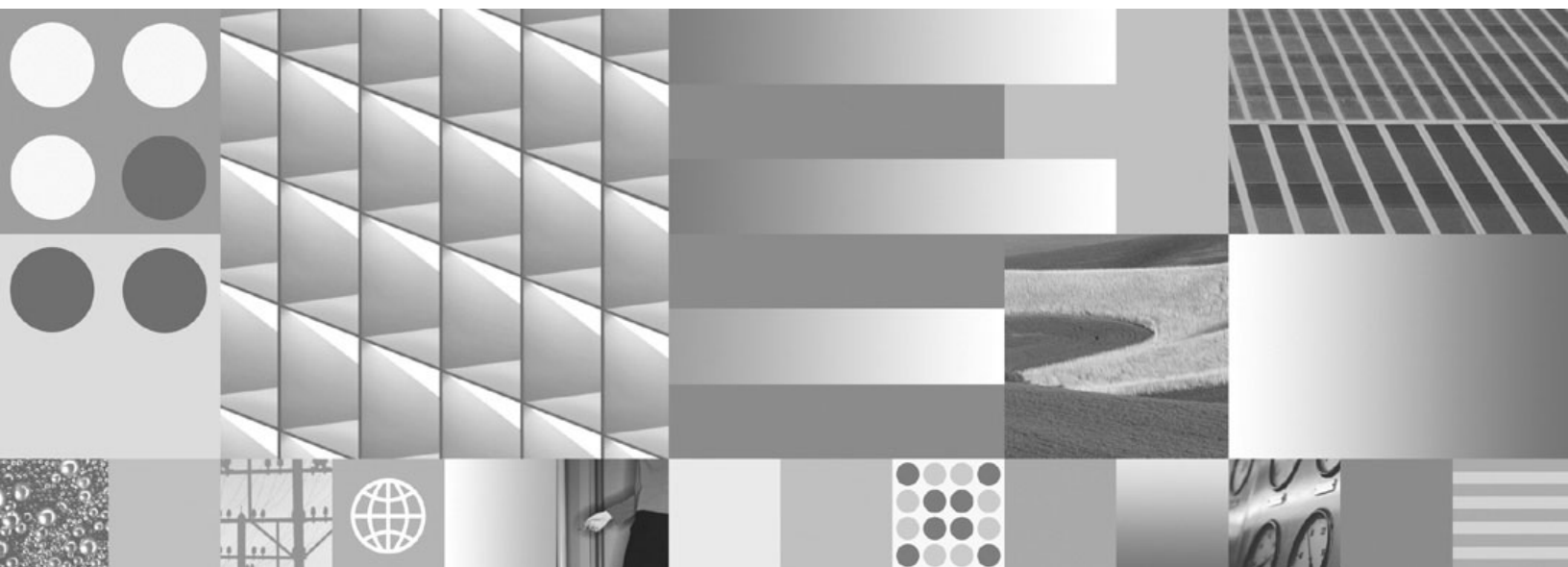
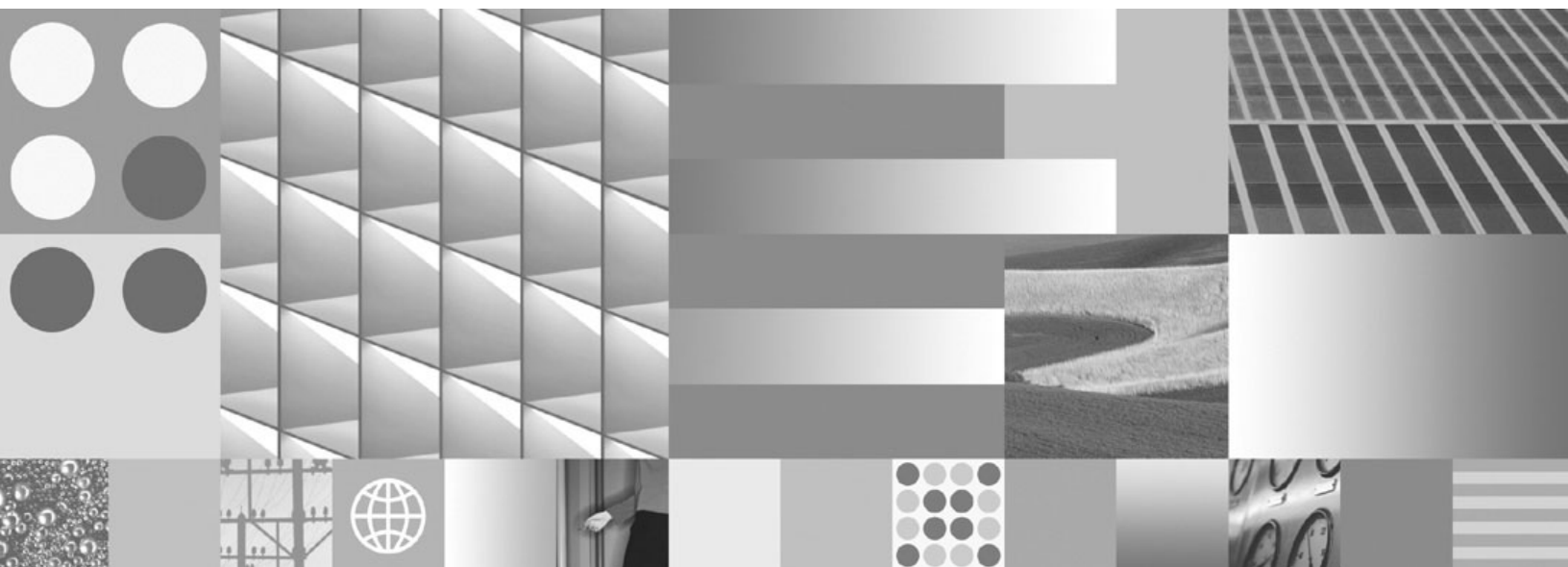


4.1.2



Remote Admin Console Installation and Configuration Procedures

4.1.2



Remote Admin Console Installation and Configuration Procedures

Note

Before using this information and the product it supports, read the information in “Notices” on page 34.

This edition applies to version 4.1.2 of IBM FileNet Image Services Remote Admin Console (part number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Getting Started

This document explains how to install the IBM® FileNet® Image Services Remote Admin Console (RAC), version 4.1.2 software.

Overview

The Remote Admin Console (RAC) is a software application product that is installed on a Microsoft® Windows client workstation. RAC interacts with an Image Services 4.1.2 server to provide you with system administration capabilities from the remote Windows client. Each RAC release is a full release that can be used for both fresh installations and updates.

Using RAC, users can remotely connect to an IS server. When connected, users can run remote versions of the Database Maintenance, Security Administration, Database Server Connect, and CFS Con-

nector - IS Catalog Export Tool applications. These applications have been repackaged as client-side programs based on a superset of the IS Toolkit 4.1 release, formerly known as WorkFlo Application Library (WAL). IS Administrators who want to remotely administer these applications are the primary users of this product.

Note Before you install RAC on the Client workstation, you must first install ISTK.

For more information about RAC, refer to the *Remote Admin Console User's Guide* (Rac.pdf).

Product compatibility

To enable you to update multiple Image Services and Image Services Toolkit servers over a wider period of time, RAC is designed to be compatible with the previous IS release and the next IS release, as well as the current IS release. See the *IBM FileNet Image Services, Image Services Resource Adapter, and Print Hardware and Software*

Requirements. To download this document from the IBM Support Web site, see [**“Accessing IBM FileNet documentation” on page 15.**](#)

Contents of this Release

This Remote Admin Console release contains:

- A binary executable installer for Windows.
- A documentation directory containing:
 - The *Image Services Remote Admin Console (RAC) Handbook* (Rac.pdf).
 - A manifest file that lists all files contained in this RAC release. The manifest file lists checksum information for each file included in this release.

is_4.1.2-RAC_win_manifest.wri

Document revision history

Version	Date	Comment
RAC 4.1.2	Sep. 2009	Updated ISTK compatibility information for collocated IDM Desktop and RAC (p.18). Updated Notices.
RAC 4.1.2	Nov. 2008	Initial release.

Conventions used in this manual

The following paragraphs discuss the ways in which we call your attention to information throughout this document.

Typing Instructions

To indicate commands, values, or other information you enter at your keyboard, we use the following indentation and typeface:

help [CSM_exim]

Screen Displays

Windows and screen examples shown in the procedures in this document are from Windows servers. These windows and screens could look different on UNIX servers.

Console Displays

Information you see displayed at your console is shown in this document in the following manner:

```
Surface '3176' : 1 document processed
Local doc_id = '2235007' Original doc_id = '2235007'
Original ssn = '8502'
Primary copy. No tranlog copy exists.
* document successfully deleted from databases. *
* Purging pages from disk... *
* This document has been successfully purged. *
```

Observe Cautions, Important Notes, Notes, and Tips

Important information and warnings appear in cautions, important notes, notes, and tips. Read these items carefully:

CAUTION

Signals possible damaging consequences of an action, such as loss of data or time.

Important

Gives added emphasis to notes that contain particularly vital information that must not be skipped over. While all the information in each section is important, these notes are especially important.

Note

Draws your attention to essential information you should read.

Tip

Introduces an idea that might make your work easier.

Command Syntax

Command syntax definitions are indented:

```
ddexim -e > <filename>
```

Optional Parameters

Optional parameters and keywords are within square brackets:

```
ddexim [-e] > <filename>
```

Required Parameters

Parameters that require you to provide information are shown within angle brackets (< >).

For example, for the following command:

```
ddexim -e > <filename>
```

you must substitute the name of a command for the parameter in angle brackets, such as:

```
ddexim -e > myfile
```

Accessing IBM FileNet documentation

To access documentation for IBM FileNet products:

- 1 Navigate to the Information Management support page (www.ibm.com/software/data/support).
- 2 Select the appropriate IBM FileNet product from the “Select a category” list.
- 3 On the Product Support page, click **Documentation** and then click **Product Documentation**.
- 4 On the Product Documentation page, locate the document you need, then click the icon in the appropriate release column to access the document.

Feedback

Documentation feedback

Send comments on this publication or other IBM FileNet P8 Platform documentation by e-mail to comments@us.ibm.com. Be sure to include the name of the product, the version number of the product, and the name and part number of the book (if applicable). If you are commenting on specific text, include the location of the text (for example, a help topic title, a chapter and section title, a table number, or a page number).

Product consumability feedback

Help us identify product enhancements by taking a [Consumability Survey](#). The results of this comprehensive survey are used by product development teams when planning future releases. Although we are especially interested in survey responses regarding the most recent product releases, we welcome your feedback on any of our products.

The survey takes approximately 30 minutes to complete and must be completed in a single session; there is no option to save a partially completed response.

System Administrator Tasks

The following checklist summarizes the tasks described in this chapter that the **System Administrator** is responsible for completing

- [“Configuration Requirements and Constraints” on page 17](#)
- [“Disk Space Requirements” on page 18](#)
- [“Uncompressing the files” on page 19](#)
- [“Image Services Server Requirements” on page 20](#)
- [“Connecting to an Image Services Server” on page 21](#)

Configuration Requirements and Constraints

The following is a list of configuration requirements and constraints that are necessary to install RAC 4.1.2.

- **Before you install RAC on the client workstation, you must first install ISTK.**

- RAC can only be installed on computers running the following Windows operating systems: Windows XP, Windows 2000, Windows 2003, or Windows Vista®. UNIX platforms are not supported.
- The Image Services domain being administered by RAC must be at IS 4.1.1 or higher.
- RAC cannot reside on an Image Services Server. It can only be installed on a Windows client PC.
- Only ISTK 4.1.2 or higher is compatible with RAC version 4.1.2.
- If IDM Desktop is installed on the same client PC as RAC, the ISTK level included in IDM should match the ISTK level released with RAC.
- Users must have local Windows administrator privileges to install RAC.
- RAC 4.1.2 can be installed as a fresh install, or as an upgrade from either RAC 4.0.40, RAC 4.0.50 or RAC 4.1.1.

Disk Space Requirements

The RAC installer requires **60 MB** of disk space to install RAC 4.1.2.

Uncompressing the files

The release files are compressed into a single zip file. Complete the following steps to download and unzip the `rac_4.1.2.exe` file:

- 1 Make sure you have at least **500 MB** of free space in the directory where you plan to download the zip file.
- 2 Make sure you have at least **500 MB** of free space in the directory that will contain the unzipped files.
- 3 Download the file to your system. After you have finished the download, check to see that the size of the file is the same as the one on the downloads site.
- 4 Complete this step by following the instructions below appropriate to your platform:

Uncompress the file by double-clicking the **rac_4.1.2.exe** file. The WinZip Self-extractor window displays. The Unzip to folder dropdown contains the default WinZip location where the system will uncompress the file. If this is not correct, change it to the appropriate directory. In locales that use multi-byte character sets, the mod installer must be run from a directory path whose name consists of ASCII characters, such as `C:\temp` or `C:\fnsw_loc\temp`.

After you have successfully installed the release, you can remove both the zip file and the uncompressed files from your system.

Image Services Server Requirements

- The IS system being administered must be running IS 4.1 or higher.

Note

You can get the latest fix packs and mods from the following two locations:

- The Information Management support page.
 - The CSS TechInfo CD, which is available from your technical service provider.
-
- To use the Database Server Connect application, the IS system must be running IS 4.1.1 or higher.
 - To use the CFS Connector - IS Catalog Export Tool, the IS system must be running IS 4.1.1 or higher.

Connecting to an Image Services Server

Network Connection

In order for RAC to connect and communicate with an Image Services server, you must specify the IP address of the Image Services server. This can be done two different ways:

- By using your local DNS (preferred method)
- By using the hosts file that resides on the RAC client PC. The hosts file is located in the following locations:
 - For Windows 2000 and 2003, C:\WINNT\System32\drivers\etc
 - For Windows XP, C:\Windows\System32\drivers\etc
 - For Windows Vista, C:\Windows\System32\drivers\etc

Use the following format when adding an entry in the DNS or to the local hosts file:

<IP addr of target server> <domain-organization>-nch-server

For example, if a target IS server with the IP address 123.45.6.78 is in the domain "mydom" and organization "myorg," the entry would look as follows:

123.45.6.78 mydom mydom-myorg-nch-server

Image Services Domain List

RAC stores a list of the Image Services servers that it has successfully connected to. This appears as a pull-down list on the Remote Admin Console logon screen.

Installing the RAC Software

Follow the steps in this chapter to install the Remote Admin Console on your Windows client workstation.

Note

Before you install RAC, you must first install the Image Services Toolkit (ISTK) on the PC workstation.

- If you have questions about this installation, see [“Appendix A – Frequently Asked Questions” on page 27.](#)
- If you run into problems during the installation, see [“Appendix B – Troubleshooting” on page 31.](#)

Start the installer

Start the installer by following the steps in the appropriate subsection:

Note

If you have a previous version of RAC installed, there is no need to uninstall it before installing RAC 4.1.2. The procedure for installing RAC 4.1.2 is the same whether or not there is a previous version of RAC installed. If you feel more comfortable removing an earlier version of RAC before installing RAC 4.1.2, that is also fine.

However, if you choose to remove a previously installed version of RAC, make sure you do so before you install ISTK 4.1.2. This is important because your old RAC may have been bundled with ISTK and uninstalling RAC after installing ISTK 4.1.2 will not only remove RAC but also the ISTK you just installed. This could leave your system in an unusable state.

Before you install RAC 4.1.2, you must first install ISTK 4.1.2. Follow the instructions in the *ISTK Installation and Configuration Procedures* (ISTKinst.pdf) that comes with the ISTK software.

RAC is installed using the InstallShield installer. The procedure for installing RAC software is simple and straight forward.

- 1 Log onto the client PC with Administrator privileges.
- 2 To install RAC from CD-ROM media, insert the RAC CD into the CD-ROM drive on the client PC. The RAC InstallShield installer starts automatically when the CD is inserted into the drive. Skip to **Step 4 on page 25.**
- 3 To install RAC from a directory on your hard drive, and the PC client has been configured for a locale that uses a multi-byte character set, the RAC installer must be located in a directory whose path name consists of ASCII characters, such as C:\temp or C:\fns_w_loc\temp.
- 4 After the Welcome screen appears, follow the installer screen prompts to install the RAC software. When the InstallShield installer indicates that the installation was successful, click Finish to exit the installer.

Note

A reboot is not necessary to complete the installation unless you are prompted to do so.

Installation log files

The RAC installer logs its progress information to the file, RAC_install.log.

If the installation was successful, the log will be located in: <RAC install directory>\client\logs\RAC. If the installation was not successful, the log will be located in the local system temporary (temp) directory.

Begin Production Mode

This concludes the Image Services RAC 4.1.2 Installation Procedure. You are ready to put your RAC workstation into production.

Appendix A – Frequently Asked Questions

The information in this appendix provides answers to many of your questions about Image Services Remote Admin Console.

Q: What Image Services releases are supported with RAC?

A: IS 4.1.1 or higher.

Q: Can I run RAC with other FileNet client products?

A: Yes, as long as they are compatible with ISTK 4.1.2 or higher.

Q: Are there any differences in the RAC admin applications compared to the IS 4.1.2 Application Executive applications?

A: Yes. RAC supports a domain login menu. Also available is the CFS Connector - IS Catalog Export Tool for those taking advantage of the FileNet P8 Content Federation Services for Image Services functionality. RAC also makes available the Security Admin function for improved function access control, and Database Maintenance which provides buttons for the most commonly used features on the main screen, just as it does in the Application Executive. See the *Remote Admin Console User's Guide* for more information.

Q: **Are there any restrictions with the RAC admin applications?**

A: Yes. The following features are not supported:

- The "Update cached credentials for automation" feature on the Application Executive logon screen.
- The Archiving Utilities, Update Doc Security, and Update Retention Parameters features in Database Maintenance.
- Accessing the Security Event Logs in Security Administration.

Q: Can I print reports from the RAC admin applications?

A: Yes. You can print to any Windows-based printer accessible to your RAC PC. However, printing through FileNet Print is not supported.

Q: Will access to Remote Families in Database Maintenance work?

A: Yes. However, when you select the target domain, or save a family that was just added or updated, a menu displays and prompts you to enter a FileNet user name and password for the user common to both systems.

Q: Do I need DirectX on my Windows Server system?

A: No, DirectX is not required. DirectX is installed by default on most Windows servers as part of their initial configuration, but display issues with Java™ and DirectX have resulted in InstallShield modifying the MultiPlatform installer so it no longer uses DirectX.

For more information about:

-
- InstallShield MultiPlatform, visit www.installshield.com/imp/.
 - Microsoft DirectX, visit www.microsoft.com/windows/directx/.
 - Microsoft Windows Server, visit www.microsoft.com/windowsserver2003/.

Q: What's the difference between HP Integrity and HP Itanium? I have an HP Integrity server running HP-UX 11i v2, but the FileNet software modules are stamped "hp.itan" which I presume stands for HP Itanium.

A: HP Integrity is a family of Hewlett-Packard servers that are available in high-end, mid-range, and entry-class configurations. All HP Integrity servers are powered by Intel® Itanium® 2 processors. The FileNet software modules are stamped "hp.itan" to designate that they were compiled on, and designed to run on, HP Itanium processors.

Appendix B – Troubleshooting

Your Image Services Toolkit installation will undoubtedly go smoothly and we sincerely hope you will never encounter any problems.

Problem A: I cannot find the FileNet System Log file.

Solution: The System Log should be located in: <RAC install directory>\client\logs. If the System Log is not in this location, set a new Environment Variable in the System Properties window with the following properties:

Variable Name: **WAL_LOG_DIR**

Variable Value: **<RAC install directory>\client\logs**

Appendix C – Removing the RAC Software

If it becomes necessary to remove the RAC software from your Windows workstation, follow these steps:

Remove this release

- 1 Logon to the Client PC with Administrator privileges.
- 2 Open the Control Panel window.
- 3 Select **Add/Remove Programs**.
- 4 Scroll down to the entry for **FileNet Remote Admin Console 4.1.2** and click Add/Remove... .
- 5 The RAC InstallShield Wizard starts and soon announces that the Uninstaller is preparing to uninstall the software.

After the Welcome screen displays, follow the Uninstaller screen prompts to remove the RAC software.

- 6 When the InstallShield Wizard indicates that the RAC software was successfully removed, click **Finish** to exit the Wizard.

Note You do not need to restart the computer to complete the removal.

Important You do not need to manually remove any entries in the Registry Editor. The Uninstall Wizard deletes any registry entries automatically.

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U.S. Patents Disclosure

This product incorporates technology covered by one or more of the following patents: U.S. Patent Numbers: 6,094,505; 5,768,416; 5,625,465; 5,369,508; 5,258,855.



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