



# **KnowledgePulse® Installer Guide**

## **System Requirements**

### **Supported Operating Systems**

- Solaris / SunOS 5.10 (We recommend using Solaris)
- Windows® 2008 R2 Server (please contact us for more information)
- Linux (SuSE, Debian, Redhat; contact us for more information)

### **Server Software**

- Sun Java Runtime Environment, Standard Edition (build 1.6.0\_20-b02 or higher)
- MySQL Server 5.1.35 (or higher)
- Apache Tomcat 6.0.20 (or higher)

The exact server operation and functionality requirements depend on the expected number of users. It is not necessary to separate the DB server from the web server in operational scenarios of 5,000 users or less.

The following server hardware is recommended:

CPU:	Xeon 2.0+ GHz
RAM:	2-3 GB
HDD:	40 MB for applications 10 GB for the database content

## **Preparations**

You need to have a running Apache Tomcat 6.0.20 (or higher) and MySQL Server 5.1.35 (or higher) running on your server. We recommend increasing the maximum Tomcat memory (PermSize) from the default value to at least 512MB.

If this is your first KnowledgePulse® installation or if you don't want to migrate from an existing KnowledgePulse® database you have to create a database beforehand, as well as a user that has all rights (except GRANT, which is not needed) on this database. The encoding for this created database should be set to **UTF8**.

Furthermore you need to setup two folders outside of your web application. One is used to save all of your multimedia files; the other one is used to store the KnowledgePulse® Server properties. Your Apache Tomcat user must have permission to write on those folders.

Before you can access the KnowledgePulse® Installer, via your web browser you first have to copy the provided web application WAR into your Tomcat **webapps** folder.

You should also set your master organization hostname, so that it is redirected to your Tomcat Server. Be aware that if you don't do this before the installation of your KnowledgePulse® Server, you will not be able to access your master organization, until you have set the redirect correctly.

**Tip:** If your Tomcat-Webserver is running while you copy the provided KnowledgePulse® webapp, then Tomcat has the tendency to unpack a WAR before it is fully copied into your webapps folder, and thus making it unable for Tomcat to start it. To avoid this issue simply copy your webapp in a different folder on the same physical hard drive first, and then move it into the webapps folder of your Tomcat-Webserver. Or just shut down your Apache Tomcat Server during the copying process.

After the KnowledgePulse® webapp is moved into your webapps folder and runs in your Tomcat-Webserver (see your Tomcat-Manager if the KnowledgePulse® application is running), you can then access the installer application simply by calling `[yourserver-url]/KnowledgePulse/admin` into a web browser of your choice.

## KnowledgePulse® Setup

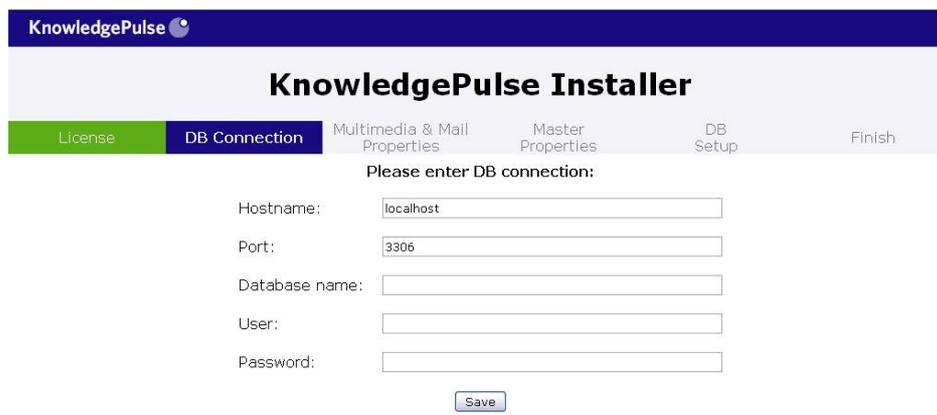
### 1. License



The screenshot shows the 'KnowledgePulse Installer' application. The 'License' step is highlighted in dark blue. Below the navigation tabs, the text 'Please enter license:' is displayed above three input fields separated by dashes. A 'Save' button is located at the bottom of the form.

The first screen you see after you called the KnowledgePulse® Server in your browser, is the license Screen. Enter the provided license in the according fields.

### 2. DB Connection



The screenshot shows the 'KnowledgePulse Installer' application. The 'DB Connection' step is highlighted in dark blue. Below the navigation tabs, the text 'Please enter DB connection:' is displayed above several input fields: 'Hostname:' (with 'localhost' pre-filled), 'Port:' (with '3306' pre-filled), 'Database name:', 'User:', and 'Password:'. A 'Save' button is located at the bottom of the form.

In the second step of the installer you have to enter either your existing KnowledgePulse® database, or the new one that you created in the preparation step.

- **Hostname:** Your MySQL Address
- **Port:** The port under which MySQL is accessible on your server
- **Database name:** Your existing database, or the new one you already created
- **User & Password:** A user (+ password) which can access your KnowledgePulse® database.

The KnowledgePulse® Installer automatically recognizes if you have an existing installation of KnowledgePulse® in the chosen database. It will automatically skip steps 3 and 4 of the installer, and proceed to the DB Migrate Screen (Step 5).

**Tip:** Please note that due to limitations of Apache Tomcat and MySQL it is not possible to change the entered connection information once it has found a suitable database configuration. To do so it is necessary to restart your Tomcat web server and run the

installer again. Otherwise your previous information will be kept and you will install your KnowledgePulse® Installer with the database connection you entered previously.

### 3. Multimedia & Mail Properties

KnowledgePulse

## KnowledgePulse Installer

License DB Connection **Multimedia & Mail Properties** Master Properties

Please enter your Multimedia & Mail Info:

**Multimedia:**

Location: \*  
Example: /usr/knowledgepulse/multimedia/

**Properties:**

Location: \*  
Example: /usr/knowledgepulse/properties/

**Server:**

Default Language:   
Example: en

Default Registration Auto Verification Mail: \*  
Example: register@yourserver.com

Profiling:

Statistics Anonymization:

Siteminder Single Sign On:

**Mail:**

Bounce To: \*  
Example: bounce@yourserver.com

Cc:   
Example: cc@yourserver.com

Bcc:   
Example: bcc@yourserver.com

From: \*  
Example: replyto@yourserver.com

Feedback: \*  
Example: feedback@yourserver.com

Mailserver: \*  
Example: mail.yourserver.com

Port: \*  
Example: 465

Username:

Password:

Retype Password:

Fields marked with \* are mandatory.

Save

If you see this screen then KnowledgePulse® Installer recognized your database as an initial installation of the KnowledgePulse® Server.

- **Multimedia:**
  - **Location:** The location on your server where your multimedia files are stored. It has to be a folder outside of the KnowledgePulse® webapp,

additionally the user under which your Tomcat web server process is running, has to have permissions to write on that folder.

- **Properties:**

- **Location:** The location on your server where your property files are stored. It has to be a folder outside of the KnowledgePulse® webapp, additionally the user under which your Tomcat web server process is running, has to have permissions to write on that folder.

- **Server:**

- **Default Language:** This field sets the default language, if you leave it empty it will be automatically set to en (English), if you want a different language please enter the abbreviation of the language.

**Tip:**        en – English, de – German

- **Default Registration Auto Verification Mail:** An email address, on which notifications are sent to, if a user registers without supplying an email address (for example via Single Sign on or via the Iphone Client).
- **Profiling:** If you this field is enabled, benchmarking is activated. Warning: This may reduce the performance of your KnowledgePulse® Server.
- **Statistics Anonymization:** If this field is enabled, all statistics views will be anonymized so that a statistics line can't be associated with any user.
- **Siteminder Single Sign On:** If this field is enabled, KnowledgePulse® Server will automatically log in users and accept their webservice requests if they have a valid Siteminder header.

- **Mail:**

- **Bounce To:** The address to which mails that could not be delivered correctly will be sent to.
- **Cc:** Optional entry, standard carbon copy for notification mails.
- **Bcc:** Optional entry, standard blind carbon copy for notification mails.
- **From:** The support address from which your notification mails are sent.
- **Feedback:** The address to which the clients will be able to send feedback to.
- **Mailserver:** The address of your mailserver from which every KnowledgePulse® Server mail will be sent.
- **Port:** The port under which your mail server is accessible.
- **Username & Password:** The credentials of your mailserver.

## 4. Master Properties

KnowledgePulse

### KnowledgePulse Installer

License DB Connection Multimedia & Mail Properties **Master Properties** DB Setup Finish

Please enter your Master Organization Info:

Master Username: \*

Master Password: \*

Retype Master Password: \*

Firstname:

Lastname:

E-Mail Address: \*

Master Organization Hostname: \*  
Example: masterorg.yourserver.com

Master User Default Language:   
Example: en

Fields marked with \* are mandatory.

This screen is used to set your master organization values. The master organization is the top layer of your KnowledgePulse® Server. It is used for maintenance purposes and also to create new organizations.

- **Master Username & Master Password (+ Retype Master Password):** The name of the master user you want to create. The master user has permissions for every underlying organization as well as maintenance tasks and benchmarking.
- **Firstname:** The first name of your master user
- **Lastname:** The last name of your master user
- **E-Mail Address:** The mail address of your master user. (Certain notifications will be sent to this address)
- **Master Organization Hostname:** The name of the master organization, this hostname has to correspond with your license. It can't differ from the host that is hashed in your license key.
- **Master User Default Language:** This field sets the default language for your master user, if you leave it empty it will be automatically set to en (English), if you want a different language please enter the abbreviation of the language.

## 5. DB Setup/DB Migrate

If you migrate from an existing KnowledgePulse® Server, you will be in the DB Migrate view, otherwise you will see the DB Setup view. The two views are practically identical; they just create or update your KnowledgePulse® Server database schema. After the schema is created you can continue to the Finish screen.

## 6. Finish

The Finish Screen provides you with the version of your KnowledgePulse® Server. If you click on the “Proceed To Login Screen” Button. You will automatically redirected to your master organization login screen, where you can login with your master user.

**Tip:** If you haven’t been able to setup the redirect before this point, you will not be able get to the login screen automatically. Nevertheless your KnowledgePulse® Server installation is complete, and you can continue to the login screen manually after you set up the redirect.