



Installation Guide

Enterprise Portal – Enterprise Edition

6.0

[Windows]

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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, "Upgrading from Enterprise Portal 5.x," describes how to upgrade Enterprise Portal 5.x to Enterprise Portal 6.0.
- Chapter 5, "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, "Manually Upgrading the Databases," describes how to manually upgrade the databases in a production environment.
- Appendix C, "Troubleshooting," describes some of the errors you may encounter during installation, and how to fix them.
- Appendix D, "Enabling Multibyte Character Support," 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 and DynaText 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. An EP-specific administration guide may be released at a future date with new content (for example, performance and tuning information).

EAServer documentation EAServer is one of the applications servers into which you can install Enterprise Portal. These EAServer documents are available in HTML format in your EAServer software installation, and in PDF and DynaText 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. The DynaText reader (included on the Technical Library CD) allows you to access technical information about your product in an easy-to-use format.

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: <div style="text-align: center;"><i>Server.log</i></div>• File names
<code>%SYBASE%</code>	Variable used to represent the Sybase Enterprise Portal installation directory on Windows systems.
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.”
<code>package 1</code>	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 Studio, and Portal Search; for example, `c:\Program Files\sybase` or `d:\sybase`.

`%JAGUAR%` refers to the installation directory of the EAServer installed with Enterprise Portal 6.0; for example, `c:\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 four different types of possible Enterprise Portal installations. The components installed depend upon the type of installation you perform. The types of installations are:

- The demo installation – installs a running demo of Enterprise Portal 6.0. The demo is deployed on the Tomcat servlet engine and the Adaptive Server Anywhere database. The demo installation, which offers basic J2EE security capabilities does not install prepackaged search features. The demo installation installs:
 - Tomcat 4.0.4
 - Adaptive Server Anywhere 8.0
 - Sybase Enterprise Portal 6.0, Portal Interface, and Portal Studio
- The typical installation – contains full search and indexing capabilities, and Sybase Enterprise Security functionality, which provides LDAP support, single sign-on, and advanced access control features. The typical installation options are:
 - Adaptive Server Anywhere 8.0
 - Sybase EAServer 4.2.2
 - Sybase Enterprise Security 6.0
 - Sybase Enterprise Portal 6.0, Portal Interface, Portal Studio, and Portal Search

-
- 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. You can install a new search utility, or utilize a search utility that is already installed on your system. The custom installation installs:
 - The selected database (for example, Adaptive Server Anywhere 8.0)
 - 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, Portal Studio, and Portal Search into the selected database and application server
 - The Portal Search installation – allows you to distribute the dynamic reasoning engine (DRE) to one or more remote machines. This option is for users who are performing a multimachine installation. The Search installation installs:
 - Portal Search daemons
 - DRE utility
 - Configuration files
 - License

Installing Enterprise Portal 6.0 – Enterprise Edition

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

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System requirements

Table 2-1 lists 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: System requirements

Platform and OS	Release level	RAM	Disk space	Network protocol	Web browser
Windows 2000 minimum 750Mhz	Service pack 2+	512 MB minimum 2.0G recommended	2.0G minimum	TCP, IPX/SPX, and Named Pipes	To access Portal Interface, use Internet Explorer 5.5 + or Netscape Navigator 7.01+ To access Portal Studio, use Internet Explorer versions 5.5 and 6.0.

Note If you are using Netscape 7.0.x and using HTTPS to protect passwords during login, you must run the 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 installed. <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: <code>isql -Usa -P -Sservername</code> 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: <code>isql -Usa -P -Sservername</code> 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	2000 – Windows 8500 – UNIX	
EP Search Engine index port	2001 – Windows 8501 – UNIX	
<i>EP Access Control Database (ACDB)</i>		
ACDB DBO account user name	acbdbbo for a new installation of Enterprise Portal 6.0 entlbdbbo for an upgrade from 5.x to 6.0	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	dbopswd	Change the default password in the ACDB. See the <i>Enterprise Portal 6.0 Security Guide</i> , Chapter 2, “Setting up Security” for more information.

Component	Default values	Description
<i>EAServer</i>		
EAServer name	Jaguar	
EAServer Administrator user name	jagadmin	Use this user name to log in to the EAServer via Jaguar Manager.
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.
The Portal Studio user name (demo installation on Windows only)	opsuper	Created automatically during demo installation of Portal Studio.
The Portal Studio password (demo installation on Windows only)	Opsuper (the first character is a zero)	Created automatically during demo installation of Portal Studio.

Pre-installation tasks

Before you install Enterprise Portal, you must:

- Verify that you have write permission on the directory where you install the software, and the `x:\tmp\logs` directory (where *x*: is the installation drive).
- Verify that you have 592MB free space in your temporary directory, otherwise the installation fails.

If you do not have enough space in the default temporary directory set by the installer, set the environment variable to redirect to a temporary directory set by you.

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

To redirect your temporary directory, from a DOS command prompt window, enter:

```
EPSetup -is:tempdir c:\temp
```

where *c:\temp* is the directory of your choice.

Finding the domain of the Enterprise Portal machine

Before installation, 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 domain name, contact your system administrator, or at a command prompt, enter:

```
ipconfig/all
```

Your domain displays in the “Connection-specific DNS Suffix” setting.

Installing Enterprise Portal 6.0

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

These instructions are for performing a demo or typical installation. See Chapter 1, “Overview,” for a description of the installation types.

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

❖ Performing a demo or typical installation of Enterprise Portal 6.0

- 1 Close any open applications or utilities.

- 2 Insert the CD labeled “Sybase Enterprise Portal 6.0” in the CD drive. The installer launches automatically. It may take the installer a couple of minutes to launch.

If the installer does not launch automatically:

- Select Start | Run, and enter:

`x:\EPSetup.exe`

where *x*: is your CD drive.

- Or, choose Windows Explorer, select the CD drive, and double-click *EPSetup.exe*.

- 3 Once the installer launches, in the first window, click Here to view the *Release Bulletin*. Click Next to continue.

- 4 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.

- 5 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.

- 6 In the next window, select the type of installation you are performing. If you are installing the demo, go to step 8.

Click Next.

- 7 If you are performing a typical installation, 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.

8 The pre-installation summary window appears and shows:

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

If you performed a typical installation, the window also shows:

- 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.
- Search client settings:
 - Host – name of the machine where Portal Search is installed.
 - Query port – the port number used to connect to the DRE. The default is 2000.
 - Index port – the port number used to connect to the indexing utility. The default is 2001.
- Portal settings
 - Connection URL – the URL used to access Portal Interface.

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.

Click Next.

- 9 You see a series of progress bars. The progress bars 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.”

- 10 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.

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

Click “Readme” to read the Enterprise Portal 6.0 *Release Bulletin*.

Click “here” to connect to the portal. See “Verifying the installation” on page 29.

Click Finish to exit the installer.

Custom installation

The custom installation allows you to utilize a pre-installed ASE database, EAServer, and/or Portal Search.

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 pre-existing 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 a isql session, and at the isql 1> prompt, enter on one line:

```
disk init NAME="portalData",  
PHYSNAME="C:\sybase\data\portalData.dat", VDEVNO=2,  
SIZE="300M"
```

Repeat this command for each device you create.

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

When performing a custom installation that utilizes a pre-existing EAServer:

- You must have EAServer 4.2.2 with the proper patch level installed. If you do not have EAServer 4.2.2 installed, see “Upgrading to EAServer 4.2.2” on page 51.
- Install Enterprise Portal on the same machine on which EAServer is installed.
- You must install into the same *%SYBASE%* directory as the existing EAServer for Portal Search to work.
- 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 Security installation fails.

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 CD labeled “Sybase Enterprise Portal 6.0” in the CD drive.
- 2 If the installer does not launch automatically:
 - Select Start | Run, and enter:

`x:\EPSetup.exe`

where *x:* is your CD drive.

- Or, choose Windows Explorer, select the CD drive, and double-click *EPSetup.exe*.

3 Once the installer launches, in the first window, click “Here” to view the Enterprise Portal 6.0 *Release Bulletin*. Click Next.

4 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.” Click Next.

5 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.

6 In the installation type window, select Custom, and click Next.

7 In the Enterprise Portal Custom Install Overview window, read the information, and click Next.

8 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 pre-existing, installed EAServer on your system.

Click Next.

9 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.”

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.

- 10 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.

11 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.

12 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.

13 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 either 4100 or 5000.
- 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.

14 In the Select a Search Engine window, select either:

- Install a new search – installs a new Sybase Enterprise Portal search engine.

- Choose an existing search – uses a preexisting Enterprise Portal search engine. If you select this option, you must know the connection information for the search engine you select.

Click Next.

- 15 If you are using a preexisting search, go to the next step. If you are installing a new Search, enter the connection information:

- Query Port – the port number used to connect to the DRE. The default is 2000.
- Autoindexer Port – the port number used to connect to the indexing utility. The default is 2001.

Click Next.

- 16 If you are using a preexisting search, enter the connection information:

- Host name or IP Address – the name of the machine where search is installed.
- Query Port Number – the port number used to connect to the DRE. The default is 2000.
- Index Port Number – the port number used to connect to the indexing utility. The default is 2001.

Click Next.

- 17 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 “acdbdbo” for Enterprise Portal 6.0, “entldbdb” for earlier releases of Enterprise Portal.
 - Password – the default is blank. You must set the password you want to use for the database owner. Sybase recommends that you use “dbopswd.”
 - 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. Sybase recommends that you use “123qwe.”
- 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.

18 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.
- Search client settings:
 - Host – name of the machine where Portal Search is installed.
 - Query port – the port number used to connect to the DRE. The default is 2000.
 - Index port – the port number used to connect to the indexing utility. The default is 2001.
- Portal settings
 - Connection URL – the URL used to access Portal Interface.

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.

Click Next.

- 19 The progress bar shows the status of the installation. A message appears: “Installing Sybase Enterprise Portal. Please wait.”
- 20 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.

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

Click “Readme” to read the Enterprise Portal *Release Bulletin*.

Click “here” to connect to Enterprise Portal. See “Verifying the installation” on page 29.

Click Finish to exit the installer.

After installation, temporary files from the installation may remain in %SYBASE%\EAServer\bin. 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*

Reinstalling Enterprise Portal 6.0

Before reinstalling Enterprise Portal, it is recommended that you first perform the uninstallation. See Chapter 5, “Uninstalling Enterprise Portal 6.0.”.

You can perform two different types of reinstallation:

- **Reinstall** – uses the previous choices for the selection of the application server, database, and Portal Search. Replaces the existing Enterprise Portal files, database objects, and the application server Enterprise Portal components. An application server, database server and/or search engine can be installed or reinstalled.
- **Custom reinstall** – allows you to re-select the application server, database, and Portal Search. Replaces the existing Enterprise Portal files, the Enterprise Portal database objects and the application server Enterprise Portal components.

Reinstallation is not supported for a demo installation. If you want to reinstall a demo installation, you must first uninstall the demo installation, then perform the demo installation again.

❖ **Performing the reinstallation**

- 1 Close any open applications or utilities.
- 2 Insert the CD labeled “Sybase Enterprise Portal 6.0” in the CD drive. If the installer does not launch automatically:

- Select Start | Run, and enter:

`x:\EPSetup.exe`

where *x:* is your CD drive.

- Or, choose the Windows Explorer, select the CD drive, and double-click *EPSetup.exe*.

- 3 Once the installer launches, in the first window, click “Here” to view the *Release Bulletin*. Click Next.
- 4 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.” Click Next.

- 5 In the next window, enter the name of the root directory where you previously installed Enterprise Portal, or use the Browse button to select the previous installation location of Enterprise Portal.
- 6 In the installation type window, select Reinstall, and click Next.
- 7 In the next window, enter the connection information for the EAServer originally used to deploy Enterprise Portal 6.0.

Select the installation location of the EAServer you want to use. 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.”

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.

- 8 The next window says the installer has detected a previous installation of Enterprise Security and asks if you want to reinstall Enterprise Security if it is required.

Select Yes, and click Next.

- 9 In the next window, enter the connection information for the database your current installation of Enterprise Portal is using:

- Database Host – the default is the name of the machine where the database is installed.
- Database Port – the port number used to connect to the database. The default is either 4100 or 5000.
- Database Administrator Login Name – the administrator user name used to log in to the database. The default is “sa” for Adaptive Server Enterprise, “dba” for Adaptive Server Anywhere.
- Database Administrator Password – the password of the database administrator. The default is blank for Adaptive Server Enterprise, “SQL” for Adaptive Server Anywhere.

Click Next.

- 10 In the next window, provide the login information for the security database that your current Enterprise Portal installation is using:

- Database Type – the type of database installed. For example, Adaptive Server Anywhere. This appears by default and cannot be changed.
- Database Host – the default is the name of the machine where the database is installed. This appears by default and cannot be changed.
- Database Port – the port number used to connect to the database. This appears by default and cannot be changed.

- Database Name – the name of the security database. This appears by default and cannot be changed.
- Security DBO Login Name – enter the login name for the security database owner.
- Security DBO Password – enter the password the security database owner uses to log in to the security database.

Click Next.

- 11 In the next window, enter the password for the Portal Security Officer, and click Next.
- 12 The next window says the installer has detected a previous installation of Portal Search and asks if you want to upgrade Portal Search. If you are using Portal Search, select Yes.

If you are not using Portal Search or do not want to upgrade the existing Portal Search, select No.

Click Next.

- 13 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.

- 14 The next window shows the pre-installation summary. The summary 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.

- 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.
- Search client settings:
 - Host – name of the machine where Portal Search is installed.
 - Query port – the port number used to connect to the DRE. The default is 2000.
 - Index port – the port number used to connect to the indexing utility. The default is 2001.
- 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 If the installation is successful, you see the Installation Successful window.

Click “Readme” to read the *Release Bulletin* for Enterprise Portal.

Click “here” to connect to Enterprise Portal. See “Verifying the installation” on page 29.

Click Finish to exit the installer.

❖ **Custom reinstallation**

- 1 Insert the CD labeled “Sybase Enterprise Portal 6.0” in the CD drive. If the installer does not launch automatically:

- Select Start | Run, and enter:

`x:\EPSetup.exe`

where *x:* is your CD drive.

- Or, choose the Windows Explorer, select the CD drive, and double-click *EPSetup.exe*.

- 2 Once the installer launches, in the first window, click “Here” to view the *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 install location specified.” Click Next.

- 4 In the next window, enter the name of the root directory where you previously installed Enterprise Portal, or use the Browse button to select the previous installation location of Enterprise Portal.

- 5 In the installation type window, select Custom Reinstall, and click Next.

- 6 In the next window, read the information for performing the custom installation, 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 pre-existing, 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.

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.”

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 either 4100 or 5000.
- Database Administrator Login Name – the administrator user name used to log in to the database. The default is “sa.”
- Database Administrator Password – the password of the database administrator. The default is blank.

Click Next.

- 13 In the Select a Search Engine window, select either:

- Install a new search – installs a new Sybase Enterprise Portal search engine.
- Choose an existing search – uses a preexisting Enterprise Portal search engine. If you select this option, you must know the connection information for the search engine you select.

Click Next.

- 14 If you are using a preexisting search, go to the next step. If you are installing a new Search, enter the connection information:

- Query Port – the port number used to connect to the DRE. The default is 2000.
 - Autoindexer Port – the port number used to connect to the indexing utility. The default is 2001.
- 15 If you are using a preexisting search, enter the connection information:
- Host name or IP Address – the name of the machine where search is installed.
 - Query Port – the port number used to connect to the DRE. The default is 2000.
 - Autoindexer Port – the port number used to connect to the indexing utility. The default is 2001.
- 16 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 releases of Enterprise Portal.
 - Password – the default is blank. You must set the password you want to use for the database owner. Sybase recommends that you use “dbopswd.”
 - 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. Sybase recommends that you use “123qwe.”
 - Validate password – enter the same password again to validate.

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.

17 The next window shows the pre-installation summary. The summary 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:
 - 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.
- Search client settings:
 - Host – name of the machine where Portal Search is installed.
 - Query port – the port number used to connect to the DRE. The default is 2000.

- Index port – the port number used to connect to the indexing utility. The default is 2001.
- Portal settings
 - Connection URL – the URL used to access Portal Interface.

Click Next.

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

19 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.

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

Click “Readme” to read the Enterprise Portal *Release Bulletin*.

Click “here” to connect to Enterprise Portal. See “Verifying the installation” on page 29.

Click Finish to exit the installer.

Post-installation tasks

If you are using HTTPS and redirector, you must install EAServer patch 11650. See “Upgrading to EAServer 4.2.2” on page 51.

❖ Adding a password to *portalsearch.properties*

This procedure is not necessary for Demo installations.

For Portal Search to work, you must add a password to the *portalsearch.properties* file located in
%SYBASE%\EAServer\Repository\WebApplication\search\WEB-INF\classes

- 1 Open *portalsearch.properties* with a text editor, and locate this line:
EAServer Password (none) #####
app.user.password=

- 2 Enter a password for app.user.password=. For example:

EAServer Password (none) #####

app.user.password=<password>

- 3 Save and close the file.

Verifying the installation

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

❖ Running Enterprise Portal Interface

- 1 After installing Enterprise Portal, start Enterprise Portal by clicking on the link on the last installer window, or for a typical or custom installation, you can also 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 the Portal is 8080. If, however, EAServer 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.

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

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

Note The demo installation does not use any services and, therefore, does not start automatically when the machine is restarted. After restarting your machine, you must start Tomcat and Adaptive Server Anywhere manually to access Enterprise Portal. See Appendix A, “Starting and Stopping Sybase Services Manually.”

For a demo installation, the URL is:

`http://demo.sybase.com:4040/onepage/index.jsp`

This brings up 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.
 - Select the appropriate role for the user being created (demo installation only).
- 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

Note You do not need to perform this procedure for a demo installation.

❖ **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 the 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 “labnt”, your portal domain is sybase.com, and your port number is 8080, you enter:

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

This brings up the Portal Studio login page.

- 2 If you performed a typical installation, enter the user name “pso” and the password “123qwe” (the default user name and password assigned during installation).

If you performed a custom installation, enter the user name “pso” and the password that you created for the psd during installation (the default is “123qwe”).

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 to have 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.
 - c When the Edit User Roles window displays:
 - 1 Select StudioAdmin and click Add.
 - 2 Select PortalAdmin, and click Add.
 - 3 Select PortalUser, and click Add.
 - 4 Select ReadAllListAll, and click Add.The installer creates those roles with all permissions.
Click OK.
 - d 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.

Distributing the Enterprise Portal Installation

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

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Distributed installation using the EAServer redirector	46

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, etc. installation.

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 11.

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 demo or typical installation of Enterprise Portal 6.0” on page 7. 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 11.

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 11.

Select No when asked whether to reinstall the portal database.

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 41.

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	<p>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.</p> <p>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.</p>
mail.host	10.22.97.100	mailhost.sybase.com	<p>Name of a machine running a SMTP mail service. Contact your network administrator to find the right machine name for your network.</p>
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
PSTHost	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://windowisma 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 39.
- 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

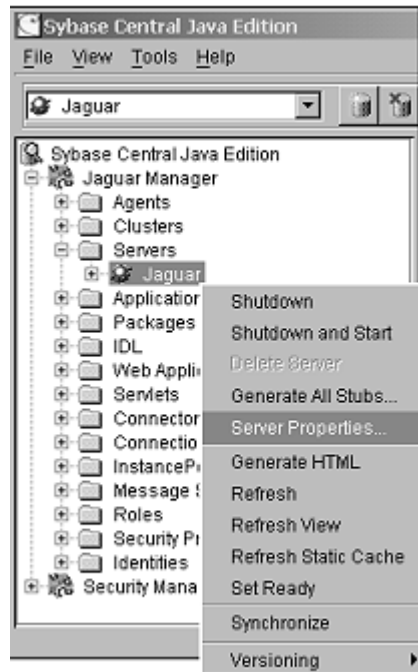
EAServer performs container authentication (that is, *j_security_check*) requests from a software load-balancer. You need to specify the Jaguar server domain property in your HTTP configuration so that the Jaguar server knows to which host to redirect the original request. Otherwise, the Jaguar server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

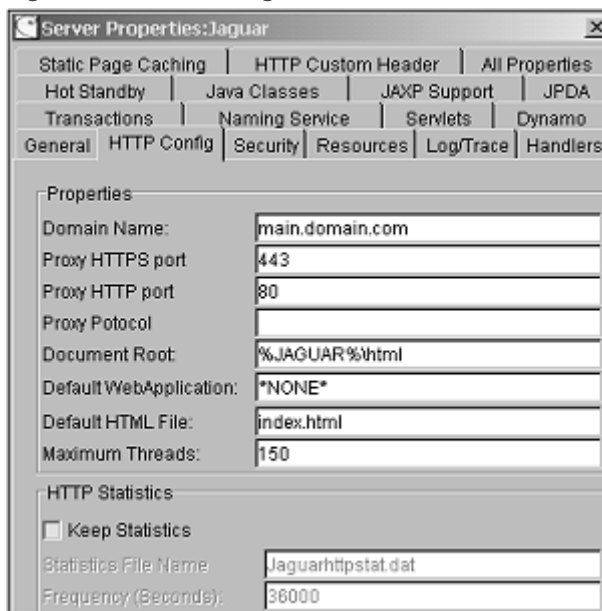
Right-click Jaguar in the Servers folder and select Server Properties as shown in Figure 3-1.

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



Server Properties:Jaguar	
Static Page Caching	HTTP Custom Header
Hot Standby	All Properties
Java Classes	JAXP Support
JPDA	
Transactions	Naming Service
Servlets	Dynamo
General	HTTP Config
Security	Resources
Log/Trace	Handlers
Properties	
Domain Name:	main.domain.com
Proxy HTTPS port	443
Proxy HTTP port	80
Proxy Protocol	
Document Root	%JAGUAR%html
Default WebApplication:	*NONE*
Default HTML File:	index.html
Maximum Threads:	150
HTTP Statistics	
<input type="checkbox"/> Keep Statistics	
Statistics File Name	Jaguarhttpstat.dat
Frequency (Seconds):	36000

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

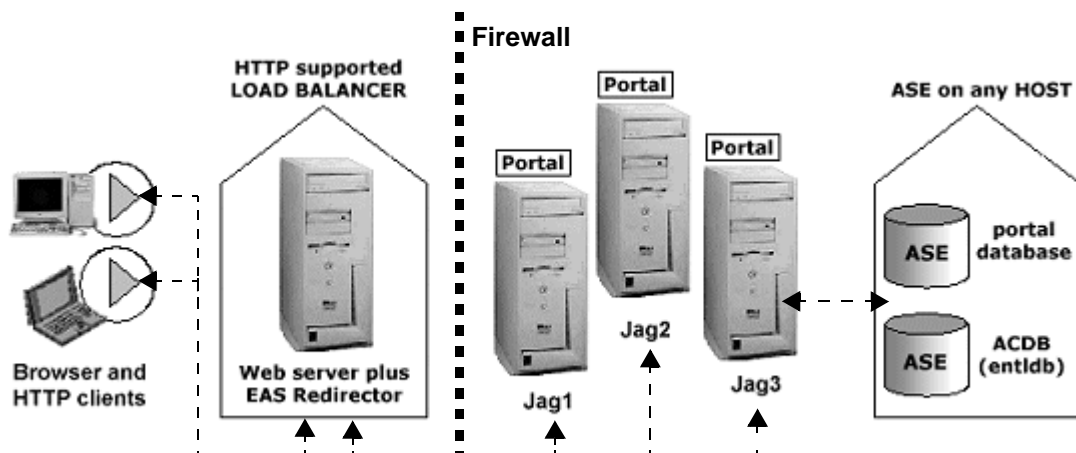


- 5 Perform these steps on each Jaguar server for each portal instance.
- 6 Shut down and restart EAServer. See "Starting and stopping EAServer" on page 73.

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 7.

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.

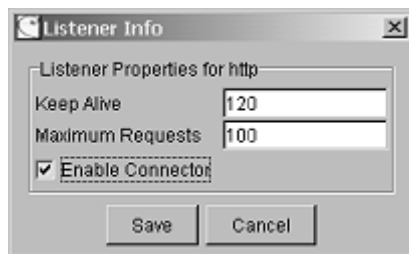
Accept Web server requests

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.

Upgrading from Enterprise Portal 5.x

This chapter describes how to upgrade your Enterprise Portal 5.x, 5.1, or 5.1.1 installation.

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Upgrading from Enterprise Portal 5.x	56
Post-installation tasks	60

Upgrading to EAServer 4.2.2

Make sure you have the product license information available before you run the setup program. If you do not enter license information, or if you enter incorrect license information, the Small Business edition is installed.

Follow the instructions in the *EAServer Installation Guide* and *Release Bulletin* on the *Getting Started* CD for upgrading to EAServer 4.2.2.

To upgrade EAServer:

- 1 Perform pre-installation tasks
- 2 Install EAServer version 4.2.2 over your current EAServer installation
- 3 Perform post-installation tasks
- 4 Apply the applicable EAServer patches

❖ Installing the EAServer patches

If you performed a custom installation into an existing EAServer, Enterprise Portal version 6.0 requires these patches to run:

- EBF 11620

- EBF 11641

If you are using HTTPS and redirector, you must also install EBF 11650.

To make EAServer redirector work properly using a HTTPS connection to EAServer, you must update the certificate store at the Jaguar client side on the machine where the Web server is running.

Run the following command at the Jaguar client side where the Web server is running:

```
upgrade -pin sybase -client $JAGUAR
```

Before installing the EAServer 4.2.2 patches, you must shut down Agent Manager. To shut down Agent Manager:

From a command prompt window, run:

```
%SYBASE%\AgentManager-3_0_0\bin\am_stop.bat
```

- 1 Shut down EAServer and close Jaguar Manager. See “Starting Jaguar Manager” on page 73.
- 2 Back up `%JAGUAR%\java\lib\easeclient.jar`.
- 3 Insert the Sybase Enterprise Portal 6.0 CD. When the installer launches, click Cancel. In the pop-up window, click Yes to exit the installer.
- 4 The EAServer 4.2.2 patches are located in the *EASPatch* subdirectory of the Enterprise Portal 6.0 CD. Copy *EASPatch.jar* to `%JAGUAR%`. Read *EBF11583.txt* for the instructions for applying the EAServer patch.

Note EBF 11650 is not available on the Enterprise Portal CD. You must download it from the Sybase Web site at <http://www.sybase.com>.

- 5 Restart EAServer and Jaguar Manager.

Copying Autonomy shared libraries to the new EAServer 4.2.2 shared directory

EAServer 4.2.2 uses a different “shared” directory than EAServer 4.1.2:

- EAServer 4.1.2 shared directory – `%SYBASE%\EAServer\shared`
- EAServer 4.2.2 shared directory – `%SYBASE%\Shared`

The JRE resides in the shared directory. To enable the EP search portlets to work, the Autonomy shared library file must reside in the appropriate JRE subdirectory.

❖ **Copying the Autonomy shared library to the new EAServer shared directory**

This step is specific to JDK 1.3. If you are using JDK 1.4 or your own JDK, you need to copy the Autonomy library file to the same relative location of the JDK being used.

- Copy *autonomyJNI.dll* from `%JAGUAR%\shared\sun\jdk\jdk1.3\jre\bin` to `%SYBASE%\Shared\jdk1.3.1_06\jre\bin`.

Pre-upgrade tasks

Before you upgrade to Enterprise Portal 6.0, perform these pre-upgrade steps.

- 1 You must have upgraded to EAServer 4.2.2 prior to running the upgrade. See “Upgrading to EAServer 4.2.2” on page 51.
- 2 Adaptive Server Enterprise must be running before performing the upgrade. See “Starting Adaptive Server Enterprise” on page 72.
- 3 Back up your existing Enterprise Portal installation (5.0, 5.0.x, 5.1, or 5.1.1).
 - a Back up the following portal databases. You must shut down EAServer, back up the databases, then restart EAServer. See “Starting and stopping EAServer” on page 73.
 - `portalsearchdb` – search database
 - `portaldatabase` – portal database
 - `entldb` – Enterprise Security Access Control Database (ACDB)

Note To ensure a successful restoration, create separate dump devices for each database.

Refer to your Adaptive Server Enterprise documentation for information about backing up databases.

- b Back up your EP 5.0, 5.0.x, 5.1, or 5.1.1 %SYBASE%\PortalSearch-5_0 directory, then stop and restart the Portal Search and Autoindexer processes or services. Refer to your Enterprise Portal 5.x documentation for instructions on starting and stopping services.
- 4 Verify that the `acdbData` and `acdbLog` devices exist. From the `isql 1>` prompt, enter:

```
select * from master.dbo.sysdevices
go
```

If the devices are not listed, you must create them. The `acdbData` device must have a size of at least 100MB, and the `acdbLog` device must have a size of at least 25MB.

For example, to create the `acdbData` device, at the `1>` prompt, enter:

```
disk init NAME="acdbData",
PHYSNAME="C:\sybase\data\acdbData.dat",
SIZE="51200,"
VDEVNO=10
go
```

- 5 Verify that the `%JAGUAR%` environment variable is set.

- a In a DOS command prompt window, enter:

```
set JAGUAR
```

The current setting for this variable displays in the DOS window.

- b If `%JAGUAR%` is not set, set it to `%SYBASE%\EAServer`.

In a DOS command prompt window, enter:

```
set JAGUAR=%SYBASE%\EAServer
```

- 6 Verify that you have write permission on the directory where you install the software.
- 7 Verify that “WINNT” and “WINNT\system32” are in your PATH. In a DOS command prompt window, enter:

```
path
```

If “WINNT” and “WINNT\system32” are not in your PATH, add them.

- 8 Create a CLASSPATH that lists only the current directory.

In a DOS command prompt window, enter:


```
set classpath=
```

- 9 **Note** You need to perform this step only if you are going to install the Content Explorer. If you do not want to install Content Explorer, or if you are upgrading from EP 5.1 and already installed Content Explorer, this step is unnecessary.

Verify that an iiop port exists in EAServer. If not, define one.

- a Start EAServer.

In the Windows Explorer, navigate to `%JAGUAR%\bin\` and double-click `serverstart.bat`.

- b Start Jaguar Manager. See “Starting Jaguar Manager” on page 73.

- c From Jaguar Manager connect to the Jaguar server.

- d In the Jaguar Manager tree view, select Jaguar Manager | Servers | Jaguar Listeners.

- e Verify that an iiop port exists.

- If the iiop port exists, go directly to the next step.
- If the iiop port does not exist, right click the Listeners folder in the tree view, select New Listener from the pop-up and continue with this procedure.

- f When the New Listener dialog box appears, enter the listener name and click Create New Listener.

- g When the Listener Info dialog box displays, complete the fields:



- 1 Protocol – select “iiop”.

- 2 Host – this field displays the name of the machine where this Jaguar server is installed.
- 3 Port – enter 9000.
- h Click Save, then exit Jaguar Manager.
- 10 Verify the machine name where Enterprise Portal 5.0, 5.0.x, 5.1, or 5.1.1 is installed.
 - a Select Start | Settings | Control Panel and click the System icon.
 - b Select the Network Identification tab. The full computer name displays.

Note Before you begin the upgrade, ensure that you are not editing, displaying, or deleting any services. You must also close the Services window. If any of the services needed by Enterprise Portal are open, or if the Services window is open, the installer is unable to update the services used by Enterprise Portal.

Upgrading from Enterprise Portal 5.x

❖ Performing the upgrade

- 1 Close any open applications or utilities.
- 2 Insert the CD labeled “Sybase Enterprise Portal 6.0” in the CD drive. If the installer does not launch automatically:
 - Select Start | Run, and enter:

```
x:\EPSetup.exe
```

where *x:* is your CD drive.
 - Or, choose the Windows Explorer, select the CD drive, and double-click *EPSetup.exe*.
- 3 Once the installer launches, in the first window, click “Here” to view the *Release Bulletin*. Click Next.
- 4 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.” Click Next.

- 5 In the next window, enter the name of the root directory where you previously installed Enterprise Portal, or use the Browse button to select the previous installation location of Enterprise Portal.
- 6 In the installation type window, select Upgrade, and click Next.
- 7 In the next window, enter the connection information for the EAServer originally used to deploy Enterprise Portal 6.0.

Select the installation location of the EAServer you want to use. 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.

Enter:

- Login Name – the user name used to log in to EAServer. By default, this is “jagadmin.”
- 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.

- 8 The next window says the installer has detected a previous installation of Enterprise Security and asks if you want to reinstall Enterprise Security if it is required.

If you are using Enterprise Security, select Yes, and click Next.
- 9 In the next window, enter the connection information for the database your current installation of Enterprise Portal is using:

These fields are filled in automatically:

- Database Host – the default is the name of the machine where the database is installed.
- Database Port – the port number used to connect to the database. The default is either 4100 or 5000.

Enter:

- Database Administrator Login Name – the administrator user name used to log in to the database. The default is “sa.”
- Database Administrator Password – the password of the database administrator. The default is blank.

Click Next.

- 10 In the next window, provide the login information for the security database that your current Enterprise Portal installation is using:

- Database Type – the type of database installed. For example, Adaptive Server Anywhere. This appears by default and cannot be changed.
- Database Host – the default is the name of the machine where the database is installed. This appears by default and cannot be changed.
- Database Port – the port number used to connect to the database. This appears by default and cannot be changed.
- Database Name – the name of the security database. This appears by default and cannot be changed.
- Security DBO Login Name – enter the login name for the security database owner. The default is “entldbbo”.
- Security DBO Password – enter the password the security database owner uses to log in to the security database. The default is “dbopswd”.

Click Next.

- 11 In the next window, enter the password for the Portal Security Officer, and click Next.

The default password is “123qwe”.

- 12 The next window says the installer has detected a previous installation of Portal Search and asks if you want to upgrade Portal Search. If you are using Portal Search, select Yes.

If you are not using Portal Search or do not want to upgrade the existing Portal Search, select No.

Click Next.

- 13 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.

- 14 The next window shows the pre-installation summary. The summary shows:
- 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.
 - Search client settings:
 - Host – name of the machine where Portal Search is installed.

- Query port – the port number used to connect to the DRE. The default is 2000.
- Index port – the port number used to connect to the indexing utility. The default is 2001.
- 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: “Please wait. Testing portal connection. This could take a few minutes.”
- 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 If the installation is successful, you see the Installation Successful window.

Click “Readme” to read the Enterprise Portal *Release Bulletin*.

Click “here” to connect to Enterprise Portal.

Click Finish to exit the installer.

Post-installation tasks

After performing the upgrade to Enterprise Portal 6.0, there are some additional steps you must complete.

Note After upgrading from EP 5.1.1 to 6.0, the Studio users’ names need to be in all uppercase when creating them in Security. All user names for Studio are created in uppercase in the database. If you are using the same user from an earlier release of Enterprise Portal, the user name must be re-created using all uppercase letters.

Editing the *oem.xml* file

After performing the upgrade, the *oem.xml* file is restored to its pre-upgrade state. This causes a delay of up to 15 minutes if you use click-across. You must edit *oem.xml* so that the cache refresh interval is set to “Daily.” To do this:

- Go to `%SYBASE%\EAServer\Repository\WebApplication\onepage\config`, and open the *oem.xml* file with a text editor.
- Locate “cache_refresh_interval”, and edit it so that it looks like this:

```
cache_refresh_interval="Daily"
```
- Save and close the file.

Updating the *security.properties* file

If auditing is enabled, you must update the *security.properties* file after performing the upgrade, or users are not able to log in to Enterprise Portal.

Go to `%EAServer%\java\classes\com\sybase\ep\security` and open the *security.properties* file with a text editor.

Locate the “INSERT Audit(recordType, subjectID, timeStamp, auditData) VALUES (?, ?, ?, ?)” line, and change it to:

```
INSERT Audit(recordID, timeStamp, auditData) VALUES  
({1}, {2}, {3})
```

Updating Studio user roles

The security database schema is different in Enterprise Portal 6.0, so after upgrading to Enterprise Portal 6.0, the Studio user roles from your Enterprise Portal 5.0 installation are not updated by the installer. You must re-create the Studio user roles from your Enterprise Portal 5.x installation. See “Creating a new user to access Studio assets and security” on page 31.

Updating J2EE roles

Some of the J2EE roles you created under Studio->Manage->Studio->Roles may not be visible after the upgrade. Those roles are all still available but do not display because some new information Enterprise Portal 6.0 expects on roles is missing.

To correct this, log in to Portal Studio and create a new portlet of any kind. During the Save operation you will see the Properties sheet and on that sheet will be listed all “Available Roles”. Use the Add All button to assign all roles to this portlet, and proceed with the save. Once these roles are referenced, the additional necessary information is automatically created for these roles.

The next time you go to Manage->Studio->Roles, those old roles will display correctly.

Merging changed files

The installer does not perform upgrade operations on cobrand specific files or data. After the upgrade you may need to merge the new login portlets with each cobrand’s login portlet to access the new functionality provided. In addition, any files you copied from onepage into your co-brand must be manually merged with the changes provided in the corresponding files with the upgrade to 6.0.

Note You only need to perform this procedure if you want to preserve settings or customizations from a previous EP installation.

After the upgrade completes successfully, you may see a list of files that you must merge manually. These files were changed by you after you installed EP 5.0, 5.0.1, or 5.1.1, and modified by Sybase for Enterprise Portal 6.0.

The changes you made have been preserved in the backup WAR file located in `%SYBASE%\PortalStudio\update-EP6_0\backups\onepage.war_XX`.

The files that have been changed by both you and Sybase are written to:

- `%SYBASE%\PortalStudio\upgrade-EP-6_0\onepage-both-chgs_XX.lst`
- `%SYBASE%\PortalStudio\upgrade-EP-6_0search-both-chgs_XX.lst`

XX is a date/time stamp in the format “YYYYMMDDhhmm” that indicates when you ran the upgrade or when the file was generated. If you run the upgrade more than once, there are multiple copies of these files—use the earliest version for your changes.

Note The *XX* in the *onepage-both-chgs_XX.lst* and *search-both-chgs_XX.lst* files and the back up WAR files correspond to each other. The files with the same date/time stamp should be used together.

❖ **Merging changed files**

- 1 Expand the backed up WAR file into a temporary directory.
 - a Open the Windows Explorer.
 - b Select an existing temporary folder—for example, *c:\WINNT\temp*—or create a new temporary folder.
 - c Because the *jar* utility expands the file to the directory in which you are located, change to the temporary directory and expand the WAR file. In a DOS window, enter:

```
cd c:\WINNT\temp\  
jar xvf %SYBASE%\PortalStudio\update-EP6_0\  
backups\onepage.war_XX
```

XX is a date/time stamp in the format “YYYYMMDDhhmm” that indicates when you ran the upgrade or when the file was generated. If you run the upgrade more than once, there are multiple copies of these files—use the earliest version for your changes.

- 2 For each file in the *onepage-both-chgs_XX.lst* file, use a file merge utility to reintegrate your 5.0, 5.0.x, 5.1, or 5.1.1 portal changes into your new 6.0 portal.

Note If you do not own a file merge utility, perform an Internet search for “file merge utility”. The search results let you access dozens of file merge utilities, many of which are shareware.

For example, if you made changes to the *login.jsp* file, you could enter the following using *filemerge* (a Solaris file merge utility):

```
cd $SYBASE/EAServer/Repository/WebApplication/onepage  
filemerge fw/baseApps/fwlogin/login.jsp /tmp/fw/baseApps/  
fwlogin/login.jsp
```

After saving and testing the merge, copy the new file to:

```
$SYBASE/EAServer/Repository/WebApplication/onepage/fw/baseApps/  
fwlogin/login.jsp
```

- 3 Shut down and restart EAServer. See “Starting and stopping EAServer” on page 73.

Upgrading co-brands

If you created a co-brand with 5.0, 5.1, or 5.1.1, you need to perform this procedure so that users can log in to the co-brand.

- 1 Log in to Portal Studio using the valid Studio user login associated with the default co-brand.
- 2 Export the portlets.
- 3 Log in to the Studio using a StudioAdmin or PortalAdmin user associated with the co-brand you created.
- 4 Import the portlets.
- 5 Delete any unwanted newly imported portlets.

Note Do not delete the login portlet!

- 6 Update your guest page to contain the new version of the login portlet.
- 7 Update the guest page in the Portal.

Migrating the Portal from page mode to page group mode

In previous releases of Enterprise Portal, you could not define page groups in Portal Studio. In Enterprise Portal 6.0, you can work with system page groups within Portal Studio. Portal Interface users can create their own page groups to contain the pages they create, or catalog pages. The page groups defined within Portal Studio can be exported and subsequently imported to Portal Interface. No modifications can be made to the page groups created under the Portal Interface user’s view derived from the system page groups.

To migrate a Portal that is in Page Mode requires the Portal administrator to organize all the available default pages into page groups using Portal Studio. These page groups should be assigned roles appropriate to the pages they hold.

❖ **Migrating to page group mode if you do not use a separate database for development and production**

- 1 Start Portal Studio using the following URL, substituting your host name and domain:

`http://%HOSTNAME%.%PORTALDOMAIN%:8080/onepage/index.html`

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

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

- 2 Point Portal Studio to the database Portal Interface uses. Even though the Portal is running in page mode, the Studio can create and edit page groups.

❖ **Migrating to page group mode in a development environment separate from the production Portal**

- 1 Run the development Portal with page group mode turned on.
- 2 Organize related default pages into appropriate page groups and issue an update user operation.
- 3 Log in to the development Portal and preview the page groups the Portal Interface users see. When the page group creation process is complete, export the newly created page groups and use this XML file for importing to the production Portal.

During the update process, existing Portal Interface users see:

- All exported page groups that the user has permission for are created as a page group bearing the name of the page group. All pages within the page group that the user has permission for are created as pages within the page group.
- All default pages that the user has within the current set of page groups are removed. These page groups are tagged as user page groups, and they can only contain catalog or user-created pages.

Adding asset types to the security database

Enterprise Portal does not automatically add certain asset types. You can add them by running this script:

`%SECURITY%\samples\management\CreateAssetAndAccessTypes.java.`

The script creates these asset types:

- X509Cert
- System
- Server
- Database
- Browser
- Tables
- Columns
- Methods
- Flow

There are a few internal-only asset types that are not added by the script:

- AuthorizationInfo
- AuthURL
- Profiles
- Rules
- PortalProfileAssetPackage
- PortalLogin
- AuthService
- AuthName
- AuthCredential
- ManagedObject

You can add these manually by modifying the sample script. Upgrade installations preserve the existence of all of the asset types listed, as well as any asset types you add.

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Uninstalling Enterprise Portal 6.0

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

1 Go to `%SYBASE%\uninstallers\` and execute `EPUninstall.exe`.

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
- Removes search engine if EP installed it

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 demo or typical installation, go to step 6.

- 4 In the next window, enter the connection information for the EAServer you are uninstalling.

Select the installation location of the EAServer from the “Select Install Location” drop-down menu.

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”.

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’s 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 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 login 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. If you performed typical installation, the default is null (blank).

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 73.

- 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

You must drop the database devices `portalData`, `portalLog`, `acdbData`, and `acdbLog`. 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
sp_dropdevice acdbData
go
sp_dropdevice acdbLog
go
```

- See “Reinstalling Enterprise Portal 6.0” on page 18.

Removing the `\tmp` directory

After performing the uninstallation, using the login of the Enterprise Portal user who performed the installation, remove the base working directory referenced in the `WorkRoot` attribute in `global.properties.xml`. By default, this is `\tmp`.

On Windows, if no drive letter is specified, the directory is created in the root directory of the drive EAServer is running on. For example, if EAServer is running from drive E and `WorkRoot` is set to `/tmp`, the directory is `e:\tmp`. If EAServer is running on E and `WorkRoot` is set to `C:\tmp`, then the directory is `c:\tmp`.

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.

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Starting and stopping Adaptive Server Anywhere

Note If you have a demo installation, you must start and stop Adaptive Server Anywhere by using the `startdb.bat` and `stopdatabase.bat` scripts located in the Enterprise Portal installation directory.

- 1 From Start | Settings | Control Panel | Administrative Tools | Services, select Adaptive Server Anywhere – ASAPortal from the list of services.
- 2 From the Action menu, select Start | Stop.

Starting and stopping Tomcat

- 1 To start Tomcat, go to the Enterprise Portal installation directory, open a command prompt window, and enter:

```
starttomcat.bat
```

- 2 A new window launches. You can minimize the window when you see:
Starting service Tomcat-Apache
Apache Tomcat/4.0.4

- 3 To stop Tomcat, go to the Enterprise Portal installation directory, open a command prompt window, and enter:

```
stoptomcat.bat
```

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 From the Windows task bar on Windows 2000, select Start | Settings | Control Panel | Administrative Tools | Services.
- 2 Locate Sybase SQLServer in the list of services, and highlight it.
- 3 From the Action menu, select Start.

Shutting down Adaptive Server Enterprise and Backup Server

- 1 Go to the %SYBASE%\OCS-12_5\bin directory.
- 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 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 before you can install Security, Portal Search, Portal Interface, and Portal Studio.

❖ Starting EAServer

- 1 Navigate to `%JAGUAR%\bin`, where JAGUAR is the EAServer installation directory.
- 2 Run `serverstart.bat` in a DOS command window.

❖ 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.

❖ **Starting Jaguar Manager**

- 1 Open a DOS command prompt window and go to %JAGUAR%\bin.
- 2 Run *jagmgr.bat*.
- 3 Select Jaguar Manager, then under Tools, select Connect | Jaguar Manager.
- 4 On the connection screen, enter:
 - User Name: *jagadmin*
 - Password: *leave blank*
 - Host Name: *your machine name*
 - Port Number: *9000*

Click Connect.

- 5 Double-click the Jaguar icon to view the property folders.

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 and stopping the DRE

The Dynamic Reasoning Engine (DRE) starts automatically during the initial installation and configuration of Enterprise Portal.

❖ **Starting the DRE**

- 1 Select Start | Settings | Control Panel.
- 2 Double-click Administrative Tools, then double-click the Services.
- 3 When the Services dialog appears, scroll down the list and click Sybase Portal Search – Query Helper, then click Start.

- 4 When the Status changes to “Started,” close the service window.

❖ **Stopping the DRE**

- 1 Select Start | Settings | Control Panel.
- 2 Double-click Administrative Tools, then double-click Services.
- 3 When the Services dialog appears, scroll down the list and click Sybase Portal Search – Query Helper, then click Stop.
- 4 When the Status becomes blank, close the service window.

Once the DRE is running, you can use the DRE administration tool (Windows only) or the automatic indexing utility to index your database files and prepare them for searches. For information on the automatic indexing utility, see Appendix C, “Setting up Automatic Indexing and Search Functionality,” in the *Enterprise Portal Developer’s Guide*.

Starting the DRE administration tool

The DRE administration tool performs the indexing and administration tasks required by the DRE. The DRE must be running before you use the administration tool.

This tool is supplied with both Windows and UNIX, but you must run the executable from a Windows machine. If your Sybase installation is on UNIX, copy the `$SYBASE/PortalSearch/Engine/nt` subdirectory from UNIX to Windows.

Online help is available in the DRE administration tool.

❖ **Starting the DRE administration tool**

- 1 Select Start | Run.
- 2 Using Windows Explorer, navigate to `%SYBASE%\PortalSearch\Engine` and double-click `PortalSearchqueryhadmin.exe` to start the program.
- 3 To modify the host and query port, click Change DRE Settings.
- 4 In the Change DRE Settings dialog box, enter:
 - Host Name or IP Address – machine where the DRE is running.
 - Query Port – the default is 2000.
- 5 Click OK. The DRE administration tool connects to the DRE.

Starting and stopping the automatic indexing utility

The automatic indexing utility is part of Enterprise Portal’s concept-based search service. Use the indexing utility to schedule the indexing of documents in specified data sources. You must index the data sources before you can search them.

The automatic indexing utility runs continuously and performs operations from one or more queue files or directories. You specify the names of the queue files or directories in the *PortalSearchautoindexer.cfg* file.

For information on the automatic indexing utility, see Appendix C, “Setting up Automatic Indexing and Search Functionality,” in the *Enterprise Portal 6.0 Developer’s Guide*.

The automatic indexing utility—Sybase Portal Search – Auto Indexer—runs as a service on Windows. If you need to start the automatic indexing utility manually, verify that you have read/write permission for the *PortalSearch* directory.

❖ Starting the automatic indexing utility

- 1 Select Start | Settings | Control Panel.
- 2 Double-click the Administrative Tools icon, then double-click the Services icon.
- 3 When the Services dialog appears, scroll down the list and click Sybase Portal Search – Auto Indexer to select that service, then click Start.
- 4 When the Status changes to “Started,” close the service window.

❖ Stopping the indexing utility

- 1 To stop the auto indexer utility, select Start | Settings | Control Panel.
- 2 Double-click the Administrative Tools icon in the Control Panel, then double-click the Services icon.
- 3 In the Services dialog box, scroll down the list and click Sybase Portal Search – Auto Indexer, then click Stop.
- 4 When the Status becomes blank, click Close.

Starting Securetool

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

- To start Securetool, from a DOS command prompt window, enter:

```
%SECURITY%\bin\securetool.bat
```


Manually Upgrading the Databases

This chapter describes how to manually upgrade the databases in a production environment so that the production database is synchronized with the other databases in the environment without affecting the EAServers.

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Upgrading the databases

- Machine 1 For this example of a distributed environment setup, machine 1 (M1) is the machine where Adaptive Server Enterprise and EAServer for Enterprise Portal 5.x are installed.
- Machine 2 Machine 2 (M2) is the machine where EAServer for Enterprise Portal 6.0 is installed.
- Machine 3 Machine 3 (M3) is the machine where Adaptive Server Enterprise for Enterprise Portal 6.0 is installed.

❖ Backing up and restoring the databases

Before upgrading the portal and security databases, you must back up the databases from your Enterprise Portal 5.x installation and restore them on your Enterprise Portal 6.0 installation. For information about backing up and restoring databases, see chapter 27 “Backing and Restoring User Databases” of the *Adaptive Server Enterprise 12.5 Administrative Guide, Vol 2*.

- 1 Dump the portal database (portaldatabase) from your Enterprise Portal 5.x installation on machine 1.

- 2 Dump the security database (entldb) from your Enterprise Portal 5.x installation on machine 1.
- 3 Create the portal database devices portalData with a size of 300MB and portalLog with a size of 100MB on machine 3.
- 4 Create the new portalDatabase on the database devices created in the previous step.
- 5 Load the databases from the dump created in step 1.
- 6 Create the entldb database devices securitydata with a size of 300MB and securitylog with a size of 100MB on machine 3.
- 7 Create the new entldb database on the database devices created in the previous step.
- 8 Load the entldb database created from the dump created in step 2.

❖ Upgrading the security database

- 1 Copy the .enk file located in %SYBASE%\Security-2_5 from your Enterprise Portal 5.x installation on machine 1 to %SYBASE%\Security in your Enterprise Portal 6.0 installation on machine 2.
- 2 Create a tmp directory under %SYBASE%\Security under your Enterprise Portal 6.0 installation on machine 2.
- 3 Copy the security.properties file located in %SYBASE%\EAServer\java\classes\com\Sybase\ep\security from your Enterprise Portal 5.x installation on machine 1 to the tmp directory you created in the previous step on machine 2 and point it to the location in the response file.
- 4 Create a upgrade.res file to match your environment and place it in the Enterprise Portal 6.0 setup under %SYBASE%\Security\bin. See the sample at the end of the appendix.
- 5 Go to %SYBASE%\Security\bin, and remove the existing acdb database if it exists by entering:

```
securetool.bat removedb @upgrade.res
```

After running this command verify that the acdb database and associated device files are gone.

Note Securetool cannot remove the device files when running over a network.

- 6 Create a new acdb by entering:

```
Securetool.bat createschema @upgrade.res
```

This creates a new acdb without any data in it for upgrading into.

- 7 Upgrade the acdb database by entering:

```
Securetool.bat upgradedb @upgrade.res
```

- 8 If you have not upgraded the EAServer to Enterprise Portal 6.0, you must perform this step. At the command line, enter:

```
Securetool.bat deploymw @upgrade.res
```

Then, enter:

```
Securetool.bat deploym @upgrade.res
```

❖ Upgrading the portal database

- Execute the scripts located in %SYBASE%\PortalStudio\database\ASE in your Enterprise Portal 6.0 installation against the new databases created in the procedure above. The scripts are:
 - *Catalina_upgrade-to_5.1.1.sql*
 - *Catalina_upgrade5.1_to_6.0.sql*
 - *Catalina_stored_procs.sql*

❖ Running InstallStudioSecurity

- 1 Before running the *installStudioSecurity.bat*, set JAVA_HOME and verify the connection cache is pointing to the newly upgraded Security database.
 - a Start Jaguar Manager and log in as “jagadmin.”
 - b Click Connection Cache, then click on secDboCache.

The cache properties window opens. Verify the connection cache is pointing to the security database you just upgraded.
- 2 From the machine where Enterprise Portal 6.0 is installed, go to %SYBASE%\EAServer\Repository\WebApplication\onepage\bin\InstallStudio.bat and execute:

```
InstallStudioSecurity (iiop://<host>:<port>  
<username> <password>)
```

Where *<host>* is the name of the machine where EAServer is installed, *<port>* is the port number for EAServer (the default is 9000), *<username>* is the security admin user (the default is “pso”), and *<password>* is the password for the security admin user (the default is “123qwe”).

Post-upgrade tasks

- Verify the *global.properties* file located in *%SYBASE%\EAServer\Repository\WebApplication\onepage\config* is pointing to the newly updated portal database.
- Verify the *epstudio.xml* parameter in the *global.properties* file is set to true.
- Manually update *security.properties* which is located in *%SYBASE%\EAServer\java\classes\com\sybase\ep\security*.

```
EaserverRolemap.epdefault_3.epdn=rl\=PortalGuest,o\  
=sybase,c\=us  
EaserverRolemap.epdefault_3.jagrole=PortalGuest
```

Sample response file (upgrade.res)

Before creating the response file, you must know:

- The name of the machine hosting your database server.
- The full path for your Sybase installation directory.
- The password for the *entldb* account on your Adaptive Server Enterprise.
- The system administrator password for your Adaptive Server Enterprise.

Using the text below as an example, create a file named *upgrade.res* containing all these properties with values that pertain to your installation.

```
JDBC_URL=jdbc:sybase:Tds:<ASEHOST>:5000\acdb  
JDBC_ADMIN_USERNAME=sa  
JDBC_ADMIN_PASSWORD=  
DATABASE_TYPE=sybase_ase  
ASEDB_LOGSIZE=100
```

```

ASEDB_DATASIZE=100
ASEDB_PAGESIZE=2048
ASEDB_TRUNC_ON_CHECKPOINT=true
ENTLDB_USERNAME=acbdbbo
ENTLDB_PASSWORD=dbopswd
ROOTORG_NAME=sybase
PSOENAME=Portal Security Officer
PSOUID=pso
PSO_PASSWORD=123qwe
GUEST_PASSWORD=guest
WEBPLUGIN_PASSWORD=sybase
PORTALADMIN_PASSWORD=sybase
POPULATE_ONLY=false
# Contact person for organization
ROOTORG_CONTACT=admin
# Contact address for organization
ROOTORG_ADDRESS=Dublin
# Description of organization
ROOTORG_DESC=Sybase
ROOTORG_COUNTRY=us
# Portal Security Officer's email
PSOEMAIL=pso@sybase.com
# Portal Security Officer's Phone
PSOPHONE=1234556
OUTPUT_ENKFILE=%SYBASE%\Security\.enk
RANDOM_SEED=1000
ENKFILE=%SYBASE%\Security\.enk
SHARED_DIR=%SYBASE%\shared
SECURITY_DIR=%SYBASE%\Security\
EASERVER_DIR=%SYBASE%\EAServer
EASERVER_HOST=M2
EASERVER_PORT=9000
EASERVER_USERNAME=jagadmin
EASERVER_PASSWORD=
EASERVER_SERVERNAME=Jaguar
EASERVER_RESTART=false
DNS_DOMAIN=sybase.com
HTTP_PORT=8080
HTTPS_PORT=8081
OVERWRITE=true
SECURITY_PROPERTIES_FILE=%SYBASE%\Security\tmp\security.properties
ENTLDB_JDBC_ADMIN_USERNAME=sa
ENTLDB_JDBC_ADMIN_PASSWORD=
ENTLDB_JDBC_DRIVER=com.sybase.jdbc2.jdbc.SybDriver
ENTLDB_JDBC_URL=jdbc:sybase:Tds:<ASEHOST>:5000\entldb

```

```
ROOTORG_NAME=sybase  
ROOTORG_COUNTRY=us
```

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
UNIX Windows	Unable to locate ACDB on data server machine.	If you rebuild the master database for Adaptive Server, you must reconfigure the Security Services.
UNIX Windows	When upgrading you receive an “Problem determining DB device” error after entering the security database owner’s login information and clicking Next.	<p>Verify that the acdbData and acdbLog devices exist. You can verify this by opening an isql session. At the 1> prompt, enter:</p> <pre>select * from master.dbo.sysdevices go</pre> <p>If the devices are not listed, you must create them.</p>
UNIX Windows	Upgrade fails	<p>If your current Enterprise Security installation is version 2.5.2, check the upgrade log file. The upgrade fails if duplicate copies of the same user name exist in the security database. If this is the reason for the failure of the upgrade, you see something similar to this in the upgrade log:</p> <p>“Attempt to insert duplicate key row in object ‘Subject’ with unique index ‘AK_SUBJECTUID_SUBJECT”</p> <p><i>Workaround:</i> Use the EP 5.0 SecurityAdminGUI to delete duplicate user names, then run the upgrade installation again.</p>
UNIX 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 timezone are in sync.
UNIX Windows	Cannot install Enterprise Portal in the Portal Search directory	<p>If you perform a “Search Only” installation, you cannot subsequently install the full Enterprise Portal into the same installation directory. You must:</p> <ul style="list-style-type: none"> • Install into a different directory, or • Uninstall Search, then install Enterprise Portal
UNIX Windows	Search doesn’t start after upgrade	<p>If you have a previous installation of Portal Search that has never been started, and then upgrade Portal Search to version 6.0, you must delete <i>portalsearchqueryh.cfg</i>, which is located in <i>%SYBASE%\PortalSearch-5_0/Engine</i>.</p> <p>After deleting this file, you can start Search.</p>

Platform	Problem description	Workaround
UNIX Windows	Portal Interface catalog does not display correctly after reinstallation	<p>When performing a manual uninstallation, you must:</p> <ul style="list-style-type: none"> • Clean out the WORKROOT directory (<i>x:\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

Platform	Problem description	Workaround
Windows 2000	Files are left on system after uninstall.	Manually delete remaining files.
Windows 2000	Installation fails with “Invalid directory” error.	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.
Windows 2000	Installation fails with “access denied” error messages.	Verify that you have write permission on <i>C:\WINNT\System32\drivers\etc\hosts</i>

Enabling Multibyte Character Support

Follow the instructions in this section 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.

Windows

- 1 Change 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.exe -Usa -P -S<servername> binary.srt eucgb
```

- 2 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>
sp_configure "default character set id", 170, bin_eucgb
go
shutdown
go
```

- 3 Restart Adaptive Server twice:

```
cd %SYBASE%\ASE-12_5\install
.\RUN_<servername>.bat
.\RUN_<servername>.bat
```

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

- 4 Install Portal Studio, Interface, and Search. See “Installing Enterprise Portal 6.0” on page 7.

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