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Introduction

InfoWorkSpace is a collaboration tool engineered for groups that work in 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.

Windows Server Installation Requirements

The installation requirements are defined in two 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 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 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 |
| Intel CPU Pentium | Dual 866 MHz | Dual 1.5 GHz | Dual 2.8 GHz | Dual 2.8 GHz | Quad 3.0 GHz |
| RAM | 1 GB | 2 GB | 2 GB | 4 GB | 4 GB |
| Virtual Memory (Intel) | 1.5 GB | 3 GB | 3 GB | 6 GB | 6 GB |
| Storage | 10 GB free space | 20 GB free space | 20 GB free space | 40 GB free space | 80 GB free space |
| LAN Interface | 100 Mbps | 100 Mbps | 100 Mbps | 100 Mbps | 100 Mbps |

Operating System Requirements

The InfoWorkSpace 3.0 Server operates with the following operating systems:

- Microsoft Windows 2000 Server SP4
 - Windows 2000 requires Internet Information Server (IIS) 5.0 on the server during the installation of the operating system in order for the IIS option to be selected during the server installation.
- Microsoft Windows 2003 Server SP1
 - Windows 2003 requires Internet Information Server (IIS) 6.0 on the server during the installation of the operating system in order for the IIS option to be selected during the server installation.

Installing InfoWorkSpace 3.0 Server

, The InfoWorkSpace Windows Installation uses five CDs to install components needed for InfoWorkSpace Version 3.0. Four of the CDs install the server software and the fifth installs the client software. These CDs contain the necessary installation routines for Oracle9i Version 9.2.0.7, SunONE Directory Server, SunONE Web Server, Tomcat Servlet Engine, 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 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).
- Web server options:
 - SunONE Web Server, locally on the InfoWorkSpace server.
 - Jakarta Tomcat servlet engine, locally on the InfoWorkSpace server (for InfoWorkSpace servlet support under IIS). IIS must already be installed.
- 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 options are selected. Refer to the following table for the sections to follow for installation instructions for the server configuration you want:

| | Pre-Installation Instructions | InfoWorkSpace Server Installation Instructions | Post-installation Instructions |
|---|--------------------------------------|---|---------------------------------------|
| Installing InfoWorkSpace using existing Active Directory Server and IIS : | Page 5 | Pages 7 - 23 | Page 76 |
| Installing InfoWorkSpace using existing Active Directory Server and SunONE Web Server : | Page 5 | Pages 24 - 44 | Page 76 |
| Installing InfoWorkSpace with SunONE Directory Server and IIS : | Page 5 | Pages 45 - 58 | Page 76 |
| Installing InfoWorkSpace with SunONE Directory and SunONE Web Servers : | Page 5 | Pages 59 - 75 | Page 76 |

Pre-Installation Instructions



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).



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. It is also recommended to install InfoWorkSpace as a standalone server, rather than as a member of a domain. This is to avoid installation and usage conflicts with defined domain policies, which may include security patches and lock downs.

The server should also be built with static IP (not DHCP) to avoid connectivity issues.



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 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 79, for additional information.



If you are using IIS, make sure IIS 5.0 (Windows 2000) or IIS 6.0 (Windows 2003) is installed prior to the Installation of the InfoWorkSpace server. At present, InfoWorkSpace has only been tested with IIS 6.0 on Windows 2003 and IIS 5.0 on Windows 2000.



Disable any existing SNMP services on your system before beginning the InfoWorkSpace installation.



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.



MS-DOS windows (cmd.exe) appear throughout the InfoWorkSpace server installation. All of these windows can be ignored unless specifically mentioned in this installation documentation. These windows display the processes that are running as the software is installed.



Installation of the InfoWorkSpace 3.0 Server may take some time to complete based on the speed of your system.

Add domain name of server to OS:

1. Right-click My Computer and select **Properties**.
2. Click the **Network Identification** tab and click **Properties**.
3. Click the **More** button.
4. Enter the domain name to the **Primary DNS suffix of this computer text field** and click OK.
5. **Reboot** the server.

Installing InfoWorkSpace using existing Active Directory Server and IIS

The steps listed below guide you through the InfoWorkSpace installation process if you select to use an existing Microsoft Active Directory and IIS, the default installation.



This installation configuration assumes the InfoWorkSpace server will be installed on the same DNS domain as Microsoft Active Directory. If you are not going to use Microsoft Active Directory, refer to the Installing InfoWorkSpace with SunONE Directory Server and IIS section located on page 45.



This installation configuration on Windows 2000 assumes IIS 5.0 is already installed on the system. On Windows 2003, the installation assumes that IIS 6.0 is already installed on the system. During this installation, IIS is configured to work with the Tomcat Web Server. If IIS is not already installed, refer to the Installing InfoWorkSpace using existing Active Directory Server and SunONE Web Server section located on page 24.



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 Windows Server Installation Disk #1** CD into the CD-ROM drive.
2. If the CD Installation window auto starts, the following window displays the contents of the CD. If this window does not display, navigate to the CD-ROM drive.

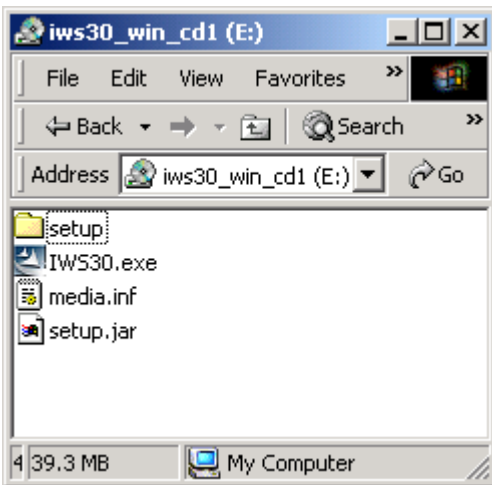


Figure 1 iws30_win_cd1 Directory

3. Once the directory structure for the CD is visible, double-click the **IWS30.exe** file to start the installer. (You can then close the iws30_win_cd1 directory window.)

After a few minutes, the following window displays.

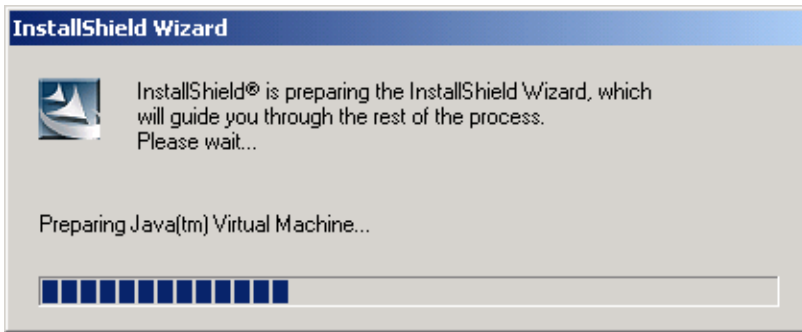


Figure 2 Preparing InstallShield Wizard

An Initializing wizard window displays.

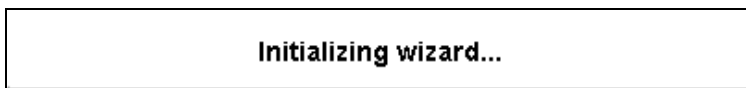


Figure 3 Initializing wizard

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

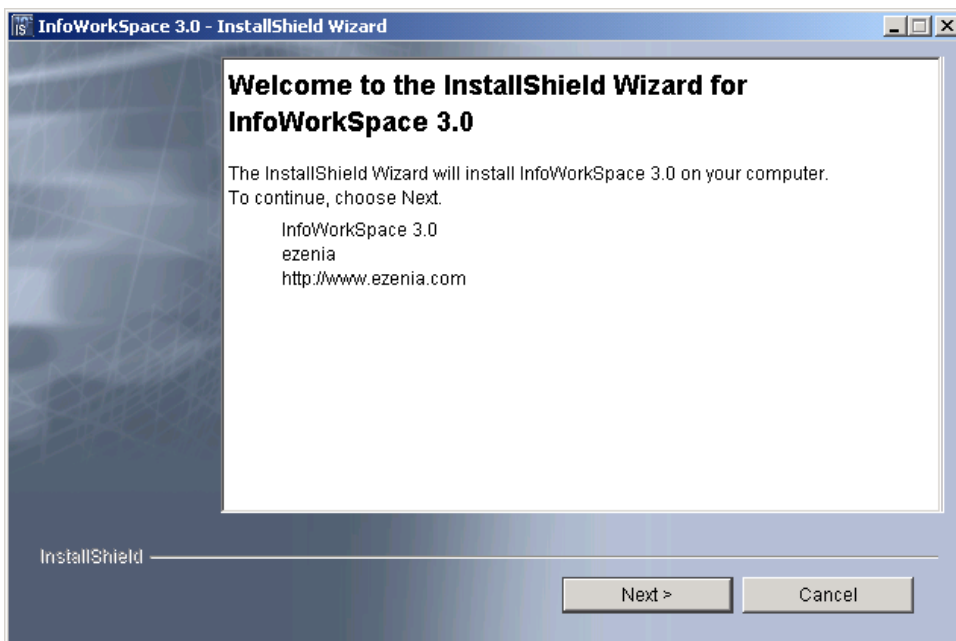


Figure 4 InstallShield Wizard Welcome

5. 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**.

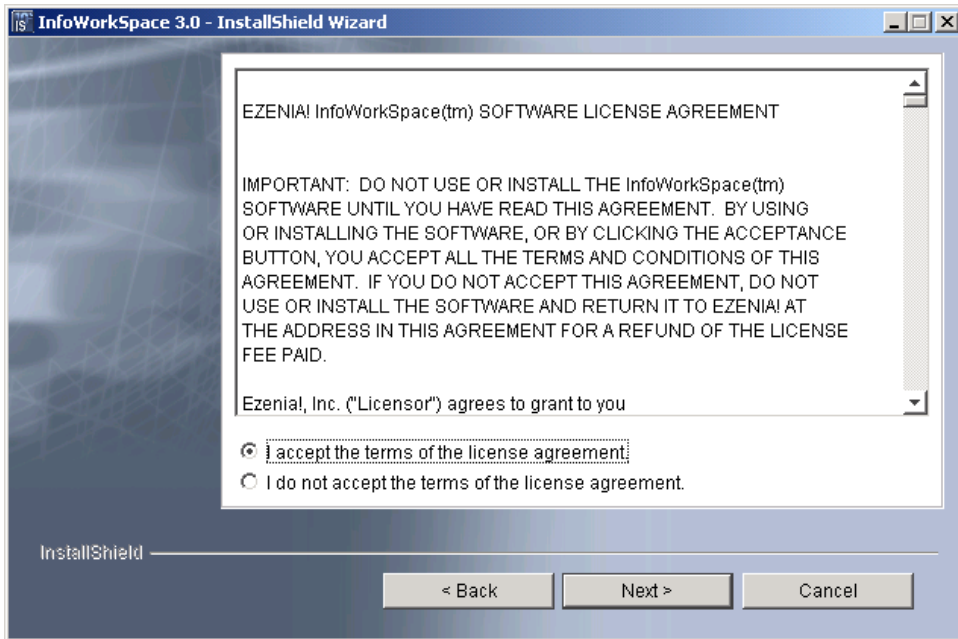


Figure 5 InfoWorkSpace Software License Agreement

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

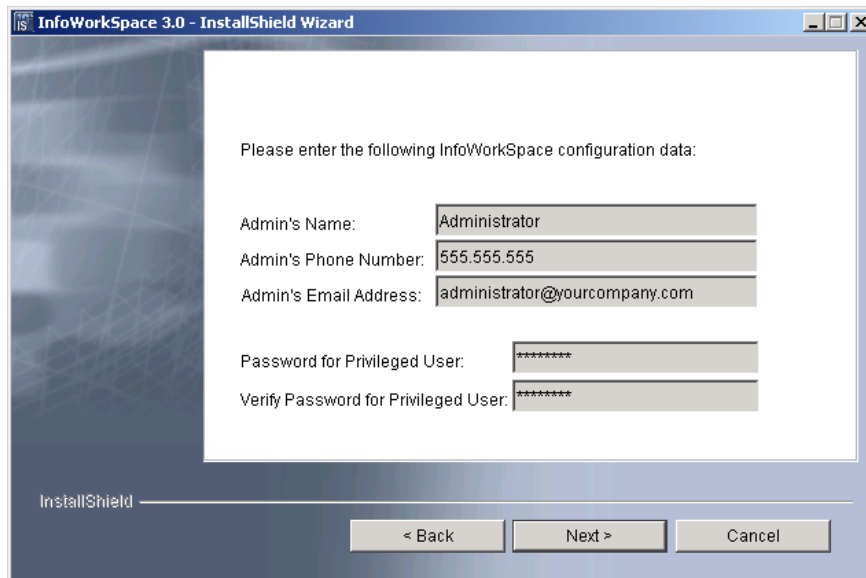


Figure 6 InfoWorkSpace Administrator Configuration Data



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.

6. Edit the **Administrator's Name**.
7. Edit the **Administrator's Phone Number**.
8. Edit the **Administrator's Email Address**.
9. 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.

10. Reenter the password in the **Verify Password for Privileged User** field.
11. 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.

12. You are then prompted to select the Directory Server for InfoWorkSpace. Click **Next** to select the default, Existing Active Directory Server. (If you do not want to use an existing Active Directory Server and want to install the SunONE Directory Server, skip to page 49, step 13 and continue from there.)

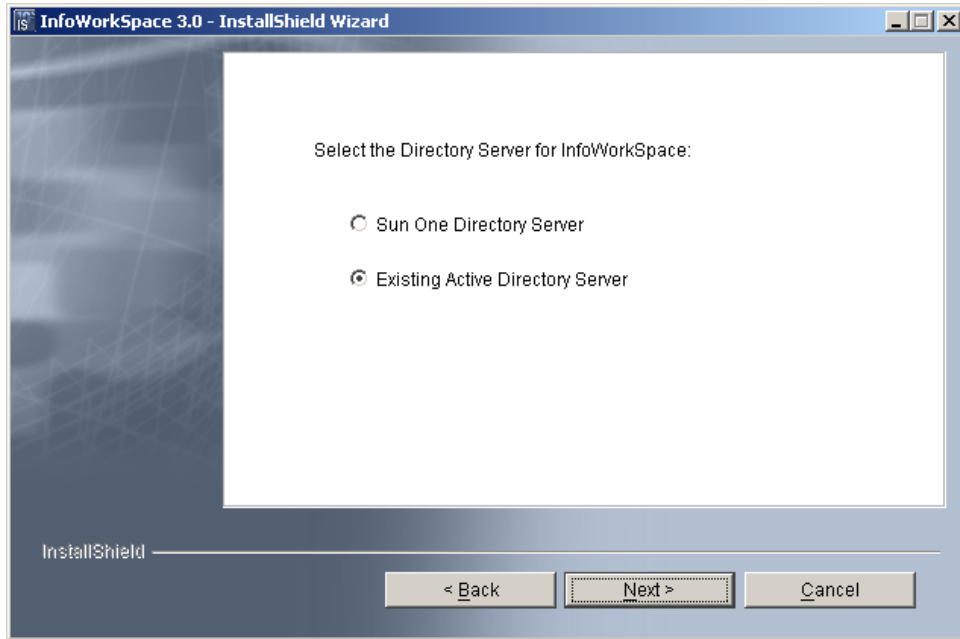


Figure 7 Directory Server Options

13. 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:

InfoWorkSpace 3.0 - InstallShield Wizard

LDAP Synchronization Properties
LDAP Identification

Fill in the items to define the interface to the existing LDAP server:

Host Name: iwshost5.infoworkspace.com

Port Number: 389

Context Factory: com.sun.jndi.ldap.LdapCtxFactory

Binding DN: cn=Administrator, cn=Users, dc=infoworkspace

Binding Password:

InstallShield

< Back Next > Cancel

Figure 8 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 first **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.

14. 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.

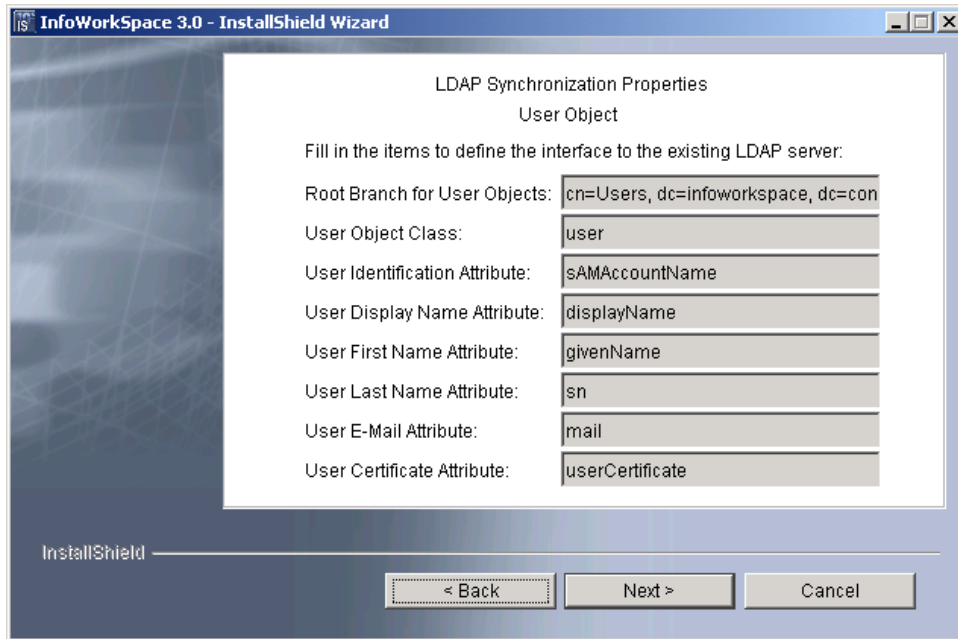


Figure 9 Active Directory User Object Properties

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:

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

15. 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.

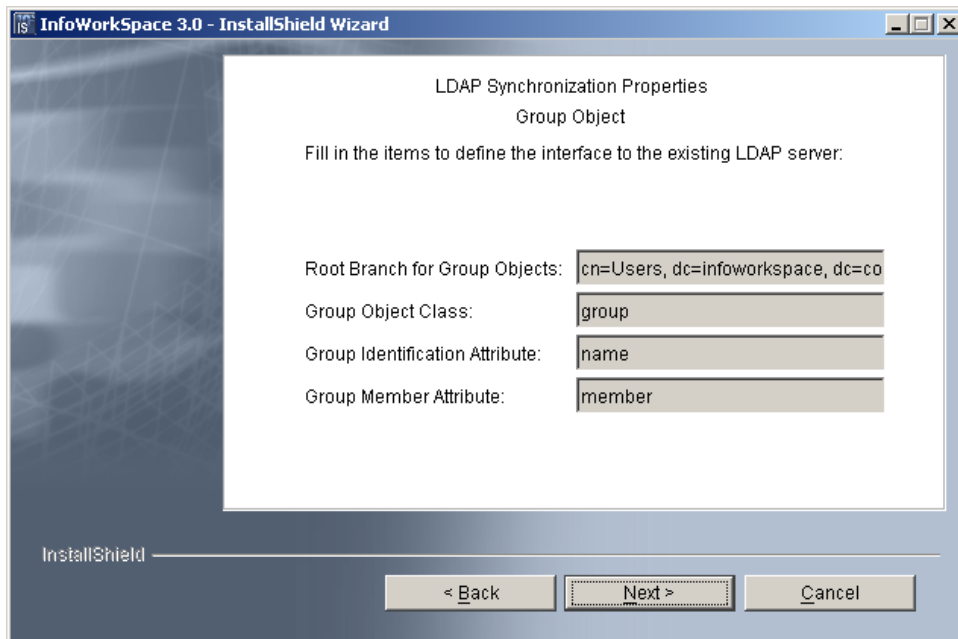


Figure 10 Active Directory Group Object Properties

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.

16. After entering the LDAP Synchronization Properties, you are prompted to select the Web Server for InfoWorkSpace. Click **Next** to select the default, Microsoft Internet Information Server. (If you do not want to use IIS and want to install the SunONE Web Server instead, skip to page 32, step 17 and continue from there.)

During the component installation, InfoWorkSpace customization of IIS and Tomcat occurs.

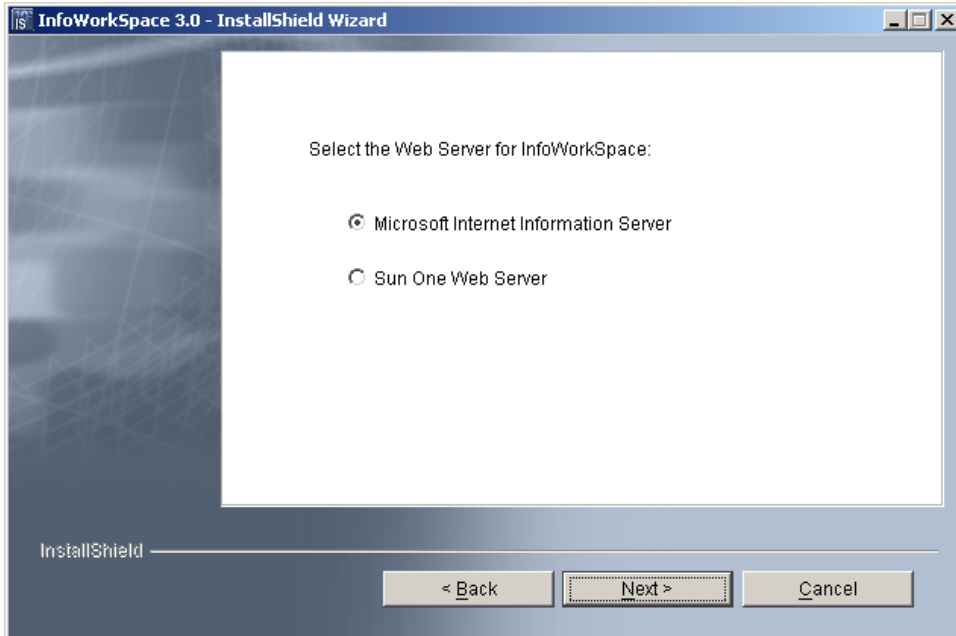


Figure 11 Web Server Options

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

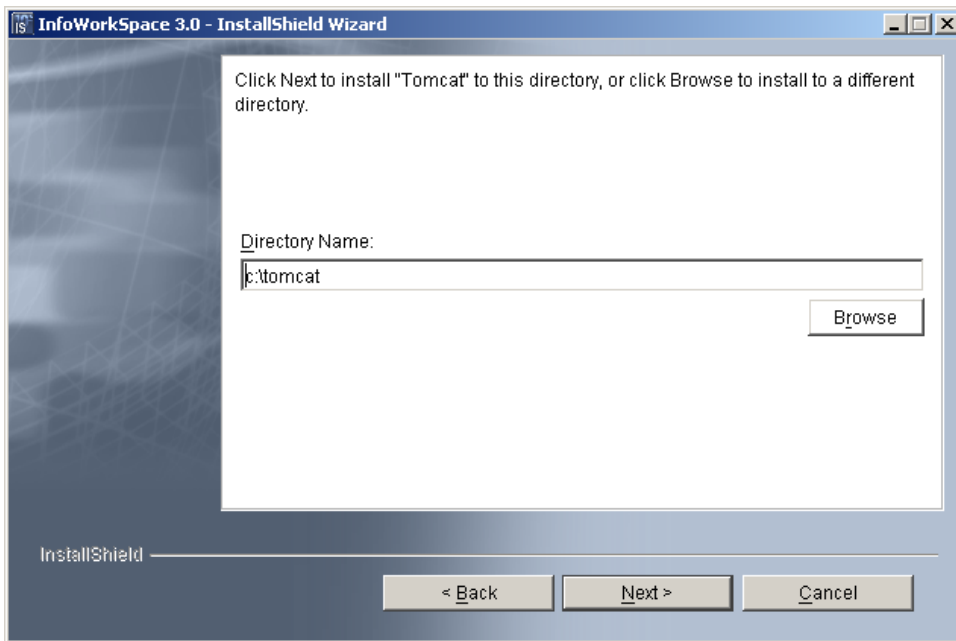


Figure 12 Tomcat Web Server Directory Path

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

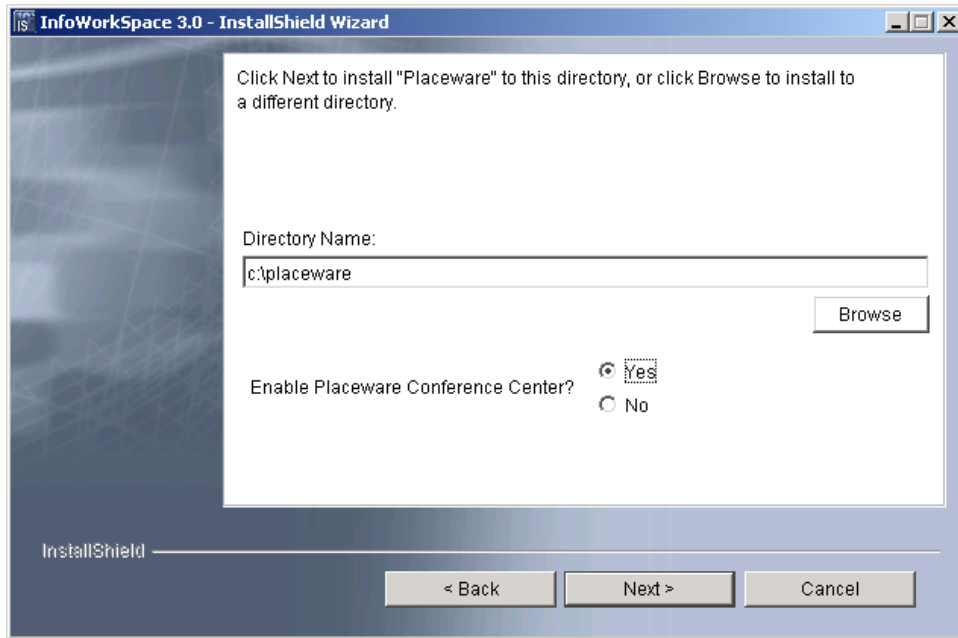


Figure 13 PlaceWare Directory Path

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.



If you have a partitioned hard drive, your default c:\ drive may not have enough space to accommodate the installation of the Oracle database. If you receive an error message informing you that you do not have enough space available on your c:\ drive, change the installation drive to another partitioned drive.

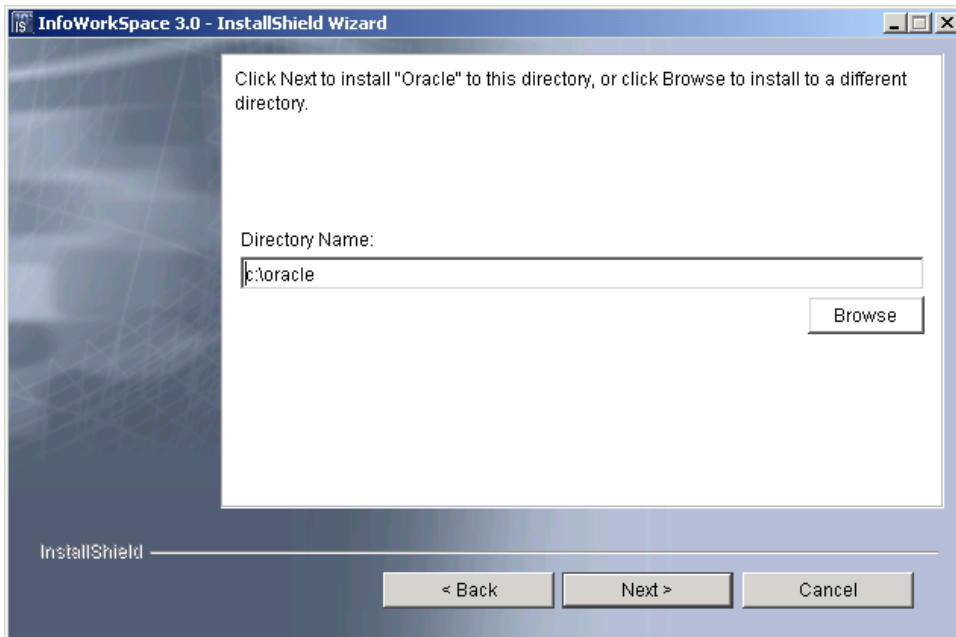


Figure 14 Oracle Directory Path

22. Click **Next** to accept the default directory provided to which temporary installation files may be written. If you do not want to use the default directory provided, you can either type in the directory location or browse for the directory by clicking **Browse**.

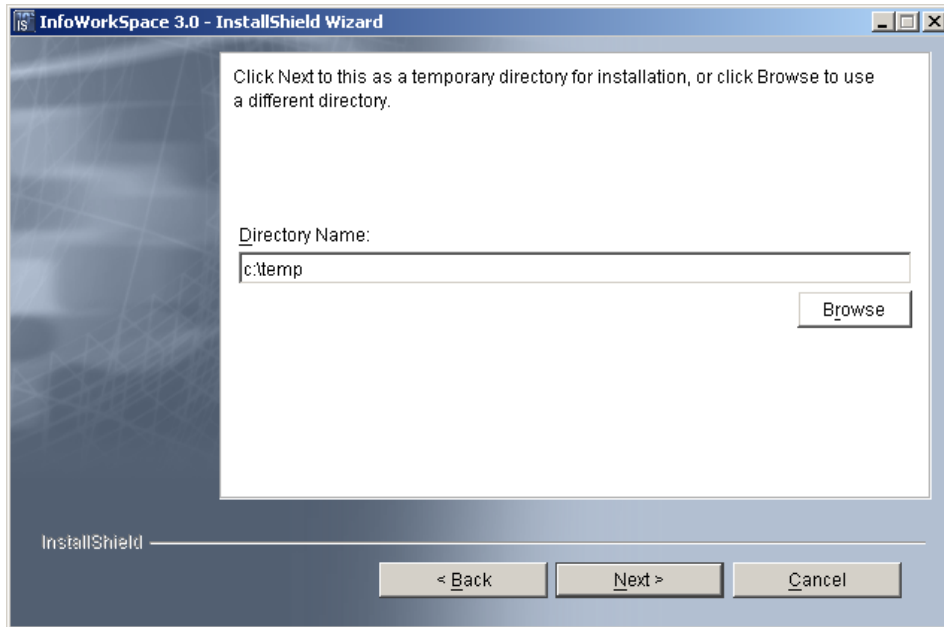


Figure 15 Temporary Directory Path

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

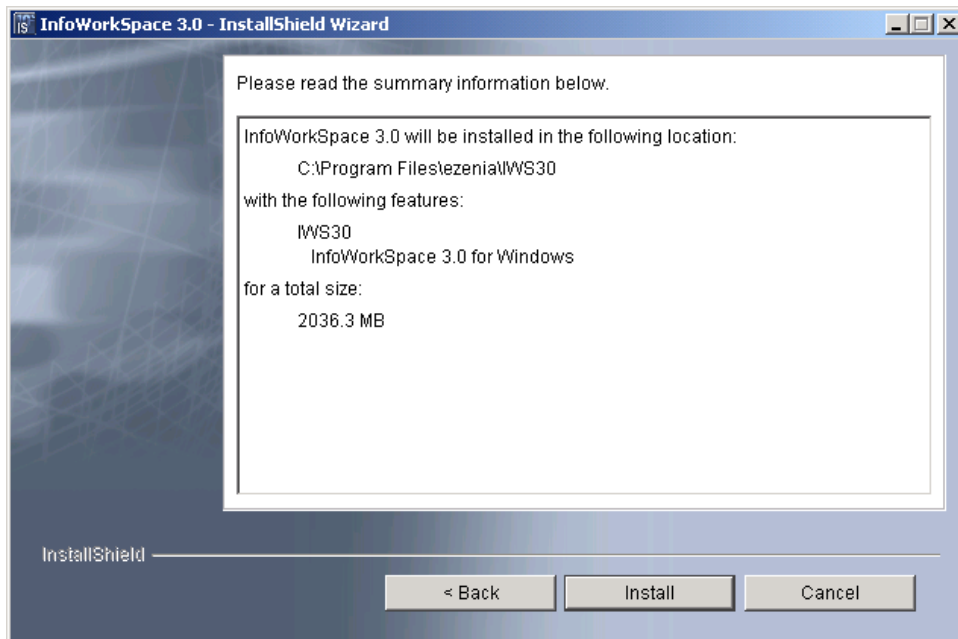


Figure 16 Summary Information

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

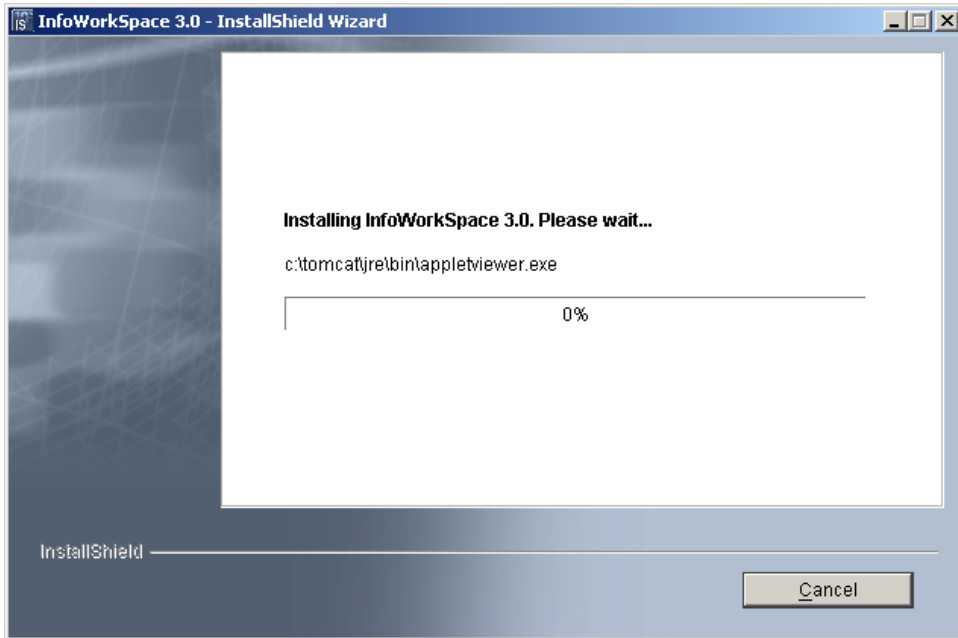


Figure 17 Installing InfoWorkSpace 3.0

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 65%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

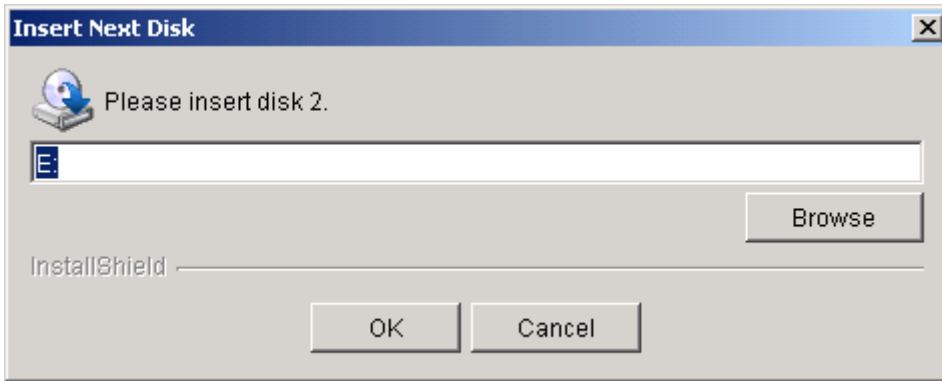


Figure 18 Insert Disk 2

24. Manually eject the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #2** CD into the CD-ROM drive.
25. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd2 directory window, if displayed.)

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 78%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

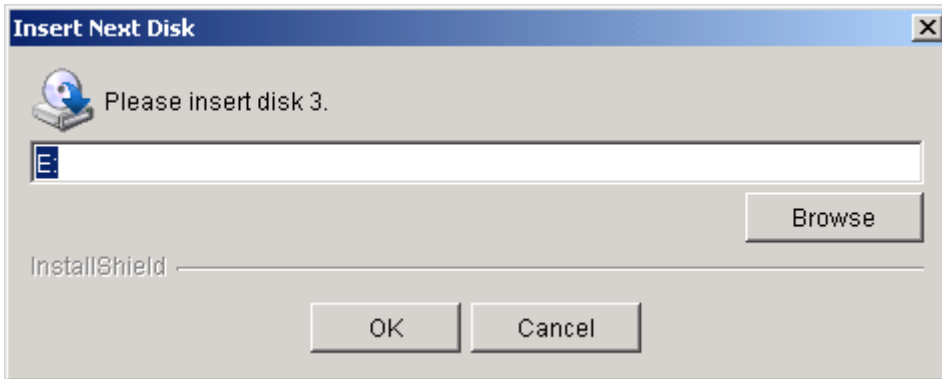


Figure 19 Insert Disk 3

26. Manually eject the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #3** CD into the CD-ROM drive.
27. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd3 directory window, if displayed.)



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

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 97%, depending on your system, the Oracle Universal Installer command window displays briefly.

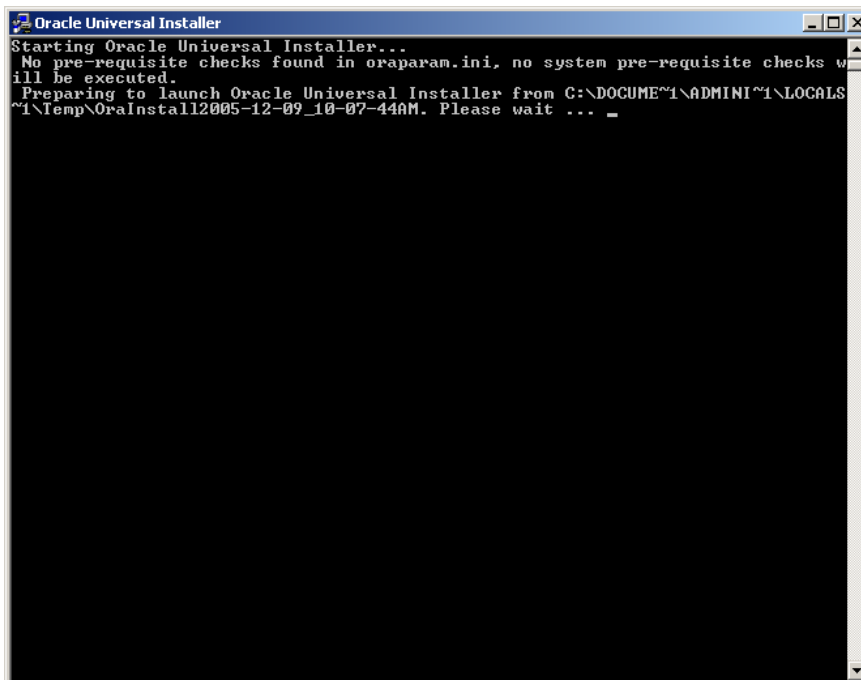


Figure 20 Oracle Universal Installer Command Window

The Oracle Universal Installer window then displays.

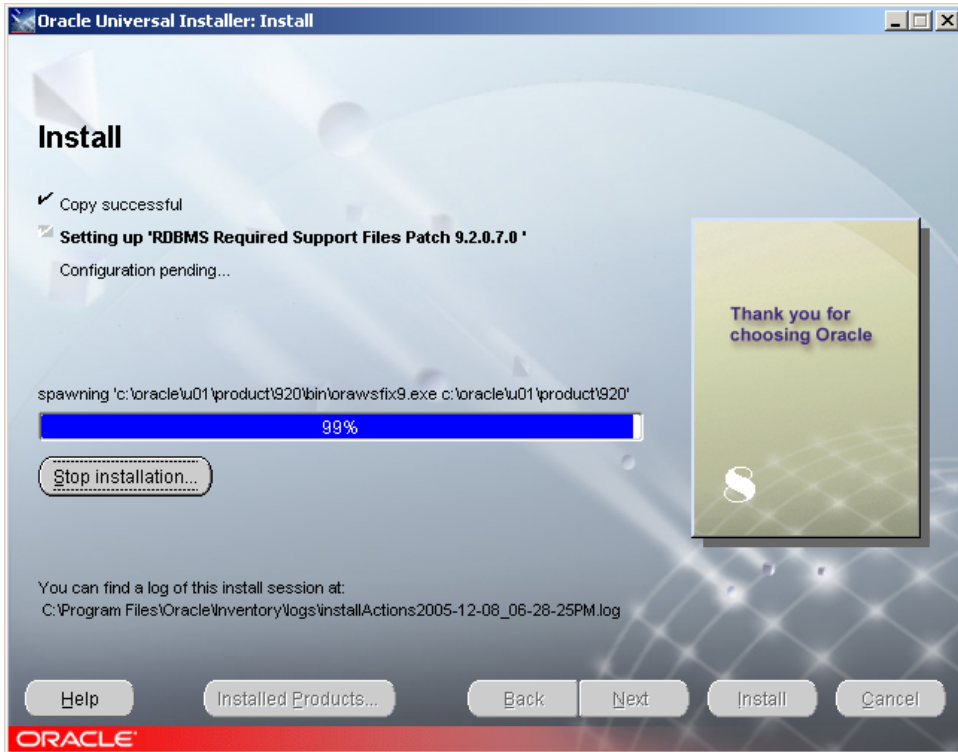


Figure 21 Oracle Universal Installer

After the Oracle Universal Installer is finished, you will be prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

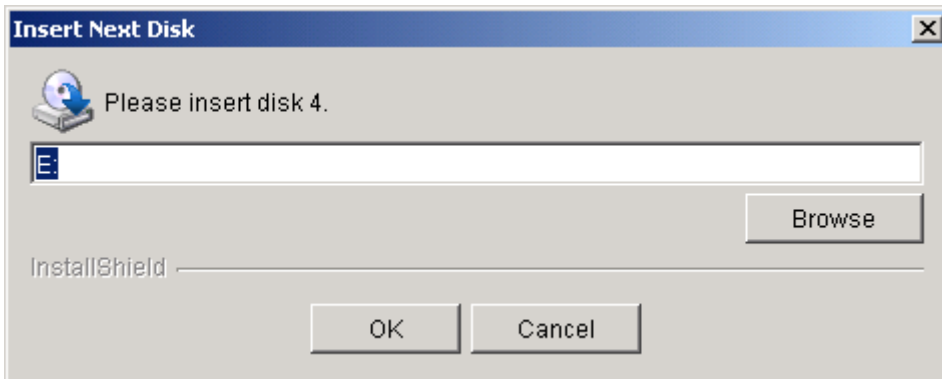


Figure 22 Insert Disk 4

28. Manually eject the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #4** CD into the CD-ROM drive.
29. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd4 directory window, if displayed.)

30. Click **Finish** on the InfoWorkSpace Installation Completed window.

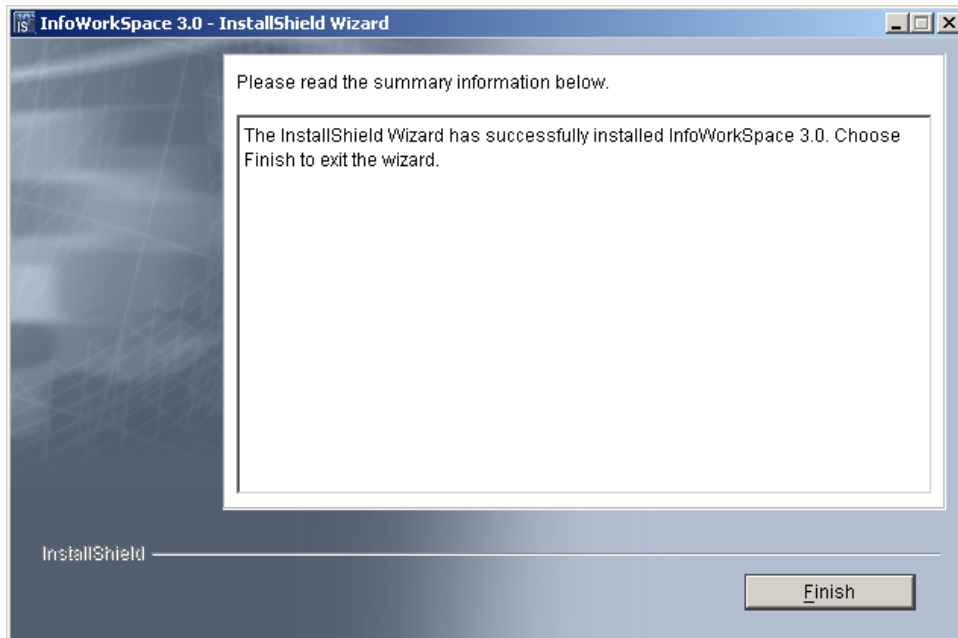


Figure 23 InfoWorkSpace Installation Completed

31. Select **Yes, restart my computer** and click **Finish** to reboot the server.

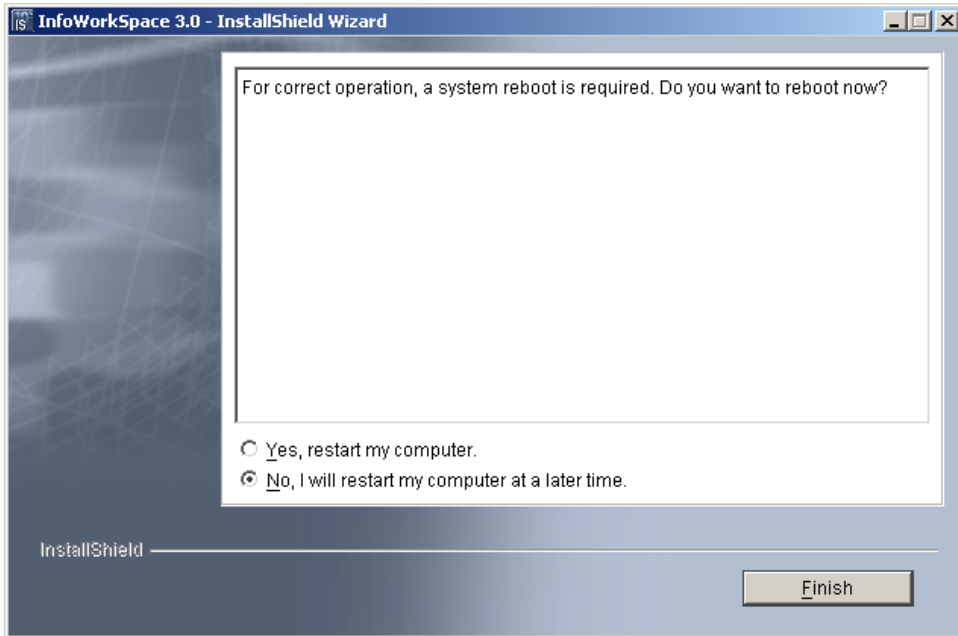


Figure 24 Restart Server

32. Manually eject the InfoWorkSpace Server Installation Disk #4 CD from the CD-ROM drive.



Installing InfoWorkSpace using existing Active Directory Server and IIS is complete. Perform Post-Installation Instructions, located on page 76, 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 79, for additional InfoWorkSpace server administrative information.

Installing InfoWorkSpace using existing Active Directory Server and SunONE Web Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to use an existing Microsoft Active Directory and install the SunONE Web Server:



This installation configuration assumes the InfoWorkSpace server will be installed on the same DNS domain as Microsoft Active Directory. If you are not going to use Microsoft Active Directory, refer to the Installing InfoWorkSpace with SunONE Directory Server and SunONE Web Server section located on page 59.



If you are installing the SunONE Web Server and IIS is installed, use the services panel to set the World Wide Web Publishing Service to either “Disabled” or “Manual” and stop the service before doing the InfoWorkSpace install. Otherwise, the IIS web server will conflict with the SunONE web server for use of the web server port.



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 Windows Server Installation Disk #1** CD into the CD-ROM drive.
2. If the CD Installation window auto starts, the following window displays the contents of the CD. If this window does not display, navigate to the CD-ROM drive.

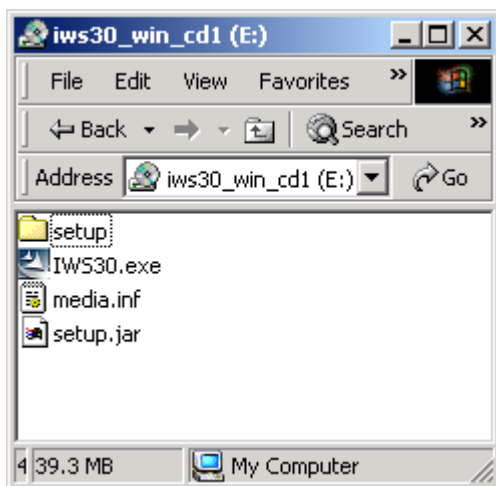


Figure 25 iws30_win_cd1 Directory

3. Once the directory structure for the CD is visible, double-click the **IWS30.exe** file to start the installer. (You can then close the iws30_win_cd1 directory window.)

After a few minutes, the following window displays.

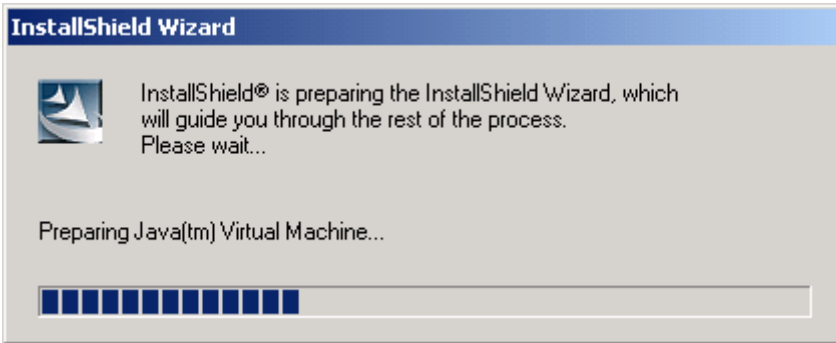


Figure 26 Preparing InstallShield Wizard

An Initializing wizard window displays.

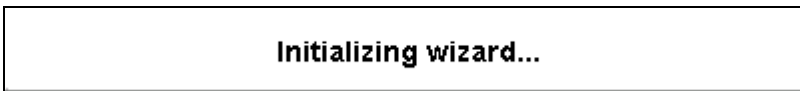


Figure 27 Initializing wizard

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

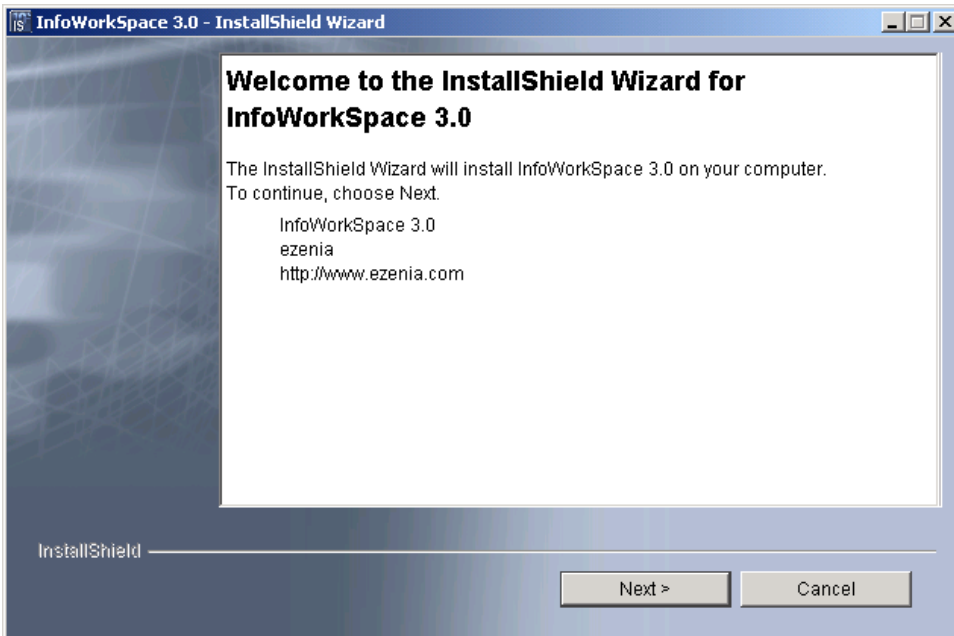


Figure 28 InstallShield Wizard Welcome

5. 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**.

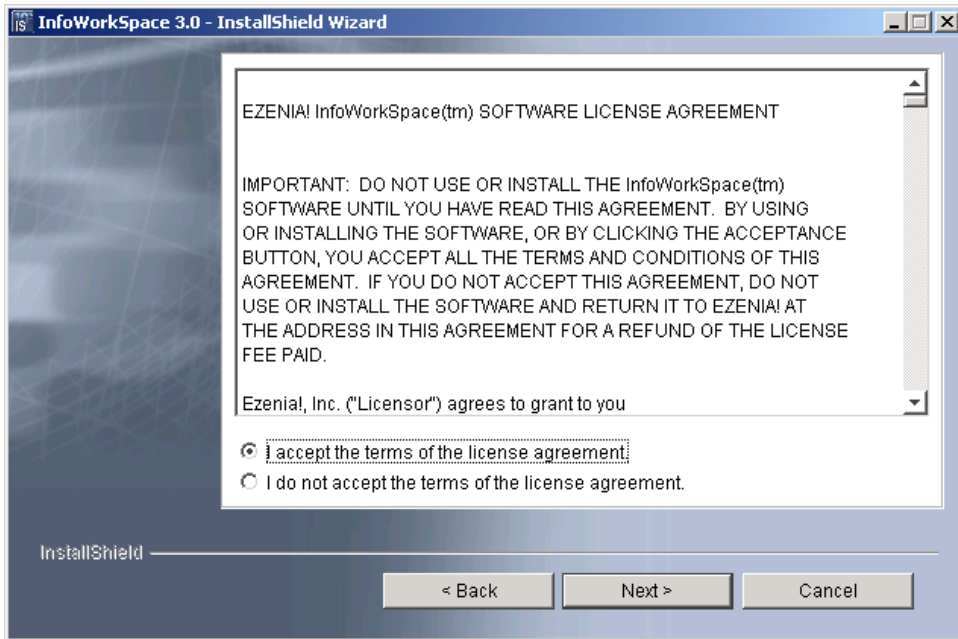


Figure 29 InfoWorkSpace Software License Agreement

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

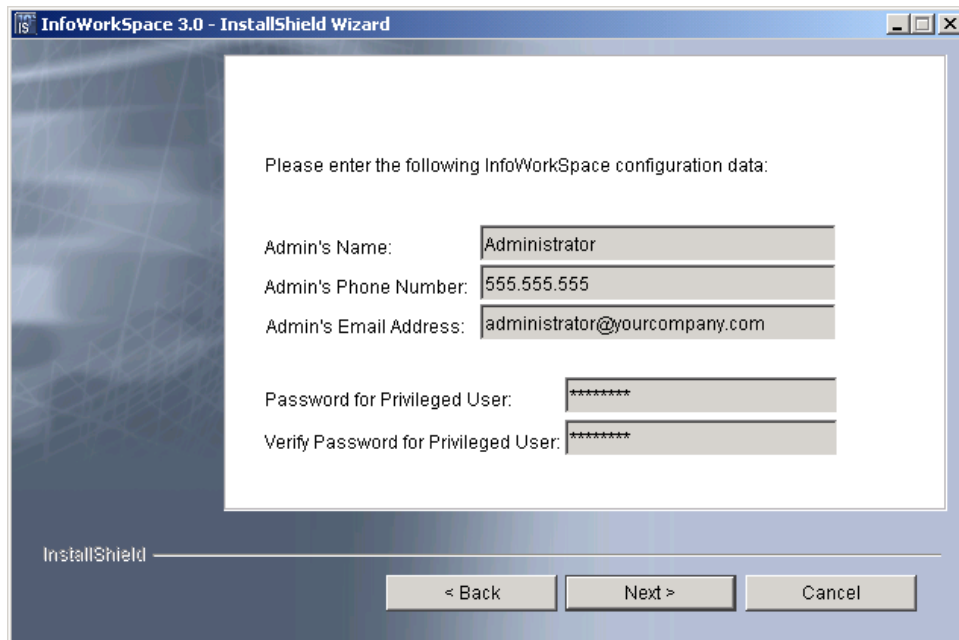


Figure 30 InfoWorkSpace Administrator Configuration Data



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.

6. Edit the **Administrator's Name**.
7. Edit the **Administrator's Phone Number**.
8. Edit the **Administrator's Email Address**.
9. 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.

10. Reenter the password in the **Verify Password for Privileged User** field.
11. 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.

12. You are then prompted to select the Directory Server for InfoWorkSpace. Click **Next** to select the default, Existing Active Directory Server. (If you do not want to use an existing Active Directory Server and want to install the SunONE Directory Server, skip to page 63, step 13 and continue from there.)

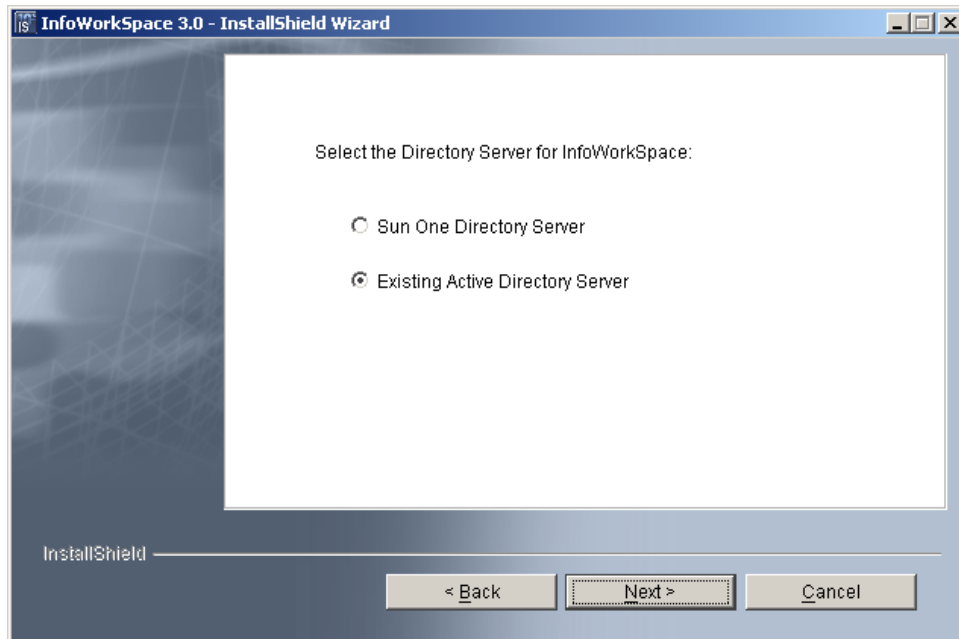


Figure 31 Directory Server Options

13. 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:

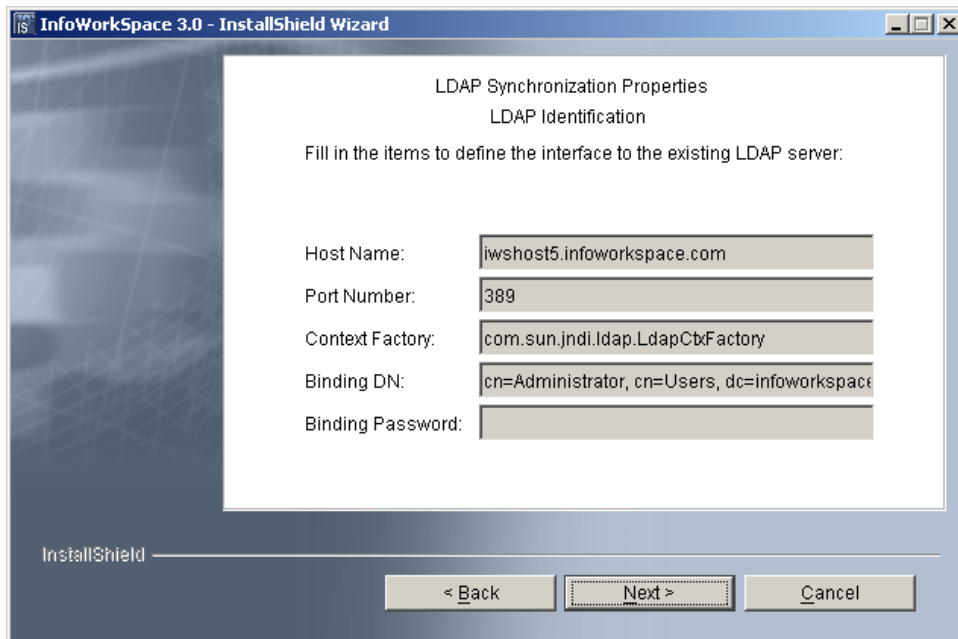


Figure 32 Active Directory LDAP Identification

- 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 first **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.

14. 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.

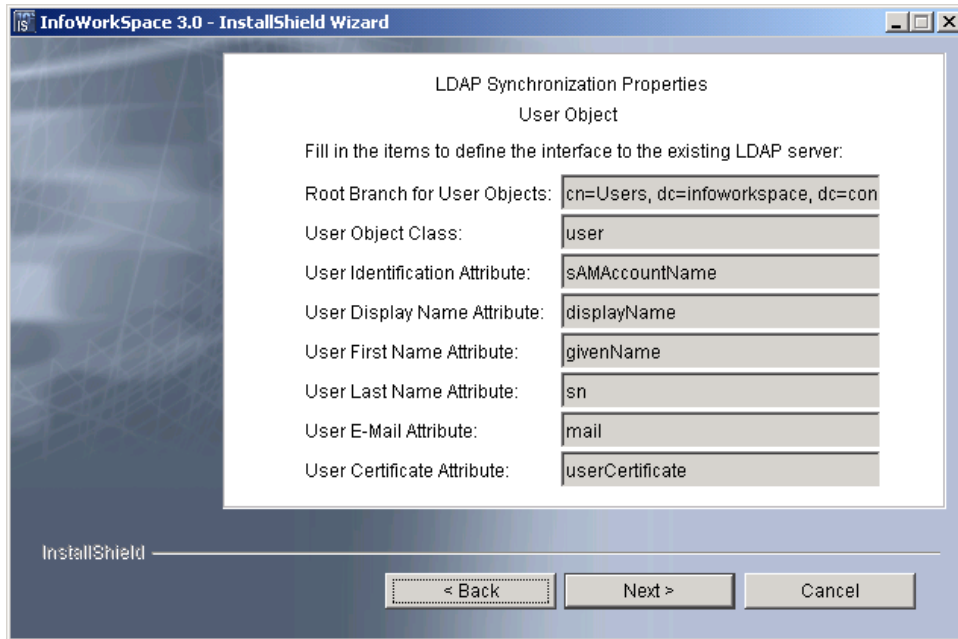


Figure 33 Active Directory User Object Properties

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:

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

15. 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.

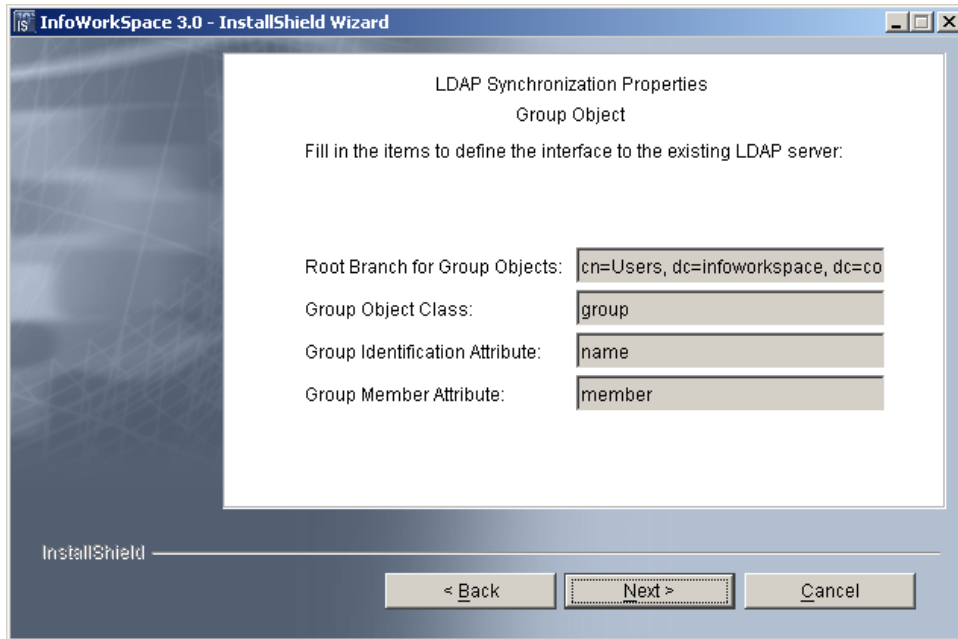


Figure 34 Active Directory Group Object Properties

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.

16. You are then prompted to select the Web Server for InfoWorkspace. Select **Sun One Web Server** and click **Next**. (If you have IIS installed and would rather use IIS instead of installing the SunONE Web Server, go to page 15, step 17 and continue from there.)

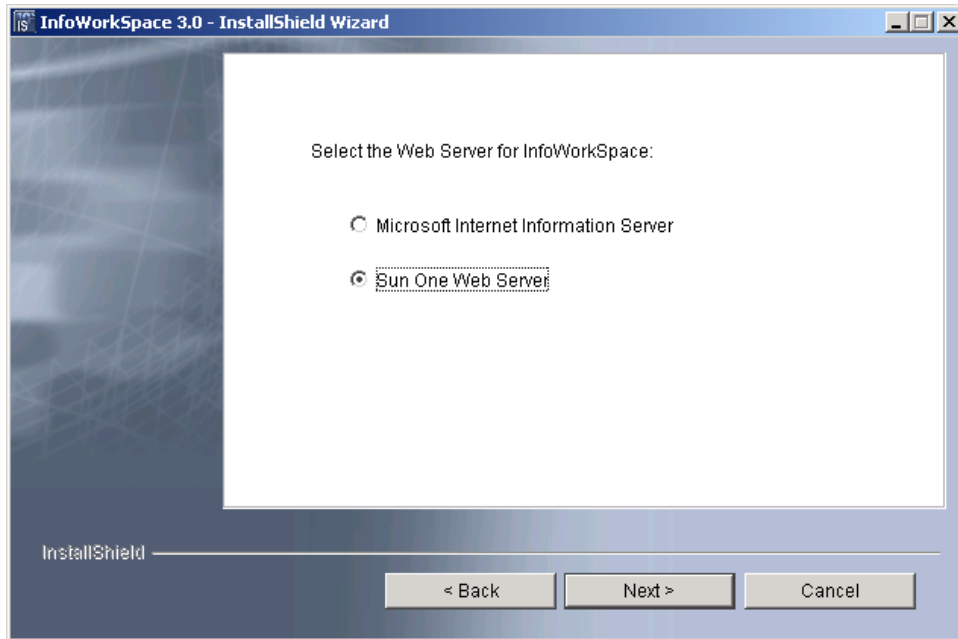


Figure 35 Web Server Options

17. 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.

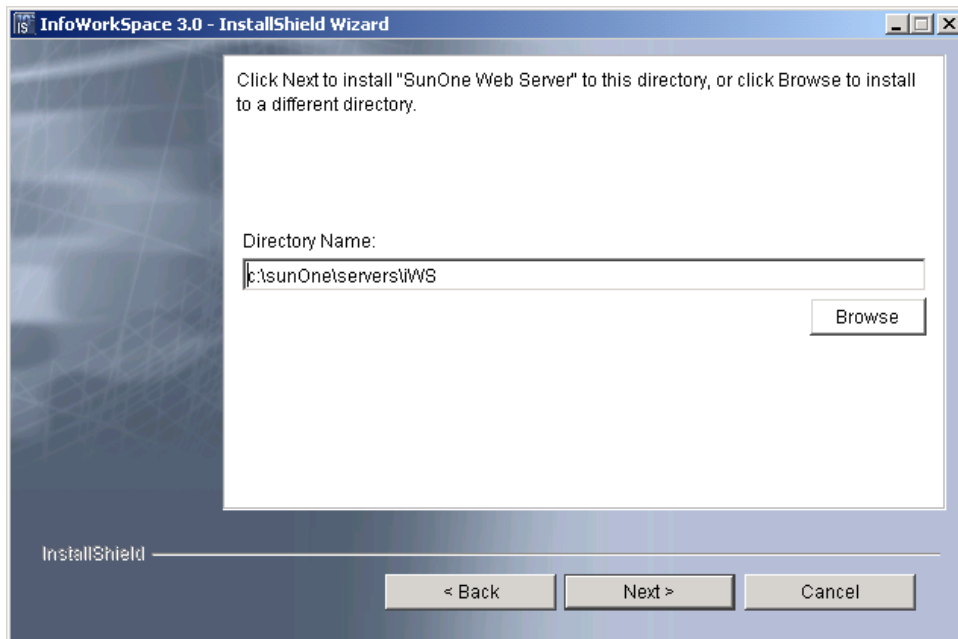


Figure 36 SunONE Web Server Directory Path

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

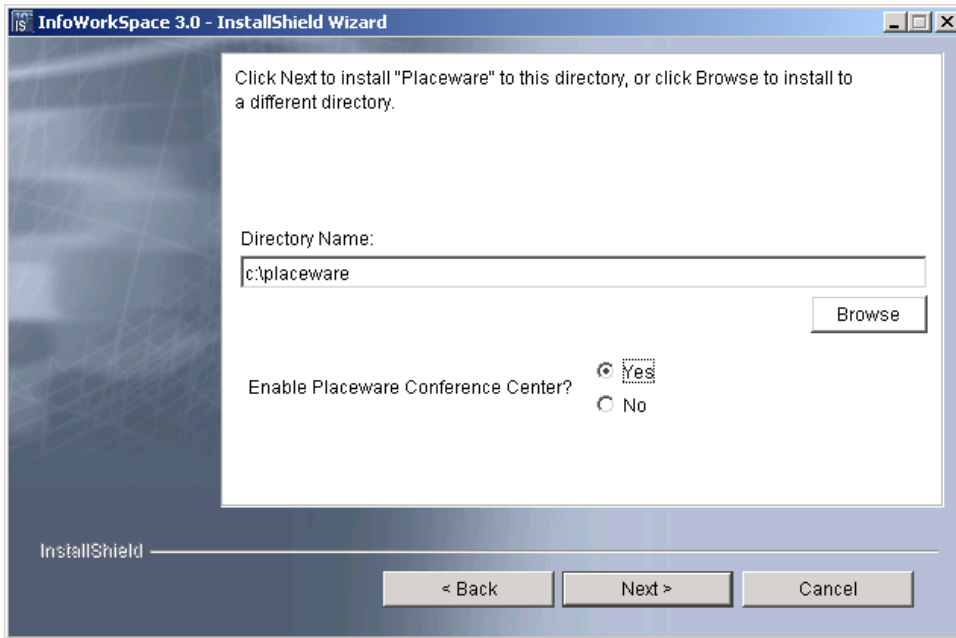


Figure 37 PlaceWare Directory Path

19. (optional) Select the **Yes** radio button 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.



If you have a partitioned hard drive, your default c:\ drive may not have enough space to accommodate the installation of the Oracle database. If you receive an error message informing you that you do not have enough space available on your c:\ drive, change the installation drive to another partitioned drive.

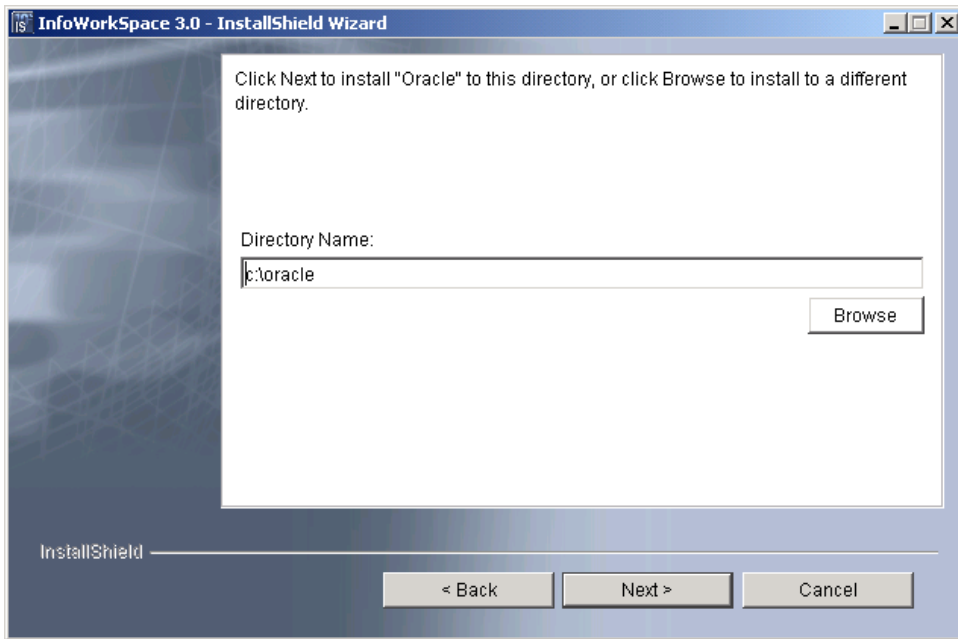


Figure 38 Oracle Directory Path

22. Click **Next** to accept the default directory provided to which temporary installation files may be written. If you do not want to use the default directory provided, you can either type in the directory location or browse for the directory by clicking **Browse**.

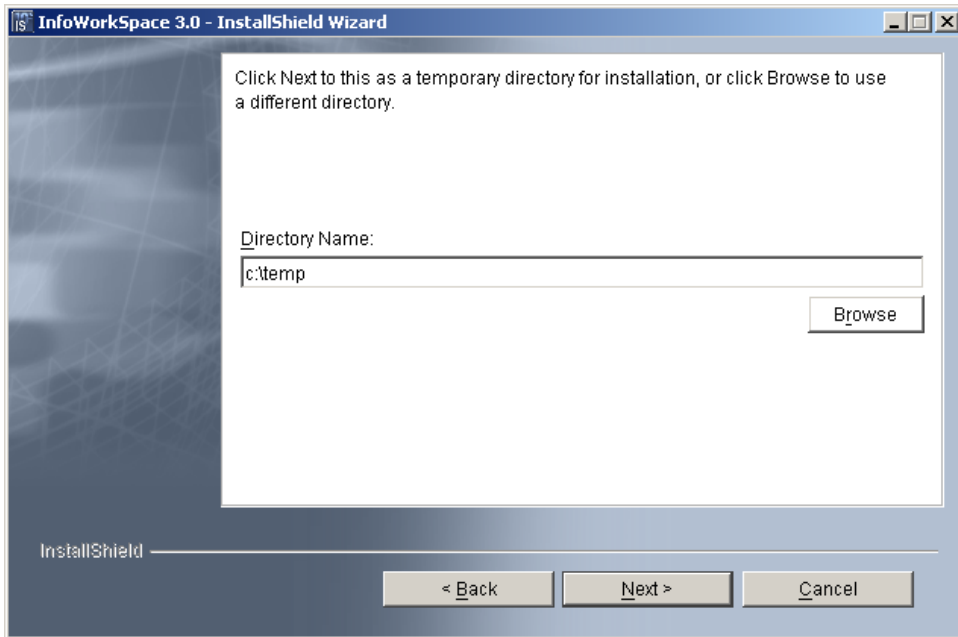


Figure 39 Temporary Directory Path

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

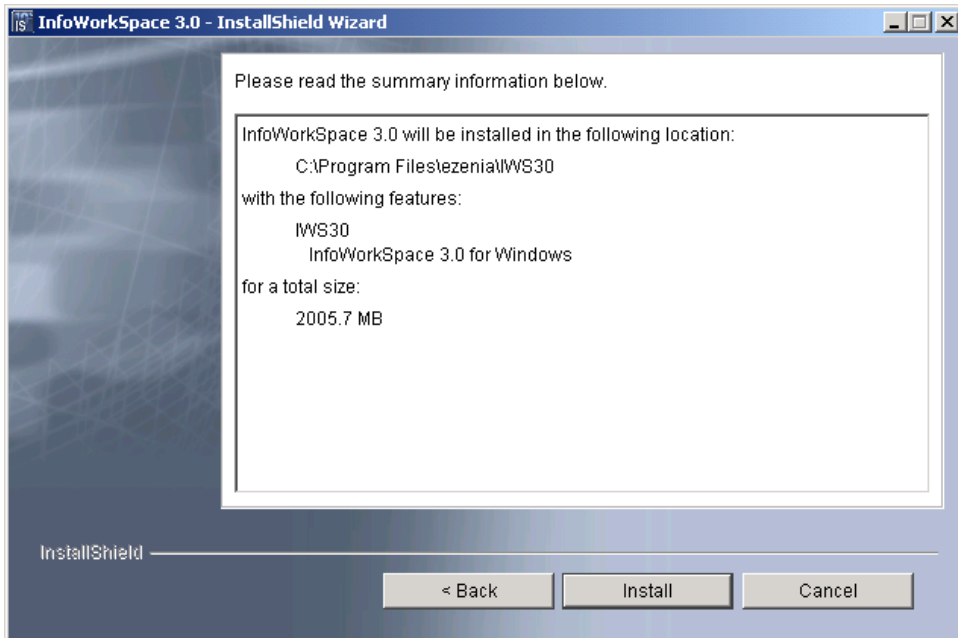


Figure 40 Summary Information

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

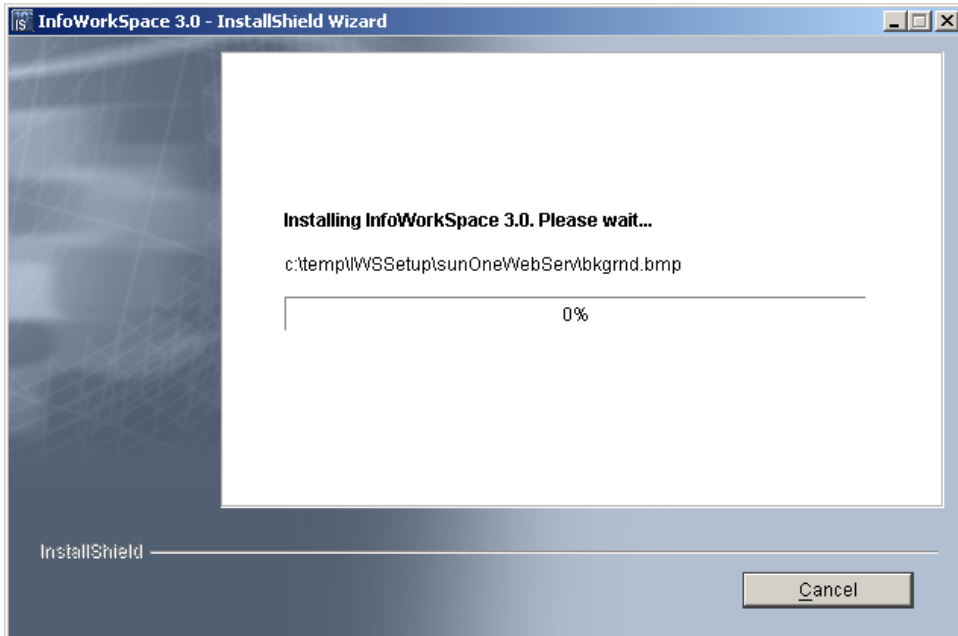


Figure 41 Installing InfoWorkSpace 3.0

24. The following window displays. This window can be closed.

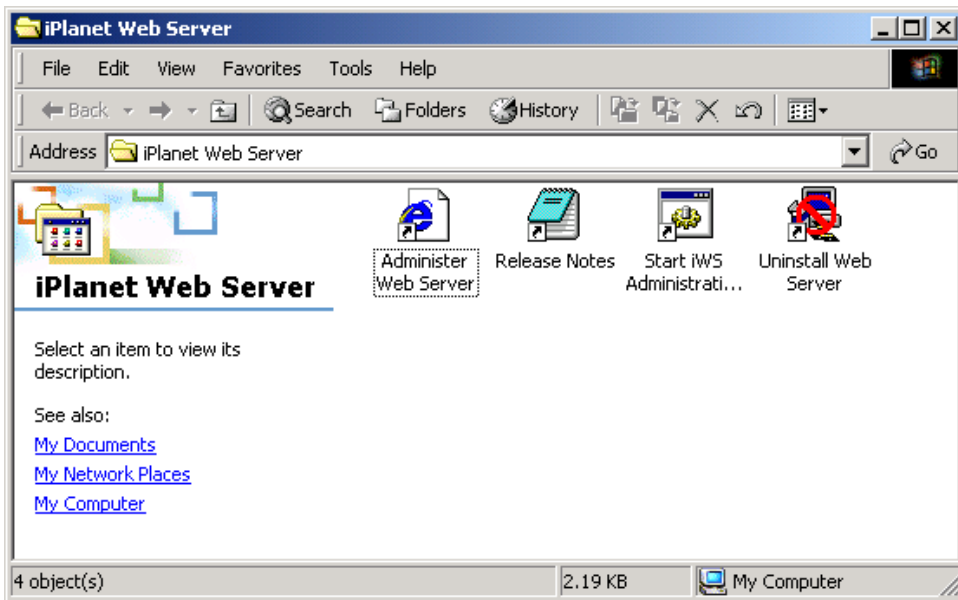


Figure 42 iPlanet Web Server Start Menu

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 61%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

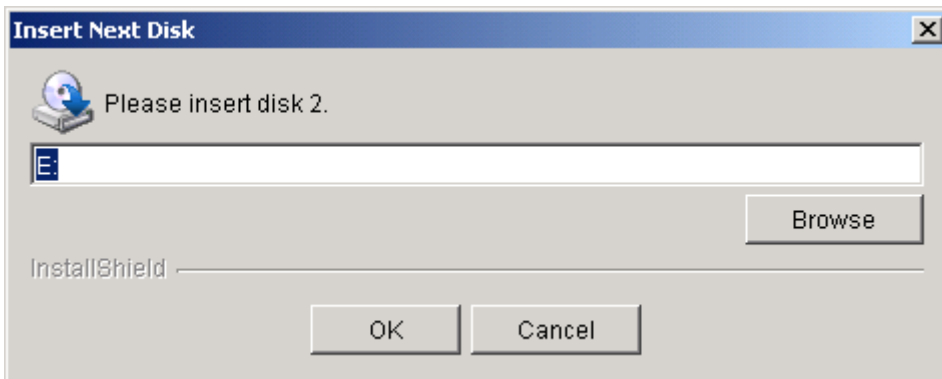


Figure 43 Insert Disk 2

25. Manually eject the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #2** CD into the CD-ROM drive.
26. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd2 directory window, if displayed.)

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 76%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

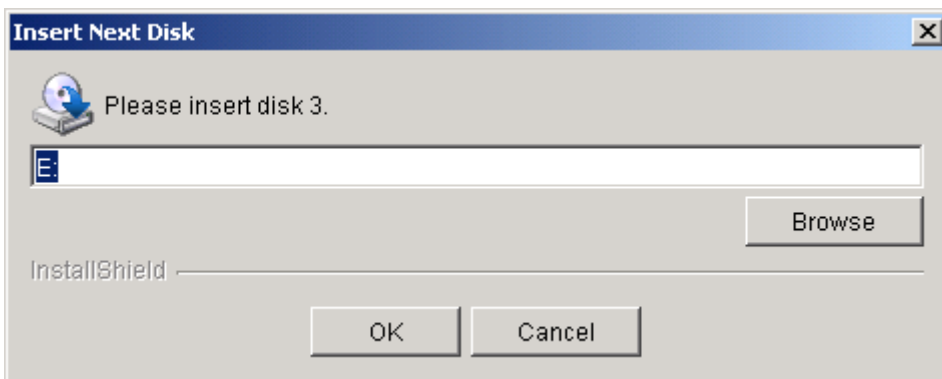


Figure 44 Insert Disk 3

27. Manually eject the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #3** CD into the CD-ROM drive.
28. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd3 directory window, if displayed.)



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 87%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 97%, depending on your system, the Oracle Universal Installer command window displays briefly.

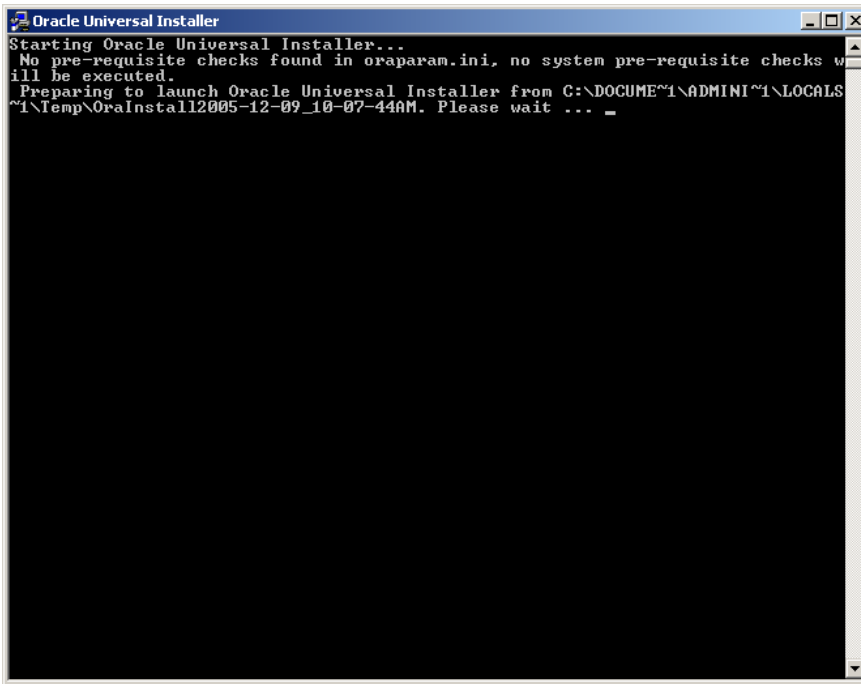


Figure 45 Oracle Universal Installer Command Window

The Oracle Universal Installer window then displays.



Figure 46 Oracle Universal Installer

After the Oracle Universal Installer is finished, you will be prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

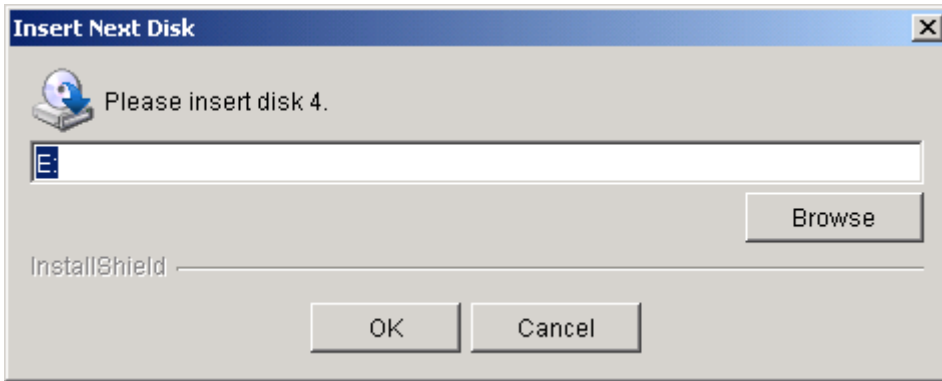


Figure 47 Insert Disk 4

29. Manually eject the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #4** CD into the CD-ROM drive.
30. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd4 directory window, if displayed.)
31. A window may display indicating the installation of InfoWorkSpace was successful. **DO NOT** Click Finish yet.



DO NOT click **Finish** on Figure 48 InfoWorkSpace Installation Completed until the instructions in steps 33 through 42 have been completed.

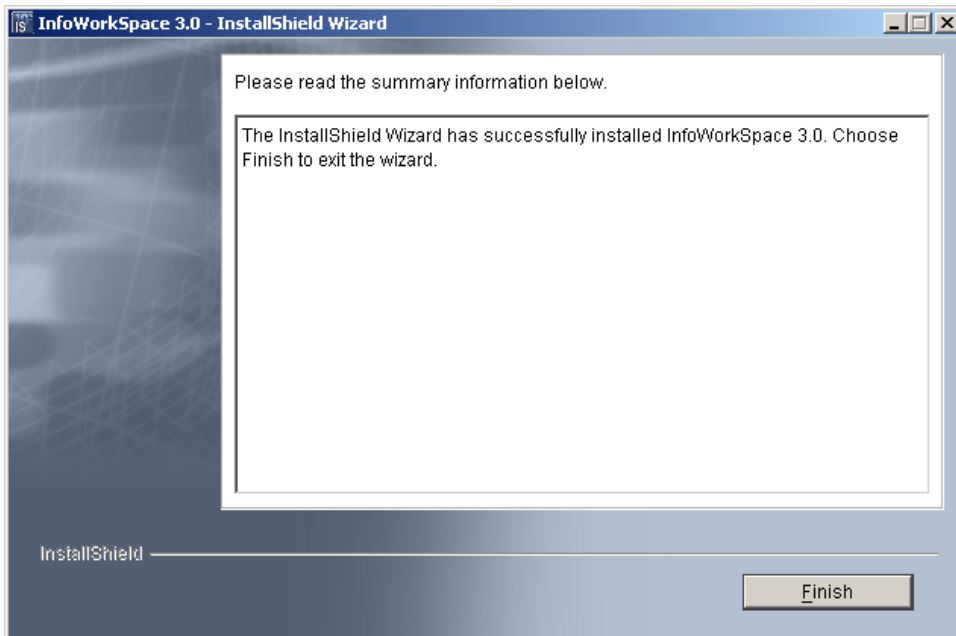


Figure 48 InfoWorkSpace Installation Completed

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

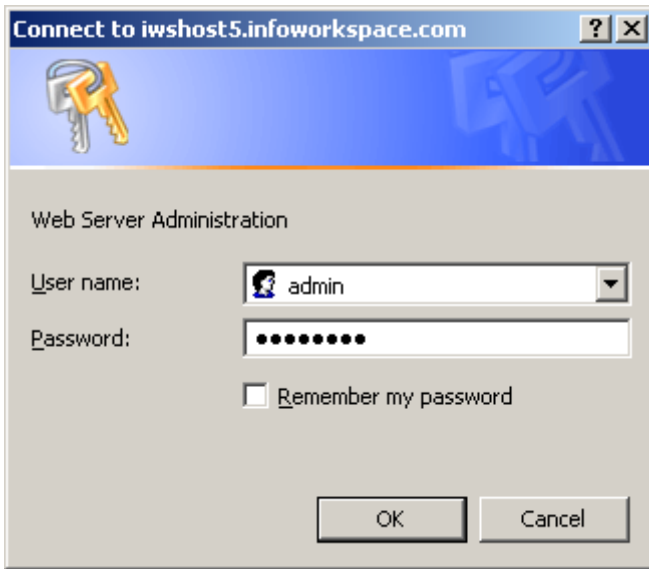


Figure 49 Web Server Administration Authentication – Windows 2003



Figure 50 Web Server Administration Authentication – Windows 2000

32. Enter **admin** in the User name field.
33. Enter the same **Privileged User Password** you supplied as the Privileged User Password near the beginning of the installation.
34. Click **OK**.

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

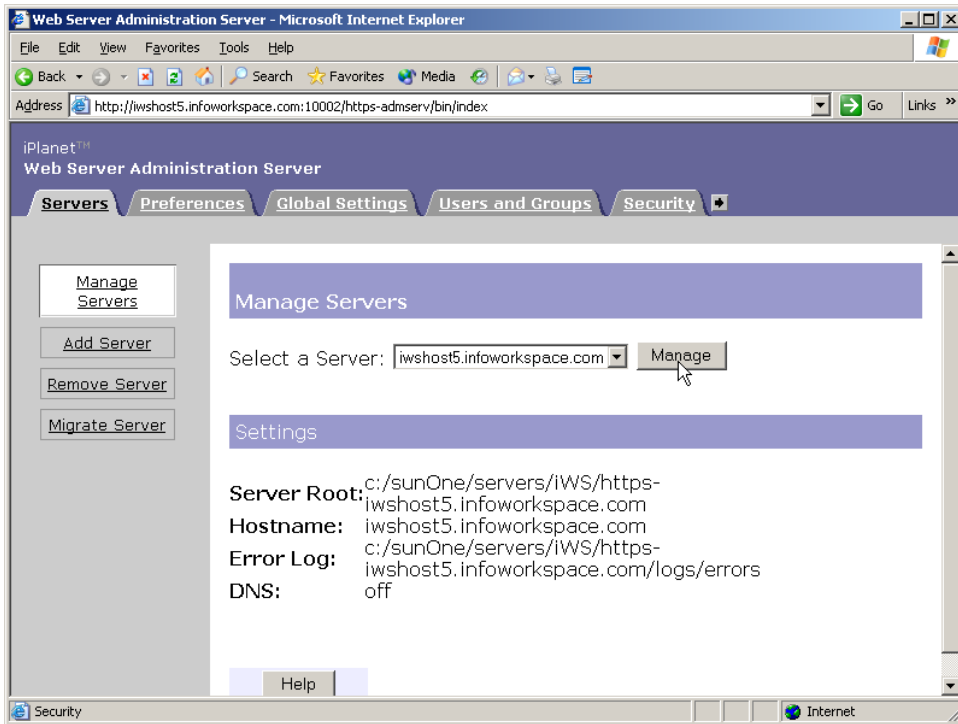


Figure 51 iPlanet Web Server Administration Server

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

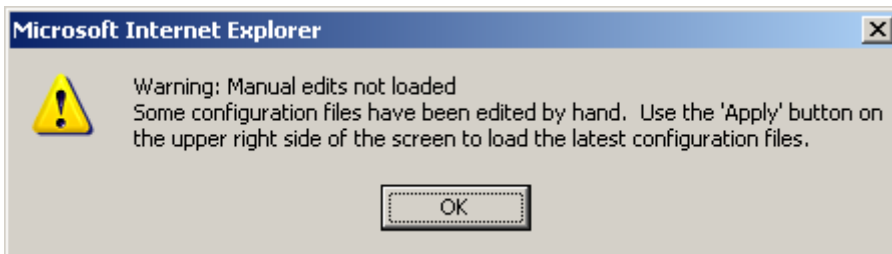


Figure 52 Manual Edits Warning

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

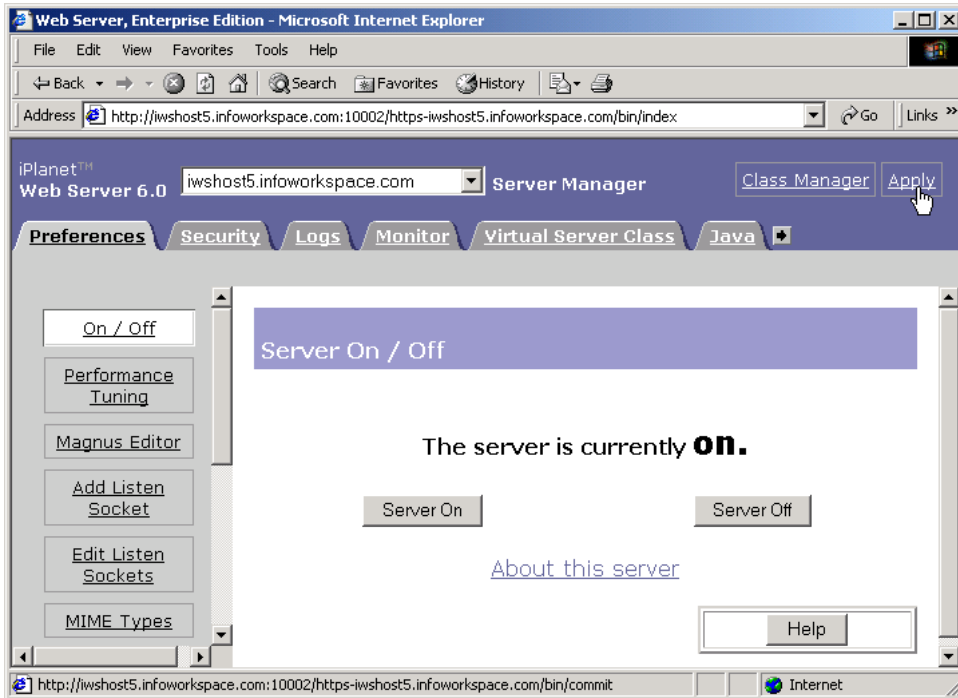


Figure 53 Apply Manual Changes

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

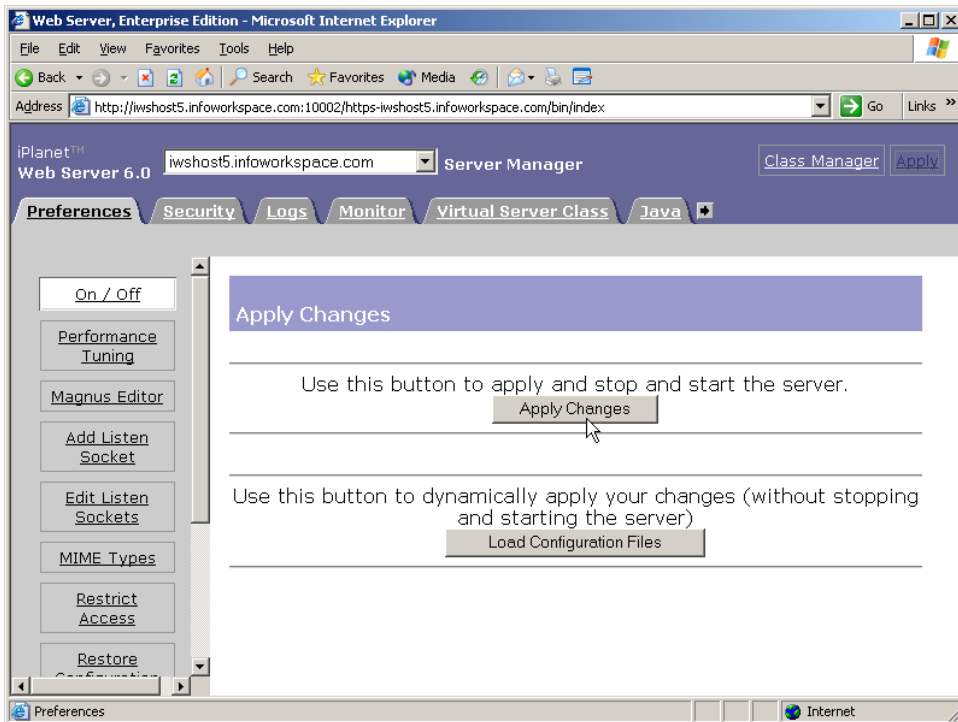


Figure 54 Apply Changes

39. If the following window displays, click **Yes**.

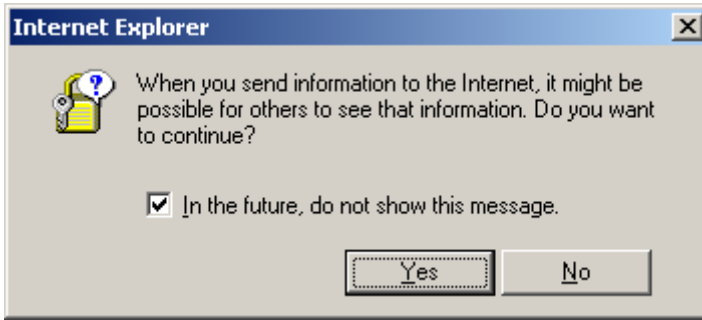


Figure 55 Continue Submission

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

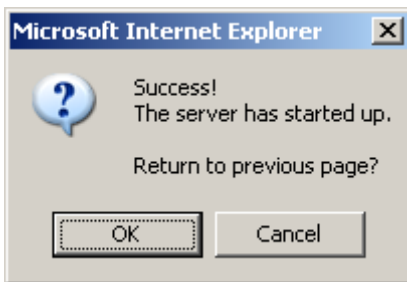


Figure 56 Successful Server Start

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

42. Click **Finish** on the InfoWorkSpace Installation Completed window.

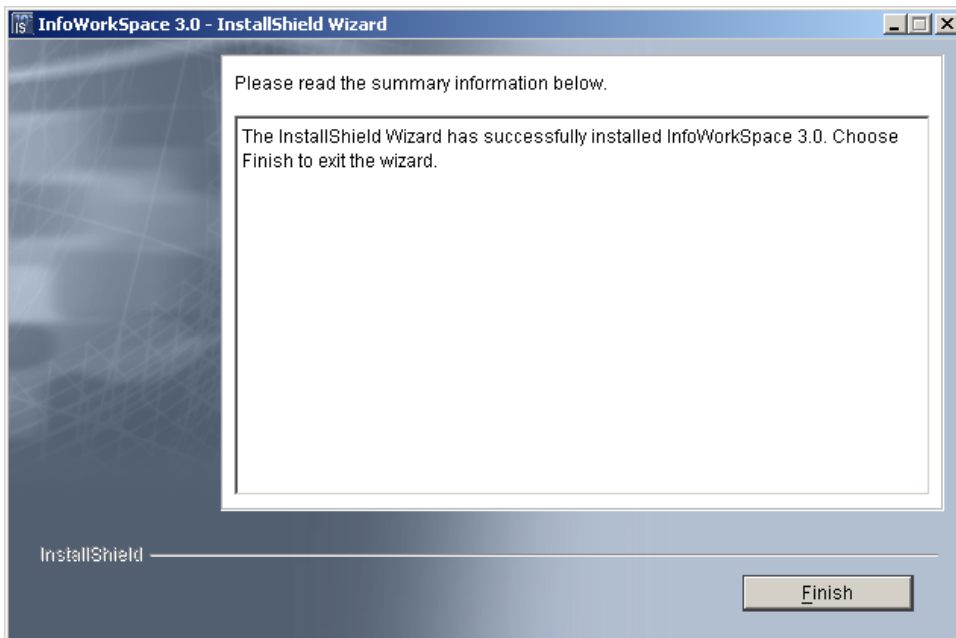


Figure 57 InfoWorkSpace Installation Completed

43. Select **Yes, restart my computer** and click **Finish** to reboot the server.

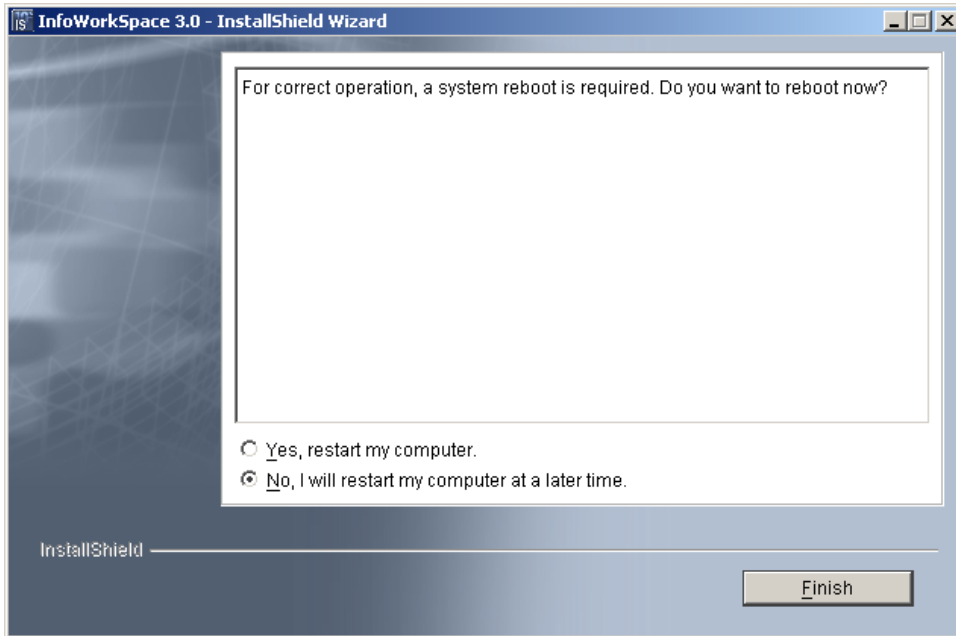


Figure 58 Restart Server

44. Manually eject the InfoWorkSpace Server Installation Disk #4 CD from the CD-ROM drive.



Installing InfoWorkSpace using existing Active Directory Server and SunONE Web Server is complete. Perform Post-Installation Instructions, located on page 76, 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 79, for additional InfoWorkSpace server administrative information.

Installing InfoWorkSpace with SunONE Directory Server and IIS

The steps listed below guide you through the InfoWorkSpace installation process if you select to install the SunONE Directory Server and you already have IIS installed:



This installation configuration on Windows 2000 assumes IIS 5.0 is already installed on the system. On Windows 2003, the installation assumes that IIS 6.0 is already installed on the system. During this installation, IIS is configured to work with the Tomcat Web Server. If IIS is not already installed, refer to the Installing InfoWorkSpace with SunONE Directory Server and SunONE Web Server section located on page 59.



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 Windows Server Installation Disk #1** CD into the CD-ROM drive.
2. If the CD Installation window auto starts, the following window displays the contents of the CD. If this window does not display, navigate to the CD-ROM drive.

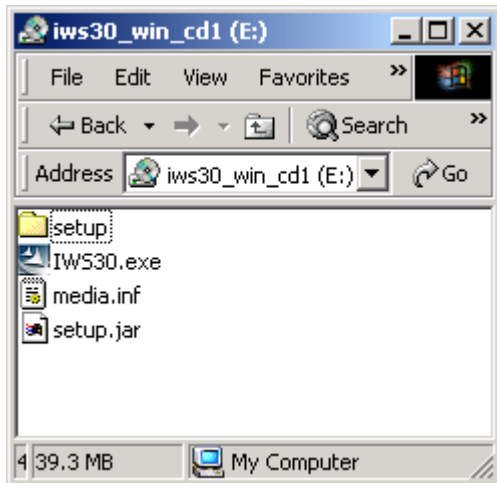


Figure 59 iws30_win_cd1 Directory

3. Once the directory structure for the CD is visible, double-click the **IWS30.exe** file to start the installer. (You can then close the iws30_win_cd1 directory window.)

After a few minutes, the following window displays.

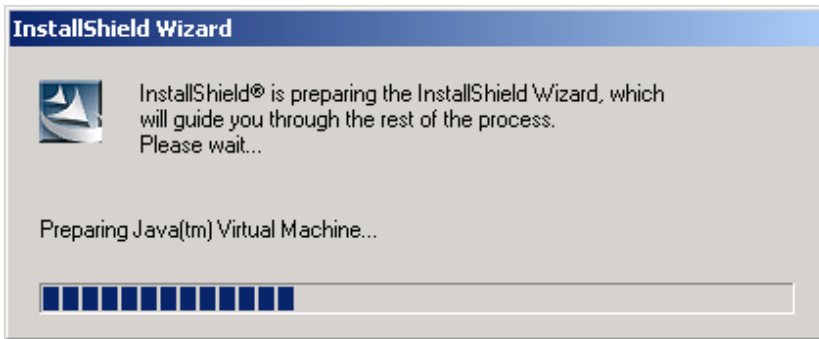


Figure 60 Preparing InstallShield Wizard

An Initializing wizard window displays.

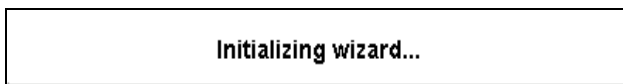


Figure 61 Initializing wizard

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

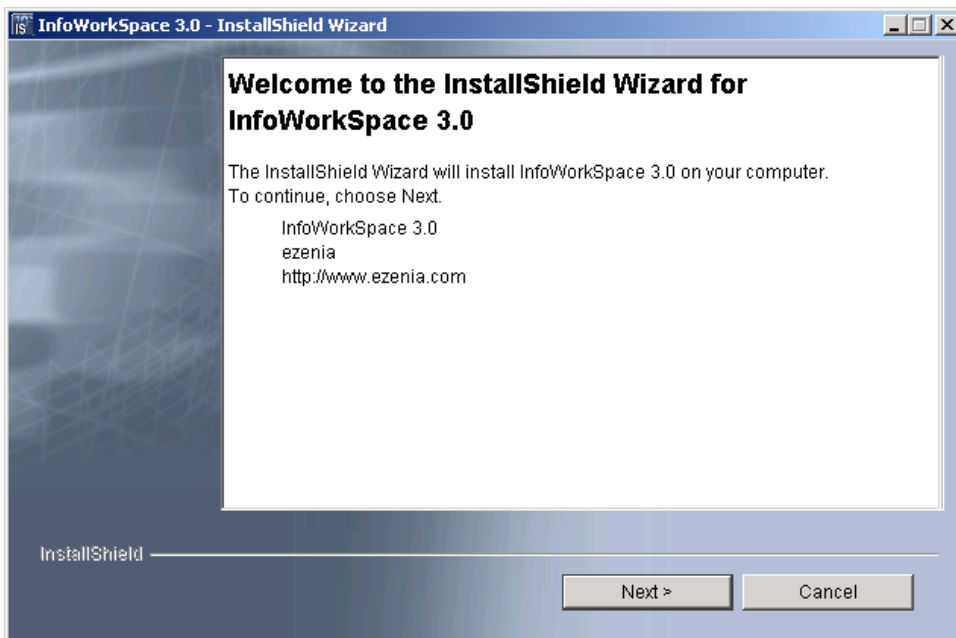


Figure 62 InstallShield Wizard Welcome

5. 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 63 InfoWorkSpace Software License Agreement

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

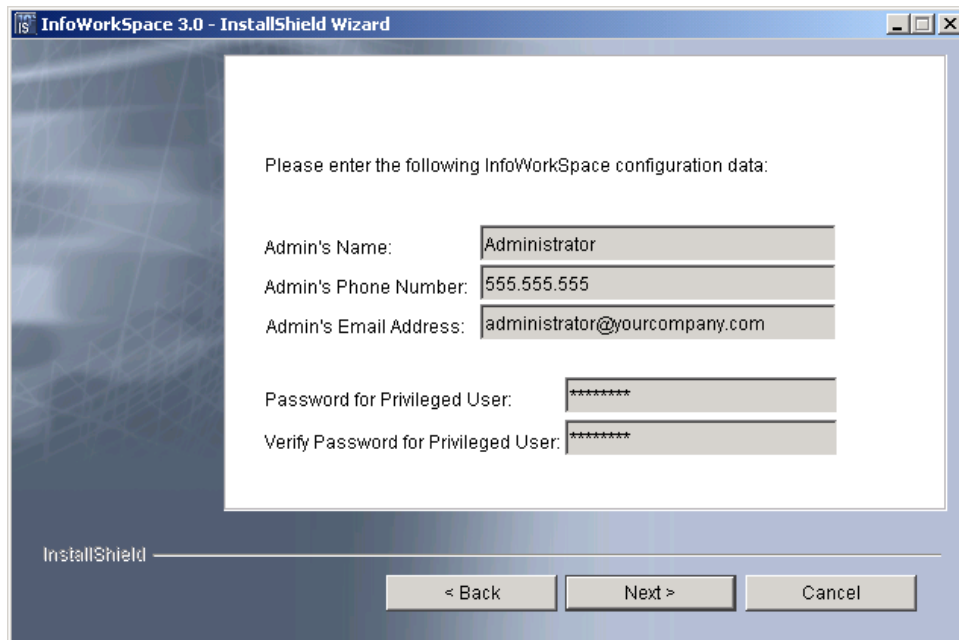


Figure 64 InfoWorkSpace Administrator Configuration Data



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.

6. Edit the **Administrator's Name**.
7. Edit the **Administrator's Phone Number**.
8. Edit the **Administrator's Email Address**.
9. 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.

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



The Privileged User password is the same for all privileged users on the system. 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.

12. 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, go to page 11, step 13 and continue from there.)

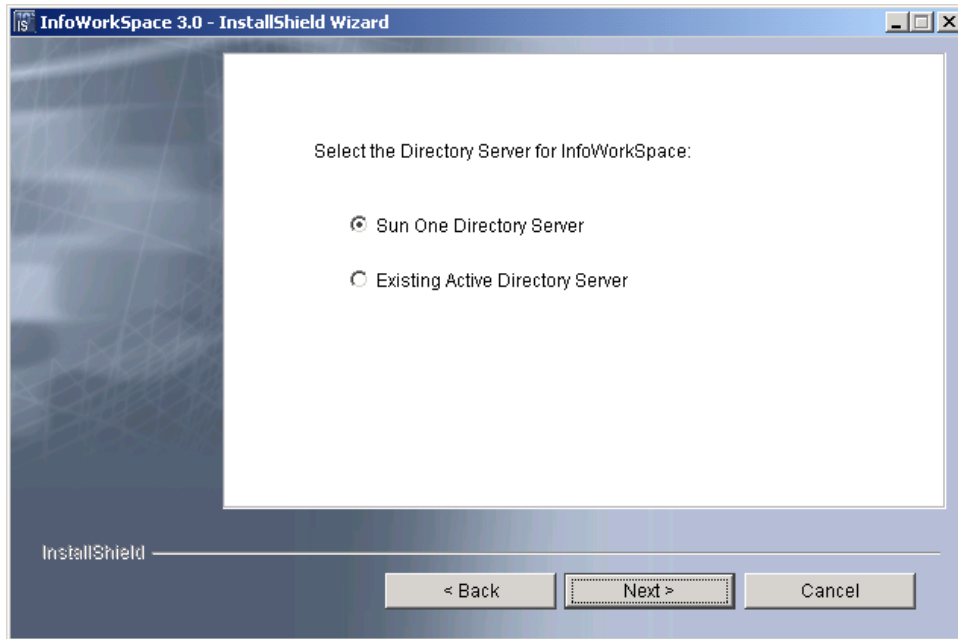


Figure 65 Directory Server Options

13. 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.

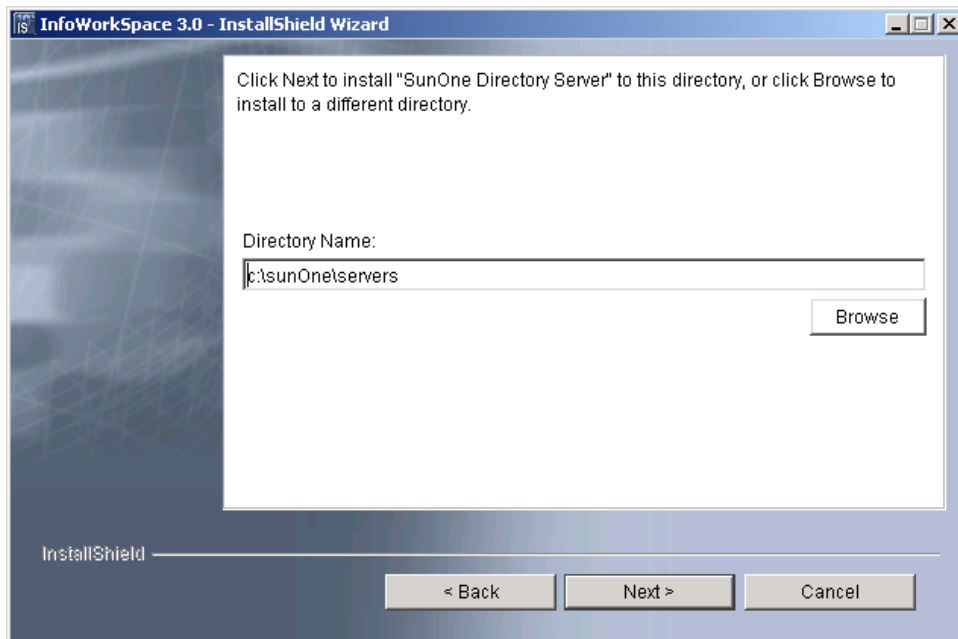


Figure 66 SunONE Directory Server Directory Path

14. You are then prompted to select the Web Server for InfoWorkSpace. Click **Next** to select the default, Microsoft Internet Information Server. (If you do not already have IIS installed or you want to install the SunONE Web Server, skip to page 64, step 15 and continue from there.)

During the component installation, InfoWorkSpace customization of IIS and Tomcat occurs.

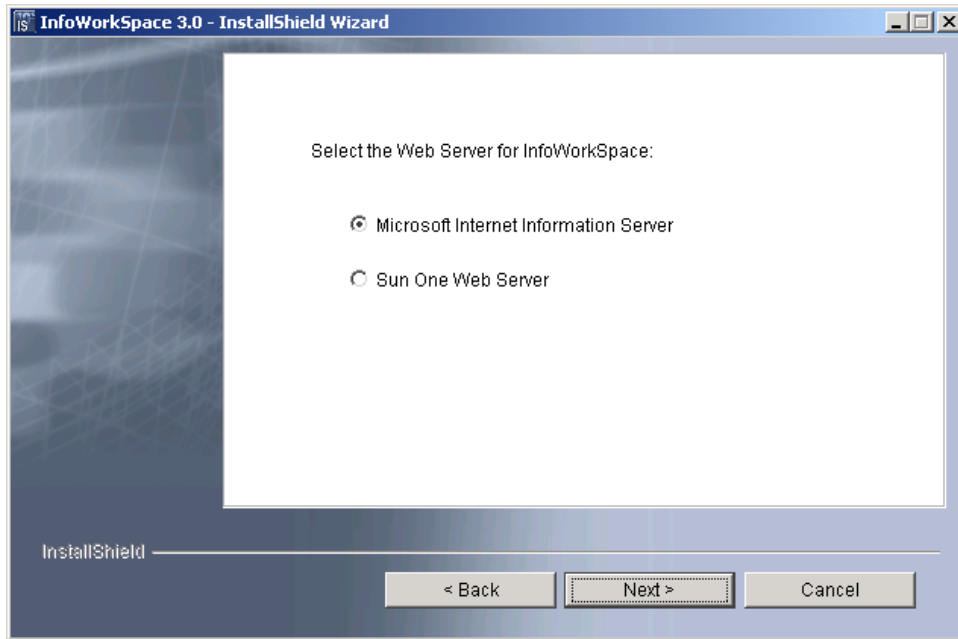


Figure 67 Web Server Options

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

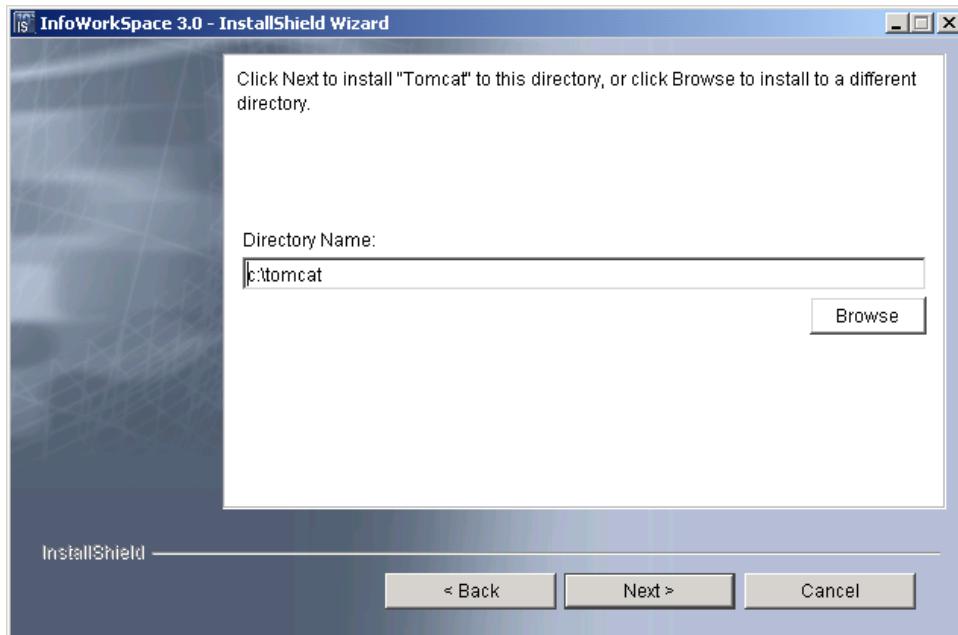


Figure 68 Tomcat Web Server Directory Path

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

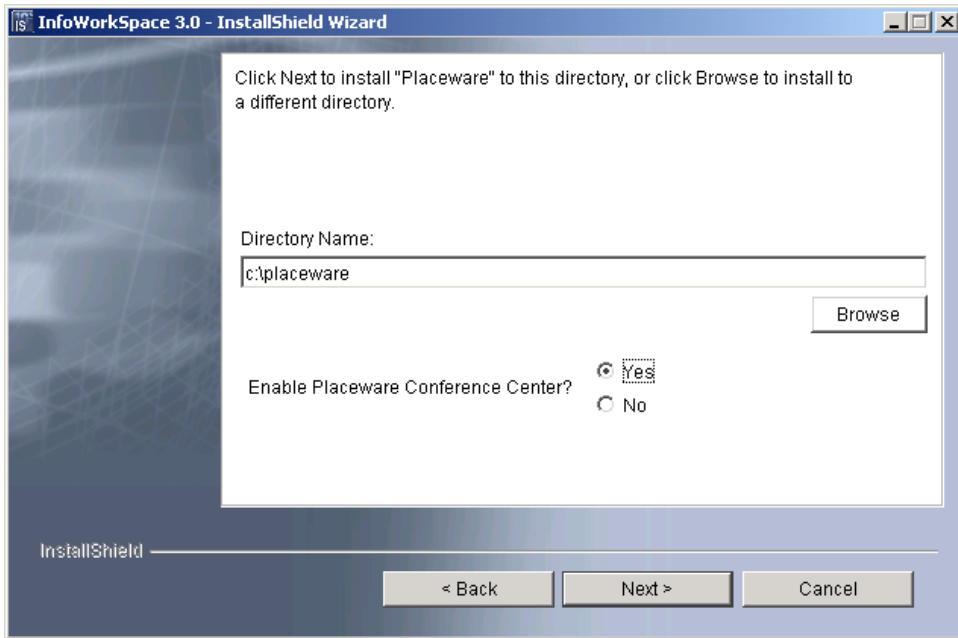


Figure 69 PlaceWare Directory Path

17. (optional) Select the **Yes** radio button 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.



If you have a partitioned hard drive, your default c:\ drive may not have enough space to accommodate the installation of the Oracle database. If you receive an error message informing you that you do not have enough space available on your c:\ drive, change the installation drive to another partitioned drive.

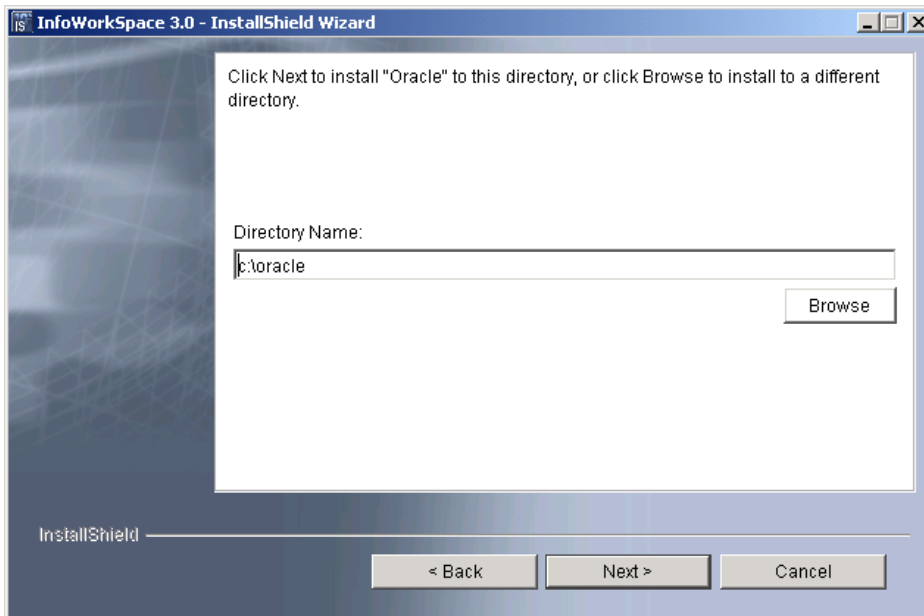


Figure 70 Oracle Directory Path

20. Click **Next** to accept the default directory provided to which temporary installation files may be written. If you do not want to use the default directory provided, you can either type in the directory location or browse for the directory by clicking **Browse**.

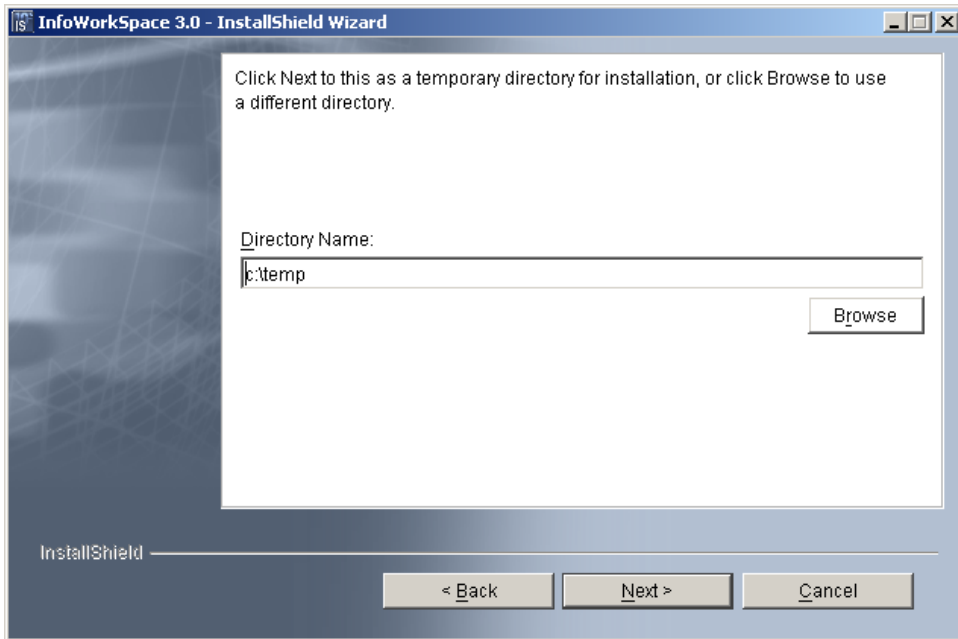


Figure 71 Temporary Directory Path

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

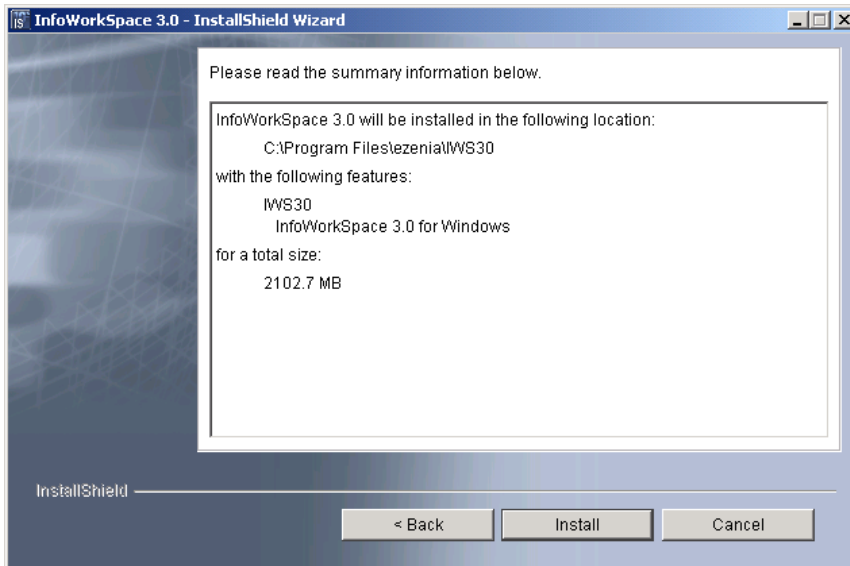


Figure 72 Summary Information

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

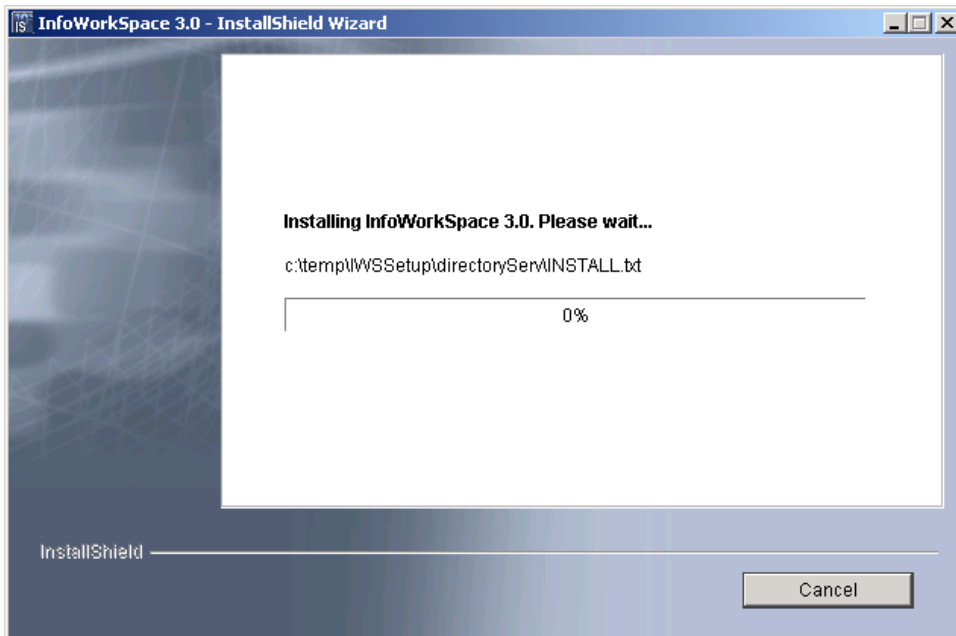


Figure 73 Installing InfoWorkSpace 3.0

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 67%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

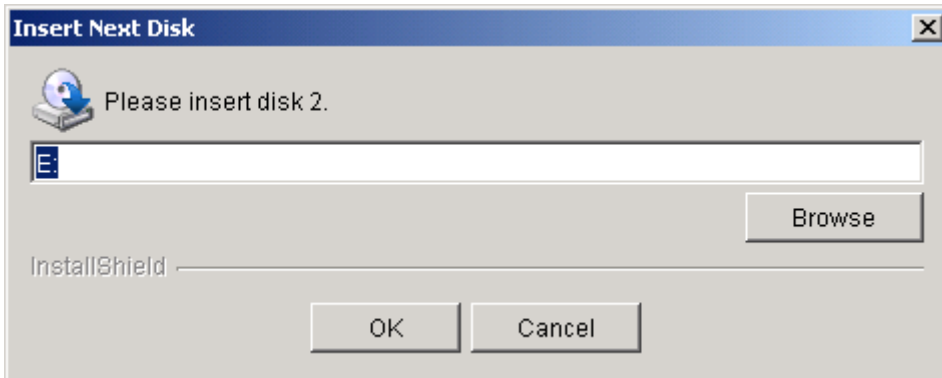


Figure 74 Insert Disk 2

22. Manually eject the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #2** CD into the CD-ROM drive.
23. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd2 directory window, if displayed.)

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 79%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

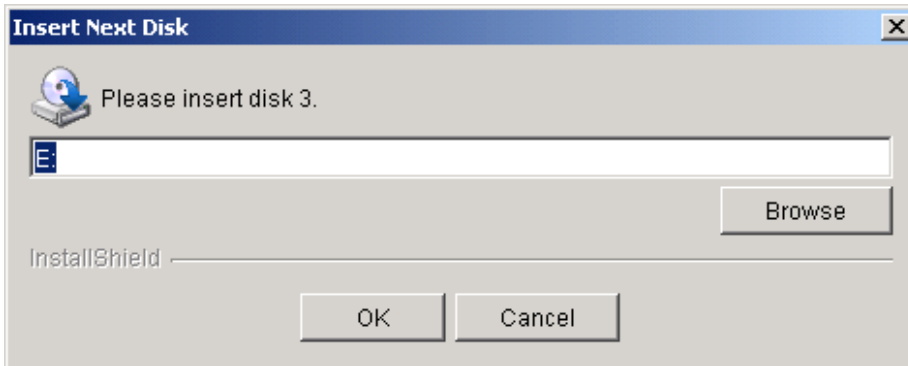


Figure 75 Insert Disk 3

24. Manually eject the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #3** CD into the CD-ROM drive.
25. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd3 directory window, if displayed.)



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

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 95%, depending on your system, the Oracle Universal Installer command window displays briefly.

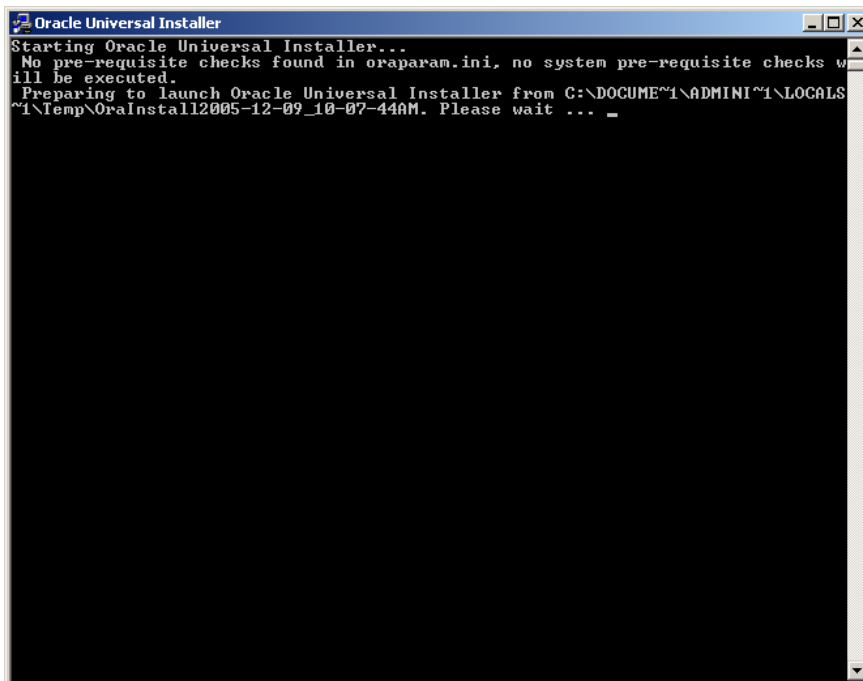


Figure 76 Oracle Universal Installer Command Window

The Oracle Universal Installer window then displays.

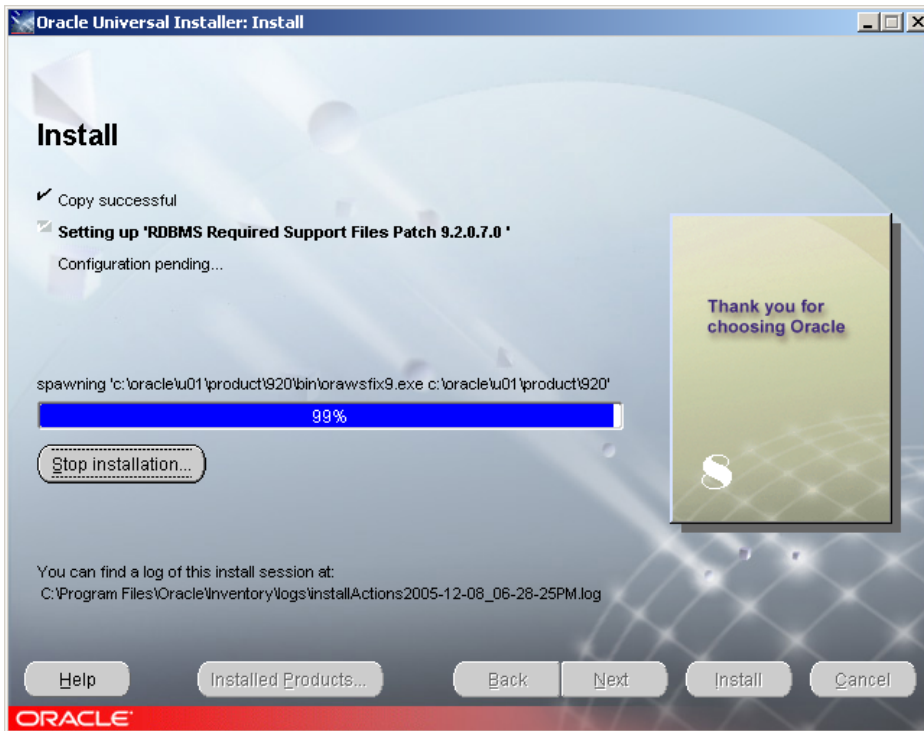


Figure 77 Oracle Universal Installer

After the Oracle Universal Installer is finished, you will be prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

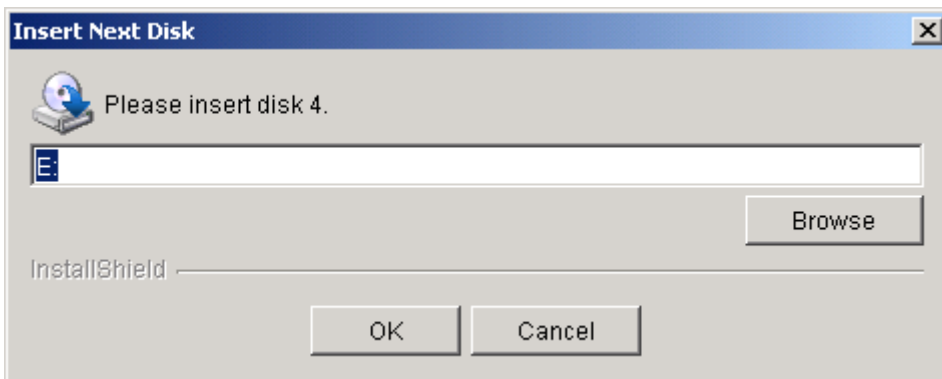


Figure 78 Insert Disk 4

26. Manually eject the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #4** CD into the CD-ROM drive.
27. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd4 directory window, if displayed.)

28. Click **Finish** on the InfoWorkSpace Installation Completed window.

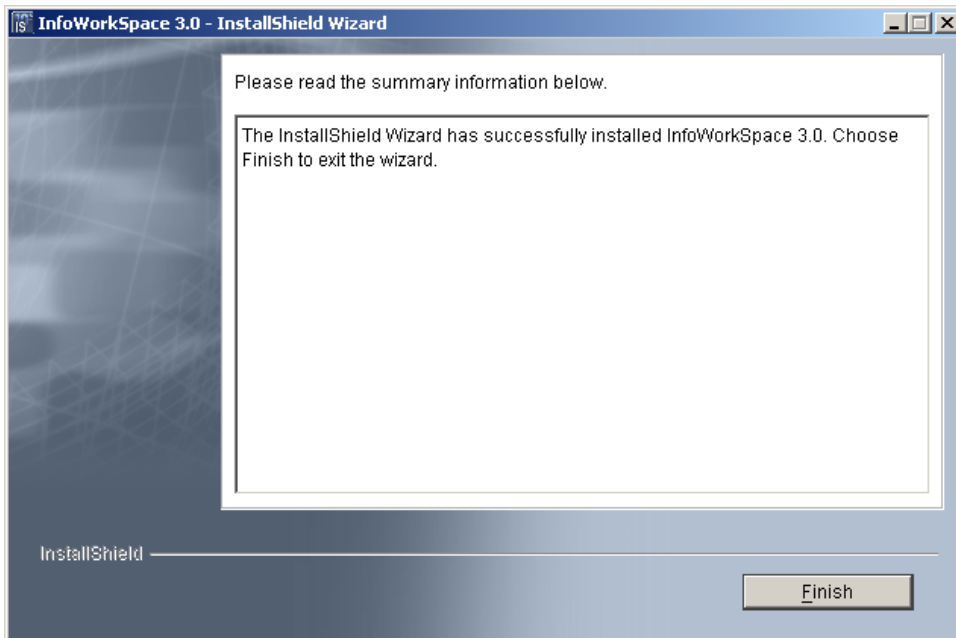


Figure 79 InfoWorkSpace Installation Completed

29. Select **Yes, restart my computer** and click **Finish** to reboot the server.

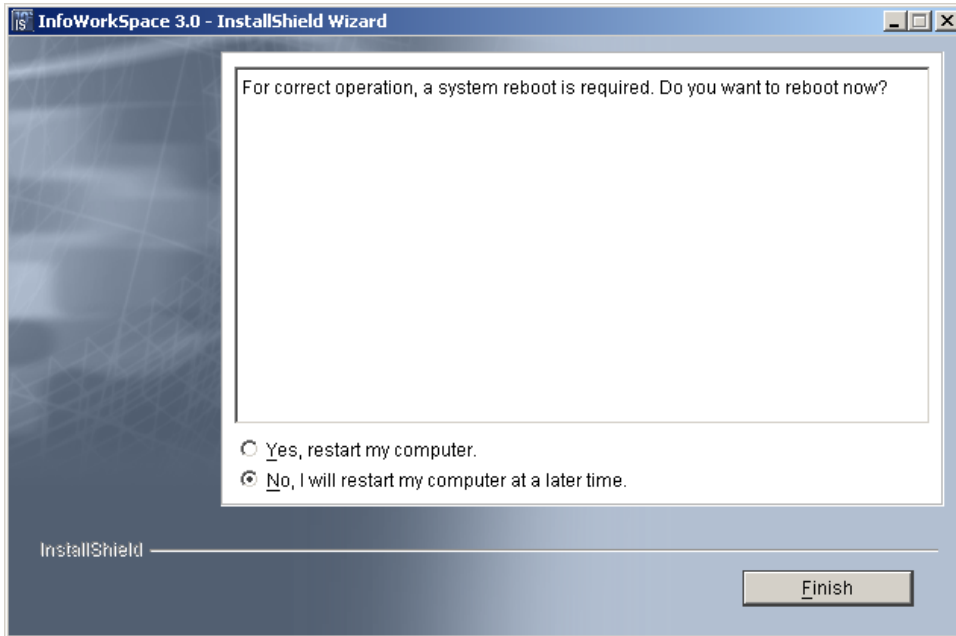


Figure 80 Restart Server

30. Manually eject the InfoWorkSpace Server Installation Disk #4 CD from the CD-ROM drive.



Installing InfoWorkSpace with SunONE Directory Server and IIS is complete. Perform Post-Installation Instructions, located on page 76, 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 79, for additional InfoWorkSpace server administrative information.

Installing InfoWorkSpace with SunONE Directory Server and SunONE Web Server

The steps listed below guide you through the InfoWorkSpace installation process if you select to install the SunONE Directory Server and the SunONE Web Server:



If you are installing the SunONE Web Server and IIS is installed, use the services panel to set the World Wide Web Publishing Service to either “Disabled” or “Manual” and stop the service before doing the InfoWorkSpace install. Otherwise, the IIS web server will conflict with the SunONE web server for use of the web server port.



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 Windows Server Installation Disk #1** CD into the CD-ROM drive.
2. If the CD Installation window auto starts, the following window displays the contents of the CD. If this window does not display, navigate to the CD-ROM drive.

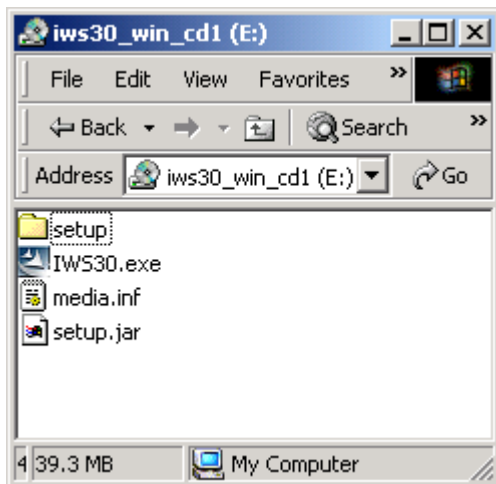


Figure 81 iws30_win_cd1 Directory

3. Once the directory structure for the CD is visible, double-click the **IWS30.exe** file to start the installer. (You can then close the iws30_win_cd1 directory window.)

After a few minutes, the following window displays.

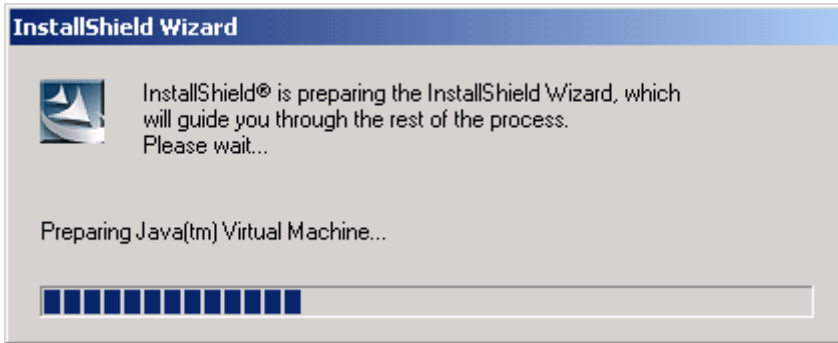


Figure 82 Preparing InstallShield Wizard

An Initializing wizard window displays.

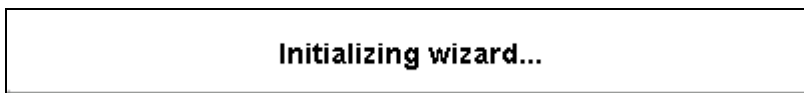


Figure 83 Initializing wizard

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

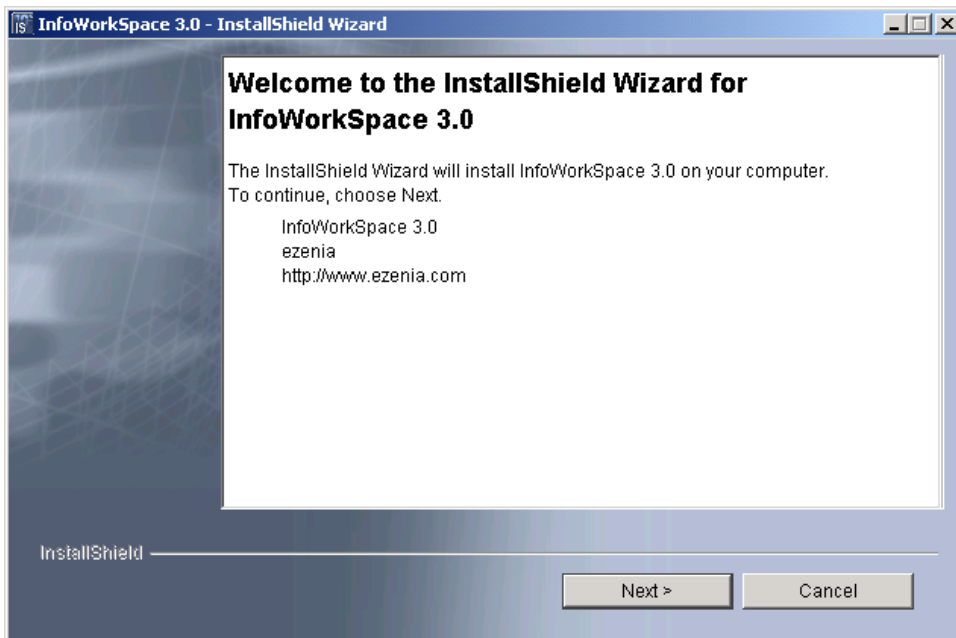


Figure 84 InstallShield Wizard Welcome

5. 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**.

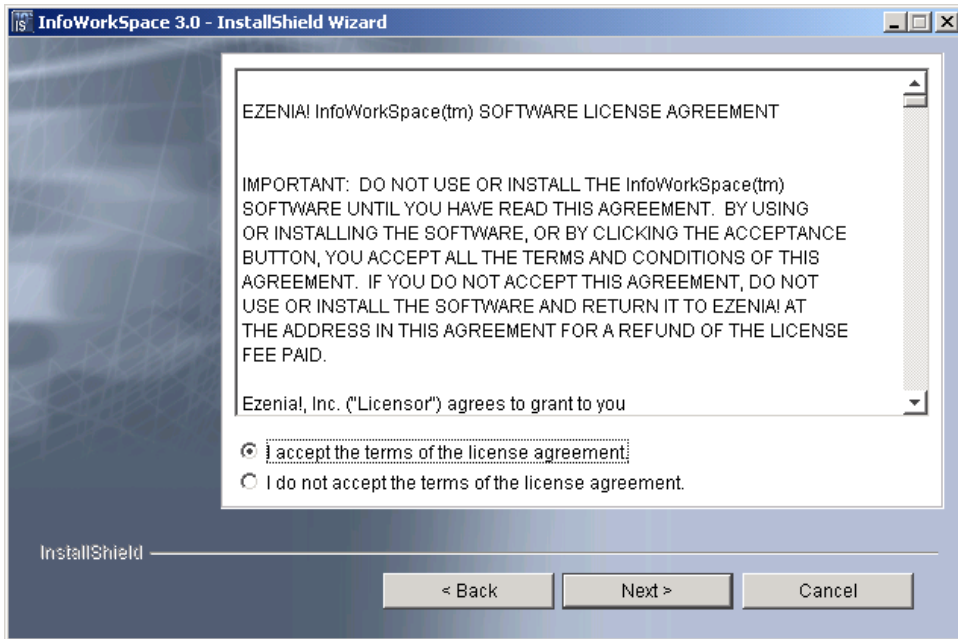


Figure 85 InfoWorkSpace Software License Agreement

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

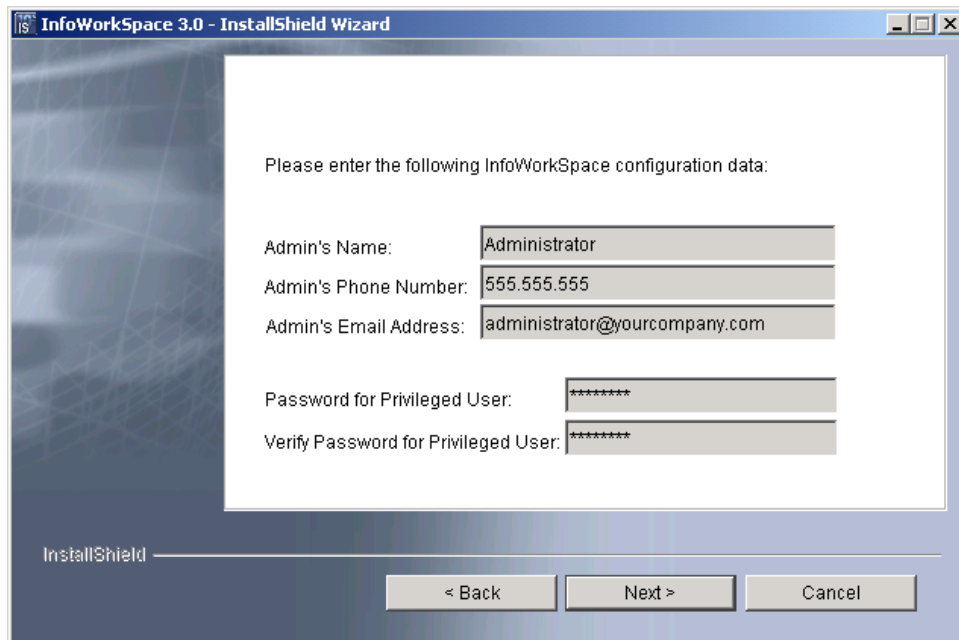


Figure 86 InfoWorkSpace Administrator Configuration Data



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.

6. Edit the **Administrator's Name**.
7. Edit the **Administrator's Phone Number**.
8. Edit the **Administrator's Email Address**.
9. 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.

10. Reenter the password in the **Verify Password for Privileged User** field.
11. 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.

12. 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, go to page 28, step 13 and continue from there.)

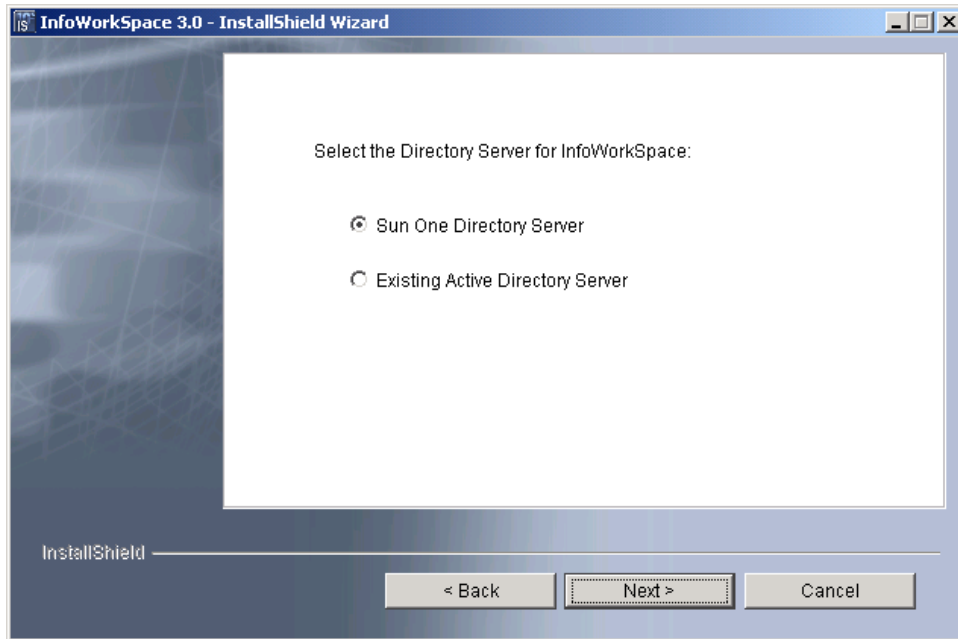


Figure 87 Directory Server Options

13. 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.

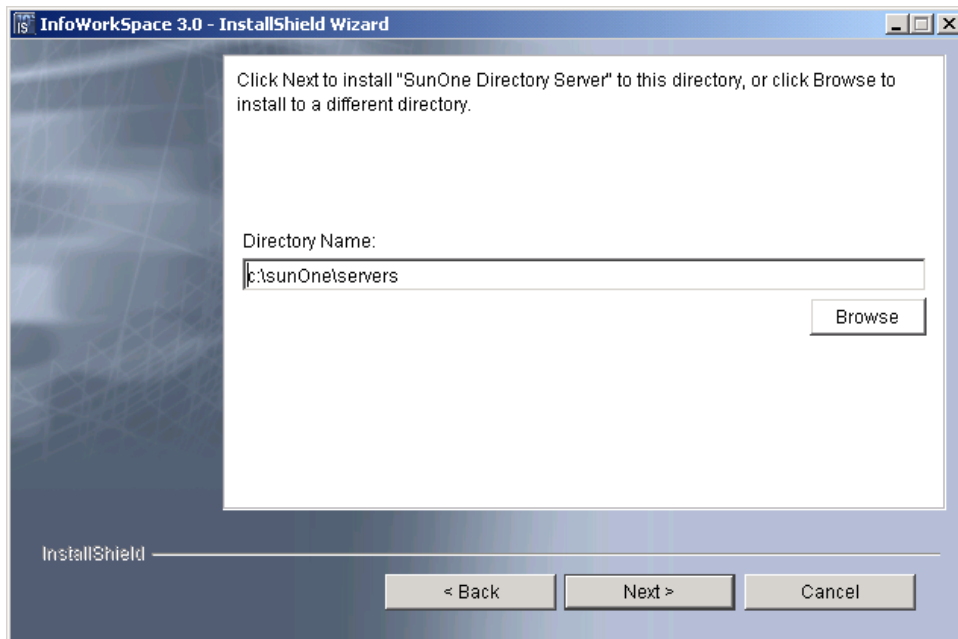


Figure 88 SunONE Directory Server Directory Path

14. You are then prompted to select the Web Server for InfoWorkSpace. Select **Sun One Web Server** and click **Next**. (If you have IIS installed and would rather use IIS instead of installing the SunONE Web Server, go to page 50, step 15 and continue from there.)

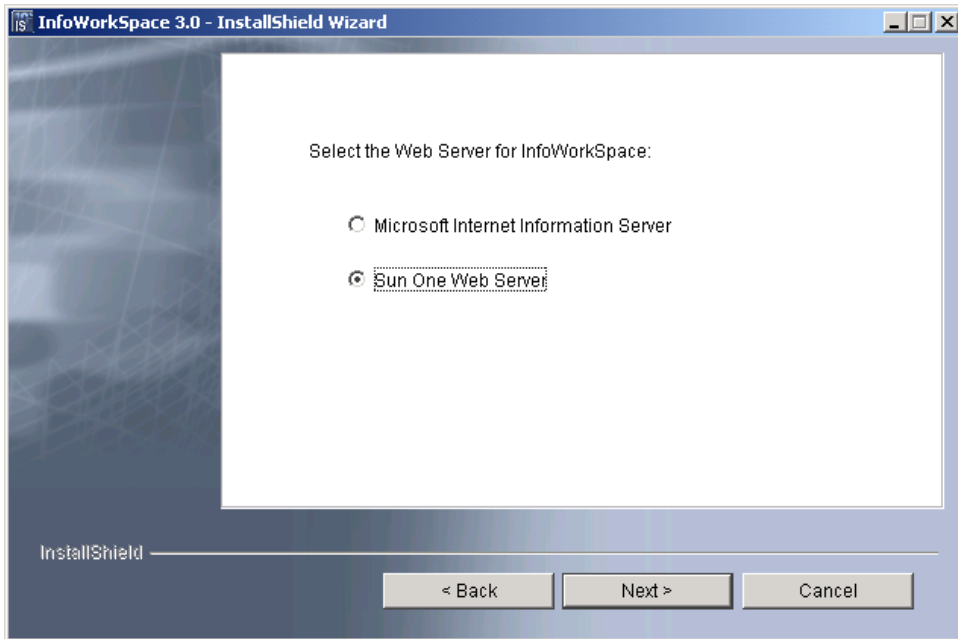


Figure 89 Web Server Options

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.

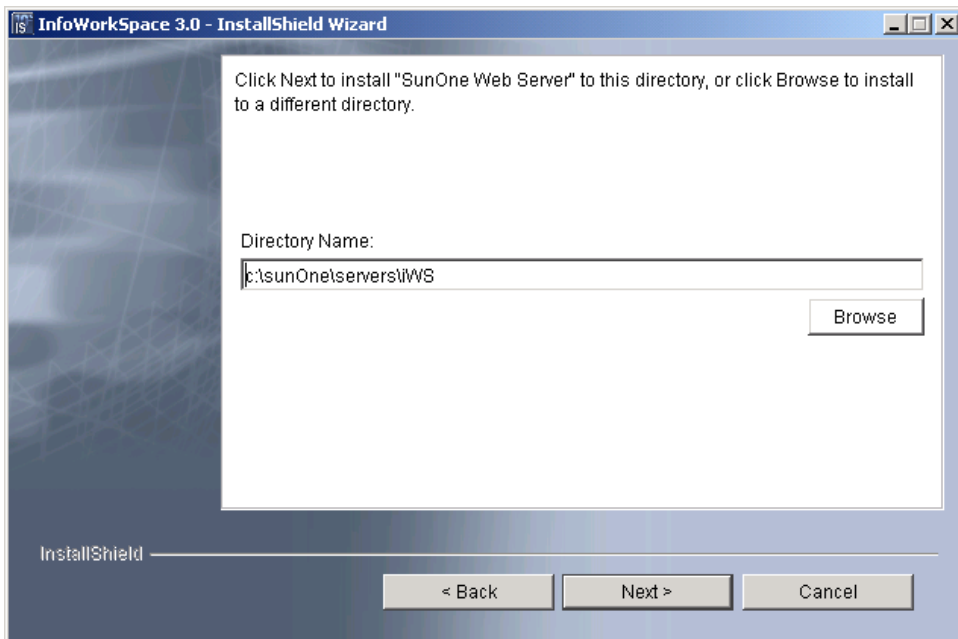


Figure 90 SunONE Web Server Directory Path

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

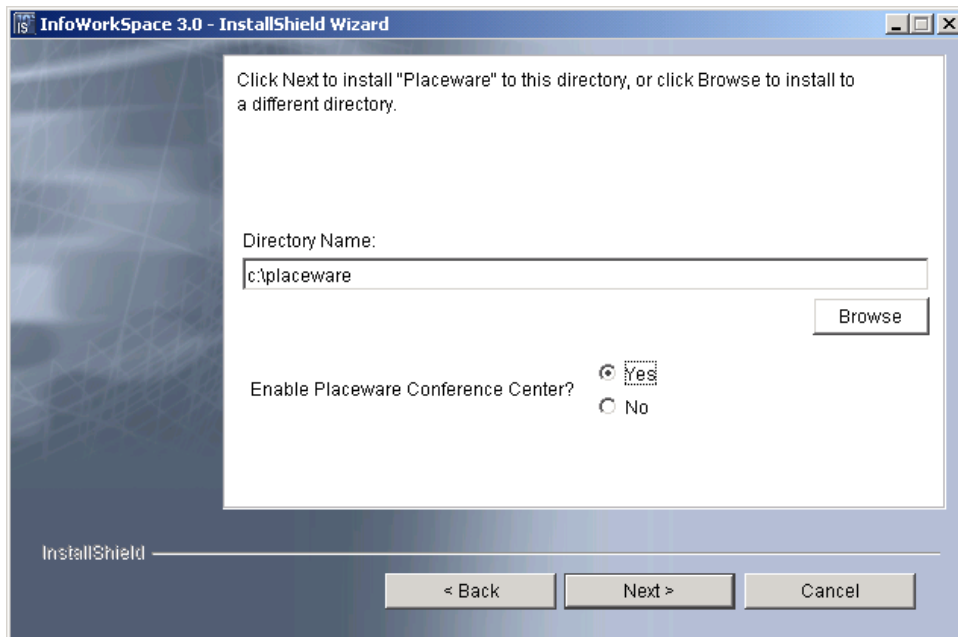


Figure 91 PlaceWare Directory Path

17. (optional) Select the **Yes** radio button 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.



If you have a partitioned hard drive, your default c:\ drive may not have enough space to accommodate the installation of the Oracle database. If you receive an error message informing you that you do not have enough space available on your c:\ drive, change the installation drive to another partitioned drive.

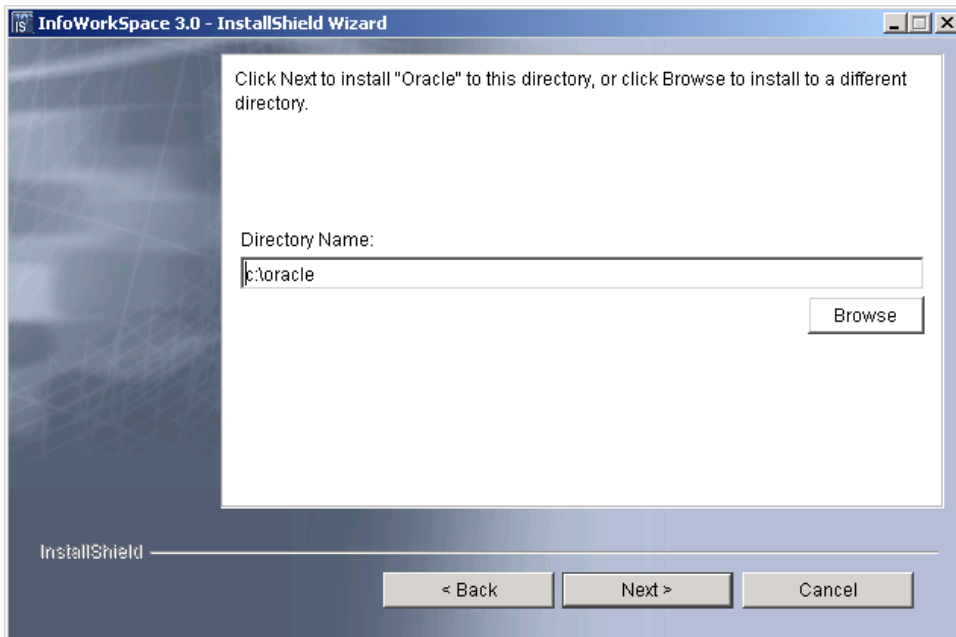


Figure 92 Oracle Directory Path

20. Click **Next** to accept the default directory provided to which temporary installation files may be written. If you do not want to use the default directory provided, you can either type in the directory location or browse for the directory by clicking **Browse**.

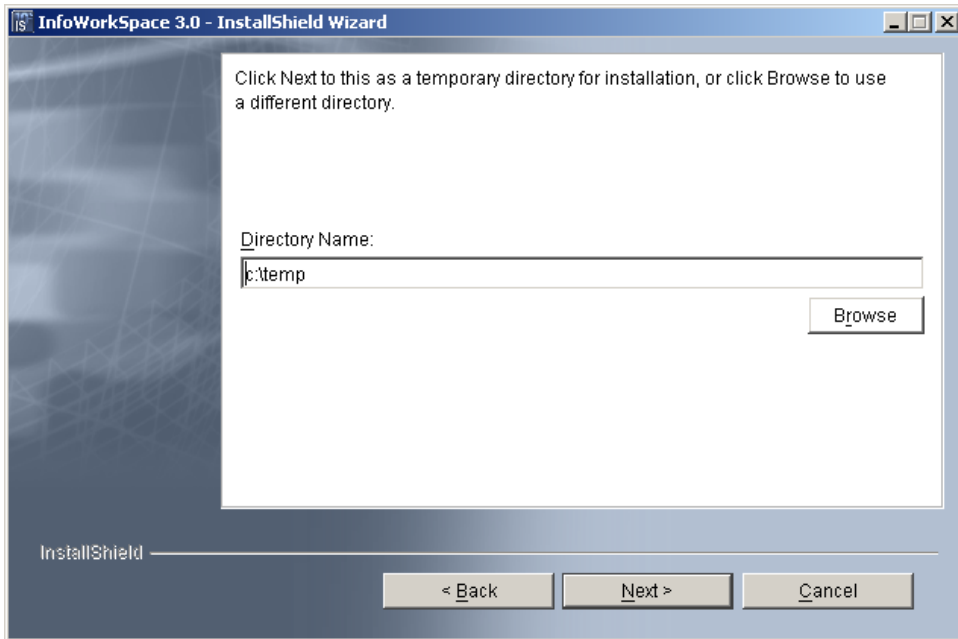


Figure 93 Temporary Directory Path

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

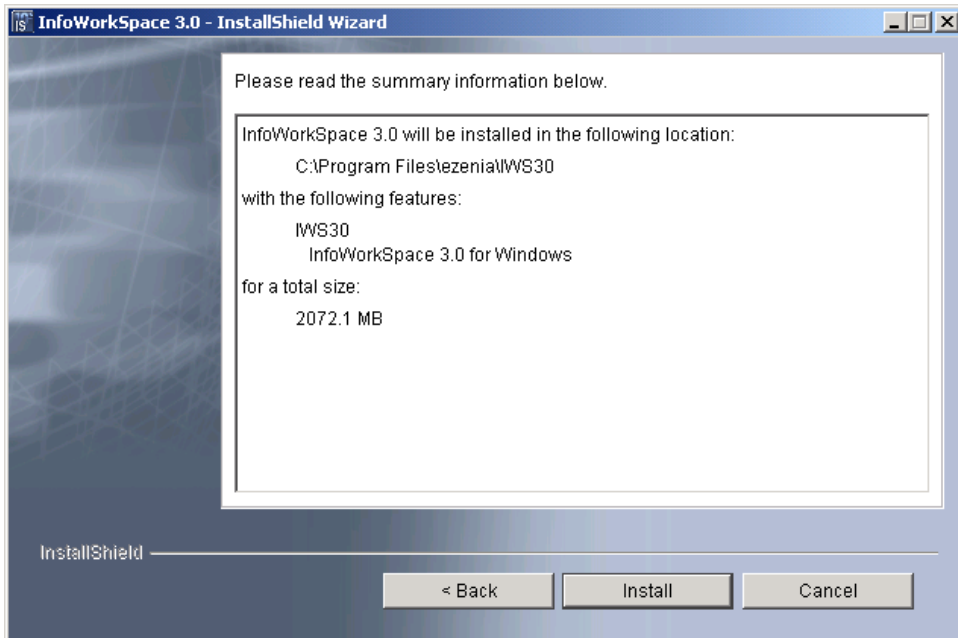


Figure 94 Summary Information

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

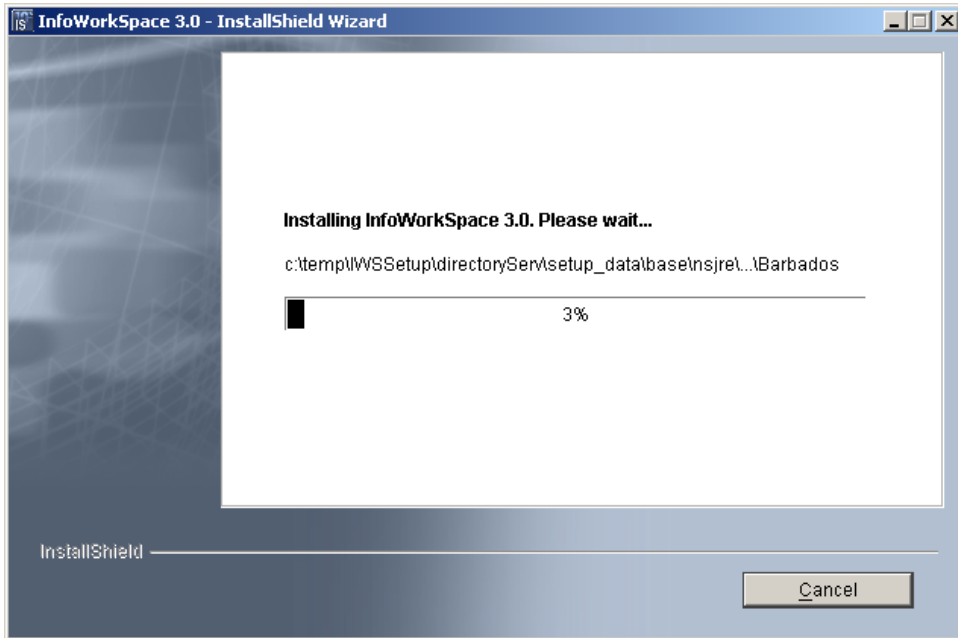


Figure 95 Installing InfoWorkSpace 3.0

The following window displays. This window can be closed.

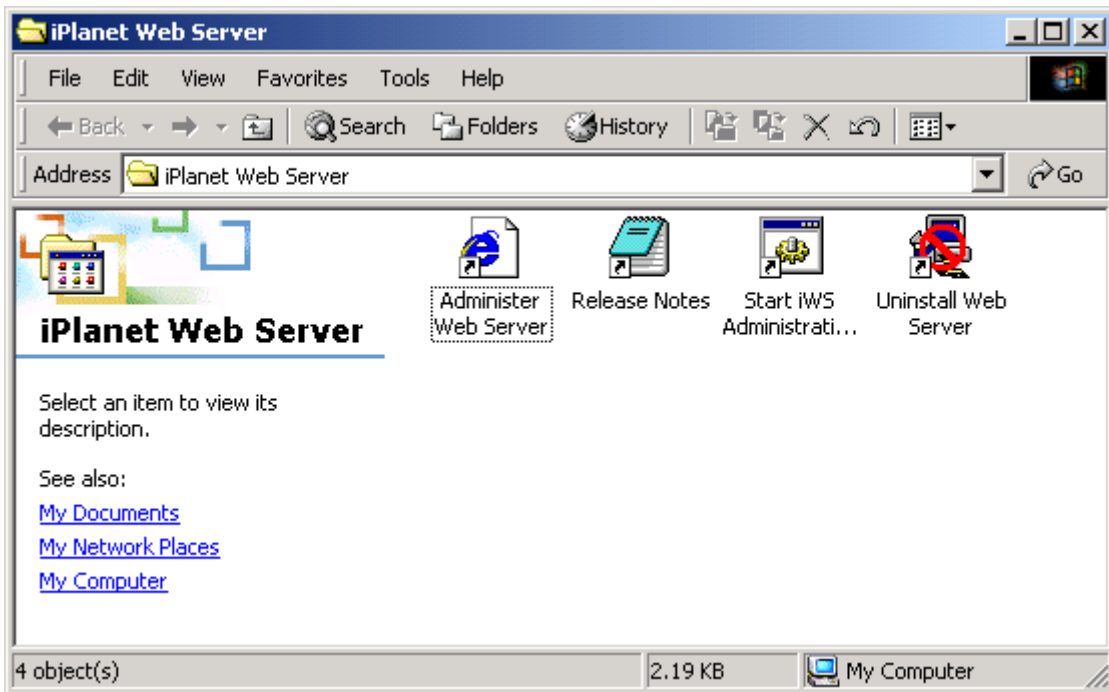


Figure 96 iPlanet Web Server – Start Menu

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 63%, depending on your system, you are prompted for Disk #2. You may have to move windows to locate the Insert Next Disk window.

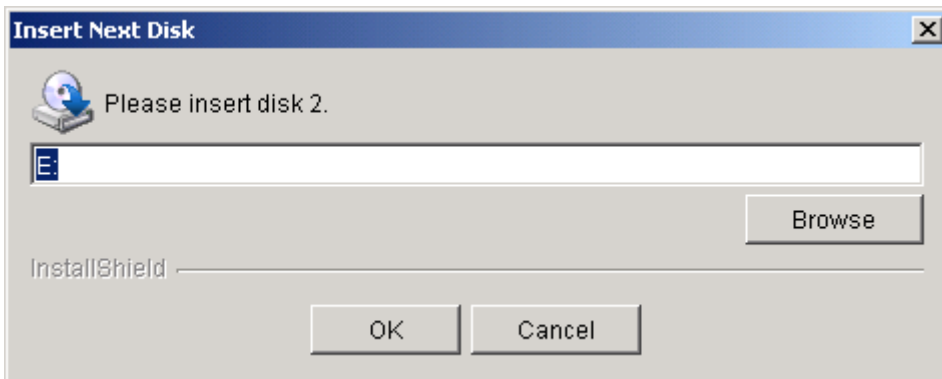


Figure 97 Insert Disk 2

22. Manually eject the InfoWorkSpace Server Installation Disk #1 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #2** CD into the CD-ROM drive.
23. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd2 directory window, if displayed.)

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 77%, depending on your system, you are prompted for Disk #3. You may have to move windows to locate the Insert Next Disk window.

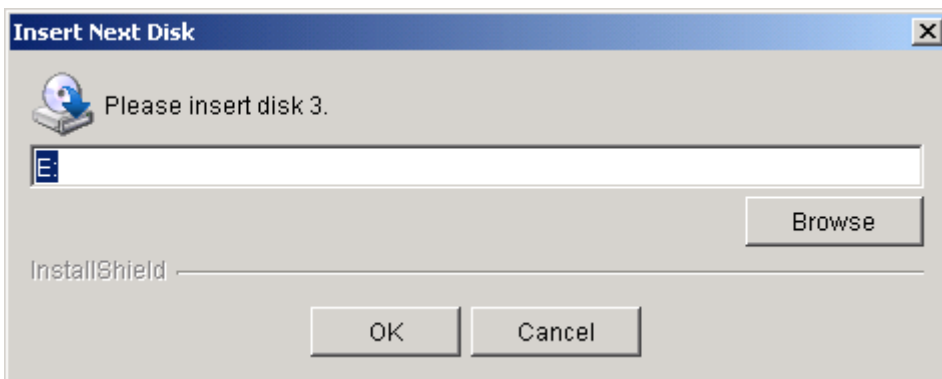


Figure 98 Insert Disk 3

24. Manually eject the InfoWorkSpace Server Installation Disk #2 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #3** CD into the CD-ROM drive.
25. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd3 directory window, if displayed.)



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 88%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 97%, depending on your system, the Oracle Universal Installer command window displays briefly.

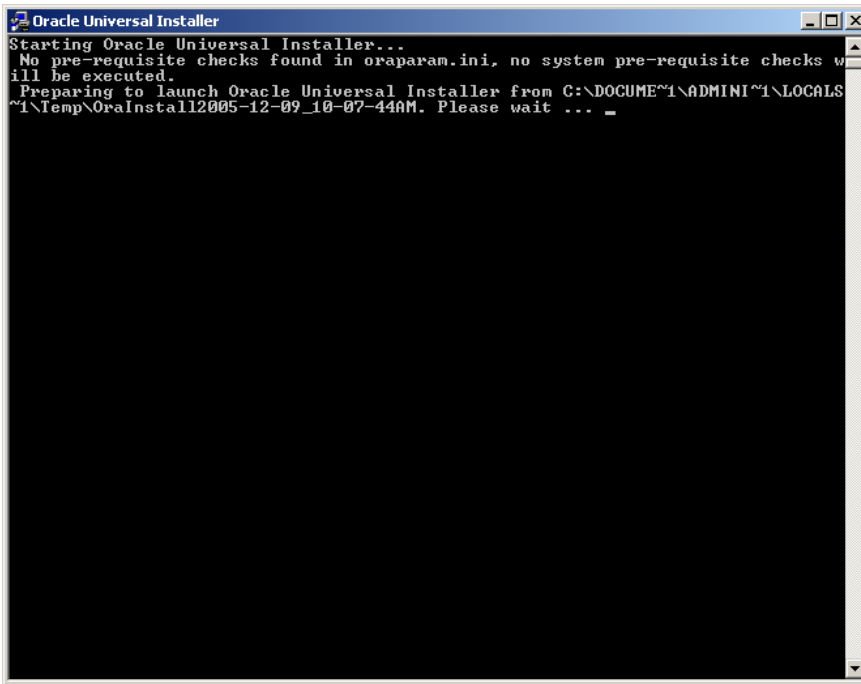


Figure 99 Oracle Universal Installer Command Window

The Oracle Universal Installer window then displays.

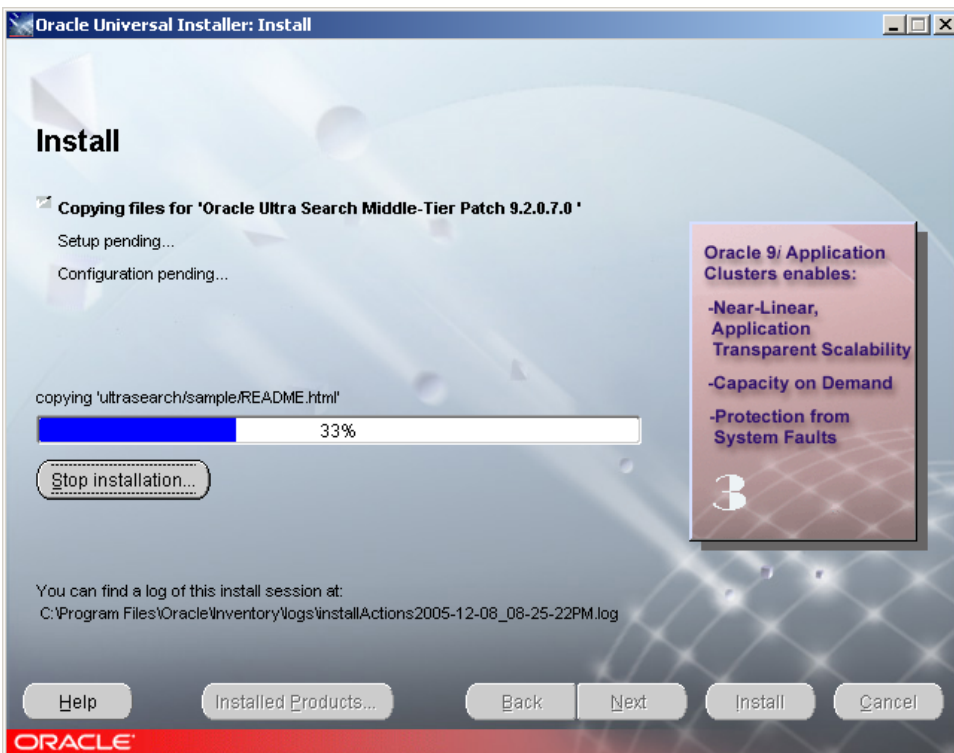


Figure 100 Oracle Universal Installer

After the Oracle Universal Installer is finished, you will be prompted for Disk #4. You may have to move windows to locate the Insert Next Disk window.

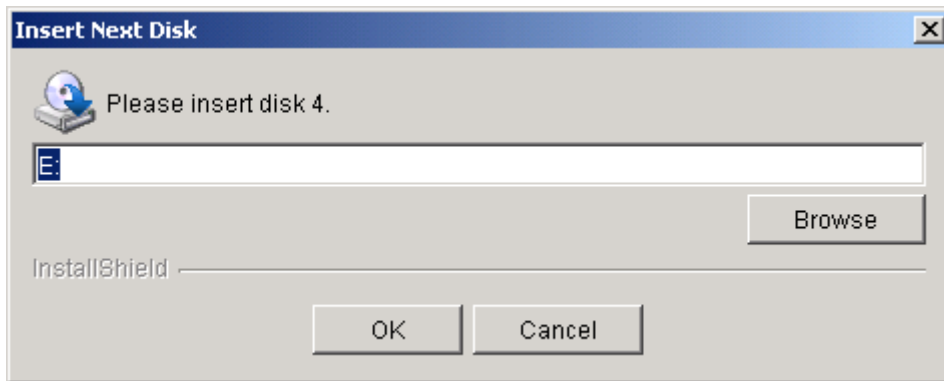


Figure 101 Insert Disk 4

26. Manually eject the InfoWorkSpace Server Installation Disk #3 CD and insert the **InfoWorkSpace 3.0 Windows Server Installation Disk #4** CD into the CD-ROM drive.
27. Click **OK** on the Insert Next Disk window. (You can close the iws30_win_cd4 directory window, if displayed.)



When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 98%, it may take some time before continuing. Please be patient.

When the Installing InfoWorkSpace 3.0 progress meter reaches approximately 99%, a web browser will open (URL: <http://<FQDN>:10002>) with the Web Server login window.

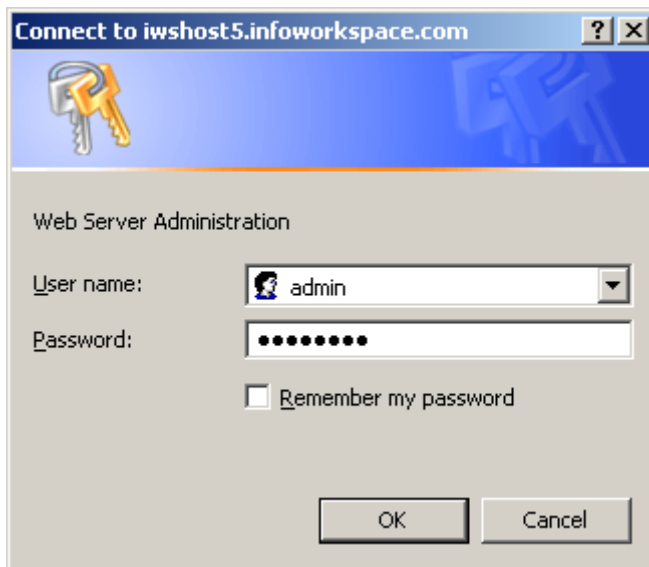


Figure 102 Web Server Administration Authentication – Windows 2003

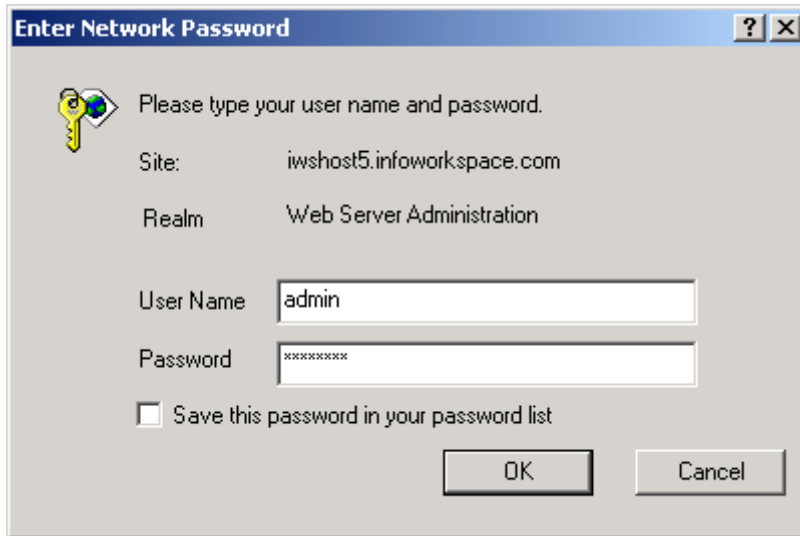


Figure 103 Web Server Administration Authentication – Windows 2000

28. Enter **admin** in the User name field.
29. Enter the same **Privileged User Password** you supplied as the Privileged User Password near the beginning of the installation.
30. Click **OK**.
31. The iPlanet Web Server Administration Server window displays. Click **Manage** located to the right of the Select a Server text.

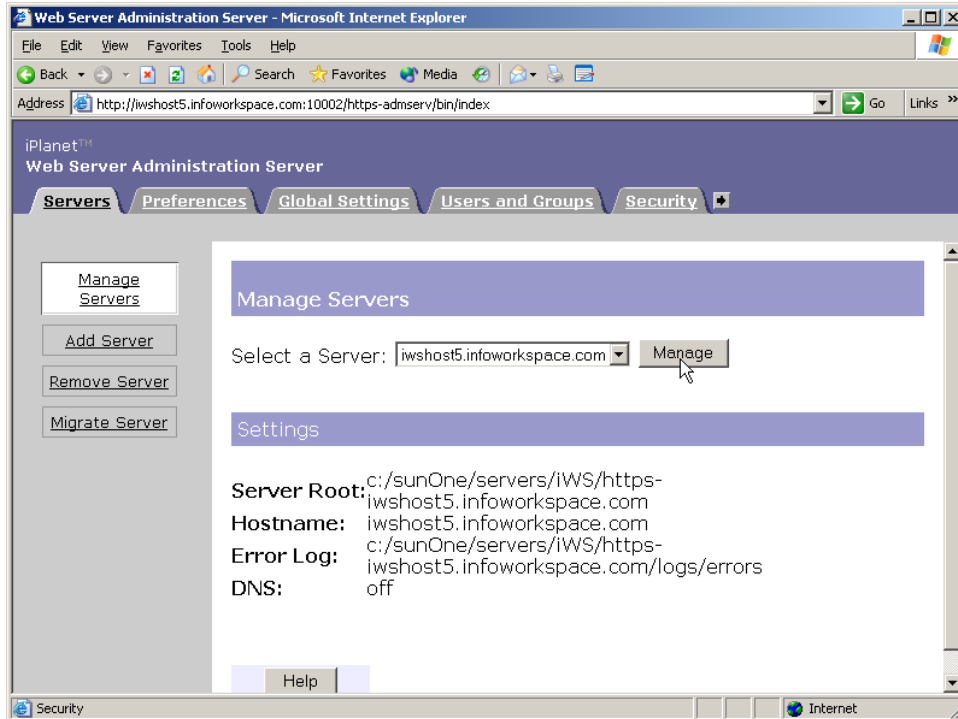


Figure 104 iPlanet Web Server Administration Server

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

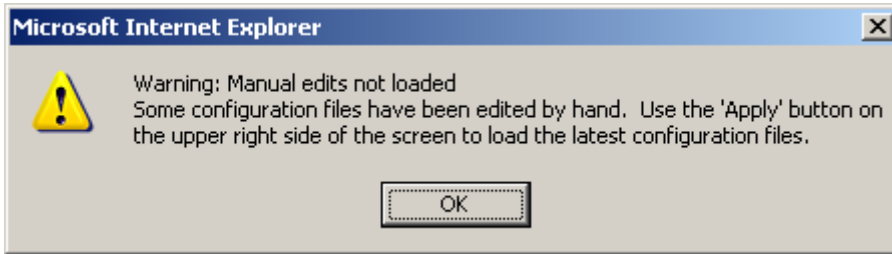


Figure 105 Manual Edits Warning

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

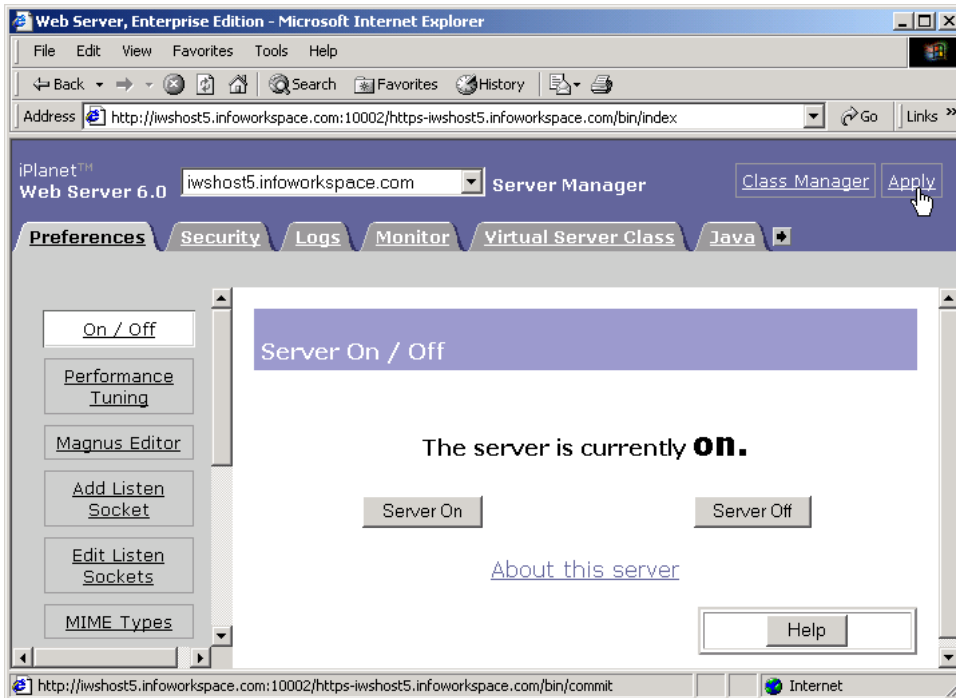


Figure 106 Apply Manual Changes

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

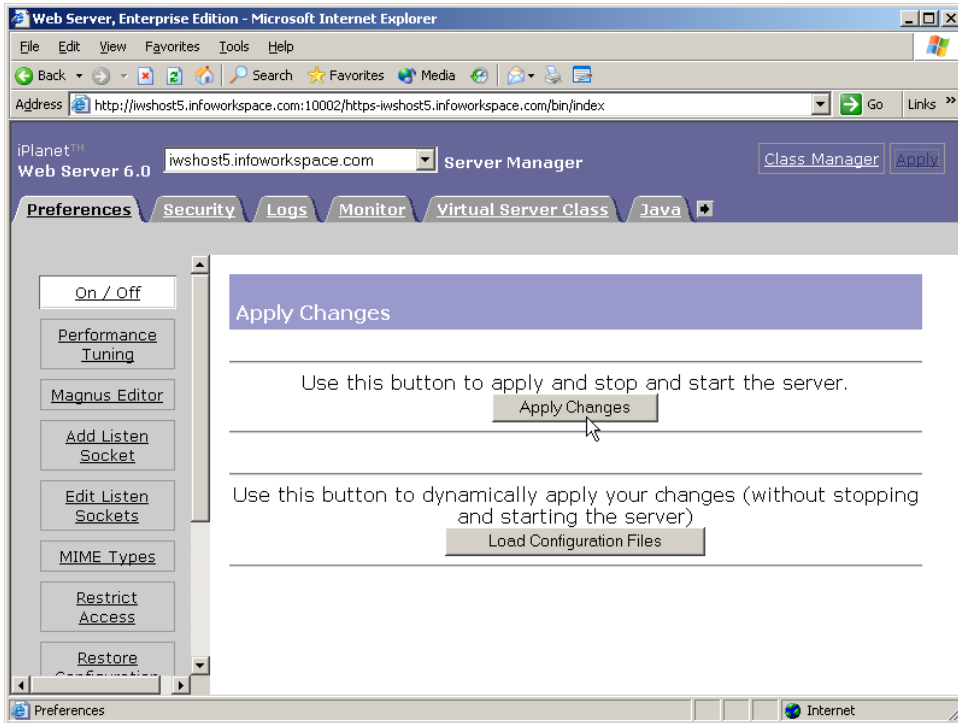


Figure 107 Apply Changes

35. If the following window displays, click **Yes**.

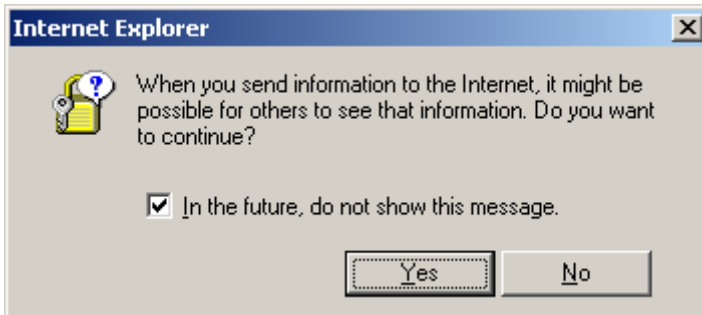


Figure 108 Continue Submission

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

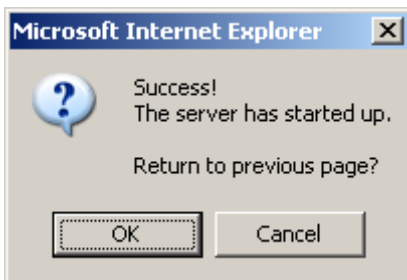


Figure 109 Successful Server Start

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

38. Click **Finish** on the InfoWorkSpace Installation Completed window.

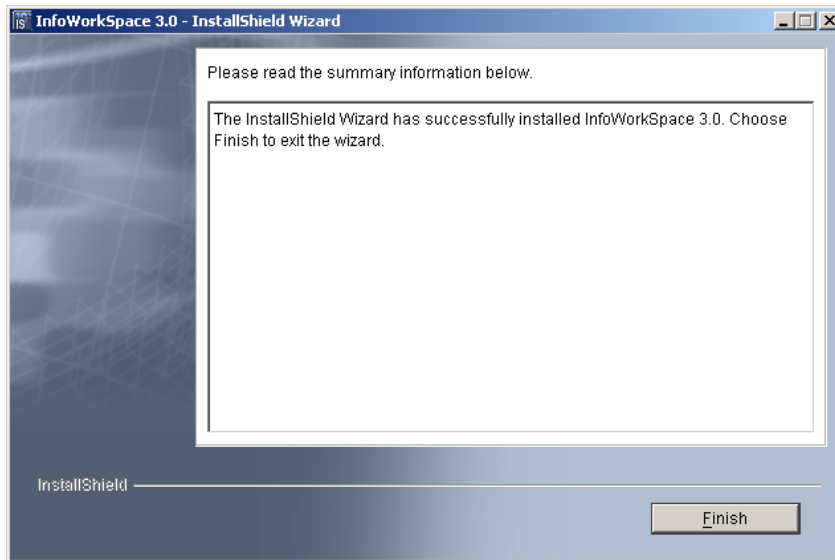


Figure 110 InfoWorkSpace Installation Completed

39. Select **Yes, restart my computer** and click **Finish** to reboot the server.

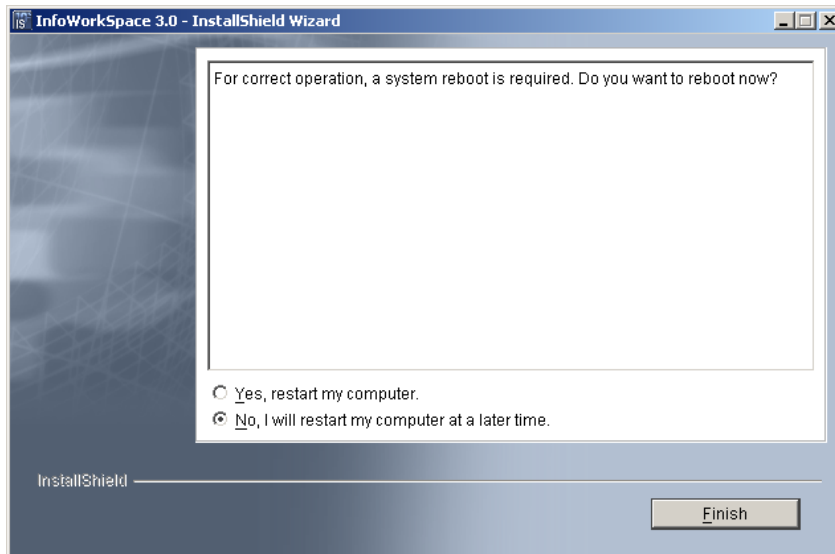


Figure 111 Restart Server

40. Manually eject the InfoWorkSpace Server Installation Disk #4 CD from the CD-ROM drive.



Installing InfoWorkSpace with SunONE Directory Server and SunONE Web Server is complete. Perform Post-Installation Instructions, located on page 76, 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 79, 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 in the 3.0.6 Administrator's Guide for instructions.

Installing PlaceWare Licenses

1. If the licenses were received as an email attachment, unzip the attachment and copy the licenses to a blank diskette.
2. Insert the diskette into your InfoWorkSpace server.
3. Copy the licenses from the floppy to your placeware\license directory (Example: if you loaded PlaceWare at c:\placeware, the licenses go in the c:\placeware\license directory).
 - a. To copy the files, you can right-click **Start** and then click **Explore**.
 - b. Click, the 3 ½ Floppy (A:) option.
 - c. Select all the files (Press and hold **CTRL+A**).
 - d. Copy all the files (Press and hold **CTRL+C**).
 - e. Open the placeware\license directory.
 - f. Paste the licenses into the directory (Press and hold **CTRL+V**).
4. After the file transfer finished, you may eject the diskette.



Do not change any of the filenames of these licenses.

5. **Reboot** the server.

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 Windows

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

1. Insert the **InfoWorkSpace 3.0.6 Patch CD** into your CDROM drive. The CD Installation window autostarts once the disk is in the drive.
2. Use Explorer to navigate to your CD drive. Once the directory structure for the CD is visible, navigate to `\server\Windows`.
3. Double-click the **IWS306Patch.exe** to start the installer.
A Preparing InstallShield Wizard window appears. After a few minutes an Initializing wizard progress window displays. Please be patient as this window may take a few minutes to appear. A Welcome to the InstallShield Wizard window then displays.
4. Click **Next** on the "Welcome to the InstallShield Wizard for InfoWorkSpace" window.
5. The InfoWorkSpace Software License Agreement displays. Read the terms of the agreement. Select "I accept the terms of the license agreement" and click **Next**.
6. 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**.
7. A summary information window displays. Click **Install** to start the installation.
After clicking Install, a progress meter displays while the InfoWorkSpace 3.0.6 patch is being installed.
8. The InstallShield Wizard Successfully installed dialog window displays, click **Finish**.
9. Select **Yes**, restart my computer and click **Finish**.

InfoWorkspace Client Downloads



The Server must have the client software copied from the InfoWorkspace 3.0.6 Client CD to the server. 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 documentation is automatically populated on the server.

To copy the downloads:

1. Insert the **InfoWorkspace 3.0.6 Client CD** into the CD-ROM drive.
2. Navigate to the **scripts** directory.

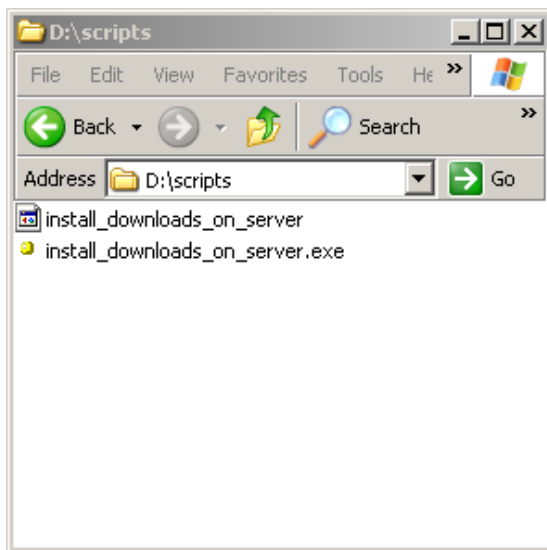


Figure 112 InfoWorkspace 3.0.6 Client CD

3. Double-click the **install_downloads_on_server.exe** file. A command window displays while the documentation is being copied to the server.

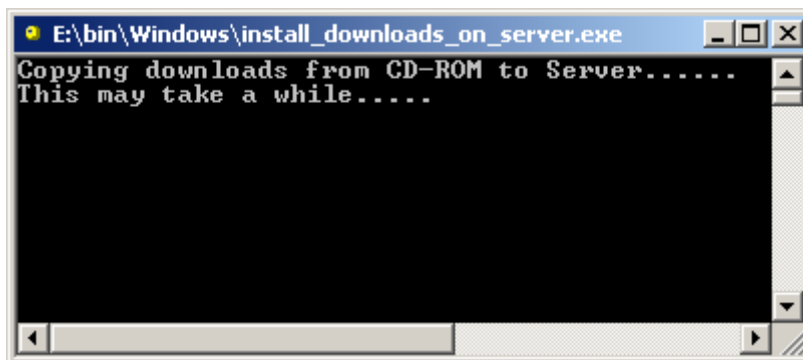


Figure 113 Command Prompt

4. When the installation is complete, the command window will exit. You may now eject the CD from the CD-ROM drive.

Troubleshooting Your Installation

To run the 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 contents into its own subdirectories labeled disk1, disk2, disk3, disk4, respectively.

Anytime during the installation you can click **Cancel** to end the server installation; however to reinstall the InfoWorkspace server software a fresh operating system is required.

If installing on a Windows 2003 with a 64-bit based processor, after rebooting you may receive a Data Execution Prevention warning message. Click **Change Settings** and check the “Turn on DEP for all programs and services except those I select” and add **Java Service**.



You will need to start the **tomcat** service manually if you receive the Data Execution Prevention warning for Java Service.

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.
 2. Edit the **start-slapd** file by changing the value of **max_count** from 30 to **60**.
 3. Restart server.
-



We recommend using the Services panel to set the **PlaceWare Server on port 8087** service to “**Manual**” and after each reboot, starting the PlaceWare service after all other services have completely started.

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 using wordpad or notepad.
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. From Services, restart the PlaceWare Server on port 8087.

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 **SeverPod** from the list of pods.
3. Click the **Debug** tab.
4. Click the **View Log** button.



We recommend installing the InfoWorkSpace Browser Plugin on the server. By default the newer Window operating systems do not have the Microsoft Java Virtual Machine (MS JVM). Installing the InfoWorkSpace Browser Plugin provides the needed Java, to view the PlaceWare Admin pod pages, as well as allows you to log into the PlaceWare Administrative Page, if needed.



On servers running on Windows 2003, you may also need to enable Java and add PlaceWare to the Security Trusted sites for Internet Explorer:

To enable Java:

1. Double click the Java Plug-in 1.4.2_10 from the Control Panel.
2. From the Java Plug-in Control Panel, click the **Browser** tab.
3. Check the **Microsoft Internet Explorer** checkbox.
4. Click Apply.

To add PlaceWare as a trusted site:

1. From Internet Explorer Tools, select **Internet Options**.
2. Click the **Security** tab.
3. Select the **Trusted Site** icon.
4. Click the **Sites** button.
5. Add URL: `http://<FQDN>/placeware/placeware.admin/podcp.html`.
6. Deselect the Require Server verification checkbox.
7. Click **Add**.

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

The IWS.env file, located in the \Program Files\ezenia\IWS30\env directory, can be used to verify the components and versions of those components installed.

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