



# InfoWorkSpace Technical Bulletin



TB#: **TB04-003**

InfoWorkSpace Technical Services (866) 269-0532

TB Title:

**2511318 Text Chat Logging Patch**

Platform:

**Solaris**

Change Request(s)

**7961**

Category(s)

**Patch Install**

Version:

**InfoWorkSpace 2.5.1.1**

## Synopsis:

After installing IWS2511318 (Text Chat Logging Patch) to a 2.5.1.1 Solaris server, clients are no longer able to connect.

The 2511318\_readme.txt file located in the IWS2511318.bin file omitted steps and the Read me file for the 2511318 Text Chat Logging Patch located at <http://www.ezenia.com/services-support-iws-patches.php?v=2.5.1> contains an incorrect path.

## Solution:

The 2511318 Patch installation instructions for a Solaris 2.5.1.1 server should read as follows:

### 2.2 Solaris Server Install

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If you are enhancing a Solaris Server, perform the following steps:

1. Copy the IWS2511318.bin to the server to be patched.
2. Make IWS2511318.bin executable  

```
# chmod 755 IWS2511318.bin
```
3. Execute IWS2511318.bin. IWS2511318.bin is a self-extracting zip file, which will inflate the following files into your current working directory:  

```
IWS2511318  
2511318_readme.txt
```
4. Add the patch to the server by typing "pkgadd -d IWS2511318".
5. Press "Enter" to select the **251318** package.
6. You receive the message "Do you want this directory created now?"
7. Enter "Y" (yes) to unpack the install files. A "Do you want to continue with the installation of IWS2511318" message displays. Enter "Y" (yes) to continue the installation. A "Stopping

PlaceWare" message displays, followed by a "Stopping iPlanet Web Server" message, as well as some tar error messages. These error messages are expected and can be ignored. You are then prompted for the Oracle System password.

**NOTE:** This password is typed in plain text, not starred characters, so others may be able to view this password as you are entering it.

8. Enter the password for the Oracle System account

9. The following error message display. It is expected and can be ignored.

```
/var/iws_install/Patches/IWS2512/database/*_schema_*.sql: No such file or directory
```

10. Start Create Synonyms displays.

11. You receive messages saying restarting iPlanet Web Server and restarting PlaceWare.

12. The following error message displays. It is expected and can be ignored.

```
Can't open perl script "tailorVersionInstallationDate.pl": No such file or Directory
```

13. You receive an Installation Successful message and are returned to the command prompt.

In some occurrences, certain database settings may not get set correctly. In order to insure proper installation, execute these commands:

14. # cp /var/iws\_install/Patches/IWS2511318/database/replace\_passwords.sql /tmp

15. # su - oracle

16. \$ sqlplus system/(oraclepassword) @/tmp/replace\_passwords.sql

17. Restart the InfoWorkSpace server.