating system patches.

Estimated time for installation and configuration depends on the speed of your processor. Typical installation time varies from 1 to 2 hours.

Table 2-1 lists system requirements.

Table 2-1: System requirements

Platform and OS	Release level	RAM	Disk space	Network protocol	Web browser
Red Hat Linux	Advanced Server 2.1	512MB minimum 2.0G recommended	1.2G minimum 2.0G recommended	TCP	To access Portal Interface, use Internet Explorer 5.5+ or Netscape Navigator 7.0. To access Portal Studio, use Internet Explorer versions 5.5 and 6.0.

Sybase Enterprise Portal 6.0 – Information Edition installed on Linux Red Hat Advanced Server is designed to act as the “server” while using Windows client browsers to access both the Portal Interface and Portal Studio applications, thus a PC running Windows 2000 is required.

Note If you are using Netscape 7.0.x and HTTPS to protect passwords during login, you must run Enterprise Portal using ports 80 (HTTP) and 443 (HTTPS).

Enterprise Portal default values

Table 2-2 lists the default values for the user names, passwords, and port numbers for the Enterprise Portal components.

For information on how to administer individual components, see the component documentation on the Enterprise Portal Technical Library CD.

Table 2-2: Enterprise Portal default installation default values

Component	Default values	Description
<i>Local Host Machine</i>		
Local host machine name	The machine name	
<i>Adaptive Server and Search Services</i>		
Any changes to the Data Server port number requires that you modify the connection caches in EAServer and the configurations in the <i>global.properties.xml</i> file.		
Adaptive Server name	The machine name	Same as the local host machine name.

Component	Default values	Description
Adaptive Server Enterprise port number	The defaults depend on the version of Adaptive Server Enterprise being used. <ul style="list-style-type: none"> • 4100 or 5000 – Data Server • 4101 or 5001 – Backup Server • 4102 or 5002 – Monitor Server 	Backup Server and Monitor Server are created automatically when you build the Data Server. They are automatically assigned the next two consecutive port numbers following that of the Data Server.
Adaptive Server Enterprise Administrator user name	sa	This is the user name used to log in to Adaptive Server Enterprise via isql. The syntax is: <pre>isql -Usa -P -Sservername</pre> where <i>servername</i> is the name of the Adaptive Server.
Adaptive Server Enterprise Administrator password	blank/NULL	This is the password used to log in to Adaptive Server via isql. The syntax is: <pre>isql -Usa -P -Sservername</pre> Note that the -P for password is left blank.
Adaptive Server Anywhere port number	6100	
Adaptive Server Anywhere Administrator user name	dba	This is the user name used to log in to Adaptive Server Anywhere.
Adaptive Server Anywhere Administrator password	SQL	This is the password used to log in to Adaptive Server Anywhere.
EP Search Engine query port	8500	
EP Search Engine index port	8501	
<i>EP Access Control Database (ACDB)</i>		
ACDB DBO account user name	acbdbbo	Change the default user name in the ACDB. See the <i>Enterprise Portal 6.0 Security Guide</i> for more information.
ACDB DBO account password	blank/NULL	Set this during installation. It must have at least six characters. See the <i>Enterprise Portal 6.0 Security Guide</i> , Chapter 2, “Setting up Security” for more information.
<i>EAServer</i>		
EAServer name	Jaguar	
EAServer Administrator user name	jagadmin	Use this user name to log in to the EAServer via Jaguar Manager.

Component	Default values	Description
EAServer Administrator password	blank/NULL	Use this password when logging in to the Jaguar server via Jaguar Manager.
EAServer IIOP port number	9000	Use this port number when logging in to the Enterprise Portal and the EAServer via Jaguar Manager. The IIOP URL is used by EP Management Enterprise Security.
<i>Enterprise Security</i>		
PSO user name	pso	The PSO user name is created by the installer during a typical installation. Use this to log in to the Portal Studio.
PSO password	123qwe	The password is set by the user during installation. Sybase recommends using “123qwe”. The password the PSO uses to log in to the Portal Studio.

Pre-installation tasks

Before you install Enterprise Portal, you must:

- 1 Verify that there is a “.” (dot) in the PATH environment variable.
- 2 Verify that you have write permission on your login home directory, the directory where you install the software, and the */tmp* directory.
- 3 Verify that you have 928MB free space in your temporary directory; otherwise, the installation fails.

If you do not have enough space in your */tmp* directory, redirect the installer to use a different directory for temporary space.

Note The temporary directory to which you are redirecting must exist before you set the environment variable.

To redirect your temporary directory, enter:

```
./EPLinuxSetup -is:tmpdir /work/tmp
```

where */work/tmp* is the directory of your choice.

- 4 Verify the Adaptive Server Enterprise's shared memory is equal to the memory available on the machine where you are installing it.
- 5 Verify the fully qualified host name, is in the `/etc/hosts` file. For example:

```
123.123.111.123 machine.sybase.com
```

Required RHAS 2.1 patches

For Red Hat Advanced Server 2.1, EAServer requires the following updates:

- Version 3.2 of the gcc compiler and linker. Sybase has provided compiled versions of the required binaries and libraries for download under the terms of the GNU general public license. To apply these changes:
 - a Download `gcc-3.2-RH72.tar.gz` from SDN Web site at <http://www.sybase.com/detail?id=1024357>
 - b Extract the contents to a temporary directory.
 - c Follow the instructions in the README file located in the `gcc-3.2-RH72/binaries` directory.
- The GCC 3.2 library location must be included in the `LD_LIBRARY_PATH` environment variable for the server process. You can add this setting to the `bin/user_setenv.sh` script in the EAServer installation, creating the script if necessary.

Add the `bin` directory to the `$PATH` variable. For example:

```
/usr/local/bin
```

Finding the domain of the Enterprise Portal machine

Before installation, verify the machine where you are installing Enterprise Portal has a valid host name and domain. You should know the domain name of the machine where you are installing Enterprise Portal. This information is required during the installation. To find your host name, contact your system administrator, or at a command prompt, enter:

```
hostname
```

To find the domain name, enter:

```
domainname
```

If nothing is returned when you run these commands, your machine does not have a host name or domain name set. Contact your system administrator.

Installing Enterprise Portal 6.0

There are two different types of installations you can perform with Enterprise Portal 6.0 – typical and custom. There are slight variations in the procedures for the different types of installations.

These instructions are for performing a typical installation.

If you are performing a custom installation, go to “Custom installation” on page 10.

❖ Performing a typical installation of Enterprise Portal 6.0

- 1 Insert the Enterprise Portal CD, and change to the CD directory.

Launch the installer from the command line by entering:

```
./EPLinuxSetup
```

- 2 Once the installer launches, in the first window, click “Here” to view the Enterprise Portal 6.0 *Release Bulletin*. Click Next to continue.
- 3 In the End-user License Agreement window, from the drop-down menu, select the geographical location where the software is being installed.

The license agreement appears in the window.

Read the license agreement, and select “I agree to the terms of the Sybase license for the install location specified,” and click Next.

- 4 In the next window, accept the default installation directory, enter the name of the root directory where you want to install Enterprise Portal, or use the Browse button to select the installation location.

If you enter a directory that has not yet been created, the installer creates the directory automatically. Click Next.

- 5 In the next window, select Typical, and Click Next.
- 6 In the next window, the machine name and domain of the Enterprise Portal installation appear.

If the information is incorrect, enter the machine name and domain of the Enterprise Portal installation machine. For example, if your computer is named “mycomputer” and your domain is “sybase.com,” enter:

```
mycomputer.sybase.com
```

If your computer is on an Internet subdomain, enter that information as well. For example, if your computer is on an Internet subdomain named “legal,” enter:

```
mycomputer.legal.sybase.com
```

Click Next.

7 The pre-installation summary window appears and shows:

- Components to be installed
- Size of components to be installed

Note The space estimate shown in the pre-installation summary is off by 60MB because the size of the uninstaller is not yet determined by the installer.

- Installation location
- Database settings:
 - Type – the type of database installed. For example, Adaptive Server Anywhere.
 - Host – the name of the machine where the database is installed.
 - Port – the port used to connect to the database.
- Application server settings:
 - Type – the type of application server installed. For example, EAServer.
 - Host – the name of the machine where the application server is installed.
 - Port – the port used to connect to the application server.
- Portal settings
 - Connection URL – the URL used to access Portal Interface.

Click Next.

- 8 You see a series of progress bars that show the status of the installation. The status windows you see depend on the type of installation you are performing.

A message appears saying, “Installing Sybase Enterprise Portal. Please wait.”

- 9 The Installer Events Report window appears. In the Installer Event box, the installer events are listed. Select the event title to view an expanded description in the Event Description box.

The Log File Location box shows the location of the installation log file.

Click Next.

- 10 If the installation is successful, you see the Installation Successful window.

Click Finish to exit the installer.

Custom installation

The custom installation allows you to utilize a pre-installed Adaptive Server Enterprise database and EAServer.

Note If you install EAServer 4.2.2 from the Enterprise Portal 6.0 CD, when you uninstall Enterprise Portal 6.0, EAServer is also uninstalled by the Enterprise Portal uninstaller.

If you do not want to uninstall EAServer when you uninstall Enterprise Portal, you must install EAServer from the EAServer CD *before* installing Enterprise Portal. Then you must perform a custom installation and select the installed EAServer.

You must have the target computer’s name and the fully qualified domain name.

When performing a custom installation that utilizes a preexisting Adaptive Server Enterprise:

- Adaptive Server Enterprise must be running before beginning the installation.
- You must create four database devices before beginning the installation:

Table 2-3: Adaptive Server Enterprise database devices

Device name	Size
portalData	300MB
portalLog	100MB
acdbData	100MB
acdbLog	25MB

For example, to create the portalData device, open an isql session and at the isql 1> prompt, enter, on one line:

```
disk init NAME="portalData",
PHYSNAME="software/sybase/data/portalData.dat",
VDEVNO=2, SIZE="300M"
```

where */software/sybase* is the *\$SYBASE* directory in your environment. Repeat this command for each device you create.

Note You must increment the VDEVNO value for each device you create; the device number must be unique in the database system.

- Using a text editor, open */etc/sysctl.conf* and set the value for *fs.aio-max-size* to 1MB.

To keep this value at 1MB through restarts, enter:

```
/sbin/sysctl -p
```

When performing a custom installation that utilizes a preexisting EAServer:

- Install Enterprise Portal on the same machine on which EAServer is installed.
- The shared directory for EAServer must reside in the *\$SYBASE* directory. If you are installing into an existing EAServer, and the shared directory is under *\$JAGUAR*, the Enterprise Security installation fails.
- If the EAServer you are using is located on a different machine from the Adaptive Server Enterprise, you must verify the network file system is set to “on.” Log in and enter *su* so that you are logged in as ‘root.’

Then enter:

```
/sbin/chkconfig nfs on
```

- EAServer must be running on *jdk14* for Linux before you can install Security, Portal Interface, and Portal Studio.

Verify that you have *JAVA_HOME* in your path by entering:

```
JAVA_HOME = $SYBASE/_jvm; export JAVA_HOME
```

If the JDK version is not specified in *serverstart.sh*, you must specify the JDK version. by editing the *serverstart.sh* file. In the “Set Default Options” section, enter:

```
JDK_VERSION=jdk14
```

- Install EAServer 4.2.2 with the proper patch level installed (EBF 11860).

❖ **Installing the EAServer patch**

1 Shut down EAServer and close Jaguar Manager. See “Starting Jaguar Manager” on page 55.

2 Back up these files, located in *\$JAGUAR*:

- *bin/jagsrv*
- *devbin/jagsrv*
- *devlib/libjcc.so*
- *devlib/libjcm.so*
- *devlib/libjdk12.so*
- *devlib/libjdk13.so*
- *devlib/libjdk14.so*
- *devlib/libjeasproxeapi_mod.so*
- *devlib/libjeas_httpd40.so*
- *devlib/libjhttp.so*
- *devlib/libjeaseapi_mod.so*
- *devlib/libjeas_mod.so*
- *devlib/libjeasproxy_mod.so*
- *devlib/libjeas2_mod.so*
- *devlib/libjeas2eapi_mod.so*
- *devlib/libjdispatch.so*
- *easmgr/jagplugin.jar*
- *easmgr/jagplugin.jar*
- *java/lib/*
- *java/lib/easserver.jar*

- *java/lib/easclient.jar*
 - *lib/libjcc.so*
 - *lib/libjcm.so*
 - *lib/libjdk12.so*
 - *lib/libjdk13.so*
 - *lib/libjdk14.so*
 - *lib/libjeasproxyeapi_mod.so*
 - *lib/libjeas_httpd40.so*
 - *lib/libjhttp.so*
 - *lib/libjeaseapi_mod.so*
 - *lib/libjeas_mod.so*
 - *lib/libjeasproxy_mod.so*
 - *lib/libjeas2_mod.so*
 - *lib/libjeas2eapi_mod.so*
 - *lib/libjdispatch.so*
- 3 The EAServer 4.2.2 patch is located in the *EASPatch* directory on the Enterprise Portal CD. Read *EASpatch.txt* for the instructions for applying the EAServer patch.
 - 4 Restart EAServer and Jaguar Manager.

Note SSL is not enabled after installing into an existing EAServer. Refer to the *Enterprise Security Administration Guide* for instructions on enabling SSL.

❖ **Performing a custom installation**

- 1 Insert the Enterprise Portal CD, and change to the CD directory.
Launch the installer from the command line by entering:

```
./EPLinuxSetup
```
- 2 Once the installer launches, in the first window, click “Here” to view the Enterprise Portal 6.0 *Release Bulletin*. Click Next.
- 3 In the End-user License Agreement window, from the drop-down menu, select the geographical location where the software is being installed.

The license agreement appears in the window.

Read the license agreement, and select “I agree to the terms of the Sybase license for the installation location specified.” Click Next.

- 4 In the next window, accept the default installation directory, enter the name of the root directory where you want to install Enterprise Portal, or use the Browse button to select the installation location.

If you enter a directory that has not yet been created, the installer creates the directory automatically. Click Next.

- 5 In the installation type window, select Custom, and click Next.
- 6 In the Enterprise Portal Custom Install Overview window, read the information, and click Next.
- 7 In the Select the EAServer window, select either:

- Install a New EAServer – installs a new EAServer with the default settings.
- Choose an Existing EAServer – allows you to select a preexisting, installed EAServer on your system.

Click Next.

- 8 If you are installing a new EAServer, go to the next step.

If you are using a preexisting EAServer, in the next window, select the installation location of the EAServer you want to use. Verify the EAServer you are using is running.

Note If your EAServer is not named Jaguar, the EAServer information window does not populate the server drop-down with your EAServer name and associated information.

You must enter the information manually and click Verify.

Or, you can select “Specify Manually” to enter the installation location of EAServer manually.

Once you select the EAServer, these fields are filled in automatically:

- Server – the name of the existing EAServer. By default, this is “Jaguar.”
- Host Name or IP Address – the name of the machine where EAServer is installed.

- Port Number – the port number of the existing EAServer. By default, this is 9000.
- Login Name – the user name used to log in to EAServer. By default, this is “jagadmin.”

Manually enter:

- Login Password – the password for the user name used to log in to EAServer. By default, this is blank.

Click Validate to verify the information entered is correct. If it is not, you receive an error message.

Click Next if all the information entered is correct.

- 9 In the next window, the machine name and domain of the Enterprise Portal installation are filled in. If the information is not correct, enter the machine name and domain of the Enterprise Portal installation machine. For example, if your computer is named “mycomputer” and your domain is “sybase.com,” enter:

```
mycomputer.sybase.com
```

If your computer is on an Internet subdomain, enter that information as well. For example, if your computer is on an Internet subdomain named “legal,” enter:

```
mycomputer.legal.sybase.com
```

Click Next.

- 10 In Select the Database window, select either:
 - Existing Sybase Adaptive Server Enterprise Database – allows you to use a preexisting Adaptive Server Enterprise. If you select this option, you must know the connection information for the selected Adaptive Server Enterprise.
 - Sybase Adaptive Server Anywhere Database – installs Adaptive Server Anywhere.

Click Next.

- 11 If you are using an existing Adaptive Server Enterprise, go to the next step. If you are installing Adaptive Server Anywhere, in the next window, enter the port number for Adaptive Server Anywhere. The default is 6100.
- 12 If you are using an existing Adaptive Server Enterprise database, in the next window, enter the connection information for that database:

- Database Type – the type of database being used. For example, if you are using Adaptive Server Enterprise, this is “ASE.” This is filled in automatically by the installer and cannot be changed.
- Host Name or IP Address – the default is the name of the machine where the database is installed.
- Port Number – the port number used to connect to the database. The default is 4100.
- Database Administrator Login Name – the administrator user name used to log in to the database. The default is “sa” if you are using Adaptive Server Enterprise, “dba” if you are using Adaptive Server Anywhere.
- Database Administrator Password – the password of the database administrator. The default is blank if you are using Adaptive Server Enterprise, “SQL” if you are using Adaptive Serve Anywhere.

Click Next.

13 In the next window, provide the security information for your organization:

- Root Organization Name – the name of your company.
- Security Database Owner Login Information:
 - Login – the default is “acbdbbo” for Enterprise Portal 6.0, “entldbbo” for earlier versions of Enterprise Portal.
 - Password – the default is blank. You must set the password you want to use for the database owner.
 - Validate password – enter the same password again to validate.
- Portal Security Officer Login Information:
 - Login – the default is “pso.”
 - Password – the default is blank. You must set the password you want to use for the Portal Security Officer. The password must be at least six characters long.
 - Validate password – enter the same password again to validate.

Note Make note of the login and password combinations you enter, as you need them to log in to Enterprise Portal, or to uninstall Enterprise Portal.

Select Advanced to enter:

- Portal Security Officer e-mail address
- Portal Security Officer phone number
- Root organization contact information:
 - Contact – name of the contact person.
 - Address – address of the root organization.
 - City
 - State
 - Zip
- Description

Click Next.

14 The next window shows the pre-installation summary:

- Components to be installed
- Size of components to be installed
- Install location
- Database settings:
 - Database Type – the type of database installed. For example, Adaptive Server Anywhere.
 - Host – the name of the machine where the database is installed.
 - Port – the port used to connect to the database.
- Application server settings:
 - Type – the type of application server installed. For example, EAServer.
 - Host – the name of the machine where the application server is installed.
 - Port – the port used to connect to the application server.
- Portal settings
 - Connection URL – the URL used to access Portal Interface.

Click Next.

15 The progress bar shows the status of the installation. A message appears: “Installing Sybase Enterprise Portal. Please wait.”

- 16 The Installer Events Report window appears. In the Installer Event box, the installer events are listed. Select the event title to view an expanded description in the Event Description box.

The Log File Location box shows the location of the installation log file.

Click Next.

- 17 The Installation Successful window displays.

See “Verifying the installation” on page 24.

Click Finish to exit the installer.

After installation, temporary files from the installation may remain in `$SYBASE/EAServer/bin`. Or, they may be in a different location if you ran `./Setup` with the redirect temporary space flag (for example, `./EPSetupLinux is: tmpdir/tmp`).

Remove these files:

- `jagtool.err.configure`
- `jagtool.err.create`
- `jagtool.err.deploy`
- `jagtool.err.install`
- `jagtool.err.restart`
- `jagtool.err.set_props`
- `jagtool.err.shutdown`
- `jagtool.log.configure`
- `jagtool.log.create`
- `jagtool.log.deploy`
- `jagtool.log.install`
- `jagtool.log.restart`
- `jagtool.log.set_props`
- `jagtool.log.shutdown`

Installing and running Autonomy

This section describes how to install Autonomy servers and deploy Autonomy portlets to the Portal.

Installing Autonomy Servers

This section describes how to install and start Autonomy servers. The Autonomy files are in the *Search* directory, as described in Chapter 1, “Overview.”

❖ Performing the installation

- 1 Copy the *Search* directory from the installation CD to a local directory, then extract the *Autonomy.tar.gz* file located in the *Search* directory into the location where you want to install Autonomy.

- a Use *gunzip* to extract the *.gz* file:

```
gunzip Autonomy.tar.gz
```

- b Extract the *tar* file:

```
tar -xvf Autonomy.tar
```

The expanded structure consists of the *autonomy* parent directory and the necessary subdirectories. The full path of the autonomy directory, for example, */work1/autonomy*, is referred to as *<Install_Dir>*.

In *<Install_Dir>*, the following three files are used to customize the installation: *onepage.jar*, *CUSTOMIZE.sh*, and *DOREPLACE.sh*.

- 2 Verify that you have *\$JAVA_HOME/bin* in your *\$PATH* by entering:

```
java -version
```

If you receive “java: command not found,” or if the version shown is earlier than java 1.4, set *JAVA_HOME* to point to a 1.4 JRE or JDK. For example:

```
setenv JAVA_HOME $SYBASE/_jvm
```

Or:

```
JAVA_HOME=$SYBASE/_jvm;export JAVA_HOME
```

Add the *JAVA_HOME* bin directory to your path:

```
setenv PATH $JAVA_HOME/bin:$PATH
```

Or:

```
PATH="$JAVA_HOME/bin:$PATH"
```

- 3 Set up the Autonomy servers for your environment. To do so, run the script called *CUSTOMIZE.sh*, which runs the *DOREPLACE.sh* script to set the variables in the Autonomy server configuration files, and Start/Stop scripts.

To run the script:

- a Go to *<Install_Dir>*.
- b Run *CUSTOMIZE.sh* by entering:

```
CUSTOMIZE.sh
```

- 4 To resolve a known problem with the NORE partition:

- a Change to the root user.
- b From *<Install_Dir>*, run:

```
NORElink.sh
```

- c Exit root.

- 5 Stop the Enterprise Portal *PortalSearchqueryh* and *PortalSearchautoindexer* if they are running.

- 6 Go to *<Install_Dir>/bin* and use the *.sh* scripts to start the Autonomy servers in this order:

```
StartQuery.sh  
StartLAUNESUIR.sh  
StartNORESUIR.sh  
StartLAUNE.sh  
StartNORE.sh  
StartCAP.sh  
StartFetch.sh  
StartIndexer.sh
```

Note The DiSH partition is neither licensed nor needed for proper portlet functionality.

Deploying the Autonomy portlets

The Autonomy portlets are packaged as a J2EE Web Application. The Web application archive is located in *Search/Portlets/AutonomyPortletsforSybaseEP6.1.war*.

❖ Performing the deployment of the Autonomy portlets

- 1 Start Jaguar Manager and log in. See “Starting Jaguar Manager” on page 55.
- 2 Click on Jaguar Manger, then right-click Web Applications. Select Deploy | J2EE War.
- 3 Browse to location of *AutonomyPortletsforSybaseEP6.1.war*, select it, then click Next.
- 4 After “Deployment Successful” displays, click Close.
- 5 Select Servers | Jaguar, then right-click Installed Web Applications. Click Install Web Application, then click on Install an Existing Web Application.
- 6 The Autonomy application should appear and be selected. Click OK, then Yes to refresh.

Configuring the portlets

After deploying the portlets to EAServer, follow these procedures to configure the portlets.

❖ Updating the *portlets.cfg* file

- 1 Go to *\$JAGUAR/Repository/WebApplication/AutonomyPortlets/WEB-INF*.
- 2 Use a text editor to open *portlets.cfg* and update the UserHost, CategoryHost, and QueryHost parameters to the host name or IP address of the host on which the servers are running. Update UserPort, CategoryPort, and QueryPort to match the Autonomy content infrastructure (ACI) port numbers in the *<Install_Dir/Ports.txt>* file.

The *Ports.txt* file contains all of the Autonomy port parameter values used when installing the Autonomy servers. See the Autonomy documentation included in the *Search/Docs* directory on the installation CD.

Values prefixed with “User” refer to the NORE partition, “Category” to the LAUNE partition, and “Query” to the SUIR partition.

Note When running in Enterprise Portal, the SUIR partition becomes “Engine.”

- ❖ **Updating the *web.xml* file**
 - Start Jaguar Manager. See “Starting Jaguar Manager” on page 55.
 - 3 Click Jaguar Manager, and select Servers | Jaguar | Installed Web Application.
 - 4 Right-click AutonomyPortlets, and click Web Application Properties.
 - 5 Click Context Params, and change the CfgFilePath value to the absolute location of *portlets.cfg*.
 - 6 Restart EAServer. See “Starting and stopping EAServer” on page 54.

Post-installation tasks

Running EAServer redirector on SunOne Webserver

If you are using EAServer with iPlanet redirector, you must also install EBF 11956 for EAServer. Contact your Sybase customer service representative to get this patch.

Replacing the expired server certificate for EAServer

- ❖ **Replacing the certificate**
 - 1 Start Jaguar Manager (see “Starting Jaguar Manager” on page 55), and connect to your server using “jagadmin.”
 - 2 Select Tools | Connect | Security Manager to open the Security Manager. You are prompted for a PIN for the security store. The default value for the PIN is “sybase”.

- 3 Under Security Manager, highlight CA Certificates. Under CA Certificates, right-click Sybase Jaguar User Test CA, and select Delete Certificate.
- 4 Under Security Manager, select CACertificates. From the top menu, select File | Generate User Test Certificate.
- 5 The Generate User Test Certificate wizard launches. In the first window:
 - Select Key Strength from the drop-down list – accept the default of 512.
 - Enter Key Label – some text to uniquely identify the certificate.
 - Select Validity Period from the drop-down list – 5 years is recommended.
 - Select Cert. Usage – select both SSL Client and SSL Server.
 - Select the Mark Private Key as Exportable check box.

Click Next.

- 6 In the next window, enter the information for your organization and check the Generate Test Certificate check box. Click Finish.

A pop-up displays indicating success. Click OK.

Note For a server certificate, the “common name” is the fully qualified host.domain the server runs on.

- 7 Select View | Refresh All to see the certificate you created. Under Security Manager, select User Certificates. You see the certificate you created under User Certificates.
- 8 Replace the expired Sample1 TestID certificate in the sample1 security profile with the certificate you just created:
 - a Under Jaguar Manager, select Security Profiles. Under Security Profiles, right-click “sample1,” and select Security Profile Properties.
 - b Under Certificate Label, select the certificate you created, and click OK.
- 9 Restart EAServer.

Verifying the installation

Use the following procedures to verify that your Enterprise Portal 6.0 installation is operating correctly.

❖ Running Enterprise Portal Interface

- 1 From a Windows browser, start Portal Interface using the following URL, substituting your host name, domain, and port number:

```
http://$HOSTNAME.$PORTALDOMAIN:$PORT/onepage/index.jsp
```

Note The default port for accessing Enterprise Portal is 8080. If, however, EA Server ports must be changed because of port conflicts, the actual port may be different. The HTML log on the final status panel of the installer contains the URL with the correct port number for accessing Enterprise Portal. The HTML log is in *\$SYBASE/sybase.ep.installer.log.htm*.

For example, if your machine name is “mymachine”, your portal domain is sybase.com, and your port number is 8080, enter:

```
http://mymachine.sybase.com:8080/onepage/index.jsp
```

This displays the portal “Guest” page in a browser window. It may take a few moments to load the first time, as the Enterprise Portal application is compiled.

- 2 Click Help, then select About Enterprise Portal. The title specifies the Enterprise Portal version. Click Close Window when finished.
- 3 Click Join Now on the guest page to create your portal account. The self-registration window appears.

Note When you self-register in Portal Interface, use a different username and password for different portal co-brands.

- 4 Enter your profile information:
 - First name
 - Last name
 - e-mail address
 - Telephone number
- 5 Enter the account information:
 - Choose a user name.

- Choose a password.
 - Enter the password again for confirmation.
- 6 Read the terms and conditions. If you agree, select the “I agree to the terms and conditions” option and click Done.

The default page appears.

Creating a user with Studio privileges in EP Security

❖ Creating a new user to access Studio assets and security

- 1 Start Portal Studio using IE on Windows by entering the following URL, substituting your host name, domain, and port number:

```
http://$HOSTNAME.$PORTALDOMAIN:$PORT/onepage/index.html
```

Note The default port for accessing Enterprise Portal is 8080. If, however, EAServer ports must be changed because of port conflicts, the actual port may be different. Check the installation log for the actual port number.

For example, if your machine name is “mymachine”, your portal domain is sybase.com, and your port number is 8080, enter:

```
http://mymachine.sybase.com:8080/onepage/index.html
```

The Portal Studio login page displays.

- 2 Enter the user name “pso” and the password assigned to the PSO during installation.

Note To access Portal Studio, your browser must allow pop-up windows.

- 3 In the Associate Resource dialog box, select Portal and click OK.
Click OK to close the confirmation dialog.
- 4 Select Administer | Organizations from the menu in the left pane.
- 5 Select Users and click New on the Organization Manager toolbar.

If you already created a user through Portal Interface registration, you do not need to create a new user. You can go directly to step 7.

- 6 When the Create New User window displays, complete the fields. Click Help to see a description of each field.

Note Do not use “opsuper” for the Login Name. This name does not currently work.

- 7 Click OK.
- 8 Grant the new user roles all permissions.
 - a Right-click the new user and select List Access Permissions. When the window displays, notice that there are no permissions listed for the new user. Click OK.
 - b Right-click the new user and select Edit Roles.

The installer creates those roles with all permissions.

Click OK.
 - c Right-click the new user and select List Access Permissions. When the window displays, notice the permissions that exist now based on the roles you granted the user.

Click OK.
- 9 Log out.
- 10 Log in as the new user, and when prompted to associate the user with a resource, select Portal. Create some portlets and pages to verify the permissions that were granted to this user.

Click OK to close the confirmation dialog.

Deploying Autonomy portlets to Portal Studio

This section describes how to make the Autonomy Portlets available in the Portal Studio. Complete the installation steps described in “Installing and running Autonomy” on page 19 before performing this procedure.

For detailed information about portlet features and configuration see */Search/Docs/Portlet_Guide_4.3.pdf* on the Enterprise Portal CD.

Importing Autonomy portlets into Portal Studio

In this step, import the Autonomy portlets into the Portal Studio. Portal Studio is not supported on Netscape, so you need to do this step on a Windows machine with Internet Explorer. You also must either copy the portlets to the Windows machine, or map the UNIX drive that contains the portlets to the PC.

❖ Importing Autonomy portlets

- 1 Make the Autonomy portlets that are on the Linux machine available to the PC by using FTP to copy the *AutonomyPortlets.Import.xml* file to the PC where you are running Portal Studio.
- 2 Start Portal Studio using Internet Explorer on Windows, by entering the following URL, substituting your host name, domain, and port number:

```
http://$HOSTNAME.$PORTALDOMAIN:port/onepage/index.html
```

For example, if your machine name is “labnt”, your portal domain is sybase.com, and your port number is 8080, enter:

```
http://labnt.sybase.com:8080/onepage/index.html
```

This displays the Portal Studio login page.

- 3 Log in to Portal Studio as a user with StudioAdmin and PortalAdmin roles.
- 4 Select Build | Portlets from the Portal Studio left pane.
- 5 Click Deploy on the Portlet Manager toolbar.
- 6 When the Portal Studio - Deploy window displays, select Import.
- 7 Select Browse and navigate to *AutonomyPortlets.Import.xml*.
- 8 Click Open.
- 9 Click Upload.
- 10 When you see the alert window stating that the upload has completed, click OK.
- 11 Under File Name, select the appropriate check boxes to indicate whether the imported portlets and pages are active immediately when they are imported.
 - Import Entities As Active – you must select this, otherwise the imported pages are not available for use via the Portal until they are made active manually.
 - Override Existing Entities – select this only if you have already performed this import and are trying to update the portlets and pages.

- 12 Click Import. The import action is not complete until you receive a confirmation window. It may appear as though nothing is being done. Do not proceed until you receive the confirmation window.
- 13 In the confirmation window, click OK, then click Close.

Verifying the portlet import

In this step, verify that the portlets imported successfully into the Portal Studio.

❖ Verifying portlet import

- 1 To verify that the portlets imported successfully, navigate to Portlets | Approved and check for Autonomy portlets.
- 2 To verify that the pages imported successfully, navigate to Pages | Approved and check for Autonomy and Search pages.

Note If you do not see the Autonomy and Search pages listed, try unselecting the Show Active Only check box. If you are able to see the two pages after doing this, manually set each page active by (1) viewing each of their properties, (2) checking the Active checkbox, (3) clicking Update, and (4) clicking OK in the alert window. At this point the pages will be accessible via the Portal.

Making imported portlets accessible

You now have two new catalog pages (Autonomy and Search) available. The Autonomy page contains all of the new portlets, while the Search page contains only two. Both pages make the new portlets accessible through the Portal.

To make the new portlets individually accessible through the Portal, create entries for them in the active catalog. You can also create new catalog pages with different groupings of the new portlets. Be sure to make the new catalog pages accessible to your desired Portal user audience by assigning specific roles.

Distributing the Enterprise Portal Installation

Sybase recommends that you read this chapter thoroughly before beginning a multimachine installation of Enterprise Portal.

Topic	Page
Introduction	29
General distributed portal installation	30
Distributed installation using the EAServer redirector	42

Introduction

This chapter provides general instructions for setting up Enterprise Portal 6.0 to run in a distributed environment.

In this chapter, “load balancer” refers to the EAServer redirector Web plug-in running on an Apache Web server. You can configure EP for a distributed environment using one of three configurations for load balancing:

- Install Portal Interface with the Apache Web Server configured with the EAServer redirector for load balancing
- Use a hardware load balancer in place of the Apache Web Server
- Use a third-party software redirector

Note If you use a hardware or third-party load balancer, it must support sticky session. A sticky session is a session in which each user’s request is directed to the server on which the user’s session exists.

The main host is where you have a single point of failure. If a firewall is introduced, clients cannot see the hosts inside the firewall. Be sure that the port used by the portal is open.

Note The redirector for the HTTP load balancing cannot be on the same machine as EAServer because they use the same port.

The Universal Portlet Playback (UPP) engine and some Model View Controller (MVC) applications make local requests using localhost.domain:port to retrieve HTML, XML, and other documents. If you set the default_http_port to 80, the port on which the redirector is listening (specified in *global.properties.xml*) you must add a localhost.domain:80 listener in EAServer. Most Web servers already listen on localhost, which creates a listener conflict.

All Portal Interface instances must be connected to the same portal database. All EAServers using Enterprise Security must be connected to the same ACDB. The servlet-persistent connection cache must also be connected to the same database with the ps_HttpSession table.

General distributed portal installation

Requirements

- Sybase recommends that the *\$SYBASE* directory on Solaris and the *%SYBASE%* directory on Windows is the same on each machine. Delete the *vpd.properties* file in your home directory before starting the installation on the next machine.
- If you plan to use Adaptive Server Enterprise instead of the ASA included with the EP installation, you must install it and create the required tables on ASE prior to installing EP. See Table 2-3 on page 11 for information about creating the required tables.
- If you are using the Apache Web Server configured with the EAServer redirector for load balancing, a minimum of three machines running EAServer and one running the Apache Web Server is required.

- If you are using a hardware or third-party software redirector, verify that it supports sticky sessions and note any references to optimal load distribution requirements.
- EAServer redirector – the EAServer redirector is optimized for request distribution across odd numbers of machines. In order to ensure equal request distribution, odd numbers of EAServer instances are recommended, for example, 3, 5, 7, and so on.

Note The EAServer redirector is not included on the EP installation CD. You can obtain the redirector from your EAServer installation CD, or from an existing full installation of EAServer. See the EAServer System Administration Guide for information about setting up the redirector to work with the Apache Web Server.

- If you are using the Apache Web Server with the EAServer redirector, Apache must be installed on its own machine as EP and Apache listen on the same ports.
- When a Web server is redirecting to an EAServer on a different machine, all URLs in the *global.properties.xml* file (except for the EAServer IIOP URL) must indicate the Web server host name, not the EAServer machine host name.
- All EAServers must have a localhost.domain.name HTTP listener defined.
- All three HTTP listeners (EAServer local host, EAServer network-accessible, and Web server) must use the same port number.

Installation

When you set up EP 6.0 in a distributed environment, each machine should be “clean;” that is, have no previous Enterprise Portal installations, so that you can perform a fresh Enterprise Portal installation on all machines.

With all the options and possible installation combinations, installing the software into the portal environment requires some careful consideration.

The *vpd.properties* file

The installer uses the *vpd.properties* file as a repository for installed applications. This file is written to the home directory of the installation machine. The *vpd.properties* file remains in your home directory even though the machine name has changed. This causes the installer to falsely determine that the Enterprise Portal software already exists, and places the installation into a reinstall or upgrade mode.

When using remote mounted home directories you should rename your *vpd.properties* file prior to your second, third, and subsequent installations.

Multimachine installation

A multimachine installation consists of two installation types:

- Typical (full) installation – all components included with EP 6.0 are installed on the primary machine.

Note If ASE is being used as the database for EP, you must install it and configure the required tables prior to installing EP 6.0.

- Custom installation – only selected components are installed on two or more secondary machines. Use the EP6.0 installation CD to perform a custom installation on each secondary machine. In the Installation Type window, select Custom. See “Performing a custom installation” on page 13.

If you plan to use ASE, Sybase recommends that ASE reside on its own machine in enterprise environments.

Note During installation, you see a window saying “Installer detected the currently installed version of the Portal Studio database is identical to the one being installed. Reinstall this database losing all saved data.” Select No, and click Next.

Distributing Enterprise Portal 6.0 Across Multiple EAServers

To distribute Enterprise Portal 6.0 across multiple EAServers, you must first perform a “typical” (full) installation of EP on the selected machine in your distributed environment. See “Performing a typical installation of Enterprise Portal 6.0” on page 8. The typical installation installs all the EP 6.0 components and creates and configures the portal database. Once the database is successfully created, the remaining machines require only custom installations. See “Performing a custom installation” on page 13.

The two methods for distributing EP across multiple EAServers are:

- 1 Install EP 6.0 on all machines.
- 2 Install EP 6.0 on one machine using the EP installation CD, then use the cluster sync to deploy the onepage Web application from the primary server to all the remaining secondary EAServers.

You can find information about setting up EAServer clusters at <http://www.sybase.com/detail?id=1001689#load>

❖ Installing EP on all EAServers

- 1 Select a primary machine to run a typical installation against. This installs all the EP components, including the database.

Note The database may be on a remote machine in some cases.

- 2 After completing a successful typical EP installation, continue with custom installations for the remaining machines. See “Performing a custom installation” on page 13.

Select No when asked whether to reinstall the portaldatabase.

Note During installation, ensure that all machines are pointing to the same database. This information is used to update the *global.properties.xml* file.

- 3 Change the host name for each subsequent installation of EAServer on the secondary machines. See “Configuring Portal Interface” on page 37.

Note In a distributed environment with more than one machine running EAServer, make sure that each machine’s date, time, and timezone are in sync. Otherwise, restarting the down EAServer could expire your Enterprise Portal security session.

❖ **Installing EP 6.0 on one EAServer**

This method requires that all EAServer installations are clean; in other words, that they do not have existing components installed.

- 1 Use the EP 6.0 installation CD to install EP on the EAServer on the primary machine.
- 2 Use the cluster sync to deploy the onepage Web application from the primary server to the secondary servers. All EAServers must reside in the same cluster.

You can find information about setting up EAServer clusters at <http://www.sybase.com/detail?id=1001689#load>.

Configuration

HTTP load-balancer

Set up the load-balancer to forward all requests for portal and other Web applications to the machines running EAServer. Most load-balancers are based on a round-robin scheme by default.

Portal Interface

Modify the *global.properties.xml* file on each portal instance if you installed Portal Interface on each EAServer.

Note You can use synchronization to deploy the portal Web application along with the configuration changes.

Table 3-1 shows the *global.properties.xml* properties that refer to host names, port numbers, and domain settings and how those properties should be set for distributed portal installations.

For example, in a configuration with at least three machines, one machine is the load-balancer. This machine has a publicly accessible DNS address that is visible to all the users of the portal. In this example, the load balancer is named “www” and is in the domain “publicsybase.com.”

In addition, there are two or more computers hosting the Web container that contains the Onepage portal application. These computers may be behind a firewall and may have DNS names that are not visible to the portal users at all. In this example there are two computers behind the firewall named “EAS1” and “EAS2” respectively. Both are in the “privatesybase.com” domain.

Table 3-1: Global properties

Property	Standalone	Distributed	Description
portal.host	standalone	www	This is the hostname (without domain) that you enter into the URL of your browser to launch Portal Interface or Portal Studio. In a standalone configuration this is the name of the machine where the portal Web-container is running. In a distributed configuration this is the name of the load-balancing machine.
tile.host			Same as portal.host
secure.tile.host			Same as portal.host
domain	.sybase.com	.publicsybase.com	This is the externally visible domain name that goes into the URL users enter to start a Portal Interface or Portal Studio session. In a standalone configuration this is the domain name of the host where the Web-container is running. In a distributed configuration it is the externally visible domain name of the load-balancer machine.
javascript.domain	sybase.com	publicsybase.com	Same as domain, but without the leading dot.

Property	Standalone	Distributed	Description
catalog_cache_refresh_list	127.0.0.1:80 /onepage	eas1.privatesybase.com/onepage, eas2.privatesybase.com/onepage	This is a list of all the Web-containers that are hosting the portal application. When a Studio user make changes on one of the Web-containers and those changes need to be propagated out to the rest, it looks at this list to contact all the other containers. This list should contain the internally visible addresses of each of the Web-container hosts. In a standalone installation, localhost or 127.0.0.1 works. In a distributed installation you should replace the localhost listener with the list of Web-container hosts.
mail.host	10.22.97.100	mailhost.sybase.com	Name of a machine running a SMTP mail service. Contact your network administrator to find the right machine name for your network.
SecureHostname	standalone.sybase.com	www.publicsybase.com	Same as portal.host, concatenated with domain.
SOAPServer	127.0.0.1	127.0.0.1	
ThisMachineName	127.0.0.1	127.0.0.1	
UWPCacheServer	127.0.0.1	127.0.0.1	Not functional. Each portal instance manages its own cache.
UWPWebServiceHost	standalone.sybase.com		
UWPIntegrationHost	standalone.sybase.com		
CacheRefreshList	127.0.0.1	eas1.privatesybase.com,eas2.privatesybase.com	A list of all the servers with a UWP cache. Same as catalog_cache_refresh_list except there is not a trailing /onepage on each entry.
DeployHost	standalone.sybase.com	www.publicsybase.com	Concatenation of portal.host and domain.
CacheRefreshList	127.0.0.1	eas1.privatesybase.com,eas2.privatesybase.com	A list of all the servers with a UWP cache. Same as catalog_cache_refresh_list except there is not a trailing /onepage on each entry.
EPSecurityHost	standalone.sybase.com	loadBalancerHost.domanin.com	Unused.
EPSecurityHostPortNumber	9000		Unused.

Property	Standalone	Distributed	Description
PSHost	standalone. sybase.com	eas1.privatesybase. com	Internally visible name of the Agent Server. If you are using the Automation agents, you typically choose one portal instance to run them in. This property is used to choose which instance it is.
PSPort	80	80	Same as http_default_port
use_SW_Switch	off		Leave the use_SW_Switch set to off.
nav.host	http://standalone	http://www	Same as portal.host, but with http:// in front.
nav.general.host	http://standalone	http://www	Same as nav.host
nav.secure.host	https://standalone	https://www	Same as portal.host, but with https:// in front.
nav.general.secure. host	https://standalone	https://www	Same as nave.secure.host
acx.host	http://windowsma chine.sybase.com	http://windowsmac hine.privatesybase. com	Not used unless you set acx.remote to true. If you do set it to true, this property should have the internally visible DNS name of a windows operating system machine hosting the ACX servlet.

❖ **Configuring Portal Interface**

- 1 Open *global.properties.xml* on the EAServer machines in Microsoft WordPad on Windows and in any text editor on UNIX.
- 2 Search the file and replace all instances of the EAServer host name with the load balancer host name, which is the machine hosting the Web server with the EAServer redirector plug-in. See Table 3-1 on page 35.
- 3 Locate the default_http_port property and change it to the HTTP port running on the Web server running the EAServer redirector plug-in (this should be the same port as the one on EAServer).
- 4 Locate the default_https_port property and change it to the HTTPS port running on the Web server running the EAServer redirector plug-in (this should be the same port as the one on EAServer).
- 5 Set the portal.epSecurity property to “true.”
- 6 In the op_portal_ase DataPool section, set the URL to connect to the database running portaldatabase. All portal instances must connect to the same database server.
- 7 (Optional) Use EAServer synchronization to propagate the *global.properties.xml* file and its changes to other EAServers in the cluster. See the *EAServer System Administration Guide* for more information on clustering.

Portal Search configuration

- 1 Open *portalsearch.properties* on the EAServer machines in Microsoft WordPad on Windows and in any text editor on UNIX.
portalsearch.properties is located in
\$\$SYBASE/EAServer/Repository/WebApplication/search/WEB-INF/classes on UNIX and in
%SYBASE%\EAServer\Repository\WebApplication\search\WEB-INF\classes on Windows.
- 2 Search the file for *EASHOST*, *EASPORT*, *ASEHOST*, and *ASEPORT* and replace all instances of the name of the machine on which the Portal Search Autonomy DRE is installed with the name of the machine hosting the Portal Search Autonomy DRE and *portalsearchdb*.
- 3 Save the file and exit the text editor.
- 4 Shut down and restart EAServer.

EAServer configuration

If you are using a software load-balancer, you must perform the procedures described in this section.

HTTP/HTTPS configuration

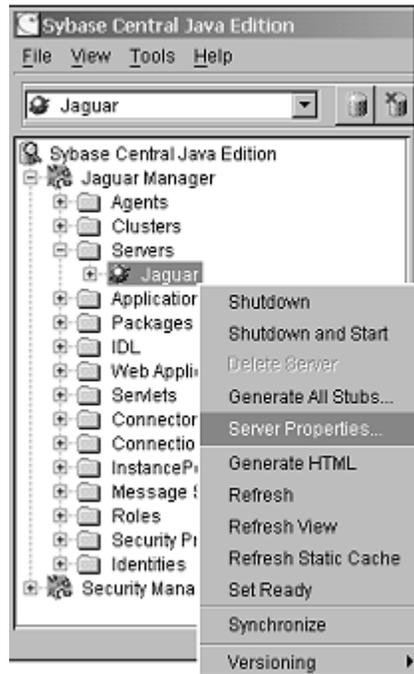
EAServer performs container authentication (that is, *j_security_check*) requests from a software load-balancer. You need to specify the Jaguar server domain property in your HTTP configuration so that the Jaguar server knows to which host to redirect the original request. Otherwise, the Jaguar server redirects the request to the host on which EAServer is running, which prevents users from logging into the portal.

❖ Configuring EAServer HTTP and HTTPS

- 1 Use Jaguar Manager to connect to Jaguar Server.

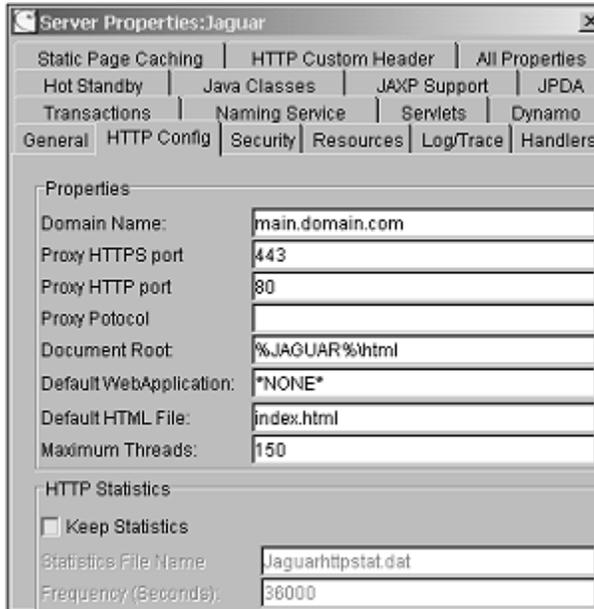
Right-click Jaguar in the Servers folder and select Server Properties as shown in Figure 3-1.

Figure 3-1: EAServer (Jaguar) properties



- 2 Select the HTTP Config tab (Figure 3-2).
- 3 In the Domain Name field, enter the server name of the redirector and include the domain name.
- 4 If EAServer is configured to run on HTTPS, set the value for the Proxy HTTPS and HTTP ports:
 - a Set the value for the Proxy HTTPS port to a value that matches the default_https_port value in *global.properties.xml*.
 - b Set the value for the Proxy HTTP port to a value that matches the default_http_port value in *global.properties.xml*.
 - c Proxy Protocol – HTTP or HTTPS, depending on whether secure_login="off" or "on."

Figure 3-2: HTTP configuration



HTTP listener configuration

On each EAServer, add a local host listener (http) with a port number that matches the default_http_port property in *global.properties.xml*. On Solaris, any port number under 1024 requires root privilege to start EAServer.

❖ Configuring a new EAServer listener

- 1 Using Jaguar Manager, select Servers, Jaguar, then right-click the Listener folder and select New Listener (Figure 3-3).

Figure 3-3: EAServer (Jaguar) new listener



- 2 In the New Listener dialog box, enter the HTTP listener name (httplocal) and click Create New Listener (Figure 3-4).

Figure 3-4: New listener name



- 3 When the Listener Info dialog box appears (Figure 3-5), enter:
 - Protocol – select "HTTP."
 - Host – enter "\${JAGUAR_LOCALHOST_NAME}.[domain]".
 - Port – enter the port on which the software redirector is listening. This must match default_http_port in *global.properties.xml*.
- 4 Click Save.

Figure 3-5: New listener information

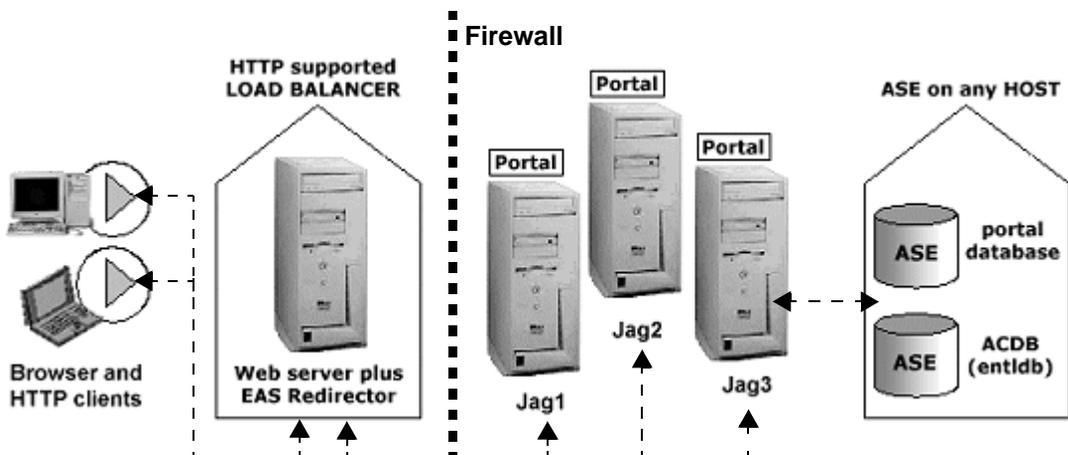


- 5 Perform these steps on each Jaguar server for each portal instance.
- 6 Shut down and restart EAServer. See "Starting and stopping EAServer" on page 54.

Distributed installation using the EAServer redirector

The Web server redirector plug-in allows communication between the Web server and the EAServer HTTP protocol listener.

Figure 3-6: EAServer redirector plug-in



The EAServer redirector plug-in supports the Apache 1.3 Web server on both Solaris and Windows 2000.

Installation

EAServer redirector plug-in

Install the EAServer redirector plug-in using the instructions in the *EAServer System Administration Guide*, Chapter 9, “Web Server Redirector Plug-In.” If you are using Apache, make sure that Apache is compiled with dynamic shared object (DSO) support.

This code explains how to configure and compile Apache to support DSO:

```
- ./configure
--prefix=/path/to/install
--enable-rule=SHARED_CORE
--enable-module=so;
make;
make install
```

Note The Apache Web server must use the DSO to load the redirector modules and files. See the Apache Web server documentation for more information about building the Apache Web server with DSO support.

Enterprise Portal

Install Enterprise Portal as described in “Installing Enterprise Portal 6.0” on page 8.

Configuration

EAServer redirector plug-in

In the EAServer redirector and Web server configuration files, set up redirects to forward the onepage Web application context and other portal Web application contexts to the HTTP listeners on each EAServer. See the *EAServer System Administration Guide*, Chapter 9, “Web Server Redirector Plug-in,” to configure each Web server on which the EAServer redirector plug-in is running.

For example, if you are running the Apache Web server on Solaris, you would enter:

```
httpd.conf:
LoadModule easredirector_module libexec/libjeas_mod.so
EASConfigFile /path_to/conn_config
<LocationMatch /onepage/*|/search/*>
SetHandler eas-handler
</LocationMatch>

conn_config:
Connector.WebApp /onepage = http://gpg0.sybase.com:8080
Connector.WebApp /onepage =
    http://sushi.sybase.com:8080
Connector.WebApp /search = http://sushi.sybase.com:8080
Connector.WebApp /search = http://gpg0.sybase.com:8080
...
```

Configuring the redirector to use HTTPS

To use HTTPS with Enterprise Portal, you need to configure the EAServer redirector to support HTTPS. You can find instructions for configuring the EAServer redirector in the EAServer release bulletin on the Sybase documentation Web page. In the section “Special installation instructions,” select “HTTPS installation instructions for Web server plug-ins.”

For the Solaris release bulletin, access:

http://sybooks.sybase.com/onlinebooks/group-eag/ear0413e/eassolrb/@Generic__BookView

For the Windows release bulletin, access:

http://sybooks.sybase.com/onlinebooks/group-eag/ear0413e/easwinrb/@Generic__BookView

After you configure the redirector according to these instructions, add these lines to the *conn_config* file:

```
Connector.Https.qop  
<sybpks_simple|sybpks_intl|sybpks_domestic|sybpks_strong>  
Connector.Https.pin <sybase>  
Connector.Https.cacheSize <100>  
Connector.Https.SessLingerTime <28800>  
Connector.Https.SessShareCount <10>
```

Using the EAServer redirector, you can run the Portal in either full HTTP mode or full HTTPS mode; you cannot mix the two protocols. For example, this setup works:

```
Connector.Webapp /onepage = http://jag.sybase.com:8080,...  
Connector.Webapp /onepage = https://jag.sybase.com:8443,...
```

This setup does not work:

```
Connector.Webapp /onepage = https://jag.sybase.com:8080,...  
Connector.Webapp /onepage = http://jag.sybase.com:8443,...
```

The Web server must run on the same HTTP and HTTPS ports as the EAServer ports on which Enterprise Portal is running. For example, if EAServer is running on ports 8080 and 8081 for its HTTP and HTTPS requests, you must configure the Web server to run on ports 8080 and 8081 as well.

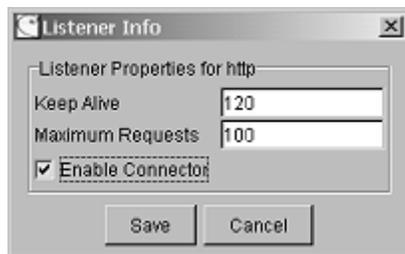
Accept Web server requests

You must configure EAServer to accept Web server requests for load-balancing to work correctly. This procedure is required if you are using the EAServer redirector plug-in.

❖ Configuring EAServer to accept Web server requests

- 1 Using Jaguar Manager, select Servers, Jaguar, then click the Listener folder in the tree view.
- 2 In the detail view, right-click the http listener and select Listener Properties from the pop-up.
- 3 When the first Listener Info dialog box appears, click Advanced.
- 4 When the second Listener Info dialog box appears (Figure 3-7), set the Keep Alive and Maximum Requests values, then select Enable Connector.

Figure 3-7: Enabling the HTTP connector



5 Click Save.

Repeat this procedure on each EAServer to which the redirector points.

Topic	Page
Uninstalling Enterprise Portal 6.0	47
Post-uninstallation tasks	49

Uninstalling Enterprise Portal 6.0

Before performing the uninstallation, go to `$$SYBASE/EAServer/Repository/WebApplication/onepage/config`, and use any text editor to open `global.properties.xml`. Locate and make note of the value for `WorkRoot` (the default is `/tmp`).

- 1 Go to `$$SYBASE/uninstallers` and execute `EPUninstall`.
- 2 The uninstaller launches. The uninstaller:
 - Removes EP database objects from the database server
 - Removes the database server if EP installed it
 - Removes EP components from the application server
 - Removes the application server if EP installed it
 - Removes EP files

Click Next.

- 3 The Uninstall Summary window shows:
 - Components to be uninstalled
 - Size of components to be uninstalled

Click Next.

If you are uninstalling a typical installation, go to step 6.

- 4 Enter the connection information for the EAServer you are uninstalling.

Select the installation location of the EAServer.

Or, you can select “Specify Manually” to enter the installation location of EAServer manually.

Once you select the EAServer, these fields are filled in automatically:

- Server – the name of the existing EAServer. By default, this is “Jaguar.”
- Host name or IP address – the name of the machine where EAServer is installed.
- Port number – the port number of the existing EAServer. By default, this is 9000.
- Login name – the user name used to log in to EAServer. By default, this is “jagadmin.”

Manually enter:

- Login password – the password for the user name used to log in to EAServer. By default, this is null blank.

Click Validate to verify the information entered is correct. If it is not, you receive an error message.

Click Next if all the information entered is correct.

5 In the next window, enter the database server and Enterprise Security database owner connection information:

- Database Administrator Login – the administrator user name used to log in to the database.
- Database Administrator Password – the password of the database administrator.
- Security DBO Login Name – the name used by the Security database owner to log in to the Security database. The default is “acbdbbo” if you performed a typical installation.

If you performed a custom installation, enter the login name you set for the security database owner when you installed Enterprise Portal.

- Security DBO password – the password of the Security database owner. The default is “dbopswd” if you performed a typical installation.

If you performed a custom installation, enter the password you set for the Security database owner when you installed Enterprise Portal.

Click Next.

- 6 The window shows a series of messages about the progress of the uninstallation.

You see a window saying, “In addition to the following products being uninstalled, Enterprise Portal will be undeployed from the Application Server and Database Server that was selected.”

Note If the installer hangs for longer than five minutes, do not close the uninstaller. To continue the uninstallation, manually stop EAServer. The uninstallation continues. See “Starting and stopping EAServer” on page 54.

- 7 The Installer Events Report window appears. In the Installer Event box, the installer events are listed. Select the event title to view an expanded description in the Event Description box.

The Log File Location box shows the location of the uninstall log file.

Click Next.

- 8 The next window shows the uninstall summary. Read the summary, and click Next.
- 9 In the next window, click Finish to exit the uninstaller.

Post-uninstallation tasks

Dropping the database devices

If you are going to install Enterprise Portal again, you must drop the database devices `portalData`, and `portalLog`. To drop these database devices:

- From a command prompt, enter:

```
isql -Usa -P -S<servername>
```

where `<servername>` is the name of the machine where you installed Enterprise Portal.

- At the `1>` prompt, enter:

```
sp_dropdevice portalData
go
sp_dropdevice portalLog
go
```

Removing remaining files

After uninstalling Enterprise Portal, some directories and files may remain in the */tmp* directory. Remove these files manually:

- *jagtool.err.configure*
- *jagtool.err.create*
- *jagtool.err.delete*
- *jagtool.err.deploy**
- *jagtool.err.install*
- *jagtool.err.props*
- *jagtool.err.restart*
- *jagtool.err.shutdown*
- *jagtool.log.configure*
- *jagtool.log.create*
- *jagtool.log.delete*
- *jagtool.log.deploy**
- *jagtool.log.install*
- *jagtool.log.props*
- *jagtool.log.restart*
- *jagtool.log.shutdown*
- *localhostListener.xml* (only remove this file if you installed EAServer using the Enterprise Portal installer)
- *EAS_EP_Install.log*
- *logs*
- *pers.props*
- *Readme.html*

- *CopyUninstallFiles.err*
- *CopyUninstallFiles.out*
- *upload*

Starting and Stopping Sybase Services Manually

If the Enterprise Portal services do not start automatically, or you have to shut them down for any reason, you can start or restart them manually.

Topic	Page
Starting and stopping Adaptive Server Anywhere	53
Starting Adaptive Server Enterprise	53
Shutting down Adaptive Server Enterprise and Backup Server	54
Starting and stopping EAServer	54
Starting Jaguar Manager	55
Starting Securetool	57

Starting and stopping Adaptive Server Anywhere

- 1 To start Adaptive Server Anywhere, go to `$$SYBASE/ASA`, and enter:
`portaldatabase.sh`
- 2 To stop Adaptive Server Anywhere, go to `$$SYBASE/ASA`, and enter:
`stopdatabase.sh`

Starting Adaptive Server Enterprise

Refer to your Adaptive Server Enterprise documentation for information about starting and shutting down other products that are installed with Adaptive Server Enterprise.

To start Adaptive Server Enterprise manually:

- 1 Go to `$$SYBASE`, and enter:

```
source SYBASE.csh
```

- 2 Go to `$SYBASE/ASE_12-5/install`, and enter:

```
./startserver -fRUN_servername
```

where *servername* is the name of machine where Adaptive Server is installed.

Shutting down Adaptive Server Enterprise and Backup Server

- 1 Go to the `$SYBASE` directory, and enter:

```
source SYBASE.csh
```

- 2 From a command prompt, enter:

```
isql -Usa -P -Sservername
```

servername is the name of the machine where Adaptive Server is installed.

- 3 At the `isql` prompt, enter:

```
shutdown SYB_BACKUP  
go  
shutdown with nowait  
go
```

Note This command shuts down both the Adaptive Server Enterprise Data Server and Backup Server. Monitor Server shuts down automatically once Data Server is shut down.

If you get a CT-LIBRARY error indicating that it cannot connect to the database, then Adaptive Server Enterprise is already shut down.

Starting and stopping EAServer

EAServer must be running on jdk14 for Linux before you can install Security, Portal Search, Portal Interface, and Portal Studio.

If the JDK version is not specified in *serverstart.sh*, you must specify the JDK version. For example:

```
serverstart.sh -jdk14
```

❖ Starting EAServer

- 1 Set the JAGUAR environment variable to the location of your EAServer installation; for example:

```
setenv JAGUAR /work/Sybase/EAServer
```

- 2 Change to the EAServer *bin* directory, and run *serverstart*; for example:

```
cd /work/Sybase/EAServer/bin
serverstart.sh
```

The server starts and runs as a foreground process in the current console window. To start the server in a separate window, use the *-xterm* option; for example:

```
cd /work/Sybase/EAServer/bin
serverstart.sh -xterm
```

The server starts in a new X terminal window. To use this option, you must have installed and configured X-Windows. In other words, the *xterm* command must successfully launch a terminal window in the shell where you start the server.

❖ Shutting down EAServer

- 1 From Jaguar Manager, expand the Servers folder, and highlight the server to which Jaguar Manager is connected. You must be connected to a server to shut it down. For example, the default server is “Jaguar.”
- 2 Right-click the server you want to shut down and select Shutdown.

Unless you have changed the listener address for the server, you can remain logged in to Jaguar Manager and resume work after you have restarted the server.

Starting Jaguar Manager

With EAServer running, you can start Jaguar Manager to configure new servers, packages, and components.

Jaguar Manager is a plug-in for Sybase Central. You must start Sybase Central first, then start the plug-in from within it.

Before starting Jaguar Manger, set the variable LANG:

```
LANG=en_US
```

❖ Starting Sybase Central

- 1 Edit the `$JAGUAR/bin/setenv.sh` shell script, and verify that the JAGUAR variable points to the EAServer home directory.
- 2 Enter:

```
./jagmgr
```

Once the Sybase Central screen appears, select the Jaguar Manager plug-in and log in to Jaguar Manager as described in the next procedure. Jaguar Manager logs errors and other messages to the `$JAGUAR/bin/jagmgr.log` file.

❖ Logging in to EAServer using Jaguar Manager

- 1 Select Tools | Connect | Jaguar Manager.
- 2 In the login window, complete these fields:
 - User Name – jagadmin.
 - Password – leave blank.
 - Hostname – the name of the machine where EAServer is installed.
 - Port Number – 9000.

Use these same values to connect to the Web Services Toolkit (if installed) and the Security Manager for EAServer. Use the Security Manager for EAServer to configure user roles and access permissions for EAServer-specific components.

For additional information, see the online help. Select Help | Sybase Central Help from the Jaguar Manager menu bar.

❖ Stopping Jaguar Manager

- Select Jaguar Manager, then under Tools, select Disconnect | Jaguar Manager.

Starting Securetool

For information about using Securetool, see *The Enterprise Security Administration Guide*, Chapter 3, “Using Securetool.”

- To start Securetool, at the command prompt, enter:

```
$SECURITY/bin/securetool.sh
```


Enabling Multibyte Character Support

Follow the instructions in this appendix to enable multibyte character support. These instructions are written for Simplified Chinese. You can replace the Simplified Chinese coding with the encoding you want to install with.

- 1 At a command prompt, enter:

```
printenv LANG
```

This displays the value of the LANG environment variable. If you are installing on a Simplified Chinese Solaris system, and LANG is defined as “chinese.” Edit the `$SYBASE/locales/locales.dat` file, and insert the following line under the “sun_svr4” section:

```
locale = chinese, chinese, eucgb
```

- 2 Edit the `$JAGUAR/Repository/WebApplication/onepage.props` file, and insert the following on one line:

```
com.sybase.jaguar.webapplication.charset
.inputparam=(url-pattern=/*,charset=UTF-8)
```

- 3 From `$JAGUAR/Repository/WebApplication/onepage/config`, edit `cobrand.xml`, by changing

```
<CobrandDef rid='1' name='Sybase'
dir='/fw/cobrand/onepage-1'
charset='ISO-8859-1'
emailCharset='ISO-8859-1'
emailerSetting='1'
/>
```

to

```
<CobrandDef rid='1' name='Sybase'
dir='/fw/cobrand/onepage-1'
charset='UTF-8'
emailCharset='<emailcharset>'
emailerSetting='1'
/>
```

-
- 4 Go to `$JAGUAR/Repository/WebApplication/onepage/config` and edit `global.properties.xml` by setting `use_utf8` to true.
 - 5 Go to the `$SYBASE/ASE-12_5/bin` directory, and load the Simplified Chinese character set, where `servername` is the name of the machine on which Adaptive Server is running:

```
./charset -Usa -P -S<servername> binary.srt eucgb
```

- 6 Increase the size of the master database, reconfigure Adaptive Server to use the new character set, and shut down the system:

```
cd $SYBASE/OCS-12_5/bin
./isql -Usa -P -S<servername>
alter database master on default = 4
go
sp_configure "default character set id", 170,
bin_eucgb
go
shutdown
go
```

- 7 Restart Adaptive Server twice:

```
cd $SYBASE/ASE-12_5/install
./RUN_<servername>
./RUN_<servername>
```

Do not close the window after you start Adaptive Server the second time.

- 8 Install the Simplified Chinese Adaptive Server messages:

```
cd SYBASE/ASE-12_5/bin
./langinstall -Usa -P -S<servername> chinese eucgb
```

- 9 Insert the CD labeled “Sybase Enterprise Portal 6.0,” and install the software.

Troubleshooting

There are many variables during the installation of Enterprise Portal 6.0. These troubleshooting solutions cover some of the most frequently encountered problems. Use these guidelines to eliminate the problem.

Table C-1: Troubleshooting

Platform	Problem description	Workaround
Linux Windows	Unable to locate ACDB on data server machine.	If you rebuild the master database for Adaptive Server, you must reconfigure the Security Services.
Linux Windows	Enterprise Portal security session expires	In a distributed environment with more than one machine running EAServer, make sure that each machine's date, time, and time zone are in sync.
Linux Windows	Portal Interface catalog does not display correctly	When performing a manual uninstallation, you must: <ul style="list-style-type: none"> • Remove the <i>vpd.properties</i> file from the home directory of the user who performed the installation. • Clean out the WORKROOT directory (<i>/tmp/logs</i>). • If you performed a custom installation into an existing Adaptive Server Enterprise, drop the databases in your Adaptive Server Enterprise. • If you performed a custom installation into an existing EAServer, drop the Onepage Web application, all Security components, epSearchCache, and secDboCache from your EAServer.

Table C-2: Troubleshooting - Linux

Platform	Problem description	Workaround
Linux	Cannot eject the CD from the drive.	If you cannot eject the CD from the drive: <ul style="list-style-type: none"> • Check to see whether the CD drive path is the current directory (<i>pwd</i>) in a Linux terminal window. If it is, change (<i>cd</i>) to another directory. • Check for <i>sybhelp</i> processes. If these processes exist, kill them using the Linux <i>kill</i> command.

Platform	Problem description	Workaround
Linux	DISPLAY environment variable not set correctly.	<p>If you run the Installer and you get this error message:</p> <pre>The DISPLAY environment variable is not set correctly.</pre> <p>it means that the DISPLAY environment variable on the <i>remote</i> machine is not set correctly to display the Installer interface to your <i>local</i> machine.</p> <p>To correct the problem, enter this command at the Linux prompt on the <i>remote</i> machine:</p> <p>For C shell:</p> <pre>setenv DISPLAY host_name:0.0</pre> <p>For Bourne shell:</p> <pre>DISPLAY=host_name:0.0; export DISPLAY</pre> <p>where <i>host_name</i> is the name of the machine where you want the Installer interface to appear (that is, on your <i>local</i> machine).</p>
Linux	isql environment not working	<p>If the isql environment is not working when Adaptive Server Enterprise is the target database, at a command line, enter:</p> <pre>source \$SYBASE/SYBASE.csh source \$SYBASE/SYBASE.csh</pre>
Linux	Hyperlinks in installer are unclickable.	<p>If clicking the hyperlink does not launch a browser, verify that one of the three supported browsers (Netscape, Mozilla, or Konquerer) is in your PATH. If your PATH contains a version of Netscape not supported by Enterprise Portal, the browser may not launch.</p>
Linux	Installation fails with “Invalid directory” error.	<p>Verify that the installation directory does not contain double-byte character sets. You also cannot use double-byte character sets when you set the “dbo” login.</p>
Linux	Jaguar certificate does not get upgraded during installation.	<ol style="list-style-type: none"> At the command prompt, enter: <pre>setenv LD_LIBRARY_PATH</pre> Then enter: <pre>unsetenv JAGUAR_CLIENT_ROOT</pre> Change to <i>\$SYBASE/EAServer/lib</i>, and enter: <pre>./upgrade -pin <pin> -server \$SYBASE/EAServer</pre> <p>where <i><pin></i> is the EAServer PKCS #11 token PIN. If the PIN has never been changed, use the default of “sybase”.</p>
Linux	Multiple permissions errors on files such as <i>/tmp/logs</i> and <i>audit.log</i> .	<p>If a new account is used to start the EAServer hosting Enterprise Portal, change all the files in the <i>WorkRoot</i> directory to have global RWX permissions.</p> <p>The <i>WorkRoot</i> property is specified in <i>global.properties.xml</i>. All log files and work files are written to this directory. It is created on start-up if it does not already exist.</p>

Index

A

accepting Web server requests 45

C

commands

jagmgr 56

component

default values 4

connecting to

Jaguar Manager 56

conventions, syntax ix

custom install 1

D

default values

all components 4

disk space requirements 4

distributed installation

EAServer redirector plug-in 43

Enterprise Portal 43

using the EAServer redirector 42

documentation

EAServer vi

Enterprise Portal vi

jConnect for JDBC vii

E

EAServer

configuring a new listener (multimachine installation) 40

configuring for multimachine installation 38

configuring to accept Web server requests 45

documentation vi

online help 56

redirector plug-in, distributed installation
configuration 44

redirector, using in a multimachine installation 42

shutting down 55

starting 54

Enterprise Portal

See also EP

installation types 1

network protocol for 4

overview 1

running Portal Interface 27

uninstalling 47

Enterprise Portal Interface, running 24, 25

environment variables

JAGUAR 55, 56

SYBASE ix

EP

See also Enterprise Portal

EP Services CD

EP Application Server 1

EP installation repository 1

EP Security Services 1

EP Systems Management 1

EP Systems Management Infrastructure 1

Web Server components 1

G

general distributed portal installation
requirements 30

H

HTTP load-balancer, configuring a multimachine
installation 34

I

- installation
 - estimated time 3
 - types 1
- installation scenarios
 - discussion of 31
- installing
 - Enterprise Portal 6.0 3
- isql** command line utility 60

J

- jagadmin, user name for Jaguar Manager 56
- jagmgr**, Jaguar Manager command 56
- JAGUAR environment variable 55, 56
- Jaguar Manager
 - online help 56
 - starting 56

M

- Model View Controller (MVC) applications 30
- multimachine installation
 - distributed, EAServer redirector plug-in 43
 - installation suggestions 31
 - using the EAServer redirector 42
- multimachine installation configuration
 - EAServer 38
 - HTTP load-balancer 34
 - new EAServer listener 40
 - Portal Interface 35

O

- online help, Jaguar Manager 56
- operating system, requirements 4
- overview 1

P

- password

- choosing 25
- passwords
 - default values 4
- portal
 - guest page 24, 25
 - installation, verifying 24
- Portal Interface
 - configuring for multimachine installation 35
- Portal Interface, running 27
- pre-installation tasks 6
- profile information 24

R

- redirecting 6
- requirements
 - operating system 4
- requirements, general distributed portal installation 30
- running Jaguar Manager, **jagmgr** command 56

S

- shutting down
 - EAServer 55
- starting
 - EAServer 54
 - Jaguar Manager 56
- stopping
 - EAServer 55
- SYBASE environment variable ix
- syntax conventions ix
- system requirements 3
 - disk space 3
 - network protocols 3
 - system release level 3

T

- temporary directory 6

U

- uninstalling Enterprise Portal 47
- Universal Portlet Playback (UPP) engine 30
- user name 24
 - default values 4
- utilities
 - isql** 60

V

- verifying
 - portal installation 24

W

- Web
 - server requests, accepting 45

