Installation Guide and Release Bulletin OmniQ™ 3.0 Enterprise Edition for Windows 2000, 2003, and XP

Document ID: DC00408-01-0300-01

Last revised: November 28, 2005

1. Accessing current release bulletin information

A more recent version of this release bulletin may be available on the Web. To check for critical product or document information added after the release of the product CD, use the Sybase Technical Library Product Manuals Web site.

❖ **Accessing release bulletins at the Technical Library Product Manuals Web site**

1   Go to Product Manuals at http://www.sybase.com/support/manuals/.

2   Follow the links to the appropriate Sybase product.

3   Select the Release Bulletins link.

4   Select the Sybase product version from the Release Bulletins list.

5   From the list of individual documents, select the link to the release bulletin for your platform. You can either download the PDF version or browse the document online.

2. System requirements

Table 1 lists the minimum and recommended system requirements for OmniQ Enterprise.

Your system requirements may vary, depending on your configuration.

Table 1: System requirements

Platform and OS	CPU	RAM	Disk space
Windows 2000, 2003, and XP	1GHZ minimum 2GHZ or more recommended	512MB minimum 1GB or more recommended	100MB for installation files, plus 1GB for generated data files.

Note See the Technical Library Product Manuals Web site at http://www.sybase.com/support/manuals, or see the release bulletin for Windows for components that require operating system patches.

Before you install OmniQ Enterprise, verify that you have write permission on the directory where you install the software.

3. Installing OmniQ Enterprise

3.1 Preinstallation tasks

Before installing OmniQ Enterprise, determine your hardware requirements and how you are going to deploy OmniQ Enterprise across that hardware. When making these decisions, consider:

- The number of documents likely to be indexed

- The number of users likely to access the system concurrently

- Performance targets

3.1.1 Hardware

Depending on the hardware specifications, Sybase recommends that you plan for one server per 500,000 documents indexed, with an additional server for the OmniQ Enterprise hub. For smaller installations, you may be able to install the hub and other modules on a single server. For example, estimating 2 million documents to be indexed requires five servers.

3.1.2 Deployment

Once you have determined your hardware setup, decide how to deploy OmniQ Enterprise across the servers. Ideally, there should be no more than one container per server. The J2EE server hosting the OmniQ Enterprise Web application should reside on its own server. This is to maximize the resources available to each container and avoid any I/O bottlenecks when multiple containers residing on a single server must all access the same disk drive.

Another reason to not install more than one container per server is to reduce unnecessary network traffic between containers. If two containers are installed on one server, their network traffic can be eliminated by combining their internal modules together into a single container.

For a small installation on one server, Sybase recommends that you use only one container, combining the modules comprising the hub and remote containers.

3.1.3 Modules

Sybase recommends that you group the following modules together in the hub container:

- Unique ID (UID) generator

- Document group manager

- Text Manager

- Term Lexicon Manager

- Metadata Manager

- Query Manager

- Repository Manager

Sybase recommends the following modules be grouped together in each remote hub container:

- File System Document Store Module

- Filter Factory Manager

- Doc ID Generator

- Term Lexicon Manager Delegate

- Metadata Manager Delegate

3.2 Installing OmniQ Enterprise

This section describes the installation process for each component of OmniQ Enterprise 3.0. The *OmniQ_3.0.zip* includes these installation files:

- *%OMNIQ_3.0%\Hyena* – files for the standalone, optional Hyena servlet container.

- *%OMNIQ_3.0%\jre* – the JRE files required by Hyena and each OmniQ Enterprise container.

- *%OMNIQ_3.0%\OmniQ* – files required by any OmniQ Enterprise container configuration.

- *%OMNIQ_3.0%\webapps* – contains the OmniQ Enterprise Web application files.

- *%OMNIQ_3.0%\bin\OmniQEnteprise.bat* – starts and stops Hyena and the hub container using the -start and -stop commands. The *OmniQEnterprise.bat* script runs one Hyena instance and one container (containing all necessary modules) on the same machine.

The basic steps for performing the installation are:

1   Unzip *OmniQ_3.0.zip* on the machine where you are installing Hyena and the initial container.

2   Copy the *%OMNIQ_3.0%\Hyena*, *%OMNIQ_3.0%\jre*, and *%OMNIQ_3.0%\webapp* files to the machine of your choice, or copy the *%OMNIQ_3.0%\webapp* files into a J2EE container of your choice if you are not using Hyena.

3 Copy the *%OMNIQ_3.0%\OmniQ* and *OmniQ_3.0\jre* files to every machine in the OmniQ Enterprise installation.

4 Assign a unique container ID to each container (1,2,3) and ensure you have an *%OMNIQ_3.0%\OmniQ\config\ContainerID.xml* file to match.

5 Decide which container will contain which modules and which container will contain the hub.

6 Edit the *Container.ID.xml files* accordingly. See the *OmniQ Enterprise Edition Reference Manual*.

7 Start each container using the *OmniQEnterprise.bat* -start | -stop *ID* script located in *%OMNIQ_3.0%\OmniQ\bin*.

3.2.1 Installing the Hyena servlet container

This section describes the installation process for Hyena and gives you information about using other servlet containers.

❖ **Extracting and distributing Hyena servlet container files**

1 Extract the *%OMNIQ_3.0%\Hyena* directory to the initial machine in your configuration.

2 Copy the *%OMNIQ_3.0%\Hyena* directory from the first machine to any subsequent machines where you want to install the Hyena servlet container.

3 Configure Hyena on each machine on which it is installed as described in The *OmniQ Enterprise Edition Reference Manual*, Chapter 3 "Configuring the Hyena servlet container."

Hyena servlet container directory structure

%OMNIQ_3.0%\Hyena contains the subdirectories and files shown in Table 2.

Table 2: OmniQ_3.0\Hyena subdirectories

Subdirectory	Contents
bin	Hyena servlet container start-up batch file
config	Hyena servlet container configuration files
lib	Hyena servlet container and Java servlet JARs
work	Compiled Java Server Pages (JSPs)
	Hyena logo .gif file

Using servlet containers other than Hyena

To use a servlet container other than Hyena, copy the *%OMNIQ_3.0%\webapp* directory to the servlet container you are using. You must configure the servlet container to use the context "omniq" for the *%OMNIQ_3.0%\webapp* directory.

Consult the documentation for your servlet container for more information.

3.2.2 Installing the hub container

This section describes the installation process for the hub container.

❖ **Performing the hub container installation**

1   Copy the *%OMNIQ_3.0%\OmniQ* and *%OMNIQ_3.0%\jre* files to the server that will act as the OmniQ Enterprise hub container.

2   Configure the hub container as described in the "Modules" section in Chapter 2, "Configuring OmniQ Enterprise" of the *OmniQ Enterprise Edition Reference Manual*.

Directory structure

The installer builds the directory structure shown in Table 3.

Table 3: Hub container directory structure

Directory	Subdirectory	Contents
%OMNIQ_3.0%\jre		Java Runtime Environment (JRE) 1.5 files
%OMNIQ_3.0%\OmniQ	*bin*	• OmniQ Enterprise container start-up script • Windows service files • OmniQ Enterprise icon
%OMNIQ_3.0%\OmniQ	*config*	OmniQ Enterprise configuration files
%OMNIQ_3.0%\OmniQ\config	*dtd*	OmniQ Enterprise DTD schemas for XML API

Directory	Subdirectory	Contents
%OMNIQ_3.0%\OmniQ	*lib*	• OmniQ Enterprise system JARs • Java JARs • Stellent filter JAR
%OMNIQ_3.0%\OmniQ\lib\native\sx32		Stellent filter files for Windows.

3.2.3 Installing a container

This section describes how to install a container.

1   Copy the *%OMNIQ_3.0%\OmniQ* and *%OMNIQ_3.0%\jre* files to the server that will act as an OmniQ Enterprise remote container.

2   If the container is intended to be the hub container, configure as described in the "Modules" section of Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

3   If the container is intended to be a remote container, configure as described in the "Configuring Remote Modules" section of Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

The installer builds the directory structure shown in Table 4.

Table 4: Remote container directory structure

Directory	Subdirectory	Contents
%OMNIQ_3.0%\jre		JRE 1.5 files
%OMNIQ_3.0%\OmniQ	*bin*	• OmniQ Enterprise start-up script • Windows service files • OmniQ Enterprise icon
%OMNIQ_3.0%\OmniQ	*config*	OmniQ Enterprise configuration files
%OMNIQ_3.0%\OmniQ\config	*dtd*	OmniQ Enterprise DTD schemas for XML API
%OMNIQ_3.0%\OmniQ	*lib*	• OmniQ Enterprise system JARs • Java JARs • Stellent filter JAR
%OMNIQ_3.0%\OmniQ\lib\native\sx32		Stellent filter files for Windows

3.3 Installing OmniQ Enterprise as a Windows service

You can install and run any OmniQ Enterprise container as a Windows service.

1   Open a Command Prompt window, and navigate to *%OMNIQ_3.0%\bin*.

2   Run the *OmniQEnterprise.bat* file, specifying the container ID and full
    path to the Java virutal machine that will run the service. For example:

    ```
    %OMNIQ_3.0%\OmniQ\bin>OmniQEnterprise -install 0
    %OMNIQ_3.0%\jre\bin\server\jvm.dll
    ```

    You should see the following output:

    ```
    Installing OmniQEnterprie Container as a service
    The service was successfully intalled.
    ```

    The service in the example is listed as `OmniQEnterprise-0`.

3   You can then use the Microsoft Management Console to run OmniQ
    Enterprise as a Windows service.

4. Getting started

A convenience batch file called *servers.bat*, located in the *%OMNIQ_3.0%*
root installation directory, is included with the OmniQ Enterprise installation
files. This file allows you to start OmniQ Enterprise and one instance of Hyena
in a single container. This file is provided for convenience and can be removed
for the actual installation.

The default single server configuration is located in
%OMNIQ_3.0%\OmniQ\config\Container.0.xml.

Note The first time OmniQ Enterprise is started it generates the
%OMNIQ_3.0%\OmniQ\data directory and creates numerous files and
directories within it. These files are configuration specific files. If the
configuration is changed, for example, when distributing the installation, the
%OMNIQ_3.0%\OmniQ\data directory should be deleted to avoid any
conflicts.

You can revert to a "clean" installation any time by stopping OmniQ Enterprise
and deleting this directory.

To start OmniQ Enterprise:

❖   **Starting OmniQ Enterprise**

1   Open a Command Prompt window and navigate to the *%OMNIQ_3.0%*
    root installation directory.

2   Run the *servers.bat* file, specifying the start command and container ID of
    0 (zero). For example:

```
servers.bat -start 0
```

This opens two windows—one for OmniQ Enterprise and the other for Hyena.

3   Hyena runs on port 8081 by default. To go to the OmniQ Enterprise administration pages, enter the following URL in a browser window:

```
http://localhost:8081/omniq
```

For information about using the administration pages, see the *OmniQ Enterprise Edition Reference Manual*.

❖   **Stopping OmniQ Enterprise**

1   Open a Command Prompt window and navigate to the *%OMNIQ_3.0%* root installation directory.

2   Run the *servers.bat* file, specifying the stop command and container ID. For example:

```
servers.bat -stop 0
```

Two windows open, which close the two previously opened windows from when OmniQ Enterprise and Hyena were started. The remaining two windows then close automatically.

5. Postinstallation tasks

Before you start OmniQ Enterprise for the first time and before any indexing is performed, you must:

•   Decide which language OmniQ Enterprise uses as the default language for indexing and querying.

  •   If OmniQ Enterprise is required to work across multiple languages, no stop-words or word stemming is required.

  •   If OmniQ Enterprise is required to work with one language only, that language must be reflected in the various Text Module settings. See the "Text Manager" section in Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

     If the language is not English, you may want to write a new stemmer. For details on how to write and plug in a new language stemmer into OmniQ Enterprise, contact Sybase support.

For information on the language-specific configuration of various modules, see the "Language Specific Configuration" section in Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

• Configure the hub – base this on the stress and load levels on the system. This includes ensuring the various module caches are set to a high enough level, where RAM is available.

For example, if the Query Module is located on the hub, review its settings to ensure that it can handle the required number of concurrent queries.

For details on configuring various hub-specific modules, see the "Modules" section in Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

• Configure the remote container – base this on the stress and load levels on the system. This includes ensuring the various module caches are set to a high enough level, where RAM is available.

For more details on configuring various remote container modules, see the "Configuring Remote Modules" and "Modules" sections in Chapter 2, "Configuring OmniQ Enterprise" in the *OmniQ Enterprise Edition Reference Manual*.

6. Uninstalling OmniQ Enterprise

You can uninstall OmniQ Enterprise from a server by deleting all the files from the root *%OMNIQ_3.0%* directory. This also removes the *%OMNIQ_3.0%\OmniQ\data* directory where the generated index files reside, so make sure these files are no longer required.

6.1 Uninstalling the Windows service

If you installed OmniQ Enterprise as a Windows service, you must invoke the *OmniQEnterprise.bat* file with the uninstallation parameter and the container ID of the service to remove. For example:

```
%OMNIQ_3.0%\OmniQ\bin>OmniQEnterprise -uninstall 0
The service was successfully uninstalled.
```

7. Known problems

There are currently no known problems with OmniQ Enterprise.

See the latest release bulletin for OmniQ Enterprise for additional known problems. You can find the latest release bulletin at the Sybase Product Manuals Web site at http://www.sybase.com/support/manuals/.

8. Technical support

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 have any questions about this installation or if you need assistance during the installation process, ask the designated person to contact Sybase Technical Support or the Sybase subsidiary in your area.

9. Other sources of information

Use the Sybase Product Manuals Web site to learn more about your product:

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

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

9.1 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   Click Certification Report.

3   In the Certification Report filter select a product, platform, and timeframe and then click Go.

4   Click a Certification Report title to display the report.

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

1   Point your Web browser to Availability and Certification Reports at http://certification.sybase.com/.

2   Either select the product family and product under Search by Base
      Product; or select the platform and product under Search by Platform.

3   Select Search to display the availability and certification report for the
      selection.

❖   **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.

9.2 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   Select EBFs/Maintenance. If prompted, enter your MySybase user name
      and password.

3   Select a product.

4   Specify a time frame and click Go. A list of EBF/Maintenance releases is
      displayed.

     Padlock icons indicate that you do not have download authorization for
     certain EBF/Maintenance releases because you are not registered as a
     Technical Support Contact. If you have not registered, but have valid
     information provided by your Sybase representative or through your
     support contract, click Edit Roles to add the "Technical Support Contact"
     role to your MySybase profile.

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