



# **Interstage Business Process Manager V11.2.1**



## **Server and Console Installation Guide (WebSphere Application Server)**

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## About this Manual

This manual describes how to configure the system environment and install the Interstage Business Process Manager (Interstage BPM) Server and Console.

Note that the Interstage BPM Tenant Management Console is automatically deployed when you deploy Interstage BPM Console.

### Intended Audience

This manual is intended for Interstage BPM Super Users, who are administrators managing Interstage BPM Server. It assumes that the reader has a working knowledge of

- Operating system administration
- Application server administration
- Database administration
- Directory Service administration

### This Manual Contains

Here is a list of what is in this manual:

Chapter	Title	Description
1	System Configurations for Interstage BPM Server	Description of the typical system configurations for the installation of Interstage BPM Server.
2	System Configurations for Interstage BPM Console	Description of the typical system configurations for the installation of Interstage BPM Console.
3	System Requirements for Interstage BPM Server and Console	Description of the minimum system requirements by platform.
4	Overview of Integrated Deployment of Interstage BPM Server and Console	An overview of using the new integrated Deployment Tool
5	Preparing for Installation and Deployment of Interstage BPM Server and Console	Instructions for preparing external systems like the database or the application server.
6	Installing and Deploying Interstage BPM Server and Console	Instructions for performing installation of Interstage BPM Server and Console.
7	Configuring Interstage BPM Console to work with Interstage Analytics	Instructions to run the Wizard for integrating Interstage Analytics with Console.
8	Setting Up a Directory Service	Instructions for setting up your Directory Service.



Chapter	Title	Description
9	Undeploying and Uninstalling Interstage BPM Server and Console	Instructions for removing an instance of Interstage BPM Server and Console from the application server and for uninstalling Interstage BPM
10	Upgrading Interstage BPM from Previous Versions	Instructions for performing an upgrade.
Appendix A	Security	Instructions for security implementation on Interstage BPM.
Appendix B	Silent Mode Installation	Instructions for using the Silent Mode installation feature of Interstage BPM.
Appendix C	Silent Mode Deployment and Undeployment	Instructions for running the Interstage BPM Deployment Tool in Silent Mode.
Appendix D	Silent Mode Uninstallation	Instructions for uninstalling Interstage BPM in Silent Mode.
Appendix E	Clustering, Load Balancing, and Failover	Instructions for setting up a cluster of Interstage BPM Servers.
Appendix F	Enabling NTLM Authentication Protocol for Interstage BPM Console	Instructions to enable NTLM Authentication Protocol for Interstage BPM Console
Appendix G	Troubleshooting	Information to help you troubleshoot problems associated with using Interstage BPM.

Screenshots of the products that appear in this manual are approximations only. What you see when using the product may differ in appearance due to platform or product version differences.

## Typographical Conventions

The following conventions are used throughout this manual:

Example	Meaning
<code>command</code>	Text, which you are required to type at a command line, is identified by <code>Courier</code> font.
<b>screen text</b>	Text, which is visible in the user interface, is <b>bold</b> .
<i>Reference</i>	Reference material is in <i>italics</i> .
<code>Parameter</code>	A command parameter is identified by <code>Courier</code> font.

## Other References

The following references for Interstage Business Process Manager are also available:

- *Release Notes*  
Contains an overview of Interstage Business Process Manager, installation tips, and late-breaking information that could not make it into the manuals.
- *Interstage Business Process Manager Server and Console Installation Guide*  
Describes software and hardware requirements, installation procedure for Interstage Business Process Manager Server and Console
- *Interstage Business Process Manager Server Administration Guide*  
Explains how to configure and administrate Interstage Business Process Manager Server. This guide also describes the configuration parameters of the Interstage BPM Server.
- *Interstage Business Process Manager Developer's Guide*  
Describes how to use the Interstage Business Process Manager API to customize and extend Interstage BPM to fit the unique needs of your organization.
- *Interstage Business Process Manager Studio User's Guide*  
Explains how to model processes using the Interstage Business Process Manager Studio.
- *Interstage Business Process Manager Tenant Management Console Online Help*  
Explains how to use the Interstage Business Process Manager Tenant Management Console user interface.
- *Interstage Business Process Manager Console Online Help*  
Explains how to use the Interstage Business Process Manager Console user interface.
- *API Javadoc Documentation*  
This HTML documentation provides the API and syntax of the packages, interfaces and classes for developing custom applications or embedding Interstage Business Process Manager into other products.

## Abbreviations

The products described in this manual are abbreviated as follows:

- "Interstage Business Process Manager" is abbreviated as "Interstage BPM".
- "Microsoft® Windows Server® 2003" is abbreviated as "Windows Server® 2003".
- "Oracle Solaris" might be described as "Solaris", "Solaris Operating System", and "Solaris OS" in this document.
- "Microsoft® SQL Server 2005 Standard Edition", and "Microsoft® SQL Server 2005 Enterprise Edition", "Microsoft® SQL Server 2008 Standard Edition", and "Microsoft® SQL Server 2008 Enterprise Edition" are abbreviated as "Microsoft® SQL Server", "Microsoft SQL Server", or "SQL Server".
- "Oracle 10g R2 Standard Edition", "Oracle 10g R2 Standard Edition One", "Oracle 10g R2 Enterprise Edition", "Oracle 11g Standard Edition", "Oracle 11g Standard Edition One", "Oracle 11g Enterprise Edition" are abbreviated as "Oracle".
- "WebSphere Application Server" is abbreviated as "WebSphere".

# 1 System Configurations for Interstage BPM Server

Interstage Business Process Manager (Interstage BPM) is a server-based workflow engine with APIs (Application Programming Interfaces) for workflow application development.

The Interstage BPM Server runs on an application server providing load balancing and failover capabilities, and it operates with a database, which persistently stores and maintains all process information.

A user and group store is required to manage Interstage BPM user accounts and to expand a group into a list of users. Depending on your choices when deploying the server, users are managed either in Interstage BPM's local user store or in a Directory Service. Groups can be managed in Interstage BPM's local group store, in a Directory Service or in both systems.

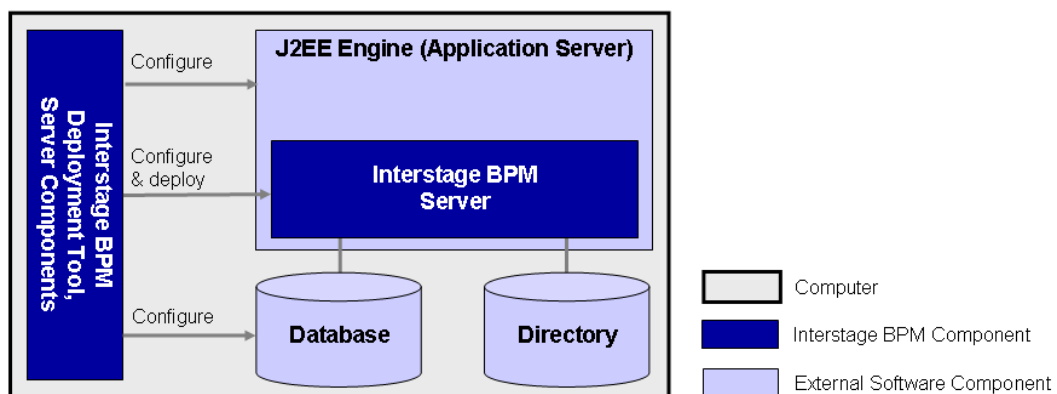
The Interstage BPM Server is shipped with a Deployment Tool, which is used to

- Configure the database, the application server and the Interstage BPM Server
- Deploy the Interstage BPM Server and Console to the application server

The system configurations described in the next sections are typically used. The decision of the configuration to be used depends on the desired performance of the employed systems.

## 1.1 Minimum Configuration: All Systems on the same Computer

You can install the Interstage BPM Deployment Tool, the Interstage BPM Server, the database, and, if you plan to use a remote user store, the Directory Service on the same computer.

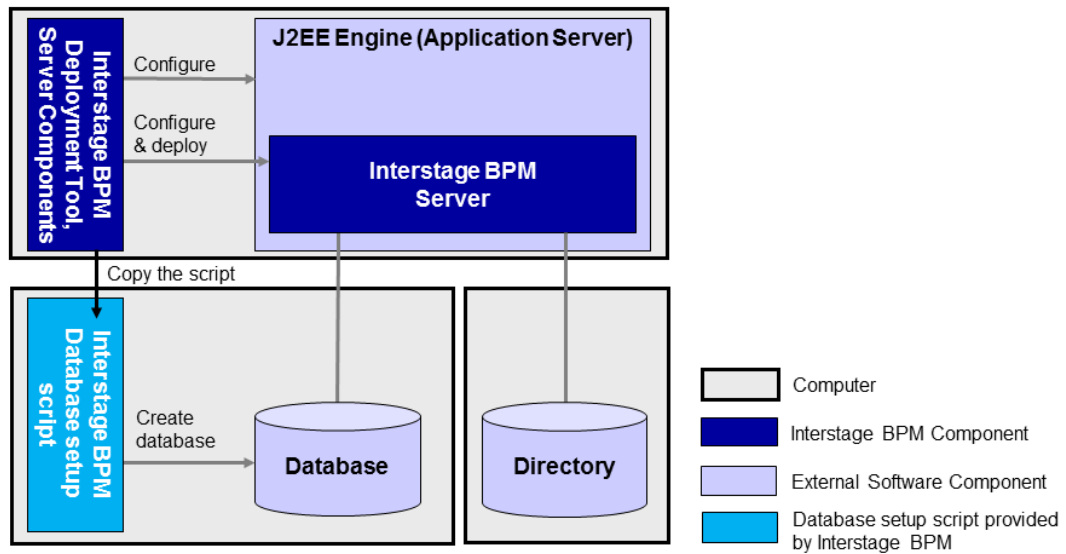


**Figure 1: All systems on the same computer**

For details about the architecture of Interstage BPM, refer to the *Interstage Business Process Manager Server Administration Guide*.

## 1.2 Database on Remote Computer

The following figure shows a configuration where the Interstage BPM Server and the database are installed on separate computers.



**Figure 2: Database on Remote Computer**

To set up this configuration, you install the Interstage BPM Server software on the computer hosting the database and use the Deployment Tool to configure the database.

Next, you copy the database setup script from the Interstage BPM Server-computer to the database server computer. The Interstage BPM Deployment Tool can then be run from that computer to configure the application server and deploying the Interstage BPM Server to the application server.

In the configuration shown above, the Directory Service is also installed on a remote computer. However, this has no impact on the Interstage BPM installation procedure.

## 2 System Configurations for Interstage BPM Console

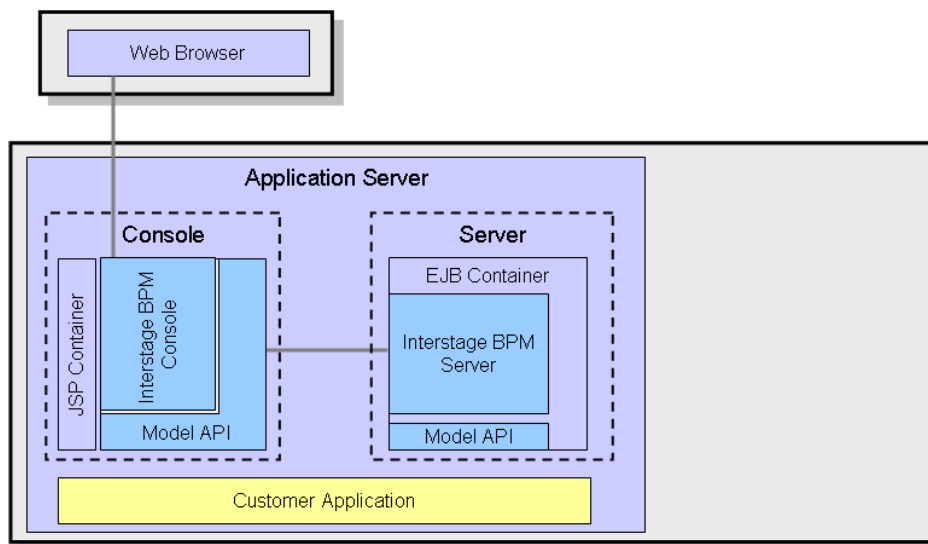
The Interstage BPM Console is the Client that connects to the Interstage BPM Server.

The Interstage BPM Console must run on the same application server on the same machine as the Interstage BPM Server to which it connects.

The system configurations described in the next sections are typically used. The decision of the configuration to be used depends on the desired performance of the employed systems.

### 2.1 Minimum Configuration: All Systems on the same Computer

Interstage BPM Server and Console is always deployed together on the same computer.



**Figure 3: All systems on the same computer**

For details about the architecture of the Interstage BPM Server, refer to the *Interstage Business Process Manager Server Administration Guide* .

## 3 System Requirements for Interstage BPM Server and Console

### 3.1 Hardware Requirements for Interstage BPM Server and Console

#### Machine and Processor

Operating System	Machine	Processor
Windows	Fujitsu PRIMERGY or other Intel Architecture servers	Minimum: Intel® Pentium III processor, 1 GHz, 1 CPU or greater Recommended: Intel® Pentium III processor, 2 GHz, 2 CPU or greater
Solaris	Fujitsu PRIMEPOWER or other Solaris servers	Minimum: Ultra SPARC or SPARC64 V (kernel arch: sun4u/sun4us/sun4d) 1 GHz, 1 CPU or greater Recommended: SPARC 1.2GHz, 2CPU or greater
Linux	Fujitsu PRIMERGY or other Intel Architecture server	Minimum: Intel® Pentium III processor, 1 GHz, 1 CPU or greater Recommended: Intel® Pentium III processor, 2 GHz, 2 CPU or greater

#### Memory

Minimum: 1 GB

Recommended for Server: 2 GB or more

Recommended for Console: 4 GB or more

#### Hard Drive

Recommended for Server: 8 GB of free space during runtime (at least 1 GB must be available in the /tmp directory)

(Please refer the calculation method below)

Interstage BPM installation: 300 MB

Log file space: Depends on the number of active users. As a rule of thumb, with the default log level, calculate 5 KB for each user logging in. For example, if 1000 users log in per day, the log file increases by 5 MB per day.

Database server installation: Please refer to the product documentation.

Database space:

As a rule of thumb, 1000 instances of a process definition with 10 nodes require about 5 MB. During Interstage BPM runtime, the processing of work items, history entries in the database, etc., require additional space besides the initial database size. This additional space depends on 1) the number

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of process instances 2) the number of active nodes 3) the number of users who are assigned to work items.

For example, if you have 1000 instances of a process with 10 nodes, 50% of the nodes require parallel processing (e.g. OR nodes), 10 users are accessing the process instances, you need the following disk space at runtime:

1500 active nodes multiplied with 10 users: 15,000 KB or 15 MB

## 3.2 Minimum Software Requirements for Server and Console

For software requirements for the server, refer to the *Interstage BPM Server Release Notes*.

For software requirements for the Console, refer to the *Interstage BPM Console Release Notes*.

### 3.2.1 Preparation for Installing Interstage BPM on Linux Environments

If using Linux, before installation ensure the following packages of Red Hat Enterprise Linux are available.

To check whether a particular package is installed, use the following command:

```
rpm -q <package-name>
```

(Note that `(i686)` and `(x86_64)` below denote the respective package's architecture.)

#### **Packages for Red Hat Enterprise Linux 5 (32 bit and 64 bit):**

- `libXp (i686)`

#### **Packages for Red Hat Enterprise Linux 6 (32 bit):**

- `glibc-devel (i686)`
- `glibc-headers (i686)`
- `kernel-headers (i686)`
- `libXp (i686)`

#### **Packages for Red Hat Enterprise Linux 6 (64 bit):**

- `glibc (i686)`
- `glibc-devel (i686)`
- `glibc-headers (x86_64)`
- `kernel-headers (x86_64)`
- `libICE (i686)`
- `libSM (i686)`
- `libX11 (i686)`
- `libXau (i686)`
- `libXext (i686)`
- `libXi (i686)`
- `libXp (i686)`
- `libXt (i686)`
- `libXtst (i686)`
- `libuuid(i686)`
- `libxcb (i686)`

- `nss-softokn-freebl (i686)`

In case any package is not installed, download it from your Red Hat Enterprise Linux CD or the Red Hat Network website, and install it using the following command:

```
rpm -i <package-name>
```

**Note:** If you plan to perform GUI-based installation and deployment of Interstage BPM on Linux, you need to install **X Window System** on your Linux machine. **X Window System** is not installed by default on Red Hat Enterprise Linux 6. For this, ensure that the following packages are installed:

- X Window System
- Desktop
- Legacy X Window System compatibility
- General Purpose Desktop

### 3.3 Hardware Requirements for Browser

#### Machine

Fujitsu DESKPOWER, ESPRIMO, SCENIC, SCALEO, CELCIUS, Lifebook, AMILO, PRIMERGY or other Windows PC / Intel Architecture servers

#### Processor

Pentium III 500 MHz or greater

#### Memory

Minimum: 512 MB, Recommended: 2 GB or more

### 3.4 Minimum Software Requirements for Web Browser Clients

For software requirements for the client machines connecting to the Console remotely, refer to the Release Notes.



## 4 Overview of Integrated Deployment of Interstage BPM Server and Console

You can deploy Interstage BPM Server and Console together using the integrated Deployment Tool.

**Note:** When you deploy Interstage BPM Console, Interstage BPM Tenant Management Console is automatically deployed as well.

**Note:** If you are upgrading from a previous version of Interstage BPM, refer *Upgrading Interstage BPM from Previous Versions* on page 69.

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## 5 Preparing for Installation and Deployment of Interstage BPM Server and Console

This chapter explains how to set up your environment before installation and deployment of Interstage BPM.

### 5.1 Database Server Preparation

This section provides instructions in configuring your database software for use by Interstage BPM. You must create a new database instance for Interstage BPM. When deploying the Interstage BPM Server and Console, you will specify this instance. These instructions use the default database instance for the purpose of providing an example.

#### 5.1.1 Configuring Microsoft® SQL Server

Microsoft® SQL Server 2005 or Microsoft® SQL Server 2008 can be used as the database with Interstage BPM.

**Prerequisites:** Microsoft SQL Server is installed. If you want to use Microsoft SQL Server as database for deploying Interstage BPM Server and Console in non-windows environments, ensure that Microsoft SQL Server is used as remote database.

**To configure Microsoft SQL Server:**

1. Change SQL Server Authentication
    - a) Interstage BPM only supports SQL Server Authentication. To enable this, install Microsoft® SQL Server in Mixed Mode.
- Note:** If Microsoft® SQL Server is already installed, you may have to run a configuration program such as **SQL Server Configuration Manager** if the default selection from the prior installation enabled Named Pipes. Run the **SQL Server Configuration Manager** and add TCP/IP. However, do not disable Named Pipes. Both must be selected.
2. Configure the network for SQL Server
    - a) Confirm that **TCP/IP** is selected under Network Operations.
    - b) Determine the port number of the Microsoft® SQL Server instance that Interstage BPM will connect to. To do so:
      1. Select **Start > Programs > Microsoft SQL Server 2005/2008 > Configuration Tools > SQL Server Configuration Manager**.
      2. Navigate to **SQL Server Network Configuration > Protocols for <MSSQLInstance>**. For the default instance, the value of <MSSQLInstance> is MSSQLSERVER.
      3. Confirm that TCP/IP is enabled. Then, go to the TCP/IP properties and click the **IP Addresses** tab. The **IPAll** section displays the **TCP port** and **TCP Dynamic Ports** parameters.
      4. If you are using the default Microsoft® SQL Server instance, note down the value of **TCP Port**. If you are using a named instance, note down the value of the **TCP Dynamic Ports**. You will need to specify the port number later when deploying the Interstage BPM Server.
  3. Confirm Collation settings.

The default Collation settings at the time of installing Microsoft SQL are usually correct. However, if you receive a collation error when deploying, you need to configure these settings.

- a) Use the following query to make the collation of your database case-insensitive:

```
ALTER DATABASE teamflowdb COLLATE <collationName>
```

where <collationName> is the name of the collation, example, Latin1\_General\_CI\_AS.

**Ensure this is case-insensitive, that is, it contains the 'CI' characters.**

**Note:** If you have changed the CaseSensitivity parameter to `cs` for the server level collation, you cannot create database via the Deployment Tool. In such a case, you need to first create Interstage BPM database using the database creation script, and change the database collation to CaseSensitive. Then you need to select the **Use existing database** option in the **Database Settings** screen of the Deployment Tool.

4. Install the SQL Server Driver for JDBC.

You need to copy the required Microsoft SQL Server JDBC driver files from Microsoft SQL Server WebSite to the application server computer. You will need to specify the driver location later when deploying the Interstage BPM Server. For the exact version of the JDBC driver supported, refer the Release Notes. If you are running your **database on a remote computer**, you need to copy the required jdbc driver files to the application server computer.

In case of UNIX environments you need to confirm the JDBC driver jar's permission. The permission must be '666'(ugo=rw).

## 5.1.2 Configuring Oracle

**Prerequisite:** Oracle is installed.

**To configure Oracle for Interstage BPM:**

1. Set the `ORACLE_HOME` environment variable to the installation directory of the database server you are deploying on.

- Example on Oracle 10g:

```
ORACLE_HOME=/opt/oracle/app/oracle/product/10.2.0/db_1
```

- Example on Oracle 11g:

```
ORACLE_HOME=/opt/Oracle/Oracle11gR2/product/11.2.0/dbhome_1
```

You can either set the environment variable in your `~/.profile` file or in the shell before starting the Deployment Tool.

**Note:** If you set the environment variable in the shell, run the `set -a` command so that the environment variable is set for all subshells created from the parent shell.

2. Create a new database instance for Interstage BPM.

When deploying the Interstage BPM Server, you will specify this instance. The default database instance for Oracle is `ORCL`.

Make sure that the database instance is created with the following character sets:

- AL32UTF8 as the database character set
- AL16UTF16 as the national character set

These settings are required to support Unicode UTF-16 characters.

3. Make sure that a TCP/IP version of Oracle's SQL\*Net is installed.

The Oracle JDBC driver requires a TCP/IP version of Oracle's SQL\*Net. This is the default for a standard installation.

**Note:** If you need to uninstall Oracle or require recovery from a failed installation, contact Oracle Technical Support for instructions before reinstalling.

4. Install the Oracle Driver for JDBC.
  - a) You need to copy the required Oracle JDBC driver files from Oracle WebSite to the application server computer. You will need to specify the driver location later when deploying the Interstage BPM Server. For the exact version of the JDBC driver supported, refer the Release Notes. If you are running your **database on a remote computer**, you need to copy the required jdbc driver files to the application server computer.
  - b) In UNIX environments, confirm the JDBC driver jar's permission. The permission must be '666'(ugo=rw).
5. Change permissions in case of UNIX environments.
  - a) You must have execute permissions for the sqlplus file located in the <ORACLE\_HOME>/bin directory.
  - b) You must have write permissions for the directory in which the Interstage BPM database will reside.

### 5.1.3 Starting the Database Server

Since configuration information must be written to the database during deployment, ensure that the database server is running prior to deploying Interstage BPM Server. Start the database server according to the documentation provided with your database server.

## 5.2 Application Server Preparation

### 5.2.1 Installing and Configuring WebSphere Application Server for Interstage BPM Server and Console

**To prepare the WebSphere Application Server:**

1. Install WebSphere Application Server according to the WebSphere installation documentation. When installing WebSphere Application Server Network Deployment (ND) Edition, on the **WebSphere Application server environments** screen, select the **Application Server** environment.

<b>Note:</b>	<ul style="list-style-type: none"> <li>You must have full administrative privileges on the system upon which you are installing WebSphere to perform any of the instructions described in this section.</li> <li>Your operating system user name must be 12 characters or less in length.</li> <li>Interstage BPM for WebSphere will not work properly on a computer with a hyphen (-) or white space in its computer name.</li> <li>Do not install WebSphere under a directory containing blanks in its name. If you do, you will not be able to properly configure your Java Plug-in, so your Interstage BPM Clients will not work properly. For example, on Windows, do not install WebSphere under the <code>C:\Program Files</code> directory.</li> <li>Refer to the Release Notes for the exact WebSphere versions and editions that are supported by Interstage BPM.</li> </ul>
--------------	--

2. Start the WebSphere Application Server using the startup script located in `<WebSphere Installation Directory>/AppServer/bin`:

Operating System	Startup Script
Windows	<code>startServer.bat &lt;Server Name&gt;</code> Example: <code>startServer.bat server1</code>
UNIX	<code>startServer.sh &lt;Server Name&gt;</code> Example: <code>startServer.sh server1</code>

On Windows, you can also start the application server using the following menu path:

WebSphere Edition	Menu Path
WebSphere Application Server Network Deployment (ND) Edition	<b>Start &gt; Programs &gt; IBM WebSphere &gt; Application Server Network Deployment&lt;version&gt; &gt; Profiles &gt; AppSrv01 &gt; Start the server</b>

<b>Note:</b> These instructions must be modified if you are using a WebSphere server other than the default server <code>server1</code> . Refer to your WebSphere installation instructions for the details on this.
--

If everything has been installed correctly, the WebSphere Application Server starts.

3. In the `wsadmin.properties` file located in the `<WebSphere Installation Directory>/AppServer/profiles/<profile>/properties/` directory, change the value of the `com.ibm.ws.scripting.echoparams` property to `false`.

This will ensure that after Interstage BPM is deployed, information messages logged by the WSAAdmin tool (such as passwords) are not printed in the Deployment Tool logs.

## 5.3 Directory Server Preparation

If you use local user management system, you do not need to do this step. Local user management system is user management function for Interstage BPM that is provided by Interstage BPM. In the Local user management system, all of the users for Interstage BPM are created in the database.

If you want to use external directory service to manage Interstage BPM users, you need to register LDAP Access for users before deploying Interstage BPM Server and Console. How to setup external directory service is described in *Setting Up a Directory Service* on page 46.

---

## 6 Installing and Deploying Interstage BPM Server and Console

**Note:** When you deploy Interstage BPM Server and Console, Interstage BPM Tenant Management Console is also automatically deployed.

Interstage BPM comes with an installation program and a Deployment Tool. The installation program installs the product documentation, the Deployment Tool and all files required for subsequent deployment of the Interstage BPM Server and Console to an application server of your choice. The Deployment Tool walks you through the required configuration steps and performs the actual deployment to an application server.

This chapter explains how to perform server and console installation using the installation program and the Deployment Tool in graphical mode.

Installation and deployment is a short, smooth process if you know the overall procedure and all of the values for the parameters that you need to supply. It is recommended that read the overview of the installation and deployment procedure before starting the installation.

Refer to *System Requirements for Interstage BPM Server and Console* on page 14 and to the Release Notes for details on the required components mentioned in the procedures described in this chapter.

**Note:** If you install Interstage BPM Server on a computer that is periodically disconnected from the network, your computer's DHCP lease may expire while you are off line. If this happens, TCP/IP (and therefore Interstage BPM Server) will cease functioning. Therefore, you should use a static IP address for the computer.

If you want to change the Interstage BPM configuration after deployment, you can do so by following the instructions in the *Interstage BPM Server Administration Guide*.

### 6.1 Permissions Required for Installation and Deployment

#### Permissions Required for Installation

You must have read, write and execute permissions on the installation directory of the Interstage BPM Server and Console.

**Note:** On Solaris, if you are installing as a non-root user, Interstage BPM Server will not be installed as a package.

### 6.2 Overview of the Installation and Deployment Procedure

This section summarizes the steps required to install and deploy the Interstage BPM Server and Console. The installation and deployment procedure depends on whether the database and the application server are installed on the same or on different computers.

To connect to a Directory Service and log into Interstage BPM (except for the default Interstage BPM user created during deployment), you must configure and start the Directory Service before starting the Interstage BPM Server.

**Note:** If you are upgrading from a previous version of Interstage BPM, refer *Upgrading Interstage BPM from Previous Versions* on page 69.

---

## Running the Database and Interstage BPM Server on the Same Computer

1. Prepare the database and make sure that the database server is running.  
Refer to section *Database Server Preparation* on page 18.
2. Prepare the application server and make sure it is running.  
Refer to section *Application Server Preparation* on page 20.
3. Install Interstage BPM.  
Refer to section *Installing Interstage BPM* on page 25.
4. If you want to connect to a Directory Service, you must configure it before starting the Interstage BPM Server.  
Refer to chapter *Setting Up a Directory Service* on page 46.
5. Configure the Interstage BPM Server and Console and deploy it to the application server.  
Refer to section *Deploying Server Instances with Console* on page 36.
6. Switch on Java security.  
Refer to section *Switching on Java Security* on page 40.
7. Start the Interstage BPM Server.  
Refer to section *Starting Interstage BPM Server* on page 41.

## Running the Database and Interstage BPM Server on Different Computers

**Note:** Even if you intend to setup database and Application server on the same machine, you can use the steps below in case you want to create database and deploy Interstage BPM Server at different times on the same machine.

1. Prepare the database and make sure that the database server is running.  
Refer to section *Database Server Preparation* on page 18.
2. Prepare the application server and make sure it is running.  
Refer to section *Application Server Preparation* on page 20.
3. Install Interstage BPM on the **application server computer**.  
Refer to section *Installing Interstage BPM* on page 25.
4. On the **database server computer**, execute the database creation script. To execute the database creation script you need to copy it from Interstage BPM installed computer.  
Refer to section *Configuring the Remote Database* on page 34.
5. If you want to connect to a Directory Service, you must configure it before starting the Interstage BPM Server.  
Refer to chapter *Setting Up a Directory Service* on page 46.
6. On the **application server computer**, run the Deployment Tool to deploy the Interstage BPM Server and Console.  
Refer to section *Deploying Server Instances with Console* on page 36.
7. Switch on Java security.  
Refer to section *Switching on Java Security* on page 40.
8. Start the Interstage BPM Server.



Refer to section *Starting Interstage BPM Server* on page 41.

## 6.3 Installing Interstage BPM

Use the instructions in this section to perform a new installation of Interstage BPM.

**Note:** If you have a previous version of Interstage BPM Server on your computer, refer to chapter *Upgrading Interstage BPM from Previous Versions* on page 69.

### To install Interstage BPM:

1. Read the Release Notes located in the top-level directory of the CD-ROM.
2. Start the installation program located in the `engine` directory on the CD-ROM.

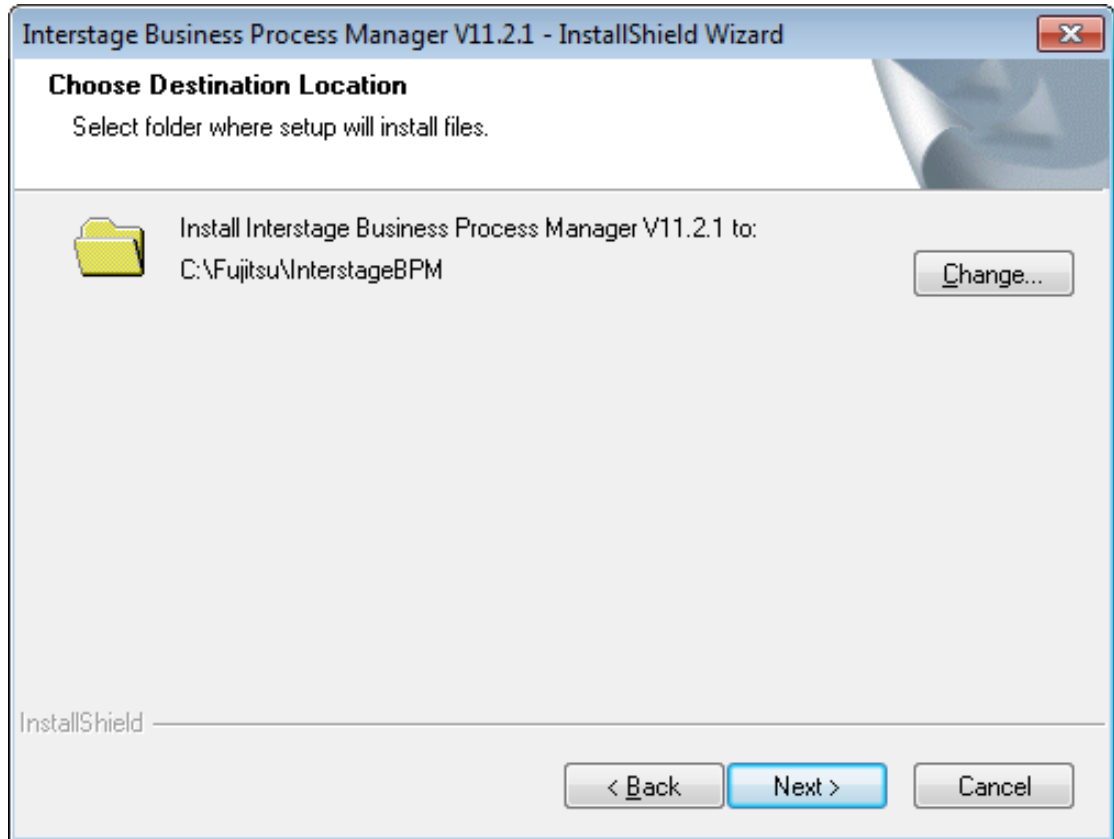
Operating System	Installation Program
Windows	<code>setupwin32.exe</code>
Solaris	<code>setupSolaris.bin</code>
Linux	<code>setupLinux.bin</code>

3. Read the **Welcome** screen and click **Next**.
4. On the **Interstage Business Process Manager Installation Directory** screen, specify an installation directory. Accept the default or click **Browse** and navigate to a directory of your choice.

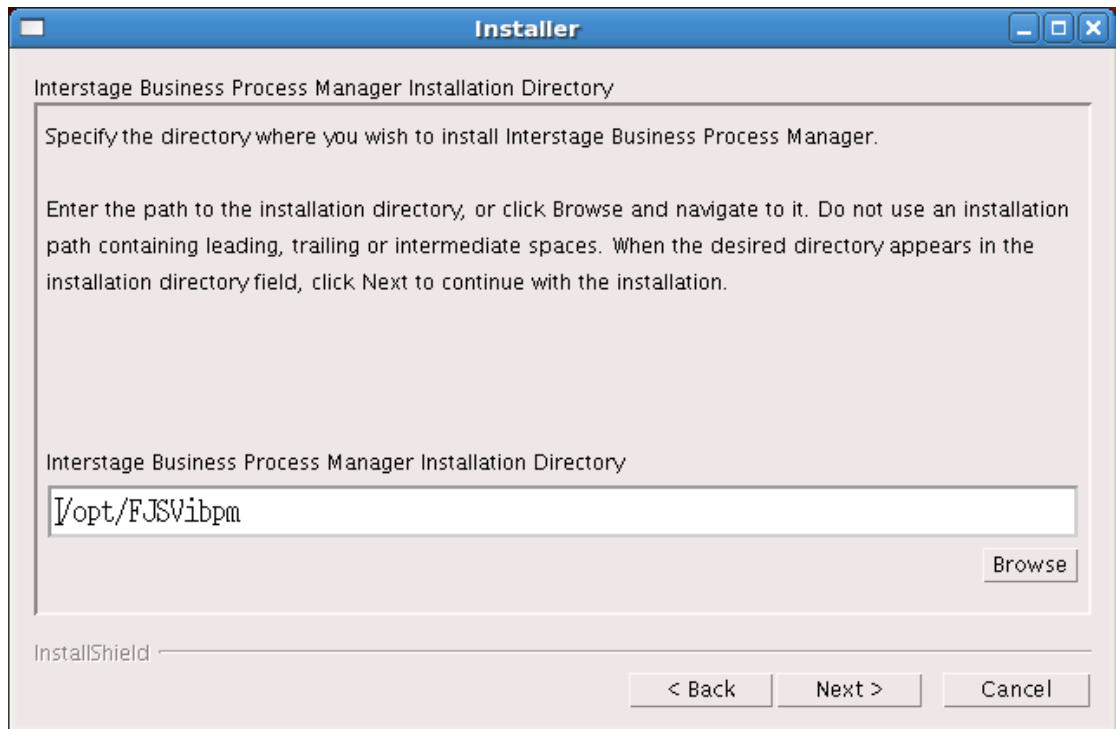
Default on Windows: `C:\Fujitsu\InterstageBPM`

Default on UNIX: `/opt/FJSVibpm`

**Note:** The installation directory path must not contain blanks or special characters such as ~ \$ @. Do not specify an installation directory path that is longer than 255 characters.



**Figure 4: Server Installation Directory (for Windows)**



**Figure 5: Server Installation Directory (for UNIX)**

5. Click **Next**.
6. On the JDK selection screen, specify the top-level directory of your J2SE Development Kit (JDK) installation. If the default directory is not the top-level directory of your JDK installation, click **Browse** and navigate to it.

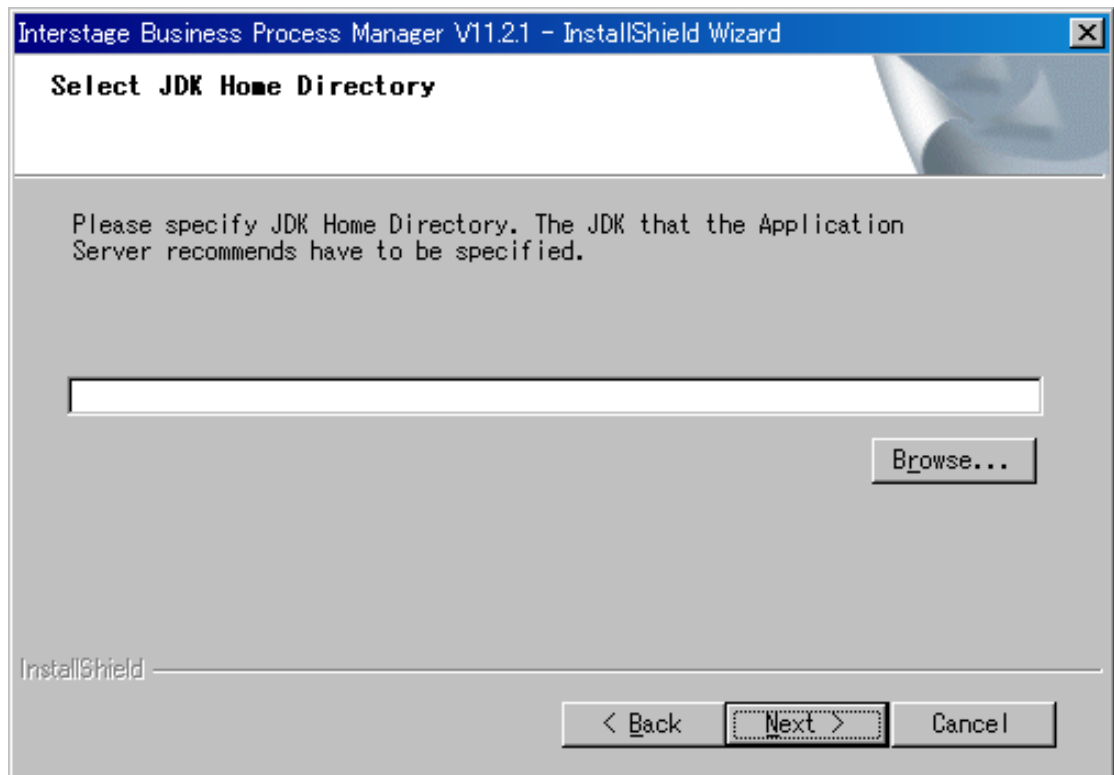
**Note:** JRE is not supported.

The JDK you specify here is also used during deployment of Interstage BPM. A different version of JDK is supported for each application server, as described in the *Interstage BPM Server Release Notes*.

Example on Windows: D:\java\jdk1.6.0\_22

Example on UNIX: /usr/jdk/jdk1.6.0\_22

**Note:** The JDK installation path must not contain blanks or special characters such as ~ \$ @.



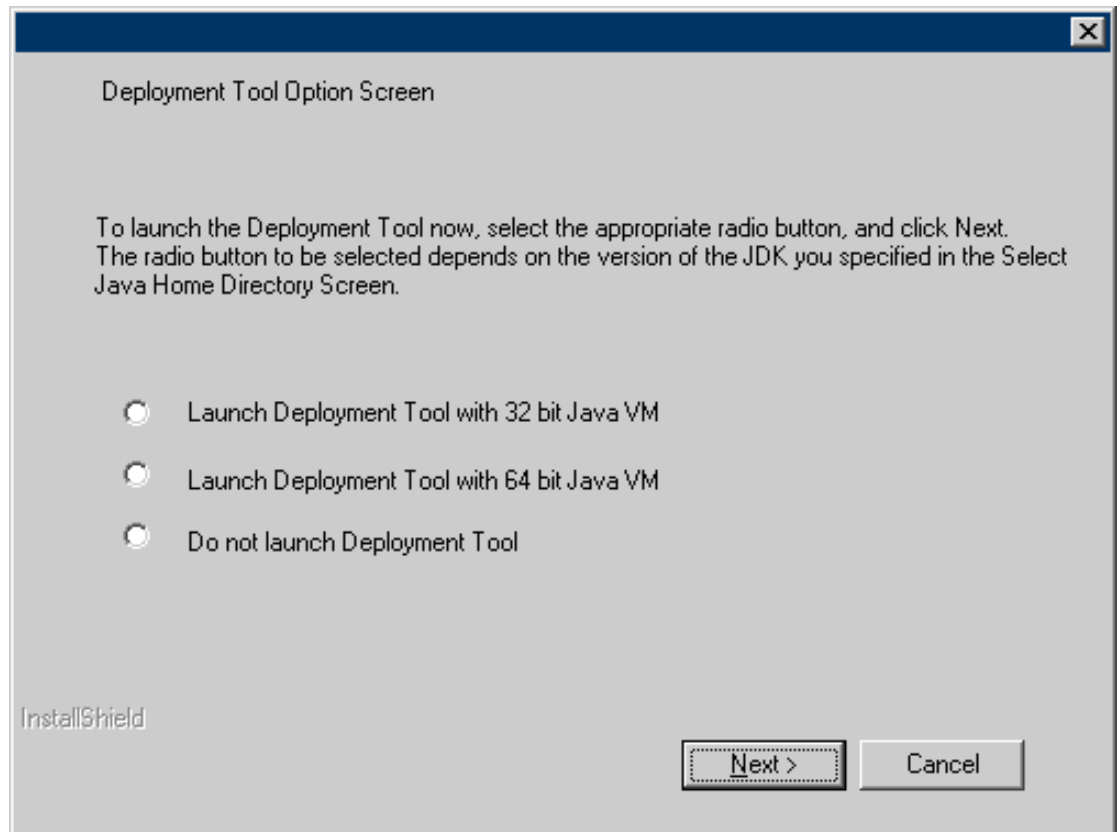
**Figure 6: JDK Directory (for Windows)**



**Figure 7: JDK Directory (for UNIX)**

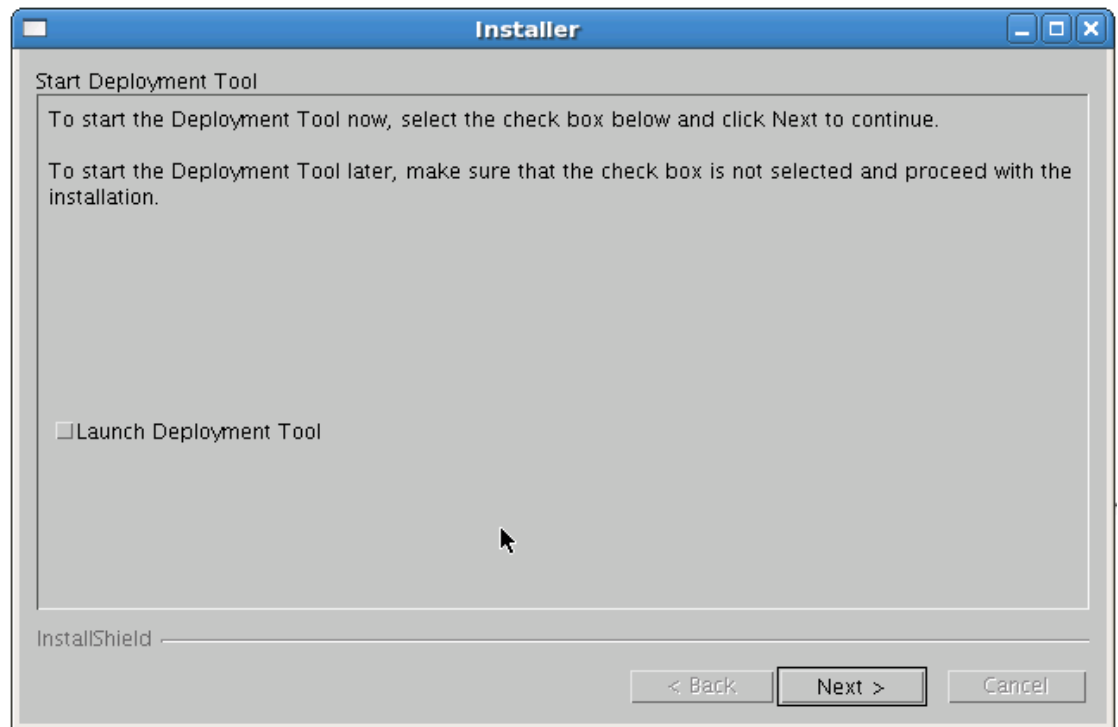
7. Click **Next**, and on the screen that appears, click **Install** to start the installation.  
The installation program starts copying files to your computer. Once the files have been copied, the **Start Deployment Tool** screen is displayed.
8. To launch the Deployment Tool, do one of the following:
  - **For Windows:** A 64 bit-JVM-specific Deployment Tool and a 32 bit-JVM-specific Deployment Tool are provided for Windows Server 2003 and Windows Server 2008.
    1. Select the appropriate radio button to launch the 32 bit-specific or 64bit-specific Deployment Tool.

2. Click **Next**.



**Figure 8: Start Deployment Tool - For Windows**

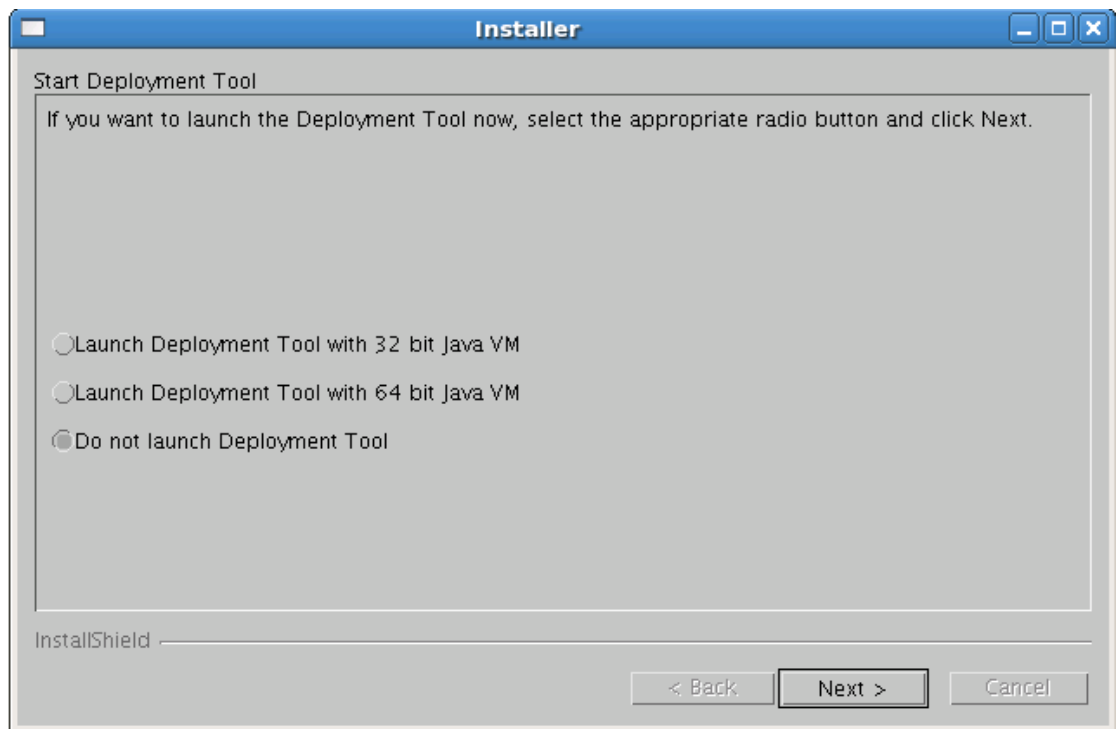
- **For Solaris:** On the **Start Deployment Tool** screen, select the **Launch Deployment Tool** check box and click **Next**.



**Figure 9: Start Deployment Tool - For Solaris**

- **For Linux:** A 64 bit-JVM-specific Deployment Tool and a 32 bit-JVM-specific Deployment Tool are provided for Linux.
  1. Select the appropriate radio button to launch the 32 bit-specific or 64bit-specific Deployment Tool.

2. Click **Next**.



**Figure 10: Start Deployment Tool - for Linux**

**Note:** If you want to configure and deploy Interstage BPM Server and Console at a later time, or you want to create a silent deployment script, make sure that you do not launch the Deployment Tool from this screen. Click **Next** and then **Finish**.

Refer *Starting the Deployment Tool* on page 32 for more information about launching the Deployment Tool at a later time.

Refer *Silent Mode Deployment and Undeployment* on page 88 for more information about creating a silent deployment script.

The installation program exits. If you selected to launch the Deployment Tool, the Deployment Tool is started.

## 6.4 Starting the Deployment Tool

### 6.4.1 Using the Deployment Tool Start-up Script

**Prerequisites:**

- You have prepared the database server and the application server as explained in chapter *Preparing for Installation and Deployment of Interstage BPM Server and Console* on page 18.
- You have installed Interstage BPM.
- You have set the resolution of your screen and the font size as follows:  
On UNIX: 1024x768, Sans 9 pt font or 1280x1024, Sans 10 pt font



On Windows: 1024x768, system default font

- You have the required permissions for deployment. For details, refer to section *Permissions Required for Installation and Deployment* on page 23.

If you chose not to launch the Deployment Tool at the end of the installation process as described at the end of the previous section, you can start the Deployment Tool manually.

**To start the Deployment Tool:**

- Run the startup script located in `<Interstage BPM Installation Directory>/server/deployment/tool:`

Operating System	Startup Script
Windows	run_windows.bat (for 32bit Java VM) run_windows_x64.bat (for 64bit Java VM)
Solaris	run_solaris.sh
Linux	run_linux.sh (for 32bit Java VM) run_linux_x64.sh (for 64bit Java VM)

On Windows (32 bit), you can also start the Deployment Tool using **Start > Programs > Interstage Business Process Manager > Launch Deployment Tool**.

On Windows (64 bit), you can also start the Deployment Tool using **Start > Programs > Interstage Business Process Manager > Launch Deployment Tool (64-Bit)**.

`run_windows_x64.bat`

This is a 64bit-JVM-specific Deployment Tool provided for Windows Server 2003, Windows Server 2008.

- Use the 64bit Deployment Tool only if both your Operating System as well as Java Environment (JVM) is 64bit. If used otherwise, the Deployment Tool will fail to start.
- Irrespective of your Operating System, if your JVM is 32bit, use the 32bit Deployment Tool.

**Note:** 32bit Operating Systems and 64bit JVM are incompatible and using this combination will cause launch of Deployment Tool to fail irrespective of the version of Deployment Tool.

`run_linux_x64.sh`

This is a 64bit-JVM-specific Deployment Tool provided for Linux.

- Use the 64bit Deployment Tool only if both your Operating System as well as Java Environment (JVM) is 64bit. If used otherwise, the Deployment Tool will fail to start.
- Irrespective of your Operating System, if your JVM is 32bit, use the 32bit Deployment Tool.

**Note:** 32bit Operating Systems and 64bit JVM are incompatible and using this combination will cause launch of Deployment Tool to fail irrespective of the version of Deployment Tool.

## 6.4.2 Configuring the Deployment Tool Startup JVM

If you want to change the Deployment Tool startup Java VM, it is necessary to modify the startup script explained in the previous section.

For example, open the script file in a text editor and correct `JAVA_HOME`

Edit `run_windows.bat`, `run_windows_x64.bat` as follows:

```
SET JAVA_HOME=C:\IBM\WebSphere\AppServer\java\bin\java
```

Edit the following files as follows:

- `run_linux.sh`
- `run_linux_x64.sh`
- `run_solaris.sh`

```
SET JAVA_HOME=/opt/IBM/WebSphere/AppServer/java/bin/java
```

## 6.5 Configuring the Remote Database

**Prerequisite:** You have prepared the database server as instructed in section *Database Server Preparation* on page 18.

This section describes how to execute the database creation script and how to run the Deployment Tool on the database server computer to configure the database. **If you are using a local database, you do not need to perform the instructions in this section.** You will typically perform the instructions in this section only if your database is installed on a remote computer.

**How to use the database creation script:**

1. From following directory on the Interstage BPM installed-machine, copy the database-related scripts to the database machine:

Windows:

- Oracle: `<install_directory>\server\deployment\dbsetup\oracle`
- Microsoft SQL Server: `<install_directory>\server\deployment\dbsetup\sqlserver`

UNIX:

- Oracle: `<install_directory>/server/deployment/dbsetup/oracle`
- Microsoft SQL Server: `<install_directory>/server/deployment/dbsetup/sqlserver`

**Note:** Database creation script for Microsoft SQL Server is provided only for Windows. This is because Microsoft SQL Server cannot be installed on UNIX environments.

**Script files to be copied (into a common directory on database machine):**

- `dbsetup.bat` (Setup script for Windows)
- `dbsetup.sh` (Setup script for UNIX)
- `config.bat` (Configuration file for Windows)
- `config.sh` (Configuration file for UNIX)
- SQL script files for Oracle:
  - `OracleDbCreate.sql`
  - `OracleTableCreate.sql`
- SQL script files for Microsoft SQL Server:
  - `mssqlDbCreate.sql`
  - `mssqlUserCreate.sql`
  - `mssqlTableCreate.sql`
  - `mssqlGrantPermissions.sql`

- mssqlModifyIsolationLevel.sql

2. Login to the machine where the database is installed.
3. On the database machine, navigate to the directory where you copied the script files, and edit the following parameters in the `config.bat` / `config.sh` file:

**Note:** When editing parameters, **do not** include values in double-quotes. An example of the **correct way** to specify a value:

```
DATAFILE_PATH=C:\Program Files\Microsoft SQL
Server\MSSQL.1\MSSQL\Data.
```

Common to all databases:

Parameter	Sample Value	Description
USER	ibpmuser	Database User Name
PASSWORD	ibpmuserpassword	Database User Password

For Oracle:

Parameter	Sample Value	Description
SID	orcl	Oracle System ID
SYSTEM_PASSWORD	systempassword	System User Password
ORACLE_HOME	On Windows: C:\app\oracle\product\11.2.0\ohome_1 On UNIX: /opt/app/oracle/product/11.2.0/ohome_1	ORACLE home directory
DATAFILE_PATH	On Windows: C:\app\oracle\oradata\orc On UNIX: /opt/app/oracle/oradata/orcl	Path to store data files

For SQL Server:

Parameter	Sample Value	Description
ADMIN_USER	sa	Database Administrator User
ADMIN_PASSWORD	adminpassword	Database Administrator Password
PORT	1433	Database Port Number
SQLSERVER_HOME	Example (On Windows): C:\Program Files\Microsoft SQL Server	SQLSERVER home directory

Parameter	Sample Value	Description
DATAFILE_PATH	On SQL Server 2005: C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data. On SQL Server 2008: C:\Program Files\Microsoft SQL Server\MSSQL10.MSSQLSERVER\MSSQL\DATA.	Path to store data files

#### 4. Run the setup script:

- dbsetup.bat (for Windows)
- dbsetup.sh (for UNIX)

**Note:** Running these scripts causes the older database to be deleted. So, when you run these scripts for the first time, you will receive an error message saying database deletion failed. This is correct behavior.

#### To configure the database:

1. On the machine where Interstage BPM is installed, if the Deployment Tool is not running, start it.  
For details, refer to section *Starting the Deployment Tool* on page 32.
2. On the **Welcome** screen of the Deployment Tool, select **Server instance setup**, and click **Next**.  
For details about using the Deployment Tool, refer *How to use Deployment Tool* on page 37.
3. Proceed through the Deployment Tool using the Description messages on each screen, till you reach the **Database Selection** screen.
4. On the **Database Selection** screen, select **Use existing database**. Complete other details required for your database as instructed on the screen.
5. Proceed through the rest of Deployment Tool and complete deployment.

**Note:** If you create the database using database creation script, validation is not executed by the Deployment Tool. Therefore you need to confirm all of the preparation requirements described in section *Database Server Preparation* on page 18 are met.

## 6.6 Deploying Server Instances with Console

There are two methods to deploy Server instance with Console. One is by using the Deployment Tool and the other is by using silent deployment. This section provides information about using the Deployment Tool.

To start the Deployment Tool, execute the appropriate startup script as described in *Using the Deployment Tool Start-up Script* on page 32.

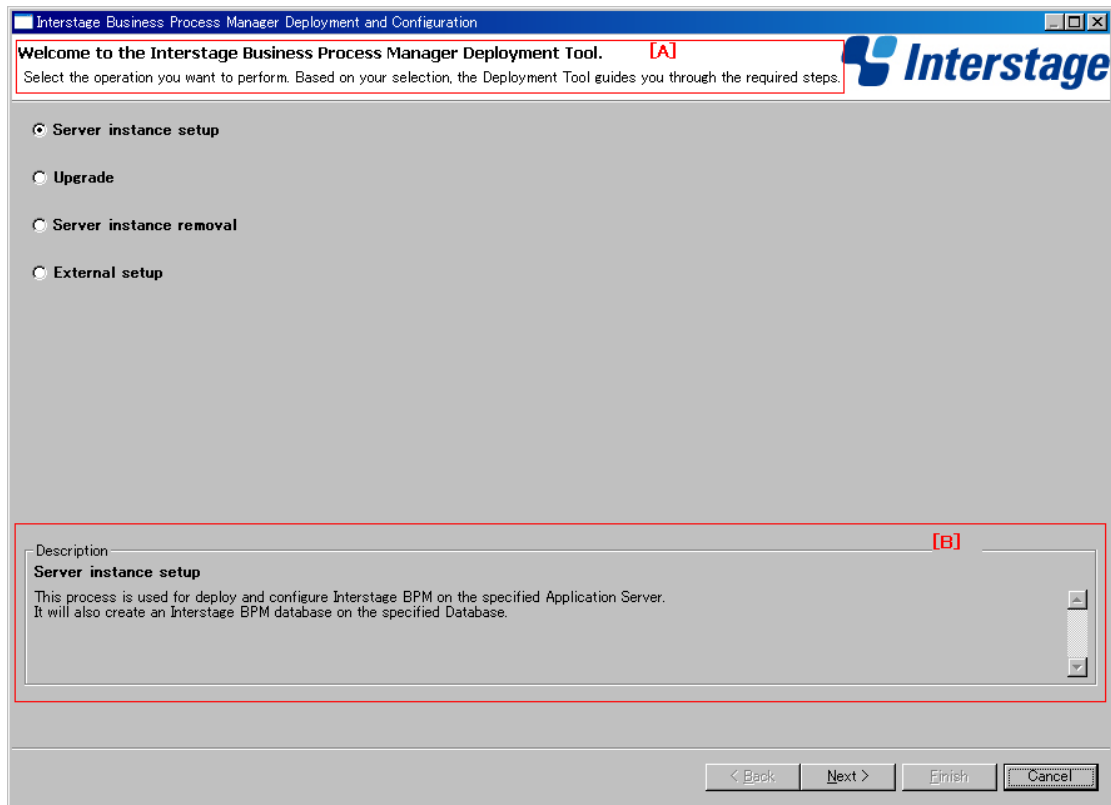
### 6.6.1 How to Deploy Interstage BPM Server Instance with Console

**Prerequisites:** You have already started the Deployment Tool

To deploy Server Instances with Console, in the **Welcome** screen of the Deployment Tool, select the **Server instance setup** option. After selecting this, click **Next** and start the Deployment wizard. How to use Deployment Tool is described in the next section.

## 6.6.2 How to use Deployment Tool

The following figure shows the generic layout of the Deployment Tool.



**Figure 11: Deployment Tool - General Layout**

Note the following:

- You can progress through this wizard by following the displayed messages.
- To move forward in the wizard, click the **Next** button.
- At the setup confirmation screen, clicking **Next** starts deployment.

Legend:

- [A]: The title of the screen and a brief summary of the screen's contents are displayed here. In case any of your inputs generate validation errors, these errors are also displayed here. You need to solve these errors to be able to proceed to the next screen. Help to solve errors is displayed in the area [B], described below.
- [B]: This area displays the description of the currently selected option or input-field in the screen.

In any screen, if on clicking **Next** any errors occur, these are displayed in a pop-up message window. To move to the next screen you need to solve the detected issue. Sometimes the messages are

shown as warning message, at which time you are allowed to progress to the next screen without solving the issue.

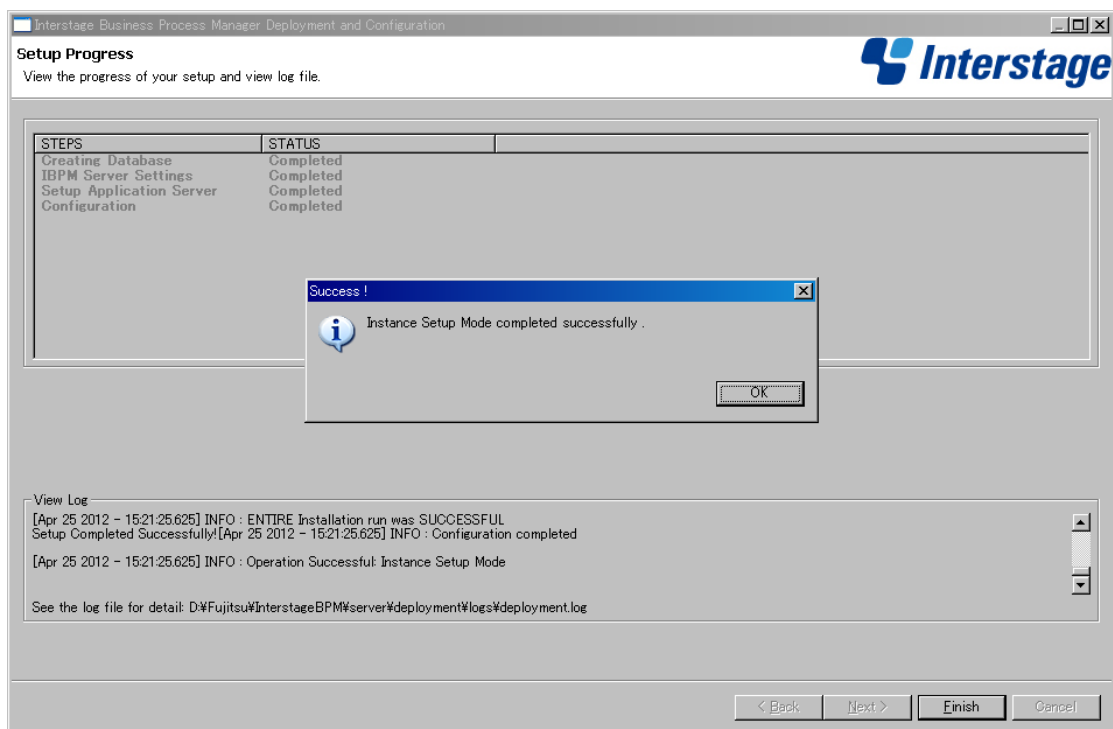
To find more details about any errors that occur during deployment, you can view the `deployment.log` file, available at the following location:

- On Windows: <Interstage BPM Installation directory>\server\deployment\logs
- On UNIX: <Interstage BPM Installation directory>/server/deployment/logs

**Note:** Contents of `deployment.log` are overwritten each time the Deployment Tool is executed.

### 6.6.3 How to Confirm Successful Deployment

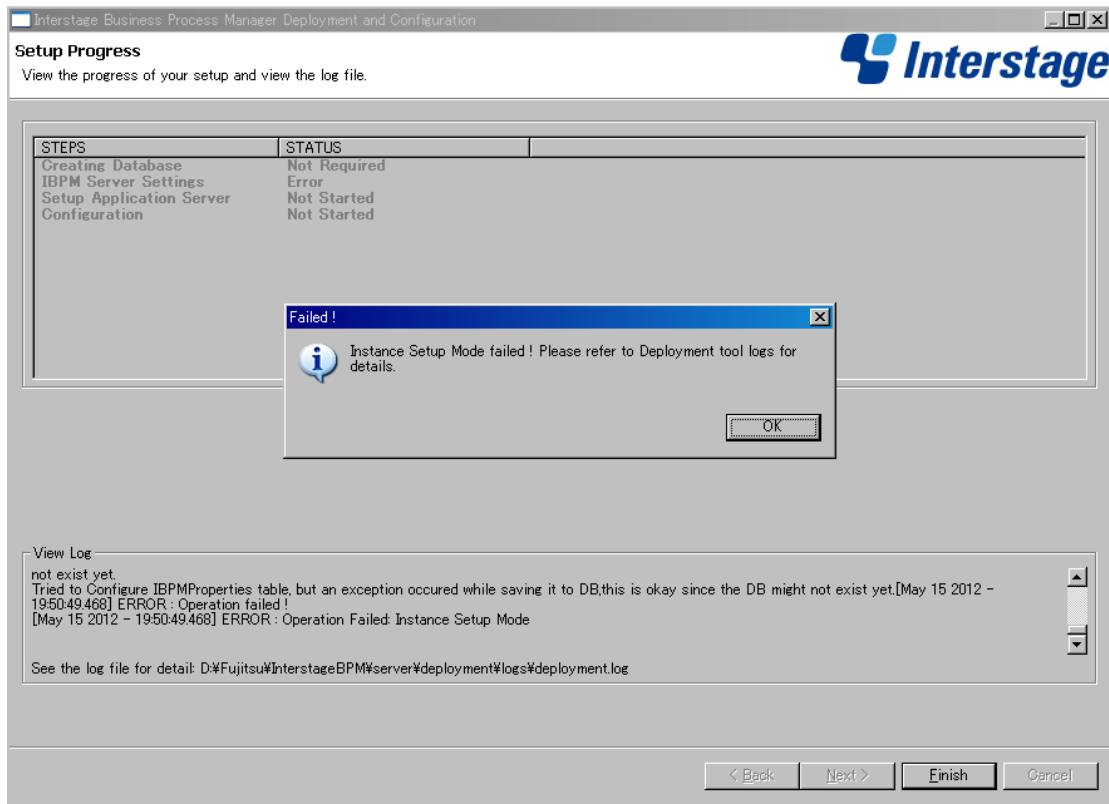
If deployment was completed successfully, you will view the following screen.



**Figure 12: Deployment Succeeded**

If you receive the **Success!** pop-up message, deployment was completed successfully and you can now proceed to the next step.

However, if you receive the **Failed!** pop-up message as shown below, it means deployment failed due to some reason.



**Figure 13: Deployment Failed**

To find the cause of failure, check the deployment.log, displayed at the bottom of **View Log** area. Often, the cause of failure is mis-configuration of database, application server or operating system. Based on the detected error, confirm if the database, application server or operating system was configured correctly by referring to that element's 'Preparation' section in this guide.

## 6.7 User Accounts and Groups

Every user that is to work with Interstage BPM needs a user account and must be assigned to one or more groups.

A group is a collection of users who share a function within an organization. For example, a *Manager* group might contain the first-line managers in an organization. Any Interstage BPM user may be made a member of any group.

In Interstage BPM, groups are used to determine who is responsible for carrying out a task in a process. Activities in process definitions are assigned to so-called Roles, which are equivalent to groups. The advantage of assigning activities to Roles (rather than individuals) is that if personnel changes occur, only the Role definition needs to be updated, and not all the processes that use the Role.

To set up an Interstage BPM user account, you create an account with appropriate user rights. You must make sure that the user names for the Interstage BPM users and the group members are identical.

**Note:** To create user accounts and groups that are valid for Interstage BPM, use only alphanumeric characters, hyphens, and underscore characters ("\_"). User names and group names must not begin with an at character ("@") as this is used to identify Agents in Interstage BPM.

The default group used by Interstage BPM is `Role`. Interstage BPM administrator accounts must be members of a special group named by default `AdminRole`.

If you have configured the Interstage BPM Server to use a Directory Service, you need to configure the Directory Service before starting the Interstage BPM Server. For details, refer to chapter *Setting Up a Directory Service* on page 46.

If you have configured the Interstage BPM Server to use its local user store, the Interstage BPM Super User account has already been created in the user store. There is no need to perform further configuration steps before starting the Interstage BPM Server. For details on creating additional user accounts and groups, refer to the *Interstage Business Process Manager User's Guide*.

## 6.8 Switching on Java Security

Deployment Tool deploys Interstage BPM in SaaS mode. In SaaS mode, it is critical to ensure that each tenant has access to only their own resources, and no other tenant's resources. To achieve this security, you need to manually switch on Java security as follows:

### For WebSphere Application Server:

1. In the WebSphere 7 Administration Console, navigate to **Security > Global Security**.
2. In the **Java 2 Security** section, ensure all checkboxes are selected.
3. To the `app.policy` file located in the `<WebSphere Installation Directory>/config/cells/<cell_name>/nodes/<node_name>/` directory, add the following:

```
grant {
    permission java.security.AllPermission;
};
```

4. Add the following permission to the `policy.xml` file. Refer the *Interstage BPM Administration Guide* for details about its location and how to edit this file.

```
...
<permission
  className="java.lang.RuntimePermission"
  target="modifyThread"/>
...
```

5. Additionally, in case the Server will output anything to the `SystemOut.log` and `SystemErr.log` files, add the following permissions for these files to `policy.xml`.

```
...
<permission
  className="java.io.FilePermission"
  target=<Path of SystemOut.log>
  action="read,write"/>
```



```

<permission
  className="java.io.FilePermission"
  target=<Path of SystemErr.log>
  action="read,write"/>
...

```

6. Re-start Interstage BPM Server. For details, refer *Starting Interstage BPM Server* on page 41.

### Additional Settings for Custom Adaptors

In case you intend to use Custom Directory Adaptors to connect to remote server, you need to add the following permission in the `policy.xml` file. Refer the *Interstage BPM Administration Guide* for details about its location and how to edit this file.

```

...
<permission
  className="java.net.SocketPermission"
  target="*"
  action="connect,resolve"/>
...

```

To reflect these changes, restart the Interstage BPM Server and Console application working on the WebSphere server in the profile that you deployed. For details, refer *Starting Interstage BPM Server* on page 41.

## 6.9 Starting Interstage BPM Server

### Prerequisite:

- You have switched on Java security. For details, refer *Switching on Java Security* on page 40.

### To start Interstage BPM Server:

- Perform this step if the following applies:
  - You have installed the Deployment Manager profile.
  - You have added an application server node to the Deployment Manager's cell.
- Stop and restart the WebSphere Application Server.

This step is required so that configuration changes made during Interstage BPM installation and any subsequent changes take effect.

- To stop the application server, run the shutdown script located in

```
<WebSphere-Install-dir>\AppServer\profiles\AppSrv01\bin:
```

Operating System	Shutdown Script
Windows	<pre>stopServer.bat &lt;Server Name&gt;</pre> <p><b>Example:</b> stopServer.bat server1</p> <p><b>Note:</b> If your WebSphere administrative security is enabled, use this script:</p> <pre>stopServer.bat &lt;ServerName&gt; -user &lt;Admin UserName&gt; -password &lt;Admin password&gt;</pre> <p><b>Example:</b> stopServer.bat server1 -user Abc -password Abc123 </p>

Operating System	Shutdown Script
UNIX	<pre>stopServer.sh &lt;Server Name&gt;</pre> <p><b>Example:</b> stopServer.sh server1</p> <p><b>Note:</b> If your WebSphere administrative security is enabled, use this script:</p> <pre>stopServer.sh &lt;ServerName&gt; -user &lt;Admin UserName&gt; -password &lt;Admin password&gt;</pre> <p><b>Example:</b> stopServer.sh server1 -user Abc -password Abc123</p>

On Windows, you can also stop the application server using the following menu path:

WebSphere Edition	Menu Path
WebSphere Application Server Network Deployment (ND) Edition	<b>Start &gt; Programs &gt; IBM WebSphere &gt; Application Server Network Deployment&lt;version&gt; &gt; Profiles &gt; AppSrv01 &gt; Stop the server</b>

- b) To start the application server, run the startup script located in  
 <WebSphere-Install-dir>\AppServer\profiles\AppSrv01\bin:

Operating System	Startup Script
Windows	<pre>startServer.bat &lt;Server Name&gt;</pre> <p><b>Note:</b> If your WebSphere administrative security is enabled, use this script:</p> <pre>startServer.bat &lt;ServerName&gt; -user &lt;Admin UserName&gt; -password &lt;Admin password&gt;</pre>
UNIX	<pre>startServer.sh &lt;Server Name&gt;</pre> <p><b>Note:</b> If your WebSphere administrative security is enabled, use this script:</p> <pre>startServer.sh &lt;ServerName&gt; -user &lt;Admin UserName&gt; -password &lt;Admin password&gt;</pre>

On Windows, you can also start the application server using the following menu path:

WebSphere Edition	Menu Path
WebSphere Application Server Network Deployment (ND) Edition	<b>Start &gt; Programs &gt; IBM WebSphere &gt; Application Server Network Deployment&lt;version&gt; &gt; Profiles &gt; AppSrv01 &gt; Start the server</b>

If everything has been installed correctly, your WebSphere Application Server starts. **The Interstage BPM Server also starts.**

Interstage BPM for WebSphere is now ready to use.

**Note:** If you want to change the hostname of the computer where WebSphere Application Server and Interstage BPM have been installed, you can do so. However, make sure that you replace the old hostname in directory names under the WebSphere installation directory. For example, if you change the hostname from `ibpmhost` to `testhost`, you must rename directories like `<WebSphere Installation Directory>/AppServer/profiles/AppSrv01/config/cells/ibpmhostNode01Cell` to `<WebSphere Installation Directory>/AppServer/profiles/AppSrv01/config/cells/testhostNode01Cell`.

## 6.10 Starting Interstage BPM Console and Tenant Management Console

### Prerequisites:

The application server where you have deployed Console is running.

### To start Interstage BPM Console or Tenant Management Console:

1. Ensure Interstage BPM Server is started. Refer section *Starting Interstage BPM Server* on page 41
2. Login to the WebSphere Administration Console.
3. Select **Applications>WebSphere enterprise applications**.

A list of Enterprise Applications appears.

4. Select **InterstageBPMConsole** and click **Start** to start the Interstage BPM Console application. A pop-up asking you to **Please Wait...** appears. This could take a few minutes. When the Interstage BPM Console has started, the Enterprise Applications page appears with a message informing you that the Console has started.

5. In a Web browser

- To access the Interstage BPM Tenant Management Console, enter the URL  
`http://<hostname>:<port>/console/TenantManager.page`
- To access the Interstage BPM Console, enter the URL  
`http://<hostname>:<port>/console/<TenantName>/`

Here:

- `<hostname>` is the machine name of the computer upon which you have deployed the Interstage BPM Console.
- The default port is 9080.
- `<TenantName>` is the name of the tenant; if you configure non-SaaS mode, this is `default`.
- It is recommended to use the tenant name in the URL with the same case as it has been created with during deployment. However, tenant name in the URL is not case sensitive.

The Login page appears.

6. Log on to Interstage BPM Console or Tenant Management Console.

You can now begin using Interstage BPM Console and Tenant Management Console. Refer the *Interstage BPM Console Online Help* and *Interstage BPM Tenant Management Console Online Help* for details.

## 7 Configuring Interstage BPM Console to work with Interstage Analytics

The following section provides information about configuring Interstage BPM Console to work with Interstage Analytics v12.0 and v11.1.

To set up Interstage BPM for Interstage Analytics, use the Analytics Setup Wizard provided by the Deployment Tool.

### Using the Analytics Setup Wizard

#### Prerequisites:

- Complete the deployment of Interstage BPM Server and Console.
- If using Interstage Analytics v11.1, ensure you have installed Interstage Analytics and Interstage BPM (Server and Console) on the same machine.
- Prepare JAR files of Interstage Analytics.

If you install and deploy Interstage Analytics on the same machine with Interstage BPM, Interstage Analytics files are stored in the Interstage Analytics deployment directory. The following are examples of Interstage Analytics JARS directories. If you install and deploy Interstage Analytics on a different machine than Interstage BPM, then copy the following directories to the local machine.

- On WebSphere

**Windows:** <WebSphere Installation directory>\AppServer\ profiles \<Profile name>\installedApps\<Cell Name>\ibpmm\_war.ear\ibpmm.war\WEB-INF\lib

**UNIX:** <WebSphere Installation directory>/AppServer/profiles/<Profile name>/installedApps/<Cell name>/ibpmm\_war.ear/ibpmm.war/WEB-INF/lib

#### To run the Interstage Analytics Setup Wizard:

1. Start the Deployment Tool. For details, refer *Starting the Deployment Tool* on page 32.
2. On the **Welcome** screen, select **External setup**, and click **Next**.
3. Confirm that **Interstage Analytics feature** is selected on the **Feature Selection** screen, and click **Next**.
4. On the **Analytics Setup** screen, input values for all fields. For description of each field, view the Description area at the bottom of the Deployment Tool screen.
5. Progress through, and complete the Analytics Setup wizard.

Execute the remaining steps as described in the *Interstage Analytics Installation Guide*.

Notes for Interstage Analytics in secure mode:

- If you have implemented SSL for Interstage BPM Console, set the `InterstageAnalyticsProtocol` Console configuration parameter (in the `console.conf` file) to `https`.

**Note:** If both Interstage BPM Console and Interstage BPM Analytics are using different domains (for example, Interstage BPM Console using local domain and Interstage BPM Analytics using a remote domain), then Interstage BPM Console does not operate properly. To avoid this either of the following settings is required for Internet Explorer:

- Add Interstage BPM Console and Interstage BPM Analytics address to local Intranet or to **Trusted sites** in **Tools >Internet Options > Security**.
- Add Interstage BPM Console and Interstage BPM Analytics domain to **Per Site Privacy Actions** as **Allow** in **Tools >Internet Options > Privacy > Sites**.

## 8 Setting Up a Directory Service

This chapter provides instructions for setting up your Directory Service.

### 8.1 Setting Up Microsoft® Active Directory

This section provides instructions for setting up Microsoft® Active Directory. Active Directory uses a form of the Lightweight Directory Access Protocol (LDAP). Like all LDAP-type Directory Services, Active Directory organizes people into Groups, and maintains a user profile with the appropriate permissions for each user.

The Active Directory setup procedure must be performed on the domain controller for your network by an Administrator.

#### 8.1.1 Configuring Users and Groups for Interstage BPM with GUI of Microsoft® Active Directory

This section explains how to configure users and groups for Interstage BPM with the GUI of Microsoft Active Directory.

1. Create an Organizational Unit (ou) named as `Groups`.

This ou should also be specified on the **LDAP Configuration for Default Tenant** screen during Interstage BPM deployment. (You can change this value to another value.)

- a) Open the Active Directory Management Console (Active Directory Users and Computers).
- b) In the Console tree, right-click the required domain, select **New**, and click **Organizational Unit**.
- c) Type the name of the organizational unit (`Groups`).

The following are common rules for configuring users and groups for Interstage BPM:

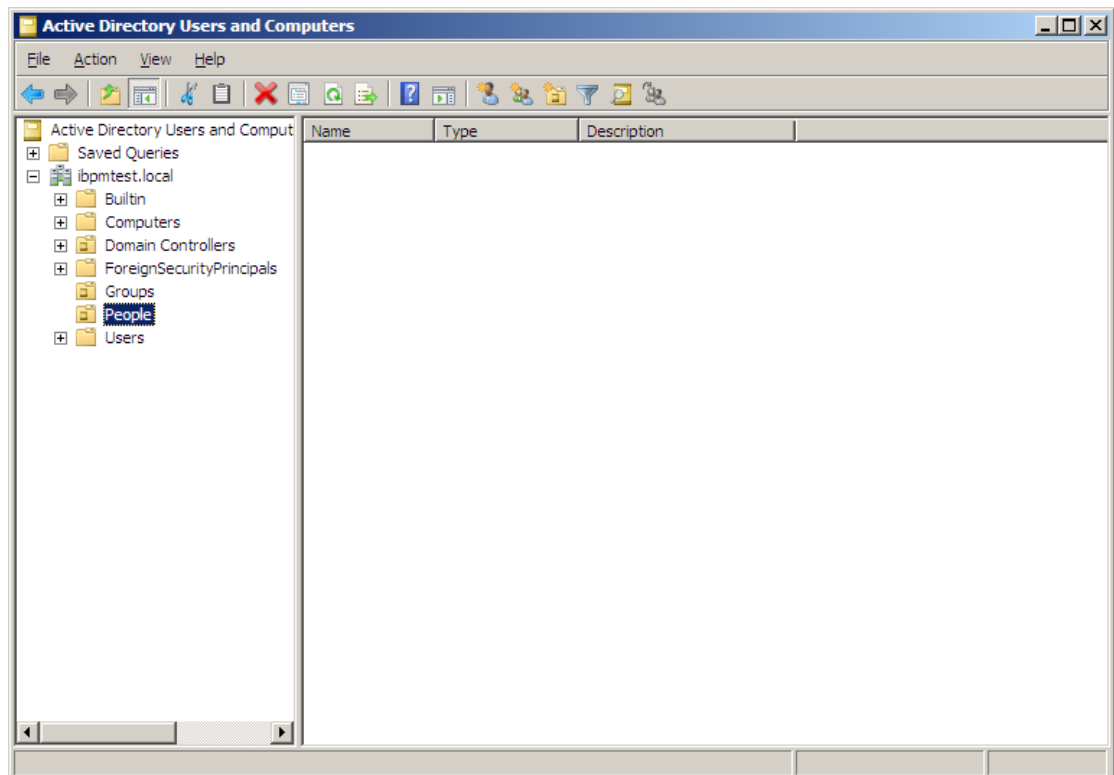
- To create Groups that are valid for Interstage BPM, use only alphanumeric characters, hyphens, and underscore characters ("\_"). Group names must not begin with an 'at' character ("@"), as this is used to identify Agents in Interstage BPM.

2. Create an Organizational Unit (ou) named as `People`.

(You cannot change this value to another value.)

- a) Open the Active Directory Management Console (Active Directory Users and Computers).
- b) In the Console tree, right-click the required domain, select **New**, and click **Organizational Unit**.
- c) Type the name of the organizational unit (`People`).

At this point, the directory tree of LDAP root looks as follows:



**Figure 14: Creating Groups and People**

3. Create LDAP-access user.

This user is specified as SuperUser during the deployment of Interstage BPM. For example, here we use `ibpm_server1` as LDAP-access user.

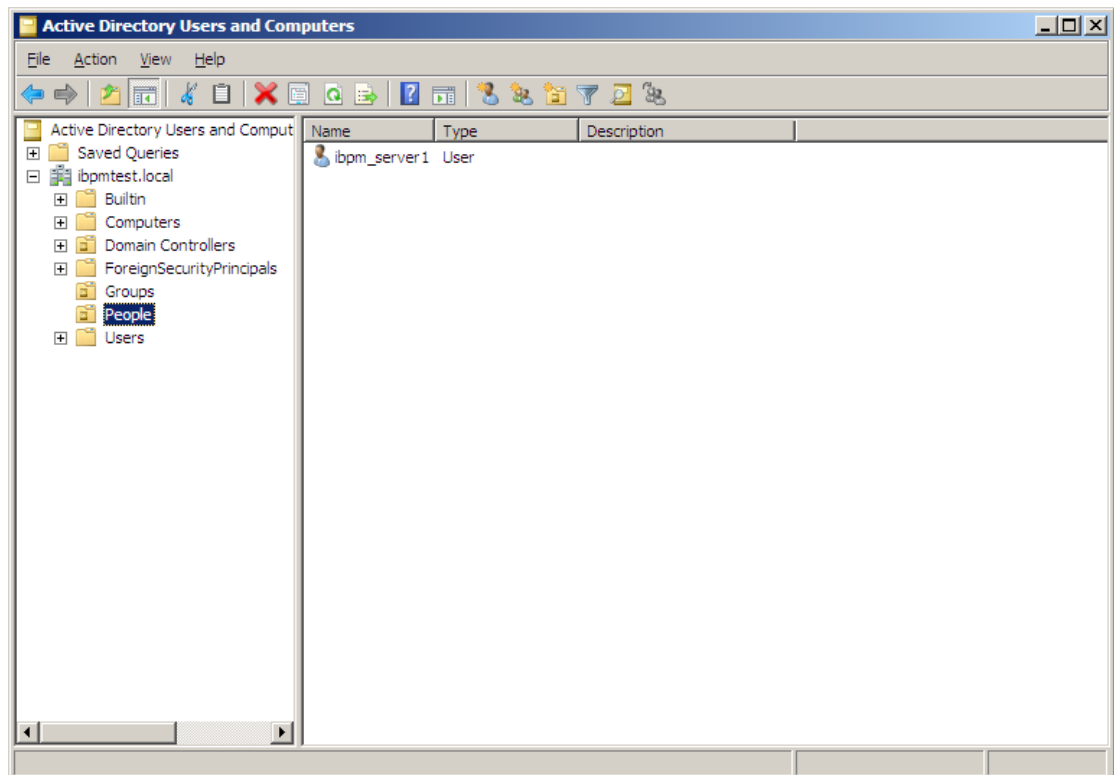
- Open the Active Directory Management Console (Active Directory Users and Computers).
- Right-click the **People** object, click **New**, and select **User**.
- Enter the new user's information for `ibpm_server1` and click **Next**.

For the user, Active Directory requires you to provide a **First name**, **Last name**, **Full name**, and **User logon name**. Interstage BPM requires both a user login name and password to log in.

- Enter the user's password, and click **Next**.
- Confirm the adding of the new user by clicking **Finish** in the confirmation dialog box.

**Note:** Although entering a password and confirming it are optional for Active Directory, Interstage BPM requires a password to log in. The other fields such as E-Mail, Phone, and Fax are not used by Interstage BPM.

At this point, the directory tree of **People** looks like the following:



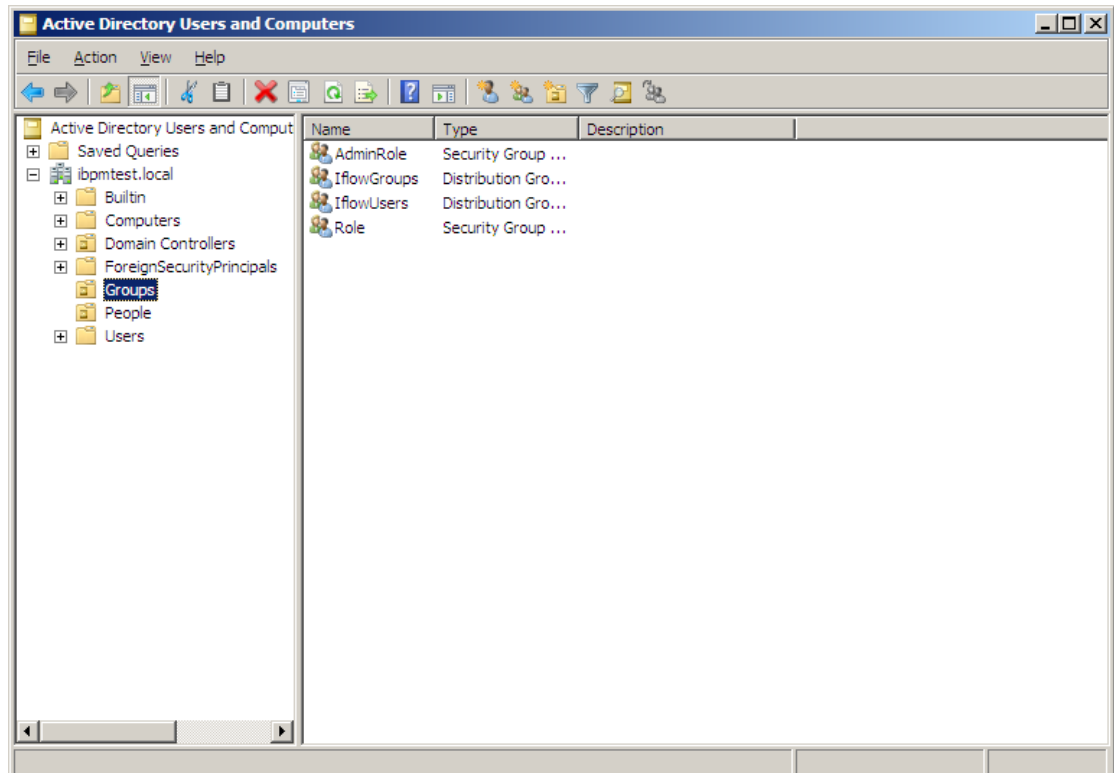
**Figure 15: Directory Tree of People**

4. Create the default Interstage BPM roles `Role` and `AdminRole` belonging to the Organizational Unit `Groups`.
  - a) Open the Active Directory Management Console (Active Directory Users and Computers).
  - b) Right-click the **Groups** object, click **New** and then select **Groups**.
  - c) Create the group's information for **AdminRole**.
  - d) Double-click the **AdminRole** object, and navigate to the **Member** tab.
  - e) Click **Add**, and enter `ibpm_server1`. Now `ibpm_server1` is linked to `AdminRole` group.
  - f) Repeat these steps to create the `Role` group, and add `ibpm_server1` to the `Role` group.
5. Create the `IflowUsers` group belonging to the Organizational Unit `Groups`.
  - a) Open the Active Directory Management Console (Active Directory Users and Computers).
  - b) Right-click the **Groups** object, click **New** and then select **Groups**.
  - c) Create the group's information for **IflowUsers**. Also, create this object as **Distribute**.
  - d) Double-click the **IflowUsers** object, and navigate to the **Member** tab.
  - e) Click **Add**, and enter `ibpm_server1`.
6. Create the `IflowGroups` group belonging to the Organizational Unit `Groups`.
  - a) Open the Active Directory Management Console (Active Directory Users and Computers).
  - b) Right-click the **Groups** object, click **New** and then select **Groups**.



- c) Create the group's information for **IflowGroups**. Also, create this object as **Distribute**.
- d) Double-click the **IflowGroups** object, and navigate to the **Member** tab.
- e) Click **Add**, and enter `AdminRole`.
- f) Similarly, add `Role` to `IflowGroups`.

At this point, the directory tree of `Groups` looks like the following:



**Figure 16: Directory Tree of Groups**

You have now completed the configuration for Active Directory. You can now deploy Interstage BPM with Microsoft Active Directory.

### 8.1.2 Using Existing Active Directory Users and Groups

If you are new to Interstage BPM and are already using Active Directory as the Directory Service to maintain your organization's Users and Groups, you can use your existing directory structure with Interstage BPM. You can do this by designating your LDAP Users as Interstage BPM users and your LDAP Groups as Interstage BPM Roles. This involves the modification of two special LDAP Groups, `IflowUsers` and `IflowGroups`.

To give your LDAP Users access to Interstage BPM as Interstage BPM users, add them as members of the `IflowUsers` group. You can add each user individually or add a group that contains the users. Users in the group sub-levels are also given access. To give your LDAP Groups access to Interstage BPM as Interstage BPM Roles, add them as members of the `IflowGroups` group.

### 8.1.3 Adding New Users Using the GUI

**Note:** To create users that are valid for Interstage BPM, use only alphanumeric characters, hyphens, and underscore characters ("\_"). User names must not begin with an at character ("@"), as this is used to identify Agents in Interstage BPM.

**To add new users using the ActiveDirectory GUI:**

1. Launch the Active Directory Console if you haven't already done so by selecting **Start > Settings > Control Panel > Administrative Tools > Active Directory Users and Computers**. Expand the host name and the domain name to find the **people** Organizational Unit.
2. Right click **people**.
3. From the popup menu, select **New**, and then select **User** to open the **New Object - User** dialog.

The screenshot shows the 'New Object - User' dialog box. At the top, it says 'Create in: example.com/people'. Below this, there are several input fields:
 

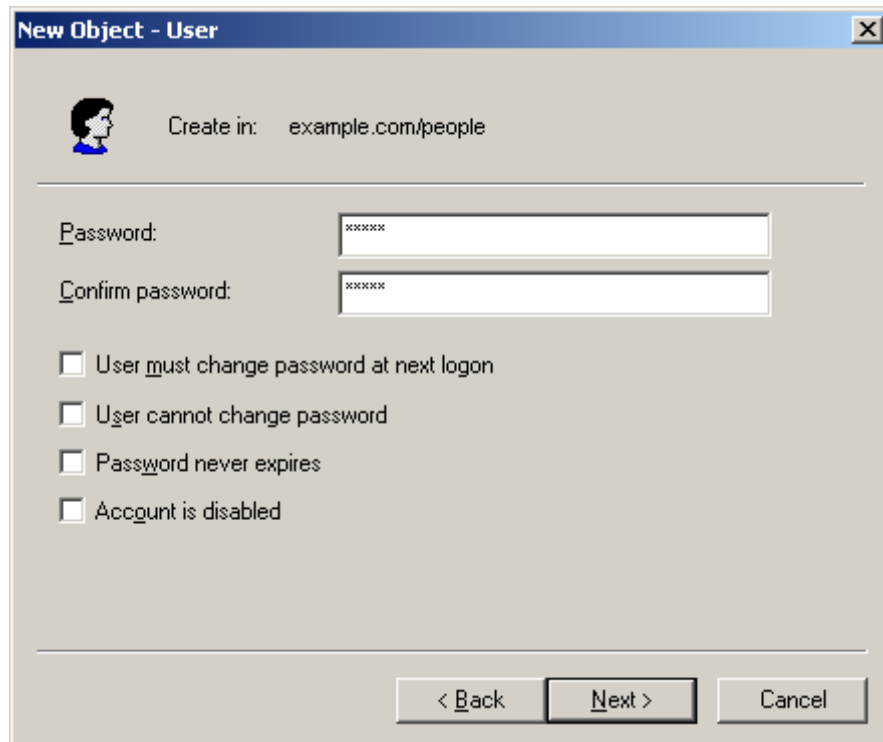
- First name:** user1
- Initials:** (empty)
- Last name:** user1
- Full name:** user1 user1
- User logon name:** user1
- Domain:** @example.com (selected from a dropdown)
- User logon name (pre-Windows 2000):** EXAMPLE\user1

 At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

**Figure 17: Adding a New User**

4. Enter the new user's information and click **Next**.  
For each user, Active Directory requires you to provide a first name, last name, full name, and user login name.  
Interstage BPM requires both a user login name and password to log in.

5. Enter the user's password, and then click **Next**.



**New Object - User**

Create in: example.com/people

Password: [password field]

Confirm password: [password field]

User must change password at next logon

User cannot change password

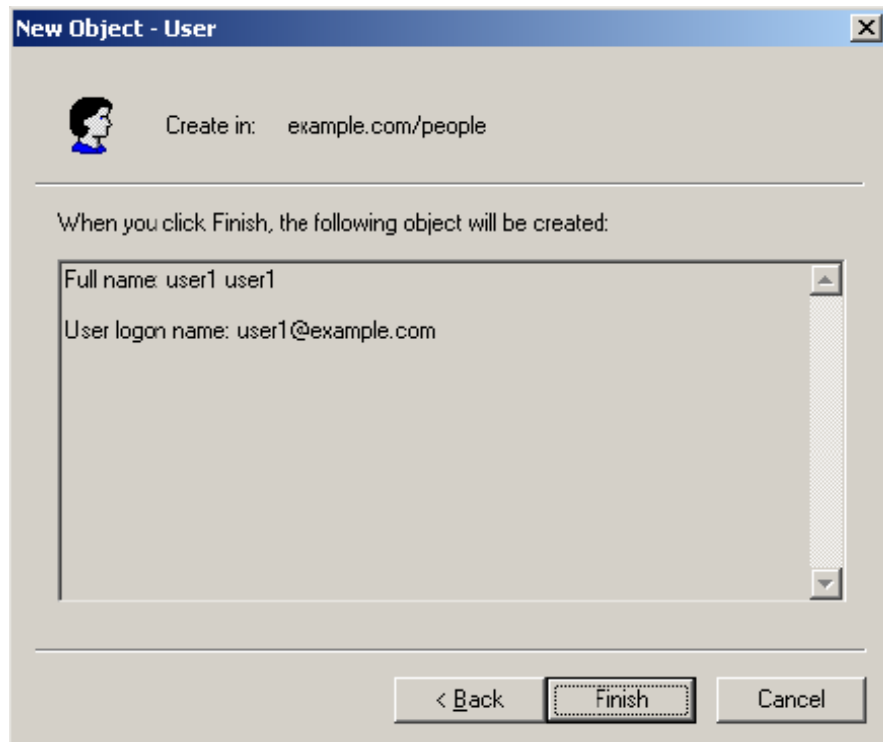
Password never expires

Account is disabled

< Back   Next >   Cancel

**Figure 18: Adding a New User**

6. Confirm the adding of the new user by clicking **Finish** in the confirmation dialog.



**Figure 19: Adding a New User**

Use the **New Object - User** dialog to create as many new user profiles as you want.

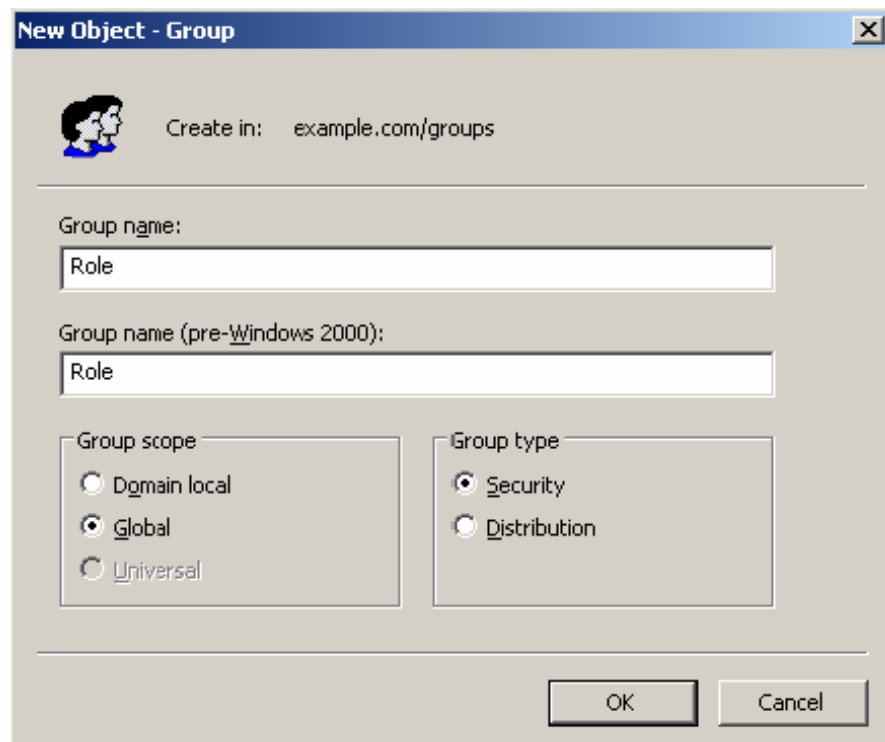
7. Add the new user to `IflowUsers` so that the new user is recognized by Interstage BPM. To do so:
- In the **Active Directory Users and Computers** window, expand the host name and the domain name to find the main Organizational Unit that you specified during Interstage BPM installation.
  - Right click the `IflowUsers` Group and select **Properties** from the popup menu.
  - Select the **Members** tab and click **Add**.  
The **Select Users, Contacts, Computers, or Groups** dialog appears.
  - Enter the name of the new user that is to be added to `IflowUsers`. Click **Check Names** to verify the user name.
  - Click **OK**.

### 8.1.4 Adding New Groups Using the GUI

**Note:** To create Groups that are valid for Interstage BPM, use only alphanumeric characters, hyphens, and underscore characters ("\_"). Group names must not begin with an at character ("@"), as this is used to identify Agents in Interstage BPM.

**To add a new Group using the GUI:**

1. Launch the Active Directory Console if you haven't already done so by selecting **Start > Settings > Control Panel > Administrative Tools > Active Directory Users and Computers**. Expand the host name and the domain name to find the **groups** Organizational Unit.
2. Right click **groups**.
3. From the popup menu, select **New**, and then select **Groups** to open the **New Object - Groups** dialog.
4. Add the new Group's information, and then click **OK** to add your new Group.  
In the example below, the Group `Role` is added.

**Figure 20: Adding New Groups**

5. Confirm the adding of the new Group by clicking **Finish** in the confirmation dialog box.  
Use the **New Object - Groups** dialog to create as many new user profiles as you want.  
For each Group, Active Directory requires you to provide a unique name for your Group.
6. Add the new Group to `IflowGroups` so that the new Group is recognized by Interstage BPM. To do so:
  - a) In the **Active Directory Users and Computers** window, expand the host name and the domain name to find the main Organizational Unit that you specified during Interstage BPM installation.
  - b) Right click the `IflowGroups` Group and select **Properties** from the popup menu.
  - c) Select the **Members** tab and click **Add**.  
The **Select Users, Contacts, Computers, or Groups** dialog appears.

- d) Enter the name of the new Group that is to be added to `IflowGroups`. Click **Check Names** to verify the Group name.
- e) Click **OK**.

### 8.1.5 Adding Members to a Group Using the GUI

**Note:** After normal installation using Active Directory, the default Administrator Role is a Group called `AdminRole`. You can change this default name by modifying the `AdminRole` parameter of the Interstage BPM Server.

#### To add members to a Group using the GUI:

1. Launch the Active Directory Console if you haven't already done so by selecting **Start > Settings > Control Panel > Administrative Tools > Active Directory Users and Computers**. Expand the hostname and the domain name to find the **groups** Organizational Unit.
2. Right click the group to which you want to add members.
3. From the popup menu that appears select **Properties**, and then select the **Members** tab to display the Group's properties dialog.

The **Properties** dialog for the `Role` Group is used in the following example. `ibpm_example` is already a member of the `Role` Group.

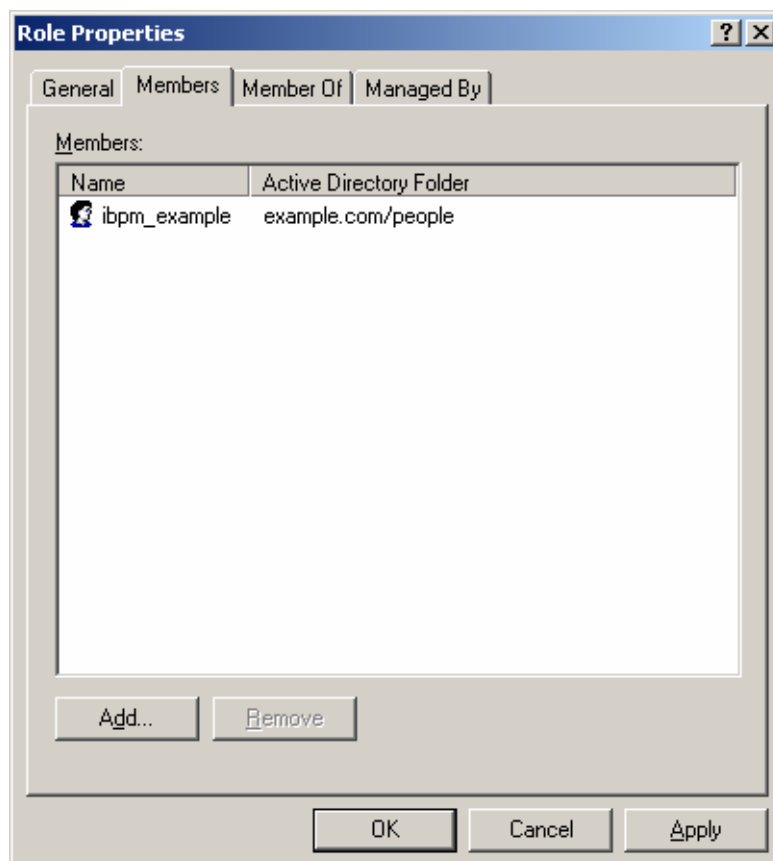
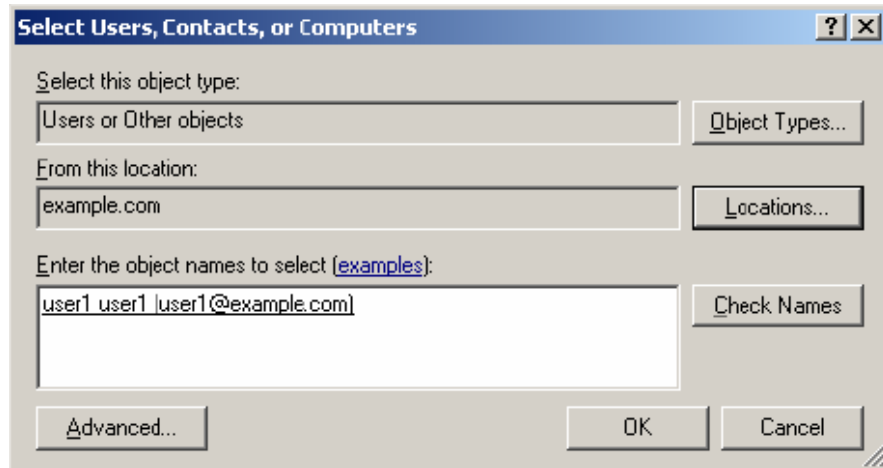


Figure 21: Adding Members

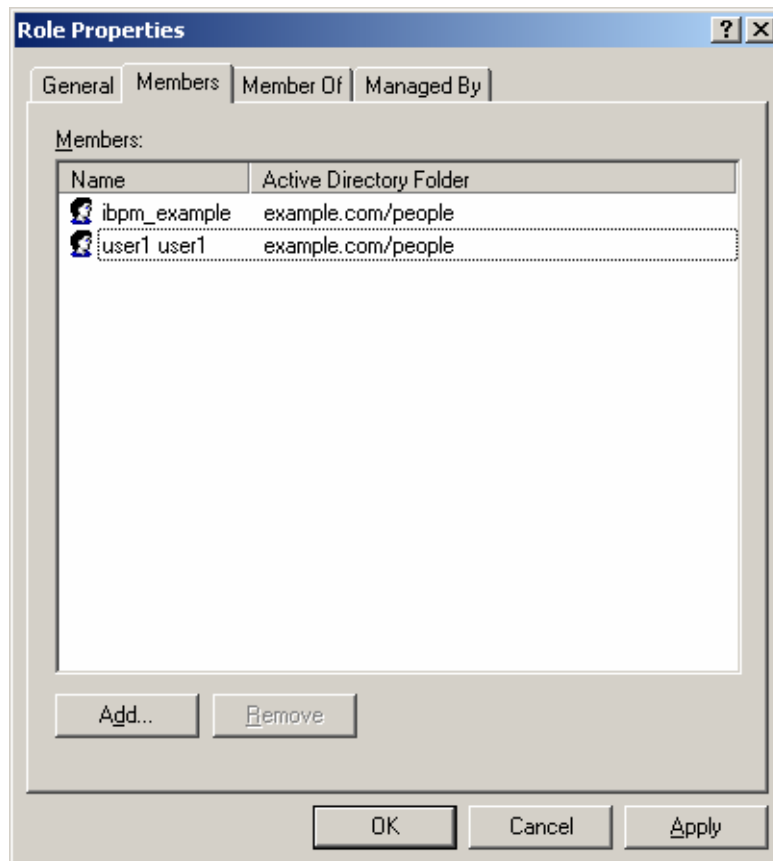
4. In the **Role Properties** dialog, click **Add**.  
The **Select Users, Contacts, Computers, or Groups** dialog appears.
5. In Windows® 2003 Server, search a user or Group that you want to add as a member of the Group.  
The user or Group appears in the bottom text area of the dialog.



**Figure 22: Selecting a User**

6. Click **OK**.

The user appears with the existing users in the **Properties** dialog.



**Figure 23: New Member Added**

- To the **AdminRole** Group, add the IDs of all Interstage BPM users who will create `WFAdminSession` objects through Java. This Group should at least include the Interstage BPM Administrator account that you defined during deployment.

## 8.2 Setting Up Oracle Directory Server Enterprise Edition

Oracle Directory Server Enterprise Edition uses a form of the Lightweight Directory Access Protocol (LDAP). Like all LDAP-type Directory Services, it organizes people into Groups, and maintains a user profile with the appropriate permissions for each user.

To use Interstage BPM with Oracle Directory Server Enterprise Edition, you must customize your Oracle Directory Server Enterprise Edition installation as follows:

- Start the Oracle Directory Server Enterprise Edition.
- Create suffixes on Oracle Directory Server Enterprise Edition for Interstage BPM.
- Configure users and Groups to use Interstage BPM.
- Add general users and general Groups to the Directory Service.



---

## 8.2.1 Starting the Oracle Directory Server Enterprise Edition

### Prerequisite:

- Install the Oracle Directory Server Enterprise Edition.
- Create a Directory Server Instance.

You can start the Directory Server using the `dsadm` command or Directory Service Control Center. For details, refer *Oracle Directory Server Enterprise Edition Installation Guide 11g Release 1*.

## 8.2.2 Create suffixes on Oracle Directory Server Enterprise Edition for Interstage BPM

Do the following:

1. In Oracle Directory Service Control Center, navigate to the **Suffixes** tab.
2. Click **New Suffix** and configure the suffix using the wizard. Ensure the following:
  - a) In the **Choose Replication Option** screen, select **Do Not Replicate Suffix**.
  - b) In the **Choose Server(s)** screen, select **Choose by Server**.
  - c) In the **Choose Settings** screen, select **Use Default Settings**.
  - d) Check the **Use Default Database Location** and **Leave Suffix not Initialized** options.

## 8.2.3 Configuring Users and Groups for Interstage BPM with GUI of Oracle Directory Server Enterprise Edition

This section explains how to configure users and groups for Interstage BPM with the GUI of Oracle Directory Server Enterprise Edition.

1. Create an Organizational Unit (ou) named as `Groups`.

This ou should also be specified on the **LDAP Configuration for Default Tenant** screen during Interstage BPM deployment. (You can change this value to another value.)

  - a) Open the Oracle Directory Service Control Center, and select the **Browse** tab of **Entry Management**.
  - b) Specify the DN that you want to use in the **View DN** drop-down list.
  - c) Click **New Entry** to start the **New Entry** wizard.
  - d) In the **Choose Object Class** screen, for **Entry Type**, select **Organizational Unit (organizationalUnit)**.
  - e) In the **Configure Attribute** screen, enter `Groups` for the Organization Unit (ou).

The following are common rules for configuring users and groups for Interstage BPM:

  - To create users that are valid for Interstage BPM, use only alphanumeric characters, hyphens, and underscore characters ("\_"). User IDs must not begin with an 'at' character ("@") as this is used to identify Agents in Interstage BPM.
2. Create an Organizational Unit (ou) named as `People`.

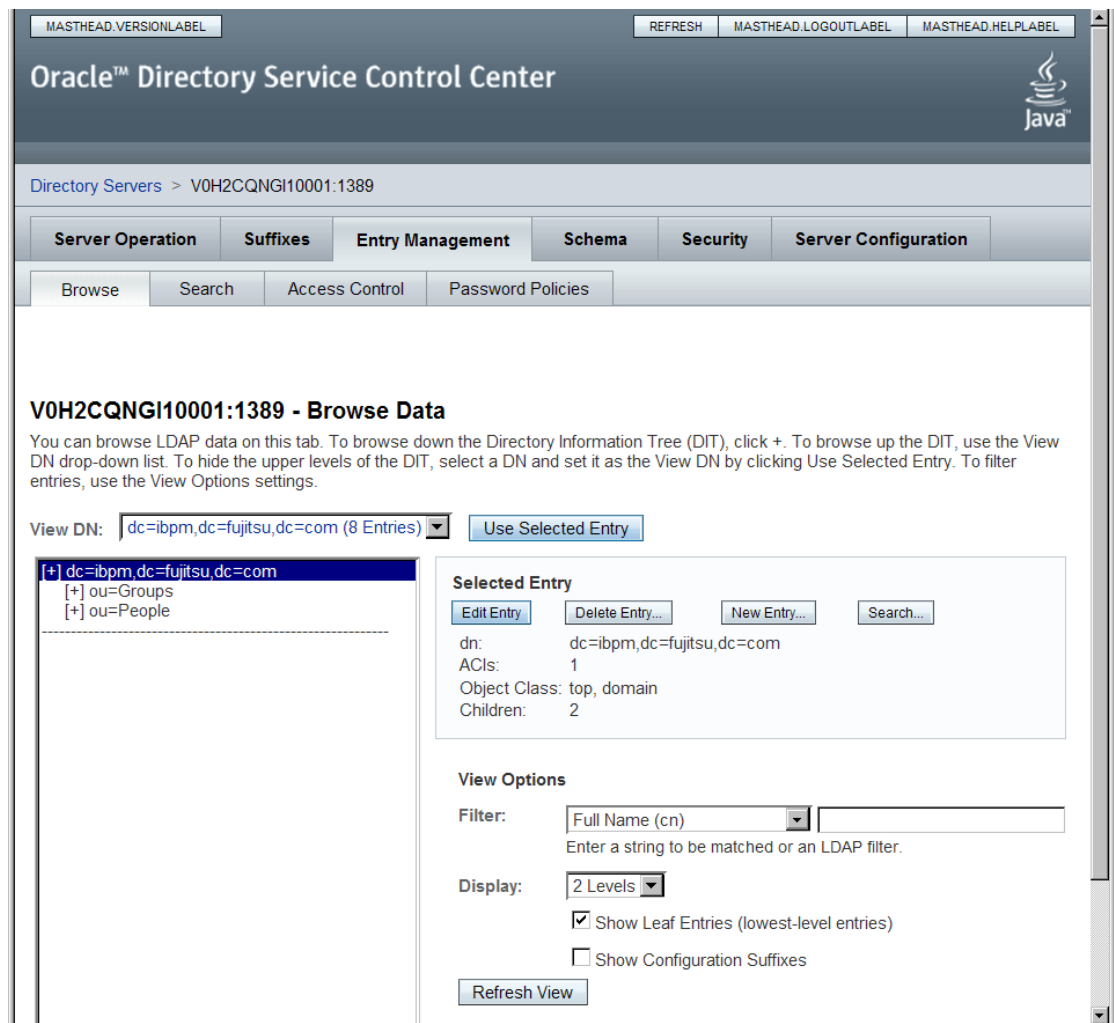
(You cannot change this value to another value.)

  - a) In the Oracle Directory Service Control Center, select the **Browse** tab of **Entry Management**.
  - b) Specify the DN that you want to use in the **View DN** drop-down list.
  - c) Click **New Entry** to start the **New Entry** wizard.

- d) In the **Choose Object Class** screen, for **Entry Type**, select **Organizational Unit (organizationalUnit)**.
- e) In the **Configure Attribute** screen, enter `People` for the Organization Unit (ou).

**Note:** Although entering a password and confirming it are optional for Oracle Directory Server Enterprise Edition, Interstage BPM requires a password to log in. The other fields such as E-Mail, Phone, and Fax are not used by Interstage BPM.

At this point, the directory tree of LDAP root looks as follows:



**Figure 24: Creating Groups and People**

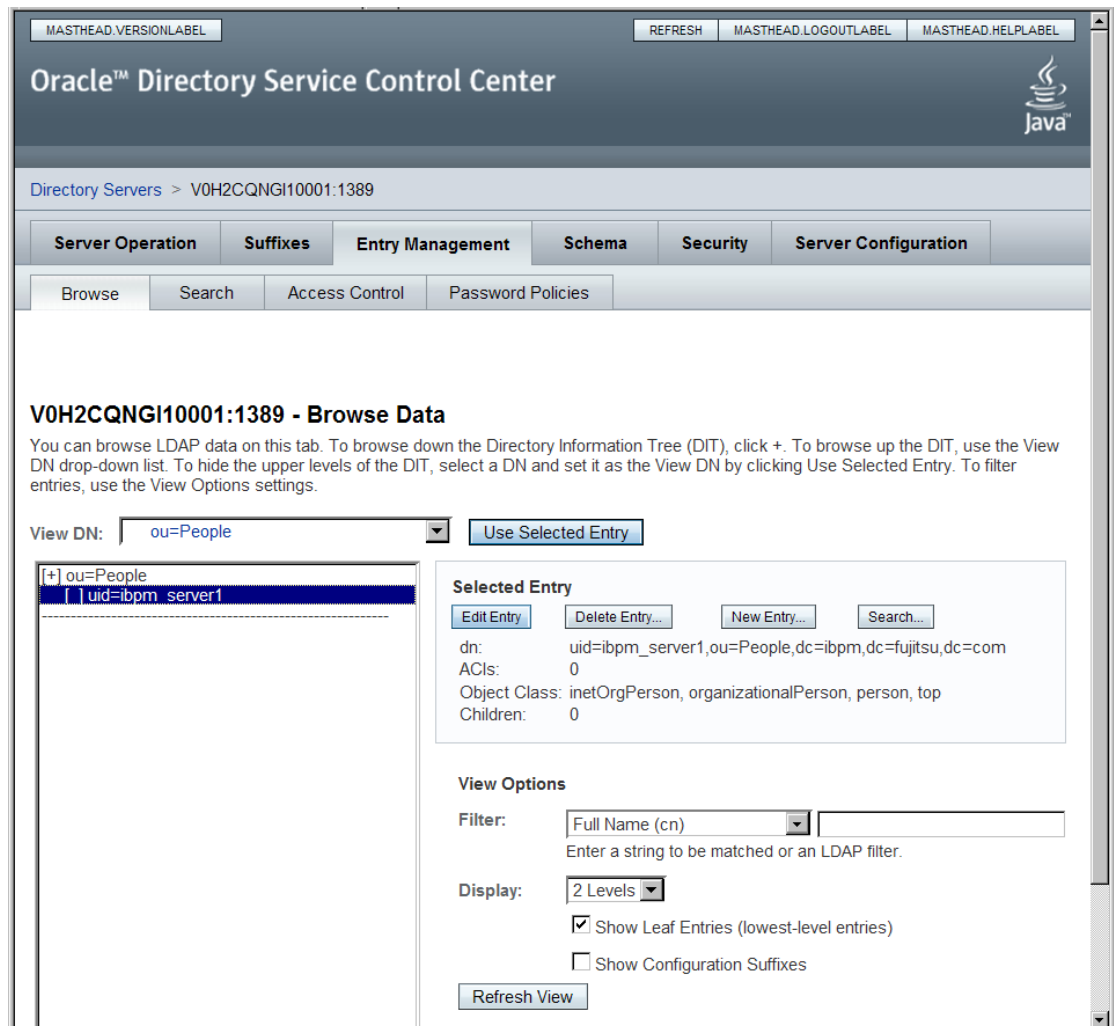
### 3. Create LDAP-access user.

This user is specified as SuperUser during the deployment of Interstage BPM. For example, here we use `ibpm_server1` as LDAP-access user.

- a) In the Oracle Directory Service Control Center, select the **Browse** tab of **Entry Management**.
- b) Under the `People` group you created earlier, click **New Entry** and start the **New Entry** wizard.

- c) In the **Choose Object Class** screen, for **Entry Type**, select **User - (inetOrgPerson)**.
- d) In the **Configure Attribute** screen, enter `ibpm_server1` for **cn** and **sn** fields of **Required Attributes**.
- e) In the **Configure Attribute** screen, enter `ibpm_server1` for **User ID(uid)** field of **Allowed Attributes**. Also enter information for **Password** and **Confirm Password** fields.

At this point, the directory tree of **People** looks like the following:



**Figure 25: Directory Tree of People**

4. Create the default Interstage BPM roles `Role` and `AdminRole` belonging to the Organizational Unit `Groups`.
  - a) In the Oracle Directory Service Control Center, select the **Browse** tab of **Entry Management**.
  - b) Under the `Groups` group you created earlier, click **New Entry** and start the **New Entry** wizard.
  - c) In the **Choose Object Class** screen, for **Entry Type**, select **Static Group - (groupOfUniqueNames)**.

- d) In the **Configure Attribute** screen, enter `AdminRole` for **Full Name (cn)** field of **Required Attributes**.
  - e) In the **Configure Attribute** screen, in **Allowed Attributes**, for both Groups select the default user you created in the previous step.
  - f) Similar to the steps just performed for `AdminRole`, repeat these steps for `Role`.
5. Create the `IflowUsers` group belonging to the Organizational Unit `Groups`.
    - a) In the Oracle Directory Service Control Center, select the **Browse** tab of **Entry Management**.
    - b) Under the `Groups` group you created earlier, click **New Entry** and start the **New Entry** wizard.
    - c) In the **Choose Object Class** screen, for **Entry Type**, select **'Static Group - (groupOfUniqueNames)**.
    - d) In the **Configure Attribute** screen, enter `IflowUsers` for **Full Name (cn)** field of **Required Attributes**.
    - e) In the **Configure Attribute** screen, in **Allowed Attributes**, add `ibpm_server1` for **Group Member (uniqueMember)** field. By using the **Add** button, for both Groups select the default user you created in step 3.
  6. Create the `IflowGroups` group belonging to the Organizational Unit `Groups`.
    - a) In the Oracle Directory Service Control Center, select the **Browse** tab of **Entry Management**.
    - b) Under the `Groups` group you created earlier, click **New Entry** and start the **New Entry** wizard.
    - c) In the **Choose Object Class** screen, for **Entry Type**, select **'Static Group - (groupOfUniqueNames)**.
    - d) In the **Configure Attribute** screen, enter `IflowGroups` for **Full Name (cn)** field of **Required Attributes**.
    - e) In the **Configure Attribute** screen, in **Allowed Attributes**, add `AdminRole` and `Role` for **Group Member (uniqueMember)** field. By using the **Add** button, you can select `AdminRole` and `Role` you created in step 4.

At this point, the directory tree of `Groups` looks like the following:

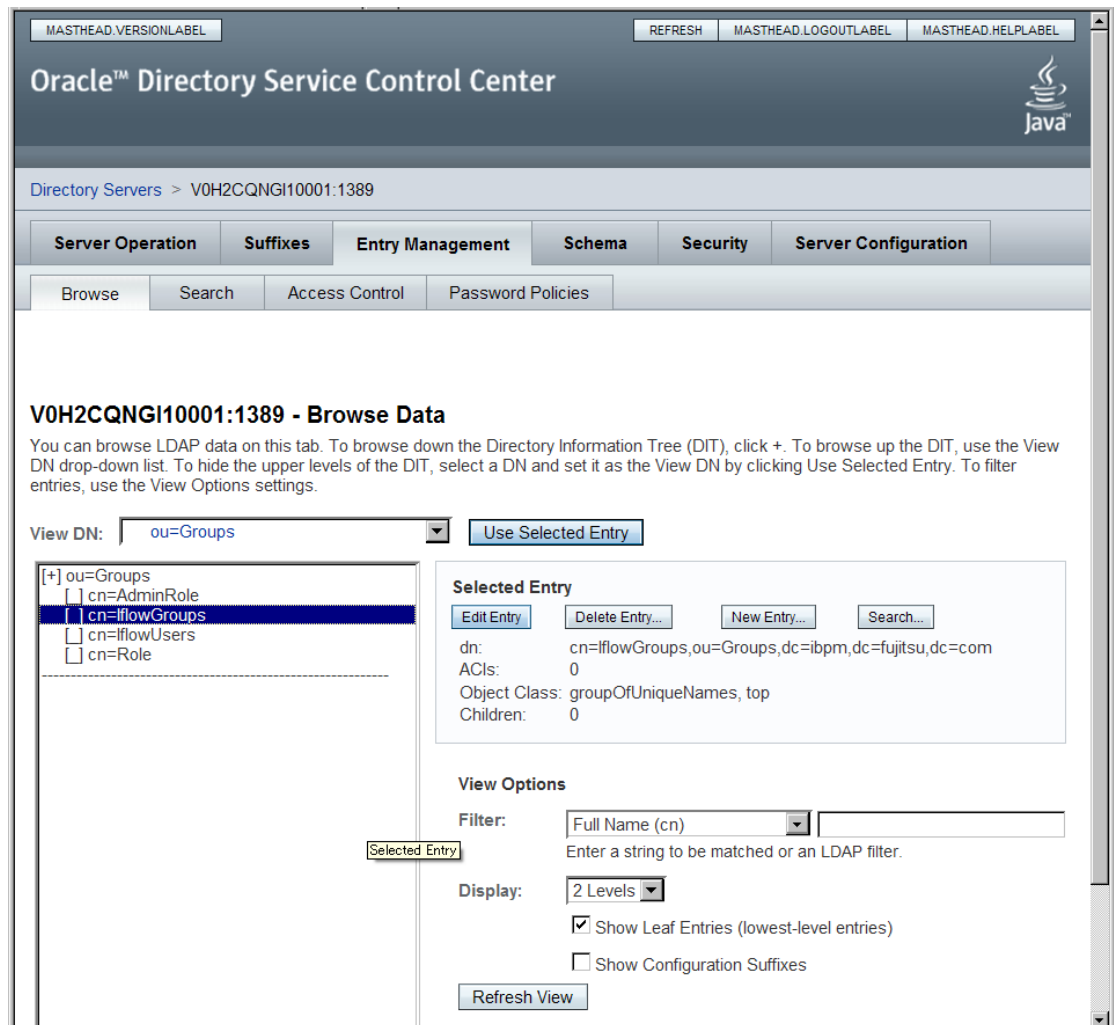


Figure 26: Directory Tree of Groups

## 7. Configure ACI.

- a) In the Oracle Directory Service Control Center, select the **Access Control** tab of **Entry Management**.
- b) Click **New ACI from Syntax** and start the **New ACI** wizard.
- c) Enter information for the **ACI Syntax** and **Entry where the ACI is located**.

**ACI Syntax:** `(target = ldap:///Suffix) (targetattr="*") (version 3.0; acl "ACIName"; allow (all) (userdn = "ldap:///uid='username',ou=People,'Suffix')");`

Example:

```
(target = ldap:///dc=xxxx,dc=fujitsu,dc=com) (targetattr="*")
(version 3.0; acl "Enable Full access for IBPM admin user"; allow
(all)
```

```
(userdn =
"ldap:///uid=ibpm_server1,ou=People,dc=xxxx,dc=fujitsu,dc=com") ;)
```

Entry where the ACL is located: `Suffix`

Example:

```
dc=xxxx,dc=fujitsu,dc=jp
```

You have now completed the configuration for Oracle Directory Server. You can now deploy Interstage BPM with Oracle Directory Server Enterprise Edition.

## 8.2.4 Using Existing Oracle Directory Server Enterprise Edition Users and Groups

If you are new to Interstage BPM and are already using Oracle Directory Server Enterprise Edition as the Directory Service to maintain your organization's users and Groups, you can use your existing directory structure with Interstage BPM. You can do this by designating your LDAP Users as Interstage BPM users and your LDAP Groups as Interstage BPM Roles. This involves the modification of two special LDAP Groups, `IflowUsers` and `IflowGroups`.

These two special LDAP Groups can be used to allow your LDAP Users and Groups access to Interstage BPM.

To give your LDAP Users access to Interstage BPM as Interstage BPM users, add them as members of the `IflowUsers` Group. You can add each user individually or add a Group that contains the users. Users in the Group sub-levels are also given access. To give your LDAP Groups access to Interstage BPM as Interstage BPM Roles, add them as members of the `IflowGroups` Group.

## 8.2.5 Adding New Oracle Directory Server Enterprise Edition Users

When you want to add a new user as a general Interstage BPM user, you need to create a user that belongs to `ou=People`.

To add a new user:

1. Open the Oracle Directory Service Control Center, and select the **Browse** tab of **Entry Management**.
2. Under the `People` group, click **New Entry** and start the **New Entry** wizard.
3. In the **Choose Object Class** screen, for **Entry Type**, select **User - (inetOrgPerson)**.
4. In the **Configure Attribute** screen, enter the username of the new user in the **cn** and **sn** fields of **Required Attributes**.
5. In the **Configure Attribute** screen, enter the LDAP User ID for **User ID(uid)** field of **Allowed Attributes**. Also enter information for **Password** and **Confirm Password** fields.

## 8.2.6 Adding New Groups

After a normal installation using the Oracle Directory Server Enterprise Edition, the default Administrator Group is called `AdminRole`. You can change this default name by modifying the `AdminRole` parameter of the Interstage BPM Server. For the parameter description, refer the *Interstage BPM Server Administration Guide*. To this Group, add the IDs of all Interstage BPM users who will access administration functions in the Interstage BPM Console or create `WFAdminSession` objects

through Java. This Group should at least include the Interstage BPM Administrator account that you defined during deployment (typically `ibpm_server1`).

When you want to add new groups as general Interstage BPM group, you need to create a group and add it to `Role` group.

1. Open the Oracle Directory Service Control Center, and select the **Browse** tab of **Entry Management**.
2. Under the `Groups` group, click **Edit Entry** to start the **Edit Entry** wizard for the `Role` group.
3. In the **Allowed Attributes** screen, add the group you want by using the **Add** button.

## 8.3 Group Caching

When the Interstage BPM Server starts up, Interstage BPM connects to the Directory Service and copies all of the user and Group information defined in `LDAPUsersDN` and `LDAPGroupsDN` to a cache on the Interstage BPM Server. This increases Interstage BPM performance because user and Group information no longer has to be retrieved from the Directory Service, which might be running on a separate network computer. It retrieves it from the LDAP Cache that is on the local computer in memory.

If the cache is not updated, users added since the start of the Interstage BPM Server would not be able to login to or use Interstage BPM. To avoid this, the cache has to be updated periodically.

The `LDAPGroupCacheAgeSec` parameter of the Interstage BPM Server specifies how often the LDAP Cache is updated. Groups that have been in service for longer than the period of time specified in the `LDAPGroupCacheAgeSec` parameter are checked, and new user and Group information is retrieved from the Directory Service. The default value for this parameter is 3600 seconds; that is, the LDAP Cache will be checked every hour. If this parameter is set to -1, new user and Group information is retrieved from the Directory Service every time it is needed. Refer to the *Interstage Business Process Manger Server Administration Guide* for more information about the configuration parameters of the Interstage BPM Server.

Each entry in the cache has a timestamp that is set to the last time that group was read from the Directory Service. Whenever someone calls the Directory Adapter to fetch a Group, the Directory Adapter checks if that Group is in the cache:

- If the Group requested is not in the cache, it is read in and timestamped with the current time.
- If the Group requested is already in the cache, the timestamp is checked. If the Group was timestamped before the previous cache check (it is at a time before `LDAPGroupCacheAgeSec` seconds ago), then just that Group is deleted from the LDAP Cache and read back in from the Directory Service. All other Groups in the cache are unaffected.

## 8.4 User Attribute Caching

The generic structure of an Interstage BPM user's profile is stored using multiple user attributes. These attribute values include the user's ID, email, manager or subordinate's ID, and so on. Inclusion of manager or subordinate information in the Interstage BPM user profile allows mapping of your company's organization and people structure so that Interstage BPM can further use this information. The `RequiredUserAttribute` property of Interstage BPM stores names of user attributes that are necessary to be defined for a user profile.

All attributes specified for `RequiredUserAttribute` are not cached. Only attributes for which the `cache` option is specified are cached. Storing attributes in the local database cache allows Interstage BPM to quickly search and retrieve these attribute values for any user, from the cache. Retrieved attribute values can further be used for different purposes (for example, directly allocating a task to

a particular user's manager or subordinate, or viewing what tasks a user's subordinates are allocated to).

Interstage BPM server refreshes the user attribute values in the cache in the following scenarios:

- When you modify the value of the `RequiredUserAttribute` Interstage BPM property
- When you call the Model API `WFAdminSession.refreshAllUserProfileCache()` method

## 8.5 Changing Username and Password of Tenant Owner

When a tenant is created, the Tenant Owner name and password specified while creation of the tenant are stored in Interstage BPM Server tenant properties of `ServerUserName`, `ServerPassword` and in `LDAPAccessUserID`, `LDAPAccessUserPassword` for LDAP-related directory services.

If you change Tenant Owner name or password then please do not forget to change these Interstage BPM Server tenant properties as well and also re-activate the tenant.

But, if you use Local User Management (LUM) as a directory service and change the Tenant Owner password then `ServerPassword` will be changed automatically at the same time. In this scenario, you need not re-activate the tenant.



## 9 Undeploying and Uninstalling Interstage BPM Server and Console

This chapter explains how to undeploy Interstage BPM Server and Console from an application server and how to uninstall Interstage BPM.

### 9.1 Undeploying Interstage BPM Server and Console from the Application Server

You can undeploy an instance of the Interstage BPM Server and Console from the application server using the Interstage BPM Deployment Tool.

**Note:** When you remove a server or console instance, the Interstage BPM database will not be removed.

**To undeploy an Interstage BPM Server and Console instance:**

1. Log out of all Interstage BPM Clients and close all Browser windows.
2. Start the Interstage BPM Deployment Tool.  
For details, refer to section *Starting the Deployment Tool* on page 32.
3. On the **Welcome** screen, click **Server Instance Removal**.
4. Progress through the wizard using the explanations provided in the Description area for each field.

**Note:** During undeployment, in the Deployment screen, almost all field values are present, and are the same as those entered during deployment. You only need to specify the password.

### 9.2 Uninstalling Interstage BPM

When you uninstall Interstage BPM using its uninstallation program, everything **except** the following is removed:

- The Interstage BPM database
- Log files and configuration files located in `<Interstage BPM Server Installation Directory>` or in one of the subdirectories

During uninstallation, the Deployment Tool is started so that you can remove Interstage BPM Server from the application server if you have not done so yet.

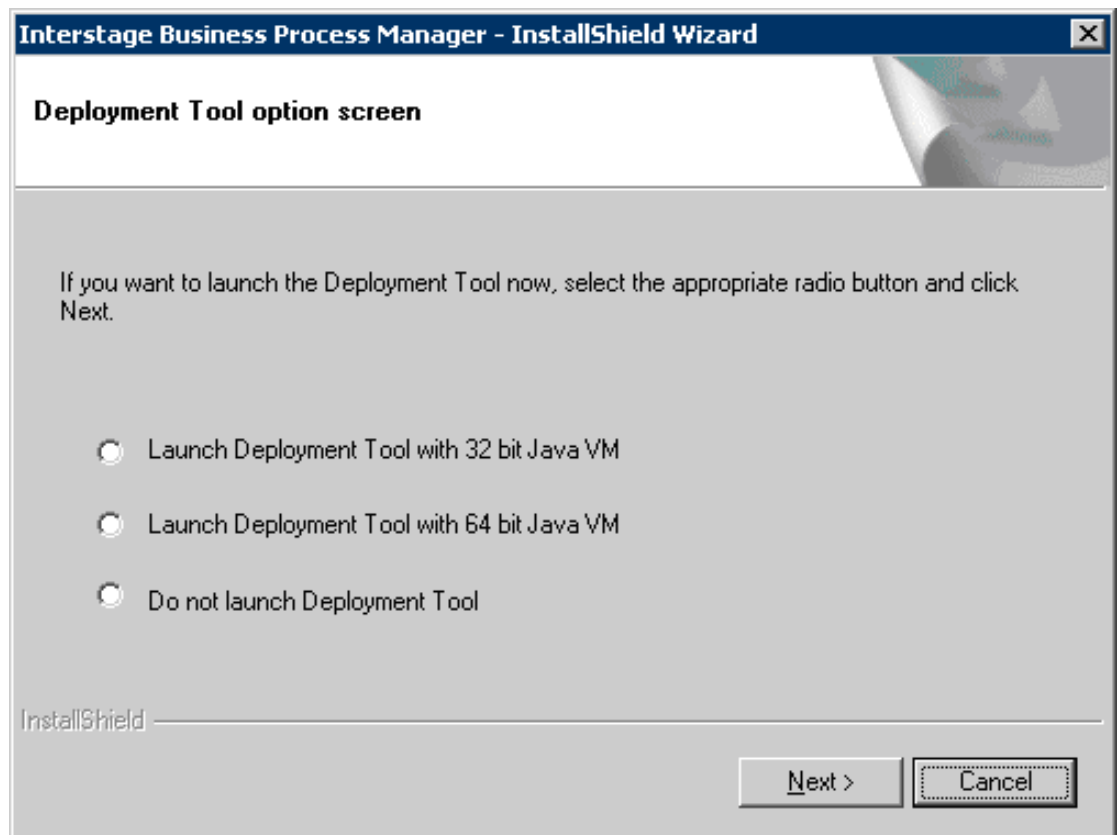
**To uninstall Interstage BPM:**

1. If you have not yet removed the Interstage BPM Server/Console from the application server:
  - a) Log out of all Interstage BPM Clients and close all Browser windows.
2. Start the Interstage BPM uninstallation program:
  - On Windows, select **Start > Programs > Interstage Business Process Manager > Uninstall**. Alternatively, you can use the Windows Control Panel (**Start > Settings > Control Panel > Add or Remove Programs > Interstage Business Process Manager**)
  - On UNIX, run `<Interstage BPM Server Installation Directory>/_uninst/uninstall.sh`.
3. On the **Welcome** screen, click **Next**.

4. Depending on your platform, do any of the following:

- **On Windows:** Select the appropriate radio button on the **Deployment Tool Option Screen** and click **Next**.

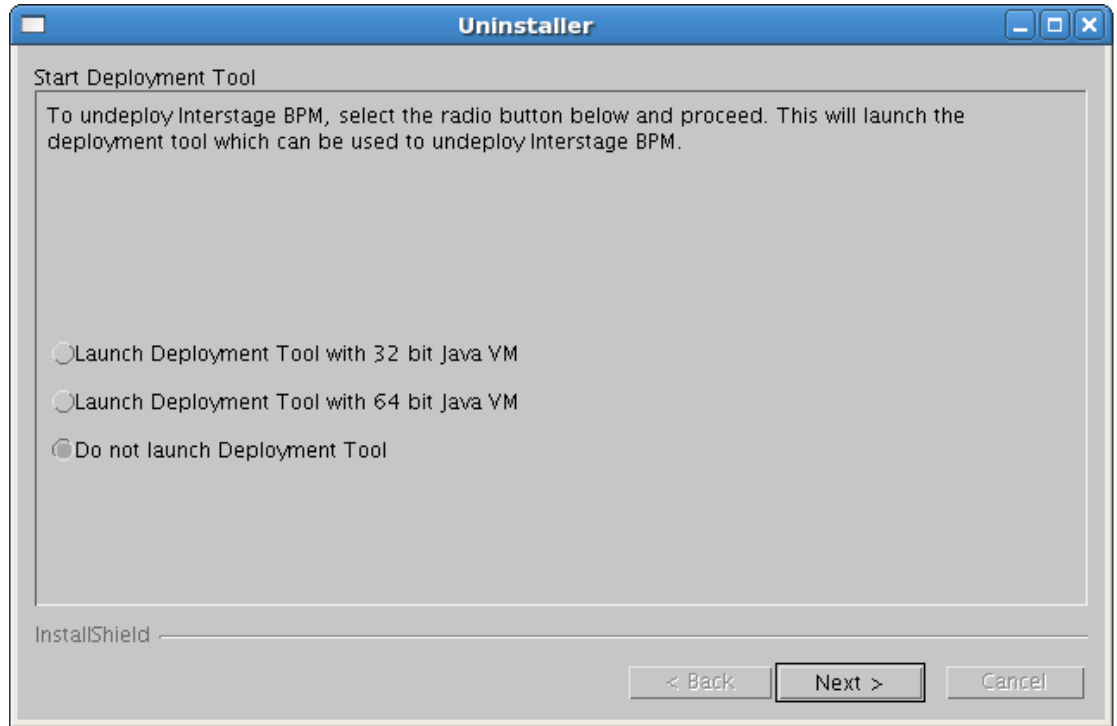
**Note:** If you have already removed the Interstage BPM Server and Console from the application server, make sure that you select the **Do not launch Deployment Tool** radio button.



**Figure 27: Start Deployment Tool - For Windows**

- **On Linux:** Select the appropriate radio button on the **Deployment Tool Option Screen** and click **Next**.

**Note:** If you have already removed the Interstage BPM Server and Console from the application server, make sure that you select the **Do not launch Deployment Tool** radio button.



**Figure 28: Start Deployment Tool - For Linux**

- **On platforms other than Windows or Linux:** On the **Uninstaller** screen, check/uncheck the **Start Deployment Tool** checkbox depending on whether or not you want to undeploy before uninstallation. Then click **Next**.
5. If you decided to launch the Deployment Tool, do one of the following:
    - If you have already removed the Interstage BPM Server and Console from the application server, click **Cancel** to exit the Deployment Tool.
    - If you have not yet removed the Interstage BPM Server and Console from the application server, click **Server/Console instance removal** to start the removal process.  
For further instructions, refer to section *Undeploying Interstage BPM Server and Console from the Application Server* on page 65.

In either case, after exiting the Deployment Tool, you will return to the uninstallation program.
  6. On Windows, when asked if you want to completely remove the selected application and all of its features, click **Yes /Next**.
  7. During uninstallation, the uninstallation program may ask you to confirm the deletion of some files. Decide whether you want to keep or remove the files.
  8. When the uninstallation is complete, click **Finish**.
  9. Make sure that the `<NodeName>.<ServerName>-<NodeName>IBPMBuss` directory (and all of its subdirectories) under `<WebSphere Installation`

Directory>AppServer/profiles/AppSrv01/databases/com.ibm.ws.sib directory have been deleted by the uninstallation program. If they have not been deleted, delete them. If these directories remain, the WebSphere Application Server will fail to start after re-installation of the Interstage BPM software.

## 10 Upgrading Interstage BPM from Previous Versions

### 10.1 Upgrading from Previous Versions of Interstage BPM

#### To upgrade from previous versions of Interstage BPM:

1. Before uninstalling the previous version of Interstage BPM:
  - Back up the Interstage BPM database - This is the only way to ensure the retention of your current Interstage BPM data. The upgrade process automatically migrates (and therefore overwrites) process definitions to the current release's formats. Use the default functionalities of your database software for backing up your database.
  - Export out the Interstage BPM Server properties using the Interstage BPM export script. (For details, refer *Using the Configuration Export and Import Scripts* on page 80.) This preserves your previous server configurations. (If upgrading from Interstage BPM v7.x or v8.x, the uninstallation program automatically saves your configuration files with the suffix `previous` appended to their file names. For example, the `ibpm.properties` file is saved as `ibpmprevious.properties`.) After installing the new version of Interstage BPM, you can use the saved properties file to manually configure your new server installation. For information on how to change the server configuration, refer to the *Interstage Business Process Manager Server Administration Guide*.
  - Back up all files from the previous `agents/` folder
  - Back up all files from the previous `calendar/` folder
  - Back up the `resources/DataSourceDefinition.xml` file
  - Back up the `resources/fileListenerConf.xml` file
  - Back up the `DmsCollections.xml` file and the directories specified in it - these directories contain data that users have previously uploaded.
2. Uninstall the previous version of Interstage BPM according to the instructions for that version.
3. Make sure that you have the required permissions for installation and deployment.  
For details, refer to section *Permissions Required for Installation and Deployment* on page 23.
4. Install Interstage BPM Server according to the instructions in section *Installing Interstage BPM* on page 25.
5. Upgrade your database as follows:
  - a) If the Deployment Tool is not running, start it using the instructions in section *Starting the Deployment Tool* on page 32.
  - b) On the **Welcome** screen of the Deployment Tool, select **Upgrade**.
  - c) Click **Next**.
  - d) On the **Database Selection** screen, select the database system you are using.
  - e) Click **Next**.
  - f) On the **Database Configuration** screen, specify the settings for your database.  
If you are migrating from an Interstage BPM **Advanced Edition**, select the **Upgrade from AE to EE Version** check box.

**Note:** If you are upgrading from an Interstage BPM **Enterprise Edition**, do not select the **Upgrade from AE to EE Version** check box. Otherwise, your database may get incorrectly updated.

- g) Click **Next**.

- h) Make sure that all the information displayed on the **Setup Confirmation** screen is correct.
  - i) Click **Next** to start upgrading the database.  
At the end of the process, a message is displayed notifying you that the database has been upgraded.
  - j) Click **OK** to exit the Deployment Tool.
6. Deploy the Interstage BPM Server and/or Console according to the instructions in section *Deploying Server Instances with Console* on page 36.

**Note:** On the **<Database> Setting** screen, **do not select** the **Create New Database** option. Otherwise, the old database will be overwritten and you will lose all of the previous work that is stored in the database.

**Note:** Once upgrade is completed, the `ApplicationSecurityMode` server configuration parameter is set to `Secure` (SaaS mode). Therefore if you want to keep using Interstage BPM with non-SaaS mode, you should change the property value from `Secure` to `Relax`. How to change server parameters is described in the *Interstage BPM Server Administration Guide*.

7. Migrate application resources as described in *Migrating Application Resources from Previous Versions to this Version of Interstage BPM* on page 70.
8. Start the Interstage BPM Server and Console. Refer the following topics:
  - *Starting Interstage BPM Server* on page 41
  - *Starting Interstage BPM Console and Tenant Management Console* on page 43
9. If needed, migrate application owners as described in *Migrating Application Owners from Previous Versions to this Version of Interstage BPM* on page 72.
10. For security reasons, delete the configuration file (of step 1) after using it.

Interstage BPM is now upgraded to the latest version.

## 10.2 Migrating Application Resources from Previous Versions to this Version of Interstage BPM

**Pre-requisites:** You have completed the following steps as described in *Upgrading from Previous Versions of Interstage BPM* on page 69:

- You have uninstalled the previous version of Interstage BPM
- You have installed the new version of Interstage BPM
- You have upgraded the database
- You have deployed an instance of Interstage BPM Server, and after deployment, you have changed the `ApplicationSecurityMode` server configuration parameter to `relax`.

**To migrate application resources from previous versions to this version of Interstage BPM:**

1. Copy the `DmsCollections.xml` file of the previous version to the `<Interstage BPM Installation Directory>/server/instance/default/tenants/Default/resources/` folder. (Replace the `DmsCollections.xml` present at this location.)

Essentially, to be able to use attachments from the previous Interstage BPM version, you need to continue to use the same `DMSRoot` you used in the previous version.

2. Copy the apps folder from <Interstage BPM Installation Directory>/server/instance/default/tenants/Default/attachments/ to the DMSRoot <Path> specified in DmsCollections.xml.

**Note:** For UNIX environments, while specifying the DMSRoot, ensure you use the correct case in the file path.

3. For each application, do one of the following:

- a) If an application already contains the agentsConfig.xml file (located in <DMSRoot>/apps/<application id>/), add the following code to that file:

```
<ActionAgent>
  <Name>@FTP</Name>
  <Description>FTP Agent</Description>
  <RetryInterval>20</RetryInterval>
  <EscalationInterval>1</EscalationInterval>

  <ClassName>com.fujitsu.iflow.serveree.impl.actionagent.ServiceAgent</ClassName>

  <ConfigFile>ftp.xml</ConfigFile>
</ActionAgent>
<ActionAgent>
  <Name>@HTTPAgent</Name>
  <Description>HTTP Agent</Description>
  <RetryInterval>20</RetryInterval>
  <EscalationInterval>1</EscalationInterval>

  <ClassName>com.fujitsu.iflow.serveree.impl.actionagent.httpservice.HTTPServiceAgent</ClassName>

  <ConfigFile>HTTPAgent.xml</ConfigFile>
</ActionAgent>
```

- b) If an application does not contain the agentsConfig.xml file (located in <DMSRoot>/apps/<application id>/)

- Copy the agentsConfig.xml file of the previous version to the <DMSRoot>/apps/System folder.
- Edit the copied agentsConfig.xml to remove 'agents/' from the text within the <ConfigFile> tag.

4. Copy the fileListenerConf.xml file of the previous version to the <DMSRoot>/apps/System directory.

5. Copy the previous versions of each of the following to each application folder in the <DMSRoot>/apps/<application id>/ directory.

- HTTPAgent.xml file
- ftp.xml file
- Business Calendar (.cal) files
- DataSourceDefinition.xml file

**Note:** Do not migrate Decision Table Management (DTM) configuration files from previous versions of Interstage BPM; this version of Interstage BPM does not support DTM configuration files of pre-v11.0 versions.

**Note:** From this version of Interstage BPM:

- Parent process definitions can only call sub process definitions if they exist in the same application. To continue using parent process definition from previous versions in Interstage BPM v11.0, ensure their sub process definitions exist in the same application as the parent process definition.
- You cannot migrate process instances from one application to another.
- You cannot copy process definitions from one application to another.

### 10.3 Migrating Application Owners from Previous Versions to this Version of Interstage BPM

When you migrate applications prior to this version to this version of Interstage BPM, the user group having the role of AdminRole is automatically set as the owner of the application. After application migration, if you want to assign application ownership to a group other than the AdminRole, you can do so by using Interstage BPM Console. For information about changing application owners in Interstage BPM Console, refer the *Managing Applications* section of the *Interstage BPM Console Online Help*.

### 10.4 Migrating WebDAV Repository and UDDI Registry from Previous Versions to this Version of Interstage BPM

If you had configured Interstage BPM of the version prior to this version to use WebDAV repository and UDDI registry (such as Centrasite), you need to configure for WebDAV and UDDI repositories. This configuration is possible by using Interstage BPM Tenant Management Console or the ImportProperties command.

After this configuration is complete, you need to synchronize the Interstage BPM Server with your WebDAV and UDDI repositories before you can use already published information or publish new process definitions. Use the following steps to achieve this:

1. After upgrade and configuration of Interstage BPM Server and Console, start the Interstage BPM Server and Console.
  - *Starting Interstage BPM Server* on page 41
  - *Starting Interstage BPM Console and Tenant Management Console* on page 43
2. Login to Interstage BPM Console as an administrator.
3. After choosing an application, in the **System Administration** tab, click **Application Settings**.
4. In the **Application Settings** page, click **Synchronize with Repository**, and then click **Synchronize** in the pop-up that appears.

Once synchronization is successful, an appropriate message is displayed.

Now this version of Interstage BPM is ready to be used with WebDAV and UDDI repositories

### 10.5 Additional Steps for Handling Pre-11.0 Console URLs

In version 11.0 of Interstage BPM Console, the Interstage BPM Console URL has been changed, making older versions of URLs such as those of Remote SubProcesses, Service Registry, and so on incompatible when called from previous versions of Interstage BPM.



To overcome this problem, deploy the Compatibility Proxy WAR provided in this release using the steps listed in this section.

**Note:**

1. For a remote subprocess, perform the steps listed here only in the following cases:
  - When both the Parent and child process instances are running, and you upgrade Interstage BPM on the parent server to v11.0
  - When the parent process is running but the child process instance has not yet started, and you upgrade Interstage BPM on the child server to v11.0
2. Support for HTTPS is not available in this release.

In order to use the Compatibility Proxy for supporting pre-V11.0 URLs, the following requirements must be met:

- You should deploy an instance of Interstage BPM Server, and after deployment, you should change the `ApplicationSecurityMode` server configuration parameter to `relax`.
- The Compatibility Proxy should be deployed at the original pre-V11 context root, and the V11 Console should be deployed at a different context root. For example, if the pre-v11.0 Console was deployed at the context root `ibpmconsole`, then you should install the compatibility proxy at `ibpmconsole` and the V11 Console at any other context root, for example, `console`. The default context root for V11 Console is `console`, which is different from the default context root for any previous version. So if you have followed the defaults, this requirement rule will be automatically satisfied.
- V10.x had the restriction that two applications cannot have process definitions with the same name. This restriction has been removed in V11.0. But to use the Compatibility Proxy, the same restriction needs to be followed, that is, two applications should not have process definitions with the same name.

## 10.5.1 Steps to Overcome the URL-incompatibility Problem

**Pre-requisites:** You have completed the following steps as described in *Upgrading from Previous Versions of Interstage BPM* on page 69:

- You have uninstalled the previous version of Interstage BPM
  - You have installed the new version of Interstage BPM
  - You have upgraded the database
  - You have deployed an instance of Interstage BPM Server and Console, and after deployment, you have changed the `ApplicationSecurityMode` server configuration parameter to `relax`.
  - Make sure that the WebSphere Application Server is running.
1. Create a folder whose name corresponds to your pre-v11.0 context root (for example `ibpmconsole`) on your machine. For example purposes, the following directory will be used:

**On UNIX or Linux:**

```
/opt/FJSVibpm/ibpmconsole
```

**On Windows:**

```
c:\fujitsu\InterstageBPM\ibpmconsole
```

2. Copy `webserviceproxy.war` from the console directory of your Interstage BPM Console Installation CD or CD Image to the directory that you just created on your machine.
3. Extract the files from `webserviceproxy.war` into the `ibpmconsole` directory. Use the following Java command:

```
jar -xvf webserviceproxy.war
```

4. After extracting the jar, edit the `proxy.conf` file under `<Extraction Directory>\WEB-INF\config` and update the `ServerBaseURL` to the **V11 port number and context root**.
5. Edit the `web.xml` file under `<Extraction Directory>\WEB-INF\` as shown below:

Change

```
<url-pattern>/*</url-pattern>
```

to

```
<url-pattern>*.jsp</url-pattern>
```

6. Now run the following command from the location where the extracted contents of **webservicesproxy.war** are available.

```
jar -cvf ibpmconsole.war *.*
```

7. Start the WebSphere Server Default Server and the Interstage BPM Server to which you want to connect.
8. Login to the WebSphere Administration Console if you have not already done so.
9. Select Applications>Install New Application.
10. Click **Browse** and navigate to the location of the WAR file (`ibpmconsole.war`).
11. Enter the value for **Context Root**. This should be same as the context root at which Pre V11 IBPM was running (like `ibpmconsole` for V10.1).
12. Click **Next**.  
A pop-up appears asking you to Please Wait... The Interstage BPM Console is being deployed. This could take several minutes. Please wait while it is being installed. When the deployment has completed, **Step 1: Select installation options** will appear.
13. Accept all defaults and click **Next**.  
**Step 2: Map modules to servers** page appears.
14. Select **WebServiceProxy** and click **Next**.  
**Step 3: Map virtual hosts for Web modules** appears.
15. Select **WebServiceProxy** and click **Next**.  
**Step 4: Summary** appears. Kindly ensure that the port that will be available for running the deployed application is the same as of Pre V11 application.
16. Click **Finish** to complete the installation.  
An installation status page appears along with a pop-up asking you to Please Wait... This could take several minutes. Status messages will begin to appear. The Interstage BPM Console is being deployed. Please wait while the Console is being deployed. When the deployment has completed, the message **Application fujitsu-console-ear installed successfully** appears.
17. Click the **Save directly to Master Configuration** link to save your changes.  
The War file will be saved as a new Web Application in the WebSphere Application Server. When saving is completed, the Preparing for the application installation page will re-appear.
18. Select war file installed and click **Start** to start the WebServicesProxy application.

A pop-up asking you to Please Wait... appears. This could take a few minutes. When the Interstage BPM Console has started, the Enterprise Applications page appears with a message informing you that the Console has started.

19. Start the Interstage BPM Server and Console. Refer the following topics:

- *Starting Interstage BPM Server* on page 41
- *Starting Interstage BPM Console and Tenant Management Console* on page 43

## 10.6 Additional Steps for Form Styles while Migrating from Interstage BPM Console 11.1

Versions of Interstage BPM Console **later than v11.1** allow changing the look and feel of Interstage BPM Console forms using Interstage BPM Console itself. If you are migrating from Interstage BPM Console 11.1, and you were using custom stylesheets for either:

- tenants (stylesheet placed under `//<console WAR>/tenant/<tenantName>/web/styles/custom.css` or `//<console WAR>/web/styles/custom.css`), OR
- applications (stylesheet placed under `//<console WAR>/tenant/<tenantName>/apps/<appName>/web/styles/customTheme.css`)

after migration, ensure you define form-specific style classes in the custom CSS files.

## 10.7 Additional Steps for Interstage BPM Console

### 10.7.1 Deleting Interstage BPM Console

In version 11.2.1 of Interstage BPM, Interstage BPM Console is always deployed with Interstage BPM Server. Therefore if you do not want to work with Interstage BPM Console you can un-deploy it from your application server.

On WebSphere:

1. Access the Integrated Solutions Console of WebSphere Application Server.
2. On the **Enterprise Applications** screen, select the **InterstageBPMConsole** checkbox, and click **Uninstall**.

### 10.7.2 Updating System Properties for Web Server Port

If you changed your WebServer port from default value, you need to change the following System properties.

- ServerBaseURL
- ServerEmailBaseURL

You can update these values via the Interstage BPM Tenant Management Console or Import/Export property commands. How to change properties using Tenant Management Console is explained in the *Interstage BPM Tenant Management Console Online Help*. Details of using import/export commands are described in the *Interstage BPM Server Administration Guide*.

## Appendix A: Security

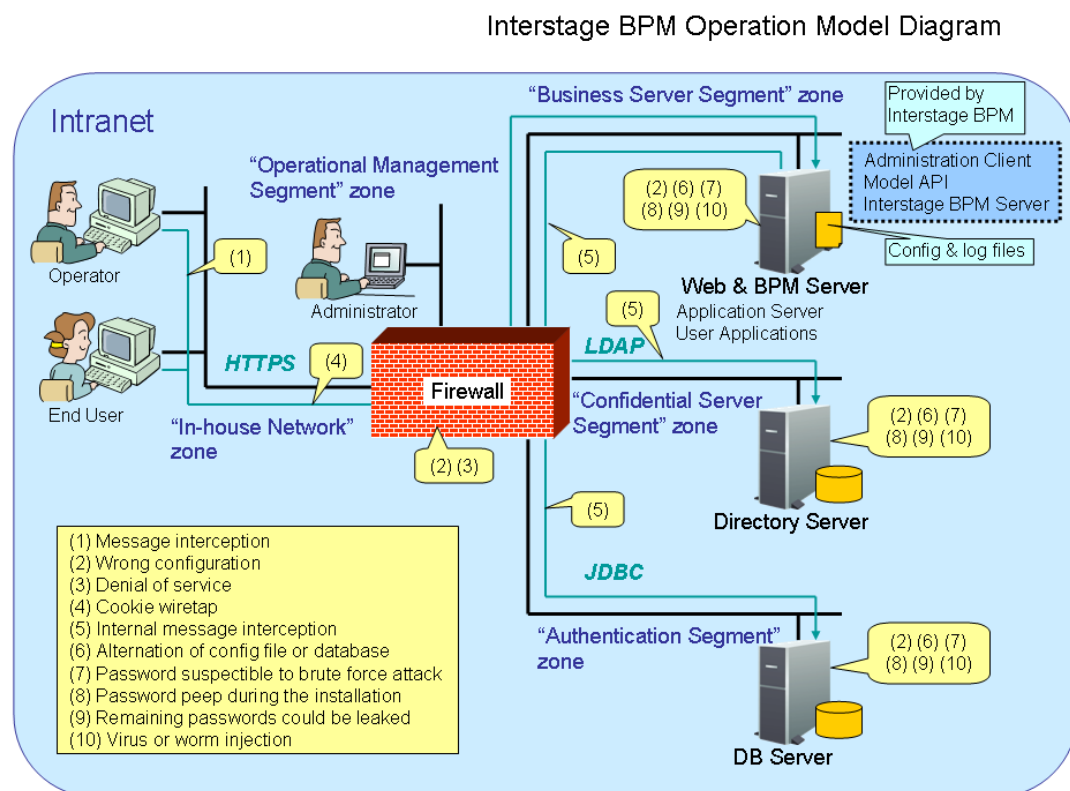
Interstage BPM can be set to two security levels: Demo Mode and Security Mode. Demo Mode is useful while key members of your work team learn the features of the software. Later, Security Mode provides a stable and controlled environment for implementing Interstage BPM across your company.

### A.1 Interstage BPM Operation Model

It is assumed that Interstage BPM is used in an organizational Intranet. In most situations, end-users will work with Interstage BPM applications via a firewall, administrators, however, will be using the server segment.

End-users do not need to run applets or other clients requiring the Interstage BPM model. This means that the only port that needs to be opened in the firewall is the standard HTTPS port (443) and the Web Server in the server segment.

The following diagram depicts a deployment situation where Interstage BPM applications are used via a firewall. It also shows possible security threats – these are described in more detail in the subsequent table.



**Figure 29: Interstage BPM Operation Model**

The following table lists the possible security threats as well as possible solutions:

#	Threat	Solution
(1)	Message interception	Use SSL.
(2)	Wrong configuration	Make sure that your administrators are properly trained and certified, and that the firewall, the Web Server, the Interstage BPM Server, the Database Server and the Directory Server are configured correctly.
(3)	Denial of service	Use firewall configuration to block illegitimate requests.
(4)	Cookie wiretap	Use secure cookies if you are using cookies for session management.
(5)	Internal message interception	Keep the Web Server, Interstage BPM Server, the Directory Server and the Database Server machines in a secure location.
(6)	Alternation of config file or database	Keep the Web Server, Interstage BPM Server, Directory Server and Database Server machines in a secure location. Set the operating system/database permissions such that file/database access is possible only by authorized people. Take special care for the directories/database of Interstage BPM, Interstage Application Server, Active Directory and Oracle.
(7)	Password susceptible to brute force attack	All guessed passwords should be changed to something that is less vulnerable. Passwords should not be proper nouns (e.g., a person's name), a word found in a dictionary or the same string as the user name.  Ideally, a password should contain a minimum of 6 characters in a mixture of upper case, lower case, numeric digits and other characters. In addition, it should not contain more than two identical consecutive characters and more than two ascending or descending consecutive characters.
(8)	Password peep during the installation	Install under the condition that no one is around you.
(9)	Virus or worm injection	As a rule, always use anti-virus software.

## A.2 Password Encryption

The Interstage BPM Deployment Tool encrypts the passwords entered during deployment and writes the encrypted passwords into the database.

The Interstage BPM Server decrypts all passwords at startup. If decryption fails, a warning message is printed in the `Trace.log` file.

If you need to change the user/passwords after deployment, an Encryption Utility is provided so that you can encrypt the passwords and overwrite them in the server's configuration. The Encryption Utility does not provide for decryption of passwords. It can only be used for encryption.

Initially, a default key is used to encrypt and decrypt the passwords. If you want to use a different key for security reasons, you must add this key to the server's configuration. The default key is not published; it is hardcoded in the server code.

The Encryption Utility provided is:

```
com.fujitsu.iflow.utilities.TextEncrypter.class
```

To call the Encryption Utility, use the encryption script located in <Interstage BPM Server Installation Directory>/client/samples/configuration:

- On Windows: EncryptPassword.bat
- On UNIX: EncryptPassword.sh

## Encrypting a Password With the Default Key

To encrypt a password with the default key, run the script with the following option:

On Windows: EncryptPassword.bat -e "<TextPassword>"

On UNIX: EncryptPassword.sh -e "<TextPassword>"

**Note:** Make sure to enclose the password and the encryption key in double quotes. Otherwise, the encryption process might fail. As double quotes are delimiters, do not use double quotes in the encryption key.

## Encrypting Passwords With a New Key

You are recommended to encrypt your passwords with your own key.

To encrypt a single password with a new key, run the script with the following options:

On Windows: EncryptPassword.bat -e "<TextPassword>" "<Key>"

On UNIX: EncryptPassword.sh -e "<TextPassword>" "<Key>"

**Note:** If a key other than the default key is used, it should contain more than 24 characters. Make sure to enclose the password and the encryption key in double quotes. Otherwise, the encryption process might fail. As double quotes are delimiters, do not use double quotes in the encryption key.

During startup of the Interstage BPM Server, the key needs to be present in the server's configuration. Therefore, before starting the server, use the configuration export and import scripts to add the following parameter to the server's configuration:

```
EncryptionKey=<Key>
```

For details on the procedure, refer to section *Using the Configuration Export and Import Scripts* on page 80. For security reasons, the key can be removed again from the configuration file that you imported into the database.

Alternatively, you can encrypt all passwords in the configuration file at the same time before importing it into the database. To do this, substitute all passwords in the configuration file with actual text passwords and encrypt the configuration file by running the script with the following options:

On Windows: EncryptPassword.bat -f "<Path of Configuration File>" "<Key>"

On UNIX: EncryptPassword.sh -f "<Path of Configuration File>" "<Key>"

**Note:** Make sure to enclose the file path and the encryption key in double quotes. Otherwise, the encryption process might fail. As double quotes are delimiters, do not use double quotes in the encryption key.

The following parameters in the configuration file are encrypted using this method:

- DBALoginpassword
- LDAPAccessUserPassword

- MetadataRepositoryPassword
- ServerPassword
- SMTPPassword
- SWAPLinkagePassword
- UDDIPublisherPassword

### Example

Use the following command to encrypt all passwords in the configuration file at the same time.

On Windows: `EncryptPassword.bat -f`

```
"C:\SomeDirectory\MyServerConfiguration.properties" "EWAERJQ23FIQ0J22"
```

On UNIX: `EncryptPassword.sh -f "/SomeDirectory/MyServerConfiguration.properties"`

```
"EWAERJQ23FIQ0J22"
```

## A.3 Using Demo Mode and Security Mode

Interstage BPM can be set to two security levels: Demo Mode and Security Mode. Demo Mode is useful while key members of your work team learn the features of the software. Later, Security Mode provides a stable and controlled environment for implementing Interstage BPM across your company.

**Demo Mode** restricts access to Interstage BPM in two ways:

- Only the person who is assigned a work item may make choices about it, thus advancing the process to the next work item - or completing it.
- Only members of the `AdminRole` can access administration functions in the Interstage BPM Console.

All Interstage BPM users can experiment with all of Interstage BPM functions, including creating and editing process definitions and process instances.

In **Security Mode**, access to process definitions, process instances, and work items are restricted to the specific people who need to use them. The following are examples of people who need to use them:

- Only members of the Role specified in the `TemplatePublishers` parameter of the Interstage BPM Server can create new process definitions.
- Only the process instance owners, current assignees, and Interstage BPM Administrators can view any specific process instances. (Current assignees are those who have active task assignments. This does not include people who will have task assignments later in the process.)
- Only the process instance owners, current assignees, and Interstage BPM Administrative Users can edit their specific process instances. This means they can change User Defined Attributes and add or delete attachments. However, they are not allowed to edit the process structure.

**To set up Security Mode:**

- Add the following parameters to the server configuration:

```
SecuritySwitch=true
```

This setting enables Security Mode.

```
TemplatePublishers =<Registered Role>
```

This Role must be registered in Interstage BPM's local group store or in your Directory Service. For example, if you have defined a Role of `pubRole`, you would type

```
TemplatePublishers=pubRole. Be aware that this key takes effect only if the Security Mode is switched on.
```

---

For information on how to add parameters, refer to section *Using the Configuration Export and Import Scripts* on page 80.

## A.4 Configuring SMTP Authentication for Use with Interstage BPM

**Note:** Only a System Administrator should perform these instructions.

If you required SMTP Authentication for logging in to Interstage BPM, use the following instructions:

1. Set up an email server and enable SMTP Authentication.
2. Add the following parameters to the server configuration:

```
SMTPServerHost=<Email Server Host Name>
```

```
SMTPUserName=<User Name for SMTP Authentication>
```

```
SMTPPassword=<Password for SMTP authentication>
```

For details on the procedure, refer to section *Using the Configuration Export and Import Scripts* on page 80.

3. Design a process definition to test the email feature.

Refer to the *Interstage Business Process Manager Studio User's Guide* for information on how to design process definitions.

If the `SMTPUserName` or `SMTPPassword` are set correctly, the email will be accepted by the email server. If neither the `SMTPUserName` nor `SMTPPassword` values are blank, Interstage BPM will use the SMTP authentication feature.

## A.5 Using the Configuration Export and Import Scripts

**Prerequisite:** The database server is running.

Interstage BPM comes with configuration export and import scripts that allow you to change the server configuration. You can use these scripts to add parameters that are not present in the configuration or remove parameters from the configuration. If the server fails to start or denies login due to configuration errors, you can use the scripts to import a working configuration into the database. You can add or edit both System as well as Tenant properties using the export and import scripts. For more information about System and Tenant properties, refer the *Interstage BPM Server Administration Guide*.

The Interstage BPM Server is not required to be running for the configuration export and import scripts to be used.

**To use the configuration export and import scripts:**

1. Export the server configuration by running the export script located in `<Interstage BPM Server Installation Directory>/server/deployment/bin:`



Operating System	Configuration Export Script
Windows	<ul style="list-style-type: none"> <li>• For System Properties:  <code>exportProperties.bat &lt;File Name&gt; &lt;Database User Name&gt;  &lt;Password&gt;</code>  <b>Example:</b>  <code>exportProperties.bat MyServerConfiguration.properties  SomeUserName SomePassword</code> </li> <li>• For Tenant Properties:  <code>exportProperties.bat &lt;File Name&gt; &lt;Database User Name&gt;  &lt;Password&gt; &lt;TenantName&gt;</code>  <b>Note that &lt;TenantName&gt; is case-sensitive.</b>  <b>Example:</b>  <code>exportProperties.bat MyServerConfiguration.properties  SomeUserName SomePassword Default</code> </li> </ul>
UNIX	<ul style="list-style-type: none"> <li>• For System Properties:  <code>exportProperties.sh &lt;File Name&gt; &lt;Database User Name&gt;  &lt;Password&gt;</code>  <b>Example:</b>  <code>exportProperties.sh MyServerConfiguration.properties  SomeUserName SomePassword</code> </li> <li>• For Tenant Properties:  <code>exportProperties.sh &lt;File Name&gt; &lt;Database User Name&gt;  &lt;Password&gt; &lt;TenantName&gt;</code>  <b>Note that &lt;TenantName&gt; is case-sensitive.</b>  <b>Example:</b>  <code>exportProperties.sh MyServerConfiguration.properties  SomeUserName SomePassword Default</code> </li> </ul>

For <File Name>, specify the file name and, optionally, the path of the configuration file to be generated. If you do not specify a path, the configuration file is written to the current directory.

For <Database User Name> and <Password>, specify the database user account that you defined during deployment of the Interstage BPM Server.

**Note:** Before you make any changes to the configuration file, create a copy of the configuration file you exported as a back-up. In case you make errors while editing parameters and import the file, Interstage BPM Server may not be able to start or errors may occur at runtime. In such a case you can use the back-up file which contains a working configuration.

2. Make the required changes in the generated configuration file.

If you want to add parameters, use the following syntax:

```
<Parameter Name>=<Parameter Value>
```

**Note:**

- Parameter names and values are case sensitive.
- Any backslashes "\" or colons ":" used in parameter values must be escaped by backslashes. For example, a server address is specified like this:  
`ibpmhost\:49950`
- Some configuration parameters have a `<Hostname>` or `<Hostname>.<Servername>` suffix appended to their names. These suffixes are automatically removed during the export and are automatically appended during the import. Do not add these suffixes to the parameter names.

Passwords in the generated configuration file are encrypted for security reasons. If you change a password, you are recommended to encrypt it before importing the configuration file. Passwords are not automatically encrypted during the import. For details on how to encrypt passwords, refer to section *Password Encryption* on page 77.

3. Import the updated configuration file into the database by running the import script located in `<Interstage BPM Server Installation Directory>/server/deployment/bin:`

Operating System	Configuration Import Script
Windows	<ul style="list-style-type: none"> <li>• For System Properties:  <pre>importProperties.bat &lt;File Name&gt; &lt;Database User Name&gt; &lt;Password&gt;</pre> <p><b>Example:</b></p> <pre>importProperties.bat MyServerConfiguration.properties SomeUserName SomePassword</pre> </li> <li>• For Tenant Properties:  <pre>importProperties.bat &lt;File Name&gt; &lt;Database User Name&gt; &lt;Password&gt; &lt;TenantName&gt;</pre> <p><b>Note that &lt;TenantName&gt; is case-sensitive.</b></p> <p><b>Example:</b></p> <pre>importProperties.bat MyServerConfiguration.properties SomeUserName SomePassword Default</pre> </li> </ul>
UNIX	<ul style="list-style-type: none"> <li>• For System Properties:  <pre>importProperties.sh &lt;File Name&gt; &lt;Database User Name&gt; &lt;Password&gt;</pre> <p><b>Example:</b></p> <pre>importProperties.sh MyServerConfiguration.properties SomeUserName SomePassword</pre> </li> <li>• For Tenant Properties:  <pre>importProperties.sh &lt;File Name&gt; &lt;Database User Name&gt; &lt;Password&gt; &lt;TenantName&gt;</pre> <p><b>Note that &lt;TenantName&gt; is case-sensitive.</b></p> <p><b>Example:</b></p> <pre>importProperties.sh MyServerConfiguration.properties SomeUserName SomePassword Default</pre> </li> </ul>

For <File Name>, specify the file name and, if required, the path of the updated configuration file. You need to specify the path if the configuration file is not located in the current directory.

For <Database User Name> and <Password>, specify the database user account that you defined during deployment of the Interstage BPM Server.

4. In a cluster installation, each server node must be configured individually. Therefore, repeat steps 1-3 for the other server nodes.
5. Restart the Interstage BPM Server for the changes to take effect.

## Appendix B: Silent Mode Installation

A Silent Mode installation is a non-interactive type of installation, i.e. you start the installation program and Interstage BPM is installed. If you have to perform multiple installations of Interstage BPM, and the installations are essentially the same, you might want to consider installing Interstage BPM in Silent Mode as you can save a significant amount of time.

### How It Works

Silent Mode installations involve the use of an installation script. You perform the first installation interactively using a special installation option that records the installation into an installation script in ASCII (text) format. You then run subsequent installations in silent mode using this script. Minor installation variations can be handled by editing the script.

## B.1 Setting Up a Silent Mode Installation of Interstage BPM

### To set up a Silent Mode Installation:

1. Create a new directory on your computer.
2. Copy the following files from the `engine` directory on your CD-ROM to the directory that you created on your computer:
  - `setup.jar`
  - `setupwin32.exe` on Windows
  - `setupSolaris.bin` on Solaris
  - `setupLinux.bin` on Linux
3. Open a Command Prompt window and navigate to the directory on your computer containing the copied files.
4. Start the installation program for Interstage BPM by entering the following command:

#### On Windows:

```
setupwin32.exe /r /f1"<Absolute Installation Script Path>\<Installation Script Name>"
```

In the following example, `RMI` is the directory containing the copied files and `record-install.iss` is the name of the installation script to be recorded:

```
C:\RMI> setupwin32.exe /r /f1"C:\RMI\record-install.iss"
```

**Note:** The installation script for Windows is created in a `.iss` (and not `.txt`) file.

#### On Solaris:

```
./setupSolaris.bin -options-record <Installation Script>
```

In the following example, `RMI` is the directory containing the copied files and `record-install.txt` is the name of the installation script to be recorded:

```
/RMI> ./setupSolaris.bin -options-record record-install.txt
```

#### On Linux:

```
/RMI> ./setupLinux.bin -options-record record-install.txt
```

**Note:** If you receive an error while launching the installation program on Linux, it is possible that some essential packages are missing from the Linux machine. For details about mandatory packages for Linux, refer *Preparation for Installing Interstage BPM on Linux Environments* on page 15. After installing mandatory packages, retry launching the Interstage BPM installation program for Linux.

This command starts a normal mode installation of Interstage BPM and records the installation choices that you make. As the installation program runs, use the instructions in chapter *Installing and Deploying Interstage BPM Server and Console* on page 23.

At the end of installation, the installation choices are written to the installation script. In the example, the installation script `record-install.txt` (`record-install.iss` for Windows) is created in the `RMI` directory. You can now use the installation script to install Interstage BPM on other computers in Silent Mode.

## B.2 Installing Interstage BPM in Silent Mode

**Prerequisite:** You have set up your Silent Mode installation as instructed in section *Setting Up a Silent Mode Installation of Interstage BPM* on page 84.

**To install Interstage BPM using Silent Mode:**

1. Create a directory on the computer where you want to install Interstage BPM in Silent Mode. In the example below, `RMI` is used as the directory's name.
2. Copy the following files from the computer where you recorded the installation script to the directory that you created in the previous step:
  - the installation script that you recorded, e.g. `record-install.txt`
  - `setup.jar`
  - `setupwin32.exe` on Windows
  - `setupSolaris.bin` on Solaris
  - `setupLinux.bin` on Linux
3. Make a note of the drive and directory to which you copied the files.
4. Open the installation script in a text editor and make any changes necessary to make it run properly in the different environment. Refer to section *Silent Mode Installation Options* on page 86 for allowed changes.

For example, you might have your J2SE Development Kit (JDK) installed on a different drive and in a different directory than on the computer where you recorded the installation script. You must search for that path and change it to the path used by the computer on which you are running the silent mode installation.

5. Save the changes made to your installation script.
6. Open a Command Prompt window and navigate to the directory that contains the installation script.
7. Install Interstage BPM in Silent Mode with the following command:

**On Windows:**

```
C:\RMI> <Absolute Path>\setupwin32.exe /s /f1"<Absolute Installation Script
Path>\<Installation Script Name>" /f2"<Absolute Installation Log File
Path>\<Installation Log File Name>"
```

**On Solaris:**

---

```
/RMI> ./setupSolaris.bin -options "<Absolute Path>/record-install.txt" -silent
```

**On Linux:**

```
/RMI> ./setupLinux.bin -options "<Absolute Path>/record-install.txt" -silent
```

This procedure can be repeated for all of your Interstage BPM installations.

## B.3 Silent Mode Installation Options

The Silent Mode installation script is a text file that you record while performing the first installation.

**Note:** Only use the installation script for the type of installation that you recorded. Do not add or delete parameters. Otherwise, your installation script might not work properly.

You can customize the installation script to make it run properly in a different environment. For example, you might have your J2SE Development Kit (JDK) installed on a different drive and in a different directory than on the computer where you recorded the installation script.

### Parameter Description

The following table lists the parameters that occur in the installation script. All parameter values have to be enclosed in double quotes. A short description of the parameters is also provided. For detailed information about the parameters, refer to section *Installing Interstage BPM* on page 25.

Parameter Name	Sample Value	Description
On Windows: <code>szDir</code> (located below <code>SdAskDestPath2</code> ) On UNIX: <code>-w bean1.destinationPath</code>	On Windows: <code>"C:\Fujitsu\InterstageBPM"</code> On UNIX: <code>"/opt/FJSVibpm"</code>	Absolute path to the installation directory of the Interstage BPM.
On Windows: <code>szDir</code> (located below <code>SelectDir</code> ) On UNIX: <code>-w bean11.jdkHome</code>	On Windows: <code>"C:\j2sdk"</code> On UNIX: <code>"/usr/java"</code>	Absolute path to the top-level directory of the J2SE Development Kit (JDK) installation.

Parameter Name	Sample Value	Description
On Solaris: -w bean2223.deploymenttool  On Linux: -w bean22233.deploymenttool (This parameter does not exist for Windows)	""	Specifies whether the installation program launches the Deployment Tool in graphical mode at the end of installation.  "A": The installation program launches the Deployment Tool in graphical mode. This option does not make sense when running a silent mode installation because it requires some user interaction after installation.  "": The installation program does not launch the Deployment Tool.  Like the installation program, the Deployment Tool can be run in Silent Mode. For details, refer to appendix <i>Silent Mode Deployment and Undeployment</i> on page 88.

### Example

On Windows, since no parameter exists to control launch of Deployment Tool in graphical mode, even if you perform a silent install, the Deployment Tool is not launched in graphical mode at the end of silent installation. For example, the following script performs a new installation of the Interstage BPM, but the Deployment Tool is not launched at the end of silent installation.

```

...
[ { ID } -SdAskDestPath2-0 ]
szDir=C:\Fujitsu\InterstageBPM
[ { ID } -SelectDir-0 ]
...
szDir=C:\j2sdk
...

```

On UNIX-based systems, the following sample script performs a new installation of the Interstage BPM without launching the Deployment Tool at the end of installation.

Sample script for Solaris:

```

-W bean1.destinationPath="opt/FJSVibpm"
-W bean11.jdkHome="/usr/java"
-W bean2223.deploymenttool=""

```

Sample script for Linux

```

-W bean1.destinationPath="opt/FJSVibpm"
-W bean11.jdkHome="/usr/java"
-W bean22233.deploymenttool=""

```

## Appendix C: Silent Mode Deployment and Undeployment

Like the installation program, the Deployment Tool can be run in Silent Mode. Running the Deployment Tool in silent mode allows you to **deploy or undeploy** Interstage BPM Server without user interaction. This is an efficient way to perform multiple deployments or undeployments if the operations are essentially the same.

Silent Mode deployments and undeployments require the use of a Silent Mode script. You perform an interactive deployment or undeployment using a special option that records your choices into a Silent Mode script. You then run subsequent deployments/undeployments in Silent Mode using this script. Minor operation variations can be handled by editing the script.

### C.1 Setting Up Silent Mode Operation

**To set up a Silent Mode operation:**

1. Start the Deployment Tool with the `-generateSilent` option.

From `<Interstage BPM Installation Directory>/server/deployment/tool` execute the following command:

Operating System	Startup Script
Windows	run_windows.bat -generateSilent (for 32bit Deployment Tool) run_windows_x64.bat -generateSilent (for 64bit Deployment Tool)
Solaris	run_solaris.sh -generateSilent
Linux	run_linux.sh -generateSilent (for 32bit Deployment Tool) run_linux_x64.sh -generateSilent (for 64bit Deployment Tool)

2. Choose the operation you want to perform (Server Instance Setup / Server Instance Removal).

**Note:** The **Upgrade** and **External setup** options are not supported in silent mode.

3. Walk through the configuration steps for the operation you selected until you reach the **Setup Confirmation** screen .
4. Click **Next** to start the selected operation.  
Your configuration choices are written to a Silent Mode script named `silent_<Date>`. The script is located in `<Interstage BPM Server Installation Directory>/server/deployment/resources`.

**Note:** It is recommended you rename the Silent Mode script because it will be overwritten if you regenerate it.

You can now use the script to perform the recorded operations on other computers in Silent Mode.



## C.2 Running Silent Mode Operations

**Prerequisite:** You have created a Silent Mode script as instructed in section *Setting Up Silent Mode Operation* on page 88. Also, Interstage BPM is already installed on your computer.

### To run the Deployment Tool in Silent Mode:

1. Copy the Silent Mode script that you recorded to the computer where you want to run the Deployment Tool in Silent Mode.

You can copy the script to a directory of your choice.

2. Open the Silent Mode script in a text editor and make any changes necessary to make it run properly in the different environment. Refer to section *Silent Mode Deployment Tool Options* on page 89 for allowed changes.

For example, you might have your database installed on a different drive and in a different directory than on the computer where you recorded the script. You must search for that path and change it to the path used by the computer on which you are running the silent mode deployment.

3. Open a Command Prompt window and navigate to the directory `<Interstage BPM Server Installation Directory>/server/deployment/tool`.
4. Execute the following command:

Operating System	Startup Script
Windows	<pre>run_windows.bat -silentmode &lt;Silent Mode Script&gt; (for 32bit Deployment Tool) run_windows_x64.bat -silentmode &lt;Silent Mode Script&gt; (for 64bit Deployment Tool)</pre>
Solaris	<pre>run_solaris.sh -silentmode &lt;Silent Mode Script&gt;</pre>
Linux	<pre>run_linux.sh -silentmode &lt;Silent Mode Script&gt; (for 32bit Deployment Tool) run_linux_x64.sh -silentmode &lt;Silent Mode Script&gt; (for 64bit Deployment Tool)</pre>

For `<Silent Mode Script>`, specify the absolute path of your script.

The Deployment Tool will run in silent mode and execute the options you chose while recording the script.

## C.3 Silent Mode Deployment Tool Options

The Silent Mode script is a text file that you record while running the Deployment Tool in interactive mode. The contents of the Silent Mode script depends on the type of operation that you record. There are different types of operations; each type has its own set of parameters:

- Server/Console instance setup without configuring the database (deployment)
- Server/Console instance setup including database configuration (deployment)
- Server/Console instance removal (undeployment)

For each type of operation, there are additional variations depending on the application server, database and Directory Service you are using.

**Note:** Only use the Silent Mode script for the type of operation that you recorded.

You can customize the script to make it run properly in a different environment. For example, you might have your database installed on a different drive and in a different directory than on the computer where you recorded the script.

The following tables list the parameters that you may change in the script. A short description of the parameters is also provided. **Parameters listed below for the application server are applicable for both deployment as well undeployment, unless specifically mentioned otherwise.**

**Note:**

- Only change parameters that are described below. Do not change any other parameters. Do not add or delete parameters. Otherwise, your script might not work properly.
- Any backslashes "\", colons ":" or equal signs "=" used in parameter values must be escaped by backslashes. For example, a server address is specified like this:  
`ibpmhost\:49950`

### WebSphere Application Server Parameters (for Deployment and Undeployment)

Parameter	Sample Value (without spaces)	Description
appserver_profile_home	On Windows: C:\\IBM\\WebSphere \\AppServer\\profiles\\AppSrv01 On UNIX: /opt/IBM/WebSphere/ AppServer/profiles/AppSrv01	Absolute path to the root directory of the WebSphere Application Server profile.
appserver_cell_name	ibpmhostNode01Cell	Name of an existing WebSphere cell. <b>Note:</b> Available only during deployment
appserver_node_name	ibpmhostNode01	Name of an existing WebSphere node.
appserver_server_in_node	server1	Name of the Interstage BPM Server.

### Database Parameters – Microsoft SQL Server

Parameter	Sample Value (without spaces)	Description
db_ibpm_user_name	ibpmuser	User name for a non-administrative database user account.
db_ibpm_password	ibpmuserpassword	Password for the non-administrative database user account.

Parameter	Sample Value (without spaces)	Description
db_host	<database server name>	Database server name or IP address. This parameter is necessary only for remote database.
db_port	1433	Port on which Microsoft SQL Server is running.
db_adminpassword	adminpassword	Password for the administrative database user account.
db_jdbc_library_path	C:\MicrosoftSQLServer2005JDBCdriver\sqljdbc_2.0\enu\sqljdbc4.jar	Absolute path of the JDBC driver. For the exact version of the JDBC driver supported, refer the <i>Release Notes</i> .
db_database_home	C:\\Program Files\\Microsoft SQL Server	Absolute path to the top-level directory of your Microsoft SQL Server installation.
sql_db_admin_username	sa	Username for the administrative database user account. Usually sa for Microsoft SQL Server.
sql_db_data_files_dir	C:\\Program Files\\Microsoft SQL Server\\MSSQL.1\\MSSQL\\Data	Absolute path to the directory where the Interstage BPM database resides.

### Database Parameters – Oracle

Parameter	Sample Value (without spaces)	Description
db_ibpm_user_name	ibpmuser	User name for a non-administrative database user account.
db_ibpm_password	ibpmuserpassword	Password for the non-administrative database user account.
db_host	<database server name>	Database server name or IP address. This parameter is necessary only for remote database.
db_port	1521	Port number of the database

Parameter	Sample Value (without spaces)	Description
db_jdbc_library_path	On Windows: C:\ojdbc\Driver11.1.0.7\ojdbc6.jar On UNIX: /opt/oracle/Driver11.1.0.7/oracle6.jar	Absolute path of the Oracle JDBC driver. For the exact version of the JDBC driver supported, refer the <i>Release Notes</i> .
db_database_home	On Windows: C:\app\Administrator\product\11.2.0\db_1 On UNIX: /opt/oracle/product/11.2.0/db_1	Absolute path to the top-level directory of your Oracle installation.
db_admin_password	oracleadminpassword	Password of the SYSTEM user
db_instance_name	ORCL	Connection identifier for the Oracle database
db_data_file_location	On Windows: C:\app\Administrator\product\11.2.0\oradata\orcl On UNIX: /opt/oracle/product/11.2.0/oradata/orcl	Absolute path to the directory where the Interstage BPM database resides.

### Interstage BPM System Administrator (Super User)

Parameter	Sample Value (without spaces)	Description
super_user	ibpm_server1	User name of the Interstage BPM System Administrator (Super User)
super_user_password	ibpm_server1	Password of the Interstage BPM System Administrator (Super User)

### Directory Service Parameters

Parameter	Sample Value	Description
LDAPServer	myhost	Host name or IP address of the computer hosting the Directory Service.
LDAPDBSuffix	dc=fujitsu,dc=com	Directory Service Key.
LDAPGroups	ou=Groups	Directory Service Organizational Unit.
LDAPPort	389	Directory Service port.

**Interstage BPM Tenant Owner**

Parameter	Sample Value (without spaces)	Description
LDAPAccessUserID	ibpm_server1	User name of Tenant Owner of the default tenant.
LDAPAccessUserPassword	ibpm_server1password	Password of Tenant Owner of the default tenant.

**Interstage BPM Environment**

Parameter	Options	Description
appserver_selected	websphere for WebSphere	Application server type for Interstage BPM deployment.
DirectoryService	0: Local user management 1: Oracle Directory Service 3: Active Directory	Directory server type
database_selected	Oracle for Oracle11g/10g SQLServer for Microsoft SQL Server	Database server type for Interstage BPM deployment
database_creation_selection	0: create new database 1: use existing database	Configuration for Interstage BPM database

## Appendix D: Silent Mode Uninstallation

Similar to silent undeployment, you can also uninstall Interstage BPM in silent mode, without user interaction. This is helpful for multiple, similar uninstallations.

**Note:** Unlike in the Interstage BPM interactive uninstall functionality (using the Graphical User Interface), in Silent Mode you cannot undeploy and uninstall together in one go. In Silent Mode, you need to do these actions separately with two different scripts.

### D.1 Setting Up a Silent Uninstall

**Note:** This setup is required only for Windows. For other platforms, no setup is required; you can directly uninstall Interstage BPM silently using the information in section *Uninstalling Interstage BPM in Silent Mode* on page 94.

**Pre-requisites:** You have already undeployed Interstage BPM.

On Windows, set up a silent uninstallation as follows:

1. Record your choices from the interactive uninstallation into an uninstallation script.
  - a) From the Command Prompt, run the following command:
 

```
"C:\Program Files\InstallShield Installation Information\{DFC70E37-68E7-469C-A253-9ED7BB3BCD23}\setup.exe"
-runfromtemp -l0x0009 -removeonly -r -f1"Absolute Uninstallation
ScriptPath"<Uninstallation Script Name>"
```

For example:

    - Run the following command:
 

```
"C:\Program Files\InstallShield Installation
Information\{DFC70E37-68E7-469C-A253-9ED7BB3BCD23}\setup.exe" -runfromtemp
-l0x0009 -removeonly -r -f1"C:/Temp/record-uninstall.iss"
```

Note that the recorded script should be a \*.iss file.
  - b) On the first uninstall screen that comes up (Deployment Tool Options Screen), ensure you select the **Do not launch Deployment Tool** option.
  - c) Click through the remaining uninstall screens to finish recording the script.

### D.2 Uninstalling Interstage BPM in Silent Mode

**Pre-requisite:** On Windows, ensure you have completed setting up silent mode uninstallation.

To uninstall Interstage BPM using Silent Mode:

1. **On Windows:**
  - a) Copy the uninstall script you recorded earlier, on to the machine where you intend to uninstall Interstage BPM silently.
  - b) From the Command Prompt, run the following command:
 

```
"C:\Program Files\InstallShield Installation Information\{DFC70E37-68E7-469C-A253-9ED7BB3BCD23}\setup.exe"
-runfromtemp -l0x0009 -removeonly -s -f1"Absolute Uninstallation Script
Path"<Uninstallation Script Name>"
```
2. **On UNIX:** From the Command Prompt, navigate to <Interstage BPM Server Installation Directory>/\_uninst and run the following command: `uninstall.sh -silent`.

## Appendix E: Clustering, Load Balancing, and Failover

This appendix provides you with an effective means of increasing the scalability and reliability of your Interstage Business Process Manager system. Configuring your system for load balancing can increase scalability. Configuring your system for failover can increase reliability.

This appendix provides guidelines for setting up a cluster of Interstage BPM Servers. It also provides guidelines for configuring that cluster for load balancing and failover.

In an Interstage BPM Cluster, multiple Interstage BPM Servers are deployed to work in concert with each other. In other words, they work together as a unit. The default Interstage BPM Cluster is configured for load balancing in a round-robin configuration and for failover. For Interstage BPM Clusters in a round-robin configuration, requests sent to the cluster are distributed evenly among the servers in the cluster. If the cluster is configured for failover, a working server in the cluster automatically "takes over for" a server in the cluster that has just failed for some reason.

<b>Note:</b> Ensure that all machines that you plan to include in a cluster are in the same Time Zone, and the difference between their system times is not more than 5 minutes.
--

### E.1 Setting Up an Interstage BPM Cluster on WebSphere Application Server

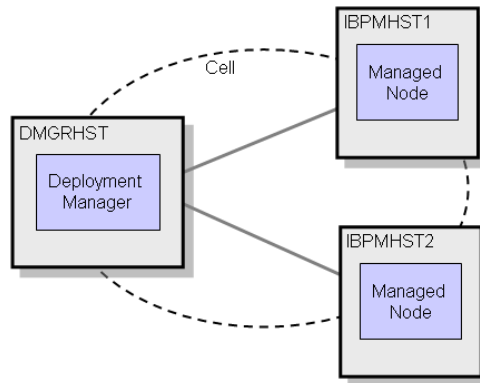
This section provides instructions for configuring a cluster of Interstage BPM Servers on WebSphere Application Server

Interstage BPM for WebSphere is installed as a WebSphere Application Server. Therefore, when you cluster instances of Interstage BPM for WebSphere, you must cluster them as you would any set of WebSphere Application Servers.

You must use the WebSphere Application Server Network Deployment (ND) Edition to cluster WebSphere Application Servers. The WebSphere Deployment Manager and the clustered Application Servers form a cell. When Application Servers are part of a cell, they are called managed nodes.

The sample system used to illustrate the instructions in this section consists of three computers. It has two managed nodes, one on computer `IBPMHST1` and the other on computer `IBPMHST2`, and a

Deployment Manager that resides on a separate computer with hostname `DMGRHST`. The following figure shows the sample system.



**Figure 30: Sample Cluster**

**Note:** When creating WAS profiles, ensure that nodes and cells are created with unique names across the cluster. To ensure unique names, use **machine name**, and **not** `localhost`. For example, `IBPMHST1Node01` and `IBPMHST1Cellmanager01` are correct; `localhostNode01` and `localhostCellmanager01` may repeat on all machines of the cluster, which is incorrect.

Setting up the cluster consists of the following major steps:

1. Preparing the cluster. This involves installing the WebSphere Application Servers and the Deployment Manager as well as installing Interstage BPM on the Deployment Manager.
2. Adding managed nodes
3. Adding a cluster.
4. Configuring the Shared Resource Root.
5. Configuring the required environment variables.
6. Silently deploying Interstage BPM on the cluster
7. Setting up the Interstage BPM environment for each cluster node
8. Updating the Interstage BPM Client configuration.
9. Defining a Virtual Host
10. Starting the cluster.
11. Implementing failover if you require this feature.

The next sections provide step-by-step instructions on how to set up the cluster.

## E.1.1 Preparing the Cluster

**Prerequisites:**



Check if all server nodes can reach each other via IP multicast. For you to check whether multicasts are available in the target environment, perform the following steps:

1. On each node, update the value for `JAVA_HOME` parameter in the `setIBPMEnv` script located at `<Interstage BPM Server Installation Directory>/server/deployment/bin/`.
2. On each node, update the `IBPM_HOME` parameter in the following scripts, located in `<Interstage BPM Server Installation Directory>/server/deployment/bin/`.

Operating System	Multicast Receiver Script
Windows	<code>startMulticastReceiver.bat</code>
Solaris Linux	<code>startMulticastReceiver.sh</code>

Operating System	Multicast Sender Script
Windows	<code>startMulticastSender.bat</code>
Solaris Linux	<code>startMulticastSender.sh</code>

3. Run the `startMulticastReceiver` script on each server node.
4. Run the `startMulticastSender` script on one of the server nodes and check whether all server nodes are receiving the multicasts.
5. Stop the execution of the multicast sender script. If there are any remaining nodes that were not tested, repeat step 4 for them. In case of any problems, contact your network administrator to make sure that the network is IP multicast enabled.

#### To prepare the cluster:

1. Install the WebSphere Application Server on all computers that you want to include as managed nodes in your cluster. Also, install the WebSphere Deployment Manager.

For installation instructions, refer to the WebSphere product documentation.

**Example:** If you want to set up the sample cluster, install WebSphere Application Server on computer `IBPMHST1` and `IBPMHST2`. On `DMGRHST`, install the WebSphere Deployment Manager.

2. Install Interstage BPM for WebSphere on the computer where the WebSphere Deployment Manager has been installed. Use the installation instructions in chapter *Installing and Deploying Interstage BPM Server and Console* on page 23 with the following exceptions:

- Specify an installation path that can be used on all computers in the cluster.

**Example on Windows:** If you install Interstage BPM in `C:\Fujitsu\InterstageBPM` on the Deployment Manager computer, it will be deployed to `C:\Fujitsu\InterstageBPM` on all computers in the cluster.

**Example on UNIX:** If you install Interstage BPM in `/opt/FJSVibpm` on the Deployment Manager computer, it will be deployed to `/opt/FJSVibpm` on all computers in the cluster.

**Note:** Do not deploy Interstage BPM at this stage.

3. Start the WebSphere Application Server on all computers that will be part of the cluster. To do so, use the following commands:

```
cd <WebSphere Installation
Directory>\AppServer\profiles\AppSrv<Number>\bin
startServer <server>
```

**Example:** `startServer server1`

## E.1.2 Adding Managed Nodes

To prepare for clustering your computers into a cell, you must add your computers as managed nodes.

**To add the managed nodes for the cell:**

1. Start the Administrative Console for the WebSphere Deployment Manager:

```
http://<hostname>:<port>/ibm/console
```

If you are following the example, you start the Administrative Console on `DMGRHST` using the following URL:

```
http://dmgrhst:9060/ibm/console
```

2. Expand **System administration** and click **Nodes**.
3. Add a new node as follows:
  - a) Click **Add Node**.
  - b) Select **Managed Node** and click **Next**.
  - c) In the **Host** field, enter the host name or IP address of one of your node computers.  
**Example:** `IBPMHST1`
  - d) In the JMX connector port field, enter the port value of one of your node computers.

**Note:** To get the value of JMX connector port:

1. Login to the WebSphere Admin Console, and navigate to Servers > WebSphere Application Servers > <ServerName> (typically 'server1').
2. In the right pane of the server configuration page, under the 'Communications' section, expand the 'Ports' link. Use the port specified for the port name 'SOAP\_CONNECTOR\_ADDRESS'.

- e) Select the **Include applications** and **Include buses** check boxes, but leave the other settings as default. Click **OK**.
  - f) If using Windows, select the **Run node agent as Windows service** check box. Click **OK**.  
It may take several minutes for the Deployment Manager to add the node. Wait while this configuration is in progress.  
**Example:** If you are following the example, the computer `IBPMHST1` is added as node `ibpmhst1Node01`. This node appears on the **Nodes** page.
4. Make sure that the node is configured correctly. This is indicated by the green color of the status icon. If the status icon displays a red color, select the node and click **Synchronize**.  
If the synchronization works, a message is displayed to that effect, and the status icon displays a green color.
  5. Repeat steps 3-4 to add the other computers of your cluster as managed nodes.

---

**Example:** If you are following the example, add the computer `IBPMHST2` as node `ibpmhst2Node01`.

### E.1.3 Adding a Cluster

**Prerequisite:** You have added the managed nodes that will be part of your cluster.

**To add a cluster:**

1. In the Administrative Console for the WebSphere Deployment Manager, expand **Servers**, select **Clusters**, and then select **WebSphere Application Server Cluster**.
2. Click **New**.
3. Enter a name for your new cluster, for example `IBPMCluster`. Click **Next**.
4. Enter a name for the cluster member and select one of your nodes from the drop-down list.  
If you are following the example, enter `IBPMMember1` and select `ibpmhst1Node01`.
5. Change the weight to 1 and click **Next**.
6. Add the other nodes as members of your cluster. After selecting the other node from the drop-down list, click the **Add Member** button. For each member, set the weight to 1. Then, click **Next**.  
If you are following the example, enter `IBPMMember2` and select `ibpmhst2Node01`.
7. On the **Summary** page, check to make sure that the actions displayed are correct, then click **Finish** to create the cluster.
8. In the message at the top of the page, click **Review**. Select **Synchronize changes with Nodes** and click **Save** to save the configuration.

### E.1.4 Configuring the Shared Resource Root

The ResourceRoot is a directory on a central server containing resources (such as workflow applications, file listeners, shared classes, and so on).

In a load-balancing system, the ResourceRoot directory must be located on a central server that can be accessed by all server nodes; all server nodes must use the same ResourceRoot directory.

Each server node must be configured to access the ResourceRoot directory on that central server. The server nodes are allowed to map those directories to different physical paths as long as they use the same symbolic name for the directory.

**To configure your ResourceRoot:**

1. On the WebSphere Deployment Manager computer, copy `tenants.zip` from `<Interstage BPM Server Installation directory>\server\deployment\WAS-Cluster\Resources`, and unzip this file to location `<Interstage BPM Server Installation directory>\server\instance\default` so that the `tenants` folder appears under the `default` folder.
2. On the WebSphere Deployment Manager computer, under `<Interstage BPM Server Installation directory>\server\instance\default\tenants\Default` create the following folder structure:
  - `lib`
    - `ext`
  - `classes`

- apps
    - System
      - filelistener
        - success
        - error
  - logs
3. On a central server, create a ResourceRoot directory. Make sure that all server nodes have read and write access to this directory.
 

**Example:** In the sample system, a file server is used to host the ResourceRoot directory. You could create a directory named `InterstageBPMSHared`.
  4. Create the `tenants/Default/` folders under the ResourceRoot directory.
 

For example, `//MyFileServer/InterstageBPMSHared/tenants/Default/`
  5. Do the following:
    - a) From the WebSphere Deployment Manager computer's `<Interstage BPM Installation Directory>/server/instance/default/tenants/Default/` directory, **move** the following folders to the `tenants/Default/` folder under the ResourceRoot directory.
      - apps
      - attachments
      - classes
      - dmsroot
      - lib
  6. On Windows, on each server node, update the `<Path>` tag of `DmsCollections.xml` file located in `<Interstage BPM Server Installation Directory>/server/instance/default/tenants/Default/resources` to specify the `attachments` directory on the file server.
 

Specify the path for the DMS root directory to be a folder different from the default IBPM installation directory and add share permissions to that folder.

Use one of the following formats to specify the directory's path:

```
//<Remote Computer Name>/<Absolute Path of DMS Folder>/
```

```
\\<Remote Computer Name>\<Absolute Path of DMS Folder>\
```

**Example:**

```
<DmsCollections>
<Dms>

<Path>//MyFileServer/InterstageBPMSHared/tenants/Default/attachments</Path>

<ImplementationClass>com.fujitsu.iflow.dmsadapter.impl.FileSystemDmsSessionImpl
  </ImplementationClass>
  <Name>Attachments</Name>
</Dms>
</DmsCollections>
```

**Note:**

- Do not use a network drive in the path specification. (For example, like in `<Path>P:\InterstageBPMShared\tenants\Default\attachments</Path>`). Network drives cannot be accessed by the Interstage BPM Server.
- In the path specification, if using the machine name does not work use the machine IP.

**Note:** To use WebDAV directory as DMS, ensure that at least one File DMS directory (local path folder) is present as the first DMS path in `DmsCollections.xml`.

7. Perform the subsequent steps if you are installing on the following operating system:

- UNIX
  - a) On each server node, mount the `attachments` directory that you copied on the file server.
  - b) On each server node, update the `DmsCollections.xml` file located in `<Interstage BPM Server Installation Directory>/server/instance/default/tenants/Default/resources` to specify the `attachments` directory on the file server.

**Example:** If you mount the shared directory at `mp1`, you would update the `DmsCollections.xml` file to look like the following:

```
<DmsCollections>
<Dms>
  <Path>/mp1/attachments</Path>

<ImplementationClass>com.fujitsu.iflow.dmsadapter.impl.FileSystemDmsSessionImpl
  </ImplementationClass>
  <Name>Attachments</Name>
</Dms>
</DmsCollections>
```

**Note:** To use WebDAV directory as DMS, ensure that at least one File DMS directory (local path folder) is present as the first DMS path in `DmsCollections.xml`.

The DMS root directory's mount point may be different on the individual server nodes. However, the directory's symbolic name, which is specified in the `<Name>` element, must be the same on all server nodes. The following figure shows this configuration:

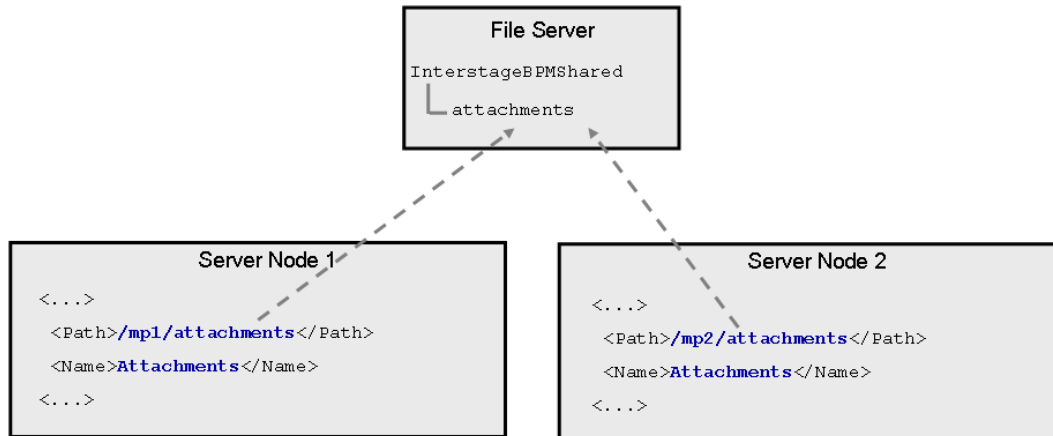


Figure 31: Sample DMS Configuration

## E.1.5 Configuring Environment Variables

To configure the required environment variables:

1. On the system where the Deployment Manager is installed, edit the environment variable script located at `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster:`

Operating System	Environment Variable Script
Windows	setEnv.bat
UNIX	setEnv.sh

2. Provide the appropriate values for the following variables:

**Note:** Use the following options to understand variables required for database installation and/or initialization and/or undeployment.

**Option 1:** Using this option installs the database. (Here, Oracle database is assumed to be on the local system.)

**Option 2:** Using this option initializes the database, creates application server resources and deploys Interstage BPM on the cluster. (Here, WebSphere Application Server Deployment Manager is assumed to be running on local system.) This clustering option is also helpful when you have just upgraded from a previous version of Interstage BPM database.

**Option 3:** Using this option installs and initializes the database, creates application server resources, and deploys Interstage BPM on the cluster. (Here, Oracle database, WebSphere Application Server Deployment Manager are assumed to be running on local system.)

**Option 4:** Using this option removes application server resources, undeploys Interstage BPM from the cluster, and also deletes the cluster.

Environment Variable	Description
ADMIN_GROUP	Name of the Interstage BPM user group with admin rights. Example: AdminRole <b>Option 1</b> <b>Option 2</b>
ADMIN_USER_ID	Interstage BPM Admin User ID <b>Option 1</b> <b>Option 2</b>
ADMIN_USER_PWD	Interstage BPM Admin Password. When the cluster setup is complete, you can remove the password from the file. <b>Option 1</b> <b>Option 2</b>
CLUSTERNAME	Cluster name that you defined in the Administrative Console for the WebSphere Deployment Manager. Example: CLUSTERNAME=IBPMcluster <b>Option 2</b>
DATABASE_HOME	Database home location Example on Windows: C:\Oracle11gR2\product\11.2.0\dbhome_1 Example on UNIX: /app/oracle/product/11.2.0/dbhome_1 <b>Note:</b> One shared database should be used, located on one of the nodes <b>Option 1</b>

Environment Variable	Description
DATABASE_HOST	Host name of system where database is installed <b>Option 2</b>
DATABASE_PORT	Port number to be used for the database user account that you defined during deployment of the Interstage BPM Server.
DB_ADMIN_NAME	Database Admin Username <b>Option 1</b> <b>Option 2</b>
DB_ADMIN_PASSWD	Database Admin password. When the cluster setup is complete, you can remove the password from the file. <b>Option 1</b> <b>Option 2</b>
DB_PASSWORD	Password of the database user account. Note: The password is required to deploy the Interstage BPM data sources and to import the updated server configuration into the database. When the cluster setup is complete, you can remove the password from the file. <b>Option 1</b> <b>Option 2</b>
DB_SID	SID for Oracle database Example: ORCL <b>Option 1</b> <b>Option 2</b>
DB_USER	Interstage BPM database username Example: ibpmuser <b>Option 1</b> <b>Option 2</b>
IBPM_HOME	Interstage BPM installed location Example on Windows: C:/Fujitsu/InterstageBPM Example on UNIX: /opt/FJSVibpm <b>Option 1</b> <b>Option 2</b>
NODES	Names of all nodes (comma-separated) <b>Option 2</b>



Environment Variable	Description
SUPER_USER	Interstage BPM superuser name <b>Option 1</b> <b>Option 2</b>
SUPER_USER_PWD	Interstage BPM superuser password. When the cluster setup is complete, you can remove the password from the file. <b>Option 1</b> <b>Option 2</b>
WAS_ADM_PASS	WebSphere Application Server Admin password. When the cluster setup is complete, you can remove the password from the file. <b>Option 2</b> <b>Option 4</b>
WAS_ADM_USR	WebSphere Application Server Admin username <b>Option 2</b> <b>Option 4</b>
WAS_DMR_ADMIN	Full path to <code>wsadmin</code> command Example on Windows: <code>C:/Program Files/IBM/WebSphere/AppServer/profiles/Dmgr01/bin/wsadmin.bat</code> Example on UNIX: <code>/opt/IBM/WebSphere/AppServer/profiles/Dmgr01/bin/wsadmin.sh</code> <b>Option 2</b> <b>Option 4</b>
dbDriver	Database driver name Example: <code>oracle.jdbc.driver.OracleDriver</code> <b>Option 1</b> <b>Option 2</b>
dbUrl	Database URL in the format <code>jdbc:oracle:thin:@&lt;Hostname&gt;:&lt;Database Port&gt;:&lt;Database Name&gt;</code> <b>Option 1</b> <b>Option 2</b>

Environment Variable	Description
DB_JDBC_JAR_PATH	File path of the Oracle JDBC JAR file Example: <ORACLE_ROOT>/jdbc/lib/ojdbc5.jar For the exact version of the JDBC driver supported, refer the Release Notes. <b>Option 1</b> <b>Option 2</b>
SERVERNAME	Symbolic name of a cluster server. The specified name will be appended to the name of some server parameters in order to make those names unique in a cluster environment. Since this is node-specific, you will add this name for each node at a later stage. This will be required when creating resources for nodes, and should be the same as NODE_NAME. Required during property import
NODE_NAME	Node name that you defined in the Administrative Console for the WebSphere Deployment Manager. Since this is node-specific, you will add this name for each node at a later stage. Required during property import
CELL_NAME	Name of the cell to which the Deployment Manager and the cluster nodes belong. To determine the cell name, in the Administrative Console for the WebSphere Deployment Manager, go to <b>System administration &gt; Cell</b> . Example: CELL_NAME=dmgrhstCell01 <b>Option 2</b>
JAVA_HOME	Path to the WebSphere Application Server JDK <b>Option 1</b> <b>Option 2</b>

**Note:** While editing the `setEnv` script, ensure you use only forward slashes (/) with any paths in the script.

## E.1.6 Silently Deploying (or Undeploying) Interstage BPM on the Cluster

1. On the machine where the deployment manager is installed, copy `ibpm-default.properties.template` file from `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster/resources` folder to `<Interstage BPM Server`

Installation Directory>/server/deployment/WAS-Cluster /properties and rename the copied file to `ibpm-default.properties`.

2. Modify all properties as per requirements. For details of properties, refer the *Interstage BPM Server Administration Guide*.
3. Run the `install` script located at <Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster as follows:

Operating System	Environment Variable Script
Windows	<code>install.bat &lt;option&gt;</code>
UNIX	<code>install.sh &lt;option&gt;</code>

Here `<option>` is any one of the following numbers:

- 1: using this option installs the database. (Here, Oracle database is assumed to be on the local system.)
- 2: using this option initializes the database, creates application server resources and deploys Interstage BPM on the cluster. (Here, WebSphere Application Server Deployment Manager is assumed to be running on local system.) This clustering option is also helpful when you have just upgraded from a previous version of Interstage BPM database.
- 3: using this option installs and initializes the database, creates application server resources, and deploys Interstage BPM on the cluster. (Here, Oracle database, WebSphere Application Server Deployment Manager are assumed to be running on local system.)
- 4: using this option removes application server resources, undeploys Interstage BPM from the cluster, and also deletes the cluster.

## E.1.7 Defining a Virtual Host

You need to define a virtual host in order to access Interstage BPM Console.

**To define a virtual host:**

1. In the Administrative Console for the WebSphere Deployment Manager, expand **Environment** and click **Virtual Hosts**.
2. Click **New** to create a virtual host. Enter a name of your choice, for example `IBPMHost`.
3. Click the name of the new virtual host, then click **Host Aliases**.
4. Create a new alias with `*` as the host name and a free port number, for example `9081`.
5. In the message at the top of the page, click **Review**. Select **Synchronize changes with Nodes** and click **Save** to save the configuration.
6. Expand **Applications** and click **Enterprise Applications**.
7. Click **InterstageBPMClient**.
8. On the **Configuration** tab, click **Virtual hosts**. Assign the virtual host that you created to the `Welcome to tomcat` Web module.
9. In the message at the top of the page, click **Review**. Select **Synchronize changes with Nodes** and click **Save** to save the configuration.

## E.1.8 Setting Up the Interstage BPM Environment for each Cluster Node

To set up the Interstage BPM environment for each cluster node:

1. Copy the entire contents of <Interstage BPM Server Installation Directory> from the Deployment Manager computer to <Interstage BPM Server Installation Directory> on all cluster nodes **except the following directory:**

```
InterstageBPMServer.ear
```

**Note:** The path to the installation directory of the Interstage BPM Server must be the same on all cluster nodes.

If you are following the example, copy the contents from the DMGRHST computer to the nodes IBPMHST1 and IBPMHST2.

2. On **each cluster node**, update the environment as follows:

- a) Edit the environment variable script located in <Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster:

On Windows: setEnv.bat

On Solaris: setEnv.sh

On Linux: setEnv.sh

- b) Set the `NODE_NAME` and `SERVERNAME` parameters to the correct values of that cluster node.

The `SERVERNAME` parameter is used to identify the cluster node's configuration within Interstage BPM. Make sure that the specified name is unique in the cluster. To achieve this, you could use the same value as for the node name.

**Example:** If you are following the example, on IBPMHST1, set the parameters to:

```
NODE_NAME=ibpmhst1Node01
SERVERNAME=ibpmhst1Node01
```

On IBPMHST2, set the parameters to:

```
NODE_NAME=ibpmhst2Node01
SERVERNAME=ibpmhst2Node01
```

**Note:** While editing the `setEnv` script, ensure you use only forward slashes (/) with any paths in the script.

3. Copy the `ibpm-system.properties.template` file from the <Interstage BPM Server Installation Directory>\server\deployment\WAS-Cluster\resources folder to <Interstage BPM Server Installation Directory>\server\deployment\WAS-Cluster\properties and rename to `ibpm-system.properties`.

**Note:** For details of properties, refer the *Interstage BPM Server Administration Guide*.

4. On **each cluster node**, add the following entries to the configuration file:

```
ServerName=<Any name that uniquely identifies the node, such as Hostname
or Nodename>
ServerSharedRoot=<Path of shared ResourceRoot in file server>
```

**Example:**

These are the settings on IBPMHST1:

```
ServerName=IBPMHST1
ServerSharedRoot=//MyFileServer/InterstageBPMShared/
```

These are the settings on IBPMHST2:

```
ServerName=IBPMHST2
ServerSharedRoot=//MyFileServer/InterstageBPMShared/
```

5. On **any one** of the cluster nodes, add the following entry to the configuration file:

```
ServerInCluster=true
```

6. Check the default settings for the multicast group.

A multicast group is used to distribute information among the Interstage BPM Servers in a cluster. These are the default settings used by the Interstage BPM Servers:

- Multicast port number: 5000
- Multicast group address: 225.4.5.6

A multicast group address is an IP address in the range 224.0.0.0 to 239.255.255.255, inclusive. It is used to identify the members of a multicast group. Each member of the group uses the same multicast group address. The address 224.0.0.0 is reserved and must not be used.

If you want to change the default settings, add the relevant parameters to the configuration file **on one** of the cluster nodes:

```
ClusterMulticastPort=<Multicast Port Number>
ClusterMulticastTopic=<Multicast Group Address>
```

**Note:** If already present in the configuration file, ensure these parameters are not empty.

**Note:** As the multicast parameters are identical for all cluster servers, you only need to add them to the configuration file on one of the cluster nodes.

7. On **each cluster node**, make sure that all of the parameters listed below are set in the configuration file and have the values specified below. If a parameter is not present in the configuration file, you need to add it to the file.

```
JmsNotificationTopic=<ClusterName>_iBPM/jms/TopicDistConnectionFactory,
<ClusterName>_iBPM/jms/NotificationTopic
JmsSQNotificationTopic=<ClusterName>_iBPM/jms/TopicDistConnectionFactory,
<ClusterName>_iBPM/jms/sq/SQNotificationTopic
JmsNamingProviderURL=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>

ServerHost=<HOSTNAME>
```

**Example:** If you are following the example, on IBPMHST1, set the parameters to:

```
JmsNotificationTopic=IBPMCluster_iBPM/jms/TopicDistConnectionFactory,
IBPMCluster_iBPM/jms/NotificationTopic
JmsSQNotificationTopic=IBPMCluster_iBPM/jms/TopicDistConnectionFactory,
IBPMCluster_iBPM/jms/sq/SQNotificationTopic
JmsNamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
```

```
ServerHost=IBPMHST1
```

On IBPMHST2, set the parameters to:

```
JmsNotificationTopic=IBPMCluster_ibPM/jms/TopicDistConnectionFactory,
  IBPMCluster_ibPM/jms/NotificationTopic
JmsSQNotificationTopic=IBPMCluster_ibPM/jms/TopicDistConnectionFactory,
  IBPMCluster_ibPM/jms/sq/SQNotificationTopic
JmsNamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster

ServerHost=IBPMHST2
```

**Note:** You need not set `JmsNotificationTopic` and `JmsSQNotificationTopic` parameters in the configuration file if notifications are disabled at Interstage BPM Server level by setting both the parameters `ProactiveNotificationEnabled` and `ProactiveSQNotificationEnabled` to false. Refer section *JMS Listeners Used by Model API of Interstage Business Process Manager Developer's Guide* for information about disabling notifications.

8. On **each cluster node**, also ensure the values of the following node-specific properties are correct:

- `KPIListenerConfigFile`
- `ServerBaseURL`
- `ServerEmailBaseURL`
- `ServerName`
- `ServerRoot`

9. Update the `JSExtCmdsFile` parameter, as below

```
JSExtCmdsFile=<Interstage BPM Server Installation
Directory>/server/instance/default/resources/jscommands.txt, <Interstage BPM
Server Installation Directory>/server/instance/default/resources/ifws.txt
```

10. On **each cluster node**

- a) First ensure that the `setEnv` script (located in `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster`) has correct values pertaining to that node.
- b) Run the configuration import script located in `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster`:

Operating System	Configuration Import Script
Windows	<code>importProperties.bat</code>
UNIX	<code>importProperties.sh</code>

The script imports the configuration file into the database. During import, the string `<Hostname>.<Server Name>` is appended to some of the parameter names in order to make those names unique in a cluster environment.

For example, when importing the configuration file on IBPMHST1, the entry `ServerRoot=<path>` is transformed into `ServerRoot.IBPMHST1.ibpmhst1Node01=<path>`. Likewise, when importing

the configuration file on IBPMHST2, the entry is transformed into  
`ServerRoot.IBPMHST2.ibpmhst2Node01=<Path>`.

After import is complete, for security reasons, delete the configuration file on each node.

## E.1.9 Updating the Interstage BPM Client Configuration

Interstage BPM Server comes with a client configuration file, which is used by Interstage BPM Clients to connect to the server. You need to update the client configuration file so that the client connects to one of the cluster servers.

**To update the client configuration, perform the following on each cluster node:**

- Copy `fujitsu-ibpm-engine-ejb.jar` from `<WebSphere Application Server Installation Directory>\AppServer\profiles\<profile-name>\installedApps\<cell-name>\InterstageBPMServer.ear` to `<WebSphere Application Server Installation Directory>\AppServer\profiles\<profile-name>\installedApps\<cell name>\InterstageBPMClient.ear\console.war\WEB-INF\lib\`
- Copy `iFlow.jar` from `<Interstage BPM Server Installation Directory>\client\lib` to `<WebSphere Installation Directory>\AppServer\profiles\<profile-name>\installedApps\<cell name>\InterstageBPMClient.ear\console.war\WEB-INF\lib\`
- For Java client, use `iFlowClient.properties.template` at `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster/resources` as reference, and add/update the parameters in the `iFlowClient.properties` file located in `<Interstage BPM Server Installation Directory>/client`.

Some of the parameters to be added/updated include:

```
JmsFactory=<ClusterName>_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
NamingProviderURL=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
JmsNamingProviderURL=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
DeployMessageDrivenBeans=no
HostName=<HOSTNAME>
ServerName=<HOSTNAME>
```

For `java.naming.provider.url`, `NamingProviderURL` and `JmsNamingProviderURL`, specify the addresses of all nodes in your cluster. Specify the `BOOTSTRAP_ADDRESS` port as the port number. Also, `HOSTNAME` should be full hostname with domain or IP.

**Example:** If you are following the example, on IBPMHST1, set the parameters to:

```
JmsFactory=IBPMCluster_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
NamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
JmsNamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
DeployMessageDrivenBeans=no
HostName=IBPMHST1
ServerName=IBPMHST1
```

On IBPMHST2, set the parameters to:

```
JmsFactory=IBPMCluster_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
NamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
JmsNamingProviderURL=corbaname::IBPMHST1:2809,:IBPMHST2:2809#cell/clusters/IBPMCluster
DeployMessageDrivenBeans=no
```

```
HostName=IBPMHST2
ServerName=IBPMHST2
```

**Note:** You need not update the JMS-related client configuration parameters if notifications are disabled at Interstage BPM Server level or client level. Refer section *JMS Listeners Used by Model API of Interstage Business Process Manager Developer's Guide* for information about disabling notifications.

- For web client, use `console.conf.template` at `<Interstage BPM Server Installation Directory>/server/deployment/WAS-Cluster/resources` as reference, and add/update the parameters in the `console.conf` file located in `<WebSphere Application Server Installation Directory>/AppServer/profiles/<profile-name>/installedApps/<cell-name>/InterstageBPMClient.ear/console.war/WEB-INF/conf/`.

Some of the parameters to be added/updated include:

```
JmsFactory=<ClusterName>_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
NamingProviderURL=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
JmsNamingProviderURL=corbaname::<HOSTNAME_1>:<BootstrapPort>,<HOSTNAME_n>:<BootstrapPort>#cell/clusters/<ClusterName>
DeployMessageDrivenBeans=yes
HostName=<HOSTNAME>
ServerName=<HOSTNAME>
```

For `java.naming.provider.url`, `NamingProviderURL` and `JmsNamingProviderURL`, specify the addresses of all nodes in your cluster. Specify the `BOOTSTRAP_ADDRESS` port as the port number. Also, `HOSTNAME` should be full hostname with domain or IP.

**Example:** If you are following the example, on `IBPMHST1`, set the parameters to:

```
JmsFactory=IBPMCluster_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
NamingProviderURL=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
JmsNamingProviderURL=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
DeployMessageDrivenBeans=yes
HostName=IBPMHST1
ServerName=IBPMHST1
```

On `IBPMHST2`, set the parameters to:

```
JmsFactory=IBPMCluster_iBPM/jms/TopicDistConnectionFactory
java.naming.provider.url=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
NamingProviderURL=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
JmsNamingProviderURL=corbaname::IBPMHST1:2809, :IBPMHST2:2809#cell/clusters/IBPMCluster
DeployMessageDrivenBeans=yes
HostName=IBPMHST2
ServerName=IBPMHST2
```

## E.1.10 Starting the Cluster

**To start the Interstage BPM Cluster:**

- If all nodes are not already running, start the node agent on all nodes of your cluster:

```
cd <WebSphere Installation
Directory>/AppServer/profiles/AppSrv<Number>/bin
startNode
```



2. Start the cluster itself. To do so:

- a) In the Administrative Console for the WebSphere Deployment Manager, expand **Servers** and click **Cluster**.
- b) Select your cluster and click **Start**.

It may take several minutes for the cluster to start. The status icon in the **Status** column displays the current startup status.

## E.1.11 Automated Failover Settings

During operation, events are created and written to the database by each server node. Events are tied to the server node that created them and will be processed by this server node. If a server node goes down, and no failover is used, remaining events tied to this node will not be processed, and the processing of such events will resume only when the server node is available again.

Automated failover (which is enabled by default) ensures that events that cannot be processed are automatically transferred to other server nodes in the load-balancing system. Automated failover settings are controlled using the following server properties:

- The `ClusterAutomateFailoverEnabled` server property. By default, this is true, which enables automated failover.
- The `ClusterHeartbeatInterval` property (which specifies how often the status of all nodes will be checked) and the `ClusterInterceptEvents` property (which specifies, in case a node fails, how many of its unhandled events will be handled by the active nodes at a time).

For details about these properties and how to change them, refer the *Interstage BPM Server Administration Guide*.

**Note:** If the `ClusterAutomateFailoverEnabled` server property is set to 'true' before you start all nodes in a cluster, the following behavior may occur (depending on the value of the `ClusterHeartbeatInterval` property, and how long start-up of each node takes):

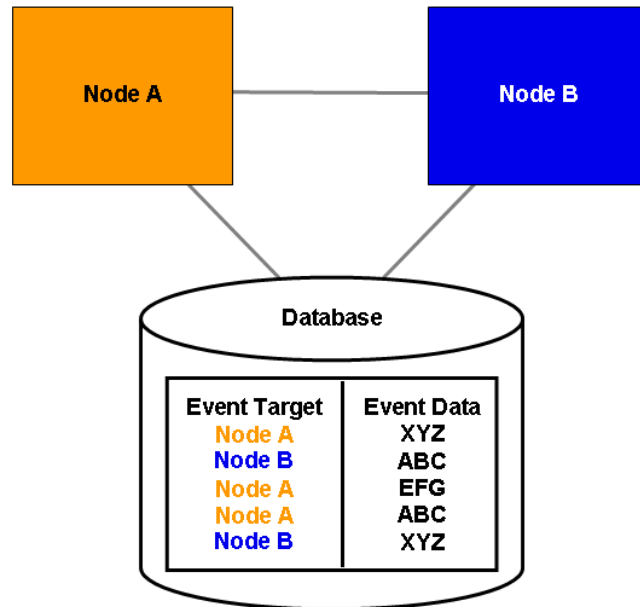
As you start nodes, each started node may begin handling any unhandled events of the remaining, to-be-started nodes; this 'failover' will continue until all nodes have been started. This is normal and expected behavior.

**Note:** During failover, the order of transfer of unhandled events is as follows: first history events, then timer events, and then events of process scheduler.

### Example

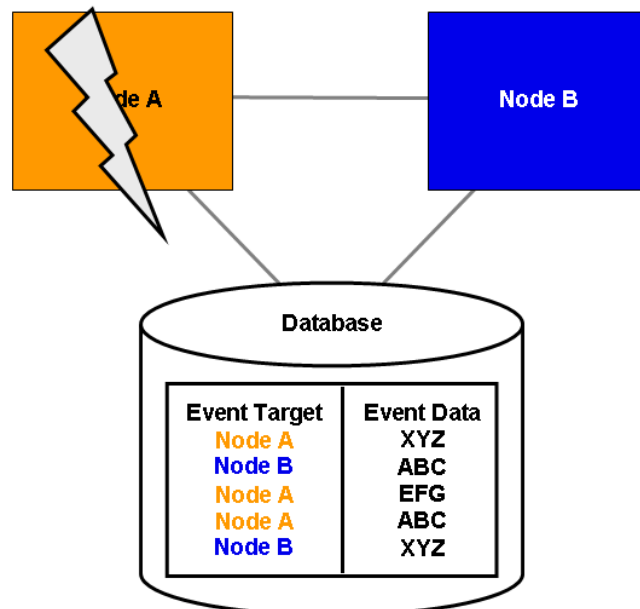
This example demonstrates the processing of events in case one of two server nodes fails.

A sample load-balancing system with two server nodes has been set up. While all of the server nodes are up and running, events are created and written to the database by each server node.



**Figure 32: All Server Nodes are Up and Running**

If Node A goes down, events remain assigned to that node and are waiting to be processed.



**Figure 33: Server Node Goes Down**

If Node A goes down when automated failover is enabled:

- A pre-defined number (defined by the `ClusterInterceptEvents` server property) of node A's unhandled events are transferred to Node B, and then processed by Node B.
- Then, depending on the value of `ClusterHeartbeatInterval` property, the next node status check will be carried out.
- If node A is still found to be down, the next set from Node A's remaining events are transferred to and processed by Node B.

If node A continues to be down, the process described above continues until all of Node A's unhandled events (one set at a time) have been transferred to and processed by Node B.

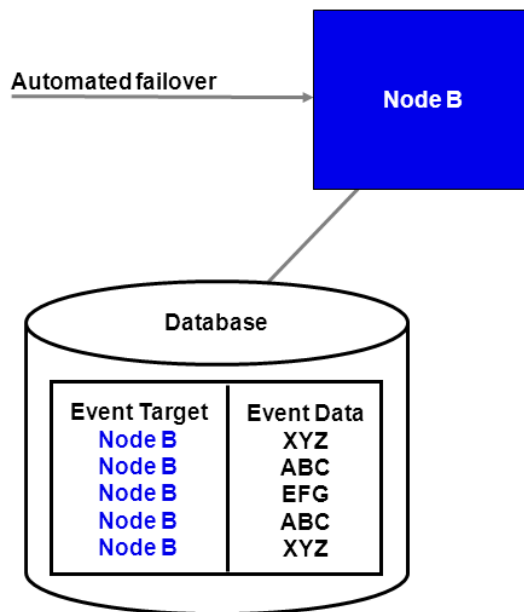


Figure 34: Events are Transferred to Another Node

## Appendix F: Enabling NTLM Authentication Protocol for Interstage BPM Console

**Prerequisites:** Interstage BPM Server and Console have been installed and deployed.

If accessing Interstage BPM Console on Windows, you can enable NTLMV1 (NT LAN Manager V1) authentication protocol for Interstage BPM Console. Doing so allows Integrated Windows Authentication for Interstage BPM Console users in a Microsoft AD network. For instance, if NTLM has been enabled for a tenant of Interstage BPM Console, if any user under that tenant successfully logs on to her Windows desktop, on accessing any Interstage BPM Console URL, she will be automatically logged in to Interstage BPM Console without having to login to it explicitly; the Interstage BPM Console login screen will not appear.

- Note:**
- NTLM cannot be enabled for super users accessing the Interstage BPM Tenant Management Console.
  - NTLM authentication will only work if the machine on which Interstage BPM is being accessed is on Microsoft AD network.
  - Only NTLMV1 is supported. NTLMV2 is not supported.
  - If NTLM is enabled:
    - Access to Interstage BPM Console from a browser in remote desktop is not supported.
    - Access to Interstage BPM Console from a browser in other remote-access clients is not supported.

To enable NTLM for Interstage BPM Console:

1. Navigate to `<Interstage BPM Console Deployment Directory>/WEB_INF/conf/` and add the following parameters (and their values) to `console.conf`:

- `SSOToken=<value>` -this will be a single entry for all tenants. The value will be used to authenticate the logged in user.
- `SSOADIP.<Tenant-Name>=<value>` -the value will be a tenant-specific IP address of the domain controller (AD Server). Repeat this parameter for each tenant for which you want to enable NTLM.
- `SSODomain.<Tenant-Name>=<value>` -the value will be the tenant-specific Domain Name (NETBIOS Name). Repeat this parameter for each tenant for which you want to enable NTLM.

For details about the Interstage BPM Console configuration file (`console.conf`) refer the *Interstage BPM Console Online Help*.

2. Update the following Interstage BPM Server configuration parameters:

- For system-level, update `SSOToken=<value>`. Its value will be used to the verify connection between Console and Server using SSO. Ensure that the value is the same as that updated in `console.conf` in the step above.
- For each tenant for which you want to enable NTLM, update `IASSSOLoginConfFileEntryName=com.fujitsu.iflow.sso`. Its value specifies that Interstage BPM will use Windows authentication for that tenant.

For details of how to update Interstage BPM Server system and tenant parameters, refer the *Interstage BPM Server Administration Guide*.

3. Re-start Interstage BPM Server and Console.

## Appendix G: Troubleshooting

### G.1 Log File Information

For details about Log Files, refer the **Configuring Log Files** topic in the *Interstage BPM Server Administration Guide*.

### G.2 Resolving Specific Error Situations

#### G.2.1 Interstage BPM Server Fails to Start

Check the `Error.log` file in the `<Interstage BPM Server Installation Directory>/server/instance/default/logs` directory.

Look for	What to do
<pre>DbService : setConnection: Connection to database server failed. Is the database server running and reachable through the network? {ORA-01089: immediate shutdown in progress - no operations are permitted.</pre>	<p>Check if the database is running. Also check that you can access the database from the machine where the Interstage BPM Server is installed in case the database is running on a different machine. You can use <code>telnet &lt;Database Server Hostname&gt; &lt;Port&gt;</code> from the server host machine to check that the connection to the database host/port can be established.</p>
<pre>LdapBroker : getContext: Could not create the directory services. {[LDAP: error code 49 - Invalid Credentials]} LdapBroker : getGroupMembersByDN: Could not retrieve the user groups. {Could not create the directory services. {[LDAP: error code 49 - Invalid Credentials]}}</pre> <pre>LdapBroker : Could not retrieve the user groups. {Could not create the directory services. {[LDAP: error code 49 - Invalid Credentials]}}</pre>	<p>Ensure that the user name/password as specified in the <code>LDAPAccessUserID</code> / <code>LDAPAccessUserPassword</code> parameters of the Interstage BPM Server are correct and you can login to your Directory Server using the above user name/password.</p>
<pre>getContext: Could not create the directory services. LdapBroker : getGroupMembersByDN: Could not retrieve the user groups. {Could not create the directory services. LdapBroker : Could not retrieve the user groups. {Could not create the directory services.</pre>	<p>Ensure that the LDAP Server is running on the port as specified in the <code>LDAPServer</code> parameter of the Interstage BPM Server. You can use <code>telnet ldapServerHostName port</code> from the server host machine to check that the connection to the host/port can be established.</p>

Look for	What to do
<pre>IflowStartup : @(Failed to execute the IBPM startup routine task)Unable to deliver the message for the requested eventClass. {javax.naming.ServiceUnavailableException: A communication failure occurred while attempting to obtain an initial context with the provider URL: "iiop://&lt;ServerName&gt;:&lt;Ports&gt;". Make sure that any bootstrap address information in the URL is correct and that the target name server is running. A bootstrap address with no port specification defaults to port 2809. Possible causes other than an incorrect bootstrap address or unavailable name server include the network environment and workstation network configuration.}</pre>	<p>This is because you installed WebSphere Application Server in a Cell (deployment manager and a managed node) environment, causing the <code>BOOTSTRAP_ADDRESS</code> port to be incorrect in some configuration files.</p> <ol style="list-style-type: none"> <li>1. Get the correct value of the <code>BOOTSTRAP_ADDRESS</code> port from the WebSphere Application Server Console (from <b>Servers &gt; Application Servers &gt; &lt;ServerName&gt; &gt; Ports</b>). (For WebSphere 7.0, this path is <b>Servers &gt; Server Types &gt; WebSphere Application Servers &gt; &lt;ServerName&gt; &gt; Ports</b>)</li> <li>2. Update the value of the <code>BOOTSTRAP_ADDRESS</code> port for the following entries in the <code>iflowClient.properties</code> file, as well as Interstage BPM properties in the database. (For steps to change the server properties, refer the <i>Interstage BPM Server Administration Guide</i>.) <ul style="list-style-type: none"> <li>• <code>JMSNamingProviderURL</code> (in the format <code>iiop://&lt;Host Name&gt;:&lt;BOOTSTRAP_ADDRESS&gt;</code>)</li> <li>• <code>NamingProviderURL</code> (in the format <code>iiop://&lt;Host Name&gt;:&lt;BOOTSTRAP_ADDRESS&gt;</code>)</li> </ul> </li> </ol>

## G.2.2 Error in Trace.log

Check the `Trace.log` in the `<Interstage BPM Server Installation Directory>/server/instance/default/logs` directory.

Look for	What to do
<pre>getGroupMembersByDN: Could not retrieve the user groups. {[LDAP: error code 32 - No Such Object]}</pre>	<p>Possible cause of this error: A user has been deleted from the Directory Server (LDAP Server) but the reference of it is still there in one of the groups.</p>

## G.2.3 Timeout During JavaScript Execution

When executing large JavaScripts, the current transaction timeout (120 seconds) is insufficient for the following application servers:

- WebSphere Application Server

Due to this setting, script execution may fail with a "transaction timeout".

Your application server administrator can increase the transaction timeout depending on your usage requirements, for example, to 200 seconds. This setting can be changed in the following location:

- WebSphere Application Server:

---

In the WebSphere Console: **Servers -> ApplicationServers -> server1** (default name) -> **Container Services -> Transaction Services -> Total Transaction lifetime timeout**.

## G.2.4 Failure in Writing to an Oracle Database

When the updating of an Oracle database table fails, for example, when you try to archive a process instance, check the Oracle alert log file located in the `<Oracle Installation Dir>/admin/<DB instance name>/bdump` directory, for example:

```
C:\ProgramFiles\Oracle\admin\orcl\bdump>alert_orcl.log
```

The following error may be observed:

```
{Database add/create request failed. {ORA-08103: object no longer exists}}
```

This failure may be due to the fact that the Datafile size reached the file size limit on the hard disk of the database server.

The system administrator of the database server needs to increase the file size on the database server hard disk.

## G.3 Errors During Installation

This section lists several errors that could occur during the installation of Interstage BPM and describes the required action(s) to take:

### Installation of IBPM fails when trying to install a new build

I	Cause	The build directory of the existing installed build was deleted, without un-installing the build or un-installation failed.
---	-------	---

Action	<p><b>For Windows</b></p> <p>Manually delete the earlier build's registry-entry, as follows:</p> <ol style="list-style-type: none"> <li>1. Go to <b>Start &gt; Run</b>, type <code>regedit</code>, click <b>OK</b>.</li> <li>2. In the <b>Registry Editor</b> screen, go to <b>HKEY_LOCAL_MACHINE &gt; SOFTWARE &gt; Fujitsu &gt; Install &gt; Interstage BPM Server</b> .</li> <li>3. Delete the <b>Interstage BPM Server</b> registry entry under <b>Install</b> key.</li> <li>4. Go to <b>HKEY_LOCAL_MACHINE &gt; SOFTWARE &gt; Microsoft &gt; Windows &gt; CurrentVersion &gt; Uninstall &gt; Interstage Business Process Manager xx.x</b>.</li> <li>5. Delete the <b>Interstage Business Process Manager xx.x</b> registry entry under <b>Uninstall</b> key. This will ensure complete deletion of the registry entry for Windows platform.</li> </ol> <p><b>For Solaris</b></p> <p>Manually delete the Solaris package information, as follows:</p> <ol style="list-style-type: none"> <li>1. Open the Command Prompt window and run the command <code>pkginfo -l FJSVibpm</code> from any location of the Solaris machine, to check if the Solaris package information still exists.</li> <li>2. If the Solaris package information is displayed, then delete the package information using the following steps: <ol style="list-style-type: none"> <li>a. Create a file named <b>ibpm.uninst</b> under the <b>/tmp</b> location.</li> <li>b. Run the command <code>pkgrm FJSVibpm</code> to delete the Solaris package.</li> <li>c. Run the command <code>pkginfo -l FJSVibpm</code> once more, to ensure that the Solaris package has been deleted successfully. If no information is displayed, then it confirms that the Solaris package has been completely deleted from the Solaris platform.</li> </ol> </li> </ol> <p><b>For Linux</b></p> <p>Manually delete the RPM package information, as follows:</p> <ol style="list-style-type: none"> <li>1. Open the Command Prompt window and run the command <code>rpm -qi FJSVibpm</code> from any location of the Linux machine, to check if the RPM package still exists.</li> <li>2. If the RPM package information is displayed, then delete the package information using the command <code>rpm -e FJSVibpm</code>.</li> <li>3. Run the command <code>rpm -qi FJSVibpm</code> once more to ensure that the RPM package has been deleted successfully. If no information is displayed, then it confirms that the RPM package has been completely deleted from the Linux platform.</li> </ol>
--------	---

### The Interstage BPM installation program was unable to launch on Linux

I	Cause	It is possible that some essential packages may not be installed on the Linux machine.
	Action	For details about mandatory packages for Linux, refer to section <i>Preparation for Installing Interstage BPM on Linux Environments</i> of the <i>Interstage BPM Server and Console Installation Guide</i> . After installing mandatory packages, retry launching the Interstage BPM installation program for Linux.



## G.4 Errors during Deployment of the Interstage BPM Server

If you have trouble executing the Deployment Tool, you can check the cause of error by viewing `deployment.log`. The deployment log is created at the following location:

**On Windows:** <Interstage BPM Installation Directory>\server\deployment\logs\deployment.log

**On Unix:** <Interstage BPM Installation Directory>/server/deployment/logs/deployment.log

The following tables explain the possible causes of errors during server startup and the appropriate action(s) to take:

### An error occurred during Interstage BPM database creation/update

I	Cause	One of the following values provided during deployment were wrong: <ul style="list-style-type: none"> <li>• Database Administrator user name</li> <li>• Database Administrator password</li> </ul>
	Action	Restore the database from the backup of the database made before deploying Interstage BPM. Run the Deployment Tool again and select <b>Use existing database</b> in the <b>Database Settings</b> screen. In this way, the database is configured without data deletion from the database.
II	Cause	One of the following values provided during deployment were wrong: <ul style="list-style-type: none"> <li>• Host name of the database server</li> <li>• Database SID (database instance name)</li> <li>• Database port</li> </ul>
	Action	Restore the database from the backup of the database made before deploying Interstage BPM. Remove Interstage BPM from the application server and deploy it again using the Deployment Tool.
III	Cause	Database server is not running.
	Action	Start the database server. Run the Deployment Tool again and select <b>Use existing database</b> in the <b>Database Settings</b> screen. In this way, the database is configured without data deletion from the database.

### Errors caused by JDK Version

I	Cause	The version of JDK specified during installation does not match the version required for this application server.
---	-------	---

	Action	<p>You need to re-install Interstage BPM. During re-installation, specify the JDK specific to your Application Server.</p> <p>Alternately, you can change the <code>JAVA_HOME</code> variable present in the deployment tool startup script. For details, refer section <b>Configuring the Deployment Tool Startup JVM</b> of the <i>Interstage BPM Server and Console Installation Guide</i>.</p> <p>Supported JDK versions are listed in the <i>Interstage BPM Server Release Notes</i>.</p>
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### Undeployment Problems

I	Cause	If Server instance removal process can not advance beyond the <b>Application Server Configuration</b> page, contents of the <code>setupconfig.properties</code> file are corrupted.
	Action	<p>Remove the <code>setupconfig.properties</code> file from the following directory:</p> <ul style="list-style-type: none"> <li>• <b>Windows:</b> &lt;Interstage BPM Installation Directory&gt;\server\deployment\resources</li> <li>• <b>UNIX:</b> &lt;Interstage BPM Installation Directory&gt;/server/deployment/resources</li> </ul> <p>Then re-start the deployment tool. Note that after you remove this file, your undeployment information is erased. Therefore you need to select the Application Server from which you want to remove Interstage BPM again.</p>

### Problems related to LDAP Server Access

I	Cause	Even if LDAP server is up, the error message <code>Unable to connect to specified directory server</code> appears. This happens when Super user or Tenant Administrator is not registered in LDAP server.
	Action	Please register the Super user and Tenant Administrator in the LDAP server before executing the Deployment Tool.

### Errors Pertaining to Active Directory

I	Cause	The Active Directory Server is remote and Active Directory is not running.
	Action	Start the Active Directory Server, and then start the Interstage BPM Server.
II	Cause	Interstage BPM cannot connect to the Active Directory Server because one of the following values provided during deployment was wrong: <ul style="list-style-type: none"> <li>• Active Directory Key</li> <li>• Active Directory Organizational Unit</li> </ul>
	Action	Remove Interstage BPM from the application server and deploy it again using the Deployment Tool.

### Errors Pertaining to Oracle Directory Server Enterprise Edition

I	Cause	Interstage BPM cannot connect to the LDAP Server because one of the following values provided during deployment was wrong: <ul style="list-style-type: none"> <li>• LDAP Key</li> <li>• LDAP Organizational Unit</li> </ul>
	Action	Remove Interstage BPM from the application server and deploy it again using the Deployment Tool.

## G.5 Errors Related to Interstage BPM Database Creation/Update

### Errors Pertaining to the Database

I	Cause	The Database Server is not running.
	Action	Start the Database Server, and then start the Interstage BPM Server.

### Errors Pertaining to a Hostname Change

I	Cause	You changed the hostname of the computer where Interstage BPM Server has been installed. As the hostname occurs in the names and values of various configuration parameters of the Interstage BPM Server, the server cannot access its configuration settings.
	Action	In the <code>IBPMProperties</code> table of the Interstage BPM database, make the following changes: <ul style="list-style-type: none"> <li>• In the <code>PROPERTYKEY</code> column, update any parameter names that have the hostname in the suffix. These parameters have the format <code>&lt;PARAMETER_NAME&gt;.&lt;HOSTNAME&gt;</code> or <code>&lt;PARAMETER_NAME&gt;.&lt;HOSTNAME&gt;.&lt;SERVERNAME&gt;</code>.</li> <li>• In the <code>PROPERTYVALUE</code> column, update any parameter values containing the hostname.</li> </ul> To update the <code>IBPMProperties</code> table, use the appropriate database commands or a database client software.

## G.6 Contacting Your Local Fujitsu Support Organization

If you are unable to troubleshoot your problem:

1. Replicate the actions that caused the error.
2. Contact your local Fujitsu Support organization and provide the following information:

#### General Information

- Operating System
- Directory Service (type and version)
- Database server (type and version)
- JDK version

- 
- Application server (type and version)
  - Interstage BPM edition, version and build number
  - Major problem area
  - Priority of the issue
  - Environment in which the problem occurs

**Configuration Information**

- The configuration file that you exported from the Interstage BPM Server

**Log Files**

- All log files from <Interstage BPM Server Installation Directory>/server/instance/default/logs
- Deployment log file from <Interstage BPM Server Installation Directory>/server/deployment/logs/deployment.log
- When using WebSphere: All log files from <WebSphere Installation Directory>/profiles/<Your Application Server Profile>/logs/<Your Server>

**OS System Logs**

- The Windows event log that you obtain using the Windows Event Viewer
- Linux system logs stored in /var/log/messages
- Solaris system logs stored in /var/adm/messages

**Problem Description**

- Description of the steps you performed before the problem occurred
- Frequency with which the problem occurs

**Problem Details**

- The application program and its source code that caused the error
- The XPDL file of the process definition that caused the error
- Information about Java Actions, Timers and Agents defined in the process definition
- Screenshot of the process instance history if the process instance goes into error state
- Stack trace if any exception is displayed  
You can obtain the stack trace by clicking **Details** on the error page displayed in the Interstage BPM Console.
- Screenshot of the exception wherever it is displayed
- Screenshot of the process instance (graphical view) if the process instance goes into error state or into an unexpected state
- Calendar files (\*.cal) if timers are used
- The agentsConfig.xml file if agents are used

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