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Introduction

InfoWorkSpace is a collaboration tool engineered for groups that have multiple locations. It is intended to revolutionize the way groups and individuals work in day-to-day operations. This software allows an organization to reconstruct their dispersed environment into a virtual model and operate in that model just as in actual life. The difference is that the dispersed locations can work as if they were co-located.

This guide is intended to help you install InfoWorkSpace on your server. After choosing the components you want to install and use, you only need to follow the steps in the section that pertain to your selections to achieve the desired type of server installation.

Standards and Conventions

A few standards are followed in this guide to make reading and finding information easier. The following list summarizes what the standards are and what they mean to you, the reader.

- Lists – the content in numbered lists are steps you follow to complete a process. Content in bulleted lists is informational.
- Notices – the important or critical information is placed in notice boxes with the following symbols:
 - The  symbol indicates a notice that is informative and can help you complete the task you are working on.
 - The  symbol indicates an important notice that should be given your attention before proceeding.
 - The  symbol means that you should stop and read the notice thoroughly before moving forward. This symbol is only assigned to information that can cause a potential system problem; therefore, these notices should not be ignored.
- Initial caps – the terms with initial caps such as Please Select or Input a Server Name, are names of buttons, fields, components, etc.
- **Bold** type – the action or process you must follow to complete a step or a button name, checkbox, field name, or something you see on the window and need to act on.
- Optional indicator – the (optional) text means the step is optional and is not required to complete the process.

Common terms used in this guide are as follows:

- **Click** – this indicates a button that you should click on.
- **Press** – this indicates a keyboard item that should be pressed.
- **Enter** – this indicates a field that you should enter text into.
- **Check** – this indicates a checkbox that should be selected or cleared.
- **Select** – this indicates an option, usually text or radio buttons, that must be selected with the mouse.

Solaris Server Installation Requirements

The installation requirements are defined as two separate sections: hardware requirements and operating system requirements. Please refer to these sections to determine the minimum hardware configurations and operating system requirements for the installation of an InfoWorkSpace 3.0.6 server.

Recommended Hardware

The hardware recommendations shown below are not based on actual benchmark results. Since these recommendations are intended only as guidelines, no warranty is made in regards to these configuration recommendations. Performance results may vary based on actual use and other network conditions.

Dual CPUs are recommended for the purpose of load balancing performed by the operating system software. InfoWorkSpace relies on operating system load-balancing mechanisms and doesn't make direct use of multiple CPUs via multi-threaded code. Single CPU operations may also perform adequately depending on the actual load, network, and usage conditions. The data below was determined based on past product performance, experience, and usage patterns.

The InfoWorkSpace 3.0.6 Server operates on a single hardware platform with the following **recommended** configurations:

Active Users	Up to 25	Up to 50	Up to 100	Up to 200	Up to 300
Sun CPU UltraSPARC-Class	Dual 300 MHz	Dual 500 MHz	Dual 1.2 GHz	Dual 1.2 GHz	Quad 1.2 GHz
RAM	1 GB	2 GB	2 GB	4 GB	4 GB
Swap (Sun)	1.5 GB	3 GB	3 GB	6 GB	6 GB
Storage	9 GB free space	18 GB free space	18 GB free space	36 GB free space	72 GB free space
LAN Interface	100 Mbps	100 Mbps	100 Mbps	100 Mbps	1 Gbps

Operating System Requirements

The InfoWorkSpace 3.0.6 Server operates with the following operating systems:

- Sun Solaris 8, **Full Distribution with OEM Support** - HW 2/04
- Sun Solaris 9, **Full Distribution with OEM Support** - HW 9/05
- Sun Solaris 10, **Full Distribution with OEM Support** - HW 6/06



All Solaris operating system patches are required and should be installed prior to starting the InfoWorkSpace server installation process. The entire distribution of Solaris is required by some of the Oracle and InfoWorkSpace installation programs.



In order for Oracle to install correctly, the InfoWorkSpace server must be able to look itself up in the DNS tables.

Partitioning Requirements

The Solaris installation process requires storage to be partitioned. We understand that there is an infinite number of storage possibilities based on specific user requirements. We encourage installers to call InfoWorkSpace Technical Support at 1-866-269-0532 for recommendations on how to best partition their storage. However, we have included a partitioning scheme that will be adequate for many of the InfoWorkSpace customers.

Mount Point	Space Recommended
/	2048 MB
swap	2048 MB
/opt	Remaining Space

Remote Installation Guidelines

These guidelines are in place to assist an InfoWorkSpace installer with installing an InfoWorkSpace server on a remote system. There are many system administration issues that must be addressed on both the remote and the local system **before** attempting to install the InfoWorkSpace server remotely. Throughout these steps, the system that is being loaded with the InfoWorkSpace server software will be referred to as the 'Remote Server' while the system that will be used to interface with the remote server will be referred to as the 'Local System'.

Many of these steps may be slightly different based on your environment. Work with the local Solaris Administrator as you are performing these steps to ensure you are not violating any local policies. Unless otherwise stated, all configurations will need to be performed as a root user.

On the Local System:

1. Check the `/etc/dfs/dfstab` file to ensure the CD is being shared.

A typical line in the `dfstab` file to share the CD will look like the following:

```
share -F nfs /cdrom/cdrom0
```

2. Type `/usr/openwin/bin/xhost +` in a console/terminal window.
3. Insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #1** CD into the CD-ROM drive.
4. Start the nfs server. Typically this may be done by typing `/etc/init.d/nfs.server start` in a console/terminal window.
5. Allow the CD to be shared. Typically, this may be done by typing `share -F nfs /cdrom/cdrom0` in a console/terminal window.
6. Telnet to the Remote Server as the root user.

On the Remote Server:

1. Ensure the Remote Server can resolve the name of the Local System using ping and/or nslookup. If the Remote Server is unable to resolve the name of the Local System, work with the local system administrator to ensure the Local System's hostname may be resolved before continuing.
2. Create the following directory:
 - /cdrom/cdrom0
3. Create links to the cdrom0 directory for each CD that will be needed during the installation by performing the following steps:
 - Type **ln -s /cdrom/cdrom0 /cdrom/iws_30_sol_cd1**
 - Type **ln -s /cdrom/cdrom0 /cdrom/iws_30_sol_cd2**
 - Type **ln -s /cdrom/cdrom0 /cdrom/iws_30_sol_cd3**
 - Type **ln -s /cdrom/cdrom0 /cdrom/iws_30_sol_cd4**
 - Type **ln -s /cdrom/cdrom0 /cdrom/iws_3x_client**
4. Mount the Local system's CD by typing the following in a console/terminal window:

Type **mount <Local System's Hostname>/cdrom/cdrom0 /cdrom/cdrom0**
5. Set the DISPLAY environment variable to display back to the local system:
 - DISPLAY = <hostname>: 0.0
 - Export DISPLAY
6. Follow the installation guide from this point beginning with step 6 on page 11 (if using an existing Active Directory) or step 6 on page 36 (if installing the SunONE Directory Server) when the remote system reboots the first time.

After the reboot, you must perform the following steps:

- Telnet back into the Remote System after it finishes booting.
- Login as the root user.
- Recreate the links given in Step 3 above.
- Type **mount <Local System's Hostname>/cdrom/cdrom0 /cdrom/cdrom0**
- Export DISPLAY
- Type **/var/installStart** to restart the installation process.

7. Set the DISPLAY environment variable to display back to the local system:
 - DISPLAY = <hostname>: 0.0
8. Each time you are prompted to switch CDs, BEFORE clicking “OK” on the window prompting for the CD swap:

On the Remote System, perform the following steps:

- Type **umount /cdrom/cdrom0** in the console/terminal window.

On the Local System, perform the following steps:

- Type **unshare /cdrom/cdrom0** in the console/terminal window.
- Type **eject cdrom** in the console/terminal window.
- Insert the requested CD.
- Type **share -F nfs /cdrom/cdrom0** in the console/terminal window.

On the Remote System, perform the following steps:

- Type **mount <Local System’s Hostname>/cdrom/cdrom0 /cdrom/cdrom0** in the console/terminal window.

Click “OK” on the window prompting for the CD swap.



When you click “OK”, the window in which you are running the InfoWorkSpace installation on the Remote Server will report the error “**cdrom: Inappropriate ioctl for device**”. This error can be ignored.

9. On the Remote System, after Oracle has been installed, and before proceeding past Oracle, edit the <oracle base>/profile file and comment out the xhost +, and also change the setting of DISPLAY to point to the Local System.

Installing InfoWorkSpace 3.0 Server (Solaris 8 and Solaris 9)

The InfoWorkSpace Solaris Installation uses six CDs to install components needed for InfoWorkSpace Version 3.0.6 on Solaris 8 and Solaris 9 platforms. Four of the CDs install the 3.0 server software, the fifth installs the 3.0.6 upgrade, and the sixth installs the client software.

These CD-ROMS contain the necessary installation routines for Oracle9i Version 9.2.0.7, SunONE Directory Server, SunONE Web Server, PlaceWare and optional Conference Center, the InfoWorkSpace Server, InfoWorkSpace client software, and InfoWorkSpace documentation. Not all of these routines are required for every installation (refer to the information discussing Choosing a Configuration).



InfoWorkSpace must be installed on a dedicated server platform. Requirements for installing InfoWorkSpace on a non-dedicated platform must be addressed through a feasibility study and/or integration effort. Please direct questions regarding custom configurations to InfoWorkSpace Technical Support at 1-866-269-0532.

Choosing a Configuration

You have different options when configuring your InfoWorkSpace server that should be considered prior to initiating the installation process. The InfoWorkSpace 3.0.6 server installation allows you to select the components you install as well as where they are installed. The options allowed are:

- LDAP server options:
 - SunONE Directory Server, locally on the InfoWorkSpace server.
 - Existing Microsoft Active Directory server (This option is important if you already have directory services deployed for your environment).
- SunONE Web Server, locally on the InfoWorkSpace server.
- PlaceWare, locally on the InfoWorkSpace server (Conference Center disabled by default).
- Oracle 9i, locally on the InfoWorkSpace server.
- InfoWorkSpace Server

The installation process varies depending on which option is selected. Refer to the following table for the sections to follow for installation instructions for the server configuration you want:

Installing on Solaris 8 or Solaris 9 platforms:

	Pre-Installation Instructions	InfoWorkSpace Server Version 3.0 Installation Instructions	Post-Installation Instructions	3.0.6 Patch Installation
Installing InfoWorkSpace using existing Active Directory Server :	Page 8	Pages 10 - 42	Page 54	Page 55
Installing InfoWorkSpace with SunONE Directory Server :	Page 8	Pages 33 - 63	Page 54	Page 55

Installing on Solaris 10 platforms:

	Pre-Installation Instructions	InfoWorkSpace Server Version 3.0.6 Installation Instructions	Post-Installation Instructions
Installing InfoWorkSpace using existing Active Directory Server :	Page 61	Pages 63 - 97	Page 111
Installing InfoWorkSpace with SunONE Directory Server :	Page 61	Pages 88 - 120	Page 111

Pre-Installation Instructions

Prior to running the installer, verify and/or add the following system variables and values (per Oracle's recommendations):

1. Open a console/terminal window.
2. Navigate to the **etc** directory (cd etc).
3. Open the **system** file and verify the following variables are set in the system file. If not, add these lines to the end of the file, **save** and close the file.

```
set shmsys:shminfo_shmmax=4294967295
set semsys:seminfo_semmni=100
set semsys:seminfo_semmns=1024
set semsys:seminfo_semmsl=256
set shmsys:shminfo_shmmin=1
set shmsys:shminfo_shmmni=100
set shmsys:shminfo_shmseg=10
```

4. Reboot the machine (init 6) and log back in as the root user.



The total disk space required for the InfoWorkSpace installation is approximately 9 GBs. Therefore, you may need to increase the size of a partition or use multiple partitions.



A hostname cannot contain a leading number (i.e. 9abcd.xxx.xxx.xxx). This can cause Oracle database problems, nor should the hostname contain a dash (i.e. abc-def.xxx.xxx.xxx).



The Solaris Server Installer resolves the hostname from the /etc/hosts file; therefore ensure that the host file contains the machine's IP, hostname, and FQDN (i.e. xxx.xxx.xxx.xxx server server.cs.ezenia.com).



We recommend installing InfoWorkSpace immediately following a fresh installation of the operating system to reduce conflicts with other software already on the server. However, if your server is not a dedicated InfoWorkSpace server, InfoWorkSpace cannot support the installation and the installation may not run as it should. If you choose to install InfoWorkSpace server software on a server that has other software applications installed on it, you must pay an additional fee if you want to receive technical support.



If you have at least 11 GBs of free disk space (9 GB needed for server installation and 2 GB to contain the CD contents), you can copy the contents of the four Server Installation CDs to your hard drive and run the IWS30.bin installer from that directory. By running the installer from the hard drive, the instructions to replace the installation disks in the CD-ROM drive are eliminated; therefore skip those steps in the following instructions. Refer to the Troubleshooting Your Installation section, on page 115, for additional information.



The InfoWorkSpace server installation assumes that a browser is already installed on the server for the web browser and web server functionality.



At present, InfoWorkSpace has only been tested against the SunONE Directory Server and Microsoft Active Directory 2000 and 2003.



If you are going to be using Active Directory as your directory service, make sure it is installed on an appropriate machine, that you know the name of the machine, and that you know the name and password of the user that InfoWorkSpace can use to authenticate to the Active Directory.



The InfoWorkSpace interface with Active Directory is a read-only, one-way interface.



Installation of the InfoWorkSpace 3.0.6 Server may take some time to complete based on the speed of your system; i.e. 2-3 hours on an Ultra 60 with 1 Gbytes of RAM.

Installing InfoWorkSpace using existing Active Directory Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to use an existing Microsoft Active Directory as the InfoWorkSpace server's directory server. If you want to install the SunONE Directory server, refer to the Installing InfoWorkSpace with SunONE Directory Server section located on page 33.



During the installation, click **Back** to change selections or directory paths to install components.

To start the InfoWorkSpace installation:

1. Insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #1** CD into the CD-ROM drive. The following file manager window displays the contents of the CD.

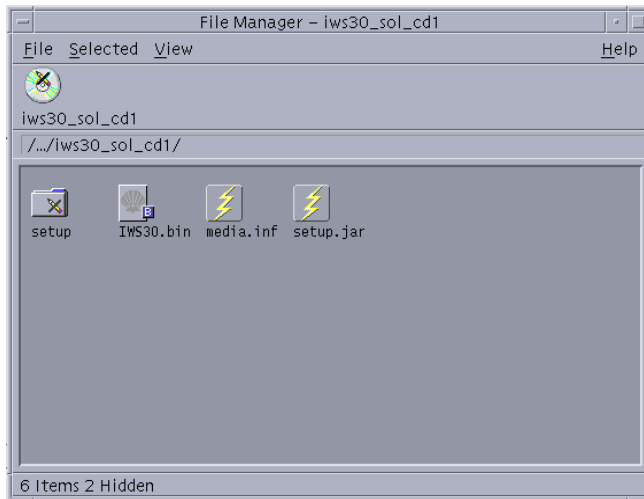


Figure 1 iws30_sol_cd1 Directory

If this window does not display, start the volume manager by typing the following commands in a console/terminal window:

- `/etc/init.d/volmgt stop`
- `/etc/init.d/volmgt start`



Contents of the Solaris File Manager shown above may be in different alphabetical order based on the Solaris operating system version being loaded. This figure is an example with Solaris 8.

2. Close the File Manager window.



It is very important to execute the installer from the console/terminal window and not from the File Manager. If the installer is executed from the File Manager (cd directory), you will be unable to change CDs, as needed during the installation process.

3. Open a console/terminal window.

- From the root directory, type `/cdrom/cdrom0/IWS30.bin` at the command prompt.

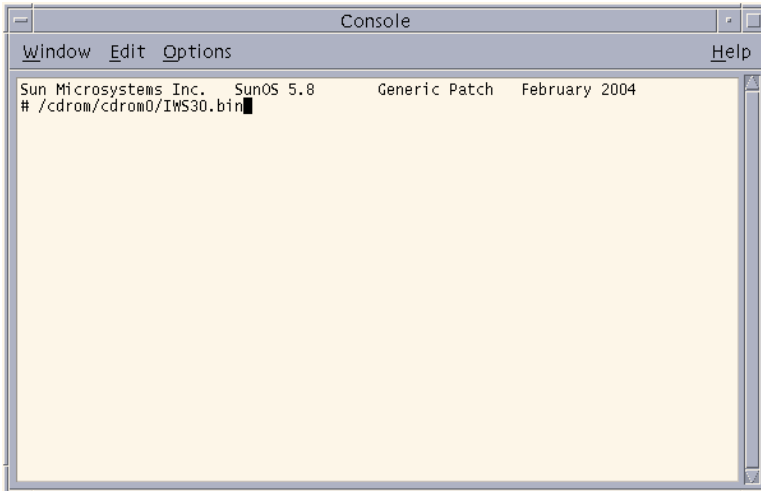


Figure 2 Installation Script

The following displays in your console/terminal window.

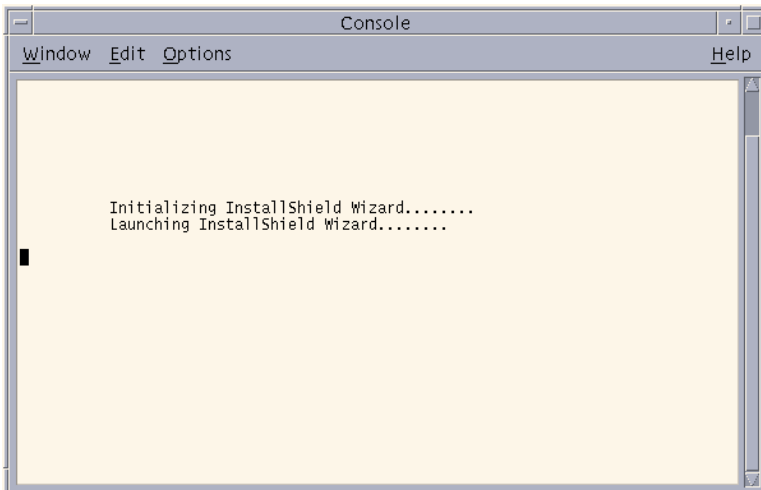


Figure 3 Installation Message

An Initializing wizard window displays.

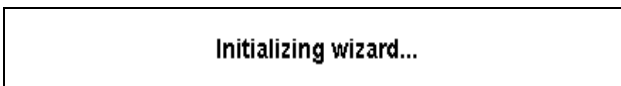


Figure 4 Initializing wizard

5. Click **Next** on the InstallShield Wizard Welcome window.

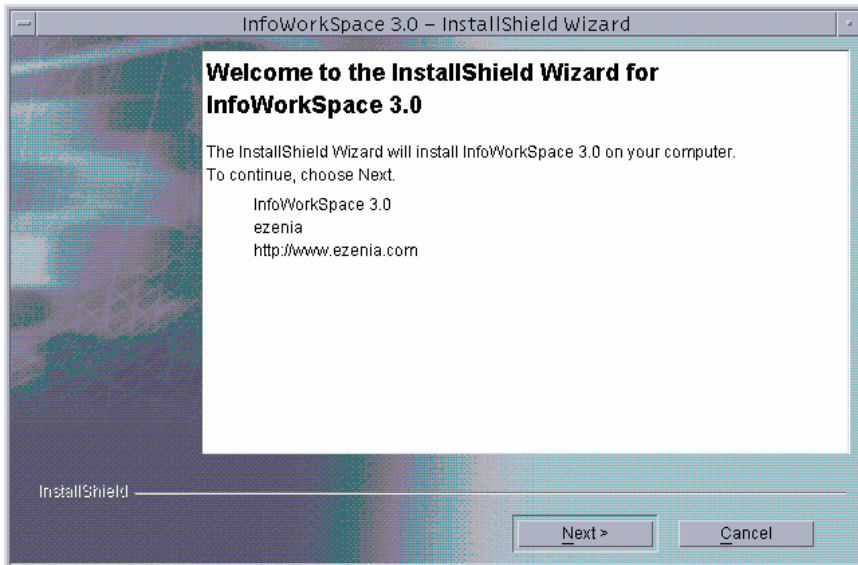


Figure 5 InstallShield Wizard Welcome

6. The InfoWorkSpace Software License Agreement displays. Read the terms of the license agreement and if you accept the terms of the agreement, select **I accept the terms of the license agreement** and click **Next**.

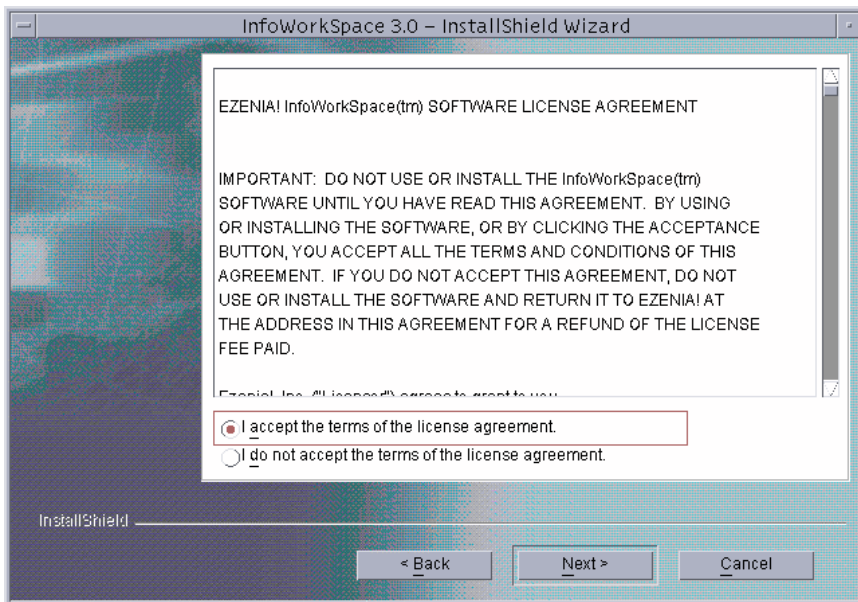


Figure 6 InfoWorkSpace Software License Agreement

After accepting the software license agreement, the InfoWorkSpace configuration data window displays.

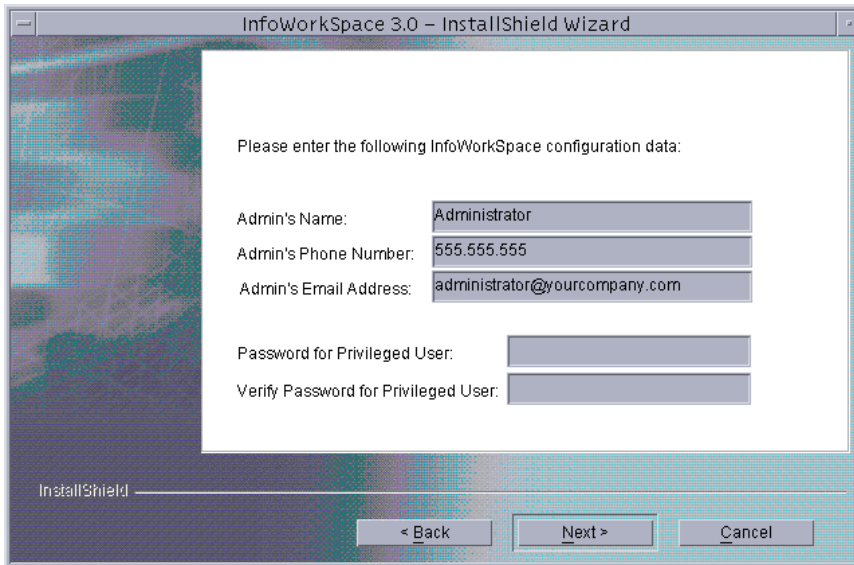


Figure 7 InfoWorkSpace Administrator Configuration Data



Special characters are not accepted in entry fields. An error message is generated if special characters are used, and the special characters must be removed before the installation can continue.

7. Edit the **Administrator's Name**.
8. Edit the **Administrator's Phone Number**.
9. Edit the **Administrator's Email Address**.
10. Enter the **Password for Privileged User**.



The Password for Privileged User must be at least 8 characters, start with an alphabetic character, and should not contain spaces or special characters. Be careful not to forget the privileged user password, as it will be needed later in the installation.

11. Reenter the password in the **Verify Password for Privileged User** field.
12. Click **Next**.



The Privileged User password is the same for all privileged users on the system. Web server administrators will have this password as soon as those servers are installed. Oracle privileged user passwords are set to this password once the installation has completed.

13. You are then prompted to select the Directory Server for InfoWorkSpace. Select **Existing Active Directory Server** and click **Next**. (If you intended to install the SunONE Directory server, skip to page 37 and continue from there.)

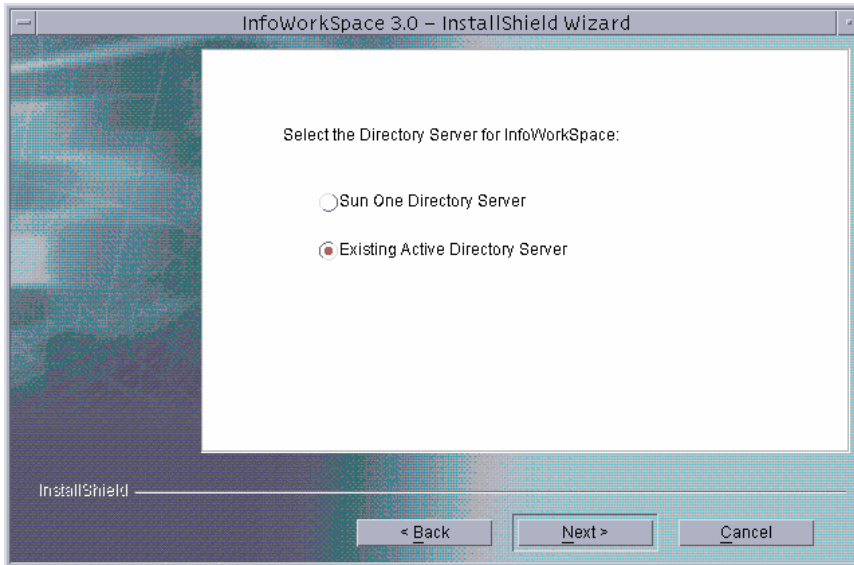


Figure 8 Directory Server Options

14. After selecting Existing Active Directory Server, the LDAP Synchronization Properties window displays. The LDAP Identification information is populated with template information. You **DO NOT** need to change all the field defaults, but you will need to edit or add the following:

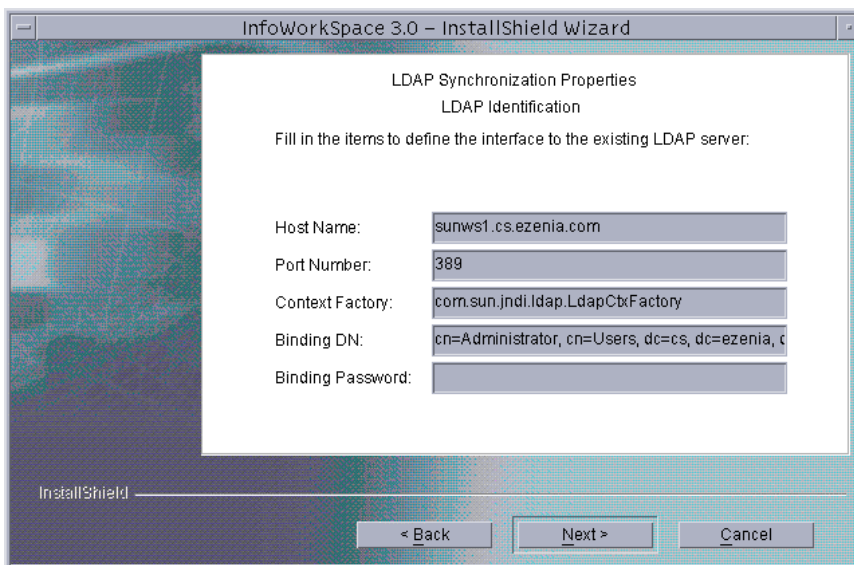


Figure 9 Active Directory LDAP Identification

- a. Change the **Host Name** field to the fully qualified domain name (FQDN) of the Active Directory server (example, ad1.your.domain.com).

- b. If the Active Directory administrator name is not “Administrator”, change the cn= to the appropriate administrator name in the **Binding DN** field as well as the second cn= to the appropriate container the administrator account resides in, if necessary.
 - c. Change the default domain name listed in the **Binding DN** field to the correct domain name, if necessary (example, cn=Administrator, cn=Users, dc=your, dc=domain, dc=com).
 - d. The **Binding Password** is the password used by the Active Directory server administrator. You must know and enter this password in order to interact with the directory server.
 - e. Click **Next** to continue.
15. The User Object information is populated with template information. You DO NOT need to change the field defaults in this window unless the **Root Branch for User Objects** field is incorrect.

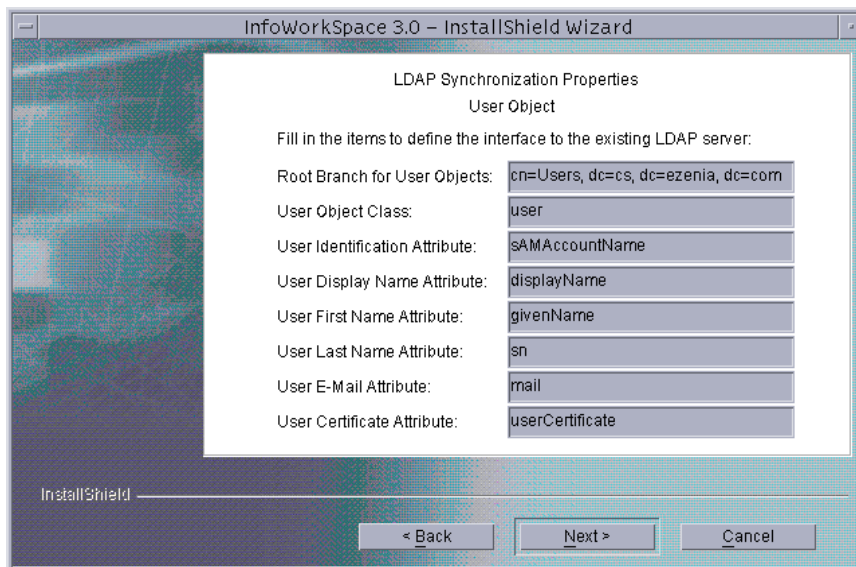


Figure 10 Active Directory User Object Properties

If the information in the Root Branch for User Objects field is correct, click **Next**.

If the information in the Root Branch for User Objects field is NOT correct, complete the following steps:

- a. Change the **cn=** to the appropriate container name where the user accounts reside, if necessary.
- b. Change the default domain name to the correct domain name (example, dc=your, dc=domain, dc=com), if necessary.
- c. Click **Next** to continue.

6. The Group Object information is populated with template information. You DO NOT need to change the field defaults in this window unless the **Root Branch for Group Objects** field is incorrect.

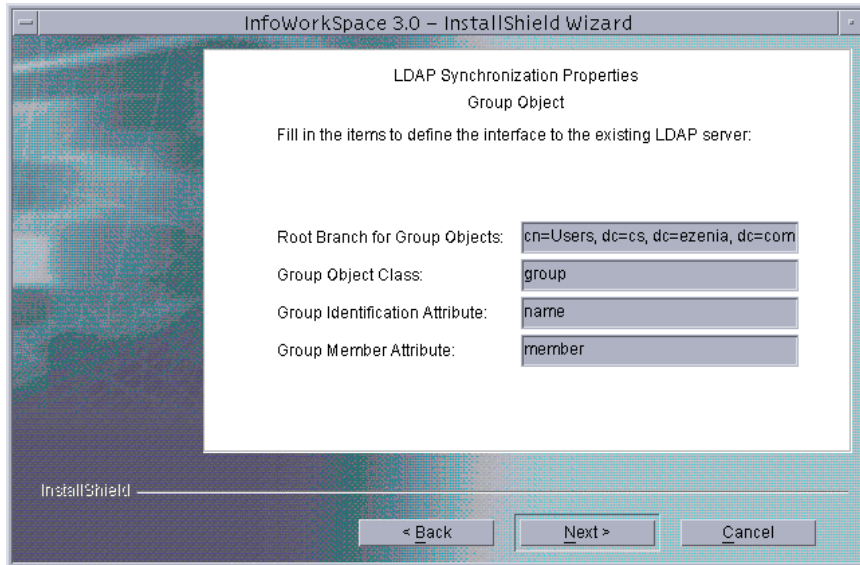


Figure 11 Active Directory Group Object Properties

If the information in the Root Branch for Group Objects field is correct, click **Next**.

If the information in the Root Branch for Group Objects field is NOT correct, complete the following steps:

- a. Change the **cn=** to the appropriate container name where the group accounts reside, if necessary.
- b. Change the default domain name to the correct domain name (example, dc=your, dc=domain, dc=com), if necessary.
- c. Click **Next** to continue.

17. After entering the LDAP Synchronization Properties, you are prompted to select a directory location to install the SunONE Web Server. Enter, or browse to, the directory where you want to install the web server. Click **Next** to accept the default path and continue.

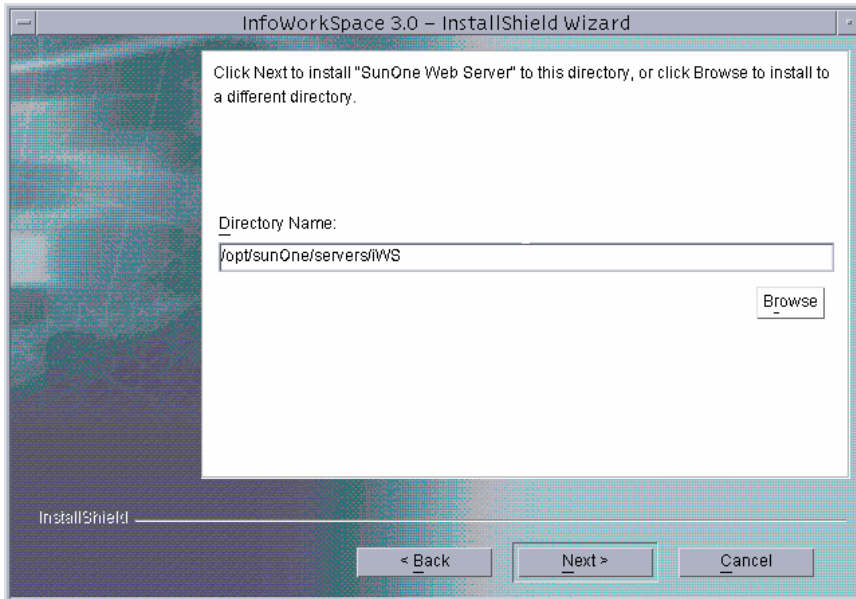


Figure 12 SunONE Web Server Directory Path

18. Enter the path where PlaceWare is to be installed. You can also click **Browse** to select a path from your existing directory structure.

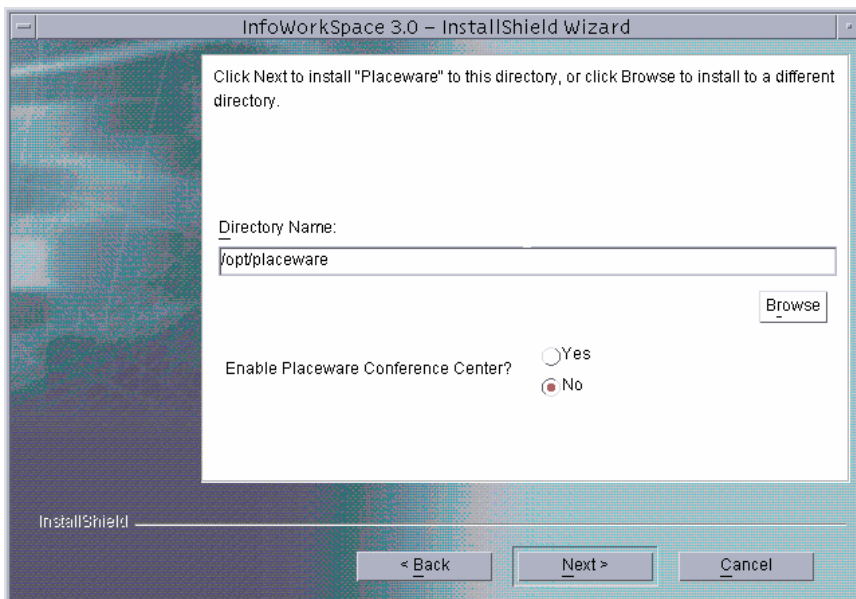


Figure 13 PlaceWare Directory Path

19. (optional) Select **Yes** to enable the PlaceWare Conference Center, if desired.



The PlaceWare Conference Center is installed by default. If you select not to enable the Conference Center now, you can enable the Conference Center in the Admin panel. For more information on enabling the Conference Center, please refer to the InfoWorkSpace Administrator's Guide.

20. Click **Next** to proceed with the installation.
21. You are then prompted to select a directory location to install the Oracle database. Enter, or browse to, the directory where you want to install the Oracle database server. Click **Next** to accept the path and continue.

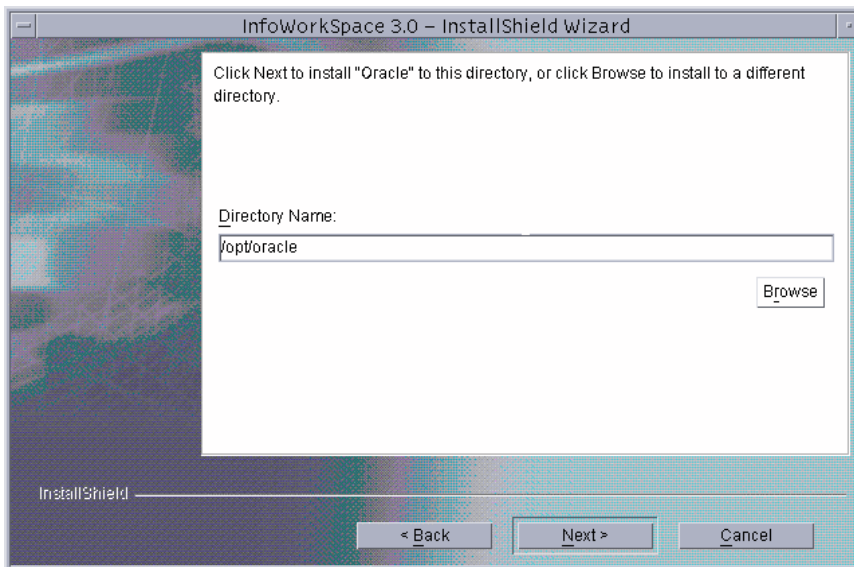


Figure 14 Oracle Directory Path

22. The summary information window displays. Click **Install** to continue.

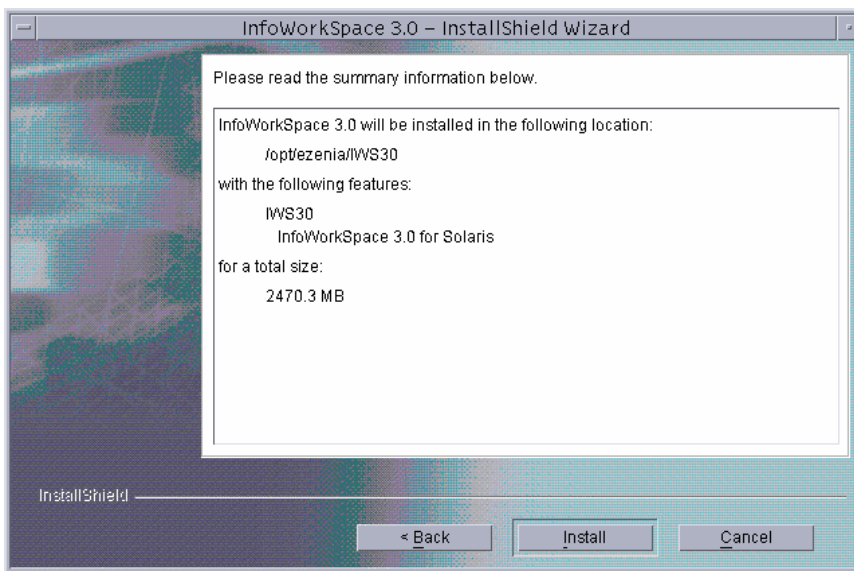


Figure 15 Summary Information

After you click Install, a progress meter displays while InfoWorkSpace 3.0 is being installed.

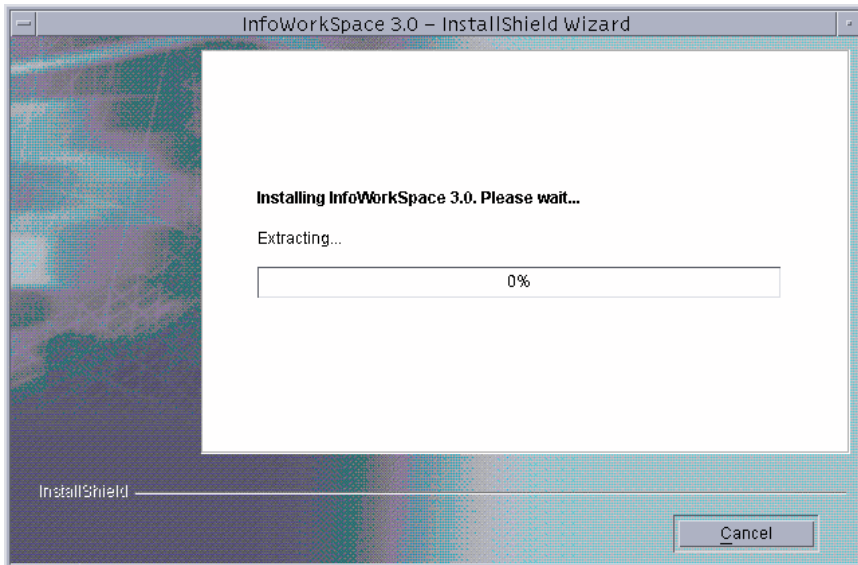


Figure 16 Installing InfoWorkSpace 3.0

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 44%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

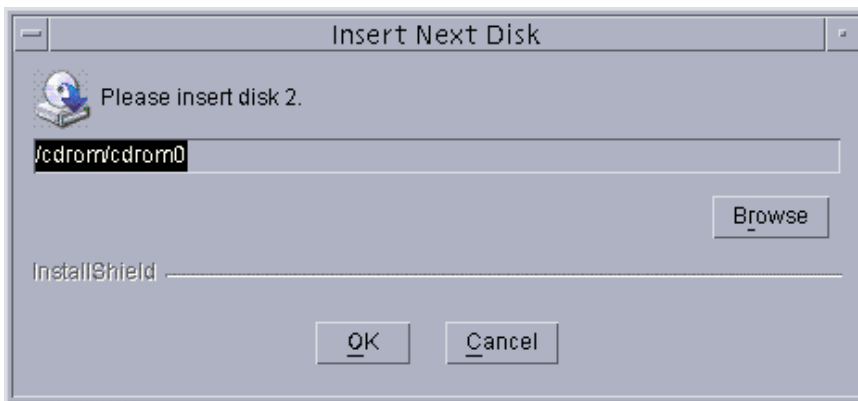


Figure 17 Insert Disk 2

23. Eject CD from a new console/terminal window (eject cdrom).
24. Remove the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #2** CD into the CD-ROM drive.
25. Close the File Manager window and the console/terminal window.
26. Click **OK** on the Insert Next Disk window.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 66%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

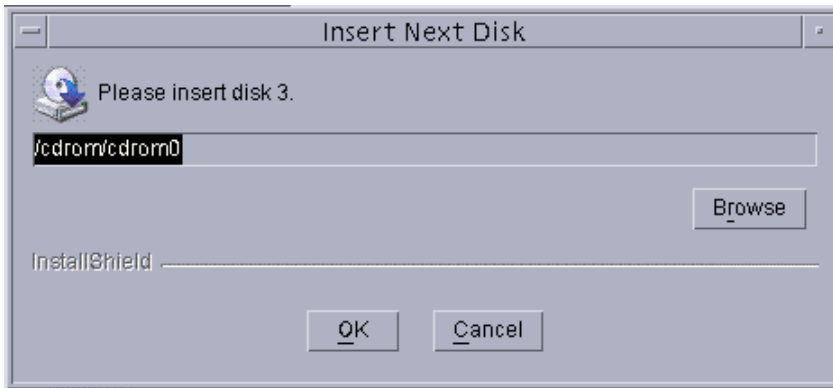


Figure 18 Insert Disk 3

27. Eject CD from a new console/terminal window (eject cdrom).
28. Remove the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #3** CD into the CD-ROM drive.
29. Close the File Manager window and the console/terminal window.
30. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 80%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 88%, depending on your system, you are prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

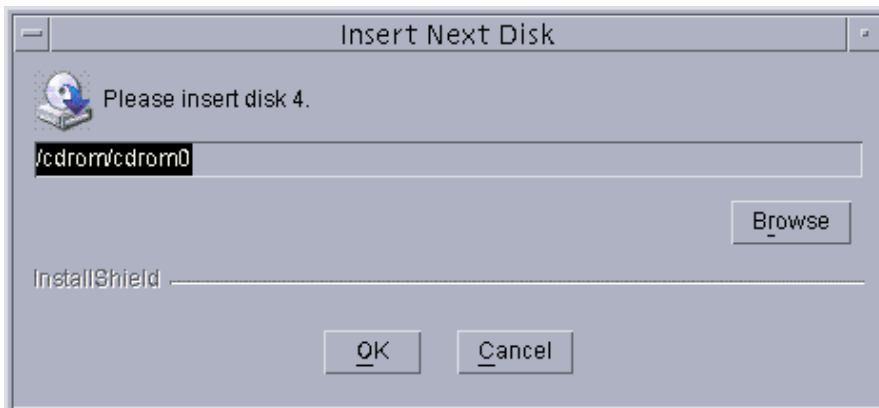


Figure 19 Insert Disk 4

31. Eject CD from a new console/terminal window (eject cdrom).

32. Remove the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #4** CD into the CD-ROM drive.
33. Close the File Manager window and the console/terminal window.
34. Click **OK** on the Insert Next Disk window.
35. When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 89%, an Oracle splash screen displays briefly and then the Oracle Installer Welcome window displays. Click **Next**.

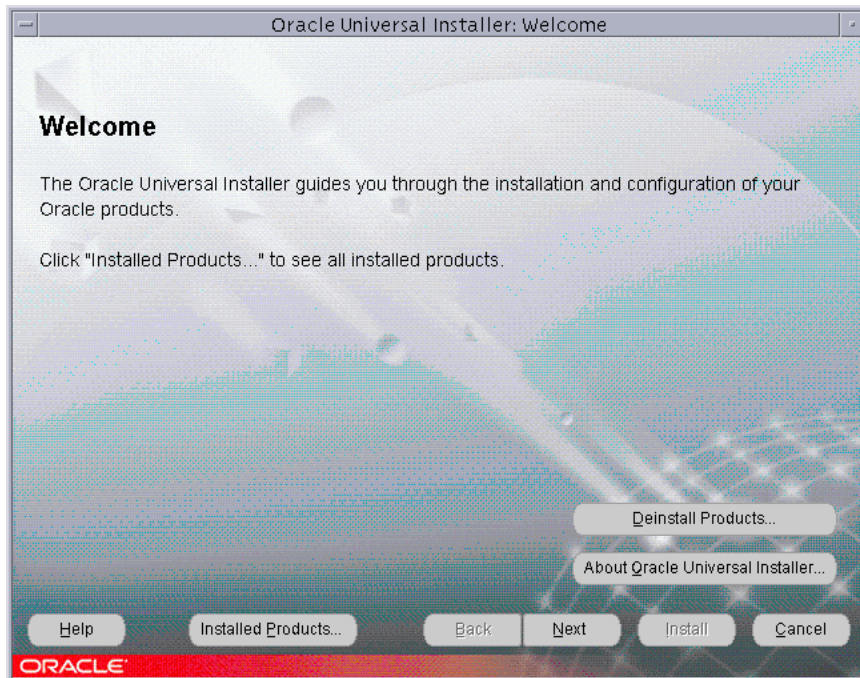


Figure 20 Oracle Installer Welcome

36. The Oracle Installer Specify File Locations window displays. Accept the default paths provided and click **Next**.

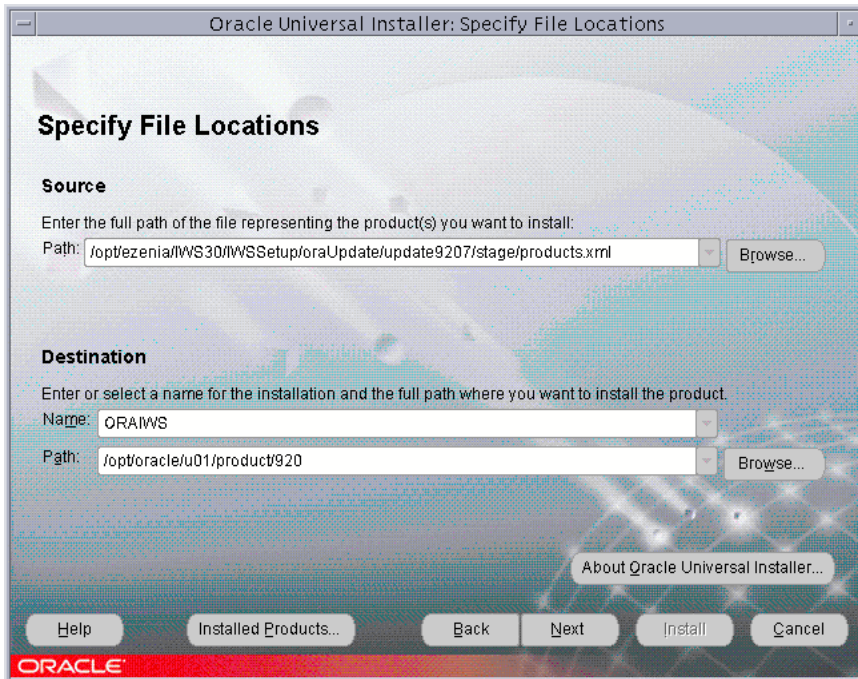


Figure 21 Oracle Installer Specify File Locations

A progress meter displays at the top right portion of the Installer window indicating the status of the items being downloaded.

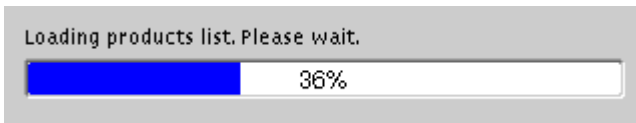


Figure 22 Progress Meter

37. A summary window displays. Verify the settings provided are correct and click **Install**.

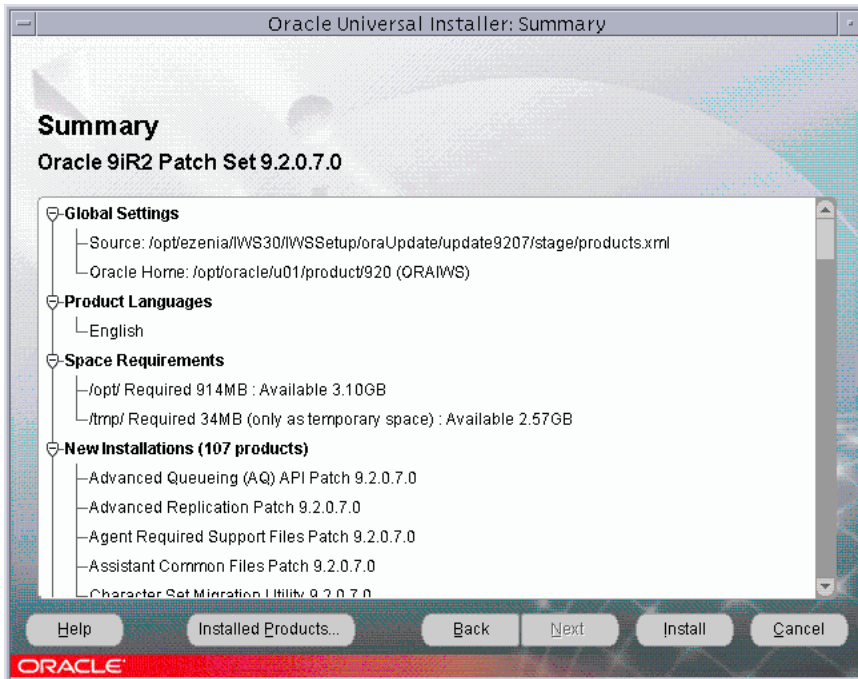


Figure 23 Oracle 9i Summary

An Install Progress window displays. This may take several minutes to complete based on the speed of your system.

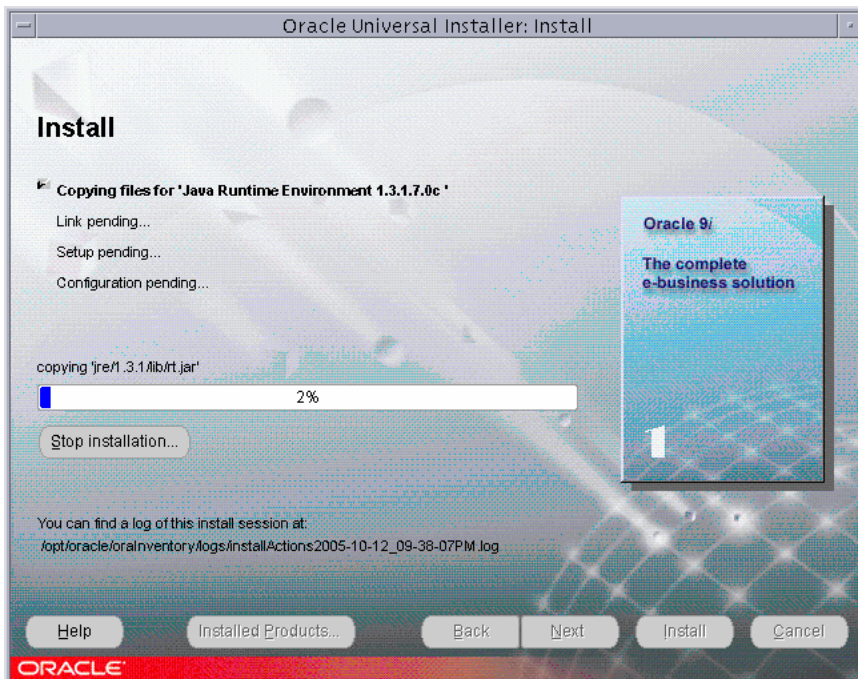


Figure 24 Oracle 9i Installation

When the Oracle Universal Installer progress meter has reached 100%, the following window displays.



DO NOT click **OK** on Figure 25 Configuration Script Message until the instructions in steps 38 through 40 have been completed.

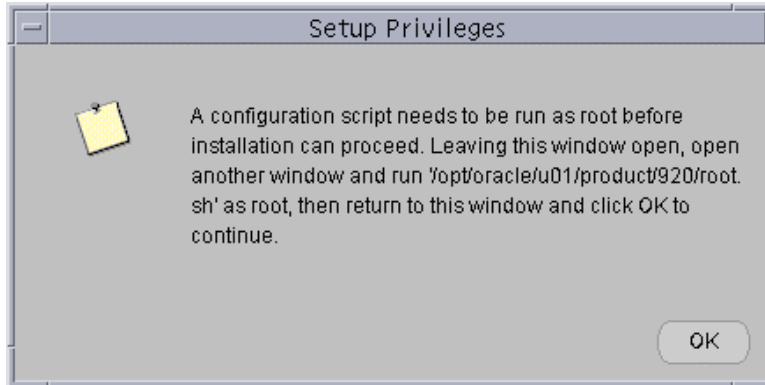


Figure 25 Configuration Script Message

38. While the Setup Privileges window is open, run `<ORACLE_HOME>/root.sh` as root from a new console/terminal window. In our example, `'/opt/oracle/u01/product/920'` is the `<ORACLE_HOME>`, but the Oracle Installer detects your `<ORACLE_HOME>` and prompts the exact test that needs to be entered.

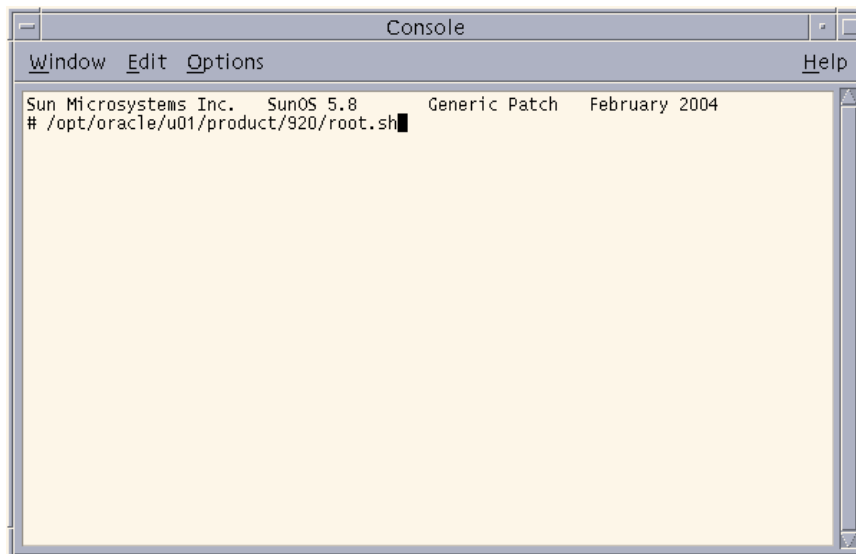
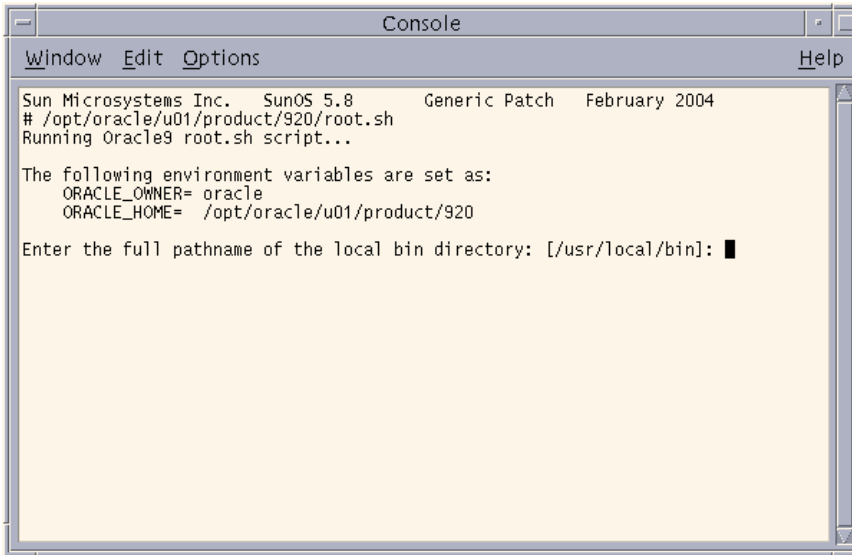


Figure 26 Configuration Script



All of the following answers to the `root.sh` script prompts may be changed if your particular environment requires them to be changed. This will not affect the use of the InfoWorkSpace server. The answers to the prompts shown below are the fastest way to finish this script.

39. You are prompted for the full pathname of the local bin directory. Press **Return** to accept the default path of `/usr/local/bin`. Another directory may be selected, but the default directory provided ensures that only files that are needed for the installation are used.



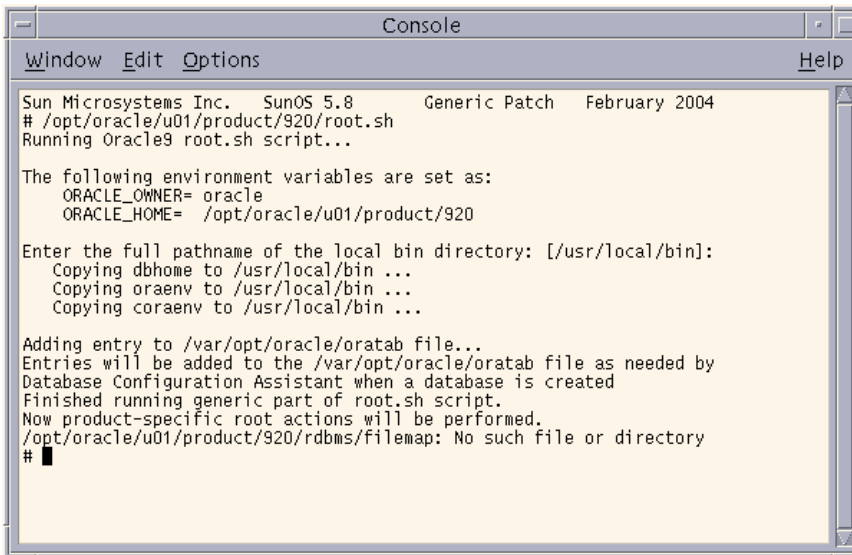
```
Console
Window Edit Options Help
Sun Microsystems Inc. SunOS 5.8 Generic Patch February 2004
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]: █
```

Figure 27 Local Bin Pathname Prompt

40. When you are returned to a prompt, close the console/terminal window.



```
Console
Window Edit Options Help
Sun Microsystems Inc. SunOS 5.8 Generic Patch February 2004
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:
Copying dbhome to /usr/local/bin ...
Copying oraenv to /usr/local/bin ...
Copying coraenv to /usr/local/bin ...

Adding entry to /var/opt/oracle/oratab file...
Entries will be added to the /var/opt/oracle/oratab file as needed by
Database Configuration Assistant when a database is created
Finished running generic part of root.sh script.
Now product-specific root actions will be performed.
/opt/oracle/u01/product/920/rdbms/filemap: No such file or directory
# █
```

Figure 28 Oracle Message Window



The above window shows that the `/opt/oracle/u01/product/920/rdbms/filemap` does not exist. This is expected and is not a problem for the InfoWorkSpace installation.

41. Click **OK** on the Setup Privileges window. You may have to minimize or move windows to locate the Setup Privileges window.

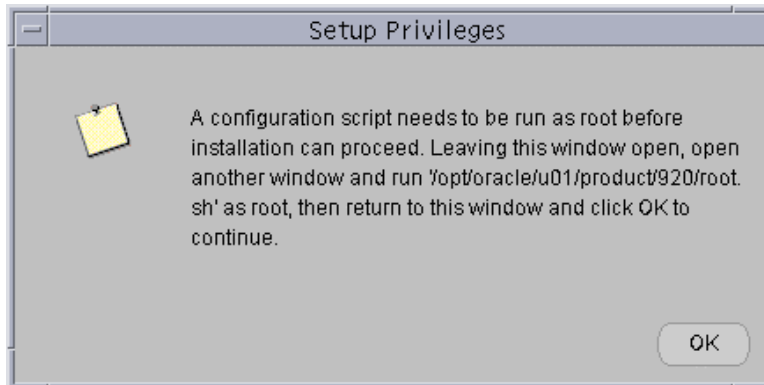


Figure 29 Configuration Script Message

42. A window displays indicating the completion of the Oracle 9i installation. Click **Exit**.

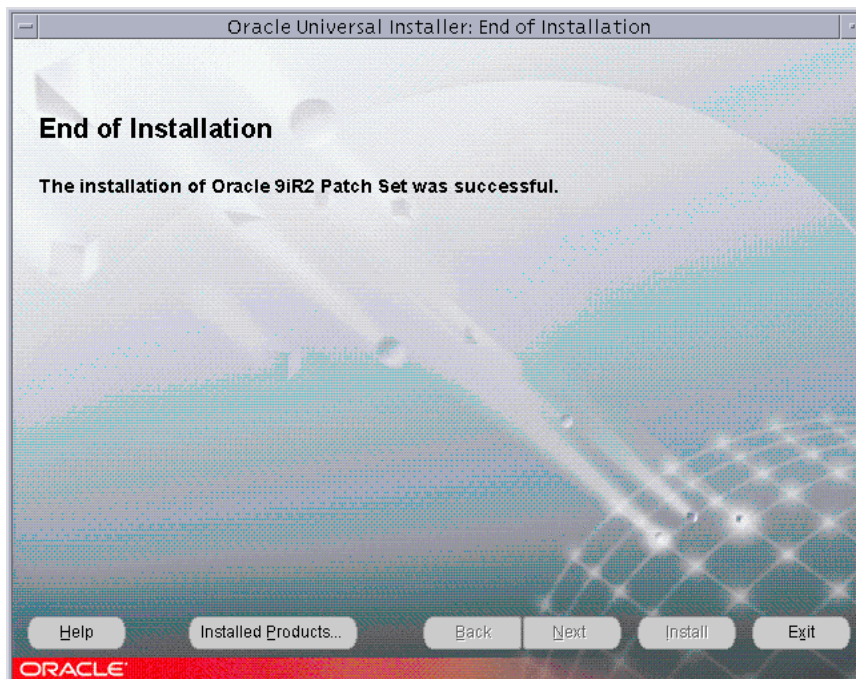


Figure 30 End of Oracle Installation

43. You are prompted to confirm that you want to exit. Click **Yes**.

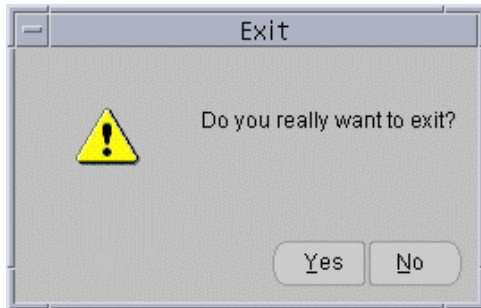


Figure 31 Oracle Exit



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 91%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 99%, it begins creating files, and finalizing vital product data. Please be patient, this may take several minutes to complete.

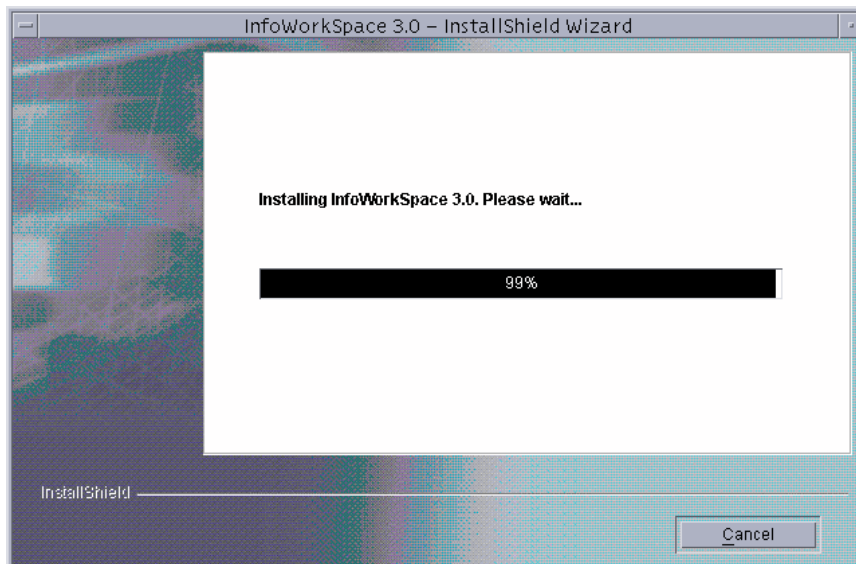


Figure 32 Installing InfoWorkSpace 3.0 Status

A window displays indicating the installation of InfoWorkSpace was successful. DO NOT Click Finish yet.



DO NOT click **Finish** on Figure 33 InfoWorkSpace Installation Success until the instructions in steps 44 through 53 have been completed.

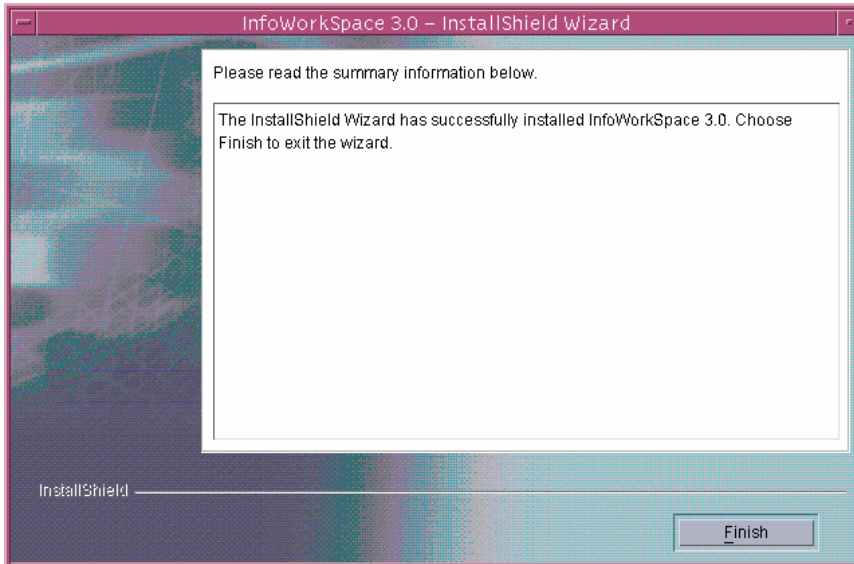


Figure 33 InfoWorkSpace Installation Success

A web browser will open (URL: <http://<FQDN>:10002>) with the Web Server login window.

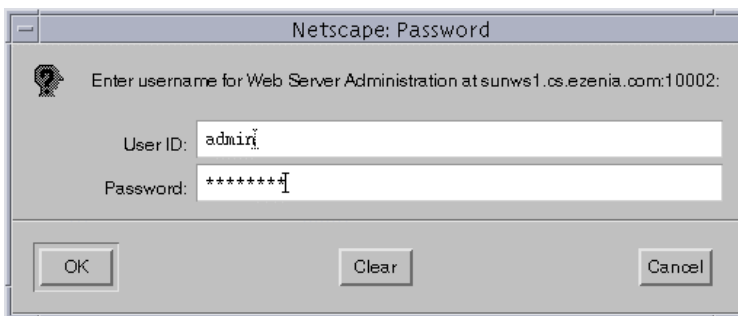


Figure 34 Web Server Administration Authentication

44. Enter **admin** as the User ID.
45. Fill in the Password field with the same password you supplied as the Privileged User password near the beginning of the installation.
46. Click **OK**.

47. The iPlanet Web Server Administration Server window displays. Click **Manage** located to the right of the Select a Server text.

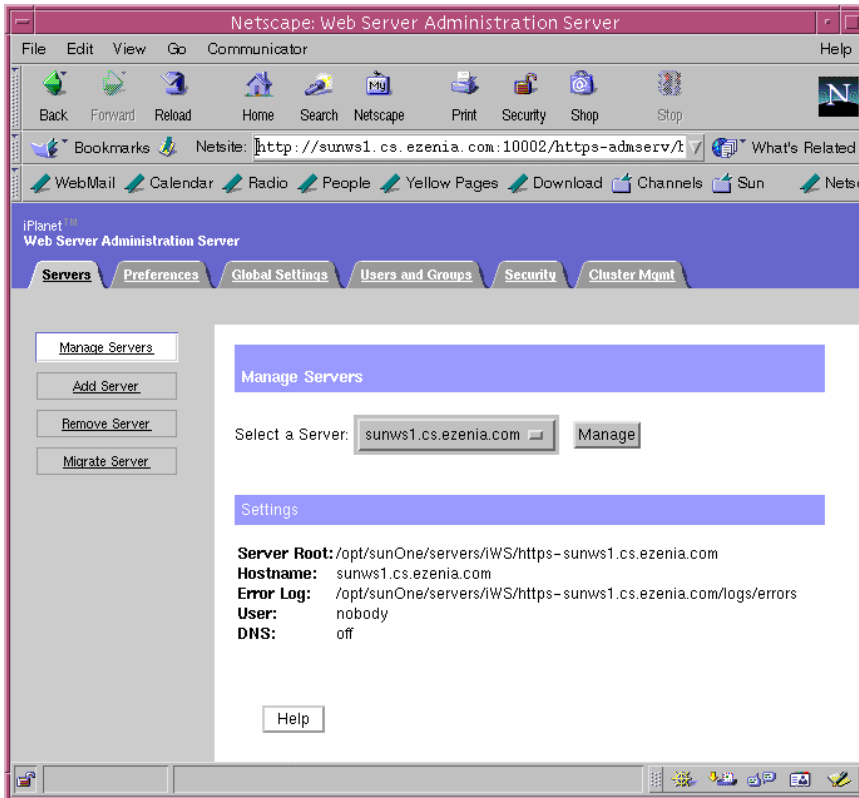


Figure 35 iPlanet Web Server Administration Server

48. Click **OK** on the Warning message.

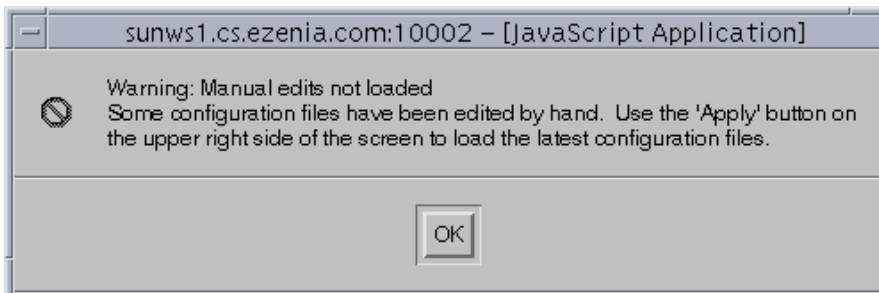


Figure 36 Manual Edits Warning

49. Click the **Apply** link located in the upper right corner of the page.



Figure 37 Apply Manual Changes

50. Accept the changes to the configuration by clicking **Apply Changes**.

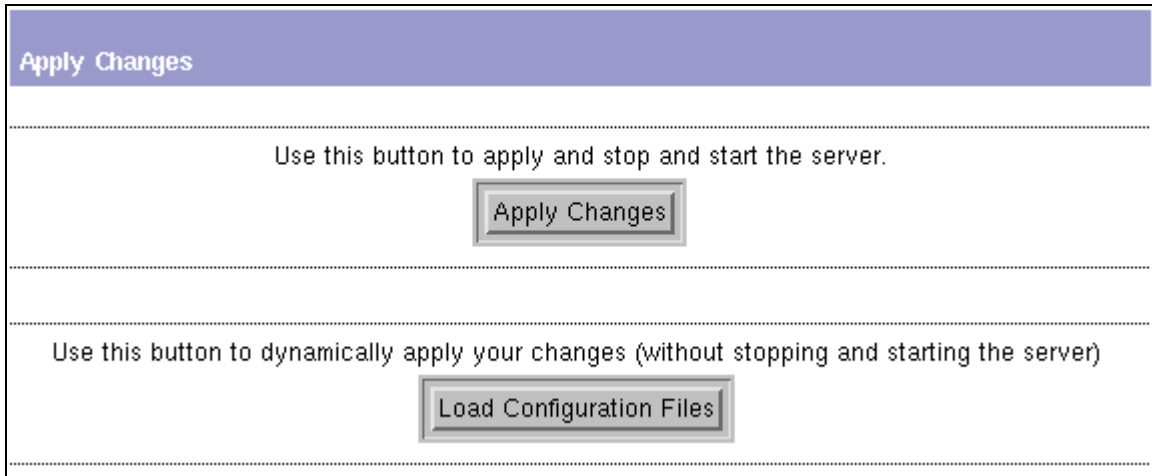


Figure 38 Apply Changes

51. If the following window displays, clear the **Show this Alert Next Time** checkbox and click **Continue Submission**.



Figure 39 Continue Submission

52. The following window displays after successfully applying configuration changes. Click **OK**.

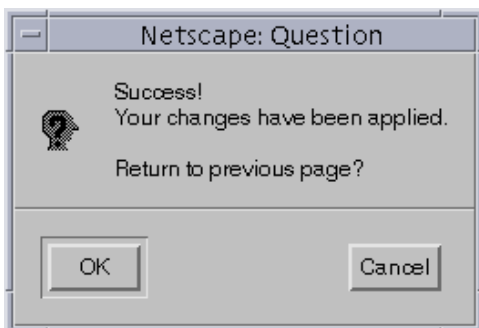


Figure 40 Successful Server Start

53. Close the browser by selecting **Close** from the File menu.

54. Click **Finish** to exit the InfoWorkSpace Installation wizard.

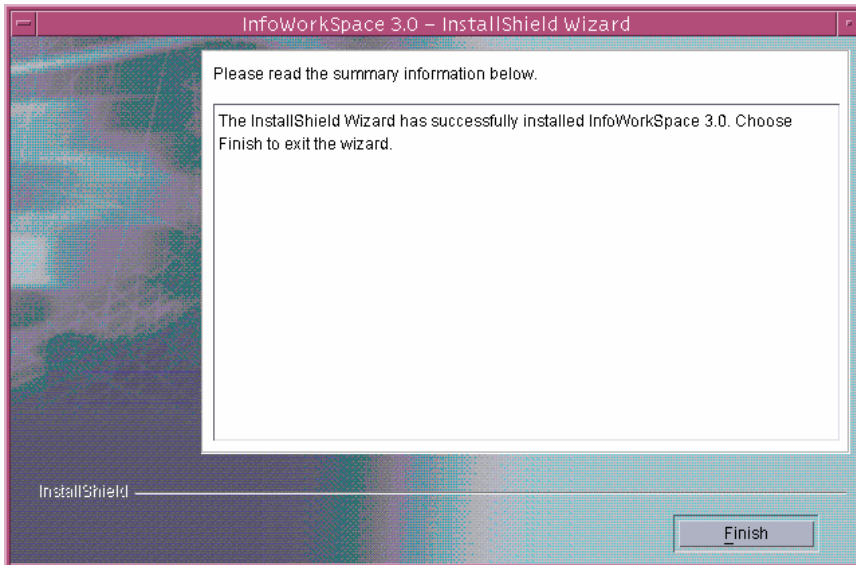


Figure 41 InfoWorkSpace Installation Success

55. Select **No, I will restart my computer at a later time** and click **Finish** when prompted to reboot.

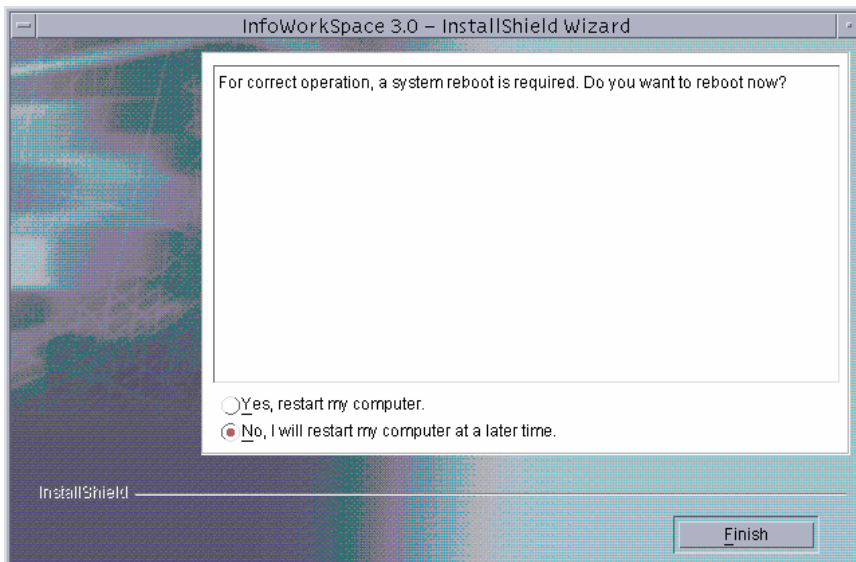


Figure 42 Restart Server

56. In the first console/terminal window, you should now be back at a prompt. Eject the InfoWorkSpace 3.0 Solaris Server Installation Disk #4 CD-ROM (eject cdrom) and reboot (init 6) the server.

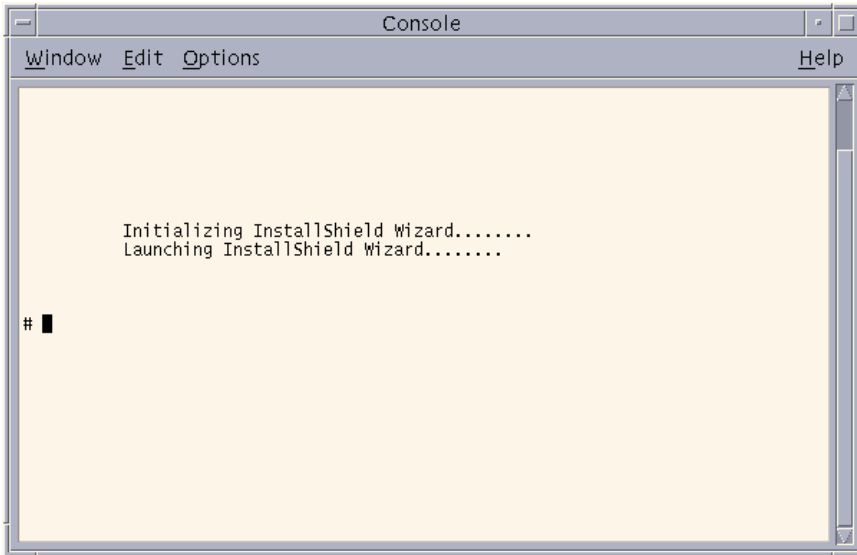


Figure 43 InfoWorkSpace Installation



Installing InfoWorkSpace using existing Active Directory Server is complete. Perform Post-Installation Instructions, located on page 54, to install placeware licenses, making your server operational, and client software, so the client software can be downloaded from the server.



Refer to the Troubleshooting Your Installation section, located on page 115 for additional InfoWorkSpace server administrative information.

Installing InfoWorkSpace with SunONE Directory Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to install the SunONE Directory Server. If you want to use an existing Active Directory server, refer to the Installing InfoWorkSpace using existing Active Directory Server section located on page 10.



During the installation, click **Back** to change selections or directory paths to install components.

To start the InfoWorkSpace installation:

1. Insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #1** CD into the CD-ROM drive. The following file manager window displays the contents of the CD.

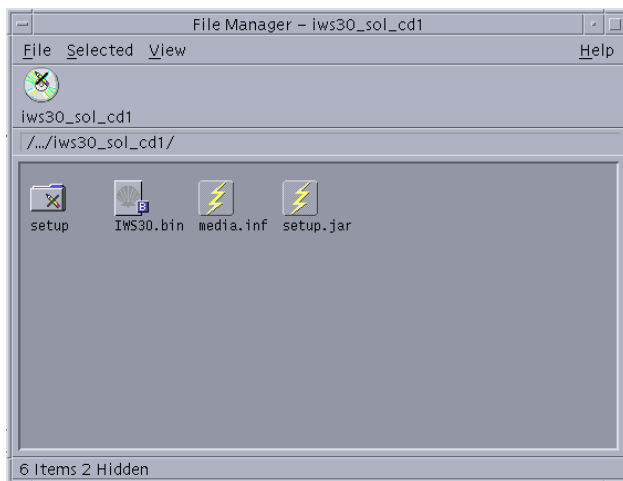


Figure 44 iws30_sol_cd1 Directory

If this window does not display, start the volume manager by typing the following commands in a console/terminal window:

- `/etc/init.d/volmgt stop`
- `/etc/init.d/volmgt start`



Contents of the Solaris File Manager shown above may be in different alphabetical order based on the Solaris operating system version being loaded. This figure is an example with Solaris 8.

2. Close the File Manager window.



It is very important to execute the installer from the console/terminal window and not from the File Manager. If the installer is executed from the File Manager (cd directory), you will be unable to change cds, as needed during the installation process.

3. Open a console/terminal window.

4. From the root directory, type `/cdrom/cdrom0/IWS30.bin` at the command prompt.

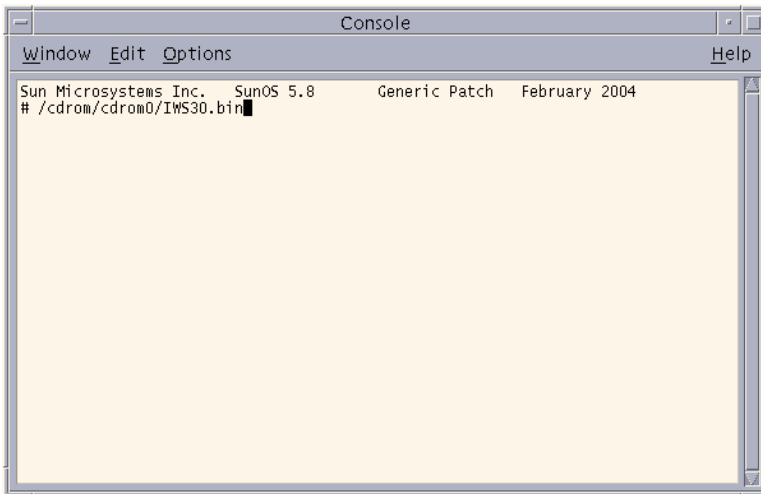


Figure 45 Installation Script

The following displays in your console/terminal window.

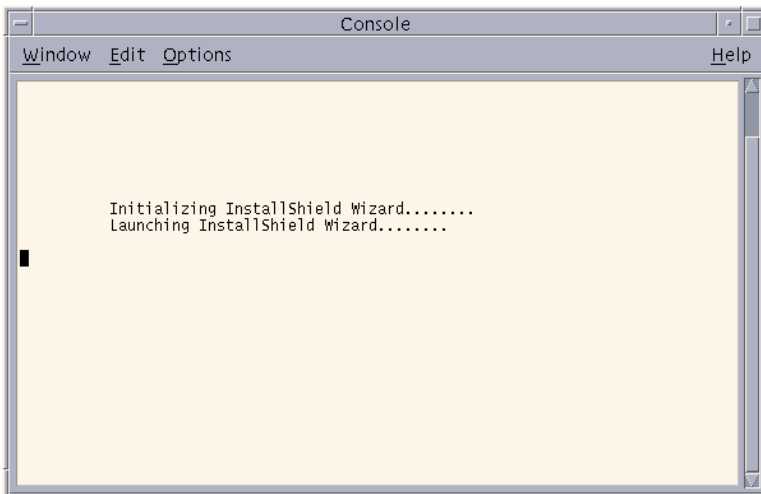


Figure 46 Installation Message

An Initializing wizard window displays.

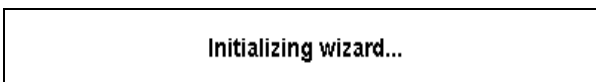


Figure 47 Initializing wizard

5. Click **Next** on the InstallShield Wizard Welcome window.

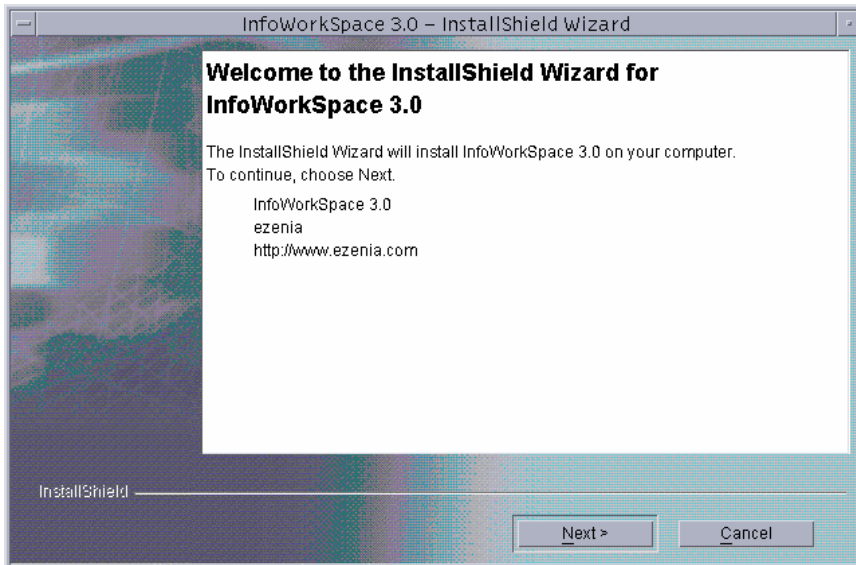


Figure 48 InstallShield Wizard Welcome

6. The InfoWorkSpace Software License Agreement displays. Read the terms of the license agreement and if you accept the terms of the agreement, select **I accept the terms of the license agreement** and click **Next**.

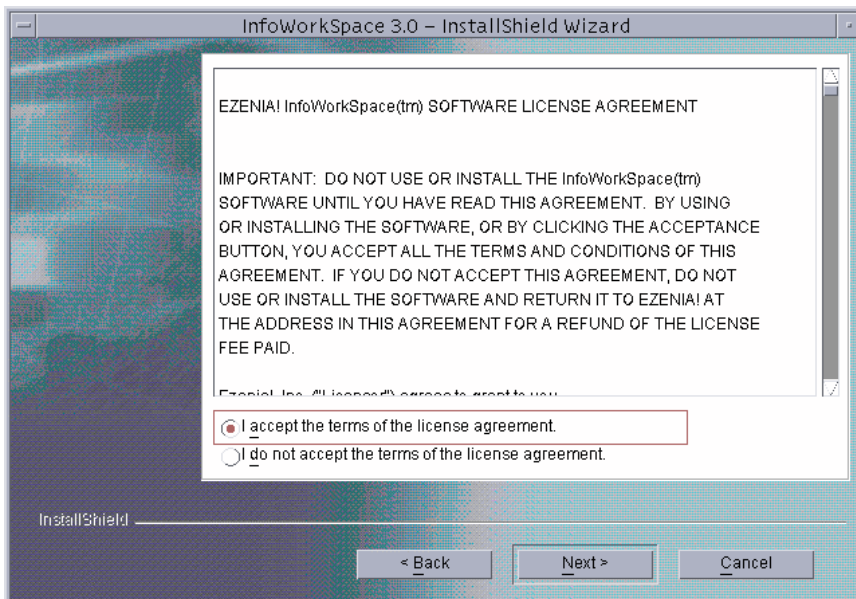


Figure 49 InfoWorkSpace Software License Agreement

After accepting the software license agreement, the InfoWorkSpace configuration data window displays.

Figure 50 InfoWorkSpace Administrator Configuration Data



Special characters are not accepted in entry fields. An error message is generated if special characters are used, and the special characters must be removed before the installation can continue.

7. Edit the **Administrator's Name**.
8. Edit the **Administrator's Phone Number**.
9. Edit the **Administrator's Email Address**.
10. Enter the **Password for Privileged User**.



The Password for Privileged User must be at least 8 characters, start with an alphabetic character, and should not contain spaces or special characters. Be careful not to forget the privileged user password, as it will be needed later in the installation.

11. Reenter the password in the **Verify Password for Privileged User** field.
12. Click **Next**.



The Privileged User password is the same for all privileged users on the system. Web and directory server administrators will have this password as soon as those servers are installed. Oracle privileged user passwords are set to this password once the installation has completed.

13. You are then prompted to select the Directory Server for InfoWorkSpace. Select **Sun One Directory Server** and click **Next**. (If you do not want to install the SunONE Directory Server and want to use an existing Active Directory, return to page 14 and continue from there.)

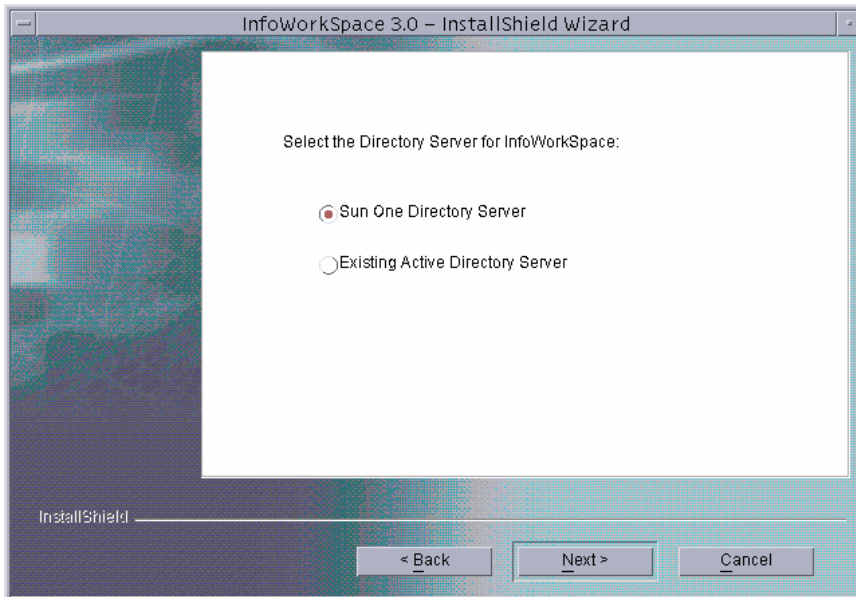


Figure 51 Directory Server Options

14. After selecting the SunONE Directory Server, you are prompted to select the directory location to install the SunONE Directory Server. Enter, or browse to, the directory where you want to install the directory server. Click **Next** to accept the default path and continue.

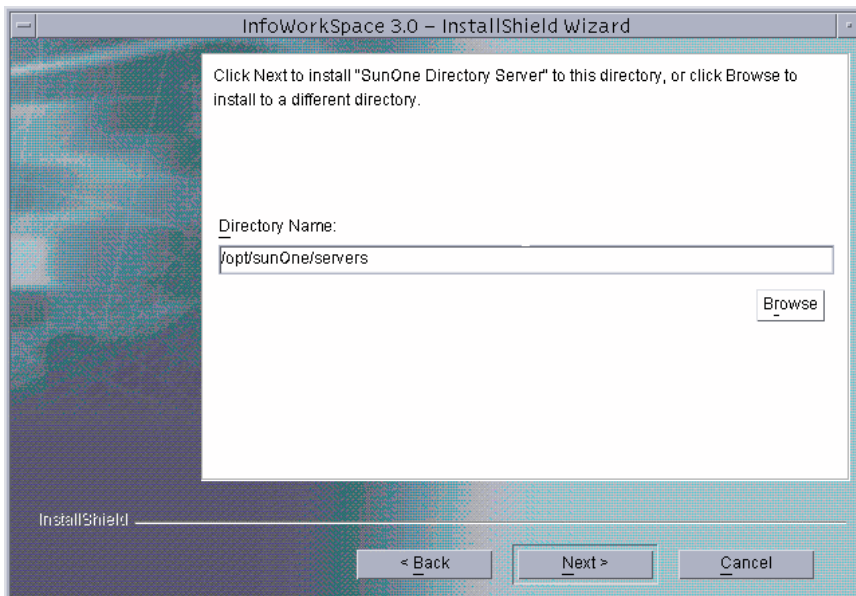


Figure 52 SunONE Directory Server Directory Path

15. You are then prompted to select a directory location to install the SunONE Web Server. Enter, or browse to, the directory where you want to install the web server. Click **Next** to accept the default path and continue.

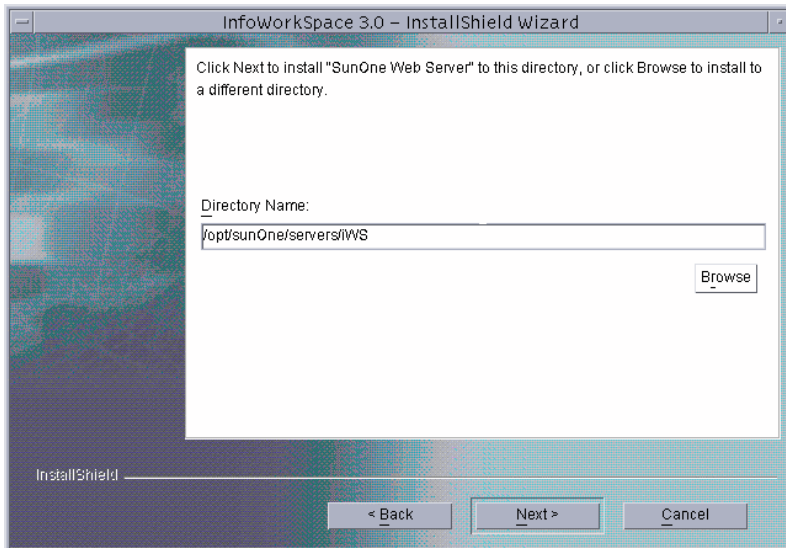


Figure 53 SunONE Web Server Directory Path

16. Enter the path where PlaceWare is to be installed. You can also click **Browse** to select a path from your existing directory structure.

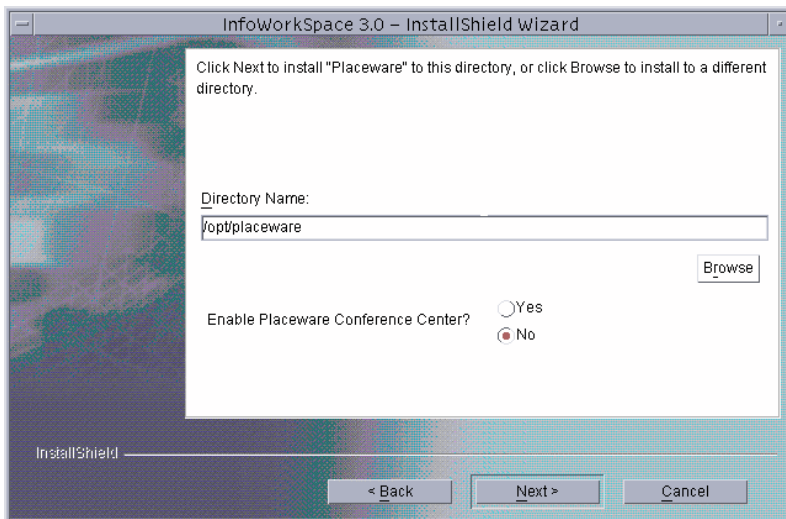


Figure 54 PlaceWare Directory Path

17. (optional) Select **Yes** to enable the PlaceWare Conference Center, if desired.



The PlaceWare Conference Center is installed by default. If you select not to enable the Conference Center now, you can enable the Conference Center in the Admin panel. For more information on enabling the Conference Center, please refer to the InfoWorkSpace Administrator's Guide.

18. Click **Next** to proceed with the installation.
19. You are then prompted to select a directory location to install the Oracle database. Enter, or browse to, the directory where you want to install the Oracle database server. Click **Next** to accept the path and continue.

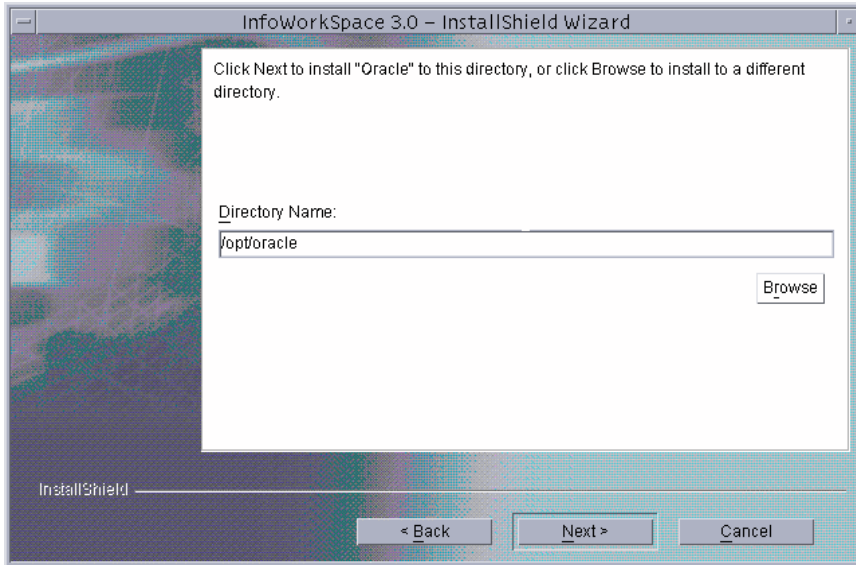


Figure 55 Oracle Directory Path

20. A summary information window displays. Click **Install** to continue.

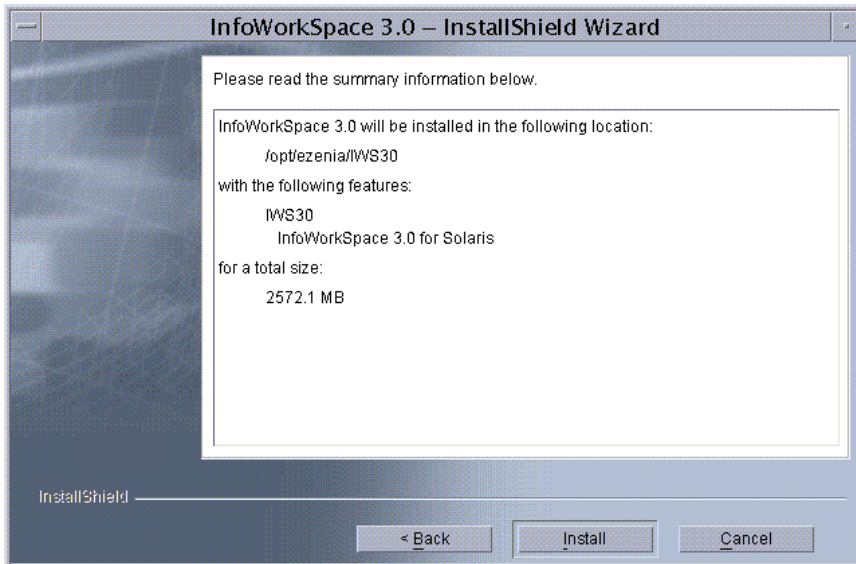


Figure 56 Summary Information

After you click Install, a progress meter displays while InfoWorkSpace 3.0 is being installed.

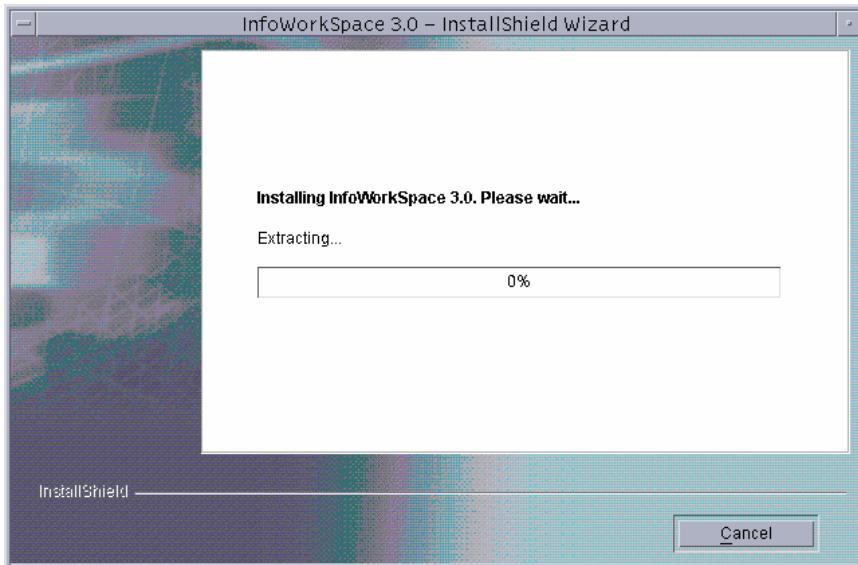


Figure 57 Installing InfoWorkSpace 3.0

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 45%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

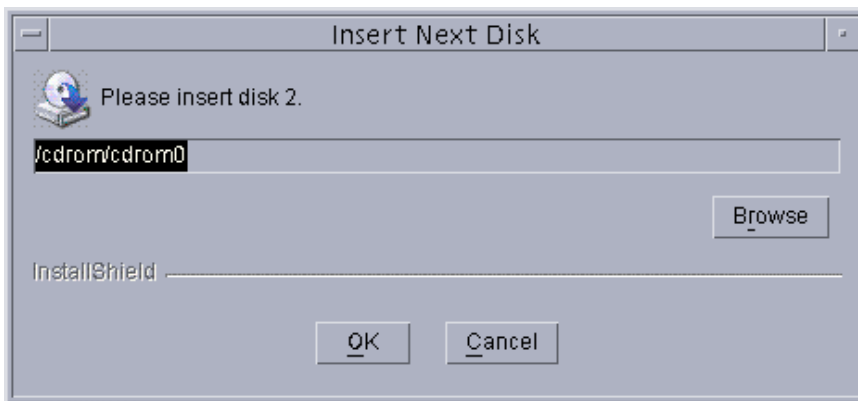


Figure 58 Insert Disk 2

21. Eject CD from a new console/terminal window (eject cdrom).
22. Remove the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #2** CD into the CD-ROM drive.
23. Close the File Manager window and the console/terminal window.
24. Click **OK** on the Insert Next Disk window.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 66%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

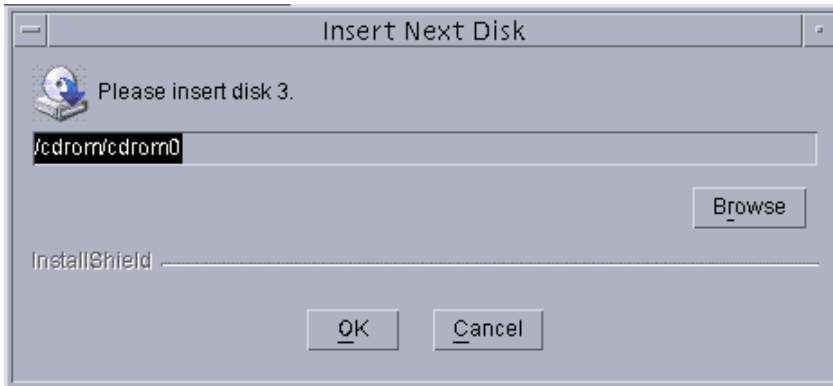


Figure 59 Insert Disk 3

25. Eject CD from a new console/terminal window (eject cdrom).
26. Remove the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #3** CD into the CD-ROM drive.
27. Close the File Manager window and the console/terminal window.
28. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 80%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 88%, depending on your system, you are prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

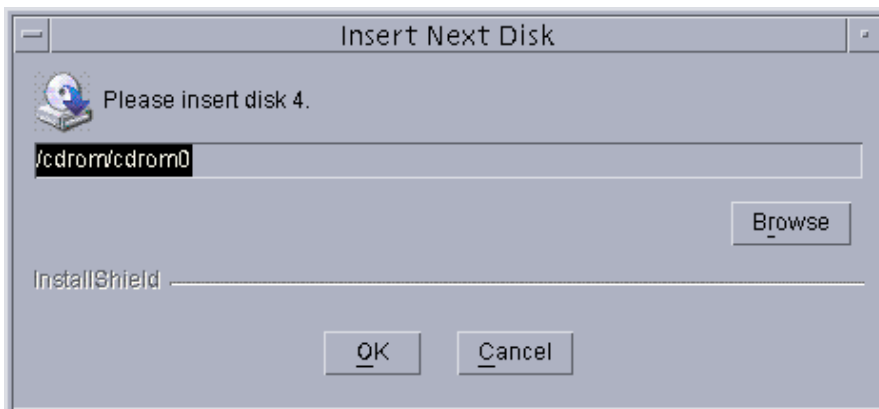


Figure 60 Insert Disk 4

29. Eject CD from a new console/terminal window (eject cdrom).

30. Remove the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Solaris Server Installation Disk #4** CD into the CD-ROM drive.
31. Close the File Manager window and the console/terminal window.
32. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 89%, it may take some time before continuing. Please be patient.

33. When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 90%, an Oracle splash screen displays briefly and then the Oracle Installer Welcome window displays. Click **Next**.



Figure 61 Oracle Installer Welcome

34. The Oracle Installer Specify File Locations window displays. Accept the default paths provided and click **Next**.

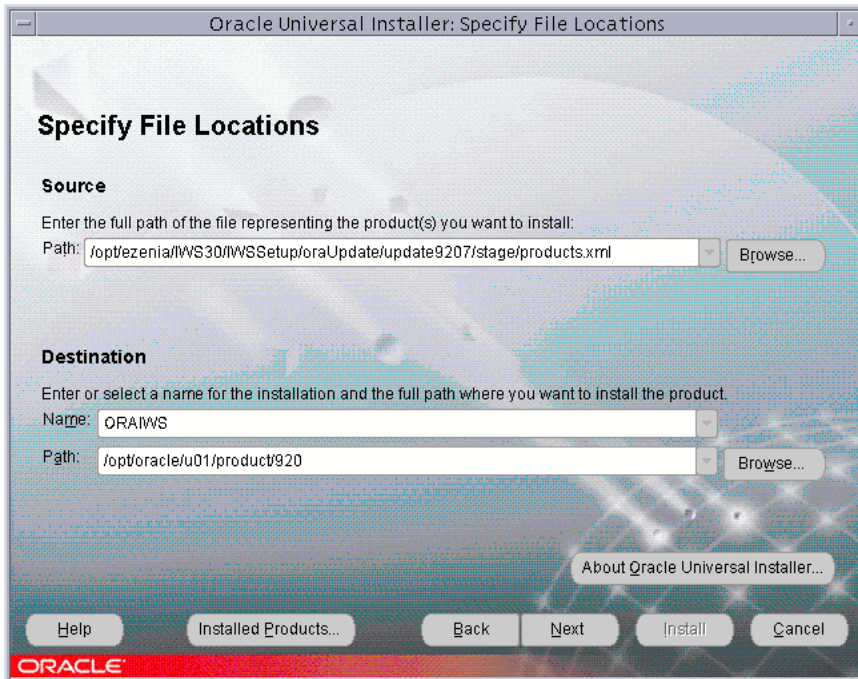


Figure 62 Oracle Installer Specify File Locations

A progress meter displays at the top right portion of the Installer window indicating the status of the items being downloaded.

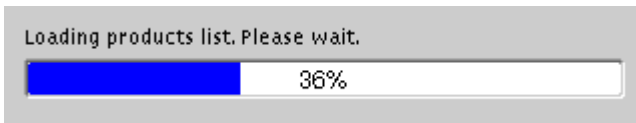


Figure 63 Progress Meter

35. A summary window displays. Verify the settings provided are correct and click **Install**.

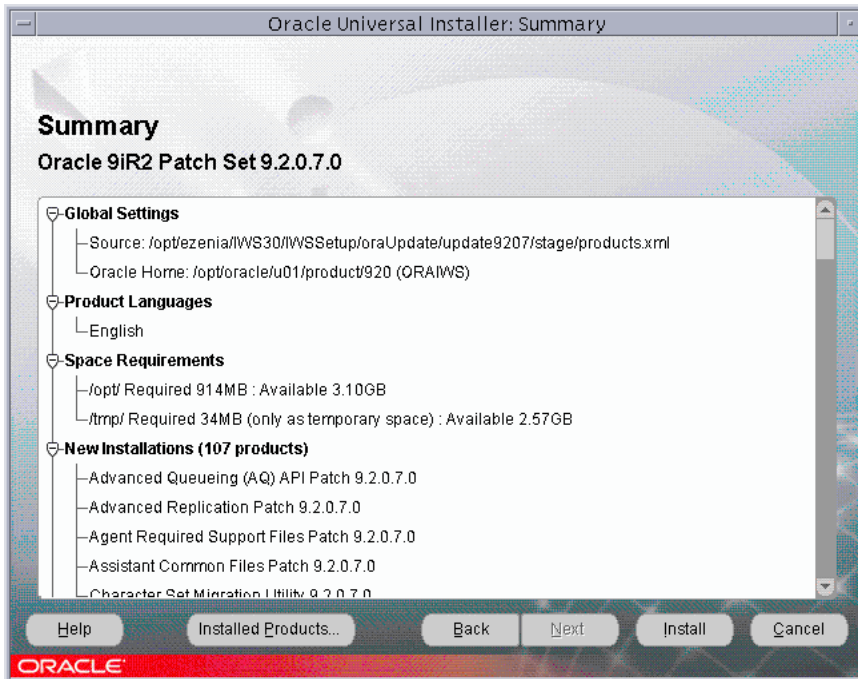


Figure 64 Oracle 9i Summary

An Install Progress window displays. This may take several minutes to complete based on the speed of your system.

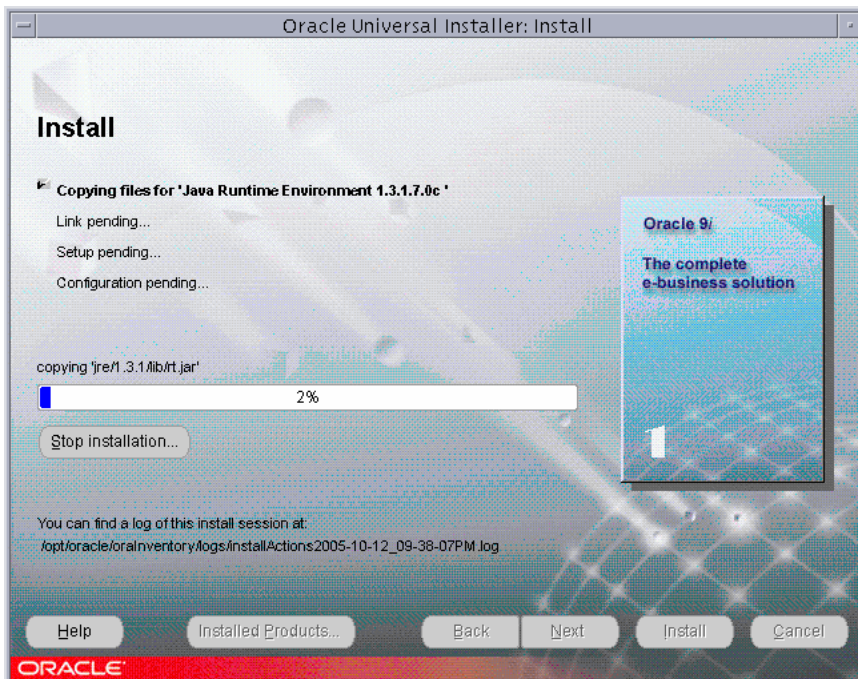


Figure 65 Oracle 9i Installation

When the Oracle Universal Installer progress meter has reached 100%, the following window displays.



DO NOT click **OK** on Figure 66 Configuration Script Message until the instructions in steps 36 through 38 have been completed.

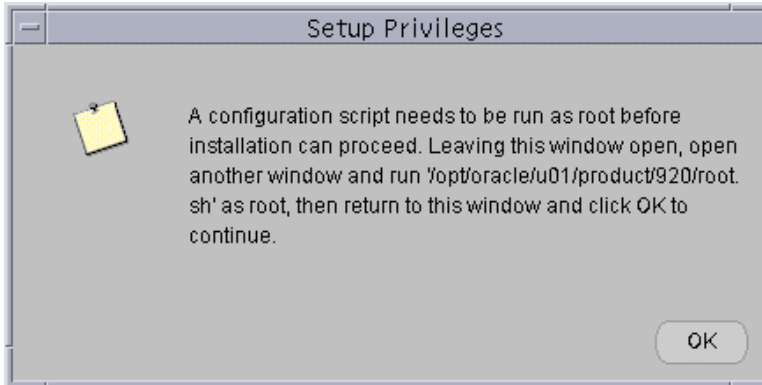


Figure 66 Configuration Script Message

36. While the Setup Privileges window is open, run `<ORACLE_HOME>/root.sh` as root from a new console/terminal window. In our example, `'/opt/oracle/u01/product/920'` is the `<ORACLE_HOME>`, but the Oracle Installer detects your `<ORACLE_HOME>` and prompts the exact text that needs to be entered.

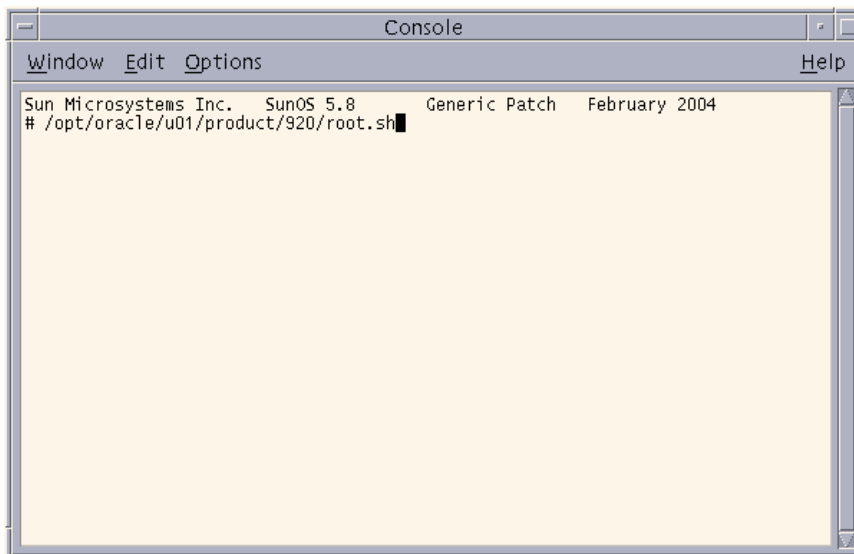
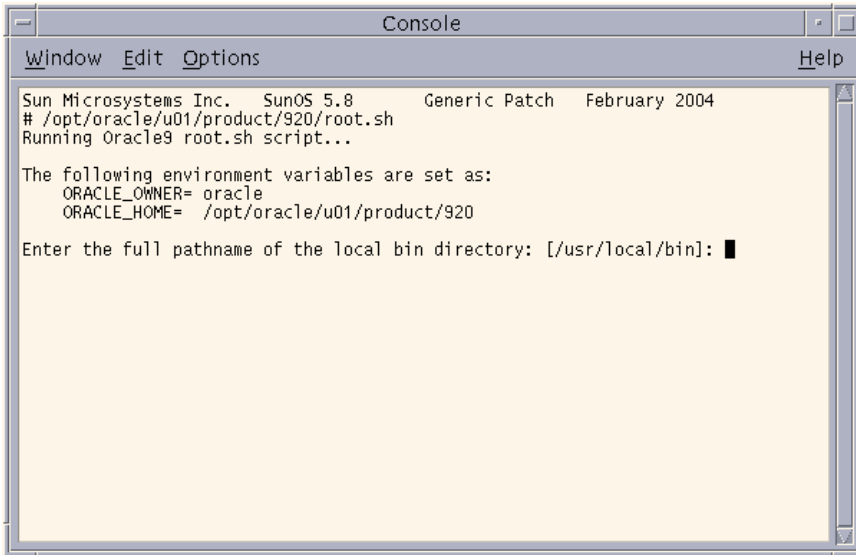


Figure 67 Configuration Script



All of the following answers to the `root.sh` script prompts may be changed if your particular environment requires them to be changed. This will not affect the use of the InfoWorkSpace server. The answers to the prompts shown below are the fastest way to finish this script.

37. You are prompted for the full pathname of the local bin directory. Press **Return** to accept the default path of `/usr/local/bin`. Another directory may be selected, but the default directory provided ensures that only files that are needed for the installation are used.



```

Sun Microsystems Inc. SunOS 5.8 Generic Patch February 2004
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

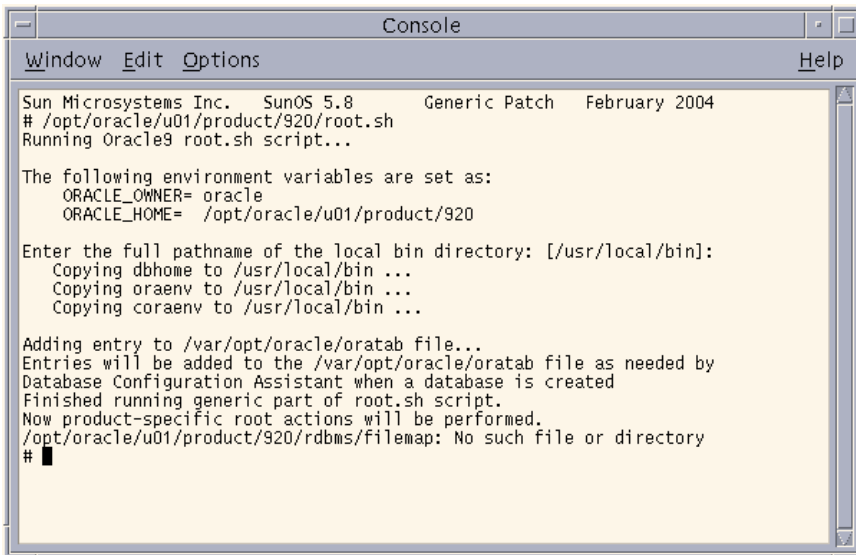
The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]: █

```

Figure 68 Local Bin Pathname Prompt

38. When you are returned to a prompt, close the console/terminal window.



```

Sun Microsystems Inc. SunOS 5.8 Generic Patch February 2004
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:
Copying dbhome to /usr/local/bin ...
Copying oraenv to /usr/local/bin ...
Copying coraenv to /usr/local/bin ...

Adding entry to /var/opt/oracle/oratab file...
Entries will be added to the /var/opt/oracle/oratab file as needed by
Database Configuration Assistant when a database is created
Finished running generic part of root.sh script.
Now product-specific root actions will be performed.
/opt/oracle/u01/product/920/rdbms/filemap: No such file or directory
# █

```

Figure 69 Oracle Message Window



The above window shows that the `/opt/oracle/u01/product/920/rdbms/filemap` does not exist. This is expected and is not a problem for the InfoWorkSpace installation.

39. Click **OK** on the Setup Privileges window. You may have to minimize or move windows to locate the Setup Privileges window.

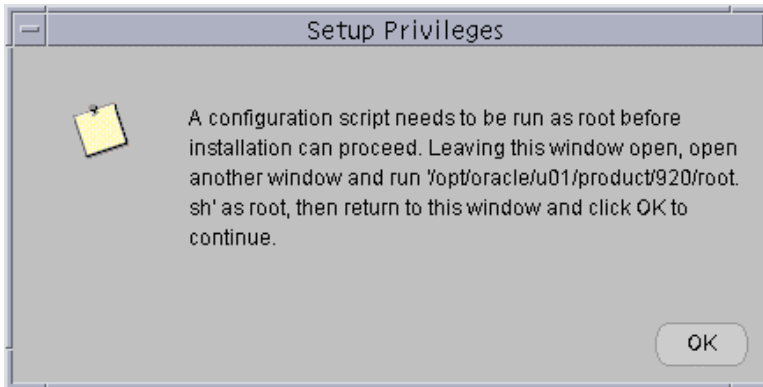


Figure 70 Configuration Script Message

40. A window displays indicating the completion of the Oracle 9i installation. Click **Exit**.

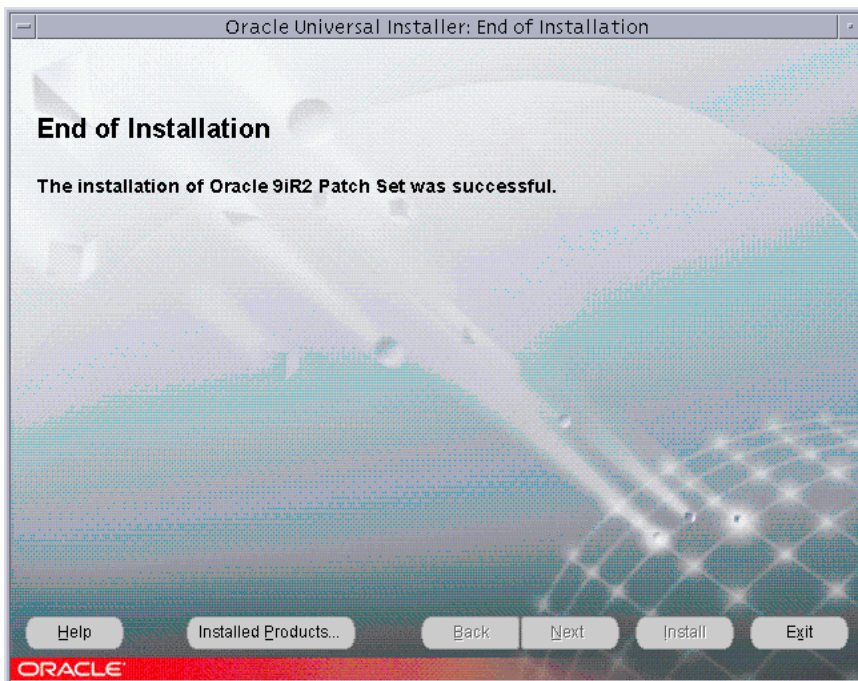


Figure 71 End of Oracle Installation

41. You are prompted to confirm that you want to exit. Click **Yes**.

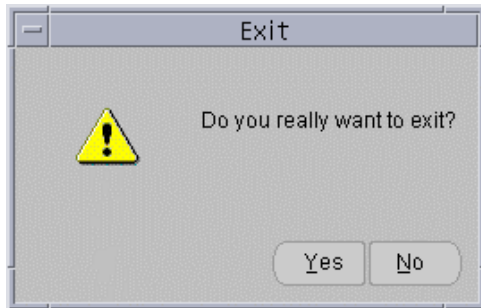


Figure 72 Oracle Exit



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 91%, it may take some time. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 99%, it begins creating files, and finalizing vital product data. Please be patient, this may take several minutes to complete.

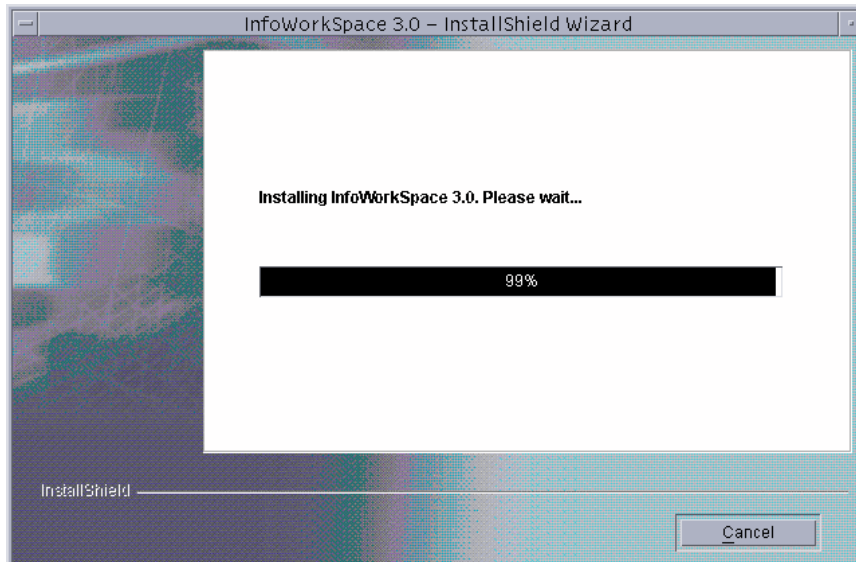


Figure 73 Installing InfoWorkSpace 3.0 Status

42. A window displays indicating the installation of InfoWorkSpace was successful. DO NOT Click Finish yet.



DO NOT click **Finish** on Figure 74 InfoWorkSpace Installation Success until the instructions in steps 43 through 52 have been completed.

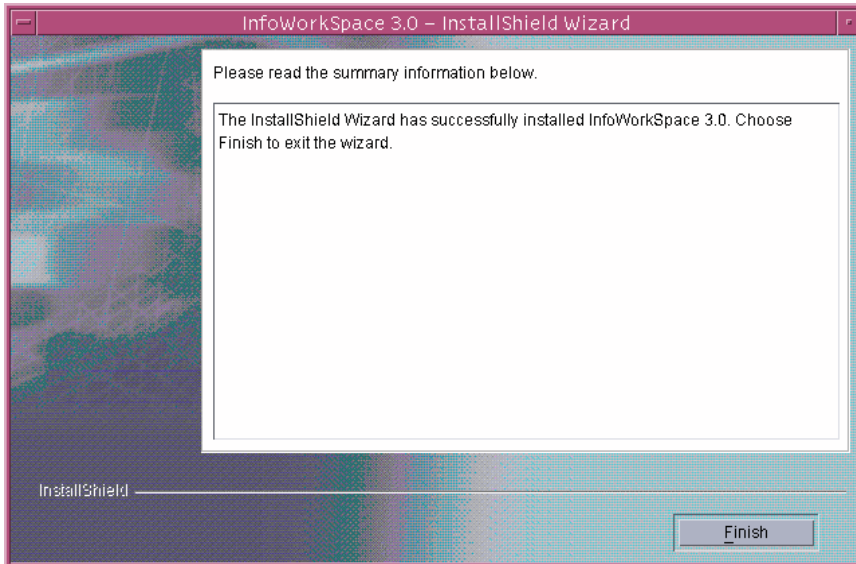


Figure 74 InfoWorkSpace Installation Success

A web browser will open (URL: <http://<FQDN>:10002>) with the Web Server login window.

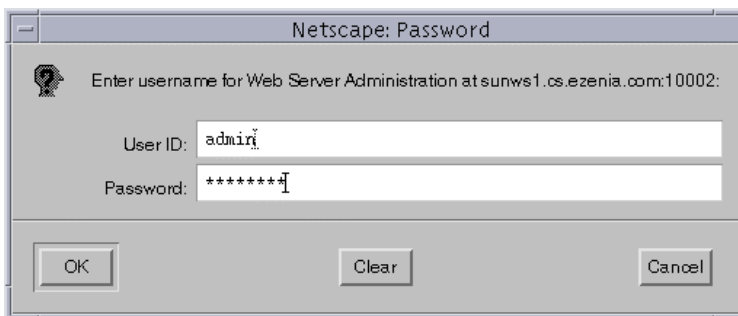


Figure 75 Web Server Administration Authentication

43. Enter **admin** as the User ID.
44. Fill in the Password field with the same password you supplied as the Privileged User password near the beginning of the installation.
45. Click **OK**.

46. The iPlanet Web Server Administration Server window displays. Click **Manage** located to the right of the Select a Server text.

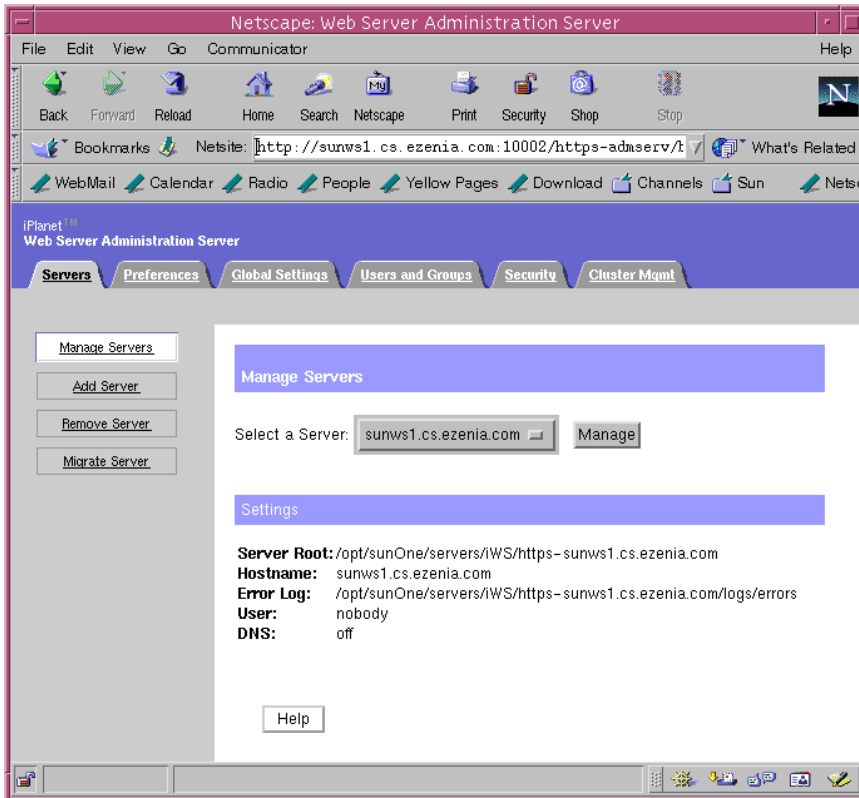


Figure 76 iPlanet Web Server Administration Server

47. Click **OK** on the Warning message.

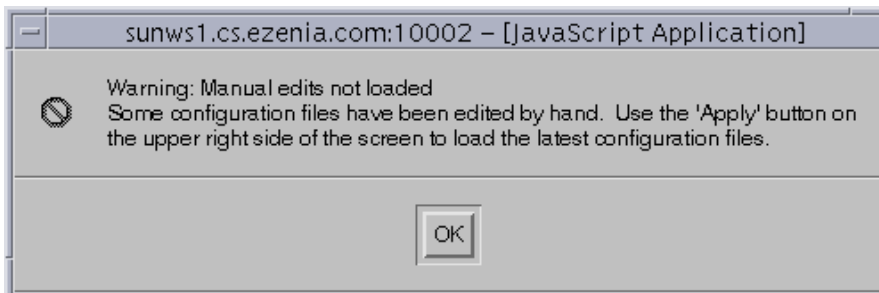


Figure 77 Manual Edits Warning

48. Click the **Apply** link located in the upper right corner of the page.

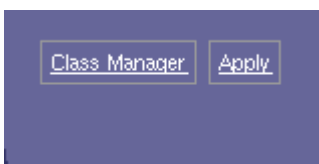


Figure 78 Apply Manual Changes

49. Accept the changes to the configuration by clicking **Apply Changes**.

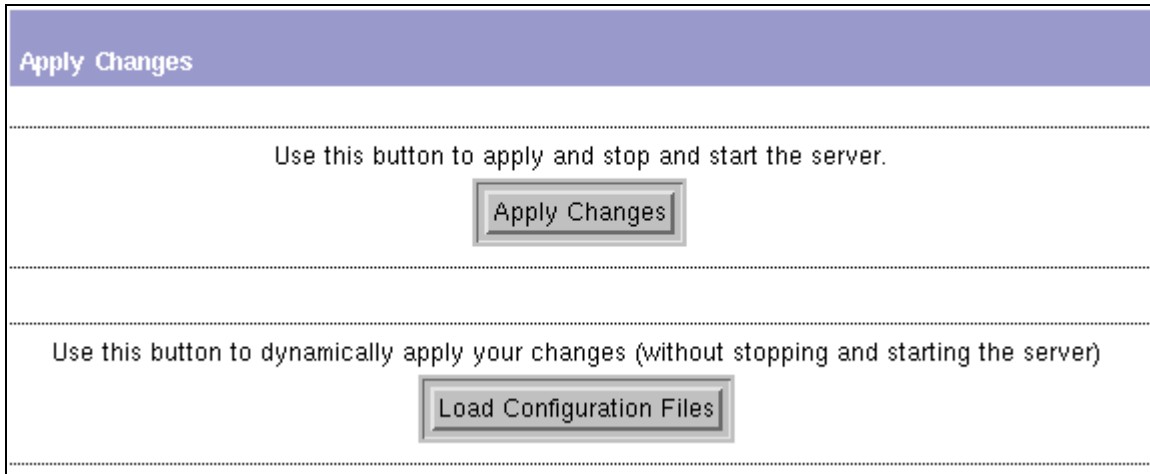


Figure 79 Apply Changes

50. If the following window displays, clear the **Show this Alert Next Time** checkbox and click **Continue Submission**.



Figure 80 Continue Submission

51. The following window displays after successfully applying configuration changes. Click **OK**.

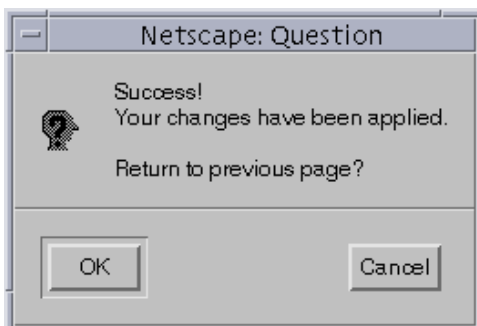


Figure 81 Successful Server Start

52. Close the browser by selecting **Close** from the File menu.

53. Click **Finish** to exit the InfoWorkSpace Installation wizard.

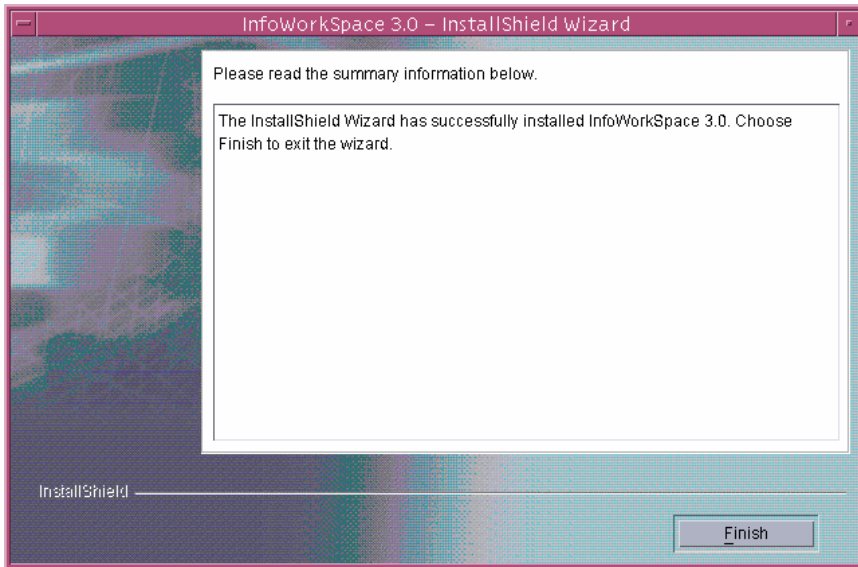
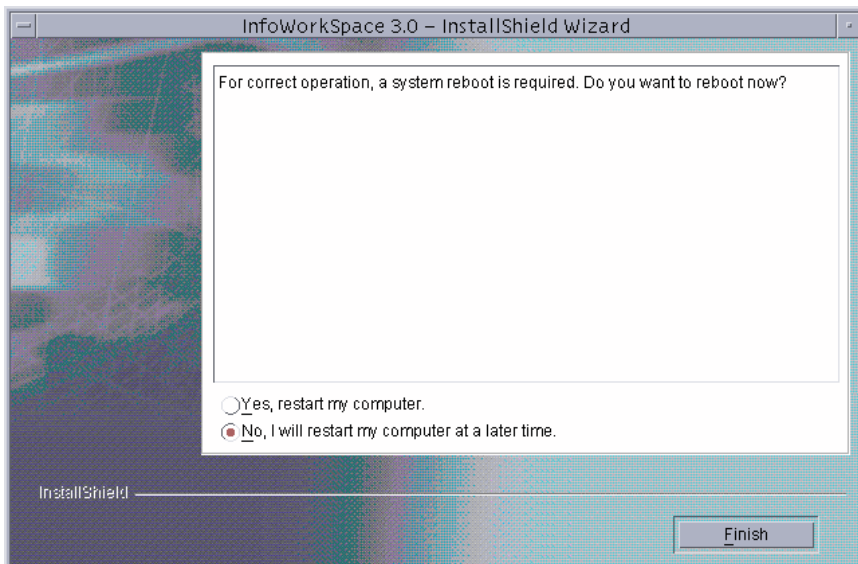


Figure 82 InfoWorkSpace Installation Success

54. Select **No, I will restart my computer at a later time** and click **Finish** when prompted to reboot.



55. In the first console/terminal window, you should now be back at a prompt. Eject the InfoWorkSpace 3.0 Solaris Server Installation Disk #4 CD-ROM (eject cdrom) and reboot (init 6) the server.

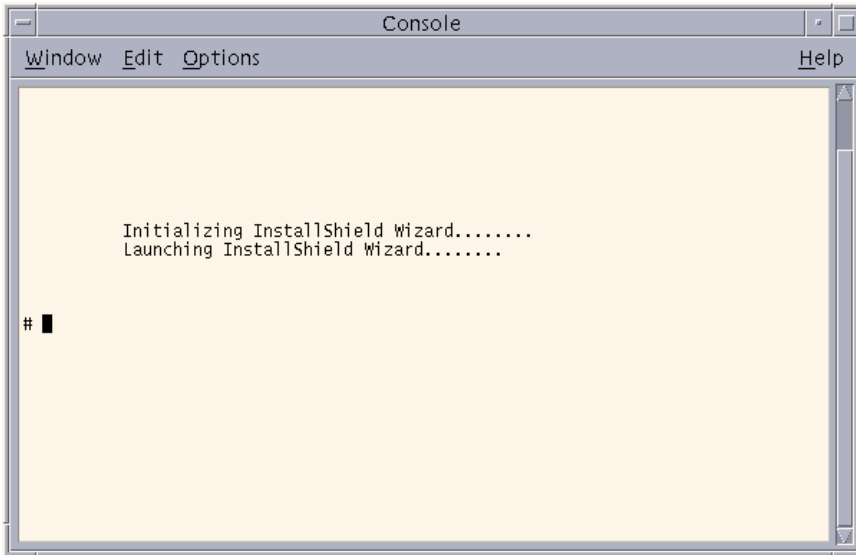


Figure 84 InfoWorkSpace Installation



Installing InfoWorkSpace with SunONE Directory Server is complete. Perform Post-Installation Instructions, located on page 54, to install placeware licenses, making your server operational, and client software, so the client software can be downloaded from the server.



Refer to the Troubleshooting Your Installation section, located on page 115 for additional InfoWorkSpace server administrative information.

Post-Installation Instructions

You must complete the following post-installation instructions before you can log on and begin using InfoWorkSpace or LaunchPad and allow users to download the InfoWorkSpace client software or access the InfoWorkSpace documentation.

Before users can logon using the portal client, the default Portal Administrator Account must be changed. See the Changing Portal Administrator Account section, on page 186 of the 3.0.6 Administrator's Guide for instructions.

Installing PlaceWare Licenses

1. If the licenses were received as an email attachment, copy the zipped attachment to a blank diskette.
 - a. Insert the diskette into your InfoWorkSpace server.
 - b. Open a console/terminal window and type **volcheck** and press **Return**.
 - c. Copy the zip file from the floppy drive to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cp /floppy/floppy0/* /opt/placeware/license**).
 - d. After the file transfer finishes, you may eject the diskette.
 - e. Change the directory to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cd /opt/placeware/license**).
 - f. Unzip the license files (**unzip *.zip**).

OR

2. If you received licenses on a diskette:
 - a. Insert the diskette into your InfoWorkSpace server.
 - b. Open a console/terminal window and type **volcheck** and press **Return**.
 - c. Copy the license files to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cp /floppy/floppy0/* /opt/placeware/license**).
 - d. After the file transfer finishes, you may eject the diskette.



Do not change any of the filenames of these licenses.

3. Restart the PlaceWare service:

- a. In a console/terminal window, from root, type: `/etc/init.d/placeware stop`
- b. Type: `/etc/init.d/placeware start`

Verify Success of Installation

Before applying the 3.0.6 patch, it is recommended to install the PlaceWare Licenses and ensure that you can connect to the server. You can do this by entering the InfoWorkSpace Server's FQHN in the URL Address field of a browser.

3.0.6 Patch Installation for Solaris 8 and Solaris 9

The following instructions will enable you to upgrade your InfoWorkSpace Server version 3.0 to version 3.0.6. Before attempting to install the 3.0.6 patch from the 3.0.6 Patch CD, you must first have InfoWorkSpace version 3.0 installed on your server.

There are two installation scenarios for InfoWorkSpace Version 3.0.6:

- Fresh Installation (on Solaris 10 only), i.e. InfoWorkSpace has not been previously installed on this server): For this scenario, InfoWorkSpace Version 3.0.6 is installed by following the steps documented in this Server Installation Guide (please contact 1-800-760-3205 if you need assistance).
- Upgrade Patch Installation (Solaris 8 and Solaris 9), i.e. InfoWorkSpace Version 3.0 has been installed previously. For this scenario, follow the 3.0.6 Patch Installation procedures provided below.
 1. Login as root.
 2. Insert the **InfoWorkSpace 3.0.6 Patch CD** into your CD drive. A file manager window displays the contents of the CD.
 3. Copy the **IWS306Patch.bin** file to the server to be patched:

```
# cd /cdrom/server/solaris
```

```
# cp IWS306Patch.bin /patches
```

4. Open a terminal window and change your current directory to the directory where the patch is located (`cd /patches`).
5. Add the patch to the server by typing: **`./IWS306Patch.bin`**

An Initializing Install wizard progress window displays. Please be patient as this window may take a few minutes to appear.

6. When the "Welcome to the InstallShield Wizard for InfoWorkSpace" window appears, click **Next**.

7. The InfoWorkSpace Software License Agreement displays. Read the terms of the agreement. Select "I accept the terms of the license agreement" and click **Next**.
8. An Oracle Password window displays. Enter the Privileged User Password. This password was created during the installation of IWS 3.0 and is needed to connect to Oracle. Click **Next**.
9. A Ready to Install Program Summary window displays. Click **Install** to start the installation.
10. After the InstallShield Wizard Complete dialog window displays, click **Finish**.
11. Select **No** to restart computer and click **Finish**.
12. Restart the InfoWorkSpace server (init 6).

InfoWorkSpace Client Downloads



The Server must have the InfoWorkSpace client software copied from the InfoWorkSpace 3.0.6 Client CD to the server, making them accessible from the Downloads buttons. The following steps do not install the client software making the client usable on the system; it only copies the executables to allow them to be downloaded from the server.

To copy the downloads:

1. Insert the **InfoWorkSpace 3.0.6 Client CD** into the CD-ROM drive. The following file manager window displays the contents of the CD.

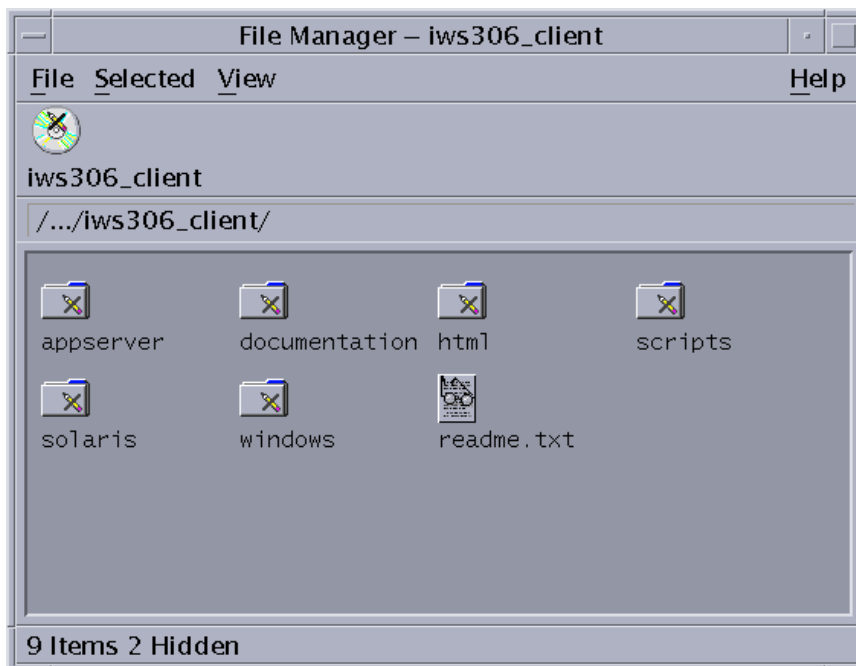


Figure 85 Client CD

2. Double-click the **scripts** folder.

3. Double-click the **install_downloads_on_server** file.

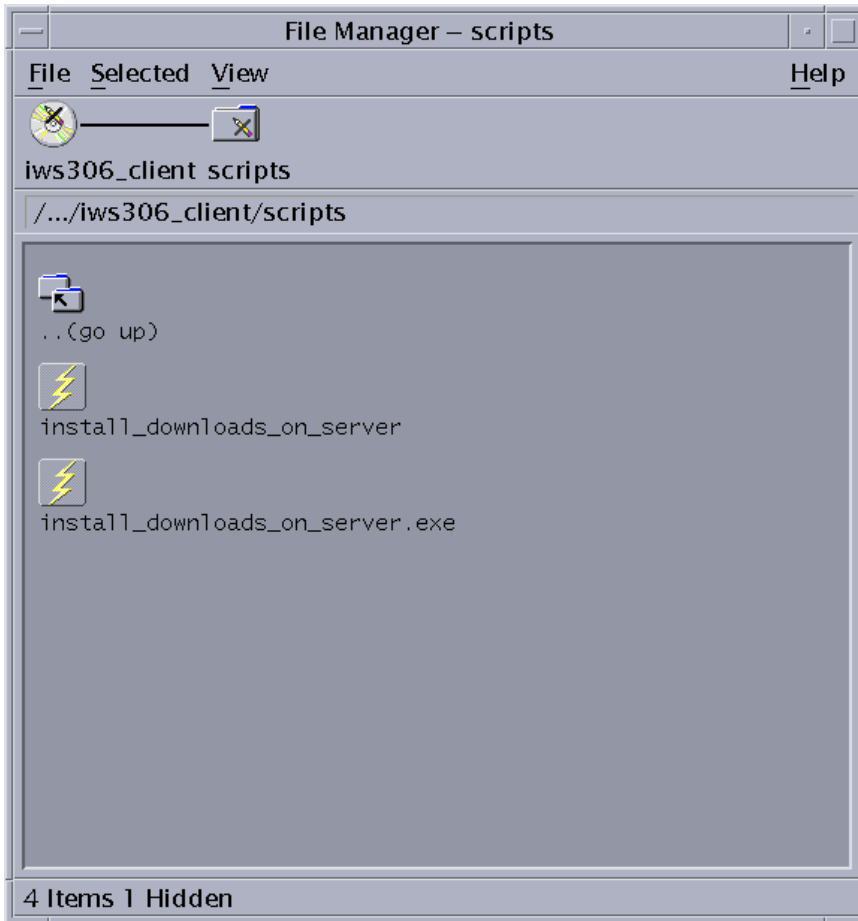


Figure 86 install_downloads_on_server

4. Click **OK** on the Options/Arguments window, if displayed.



The Solaris Options/Arguments window does not display when installing a system with the Solaris 8 operating system.

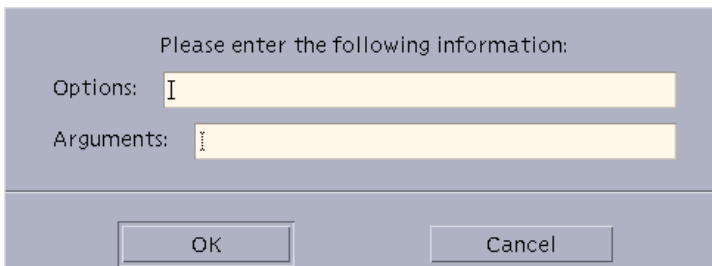


Figure 87 Solaris Options/Arguments

The following window displays.



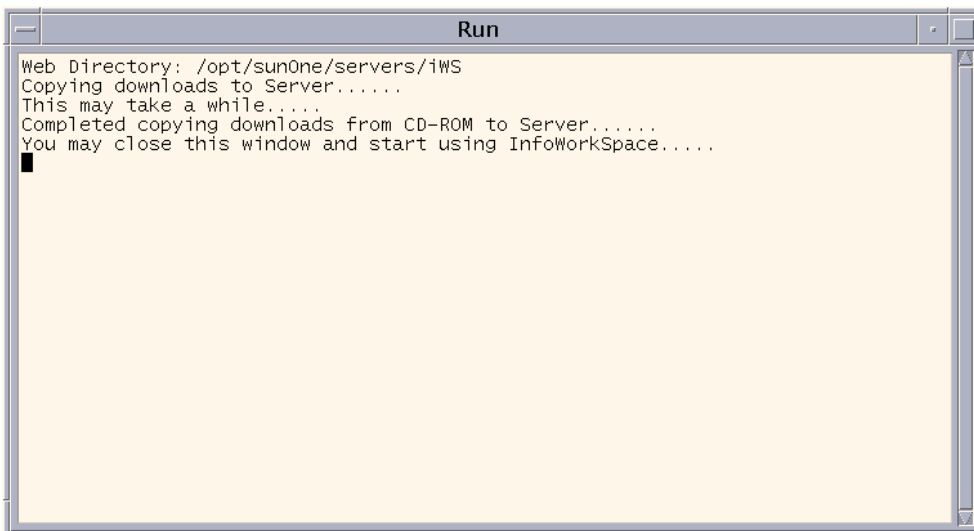
This may take several minutes to complete based on the speed of your system.



```
Run
Web Directory: /opt/sunOne/servers/iWS
Copying downloads to Server.....
This may take a while.....
█
```

Figure 88 Copying downloads

5. When the downloads have completed copying, close the console/terminal window.



```
Run
Web Directory: /opt/sunOne/servers/iWS
Copying downloads to Server.....
This may take a while.....
Completed copying downloads from CD-ROM to Server.....
You may close this window and start using InfoWorkSpace.....
█
```

Figure 89 Downloads Copy Complete

Installing InfoWorkSpace 3.0.6 Server (Solaris 10)

The InfoWorkSpace Solaris Installation uses five CDs to install components needed for InfoWorkSpace Version 3.0.6 on Solaris 10 platforms. Four of the CDs install the 3.0.6 server software, and the fifth installs the client software.

These CD-ROMS contain the necessary installation routines for Oracle9i Version 9.2.0.7 (64-bit), SunONE Directory Server, SunONE Web Server, PlaceWare and optional Conference Center, the InfoWorkSpace Server, InfoWorkSpace client software, and InfoWorkSpace documentation. Not all of these routines are required for every installation (refer to the information discussing Choosing a Configuration).



InfoWorkSpace must be installed on a dedicated server platform. Requirements for installing InfoWorkSpace on a non-dedicated platform must be addressed through a feasibility study and/or integration effort. Please direct questions regarding custom configurations to InfoWorkSpace Technical Support at 1-866-269-0532.

Choosing a Configuration

You have different options when configuring your InfoWorkSpace server that should be considered prior to initiating the installation process. The InfoWorkSpace 3.0.6 server installation allows you to select the components you install as well as where they are installed. The options allowed are:

- LDAP server options:
 - SunONE Directory Server, locally on the InfoWorkSpace server.
 - Existing Microsoft Active Directory server (This option is important if you already have directory services deployed for your environment).
- SunONE Web Server, locally on the InfoWorkSpace server.
- PlaceWare, locally on the InfoWorkSpace server (Conference Center disabled by default).
- Oracle 9i, locally on the InfoWorkSpace server.
- InfoWorkSpace Server

The installation process varies depending on which option is selected. Refer to the following table for the sections to follow for installation instructions for the server configuration you want:

Installing on Solaris 8 or Solaris 9 platforms:

	Pre-Installation Instructions	InfoWorkSpace Server Version 3.0 Installation Instructions	Post-Installation Instructions	3.0.6 Patch Installation
Installing InfoWorkSpace using existing Active Directory Server :	Page 8	Pages 10 - 42	Page 54	Page 55
Installing InfoWorkSpace with SunONE Directory Server :	Page 8	Pages 33 - 63	Page 54	Page 55

Installing on Solaris 10 platforms:

	Pre-Installation Instructions	InfoWorkSpace Server Version 3.0.6 Installation Instructions	Post-Installation Instructions
Installing InfoWorkSpace using existing Active Directory Server :	Page 61	Pages 63 - 97	Page 111
Installing InfoWorkSpace with SunONE Directory Server :	Page 61	Pages 88 - 120	Page 111

Pre-Installation Instructions

Prior to running the installer, verify and/or add the following system variables and values (per Oracle's recommendations):

1. Open a console/terminal window.
2. Navigate to the **etc** directory (cd etc).
3. Open the **system** file and verify the following variables are set in the system file. If not, add these lines to the end of the file, **save** and close the file.

```
set shmsys:shminfo_shmmax=4294967295
set semsys:seminfo_semmni=100
set semsys:seminfo_semmns=1024
set semsys:seminfo_semmsl=256
set shmsys:shminfo_shmmin=1
set shmsys:shminfo_shmmni=100
set shmsys:shminfo_shmseg=10
```

4. Reboot the machine (init 6) and log back in as the root user.



The total disk space required for the InfoWorkSpace installation is approximately 9 GBs. Therefore, you may need to increase the size of a partition or use multiple partitions.



A hostname cannot contain a leading number (i.e. 9abcd.xxx.xxx.xxx). This can cause Oracle database problems, nor should the hostname contain a dash (i.e. abc-def.xxx.xxx.xxx).



The Solaris Server Installer resolves the hostname from the /etc/hosts file; therefore ensure that the host file contains the machine's IP, hostname, and FQDN (i.e. xxx.xxx.xxx.xxx server server.cs.ezenia.com).



We recommend installing InfoWorkSpace immediately following a fresh installation of the operating system to reduce conflicts with other software already on the server. However, if your server is not a dedicated InfoWorkSpace server, InfoWorkSpace cannot support the installation and the installation may not run as it should. If you choose to install InfoWorkSpace server software on a server that has other software applications installed on it, you must pay an additional fee if you want to receive technical support.



If you have at least 11 GBs of free disk space (9 GB needed for server installation and 2 GB to contain the CD contents), you can copy the contents of the four Server Installation CDs to your hard drive and run the IWS306.bin installer from that directory. By running the installer from the hard drive, the instructions to replace the installation disks in the CD-ROM drive are eliminated; therefore skip those steps in the following instructions. Refer to the Troubleshooting Your Installation section, on page 115, for additional information.



The InfoWorkSpace server installation assumes that a browser is already installed on the server for the web browser and web server functionality.



At present, InfoWorkSpace has only been tested against the SunONE Directory Server and Microsoft Active Directory 2000 and 2003.



If you are going to be using Active Directory as your directory service, make sure it is installed on an appropriate machine, that you know the name of the machine, and that you know the name and password of the user that InfoWorkSpace can use to authenticate to the Active Directory.



The InfoWorkSpace interface with Active Directory is a read-only, one-way interface.



Installation of the InfoWorkSpace 3.0.6 Server may take some time to complete based on the speed of your system; i.e. 2-3 hours on an Ultra 60 with 1 Gbytes of RAM.

Installing InfoWorkSpace using existing Active Directory Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to use an existing Microsoft Active Directory as the InfoWorkSpace server's directory server. If you want to install the SunONE Directory server, refer to the Installing InfoWorkSpace with SunONE Directory Server section located on page 88.



During the installation, click **Back** to change selections or directory paths to install components.

To start the InfoWorkSpace installation:

1. Insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #1** CD into the CD-ROM drive. The following file manager window displays the contents of the CD.

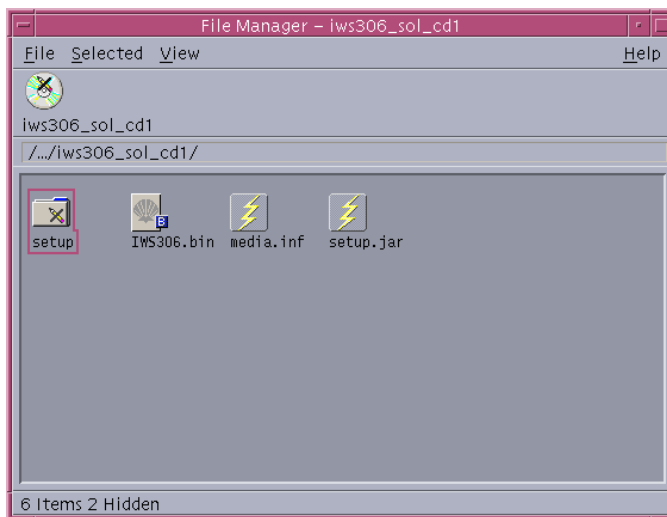


Figure 90 iws306_sol_cd1 Directory

If this window does not display, start the volume manager by typing the following commands in a console/terminal window:

- `/etc/init.d/volmgt stop`
- `/etc/init.d/volmgt start`

2. Close the File Manager window.



It is very important to execute the installer from the console/terminal window and not from the File Manager. If the installer is executed from the File Manager (cd directory), you will be unable to change CDs, as needed during the installation process.

3. Open a console/terminal window.

- From the root directory, type `/cdrom/cdrom0/IWS306.bin` at the command prompt.

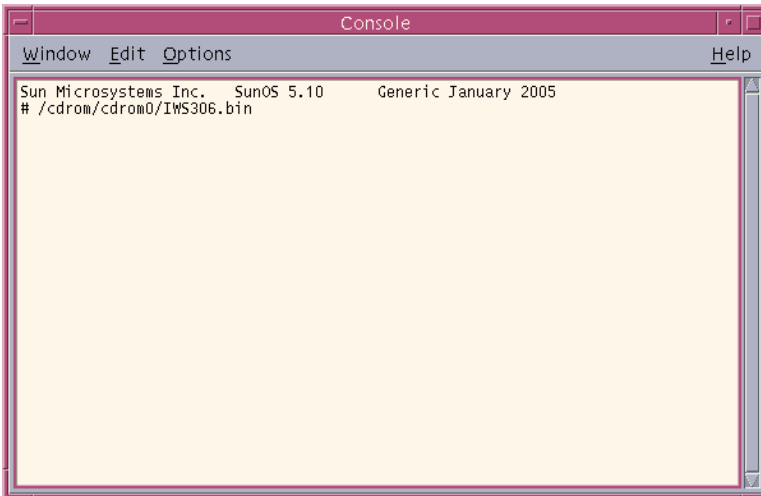


Figure 91 Installation Script

The following displays in your console/terminal window.

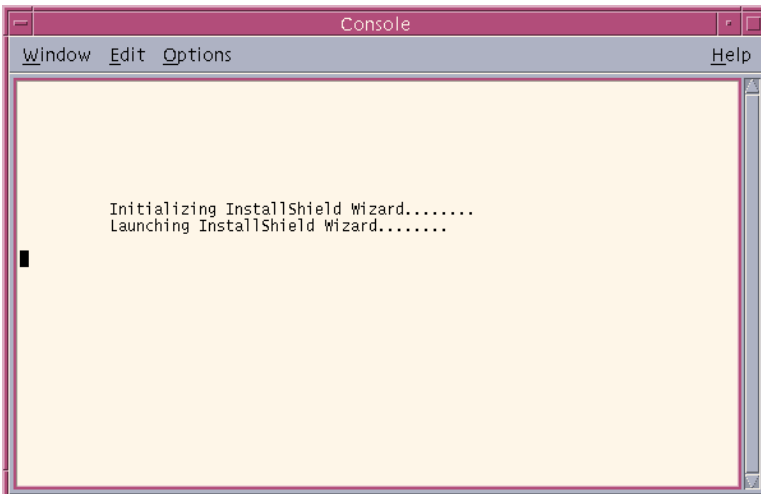


Figure 92 Initializing InstallShield Wizard

An Initializing wizard window displays.

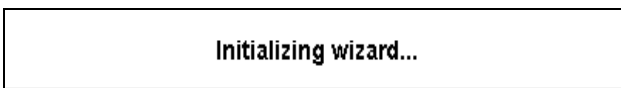


Figure 93 Initializing wizard

5. Click **Next** on the InstallShield Wizard Welcome window.

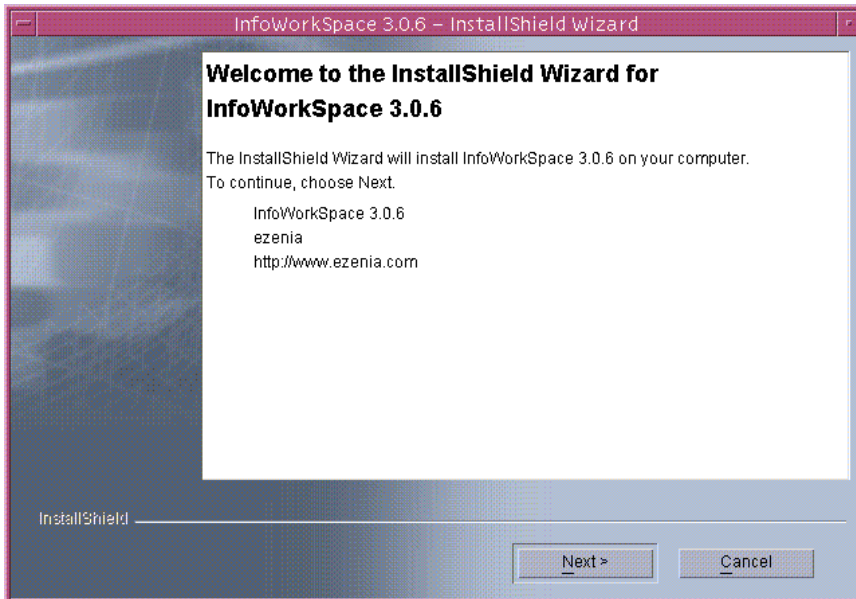


Figure 94 InstallShield Wizard Welcome

6. The InfoWorkSpace Software License Agreement displays. Read the terms of the license agreement and if you accept the terms of the agreement, select **I accept the terms of the license agreement** and click **Next**.

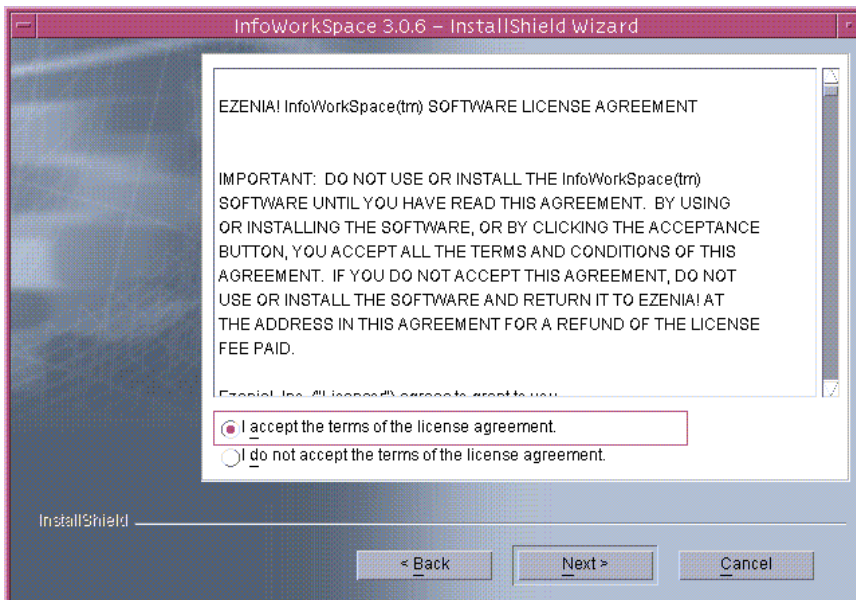


Figure 95 InfoWorkSpace Software License Agreement

After accepting the software license agreement, the InfoWorkSpace configuration data window displays.

Figure 96 InfoWorkSpace Administrator Configuration Data



Special characters are not accepted in entry fields. An error message is generated if special characters are used, and the special characters must be removed before the installation can continue.

7. Edit the **Administrator's Name**.
8. Edit the **Administrator's Phone Number**.
9. Edit the **Administrator's Email Address**.
10. Enter the **Password for Privileged User**.



The Password for Privileged User must be at least 8 characters, start with an alphabetic character, and should not contain spaces or special characters. Be careful not to forget the privileged user password, as it will be needed later in the installation.

11. Reenter the password in the **Verify Password for Privileged User** field.
12. Click **Next**.



The Privileged User password is the same for all privileged users on the system. Web server administrators will have this password as soon as those servers are installed. Oracle privileged user passwords are set to this password once the installation has completed.

13. You are then prompted to select the Directory Server for InfoWorkSpace. Select **Existing Active Directory Server** and click **Next**. (If you intended to install the SunONE Directory server, skip to page 92 and continue from there.)

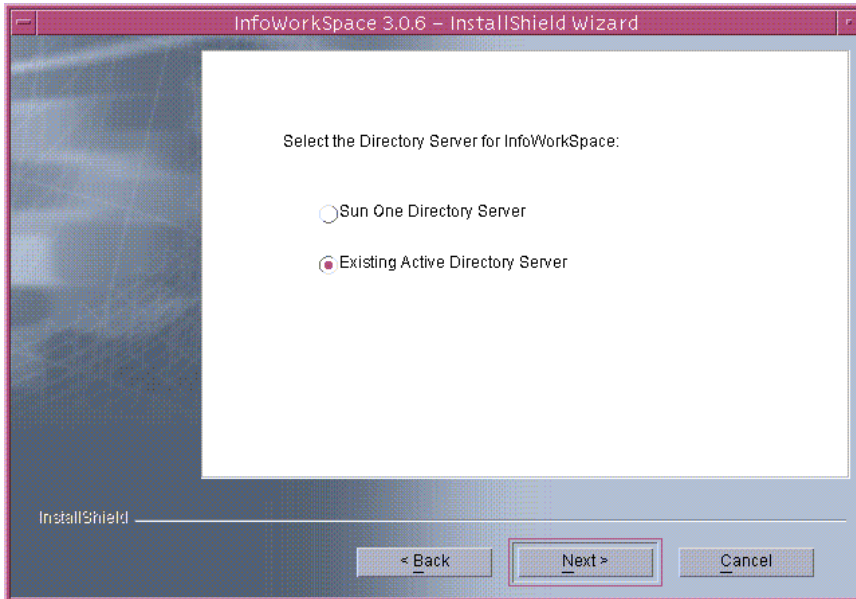


Figure 97 Directory Server Options

14. After selecting Existing Active Directory Server, the LDAP Synchronization Properties window displays. The LDAP Identification information is populated with template information. You **DO NOT** need to change all the field defaults, but you will need to edit or add the following:

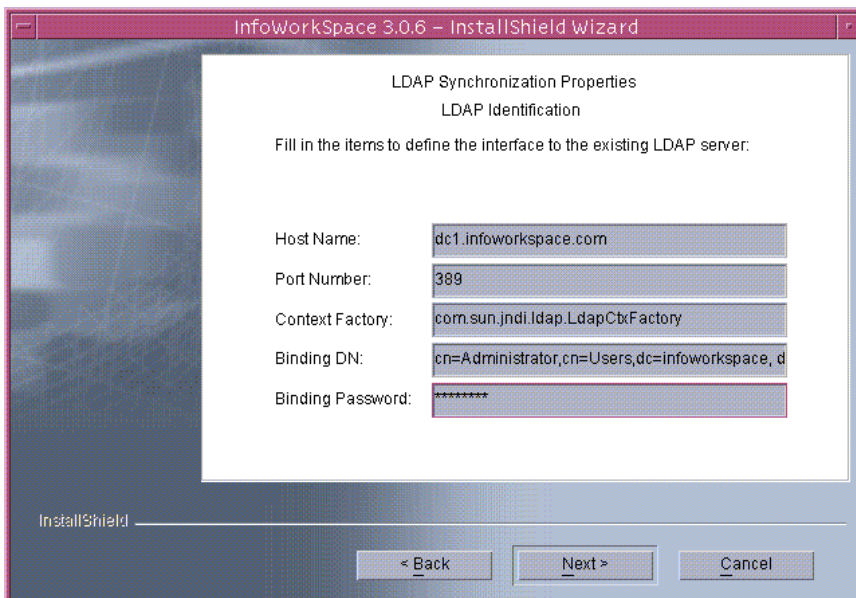


Figure 98 Active Directory LDAP Identification

- a. Change the **Host Name** field to the fully qualified domain name (FQDN) of the Active Directory server (example, ad1.your.domain.com).

- b. If the Active Directory administrator name is not “Administrator”, change the cn= to the appropriate administrator name in the **Binding DN** field as well as the second cn= to the appropriate container the administrator account resides in, if necessary.
 - c. Change the default domain name listed in the **Binding DN** field to the correct domain name, if necessary (example, cn=Administrator, cn=Users, dc=your, dc=domain, dc=com).
 - d. The **Binding Password** is the password used by the Active Directory server administrator. You must know and enter this password in order to interact with the directory server.
 - e. Click **Next** to continue.
15. The User Object information is populated with template information. You DO NOT need to change the field defaults in this window unless the **Root Branch for User Objects** field is incorrect.

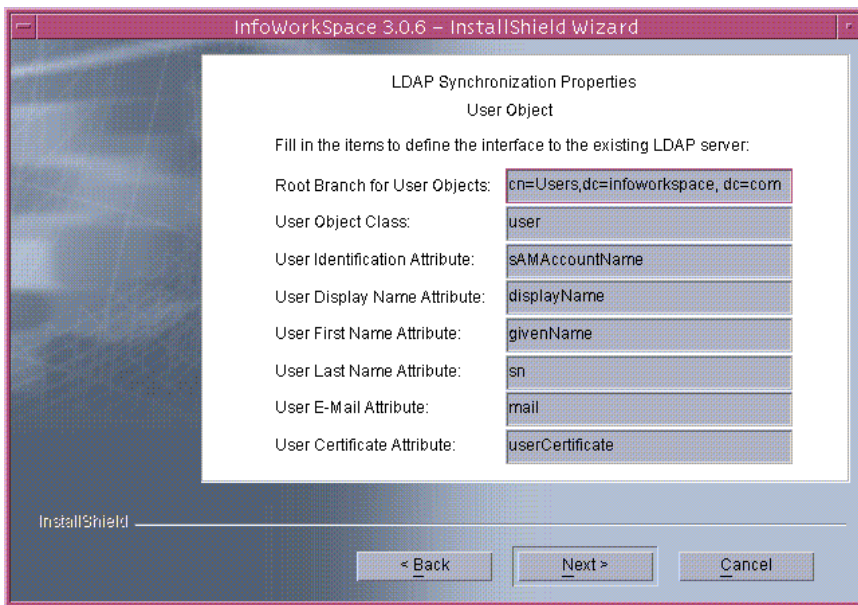


Figure 99 Active Directory User Object Properties

If the information in the Root Branch for User Objects field is correct, click **Next**.

If the information in the Root Branch for User Objects field is NOT correct, complete the following steps:

- a. Change the **cn=** to the appropriate container name where the user accounts reside, if necessary.
- b. Change the default domain name to the correct domain name (example, dc=your, dc=domain, dc=com), if necessary.
- c. Click **Next** to continue.

16. The Group Object information is populated with template information. You DO NOT need to change the field defaults in this window unless the **Root Branch for Group Objects** field is incorrect.

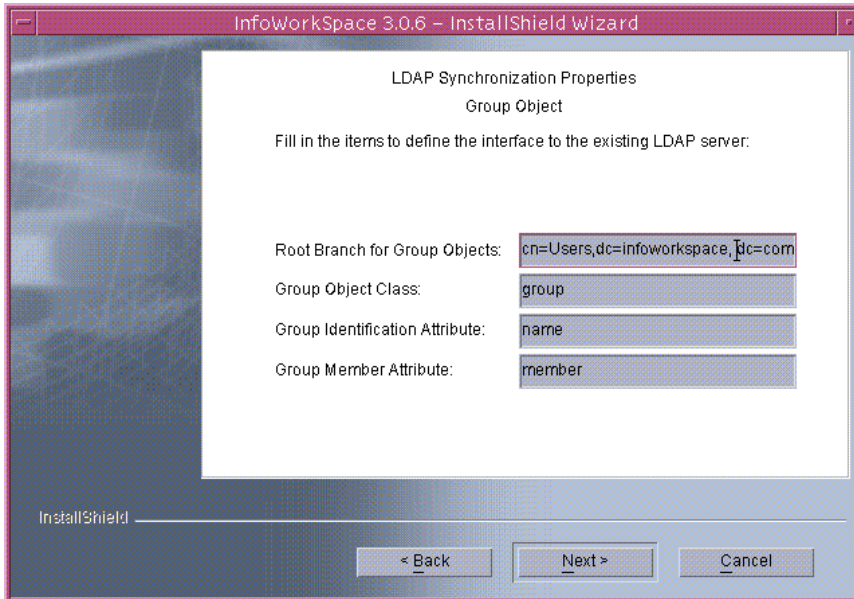


Figure 100 Active Directory Group Object Properties

If the information in the Root Branch for Group Objects field is correct, click **Next**.

If the information in the Root Branch for Group Objects field is NOT correct, complete the following steps:

- a. Change the **cn=** to the appropriate container name where the group accounts reside, if necessary.
- b. Change the default domain name to the correct domain name (example, dc=your, dc=domain, dc=com), if necessary.
- c. Click **Next** to continue.

17. After entering the LDAP Synchronization Properties, you are prompted to select a directory location to install the SunONE Web Server. Enter, or browse to, the directory where you want to install the web server. Click **Next** to accept the default path and continue.

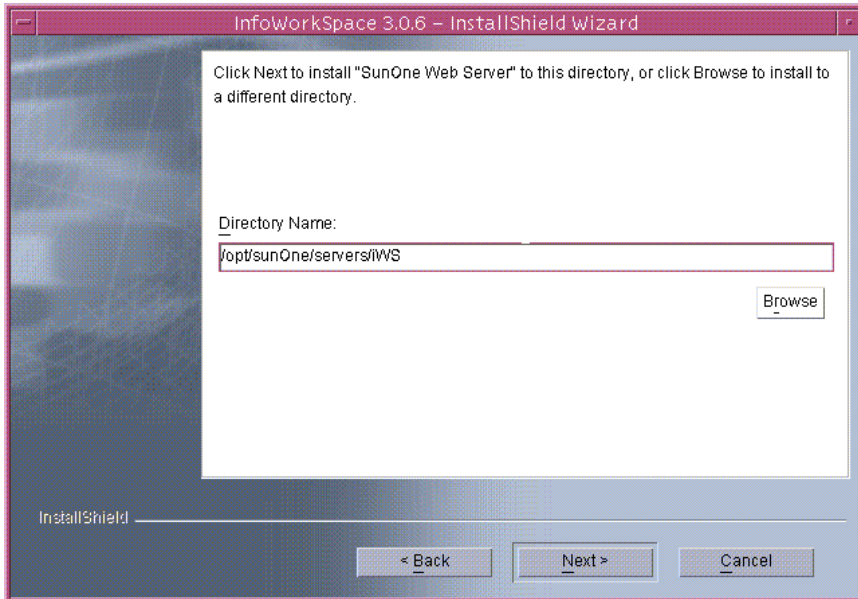


Figure 101 SunONE Web Server Directory Path

18. Enter the path where PlaceWare is to be installed. You can also click **Browse** to select a path from your existing directory structure.

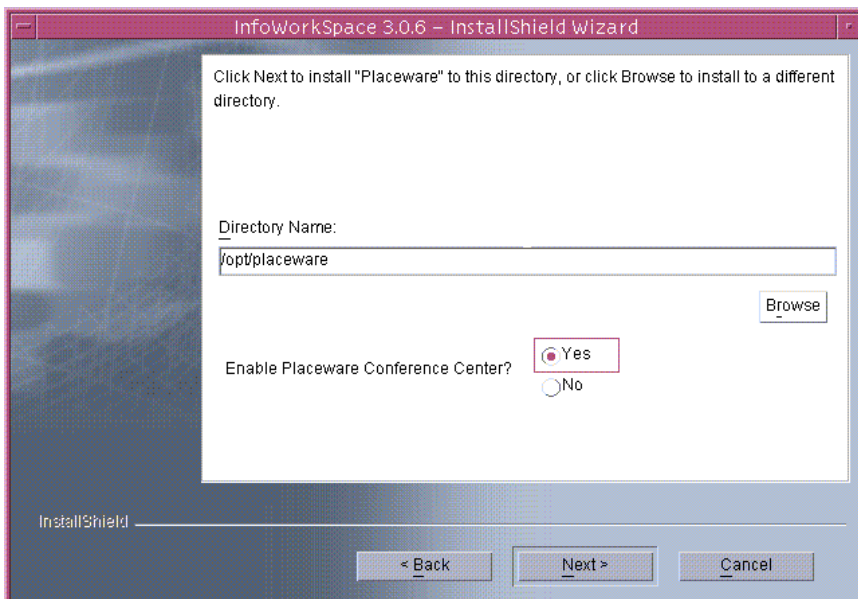


Figure 102 PlaceWare Directory Path

19. (optional) Select **Yes** to enable the PlaceWare Conference Center, if desired.



The PlaceWare Conference Center is installed by default. If you select not to enable the Conference Center now, you can enable the Conference Center in the Admin panel. For more information on enabling the Conference Center, please refer to the InfoWorkSpace Administrator's Guide.

20. Click **Next** to proceed with the installation.

21. You are then prompted to select a directory location to install the Oracle database. Enter, or browse to, the directory where you want to install the Oracle database server. Click **Next** to accept the path and continue.

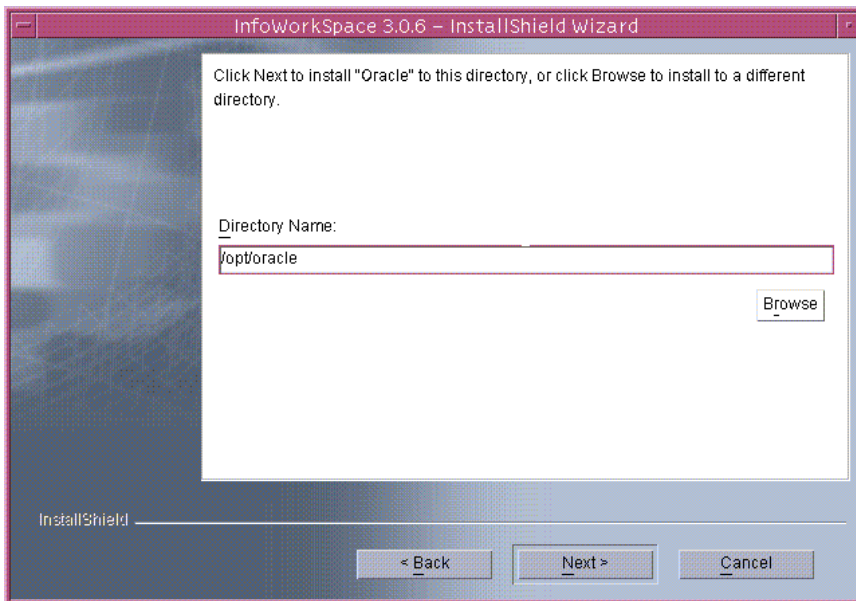


Figure 103 Oracle Directory Path

22. The summary information window displays. Click **Install** to continue.

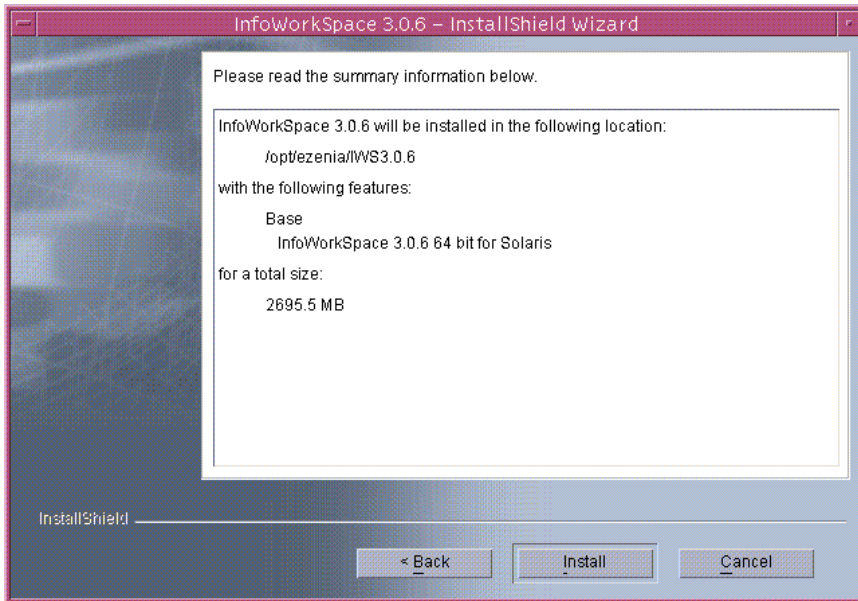


Figure 104 Summary Information

After you click Install, a progress meter displays while InfoWorkSpace 3.0.6 is being installed.

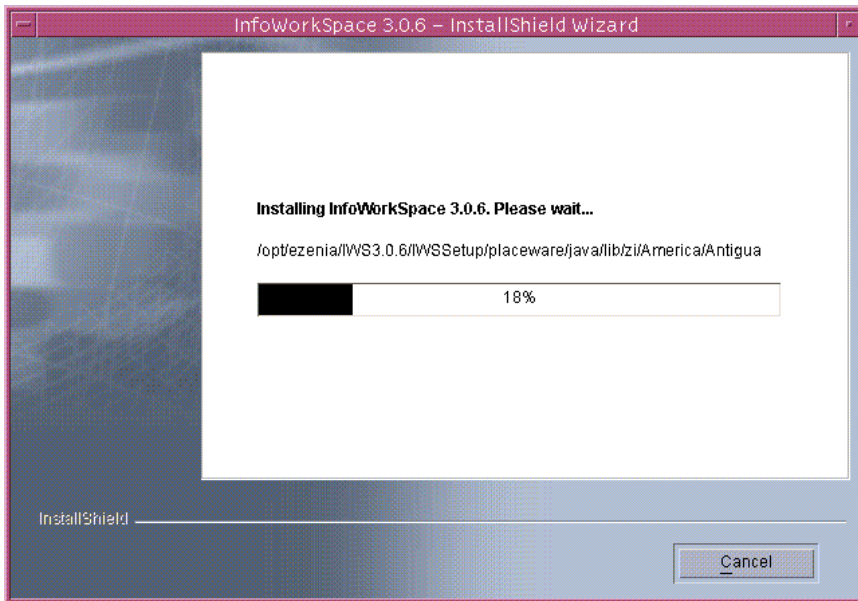


Figure 105 Installing InfoWorkSpace 3.0.6

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 53%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

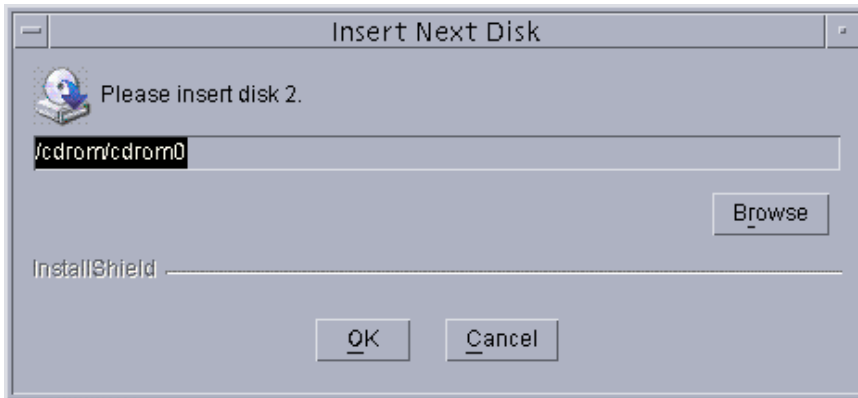


Figure 106 Insert Disk 2

23. Eject CD from a new console/terminal window (eject cdrom).
24. Remove the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #2** CD into the CD-ROM drive.
25. Close the File Manager window and the console/terminal window.
26. Click **OK** on the Insert Next Disk window.

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 67%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

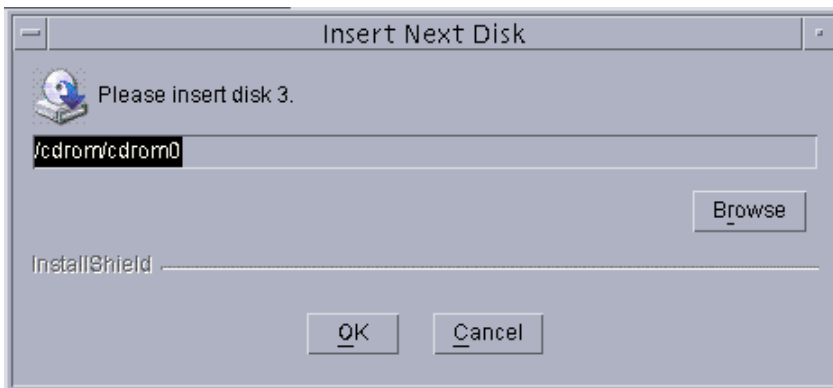


Figure 107 Insert Disk 3

27. Eject CD from a new console/terminal window (eject cdrom).
28. Remove the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #3** CD into the CD-ROM drive.
29. Close the File Manager window and the console/terminal window.

30. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 80%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 82%, the Oracle Universal Installer window and progress meter displays the status of the items being installed.

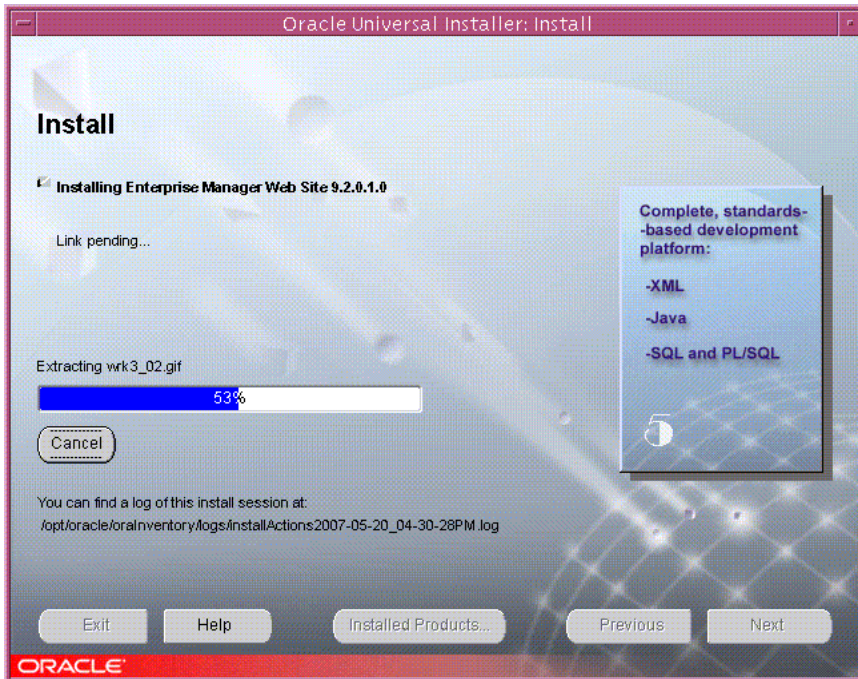


Figure 108 Oracle Universal Installer

When the Oracle Universal Installer progress meter reaches 100% and the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 87%, depending on your system, you are prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

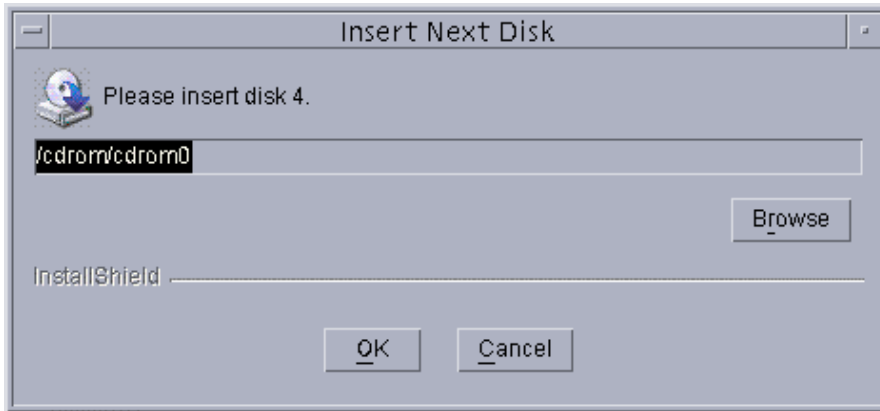


Figure 109 Insert Disk 4

31. Eject CD from a new console/terminal window (eject cdrom).
32. Remove the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #4** CD into the CD-ROM drive.
33. Close the File Manager window and the console/terminal window.
34. Click **OK** on the Insert Next Disk window.
35. When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 93%, an Oracle splash screen displays briefly and then the Oracle Installer Welcome window displays. Click **Next**.



Figure 110 Oracle Installer Welcome

36. The Oracle Installer Specify File Locations window displays. Accept the default paths provided and click **Next**.

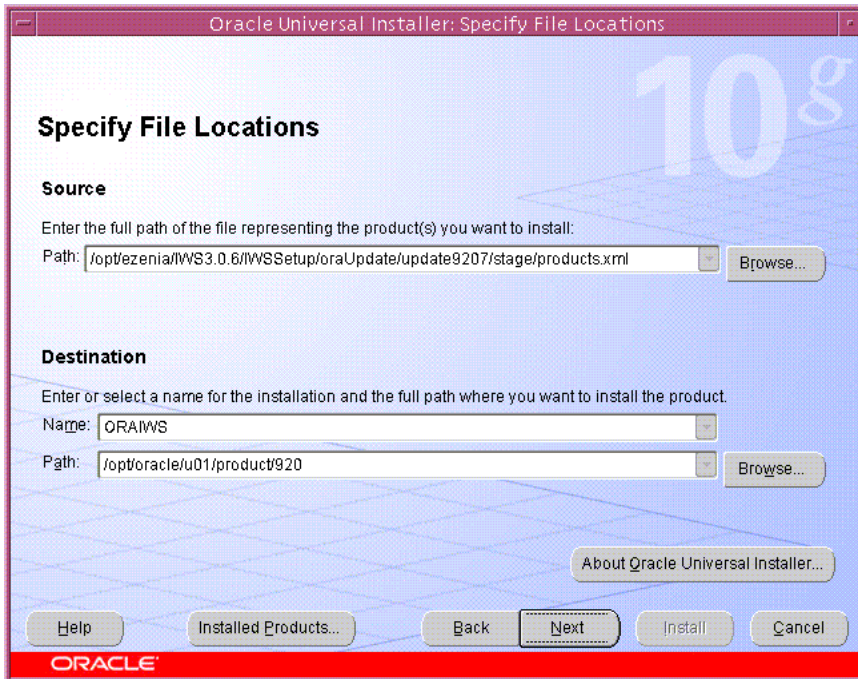


Figure 111 Oracle Installer Specify File Locations

A progress meter displays at the top right portion of the Installer window indicating the status of the items being downloaded.

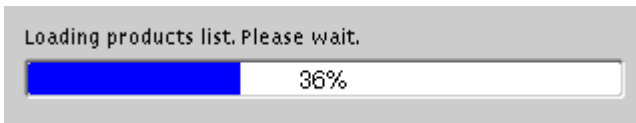


Figure 112 Progress Meter

37. A summary window displays. Verify the settings provided are correct and click **Install**.

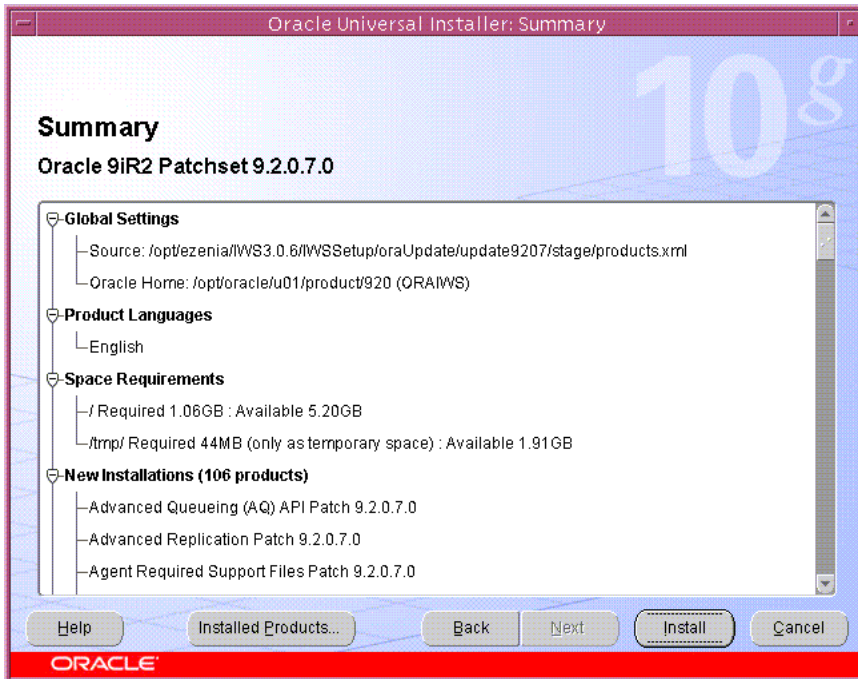


Figure 113 Oracle 9i Summary

An Install Progress window displays. This may take several minutes to complete based on the speed of your system.

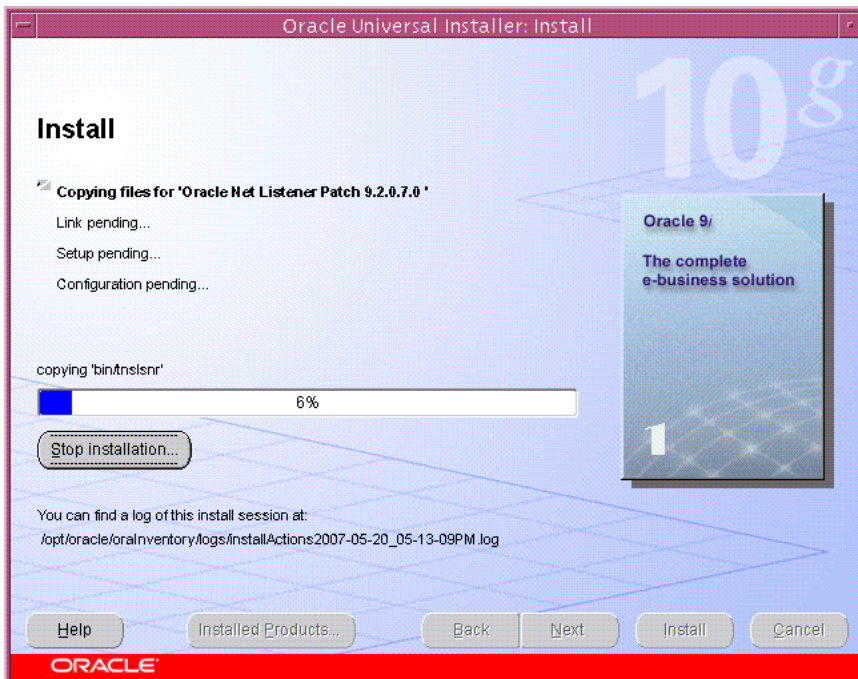


Figure 114 Oracle 9i Installation

When the Oracle Universal Installer progress meter has reached 100%, the following window displays.



DO NOT click **OK** on Figure 115 Configuration Script Message until the instructions in steps 39 through 41 have been completed.

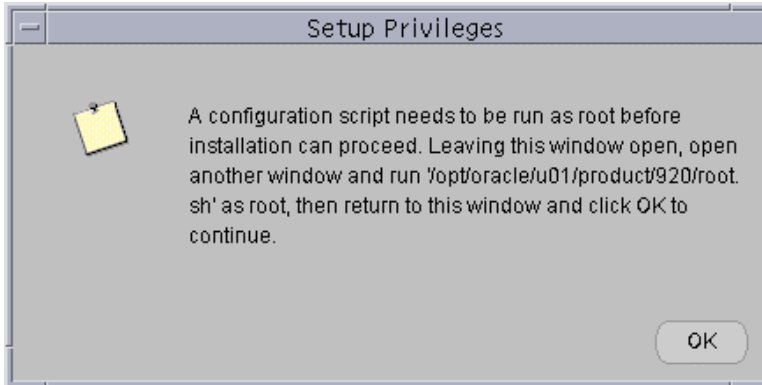


Figure 115 Configuration Script Message

38. While the Setup Privileges window is open, run `<ORACLE_HOME>/root.sh` as root from a new console/terminal window. In our example, `'/opt/oracle/u01/product/920'` is the `<ORACLE_HOME>`, but the Oracle Installer detects your `<ORACLE_HOME>` and prompts the exact test that needs to be entered.

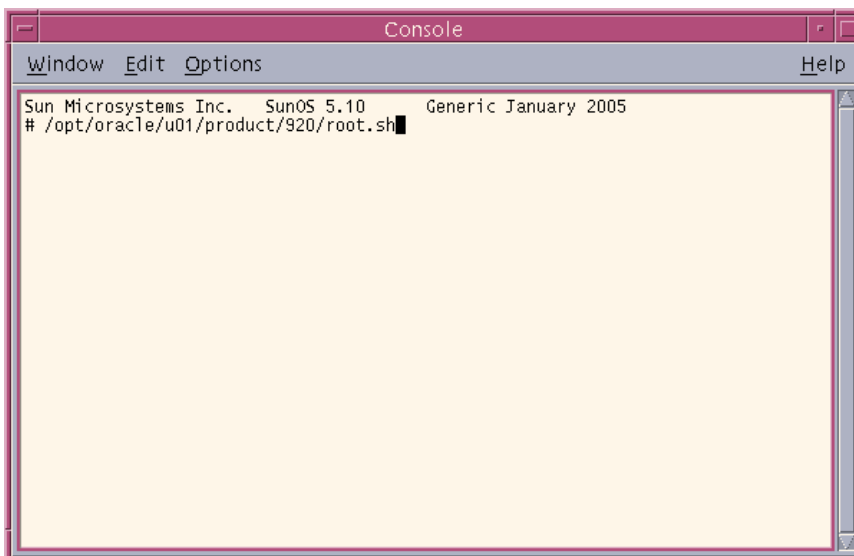
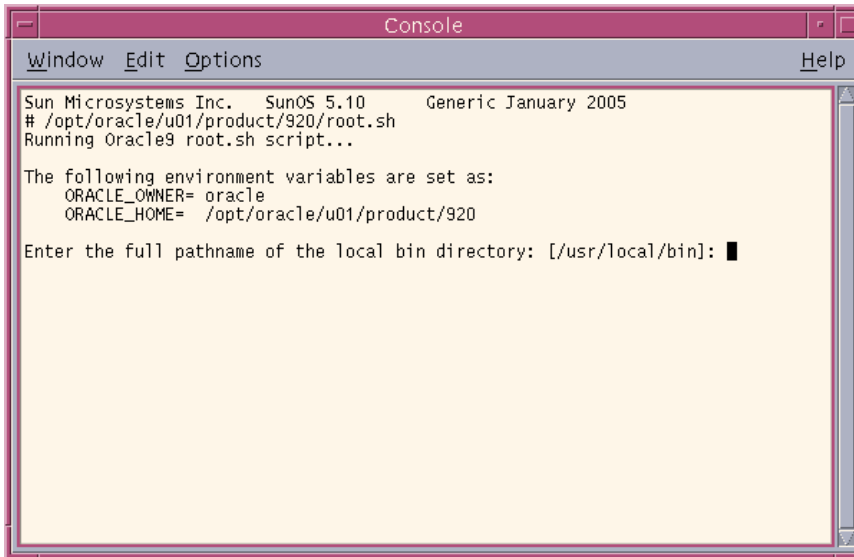


Figure 116 Configuration Script



All of the following answers to the `root.sh` script prompts may be changed if your particular environment requires them to be changed. This will not affect the use of the InfoWorkSpace server. The answers to the prompts shown below are the fastest way to finish this script.

39. You are prompted for the full pathname of the local bin directory. Press **Return** to accept the default path of `/usr/local/bin`. Another directory may be selected, but the default directory provided ensures that only files that are needed for the installation are used.



```

Sun Microsystems Inc. SunOS 5.10 Generic January 2005
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

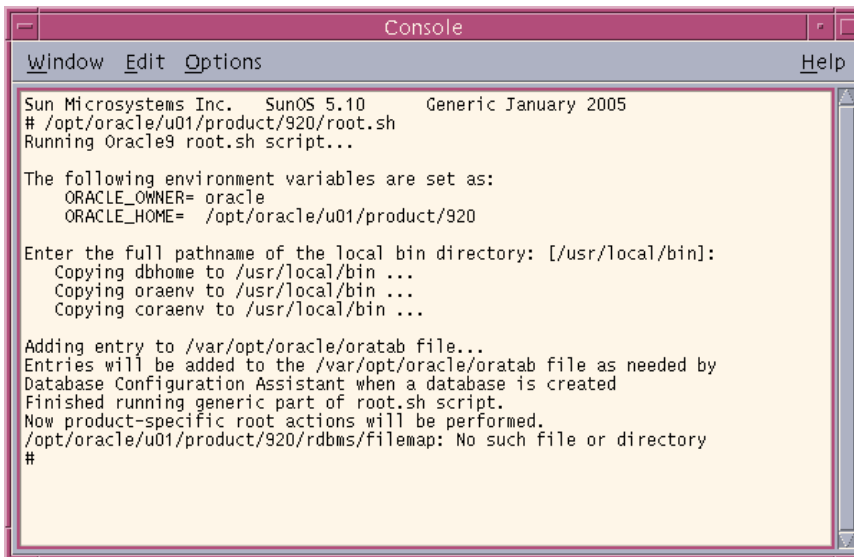
The following environment variables are set as:
  ORACLE_OWNER= oracle
  ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:

```

Figure 117 Local Bin Pathname Prompt

40. When you are returned to a prompt, close the console/terminal window.



```

Sun Microsystems Inc. SunOS 5.10 Generic January 2005
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
  ORACLE_OWNER= oracle
  ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:
Copying dbhome to /usr/local/bin ...
Copying oraenv to /usr/local/bin ...
Copying coraenv to /usr/local/bin ...

Adding entry to /var/opt/oracle/oratab file...
Entries will be added to the /var/opt/oracle/oratab file as needed by
Database Configuration Assistant when a database is created
Finished running generic part of root.sh script.
Now product-specific root actions will be performed.
/opt/oracle/u01/product/920/rdbms/filemap: No such file or directory
#

```

Figure 118 Oracle Message Window



The above window shows that the `/opt/oracle/u01/product/920/rdbms/filemap` does not exist. This is expected and is not a problem for the InfoWorkSpace installation.

41. Click **OK** on the Setup Privileges window. You may have to minimize or move windows to locate the Setup Privileges window.

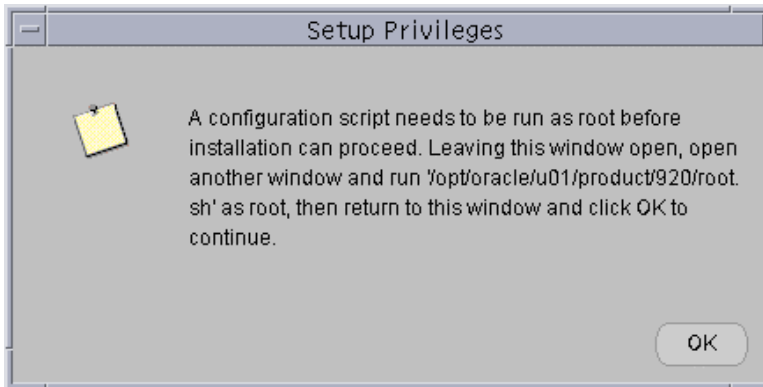


Figure 119 Configuration Script Message

42. A window displays indicating the completion of the Oracle 9i installation. Click **Exit**.



Figure 120 End of Oracle Installation

43. You are prompted to confirm that you want to exit. Click **Yes**.

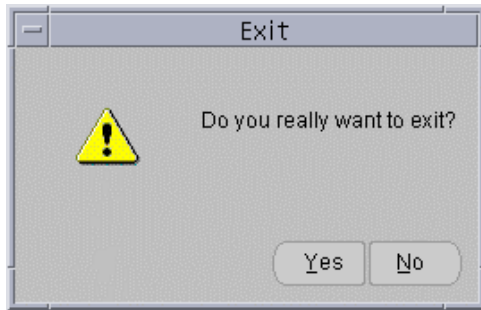


Figure 121 Oracle Exit



When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 95%, it may take some time before continuing. Please be patient.

44. A Mozilla Interfaces message displays. Click **Close**.

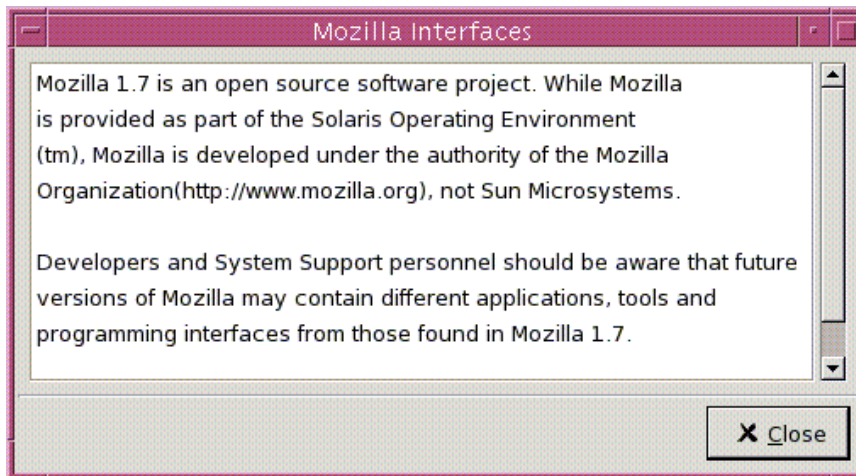


Figure 122 Mozilla Interfaces

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 99%, it begins creating files, and finalizing vital product data. Please be patient, this may take several minutes to complete.

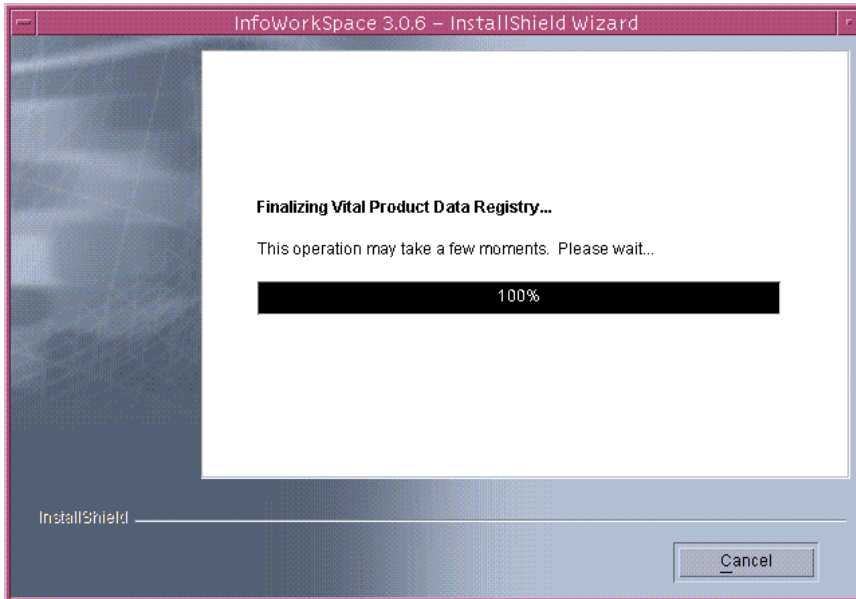


Figure 123 Installing InfoWorkSpace 3.0.6 Status

If a window displays indicating the installation of InfoWorkSpace was successful, **DO NOT** Click Finish yet.



DO NOT click **Finish** on Figure 124 InfoWorkSpace Installation Success until the instructions in steps 46 through 54 have been completed.

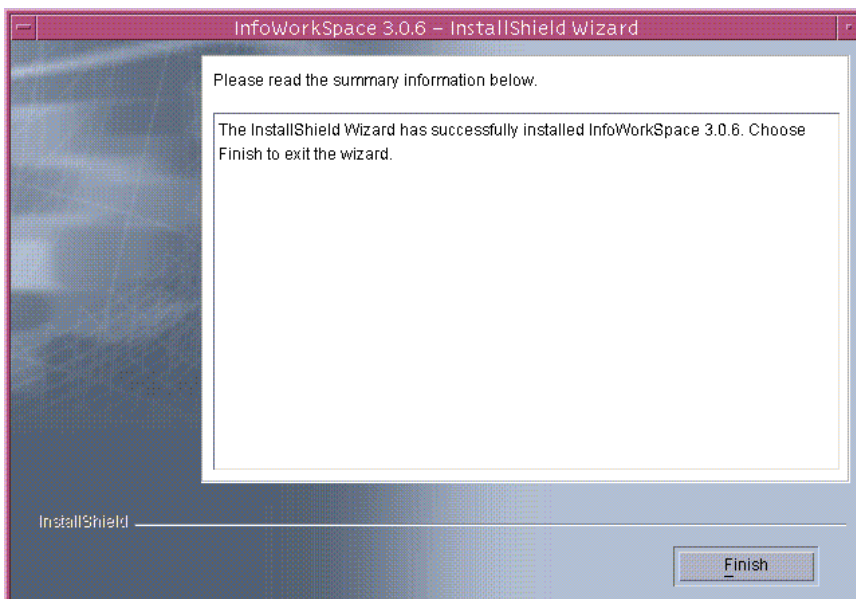


Figure 124 InfoWorkSpace Installation Success

A web browser will open (URL: `http://<FQDN>:10002`) with the Web Server login window.

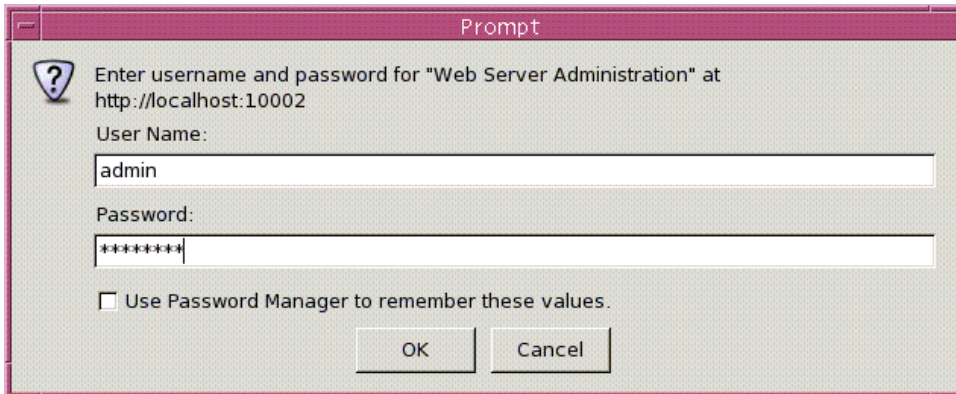


Figure 125 Web Server Administration Authentication

46. Enter **admin** as the User ID.
47. Fill in the Password field with the same password you supplied as the Privileged User password near the beginning of the installation.
48. Click **OK**.
49. The iPlanet Web Server Administration Server window displays. Click **Manage** located to the right of the Select a Server text.

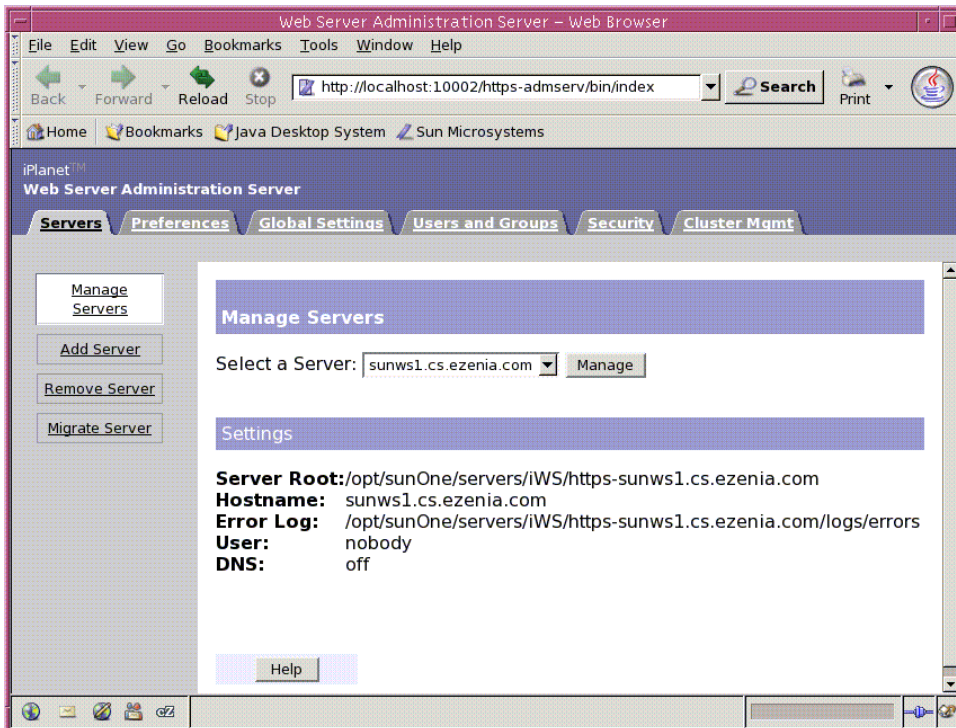


Figure 126 iPlanet Web Server Administration Server

50. Click **OK** on the Warning message.

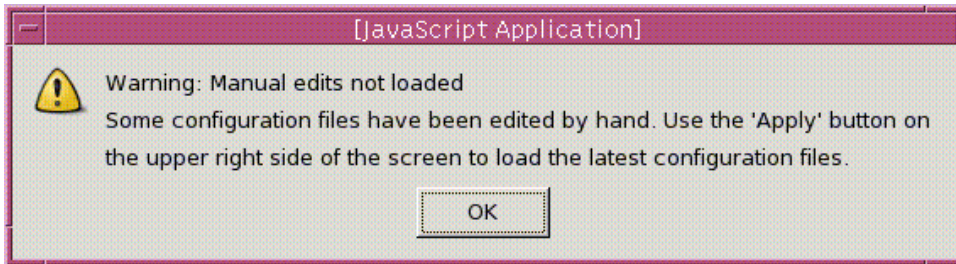


Figure 127 Manual Edits Warning

51. Click the **Apply** link located in the upper right corner of the page.

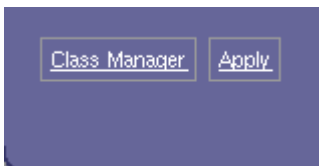


Figure 128 Apply Manual Changes

52. Accept the changes to the configuration by clicking **Apply Changes**.

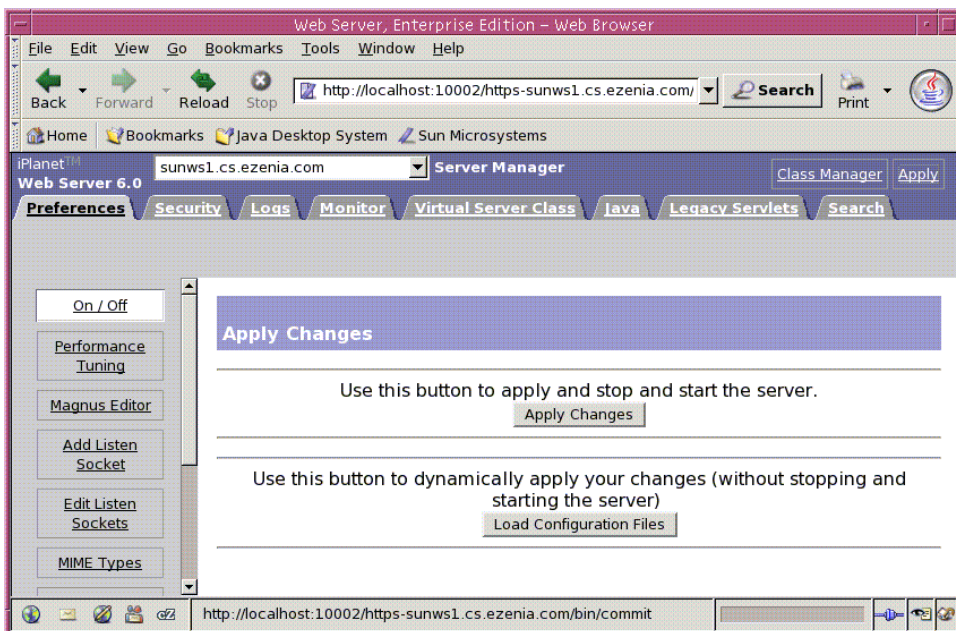


Figure 129 Apply Changes

53. If the following window displays, clear the **Alert me whenever I submit information that's not encrypted** checkbox and click **Continue**.



Figure 130 Continue Submission

54. The following window displays after successfully applying configuration changes. Click **OK**.

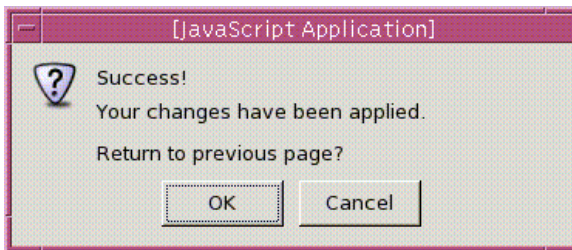


Figure 131 Successful Server Start

55. Close the browser by selecting **Close** from the File menu.
56. Click **Finish** to exit the InfoWorkSpace Installation wizard.

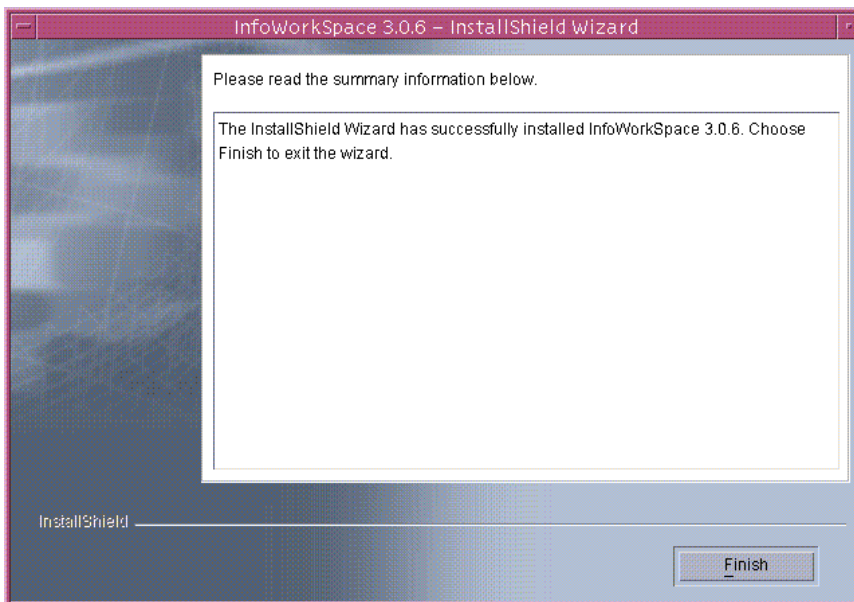


Figure 132 InfoWorkSpace Installation Success

57. Select **No, I will restart my computer at a later time** and click **Finish** when prompted to reboot.

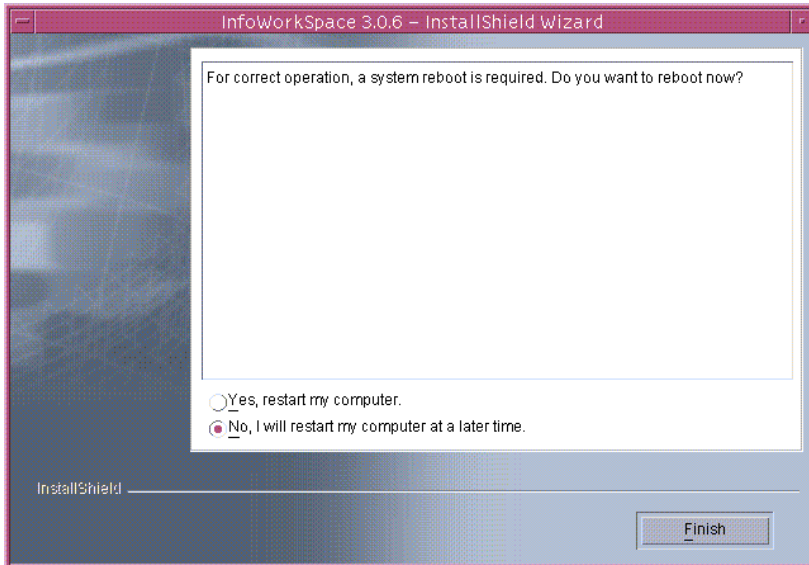


Figure 133 Restart Server

58. In the first console/terminal window, you should now be back at a prompt. Eject the InfoWorkSpace 3.0.6 Solaris Server Installation Disk #4 CD-ROM (eject cdrom) and reboot (init 6) the server.

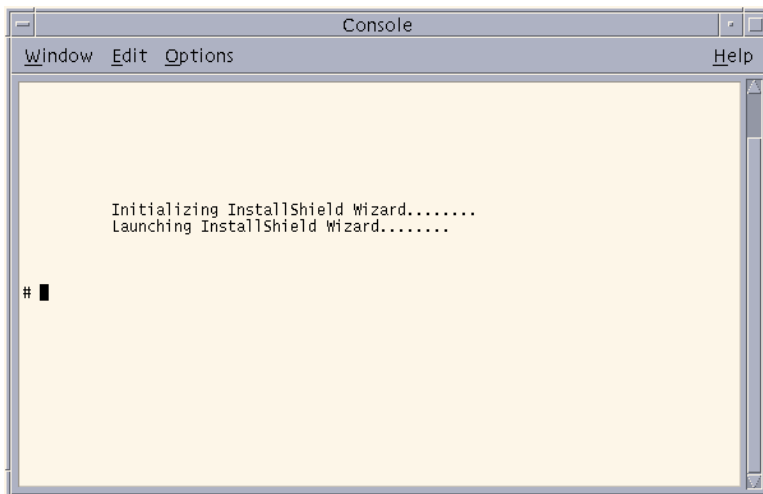


Figure 134 InfoWorkSpace Installation



Installing InfoWorkSpace using existing Active Directory Server is complete. Perform Post-Installation Instructions, located on page 111, to install placeware licenses, making your server operational, and client software, so the client software can be downloaded from the server.



Refer to the Troubleshooting Your Installation section, located on page 115 for additional InfoWorkSpace server administrative information.

Installing InfoWorkSpace with SunONE Directory Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to install the SunONE Directory Server. If you want to use an existing Active Directory server, refer to the Installing InfoWorkSpace using existing Active Directory Server section located on page 63.



During the installation, click **Back** to change selections or directory paths to install components.

To start the InfoWorkSpace installation:

1. Insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #1** CD into the CD-ROM drive. The following file manager window displays the contents of the CD.

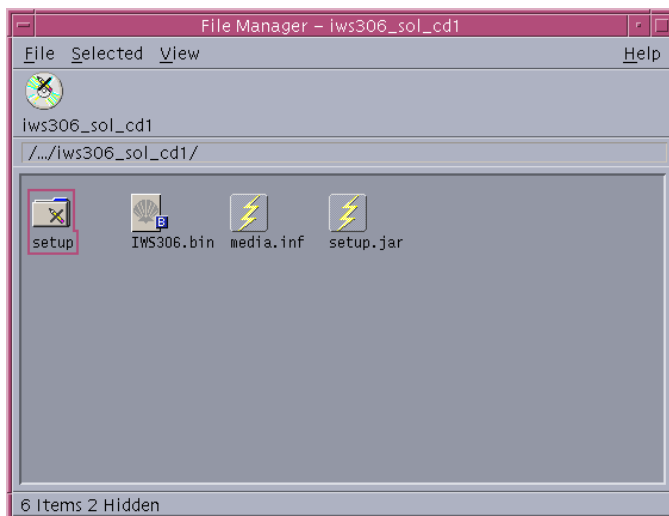


Figure 135 iws306_sol_cd1 Directory

If this window does not display, start the volume manager by typing the following commands in a console/terminal window:

- `/etc/init.d/volmgt stop`
- `/etc/init.d/volmgt start`

2. Close the File Manager window.



It is very important to execute the installer from the console/terminal window and not from the File Manager. If the installer is executed from the File Manager (cd directory), you will be unable to change cds, as needed during the installation process.

3. Open a console/terminal window.

- From the root directory, type `/cdrom/cdrom0/IWS306.bin` at the command prompt.

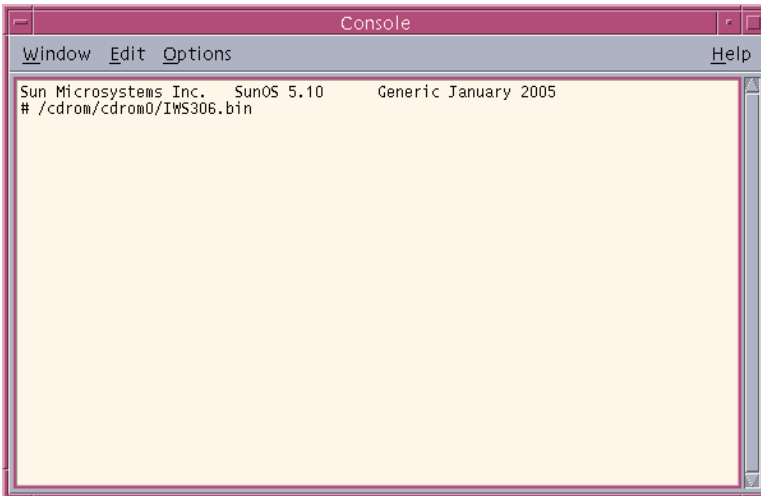


Figure 136 Installation Script

The following displays in your console/terminal window.

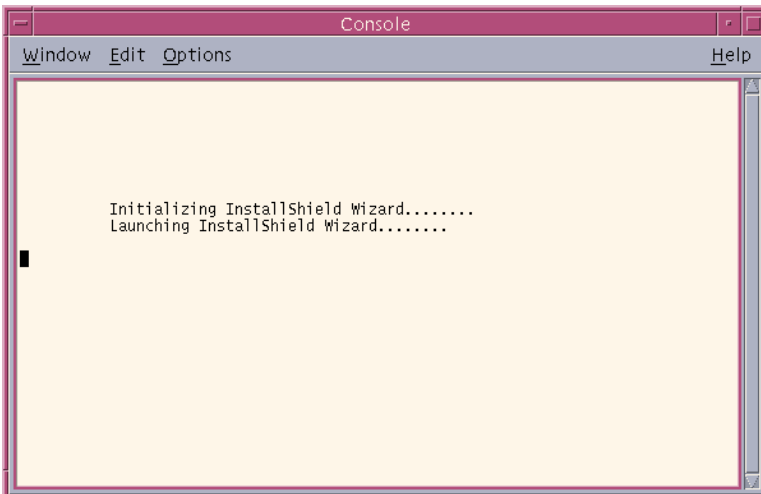


Figure 137 Initializing InstallShield Wizard

An Initializing wizard window displays.

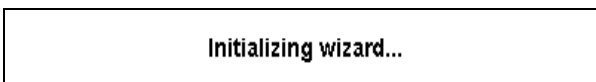


Figure 138 Initializing wizard

5. Click **Next** on the InstallShield Wizard Welcome window.

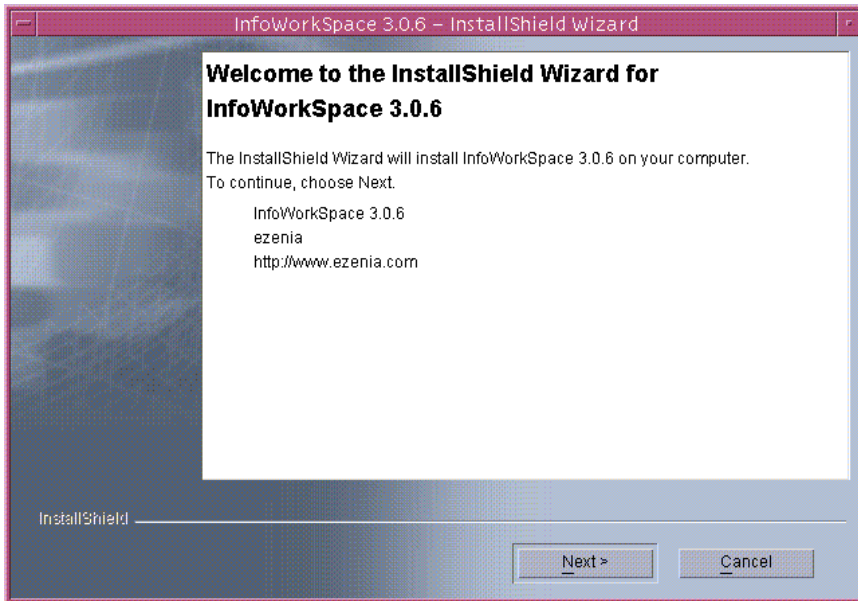


Figure 139 InstallShield Wizard Welcome

6. The InfoWorkSpace Software License Agreement displays. Read the terms of the license agreement and if you accept the terms of the agreement, select **I accept the terms of the license agreement** and click **Next**.

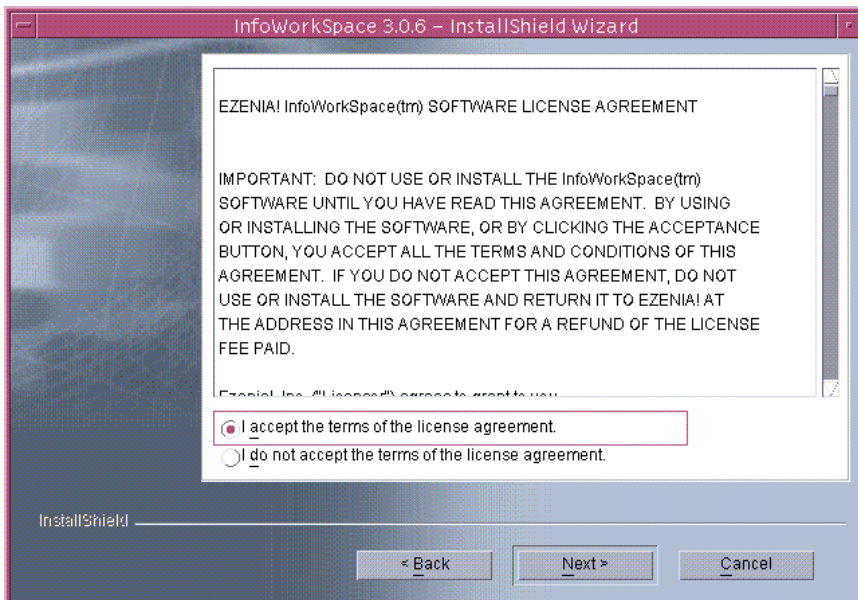


Figure 140 InfoWorkSpace Software License Agreement

After accepting the software license agreement, the InfoWorkSpace configuration data window displays.

Figure 141 InfoWorkSpace Administrator Configuration Data



Special characters are not accepted in entry fields. An error message is generated if special characters are used, and the special characters must be removed before the installation can continue.

7. Edit the **Administrator's Name**.
8. Edit the **Administrator's Phone Number**.
9. Edit the **Administrator's Email Address**.
10. Enter the **Password for Privileged User**.



The Password for Privileged User must be at least 8 characters, start with an alphabetic character, and should not contain spaces or special characters. Be careful not to forget the privileged user password, as it will be needed later in the installation.

11. Reenter the password in the **Verify Password for Privileged User** field.
12. Click **Next**.



The Privileged User password is the same for all privileged users on the system. Web and directory server administrators will have this password as soon as those servers are installed. Oracle privileged user passwords are set to this password once the installation has completed.

13. You are then prompted to select the Directory Server for InfoWorkSpace. Select **Sun One Directory Server** and click **Next**. (If you do not want to install the SunONE Directory Server and want to use an existing Active Directory, return to page 67 and continue from there.)

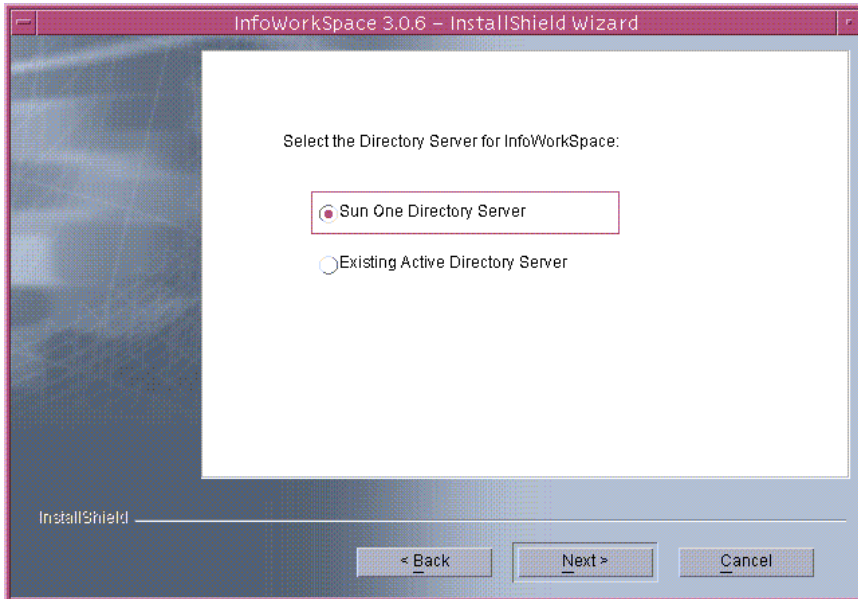


Figure 142 Directory Server Options

14. After selecting the SunONE Directory Server, you are prompted to select the directory location to install the SunONE Directory Server. Enter, or browse to, the directory where you want to install the directory server. Click **Next** to accept the default path and continue.

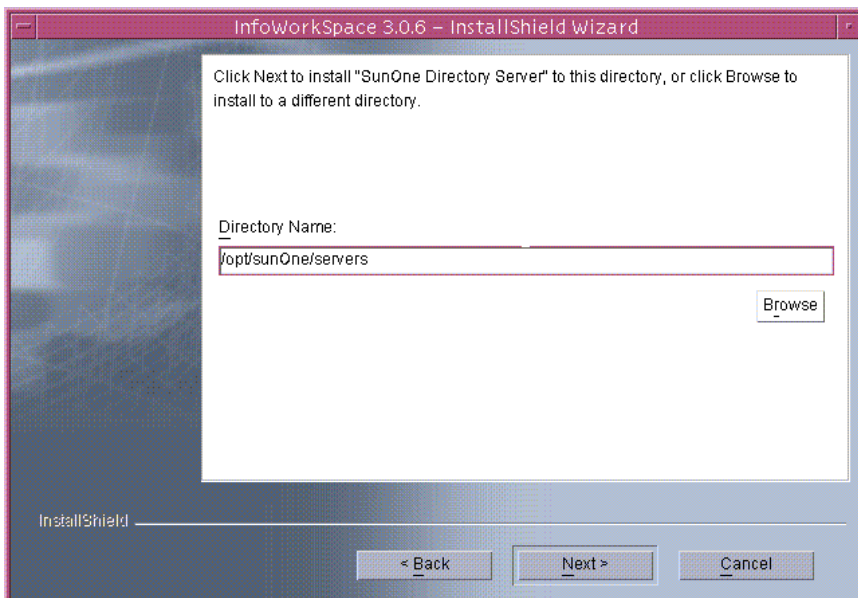


Figure 143 SunONE Directory Server Directory Path

15. You are then prompted to select a directory location to install the SunONE Web Server. Enter, or browse to, the directory where you want to install the web server. Click **Next** to accept the default path and continue.

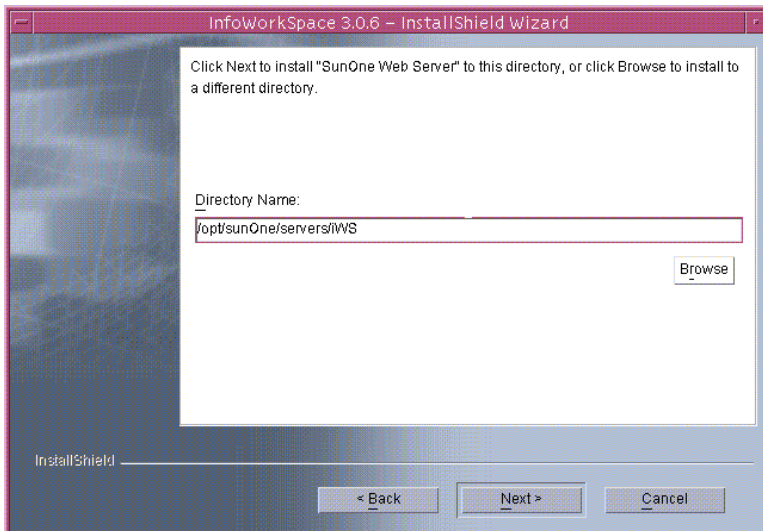


Figure 144 SunONE Web Server Directory Path

16. Enter the path where PlaceWare is to be installed. You can also click **Browse** to select a path from your existing directory structure.

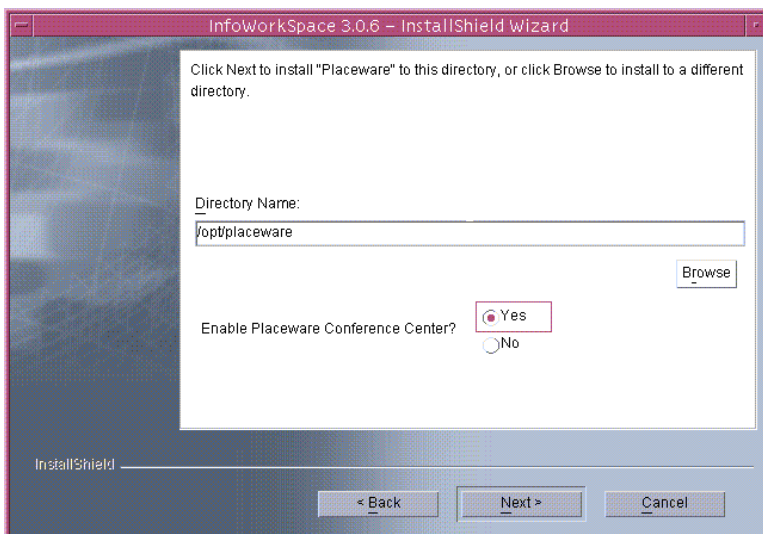


Figure 145 PlaceWare Directory Path

17. (optional) Select **Yes** to enable the PlaceWare Conference Center, if desired.



The PlaceWare Conference Center is installed by default. If you select not to enable the Conference Center now, you can enable the Conference Center in the Admin panel. For more information on enabling the Conference Center, please refer to the InfoWorkSpace Administrator's Guide.

18. Click **Next** to proceed with the installation.

19. You are then prompted to select a directory location to install the Oracle database. Enter, or browse to, the directory where you want to install the Oracle database server. Click **Next** to accept the path and continue.

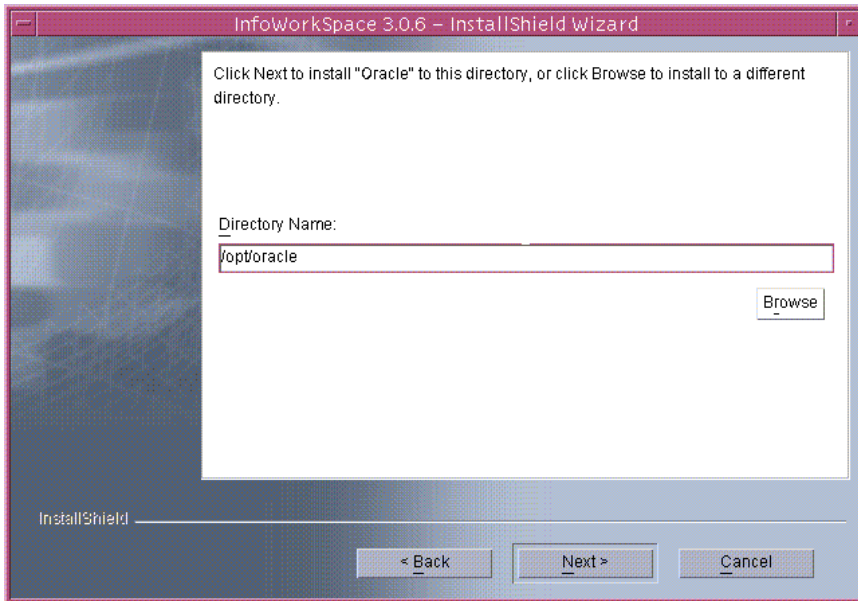


Figure 146 Oracle Directory Path

20. A summary information window displays. Click **Install** to continue.

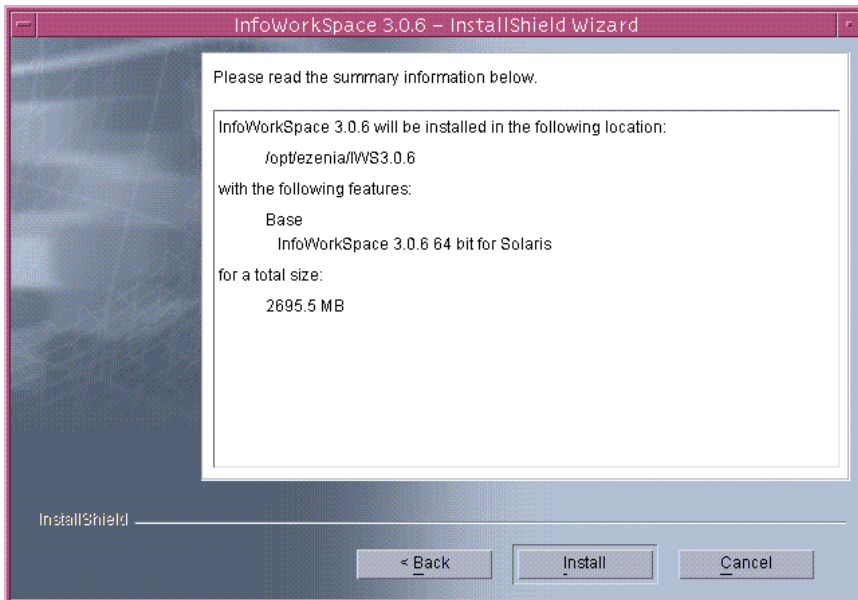


Figure 147 Summary Information

After you click Install, a progress meter displays while InfoWorkSpace 3.0.6 is being installed.

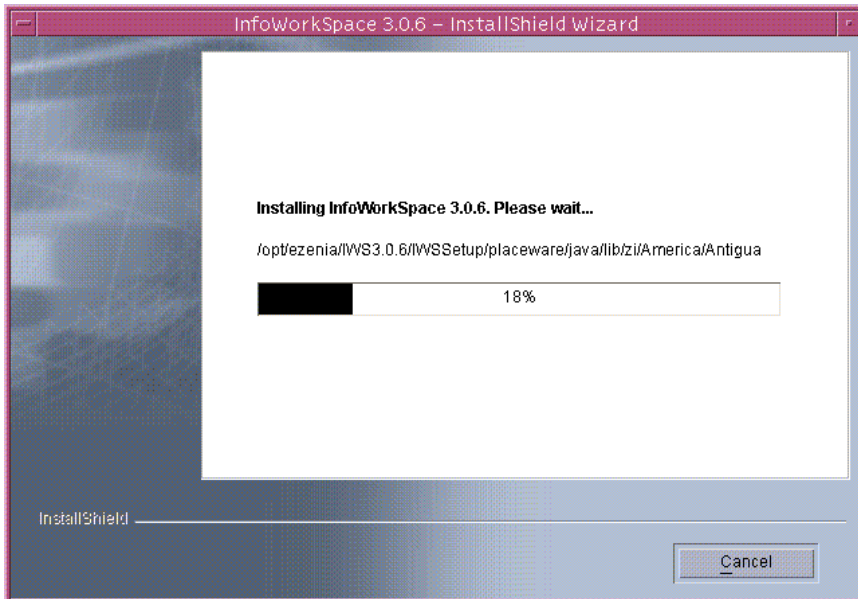


Figure 148 Installing InfoWorkSpace 3.0.6

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 53%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

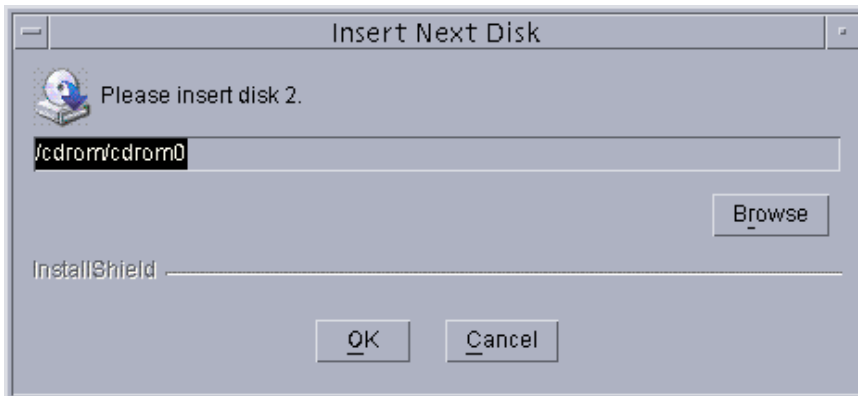


Figure 149 Insert Disk 2

21. Eject CD from a new console/terminal window (eject cdrom).
22. Remove the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #2** CD into the CD-ROM drive.
23. Close the File Manager window and the console/terminal window.
24. Click **OK** on the Insert Next Disk window.

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 67%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

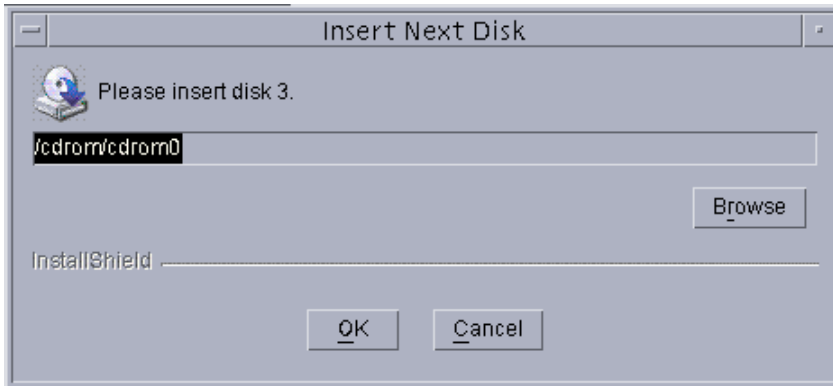


Figure 150 Insert Disk 3

25. Eject CD from a new console/terminal window (eject cdrom).
26. Remove the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #3** CD into the CD-ROM drive.
27. Close the File Manager window and the console/terminal window.
28. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 80%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 82%, the Oracle Universal Installer window and progress meter displays the status of the items being installed.

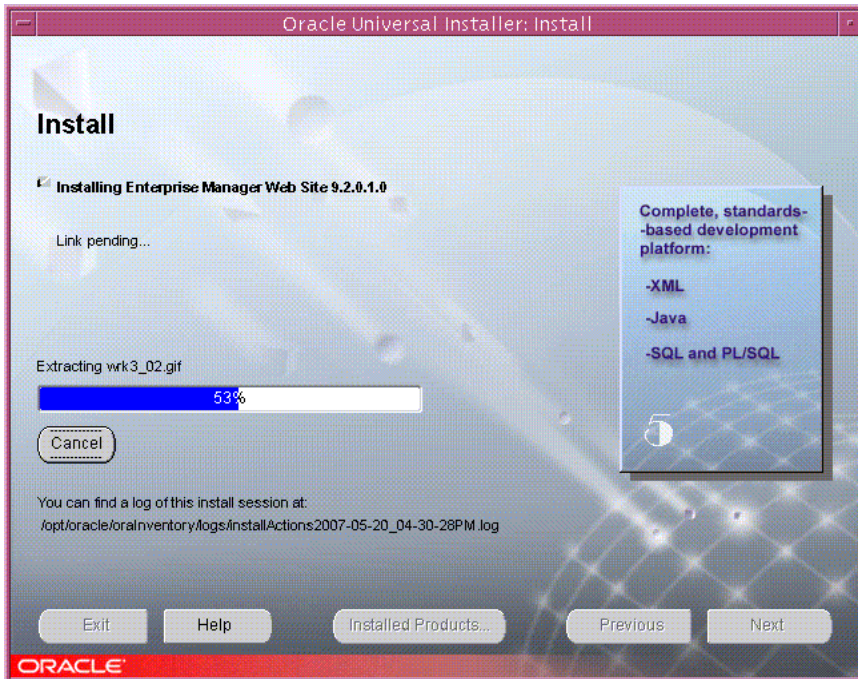


Figure 151 Oracle Universal Installer

When the Oracle Universal Installer progress meter reaches 100% and the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 87%, depending on your system, you are prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

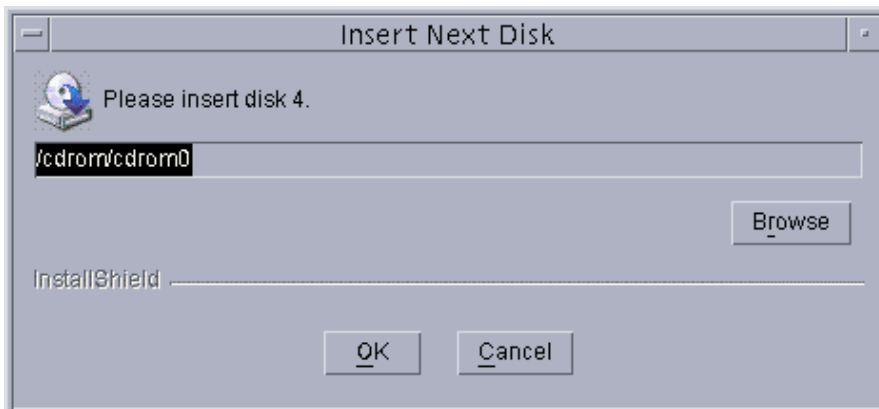


Figure 152 Insert Disk 4

29. Eject CD from a new console/terminal window (eject cdrom).
30. Remove the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #4** CD into the CD-ROM drive.

31. Close the File Manager window and the console/terminal window.

32. Click **OK** on the Insert Next Disk window.



When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 93%, it may take some time before continuing. Please be patient.

33. When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 90%, an Oracle splash screen displays briefly and then the Oracle Installer Welcome window displays. Click **Next**.



Figure 153 Oracle Installer Welcome

34. The Oracle Installer Specify File Locations window displays. Accept the default paths provided and click **Next**.

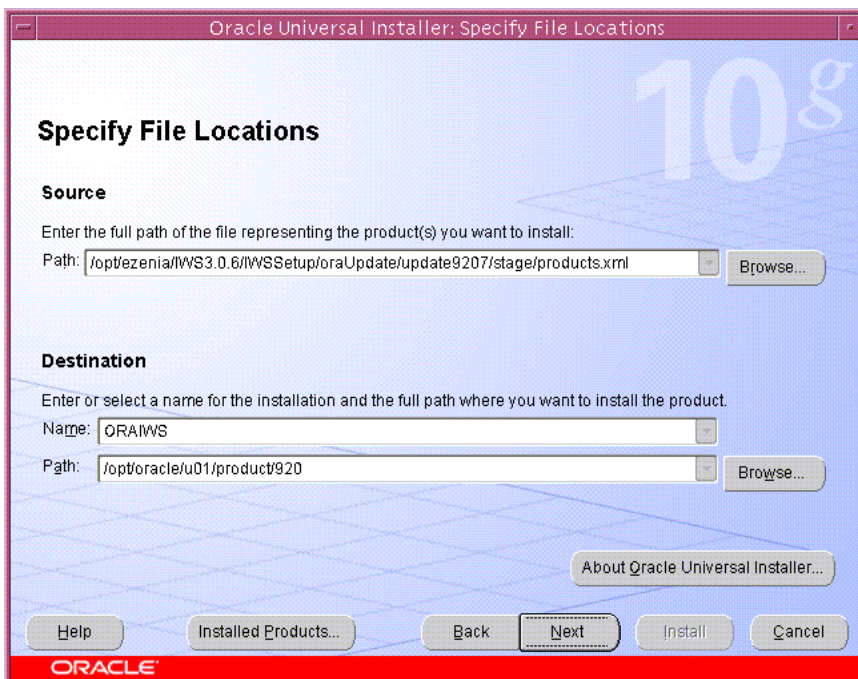


Figure 154 Oracle Installer Specify File Locations

A progress meter displays at the top right portion of the Installer window indicating the status of the items being downloaded.

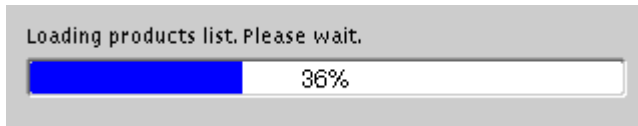


Figure 155 Progress Meter

35. A summary window displays. Verify the settings provided are correct and click **Install**.

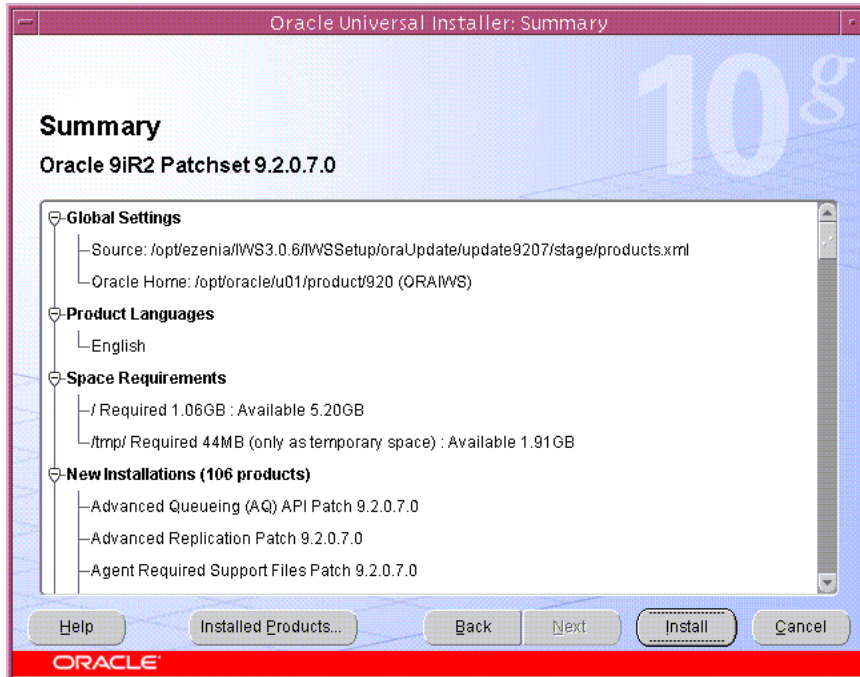


Figure 156 Oracle 9i Summary

An Install Progress window displays. This may take several minutes to complete based on the speed of your system.

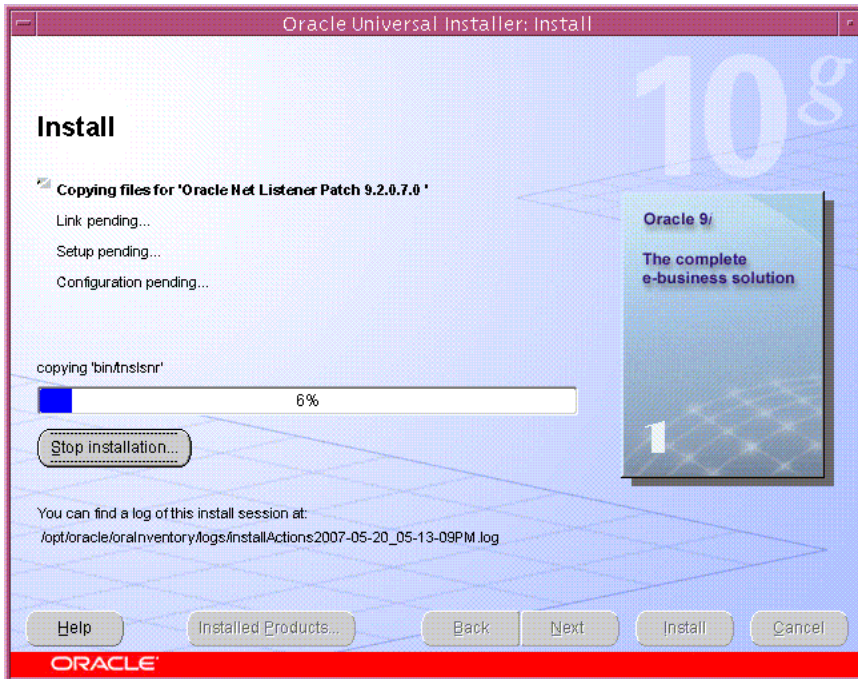


Figure 157 Oracle 9i Installation

When the Oracle Universal Installer progress meter has reached 100%, the following window displays.



DO NOT click **OK** on Figure 158 Configuration Script Message until the instructions in steps 37 through 39 have been completed.

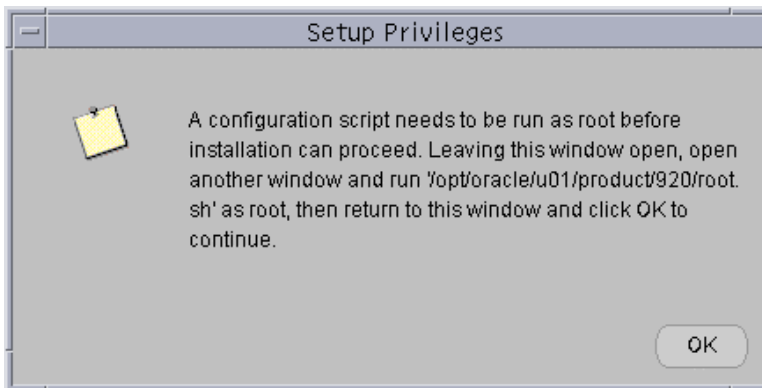
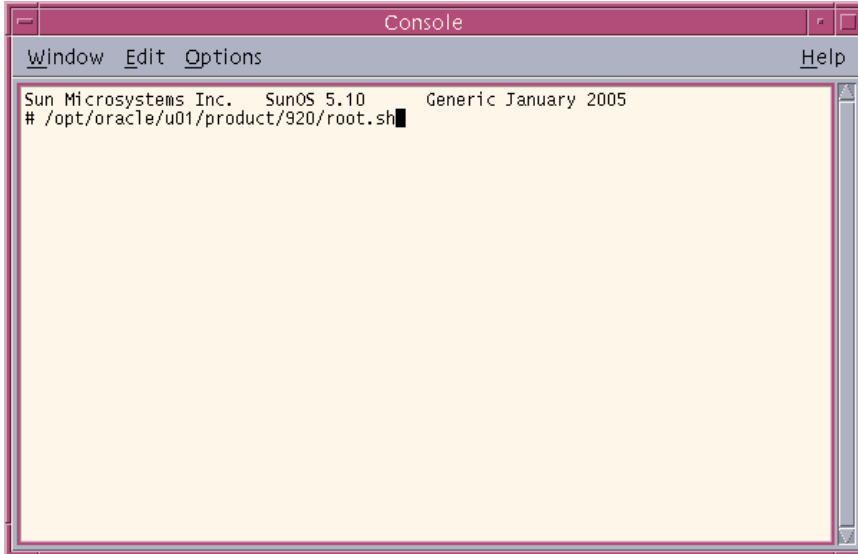


Figure 158 Configuration Script Message

36. While the Setup Privileges window is open, run `<ORACLE_HOME>/root.sh` as root from a new console/terminal window. In our example, `/opt/oracle/u01/product/920` is the `<ORACLE_HOME>`, but the Oracle Installer detects your `<ORACLE_HOME>` and prompts the exact text that needs to be entered.



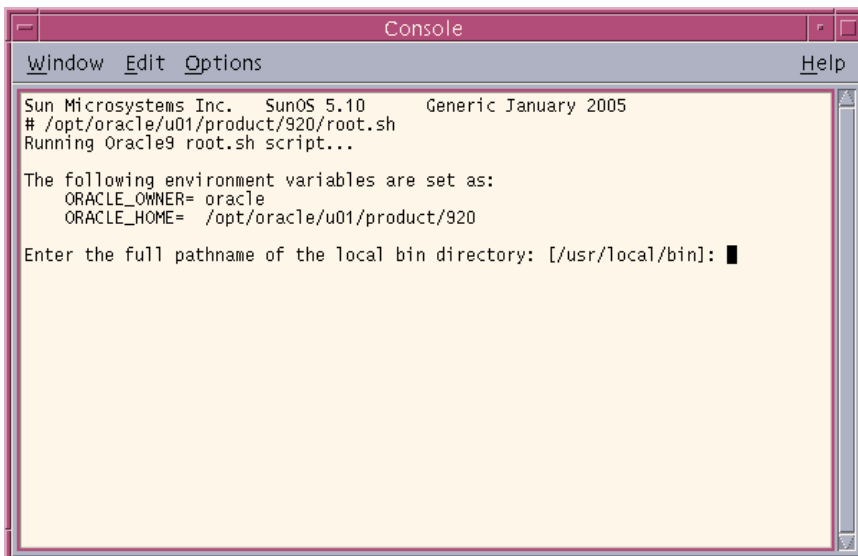
```
Console
Window Edit Options Help
Sun Microsystems Inc. SunOS 5.10 Generic January 2005
# /opt/oracle/u01/product/920/root.sh
```

Figure 159 Configuration Script



All of the following answers to the `root.sh` script prompts may be changed if your particular environment requires them to be changed. This will not affect the use of the InfoWorkSpace server. The answers to the prompts shown below are the fastest way to finish this script.

37. You are prompted for the full pathname of the local bin directory. Press **Return** to accept the default path of `/usr/local/bin`. Another directory may be selected, but the default directory provided ensures that only files that are needed for the installation are used.



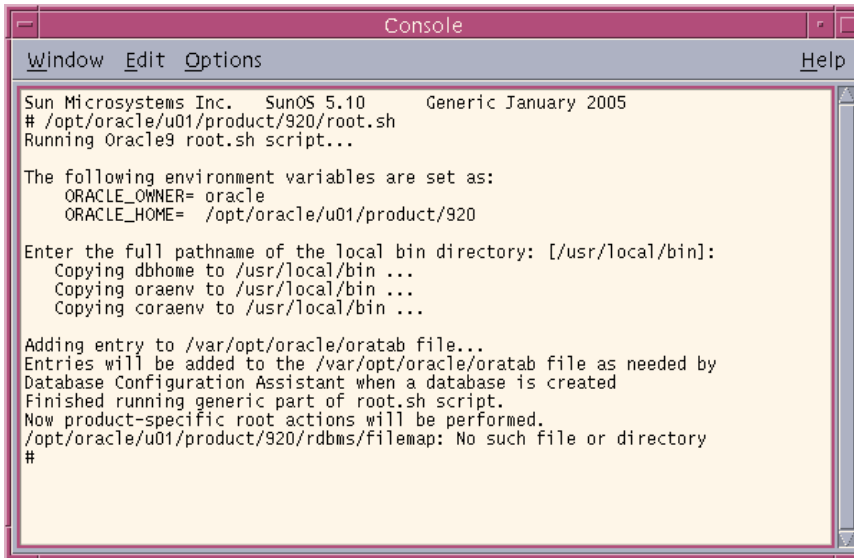
```
Console
Window Edit Options Help
Sun Microsystems Inc. SunOS 5.10 Generic January 2005
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:
```

Figure 160 Local Bin Pathname Prompt

38. When you are returned to a prompt, close the console/terminal window.



```

Sun Microsystems Inc. SunOS 5.10 Generic January 2005
# /opt/oracle/u01/product/920/root.sh
Running Oracle9 root.sh script...

The following environment variables are set as:
ORACLE_OWNER= oracle
ORACLE_HOME= /opt/oracle/u01/product/920

Enter the full pathname of the local bin directory: [/usr/local/bin]:
Copying dbhome to /usr/local/bin ...
Copying oraenv to /usr/local/bin ...
Copying coraenv to /usr/local/bin ...

Adding entry to /var/opt/oracle/oratab file...
Entries will be added to the /var/opt/oracle/oratab file as needed by
Database Configuration Assistant when a database is created
Finished running generic part of root.sh script.
Now product-specific root actions will be performed.
/opt/oracle/u01/product/920/rdbms/filemap: No such file or directory
#

```

Figure 161 Oracle Message Window



The above window shows that the `/opt/oracle/u01/product/920/rdbms/filemap` does not exist. This is expected and is not a problem for the InfoWorkSpace installation.

39. Click **OK** on the Setup Privileges window. You may have to minimize or move windows to locate the Setup Privileges window.

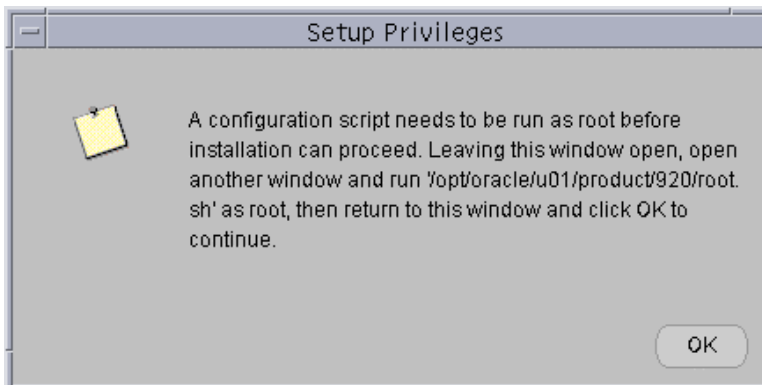


Figure 162 Configuration Script Message

40. A window displays indicating the completion of the Oracle 9i installation. Click **Exit**.

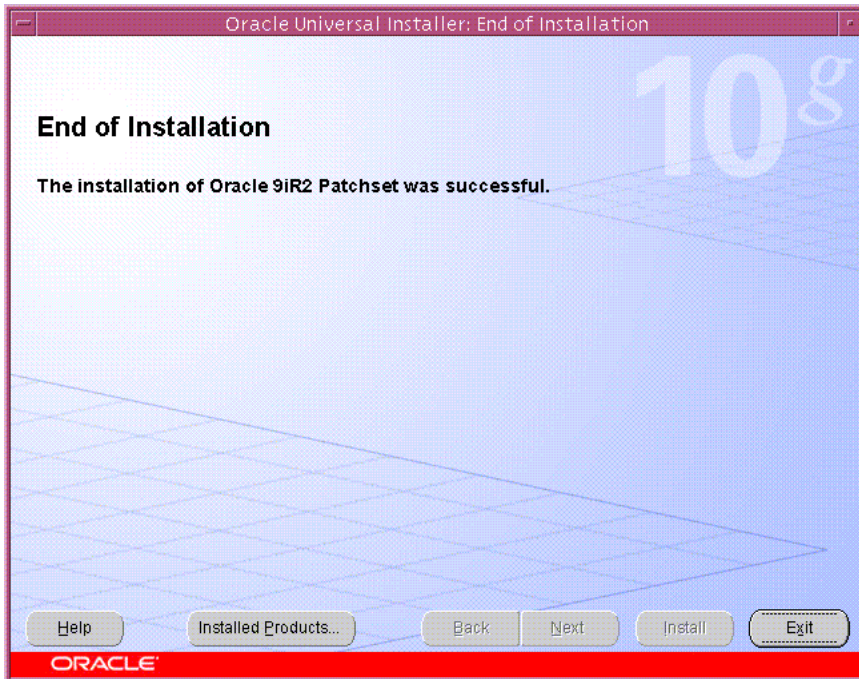


Figure 163 End of Oracle Installation

41. You are prompted to confirm that you want to exit. Click **Yes**.

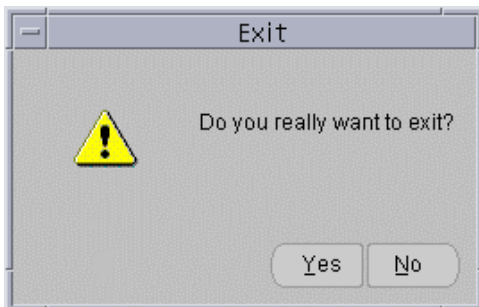


Figure 164 Oracle Exit



When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 91%, it may take some time. Please be patient.

43. A Mozilla Interfaces message displays. Click **Close**.

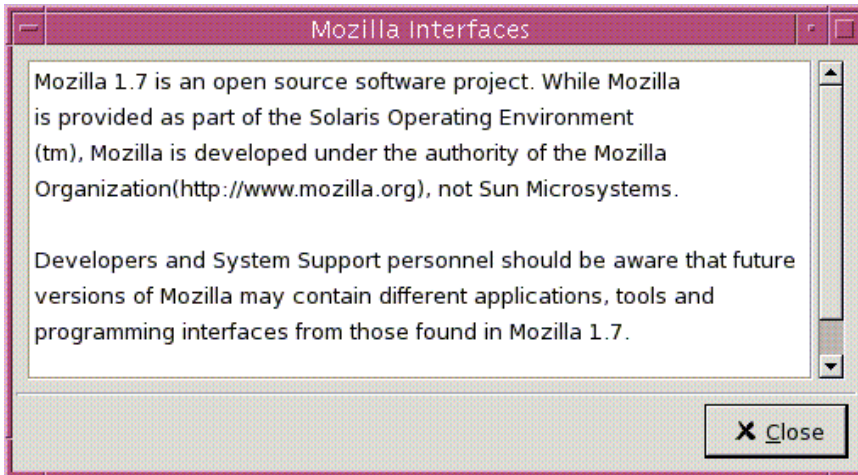


Figure 165 Mozilla Interfaces

When the Installing InfoWorkSpace 3.0.6 progress meter reaches approximately 95%, it begins creating files, and finalizing vital product data. Please be patient, this may take several minutes to complete.

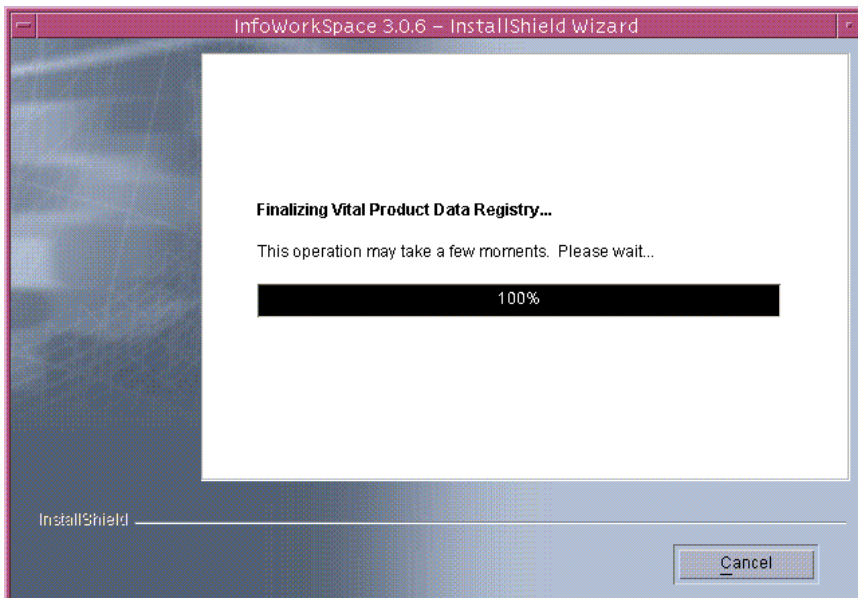


Figure 166 Installing InfoWorkSpace 3.0.6 Status

If a window displays indicating the installation of InfoWorkSpace was successful, **DO NOT** Click Finish yet.



DO NOT click **Finish** on Figure 167 InfoWorkSpace Installation Success until the instructions in steps 44 through 53 have been completed.

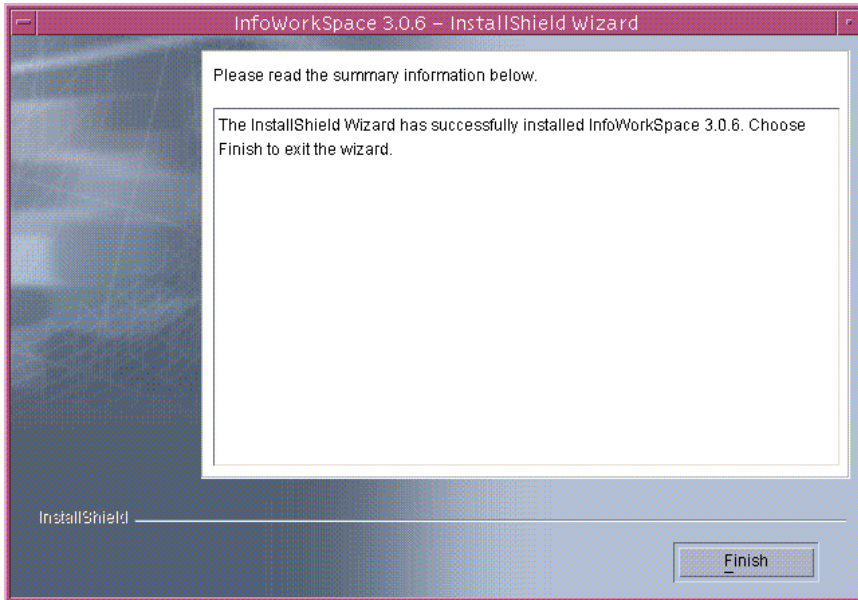


Figure 167 InfoWorkSpace Installation Success

A web browser will open (URL: <http://<FQDN>:10002>) with the Web Server login window.

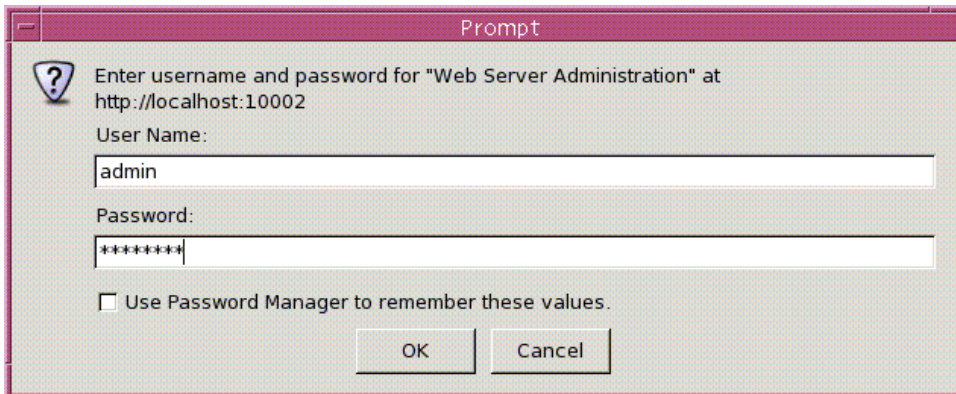


Figure 168 Web Server Administration Authentication

44. Enter **admin** as the User ID.
45. Fill in the Password field with the same password you supplied as the Privileged User password near the beginning of the installation.
46. Click **OK**.

47. The iPlanet Web Server Administration Server window displays. Click **Manage** located to the right of the Select a Server text.

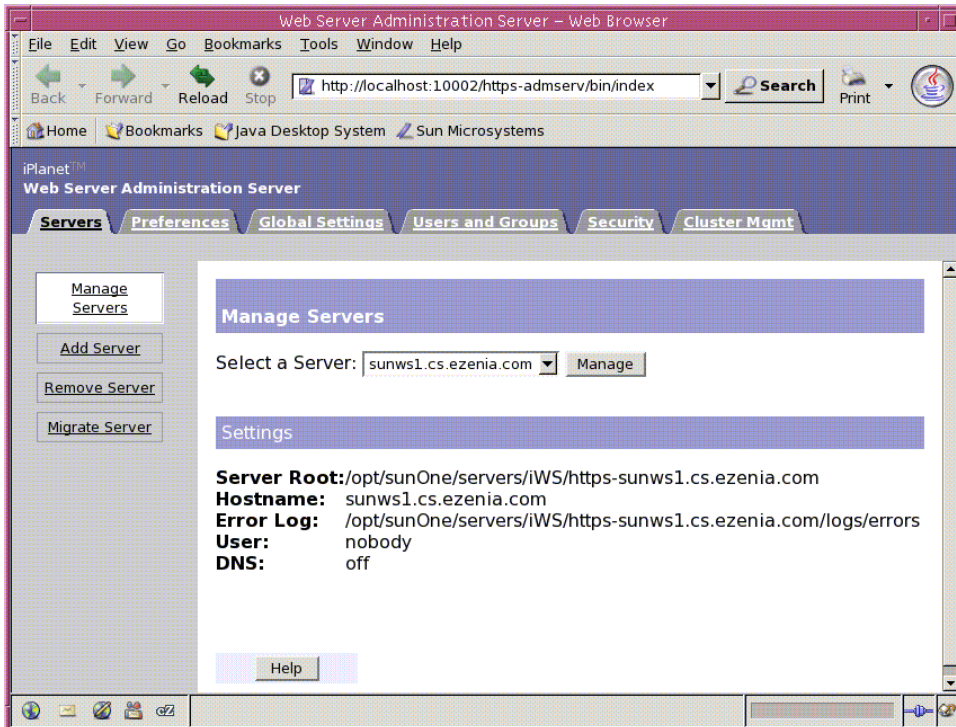


Figure 169 iPlanet Web Server Administration Server

48. Click **OK** on the Warning message.

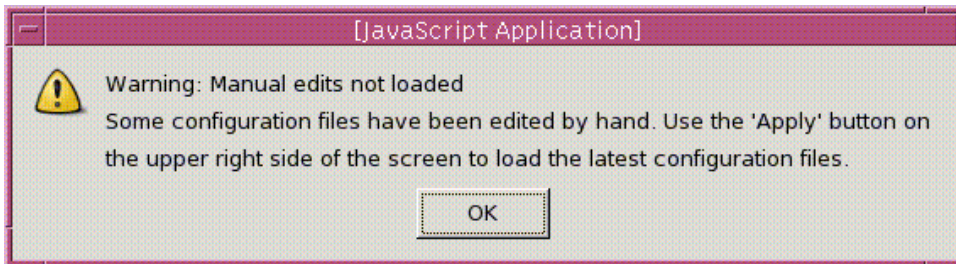


Figure 170 Manual Edits Warning

49. Click the **Apply** link located in the upper right corner of the page.

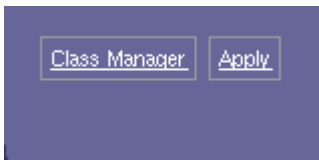


Figure 171 Apply Manual Changes

50. Accept the changes to the configuration by clicking **Apply Changes**.

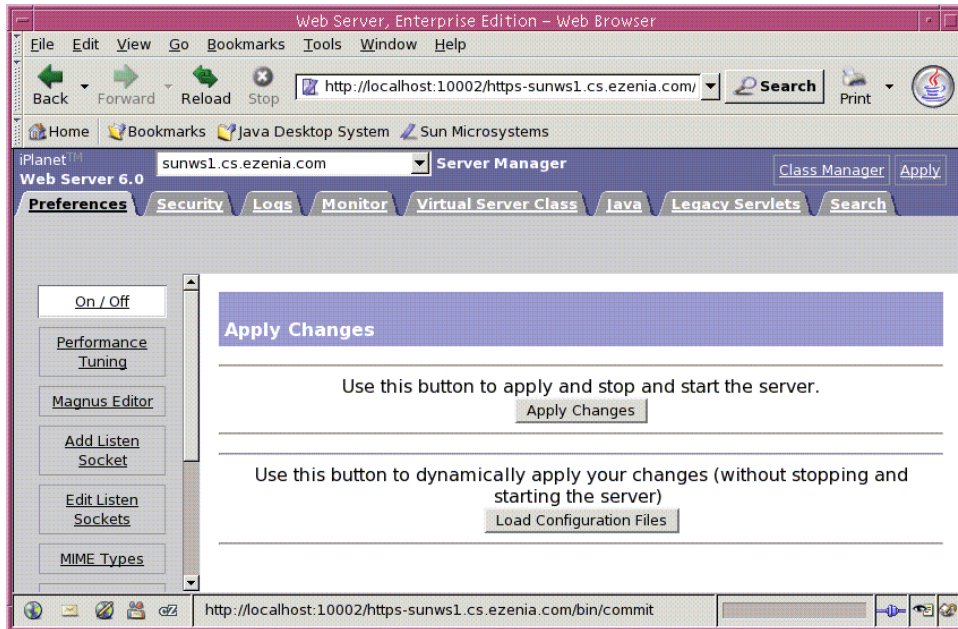


Figure 172 Apply Changes

51. If the following window displays, clear the **Alert me whenever I submit information that's not encrypted** checkbox and click **Continue**.



Figure 173 Continue Submission

52. The following window displays after successfully applying configuration changes. Click **OK**.

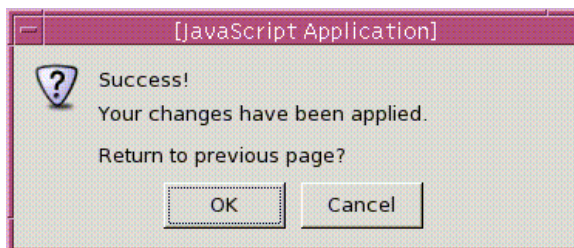


Figure 174 Successful Server Start

53. Close the browser by selecting **Close** from the File menu.

54. Click **Finish** to exit the InfoWorkSpace Installation wizard.

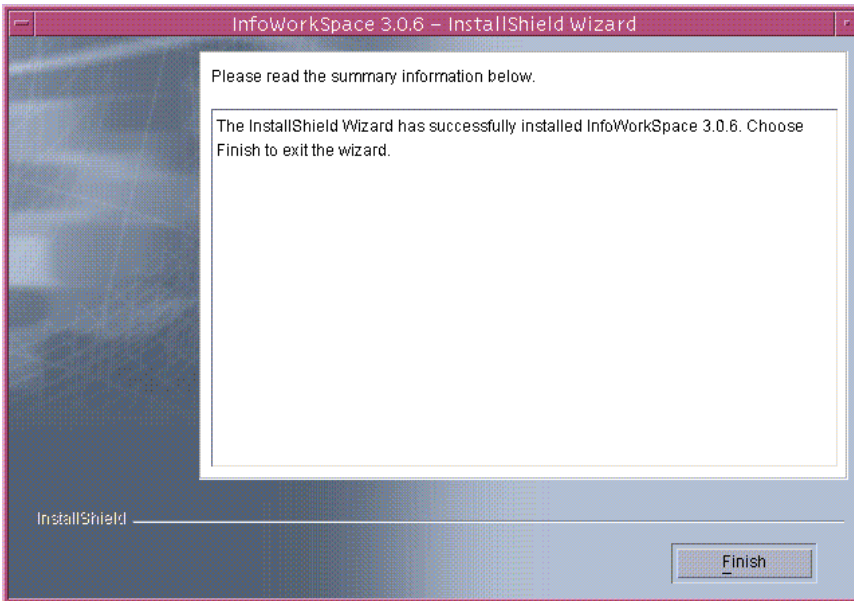


Figure 175 InfoWorkSpace Installation Success

55. Select **No, I will restart my computer at a later time** and click **Finish** when prompted to reboot.

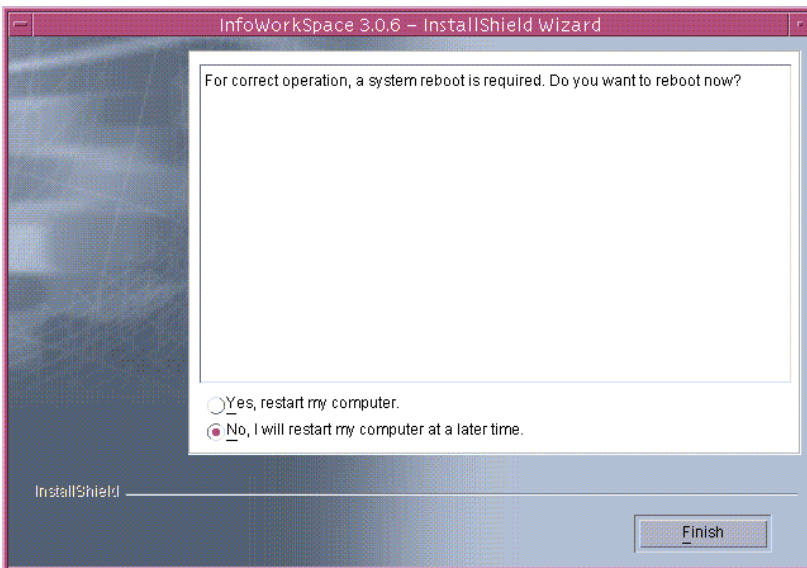


Figure 176 Restart Server

56. In the first console/terminal window, you should now be back at a prompt. Eject the InfoWorkSpace 3.0.6 Solaris Server Installation Disk #4 CD-ROM (eject cdrom) and reboot (init 6) the server.

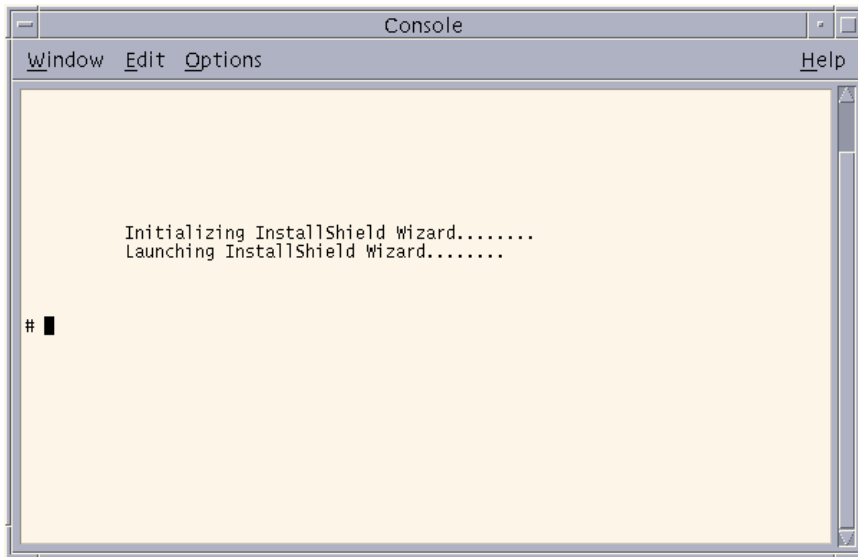


Figure 177 InfoWorkSpace Installation



Installing InfoWorkSpace with SunONE Directory Server is complete. Perform Post-Installation Instructions, located on page 111, to install placeware licenses, making your server operational, and client software, so the client software can be downloaded from the server.



Refer to the Troubleshooting Your Installation section, located on page 115 for additional InfoWorkSpace server administrative information.

Post-Installation Instructions

You must complete the following post-installation instructions before you can log on and begin using InfoWorkSpace or LaunchPad and allow users to download the InfoWorkSpace client software or access the InfoWorkSpace documentation.

Before users can logon using the portal client, the default Portal Administrator Account must be changed. See the Changing Portal Administrator Account section, on page 186 of the 3.0.6 Administrator's Guide for instructions.

Installing PlaceWare Licenses

1. If the licenses were received as an email attachment, copy the zipped attachment to a blank diskette.
 - a. Insert the diskette into your InfoWorkSpace server.
 - b. Open a console/terminal window and type **volcheck** and press **Return**.
 - c. Copy the zip file from the floppy drive to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cp /floppy/floppy0/* /opt/placeware/license**).
 - d. After the file transfer finishes, you may eject the diskette.
 - e. Change the directory to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cd /opt/placeware/license**).
 - f. Unzip the license files (**unzip *.zip**).

OR

2. If you received licenses on a diskette:
 - a. Insert the diskette into your InfoWorkSpace server.
 - b. Open a console/terminal window and type **volcheck** and press **Return**.
 - c. Copy the license files to the **<PlaceWare Install Directory>/license** directory (if the default was used in the install, the command is as follows: **cp /floppy/floppy0/* /opt/placeware/license**).
 - d. After the file transfer finishes, you may eject the diskette.



Do not change any of the filenames of these licenses.

3. Restart the PlaceWare service:

- c. In a console/terminal window, from root, type: `/etc/init.d/placeware stop`
- d. Type: `/etc/init.d/placeware start`

InfoWorkSpace Client Downloads



The Server must have the InfoWorkSpace client software copied from the InfoWorkSpace 3.0.6 Client CD to the server, making them accessible from the Downloads buttons. The following steps do not install the client software making the client usable on the system; it only copies the executables to allow them to be downloaded from the server.



The InfoWorkSpace documentation is automatically copied from to the server, making them accessible from the Manuals buttons.

To copy the downloads:

1. Insert the **InfoWorkSpace 3.0.6 Client CD** into the CD-ROM drive. The following file manager window displays the contents of the CD.

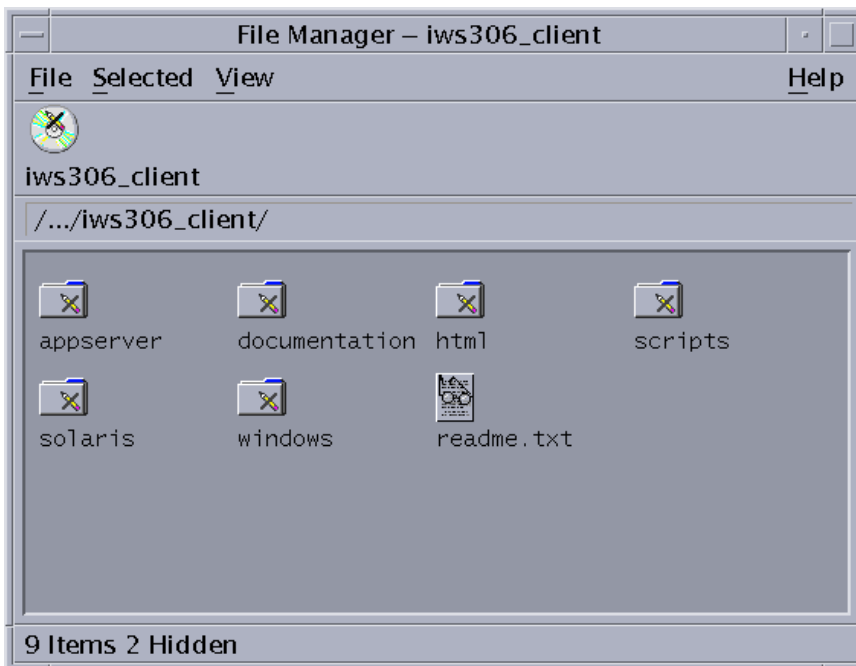


Figure 178 Client CD

2. Double-click the **scripts** folder.

3. Double-click the **install_downloads_on_server** file.

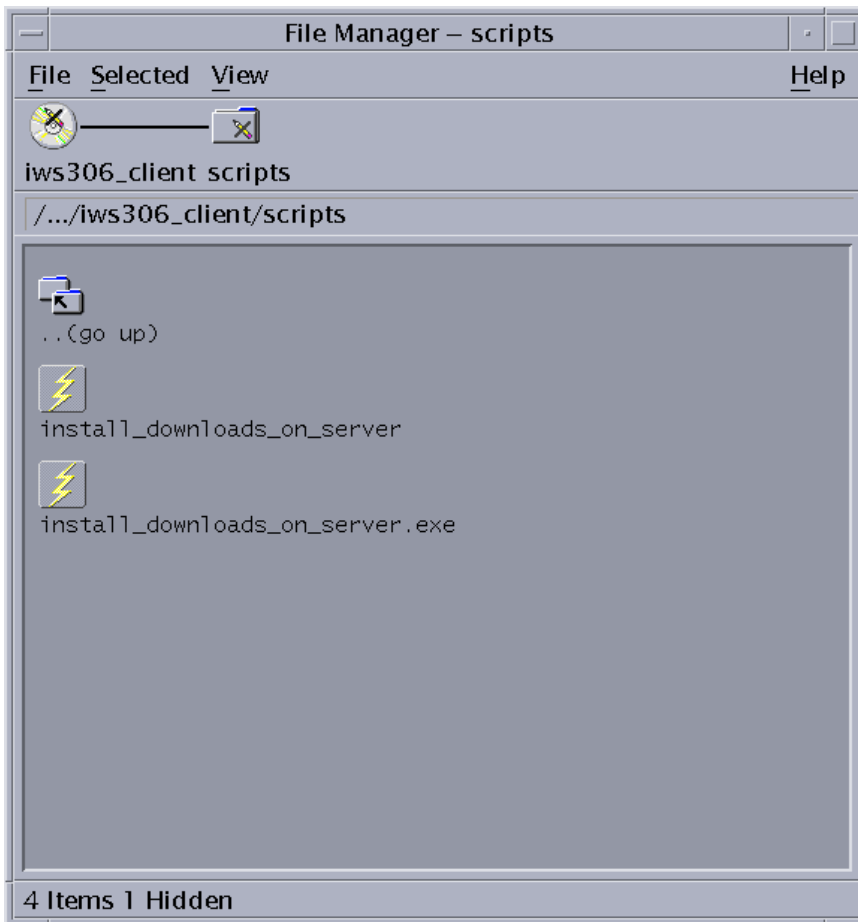


Figure 179 install_downloads_on_server

The following window displays.



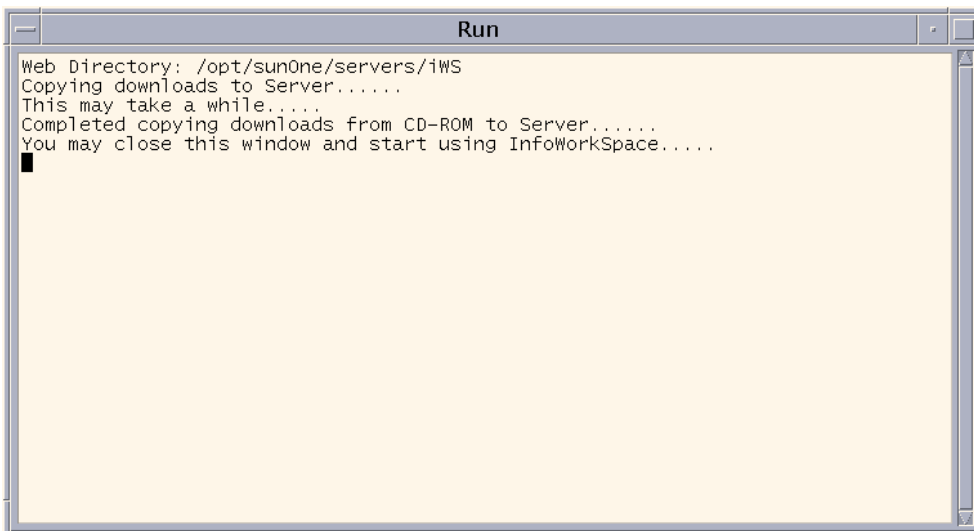
This may take several minutes to complete based on the speed of your system.



```
Run
Web Directory: /opt/sunOne/servers/iWS
Copying downloads to Server.....
This may take a while.....
█
```

Figure 180 Copying downloads

5. When the downloads have completed copying, close the console/terminal window.



```
Run
Web Directory: /opt/sunOne/servers/iWS
Copying downloads to Server.....
This may take a while.....
Completed copying downloads from CD-ROM to Server.....
You may close this window and start using InfoWorkSpace.....
█
```

Figure 181 Downloads Copy Complete

Troubleshooting Your Installation

To run the **InfoWorkSpace 3.0 Server** installer from your hard drive by copying the contents of the installation disk contents to your hard drive, be sure to copy each of the CD's contents into its own subdirectories labeled disk1, disk2, disk3, disk4, respectively. For example:

From a console/terminal window, type:

1. `mkdir /opt/disk1`
2. `mkdir /opt/disk2`
3. `mkdir /opt/disk3`
4. `mkdir /opt/disk4`

Insert **InfoWorkSpace 3.0 Solaris Server Installation Disk #1**

5. Type: `cp -r /cdrom/iws30_sol_cd1/* /opt/disk1`

Insert **InfoWorkSpace 3.0 Solaris Server Installation Disk #2**

6. Type: `cp -r /cdrom/iws30_sol_cd2/* /opt/disk2`

Insert **InfoWorkSpace 3.0 Solaris Server Installation Disk #3**

7. Type: `cp -r /cdrom/iws30_sol_cd3/* /opt/disk3`

Insert **InfoWorkSpace 3.0 Solaris Server Installation Disk #4**

8. Type: `cp -r /cdrom/iws30_sol_cd4/* /opt/disk4`
9. From the root directory, begin the server installation by typing: **`/opt/disk1/IWS30.bin`**
10. You may delete the folders you copied the CD's contents to when the installation is complete.

To run the **InfoWorkSpace 3.0.6 server** installer from your hard drive by copying the contents of the installation disk contents to your hard drive, be sure to copy each of the CD's contents into its own subdirectories labeled disk1, disk2, disk3, disk4, respectively. For example:

From a console/terminal window, type:

1. `mkdir /opt/disk1`
2. `mkdir /opt/disk2`
3. `mkdir /opt/disk3`

4. `mkdir /opt/disk4`
5. Insert **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #1**
6. Type: `cp -r /cdrom/iws306_sol_cd1/* /opt/disk1`
7. Insert **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #2**
8. Type: `cp -r /cdrom/iws306_sol_cd2/* /opt/disk2`
9. Insert **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #3**
10. Type: `cp -r /cdrom/iws306_sol_cd3/* /opt/disk3`
11. Insert **InfoWorkSpace 3.0.6 Solaris Server Installation Disk #4**
12. Type: `cp -r /cdrom/iws306_sol_cd4/* /opt/disk4`
13. From the root directory, begin the server installation by typing: `/opt/disk1/IWS306.bin`
14. You may delete the folders you copied the CD's contents to when the installation is complete.

Anytime during the installation you can close the console/terminal window to **Cancel** the server installation; however to reinstall the InfoWorkSpace server software a fresh operating system is required.

The SunONE Directory Server may time out on system startup in some environments. To resolve this issue:

1. On the server, navigate to the `/sunOne/servers/slapd-<hostname>` directory (if the default was used in the install, the command is as follows: `cd /opt/sunOne/servers/slapd-<hostname>`).
 2. Edit the **start-slapd** file by changing the value of **max_count** from 30 to **60**.
 3. Restart server.
-

If you are unable to connect to the server after installing the PlaceWare licenses and restarting the PlaceWare service, check the license status and/or check the ServerPod Log.



You must access PlaceWare Administration from the server. To access PlaceWare Administration from a client machine, you must edit the placeware properties file:

1. On the server, navigate to the **/placeware/data** directory.
2. Open the **properties** file.
3. On the line beginning **placeware.allowedClients**, add the IP address of the client machine. You can either enter a comma-separated list for specific client machines, or an entire subnet by dropping octets and ending it with a star (i.e. 10.10.10.* or 10.10*), or a combination of the two.
4. **Save** and close the properties file.
5. Restart the PlaceWare Server (`/etc/init.d/placeware stop; /etc/init.d/placeware start`).

To check the license status:

1. On the server, open a browser and enter the following, where FQDN is the fully qualified domain name of your InfoWorkSpace server:

`<FQDN>/placeware/placeware.admin/admin.html`

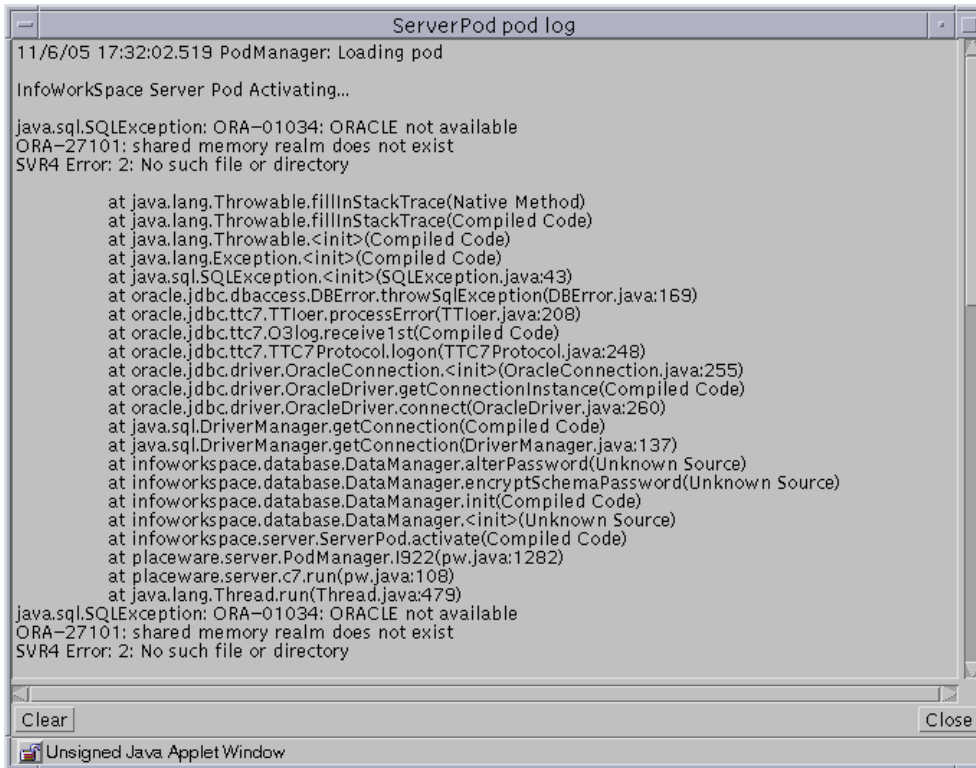
2. Scroll down to see **License Status**. If the licenses appear red, the licenses may not be effective yet.

To check the server pod log:

1. On the server, open a browser and enter the following, where FQDN is the fully qualified domain name of your InfoWorkSpace server:

`<FQDN>/placeware/placeware.admin/podcp.html`

2. Select **ServerPod** from the list of pods.
3. Click the **Debug** tab.
4. Click the **View Log** button.
5. If the ServerPod log content looks like Figure 182, you need to reload the operating system and be sure to follow the Pre-Installation Instructions on page 8 or 61. Otherwise contact InfoWorkSpace Technical Support at 1-866-269-0532.



```
ServerPod pod log
11/6/05 17:32:02.519 PodManager: Loading pod
InfoWorkSpace Server Pod Activating...
java.sql.SQLException: ORA-01034: ORACLE not available
ORA-27101: shared memory realm does not exist
SVR4 Error: 2: No such file or directory

    at java.lang.Throwable.fillInStackTrace(Native Method)
    at java.lang.Throwable.fillInStackTrace(Compiled Code)
    at java.lang.Throwable.<init>(Compiled Code)
    at java.lang.Exception.<init>(Compiled Code)
    at java.sql.SQLException.<init>(SQLException.java:43)
    at oracle.jdbc.dbaccess.DBError.throwSQLException(DBError.java:169)
    at oracle.jdbc.ttc7.TTloer.processError(TTloer.java:208)
    at oracle.jdbc.ttc7.O3log.receive1st(Compiled Code)
    at oracle.jdbc.ttc7.TTC7Protocol.logon(TTC7Protocol.java:248)
    at oracle.jdbc.driver.OracleConnection.<init>(OracleConnection.java:255)
    at oracle.jdbc.driver.OracleDriver.getConnectionInstance(Compiled Code)
    at oracle.jdbc.driver.OracleDriver.connect(OracleDriver.java:260)
    at java.sql.DriverManager.getConnection(Compiled Code)
    at java.sql.DriverManager.getConnection(DriverManager.java:137)
    at infoworkspace.database.DataManager.alterPassword(Unknown Source)
    at infoworkspace.database.DataManager.encryptSchemaPassword(Unknown Source)
    at infoworkspace.database.DataManager.init(Compiled Code)
    at infoworkspace.database.DataManager.<init>(Unknown Source)
    at infoworkspace.server.ServerPod.activate(Compiled Code)
    at placeware.server.PodManager.I922(pw.java:1282)
    at placeware.server.c7.run(pw.java:108)
    at java.lang.Thread.run(Thread.java:479)
java.sql.SQLException: ORA-01034: ORACLE not available
ORA-27101: shared memory realm does not exist
SVR4 Error: 2: No such file or directory

Clear Close
Unsigned Java Applet Window
```

Figure 182 ServerPod Log



You'll need to install the InfoWorkSpace Browser Plugin on the server in order to log onto the PlaceWare Admin page; however that is not necessary if you are only viewing the contents.

Installation log files, which are generated in the `/opt/ezenia/IWS30/logs` directory, are also tools used for installation troubleshooting purposes.

The `IWS.env` file, located in the `/opt/ezenia/IWS30/env` directory, can be used to verify the components, and versions of those components installed.

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