

IBM Opportunity Detect and IBM Interact Advanced
Patterns

Version 9 Release 1.1

May 15, 2015

Installation Guide



Note

Before using this information and the product it supports, read the information in "Notices" on page 59.

This edition applies to version 9, release 1, modification 1 of IBM Opportunity Detect (product number 5725-D16) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Installation overview

An installation of Opportunity Detect or Interact Advanced Patterns is complete when you install, configure, and deploy the product.

Use the Installation Roadmap section to obtain a broad understanding of the installation process.

If you are installing Interact Advanced Patterns

The installation procedure is nearly identical for Opportunity Detect and Interact Advanced Patterns. For the sake of brevity, this guide generally uses the Opportunity Detect product name to stand for both products.

Installation roadmap

Use the installation roadmap to quickly find the information that you need for installing Opportunity Detect.

You can use Table 1 to scan the tasks that must be completed for installing Opportunity Detect. The **Information** column in the following table provides links to the topics that describe the tasks for installing Opportunity Detect:

Table 1. Installation roadmap

Chapter	Information
Chapter 1, "Installation overview"	<ul style="list-style-type: none">• "How the installers work" on page 2• "Modes of installation" on page 3• "Opportunity Detect documentation and help" on page 3
Chapter 2, "Planning the Opportunity Detect installation," on page 5	<ul style="list-style-type: none">• "Prerequisites" on page 5• "Opportunity Detect installation worksheet" on page 8• "Installation order for IBM EMM products" on page 10
Chapter 3, "Preparing data sources for Opportunity Detect," on page 13	<ul style="list-style-type: none">• "Creating databases or schemas" on page 13• "Configuring the web application server for your JDBC driver" on page 14• "Creating data sources in the web application server for Opportunity Detect" on page 15
Chapter 4, "Installing Opportunity Detect," on page 17	<ul style="list-style-type: none">• "Installing Opportunity Detect using the GUI mode" on page 17• "Installing Opportunity Detect using the console mode" on page 23• "Installing Opportunity Detect silently" on page 24• "Opportunity Detect components" on page 26

Table 1. Installation roadmap (continued)

Chapter	Information
Chapter 5, "Completing a manual installation of Opportunity Detect," on page 29	This topic provides information about performing required tasks when you choose the manual option during installation. <ul style="list-style-type: none"> • "Editing Streams and Opportunity Detect XML files" on page 29 • "Creating and populating the Opportunity Detect system tables" on page 29 • "Registering Opportunity Detect Design Time manually" on page 30
Chapter 6, "Deploying Opportunity Detect," on page 31	<ul style="list-style-type: none"> • "Deploying Opportunity Detect on WebSphere Application Server" on page 31
Chapter 7, "Configuring Opportunity Detect and IBM InfoSphere Streams after deploying Opportunity Detect," on page 35	<ul style="list-style-type: none"> • "Configuring the Streams database adapter for Oracle profile tables" on page 36 • "Starting the Opportunity Detect Run Time server and Interact service" on page 37 • "Verifying the Opportunity Detect installation" on page 38 • "Modifying log levels for Opportunity Detect" on page 38 • "Server group and data source configuration" on page 39
Chapter 9, "Uninstalling Opportunity Detect," on page 45	This topic provides information about how to uninstall Opportunity Detect.
Appendix A, "configTool," on page 47	This topic provides information about the configTool utility.
Appendix B, "Opportunity Detect configuration properties," on page 53	This topic provides information about configuration properties.

How the installers work

You must use the suite installer and the product installer when you install or upgrade any IBM® EMM product. For example, for installing Opportunity Detect, you must use the IBM EMM suite installer and the IBM Opportunity Detect installer.

Make sure that you use the following guidelines before you use the IBM EMM suite installer and the product installer:

- The suite installer and the product installer must be in the same directory on the computer where you want to install the product. When multiple versions of a product installer are present in the directory with the master installer, the master installer always shows the latest version of the product on the IBM EMM Products screen in the installation wizard.
- If you are planning to install a patch immediately after you install an IBM EMM product, make sure that the patch installer is in the same directory as that of the suite and product installers.
- The default top-level directory for IBM EMM installations is /IBM/EMM for UNIX. However, you can change the directory during installation.

Modes of installation

The IBM EMM suite installer can run in one of the following modes: X Window System mode, console mode, or silent mode (also called the unattended mode). Select a mode that suits your requirements when you install Opportunity Detect.

X Window System mode mode

Use the X Window System mode for UNIX to install Opportunity Detect by using the graphical user interface.

Console mode

Use the console mode to install Opportunity Detect by using the command-line window.

Note: To display the Installer screens correctly in console mode, configure your terminal software to support UTF-8 character encoding. Other character encoding, such as ANSI, will not render the text correctly, and some information will not be readable.

Silent mode

Use the silent or unattended mode to install Opportunity Detect multiple times. The silent mode uses response files for installation, and does not require user input during the installation process.

Opportunity Detect documentation and help

Opportunity Detect provides documentation and help for users, administrators, and developers.

Use the following table to get information about how to get started with Opportunity Detect

Table 2. Get up and running

Task	Documentation
View a list of new features, known issues, and workarounds	<i>IBM Opportunity Detect Release Notes</i>
Learn about the structure of the Opportunity Detect database	<i>IBM Opportunity Detect System Tables</i>
Install or upgrade Opportunity Detect and deploy the Opportunity Detect web application	One of the following guides: <ul style="list-style-type: none">• <i>IBM Opportunity Detect Installation Guide</i>• <i>IBM Opportunity Detect Upgrade Guide</i>

Use the following table to get information about how to configure and use Opportunity Detect.

Table 3. Configure and use Opportunity Detect

Task	Documentation
<ul style="list-style-type: none"> • Configure data sources • Configure interactive event detection • Automate tasks using the command line interface 	<i>IBM Opportunity Detect Administrator's Guide</i>
<ul style="list-style-type: none"> • Create trigger systems to detect events • Deploy and run trigger systems 	<i>IBM Opportunity Detect User's Guide</i>
Configure IBM Interact Advanced Patterns for use with IBM Interact	<i>IBM Interact Advanced Patterns and IBM Interact Integration Guide</i>

Use the following table to get information about how to get help when you use Opportunity Detect.

Table 4. Get help

Task	Instructions
Open online help	<ol style="list-style-type: none"> 1. Choose Help > Help for this page to open a context-sensitive help topic. 2. Click the Show Navigation icon in the help window to display the full help.
Obtain PDFs	Use either of the following methods: <ul style="list-style-type: none"> • Choose Help > Product Documentation to access Opportunity Detect PDFs. • Choose Help > All IBM EMM Suite Documentation to access all available documentation.
Get support	Go to http://www.ibm.com/ and click Support & downloads to access the IBM Support Portal.

Chapter 2. Planning the Opportunity Detect installation

When you plan your Opportunity Detect installation, you must ensure that you have set up your system correctly, and that you have configured your environment to deal with any failures.

Prerequisites

Before you install or upgrade any IBM EMM product, you must ensure that your computer complies with all the prerequisite software and hardware.

System requirements

For information about system requirements, see the *Recommended Software Environments and Minimum System Requirements* guide.

Network domain requirements

The IBM EMM products that are installed as a suite must be installed on the same network domain to comply with the browser restrictions that are designed to limit the security risks that can occur with cross-site scripting.

JVM requirements

IBM EMM applications within a suite must be deployed on a dedicated Java^{™™} virtual machine (JVM). IBM EMM products customize the JVM that is used by the web application server. If you encounter errors that are related to the JVM, you must create a WebSphere[®] domain that is dedicated to the IBM EMM products.

Knowledge requirements

To install IBM EMM products, you must have a thorough knowledge of the environment in which the products are installed. This knowledge includes knowledge about operating systems, databases, and web application servers.

Internet browser settings

Make sure that your internet browser complies with the following settings:

- The browser must not cache web pages.
- The browser must not block pop-up windows.

Access permissions

Verify that you have the following network permissions to complete the installation tasks:

- Administration access for all necessary databases.
- Read and write access to the relevant directory and subdirectories for the operating system account that you use to run the web application server and IBM EMM components
- Write permission for all files that you must edit

- Write permission for all directories where you must save a file, such as the installation directory and backup directory if you are upgrading
- Appropriate read/write/execute permissions to run the installer
- Root access for the Linux operating system.

Verify that you have the administrative password for your web application server.

For UNIX, all installer files for IBM products must have full permissions, for example, `rwxr-xr-x`.

JAVA_HOME environment variable

If a **JAVA_HOME** environment variable is defined on the computer where you install an IBM EMM product, verify that the variable points to a supported version of JRE. For information about system requirements, see the *Recommended Software Environments and Minimum System Requirements* guide.

Make sure that the **JAVA_HOME** environment variable points to JRE 1.7. If the **JAVA_HOME** environment variable points to an incorrect JRE, you must clear the **JAVA_HOME** variable before you run the IBM EMM installers.

You can clear the **JAVA_HOME** environment variable by running the following command in the terminal:

```
export JAVA_HOME= (leave empty)
```

After the environment variable is cleared, the IBM EMM installers use the JRE that is bundled with the installers. You can reset the environment variable after the installation is complete.

DETECT_HOME environment variable

The **DETECT_HOME** environment variable must point to the full path to the location where Opportunity Detect Run Time is installed, for example:

```
DETECT_HOME=/home/streamsadmin/OpDetection/
```

Marketing Platform requirement

You must install or upgrade Marketing Platform before you install or upgrade any IBM EMM products. For each group of products that work together, you must install or upgrade Marketing Platform only once. Each product installer checks whether the required products are installed. If your product or version is not registered with Marketing Platform, a message prompts you to install or upgrade Marketing Platform before you proceed with your installation. Marketing Platform must be deployed and running before you can set any properties on the **Settings > Configuration** page.

IBM InfoSphere Streams requirements

IBM InfoSphere Streams is a computing platform that you can use to convert expanding data volumes into information and business insights that you can work with. IBM InfoSphere Streams is installed automatically when you install Opportunity Detect Run Time.

Required RPMs for InfoSphere Streams

Note: IBM InfoSphere Streams is supported only on Red Hat Enterprise Linux (RHEL).

To operate correctly, IBM InfoSphere Streams requires a set of prerequisite RPMs that are provided in the following table:

Table 5. Required RPMs for RHEL 6 on x86_64 (64-bit) systems

RPM name	Minimum RPM version	Operating system release	Availability
gcc-c++	4.4.5-6.el6	6.1	Operating system package
	4.4.6-3.el6	6.2	
ibm-java-x86_64-sdk	6.0-12.0	6.1, 6.2	InfoSphere Streams package Note: You must install the ibm-java-x86_64-sdk package before running the installers for Opportunity Detect. To obtain the package, navigate to the StreamsInstallFiles/rpm directory in the IBM InfoSphere Streams installer.
libcurl-devel	7.19.7-26.el6	6.1	InfoSphere Streams package
	7.19.7-26.el6_1.2	6.2	
perl-XML-Simple	2.18-6.el6	6.1, 6.2	InfoSphere Streams package Note: You must install the perl-XML-Simple package before running the installers for Opportunity Detect. To obtain the package, navigate to the StreamsInstallFiles/rpm directory in the IBM InfoSphere Streams installer.
policycoreutils-python	2.0.83-19.8.el6_0	6.1	Operating system package
	2.0.83-19.18.el6	6.2	

Confirm that the following IBM InfoSphere Streams elements exist before installing Opportunity Detect Run Time:

- streamsadmin user
- IBM InfoSphere Streams files

Updating JAVA package

You must update the JAVA package that is required by IBM InfoSphere Streams. Complete the following steps to update all packages in the rpm directory:

1. Locate and unzip the IBM InfoSphere Streams package streams file.
2. Navigate to the StreamsInstallFiles directory.
3. Navigate to the rpm directory and update all packages.

Modifying the bashrc file

You must modify the bashrc file for the streamsadmin user for the streams command to work. Use the following example to modify the bashrc file"

```
# .bashrc

# Source global definitions
if [ -f /etc/bashrc ]; then
    . /etc/bashrc
fi
export JAVA_HOME=/opt/ibm/java-x86_64-60
source /home/streamsadmin/InfoSphereStreams/bin/streamsprofile.sh
. /home/db2inst1/sqllib/db2profile
export DETECT_HOME=/home/streamsadmin/OpDetection
alias st='streamtool'
alias ls='ls -lt'
```

Firewall configuration guidelines for InfoSphere Streams

If your security plan requires a firewall on the host operating system or between hosts, the following communications must be enabled between hosts and blocked from unauthorized external access:

- SSH communication between runtime hosts
- Communication between InfoSphere Streams management services, which is limited to ports in the local port range (TCP/IP port numbers that are automatically assigned by the host machine)
- TCP communication between processing elements (PEs), which is limited to ports in the local port range
- HTTPS connections between the Streams Web Service (SWS) and InfoSphere Streams interfaces such as the Streams Console. Each InfoSphere Streams runtime instance that is running SWS requires a user-assigned HTTPS port.
- All communication protocols between applications and any systems, such as databases or external analytics services

For more information, see the IBM InfoSphere Streams documentation that is available in the `/home/streamsadmin/InfoSphereStreams/doc/install-and-admin` directory.

Installation of Streams by root users

Opportunity Detect supports Streams integration with root users only. If you are running the installation utility as a root user, you are the owner of the InfoSphere Streams installation. During the installation, you can specify the location of the installed InfoSphere Streams files. The default location is `home_directory/InfoSphereStreams`.

Important: The streamsadmin user owns the IBM InfoSphere Streams installation, and must exist before you run the InfoSphere Streams installation utility.

For more information about installing and configuring IBM InfoSphere Streams, see *IBM InfoSphere Streams: Installation and Administration Guide*.

Opportunity Detect installation worksheet

Use the Opportunity Detect installation worksheet to gather information about the database that contains your Opportunity Detect system tables and about other IBM EMM products that are required for the installation of Opportunity Detect.

Runtime tables

You can have multiple databases that contain runtime tables.

Enter the database information for each runtime environment in the following table:

Table 6. Information for the Opportunity Detect runtime environment

Database information	Notes
Database server	
Port	
Database name or SID	
Schema name	
Password	

IBM EMM products information worksheet

Use the IBM EMM products information checklist to gather the information that is required during the installation of an IBM EMM product.

The installation wizards for each IBM EMM product must be able to communicate with the Marketing Platform system table database to register the product. Each time that you run the installer, you must enter the following database connection information for the Marketing Platform system table database:

- Database type
- Database host name
- Database port
- Database name or schema ID
- User name and password for the database account

Obtain the following information for all IBM EMM products that have a web component, which you deploy on a web application server:

- The name of the systems on which the web application servers are installed. You can have one or several web application servers, depending on the IBM EMM environment you are setting up.
- The port on which the application server listens. If you plan to implement SSL, obtain the SSL port.
- The network domain for your deployment system. For example, mycompany.com.

If you are installing an IBM EMM product in one of the countries listed on the Country for Install screen of your product installer, you must enter your IBM Site ID in the space provided. Your IBM Site ID can be found on one of the following documents:

- IBM Welcome letter
- Tech Support Welcome letter
- Proof of Entitlement letter
- Other communications that are sent when you purchase your software

IBM might use the data that is provided by the software to better understand how customers use our products and to improve customer support. The data that is gathered does not include any information that identifies individuals. Complete the following actions if you do not want to have such information to be collected:

1. After Marketing Platform is installed, log on to the Marketing Platform as a user with administration privileges.
2. Go to **Settings > Configuration**, and set the Disable Page Tagging property under the **Platform** category to True.

Installation order for IBM EMM products

When you install or upgrade multiple IBM EMM products, you must install them in a specific order.

The following table provides information about the order that you must follow when you install or upgrade multiple IBM EMM products.

Table 7. Installation or upgrade order for IBM EMM products

For this product or combination:	Install or upgrade in this order:
Campaign (with or without eMessage)	<ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign <p>Note: eMessage is installed automatically when you install Campaign. However, eMessage is not configured or enabled during the Campaign installation process.</p>
Interact	<ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign 3. Interact Design Time environment 4. Interact Run Time environment 5. Interact Extreme Scale Server <p>If you want to install or upgrade the Interact design time environment only, then install or upgrade the Interact design time environment in the following order:</p> <ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign 3. Interact Design Time environment <p>If you want to install or upgrade the Interact runtime environment only, then install or upgrade the Interact runtime environment in the following order:</p> <ol style="list-style-type: none"> 1. Marketing Platform 2. Interact Run Time environment <p>If you want to install the Interact Extreme Scale Server only, then install the Interact Extreme Scale Server in the following order:</p> <ol style="list-style-type: none"> 1. Marketing Platform 2. Interact Run Time environment 3. Interact Extreme Scale Server
Marketing Operations	<ol style="list-style-type: none"> 1. Marketing Platform 2. Marketing Operations <p>Note: If you are integrating Marketing Operations with Campaign, you must also install Campaign. The order of installation for those two products does not matter.</p>
Distributed Marketing	<ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign 3. Distributed Marketing

Table 7. Installation or upgrade order for IBM EMM products (continued)

For this product or combination:	Install or upgrade in this order:
Contact Optimization	<ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign 3. Contact Optimization
Opportunity Detect	<ol style="list-style-type: none"> 1. Marketing Platform 2. Opportunity Detect
Interact Advanced Patterns	<ol style="list-style-type: none"> 1. Marketing Platform 2. Campaign 3. Interact 4. Interact Advanced Patterns
IBM SPSS® Modeler Advantage Marketing Edition	<ol style="list-style-type: none"> 1. IBM SPSS Modeler Advantage Marketing Edition

Chapter 3. Preparing data sources for Opportunity Detect

Opportunity Detect uses data sources to store user and interaction data.

About this task

Complete the following steps to prepare data sources for Opportunity Detect:

Procedure

1. Create a database schema for the Opportunity Detect system tables.
2. Create a system user account. The system user account must have the following rights: CREATE, DELETE, DROP, INSERT, SELECT, and UPDATE.
3. Configure the web application server for your JDBC driver.
4. Create JDBC data sources in the web application server.

Creating databases or schemas

Set up data sources so that the Opportunity Detect system can store user and interaction data. You can use your Campaign Customer (user) tables or set up unique data sources based on the type of data that is stored.

About this task

Complete the following steps to create databases or schemas for Opportunity Detect:

Procedure

1. Create a database and a database schema for the Opportunity Detect system tables. The following table provides information about vendor-specific guidelines while creating a database or a database schema for the Opportunity Detect system tables:

Table 8. Guidelines for creating databases or schemas

Database vendor	Guidelines
DB2®	Set the database page size to at least 16K, or 32K if you need to support Unicode. See the DB2 documentation for instructions.

Note: If you plan to enable locales that use locales that use multi-byte characters, such as Chinese, Korean, and Japanese, ensure that the database is created to support them.

Note: When you create your databases, you should use the same code page for all of your databases. You cannot change this code page once it is set. If you did not create your databases to use the same code page, you must use only the characters supported in the code page. For example, if you create a zone in global offers that does not use a character in the profile database code page, the global offer does not work.

Note: Database names in Interact must follow the naming convention for ordinary identifiers (also known as "non-quoted identifiers or regular identifiers) for the brand of SQL used (DB2, Oracle, SQL Server, and so on). Refer to your database provider documentation for specific details. Typically, alphabetic letters, numbers, and underscores are allowed by all flavors of SQL. Hyphens and other characters not permitted in ordinary identifiers will likely cause SQL exceptions.

- http://www-01.ibm.com/support/knowledgecenter/SSEPGG_9.7.0/com.ibm.db2.luw.sql.ref.doc/doc/r0000720.html?cp=SSEPGG_9.7.0%2F2-10-2-2
- http://docs.oracle.com/cd/E11882_01/server.112/e41084/sql_elements008.htm#SQLRF51129
- <https://msdn.microsoft.com/en-us/library/ms175874.aspx>

2. Create a system user account.

The account that you create must have at least CREATE, SELECT, INSERT, UPDATE, DELETE, and DROP rights.

3. Obtain information about your databases or schemas and database accounts and then print and add the information to the "Opportunity Detect installation worksheet" on page 8. You can use this information later in the installation process.

Configuring the web application server for your JDBC driver

Opportunity Detect requires the correct JAR file to support JDBC connections. You must add the location of the JAR file to the class path of the web application server where you plan to deploy Opportunity Detect.

Procedure

1. Obtain the latest vendor-provided Type 4 JDBC driver that is supported by IBM EMM, as described in the *Recommended Software Environments and Minimum System Requirements* guide.

Use the following guidelines after you obtain the JDBC driver.

- If the driver does not exist on the server where you plan to deploy Opportunity Detect, obtain it and unpack it on the server. Unpack the drivers in a path that does not include spaces.
- If you obtain the driver from a server where the data source client is installed, verify that the version is the latest supported by Opportunity Detect.

The following table lists the driver file name or names for the databases that are supported for system tables.

Database	Files
DB2	db2jcc4.jar - required for V10.1 db2jcc_license_cu.jar - not required in V9.5 and higher
Oracle 11 and 11g	ojdbc6.jar Use the database drivers from Oracle 12. Memory issues can occur if you use the database drivers from Oracle 11. Oracle 11 and 11g is supported only for profile tables.

2. Add the full path to the driver, including the file name, to the class path of the web application server where you plan to deploy Opportunity Detect.

According to the web application server where you plan to deploy Opportunity Detect, use the following guidelines.

- For all supported versions of WebSphere, set the class path when you set up the JDBC providers for Opportunity Detect.
3. Make a note of the database driver class path in the Opportunity Detect installation worksheet, as you must enter the path when you run the installer.
 4. Restart the web application server so that your changes take effect.
During startup, monitor the console log to confirm that the class path contains the path to the database driver.

Information for creating JDBC connections in WebSphere

In this release, WebSphere is the only supported application server, and DB2 is the only supported database for all data sources except profile tables. For profile tables, Oracle is also supported.

Note: If you are not using the default port setting for your database, make sure that you enter the correct value.

For more information, see the application server documentation.

DB2

- Driver: DB2 Universal JDBC Driver Provider
- Default port: 50000
- Driver class: `com.ibm.db2.jcc.DB2Driver`
- Driver URL: `jdbc:db2://your_db_host:your_db_port/your_db_name`

Add the following custom property:

Name: `webSphereDefaultIsolationLevel`

Value: 2

Datatype: Integer

Oracle 11 and 11 g

Oracle 11 and 11 g are supported only for profile tables.

- Driver: Other
- Default port: 1521
- Driver class: `oracle.jdbc.OracleDriver`
- Driver URL: `jdbc:oracle:thin:@your_db_host:your_db_port:your_db_name>`

Enter the driver URL by using the format that is shown. IBM EMM applications do not allow the use of Oracle's RAC (Real Application Cluster) format for JDBC connections.

- Properties: Add `user=your_db_user_name`

Creating data sources in the web application server for Opportunity Detect

Use the WebSphere Integrated Solutions Console to create a data source for Opportunity Detect.

Before you begin

Before you create data sources, ensure that the JDBC provider type for Opportunity Detect is the DB2 using the IBM JCC driver. Complete the following steps to specify the JDBC provider:

1. Log into the WebSphere console
2. Go to **Resources > JDBC > JDBC Providers**.
3. Click **New** to open the Create new JDBC provider window.
4. In the **Database type** field, select **DB2**.
5. In the **Provider type** field, select **DB2 using IBM JCC driver**.
6. In the **Implementation type** field, select **Connection pool data source**.
7. Click **Next** and enter the required information.
8. Click **Next** to view the summary.
9. Click **Finish** to configure the JDBC provider.

About this task

Note: The data source and the JNDI name for Opportunity Detect must be OpDetectionDS.

Procedure

1. In WebSphere Integrated Solutions Console, go to **Resources > JDBC > Data sources** and click **New**.
2. In the Create a data source window, enter OpDetectionDS in the **Data source name** and the **JNDI name fields** and click **Next**.
3. Select the **Select an existing JDBC provider** check box, and select **DB2 using IBM JCC driver** in the corresponding list.
4. Click **Next** to see the Enter database specific properties for the data source window.
5. Enter the appropriate values in all the fields.
6. Clear the **Use this data source in container managed persistence (CMP)** check box and click **Next**.
7. In the **Component-managed authentication alias** field, select your global J2C authentication alias.

If a global J2C authentication alias does not exist, complete the following steps to create a global J2C authentication alias:

- a. Click the **Global J2C alias Security domains** link.

Important: Clicking the Global J2C alias Security domains cancels the Create a data source wizard, and all your selections are lost. You must create the data source again after you create a global J2C authentication alias.

- b. Click **New**.
 - c. Enter the required information in the General Properties window.
 - d. Click **OK** and then click **Save** in the Data sources window.
8. Click **Finish** to create the OpDetectionDS data source.

Chapter 4. Installing Opportunity Detect

You must run the IBM EMM installer to start the installation of Opportunity Detect. The IBM EMM installer starts the Opportunity Detect installer during the installation process. Make sure that the IBM EMM installer and the product installer are saved at the same location.

Each time that you run the IBM EMM Suite installer, you must first enter database connection information for the Marketing Platform system tables. When the Opportunity Detect installer starts, you must enter the required information for Opportunity Detect.

After installing Opportunity Detect, you can create an EAR file if necessary.

Important: Before you install Opportunity Detect, make sure that the available temporary space on the computer where you install Opportunity Detect is more than three times the size of the Opportunity Detect installer.

Installation files

The installation files are named according to the version of the product and the operating system on which they must be installed, except UNIX. For UNIX, different installation files exist for the X Window System mode and the console mode.

The following table displays examples of the installation files that are named according to the product version and the operating system:

Table 9. Installation files

Operating system	Installation file
UNIX: X Window System mode	<i>Product_N.N.N.N_RHEL64.bin</i> , where <i>Product</i> is the name of your product, and <i>N.N.N.N</i> is the version number of your product.
UNIX: Console mode	<i>Product_N.N.N.N.bin</i> , where <i>Product</i> is the name of your product, and <i>N.N.N.N</i> is the version number of your product. This file can be used for installation on all UNIX operating systems.

Installing Opportunity Detect using the GUI mode

For UNIX, use the X Window System mode to install Opportunity Detect.

Before you begin

Important: Before you install Opportunity Detect, make sure that the available temporary space on the computer where you install Opportunity Detect is more than three times the size of the Opportunity Detect installer.

Make sure that the following components are located in the same directory:

- IBM Suite installer

- Opportunity Detect
- InfoSphere Streams file (required for installing the Run Time component only)

Procedure

1. In a command-line prompt window, navigate to the directory where you have saved the IBM Suite and the Opportunity Detect installers.
2. Run the following:

```
./IBM_EMM_installer_full_name_linux.bin
```

 For example:

```
./IBM_EMM_Installer_9.1.0.0_linux.bin
```

 The IBM Suite Installer opens.
3. Click **OK** on the first screen to see the Introduction window.
4. Follow the instructions on the installer, and click **Next**. Use the information in the following table to take the appropriate actions on each window in the EMM installer.

Table 10. IBM EMM installer GUI

Window	Description
Introduction	This is the first window of the IBM EMM suite installer. You can open the Opportunity Detect installation and upgrade guides from this window. Click Next to go to the next window.
Response Files Destination	Click the Generate Response File check box if you want to generate response files for your product. Response files store the information that is necessary for the installation of your product. You can use response files for an unattended installation of your product, or to get pre-filled answers if you rerun the installer in the GUI mode Click Choose to browse to a location where you want to store the response files. Click Next to go to the next window.
IBM EMM Products	In the Install Set list, select Custom to select the products that you want to install. In the Install Set area, you can see all the products whose installation files are in the same directory on your computer. In the Description field, you can view the description of the product that you select in the Install Set area. Click Next to go to the next window.
Installation Directory	Click Choose to browse to the directory where you want to install IBM EMM. Click Next to go to the next window.
Select Application Server	Select IBM WebSphere as the application server. Oracle Weblogic is not supported for Opportunity Detect Click Next to go to the next window.
Platform Database Type	Select IBM DB2 as the database. Opportunity Detect is supported only on IBM DB2. Click Next to go to the next window.

Table 10. IBM EMM installer GUI (continued)

Window	Description
Platform Database Connection	<p>Enter the following information about your database:</p> <ul style="list-style-type: none"> • Database host name • Database port • Database name or System ID (SID) • Database user name • Database password <p>Click Next to go to the next window.</p> <p>Important: If IBM EMM products are installed in a distributed environment, you must use the machine name rather than an IP address in the navigation URL for all of the applications in the suite. Also, if you are on a clustered environment and choose to have default ports that are different than 80 or 443 for your deployment, you must also make changes to the navigation URL by removing the default port number.</p>
Platform Database Connection (continued)	<p>Review and confirm the JDBC connection.</p> <p>Click Next to go to the next window.</p>
Preinstallation Summary	<p>Review and confirm the values that you added during the installation process.</p> <p>Click Install to start the installation process.</p> <p>The Marketing Platform installer opens. If a previous instance of Marketing Platform exists, the instance is upgraded to the current version. If a previous instance of Marketing Platform does not exist, Marketing Platform is installed.</p>

5. Follow the instructions on the Marketing Platform installer to install or upgrade Marketing Platform. See *IBM EMM Marketing Platform Installation Guide* for more information.
6. In the Installation Complete window, click **Done**. The Marketing Platform installation is complete, and the Opportunity Detect installer opens.
7. Use the information in the following table to navigate the Opportunity Detect installer. In the Platform Database Connection window, enter all the required information and click **Next** to start the Opportunity Detect installer.

Table 11. Opportunity Detect installer GUI

Window	Description
Introduction	<p>This is the first window of the Opportunity Detect installer. You can open the Opportunity Detect installation and upgrade guides from this window.</p> <p>Click Next to go to the next window.</p>
Software Licence Agreement	<p>Carefully read the agreement. Use Print to print the agreement. Click Next after you accept the agreement.</p>
Installation Directory	<p>Click Choose to browse to the directory where you want to install Opportunity Detect.</p> <p>Click Next to go to the next window.</p>

Table 11. Opportunity Detect installer GUI (continued)

Window	Description
Opportunity Detection Components	<p>Select the Design Time and Run Time check boxes.</p> <p>Click Next to go to the next window.</p>
Opportunity Detection Web Application Connection Settings	<p>Enter the following information about the web application connection settings:</p> <ul style="list-style-type: none"> • Network domain name • Host name • Port number <p>Select the Use secure connection check box if you want to create a secure connection to the web application.</p> <p>Click Next to go to the next window.</p>
DesignTime Database Setup	<p>Select one of the following check boxes:</p> <ul style="list-style-type: none"> • Automatic database setup • Manual database setup <p>Click Next to go to the next window.</p>
DesignTime Database Type	<p>You can see this window if you selected the Automatic database setup check box in the DesignTime Database Setup window.</p> <p>Make sure that IBM DB2 is selected.</p> <p>Click Next to go to the next window.</p>
DesignTime Database Connection	<p>You can see this window if you selected the Automatic database setup check box in the DesignTime Database Setup window.</p> <p>Enter the following details for the Design Time database:</p> <ul style="list-style-type: none"> • Database host name • Database port • Database system ID (SID) • Database user name • Database password <p>Important: If IBM EMM products are installed in a distributed environment, you must use the machine name rather than an IP address in the navigation URL for all of the applications in the suite. Also, if you are on a clustered environment and choose to have default ports that are different than 80 or 443 for your deployment, you must also make changes to the navigation URL by removing the default port number.</p> <p>Click Next to go to the next window.</p>
DesignTime database JDBC Connection	<p>Review and confirm the JDBC connection.</p> <p>Click Next to go to the next window.</p>

Table 11. Opportunity Detect installer GUI (continued)

Window	Description
Interact Service Settings	<p>This applies only when you are installing IBM Interact Advanced Patterns.</p> <p>Enter the following information to configure the Interact service:</p> <ul style="list-style-type: none"> • Host name or IP address • Port number <p>Click Next to go to the next window.</p>
RunTime Database Setup	<p>Select one of the following check boxes:</p> <ul style="list-style-type: none"> • Automatic database setup • Manual database setup <p>Click Next to go to the next window.</p>
Detect Database Type (Unix)	<p>Review and confirm your IBM DB2 installation directory.</p> <p>Click Next to go to the next window.</p>
RunTime Database Connection	<p>Enter the following details for the Run Time database:</p> <ul style="list-style-type: none"> • Database host name • Database port • Database system ID (SID) • Database user name • Database password <p>Important: If IBM EMM products are installed in a distributed environment, you must use the machine name rather than an IP address in the navigation URL for all of the applications in the suite. Also, if you are on a clustered environment and choose to have default ports that are different than 80 or 443 for your deployment, you must also make changes to the navigation URL by removing the default port number.</p> <p>Click Next to go to the next window.</p>
RunTime database JDBC Connection	<p>Review and confirm the JDBC connection.</p> <p>Click Next to go to the next window.</p>
Interact Connector Settings	<p>Enter the following information to configure the Interact Connector:</p> <ul style="list-style-type: none"> • Host name or IP address • Port number <p>Click Next to go to the next window.</p>
Streams Remote Control Service Settings	<p>Enter the following information to configure the Streams Remote Control Service:</p> <ul style="list-style-type: none"> • Host name or IP address • Port number <p>Click Next to go to the next window.</p>

Table 11. Opportunity Detect installer GUI (continued)

Window	Description
Preinstallation Summary	<p>Review and confirm the values that you added during the installation process.</p> <p>Click Install to start the installation process.</p> <p>The Opportunity Detect installer opens.</p>
Installation Complete	<p>Click Done to close the Opportunity Detect installer and go back to the IBM EMM installer.</p> <p>Go back to the IBM EMM Suite Installer.</p>

- Follow the instructions on the IBM EMM installer to finish installing Opportunity Detect. Use the information in the following table to take the appropriate actions on each window in the EMM installer.

Table 12. EMM installer GUI

Window	Description
Deployment EAR file	<p>Specify whether you want to create an enterprise archive (EAR) file to deploy your IBM EMM products.</p> <p>Click Next to go to the next window.</p>
Package EAR file	<p>You can see this window if you select Create an EAR file for deployment in the Deployment EAR file window.</p> <p>Select the applications that you want to package in the EAR file.</p>
EAR file details	<p>Enter the following information for your EAR file:</p> <ul style="list-style-type: none"> Enterprise application identifier Display name Description EAR file path
EAR file details (continued)	<p>Select Yes or No to create an additional EAR file. If you select Yes, you must enter the details for the new EAR file.</p> <p>Click Next to complete the installation of your product.</p>
Deployment EAR file	<p>Specify whether you want to create another EAR file to deploy your IBM EMM products.</p> <p>Click Next to go to the next window.</p>
Installation Complete	<p>This window provides the locations of the log files that are created during installation.</p> <p>Click Previous if you want to change any installation details.</p> <p>Click Done to close the IBM EMM installer.</p>

Creating an EAR file after running the installer

You can create an EAR file after you install IBM EMM products. You might do this to create an EAR file with a desired combination of products.

About this task

Note: Run the installer in console mode from the command line.

Use the following procedure if you want to create an EAR file after you install IBM EMM products:

Procedure

1. If this is the first time you are running the installer in console mode, make a backup copy of the installer's `.properties` file for each of your installed products.

Each IBM product installer creates one or more response files with a `.properties` extension. These files are in the same directory where you placed the installers. Be sure to back up all files with the `.properties` extension, including the `installer_productversion.properties` files and the file for the IBM installer itself, which is named `installer.properties`.

If you plan to run the installer in unattended mode, you must back up the original `.properties` files, because when the installer runs in unattended mode, it clears these files. To create an EAR file, you need the information that the installer writes in the `.properties` files during the initial installation.

2. Open a command window and change directories to the directory that contains the installer.
3. Run the installer executable with this option:
`-DUNICA_GOTO_CREATEEARFILE=TRUE`
On UNIX type systems, run the `.bin` file rather than the `.sh` file.
The installer wizard runs.
4. Follow the instructions in the wizard.
5. Before you create more EAR files, overwrite the `.properties` file or files with the backups you created before you ran in console mode for the first time.

Installing Opportunity Detect using the console mode

The console mode allows you to install Opportunity Detect using the command-line window. You can select various options in the command-line window to complete tasks such as selecting the products to install, or selecting the home directory for the installation.

Before you begin

Before you install Opportunity Detect, ensure that you have configured the following.

- An application server profile
- A database schema

To display the installer screens correctly in console mode, configure your terminal software to support UTF-8 character encoding. Other character encodings, such as ANSI, do not render the text correctly, and some information is not readable with these encodings.

Procedure

1. Open a command-line prompt window and navigate to the directory where you have saved the IBM EMM installer and the Opportunity Detect installer.

2. Run the IBM EMM installer. file.
For example: **IBM_EMM_Installer_9.1.1.0.sh**
3. Follow the directions that are displayed in the command-line prompt. Use the following guidelines when you have to select an option in the command-line prompt:
 - The default options are defined by the symbol [X].
 - To select or clear an option, type the number that is defined for the option, and then press Enter.

For example, suppose the following list displays the components that you can install:

- 1 [X] Marketing Platform
- 2 [X] Campaign
- 3 Contact Optimization
- 4 Distributed Marketing

If you want to install Distributed Marketing, and do not want to install Campaign, enter the following command: **2,4**

The following list would then display the options that you selected:

- 1 [X] Marketing Platform
- 2 Campaign
- 3 Contact Optimization
- 4 [X] Distributed Marketing

Note: Do not clear the option for Marketing Platform unless you have already installed it.

4. The IBM EMM installer launches the Opportunity Detect installer during the installation process. Follow the instructions in the command-line prompt window of the Opportunity Detect installer.
5. After you enter quit in the Opportunity Detect installer command-line prompt window, the window shuts down. Follow the instructions in the command-line prompt window of the IBM EMM installer to complete the installation of Opportunity Detect.

Note: If any error occurs during the installation, a log file is generated. You must exit the installer to view the log file.

Installing Opportunity Detect silently

Use the unattended or silent mode to install Opportunity Detect multiple times.

Before you begin

Before you install Opportunity Detect, make sure that you have configured the following elements:

- An application server profile
- A database schema

About this task

When you install Opportunity Detect by using the silent mode, response files are used to obtain the information that is required during installation. You must create response files for a silent installation of your product. You can create response files by using one of the following methods:

- Using the sample response files as a template for creating your response files. The sample response files are included with your product installers in the ResponseFiles compressed archive. For more information about sample response files, see “Sample response files.”
- Running the product installers in the X Window System (UNIX) mode or the console mode before you install the product in the silent mode. One response file is created for the IBM EMM suite installer, and one or more response files are created for your product installer. The files are created in the directory that you specify.

Important: For security reasons, the installer does not save database passwords in the response files. When you create response files, you must edit each response file to enter database passwords. Open each response file and search for PASSWORD to find where you must edit the response file.

When the installer runs in the silent mode, it looks for the response files in the following directories sequentially:

- In the directory where the IBM EMM installer is saved.
- In the home directory of the user who installs the product

Make sure that all response files are in the same directory. You can change the path where response files are read by adding arguments to the command line. For example: `-DUNICA_REPLAY_READ_DIR="myDirPath" -f myDirPath/installer.properties`

Procedure

Use the following command for Linux:

```
IBM_EMM_installer_full_name_operating_system.bin -i silent
```

For example:

```
IBM_EMM_Installer_9.1.1_linux.bin -i silent
```

Sample response files

You must create response files to set up a silent installation of Opportunity Detect. You can use sample response files to create your response files. The sample response files are included with the installers in the ResponseFiles compressed archive.

The following table provides information about sample response files:

Table 13. Description of sample response files

Sample response file	Description
installer.properties	The sample response file for the IBM EMM master installer.

Table 13. Description of sample response files (continued)

Sample response file	Description
<i>installer_product initials and product version number.properties</i>	The sample response file for the Opportunity Detect installer. For example, <i>installer_ucn.n.n.n.properties</i> is the response file of the Campaign installer, where <i>n.n.n.n</i> is the version number.
<i>installer_report pack initials, product initials, and version number.properties</i>	The sample response file for the reports pack installer. For example, <i>installer_urpc.properties</i> is the response file of the Campaign reports pack installer.

Installing Interact Advanced Patterns over Opportunity Detect

If you install Interact Advanced Patterns over Opportunity Detect, and you select the manual option, you must manually update the password attribute of the `properties` tag in the `server.xml` file.

About this task

This file is located in the `InteractService/wlp/usr/servers/InteractService` directory under your Opportunity Detect installation.

You can use the `securityUtility` located under the `InteractService/wlp/bin` directory under your Opportunity Detect installation to encrypt the password. For example:

```
./securityUtility encode your_password
```

Opportunity Detect components

Opportunity Detect contains two components: Design Time and Run Time. You can use the Design Time component to define events. You must install a single instance of Design Time. You can use the Run Time component to present offers to the customers. You can install multiple instances of Run Time.

For best performance, you must install a Run Time server on a server where no other IBM EMM products are installed.

The following table describes the components that you can select when you install Opportunity Detect.

Table 14. Opportunity Detect components

Component	Description
Opportunity Detect Run Time	The Opportunity Detect runtime server. You can add multiple servers in your environment to create an IBM InfoSphere Streams instance. You can map the instance to a server group.

Table 14. Opportunity Detect components (continued)

Component	Description
Opportunity Detect Design Time	The design environment for Opportunity Detect.

Installing Opportunity Detect Run Time

The Opportunity Detect installer installs Opportunity Detect Run Time.

About this task

Opportunity Detect Run Time is installed at the following location:

```
/home/streamsadmin/OpDetection
```

You cannot change the folder where Opportunity Detect Run time is installed. You can see the following Opportunity Detect > directory structure:

```
--OpDetection
|--bin
|--comm_agent
|--deploy
|--toolkits
|--makefile.inc
|--makedefs.inc
|--app_launcher
|--blocking_merger
|--get_file_names
|--json_utils
|--MultiConnectionTCPserver
|--password_helper
|--rtioc_types
|--shared_store
|--shared_types
|--TCPSinkPlus
|--time_utils
|--timeutils_types
|--unica_db_access
|--unica_utils
|--database
|--logs
|--properties
|--StreamsRemoteControlService
|---wlp
|---usr
|---server
|---streamsRCS
|---dropins
|---axis2
|---web-inf
|---services
|---streamsremotecontrolservice.aar
|---RealTimeConnector
|---wlp
|---usr
|---server
|---RealTimeConnector
|---dropins
|---axis2
|---web-inf
|---services
|--- interactconnector.aar
```

The streamsadmin user must be the owner of all the files. Use the **chown** command to change the owner of the OpDetection directory structure to streamsadmin. The server.xml file in the WAS liberty profile for StreamsRemoteControlService and InteractServlet services points to the dropin directory, and is configured with the installers. You must start the server where Run Time is installed.

What to do next

You must start the Run Time server after you have deployed and configured Opportunity Detect.

Chapter 5. Completing a manual installation of Opportunity Detect

If you select manual database set up when you install Opportunity Detect, you must complete the tasks in this section after you run the IBM EMM and the Opportunity Detect installer.

Editing Streams and Opportunity Detect XML files

If you select manual database set up when you install Opportunity Detect, you must complete the tasks in this section after you run the IBM EMM and the Opportunity Detect installer.

Procedure

1. In the `InteractService/wlp/usr/servers/InteractService` directory under your Opportunity Detect installation, modify the `server.xml` file to reflect the following settings. Replace the values shown in the example with values appropriate for your environment.

```
<dataSource id="OpDetectionDS" jndiName="OpDetectionDS">
  <jdbcDriver libraryRef="DB2JCC4Lib"/>
  <properties.db2.jcc
    currentSchema="SCHEMA_NAME"
    databaseName="DB_name"
    password="encrypted_database_password"
    portNumber="port_number"
    serverName="server_name"
    user="database_user_name"/>
</dataSource>
```

Important: The schema name must be capital letters.

2. In the `streamsadmin/OpDetection/toolkits/unica_db_access/db.access/native.function` directory under your Streams installation, modify the `function.xml` file to reflect the following settings. Replace the values shown in the example with values appropriate for your environment.

```
<library>
  <cmn:description></cmn:description>
  <cmn:managedLibrary>
    <cmn:lib>UnicaDatabaseAccessLib</cmn:lib>
    <cmn:lib>db2</cmn:lib>
    <cmn:libPath>../impl/lib</cmn:libPath>
    <cmn:libPath>/IBM_DB2_installation_directory/lib64</cmn:libPath>
    <cmn:includePath>../impl/include</cmn:includePath>
    <cmn:includePath>/IBM_DB2_installation_directory/include</cmn:includePath>
  </cmn:managedLibrary>
</library>
```

3. Restart the Streams server.

Creating and populating the Opportunity Detect system tables

If you have not allowed the installer to create and populate the system tables during the installation process, use your database client to run the Opportunity Detect SQL scripts against the appropriate database.

Design environment tables

Run the `OpDetectDesignSchema.sql` script against your design time database.

The script is located in the `/OpDetection/database/DB2/DesignTime` directory under your Opportunity Detect installation.

Run Time environment table

Run the `opDetectRunTimeSchema.sql` script against your run time database.

The script is located in the `/OpDetection/database/DB2/RunTime` directory under your Opportunity Detect installation.

Registering Opportunity Detect Design Time manually

If the Opportunity Detect installer cannot connect to the Marketing Platform database during the installation process, you must register Opportunity Detect manually.

About this task

A product is registered when its menu items and configuration properties are added to the Marketing Platform database. To register a product manually, you use the **configTool** utility, along with XML files provided with your product installation. The **configTool** utility is located in the `tools/bin` directory under your Marketing Platform installation.

Complete details about using the **configTool** utility are provided elsewhere in this guide.

You must run the **configTool** utility as many times as there are files. For Opportunity Detect, there are two files, located in the `conf` directory under your Opportunity Detect installation.

- `detect_navigation.xml`
- `DetectCommon.xml`

Examples:

- `configTool -v -i -o -p "Affinium|suite|uiNavigation|mainMenu" -f "OpDetection_Installation_Dir\conf\detect_navigation.xml"`
- `configTool -r Detect -f "OpDetection_Installation_Dir\conf\DetectCommon.xml"`

Chapter 6. Deploying Opportunity Detect

To deploy Opportunity Detect, you must deploy Opportunity Detect Design Time by using an EAR or WAR file.

You must know how to work with your web application server. Consult your web application server documentation for details such as navigation in the Administration console.

Deploying Opportunity Detect Design Time

When you run the IBM EMM installer, you can either include Opportunity Detect in an EAR file, or you can choose to deploy the Opportunity Detect WAR file. If you include the Marketing Platform or other products in an EAR file, you must follow all the deployment guidelines that are detailed in the individual installation guides for the products that are included in the EAR file.

After you install Opportunity Detect, Design Time is deployed automatically when you deploy the Opportunity Detect.war file. The Opportunity Detect.war file is in the Opportunity Detect installation directory.

Deploying Opportunity Detect on WebSphere Application Server

You can deploy Opportunity Detect runtime environment on supported versions of WebSphere Application Server (WAS) from a WAR file or EAR file.

About this task

Note: Make sure that multiple language encoding is enabled in WAS.

Deploying Opportunity Detect on WAS from a WAR file

You can deploy the Opportunity Detect application from a WAR file on WAS.

Before you begin

Complete the following tasks before you deploy Opportunity Detect:

- Confirm that your version of WebSphere meets the requirements in the *Recommended Software Environments and Minimum System Requirements* document, including any necessary fix packs or upgrades.
- Confirm that you created the data sources and database provider in WebSphere.

Procedure

1. Go to the WebSphere Integrated Solutions Console.
2. Complete the following steps if your system tables are in DB2:
 - a. Click the data source that you created. Go to the Custom Properties for the data source.
 - b. Select the Custom properties link.
 - c. Set the value for the **resultSetHoldability** property to 1.
If you do not see the **resultSetHoldability** property, create the **resultSetHoldability** property and set its value to 1.

3. Go to **Applications > Application Types > WebSphere enterprise applications** and click **Install**.
4. In the Preparing for the application installation window, select the **Detailed - Show all options and parameters** check box and click **Next**.
5. Click **Continue** to see the Install New Application wizard.
6. Accept the default settings on the windows of the Install New Application wizard except the following windows:
 - In step 1 of the Install New Application wizard, select the **Precompile JavaServer Pages files** check box.
 - In step 3 of the installation wizard, set the **JDK Source Level** to 16.
7. In the left navigation panel of WebSphere Integrated Solutions Console, navigate to **Applications > Application Types > WebSphere enterprise applications**.
8. In the Enterprise Applications window, click the `detect.war` file.
9. In the **Web Module Properties** section, click **Session Management** and select the following check boxes:
 - **Override session management**
 - **Enable Cookies**
10. Click **Enable Cookies**, and in the **Cookie name** field, enter a unique cookie name.
11. In the **Applications > Enterprise Applications** section of the server, select the WAR file that you deployed.
12. In the **Detail Properties** section, select **Class loading and update detection**.
13. In the **Class loader order** section, select the **Classes loaded with local class loader first (parent last)** option.
14. In the **Modules** section, select **Manage modules > detect**, and under **Class loader order** select the **Classes loaded with local class loader first (parent last)** option.
15. For **WAR class loader policy**, select **Class Loader for each WAR file in application**.
16. Go to **Application Servers > your server > Process definition > Java Virtual Machine**.
17. In the **Generic JVM arguments** section, enter the following JVM arguments:


```
-Dcom.ibm.websphere.webservices.DisableIBMJAXSEngine=true
-Dibm.cl.verbose=PersistenceProvider
-Dibm.cl.verbose=PersistenceProviderImpl
-agentlib:getClasses -verbose:dynload
-Dcom.ibm.xml.xpath.jaxb.opti.level=3
```
18. Start your deployment.

Deploying Opportunity Detect on WAS from an EAR file

You can deploy Opportunity Detect by using an EAR file if you included Opportunity Detect in an EAR file when you ran the IBM EMM installer.

Before you begin

- Confirm that your version of WebSphere meets the requirements in the *Recommended Software Environments and Minimum System Requirements* document, including any necessary fix packs or upgrades.
- Confirm that you created the data sources and database provider in WebSphere.

Procedure

1. Go to the WebSphere Integrated Solutions Console.
2. If your system tables are in DB2, click the data source that you created. go to the Custom Properties for the data source. .
3. Select the Custom properties link.
4. Set the value for the **resultSetHoldability** property to 1.
If you do not see the **resultSetHoldability** property, create the **resultSetHoldability** property and set its value to 1.
5. Go to **Applications > Application Types > WebSphere enterprise applications** and click **Install**.
6. In the Preparing for the application installation window, select the **Detailed - Show all options and parameters** check box and click **Next**.
7. Click **Continue** to see the Install New Application wizard.
8. Accept the default settings on the windows of the Install New Application wizard except the following windows:
 - In step 1 of the Install New Application wizard, select the **Precompile JavaServer Pages files** check box.
 - In step 3 of the installation wizard, set the **JDK Source Level** to 16.
9. In the left navigation panel of WebSphere Integrated Solutions Console, navigate to **Applications > Application Types > WebSphere enterprise applications**.
10. In the Enterprise Applications window, select the EAR file that you want to deploy.
11. In the **Web Module Properties** section, click **Session Management** and select the following check boxes:
 - **Override session management**
 - **Enable Cookies**
12. Click **Enable Cookies**, and in the **Cookie name** field, enter a unique cookie name.
13. In the **Detail Properties** section, select **Class loading and update detection**.
14. In the **Class loader order** section, select the **Classes loaded with local class loader first (parent last)** option.
15. In the **WAR class loader policy** section, select the **Class loader for each WAR file in application** option.
16. Go to **Application Servers > your server > Process definition > Java Virtual Machine**.
17. In the **Generic JVM arguments** section, enter the following JVM arguments:

```
-Dcom.ibm.websphere.webservices.DisableIBMJAXSEngine=true
-Dibm.cl.verbose=PersistenceProvider
-Dibm.cl.verbose=PersistenceProviderImpl
-agentlib:getClasses -verbose:ynload
-Dcom.ibm.xml.xlxp.jaxb.opti.level=3
```
18. Start your deployment.
For more information about WebSphere Application Server version 8, see Welcome to the WebSphere Application Server information center.

Chapter 7. Configuring Opportunity Detect and IBM InfoSphere Streams after deploying Opportunity Detect

After you deploy Opportunity Detect, perform the additional configuration tasks described in this chapter.

- Set values for Opportunity Detect configuration properties
- Complete configuration of the Streams application that was installed when you installed Opportunity Detect.
- If you use profile data stored in an Oracle database, configure the Streams database adapter for Oracle profile tables.
- Start the Opportunity Detect run time and design time servers
- Optionally, you can modify Opportunity Detect logging levels.
- If you are using Interact Advanced Patterns, see the *IBM Interact Advanced Patterns and IBM Interact Integration Guide* for additional required setup tasks.

When you have completed configuration, verify your installation as described in this section.

When you have verified the basic installation, configure Opportunity Detect server groups and data sources within the application. If you are upgrading, you previously configured data sources and server groups are migrated to the new version.

Setting Opportunity Detect configuration properties

You must set the configuration properties for Opportunity Detect.

About this task

The Opportunity Detect configuration properties are located under the following categories on the **Settings > Configuration** page.

- **Detect | System | StreamsRemoteControlWebService | ServerURL**
- **Detect | System | RealTimeConnector | ServerURL**
- **Detect | logging | log4jConfig**

See the related topic links in this guide or the context help for the properties to learn more about what they do and how to set them.

Related reference:

“Detect | System | Streams Remote Control Web Service” on page 55

“Detect | System | Real Time Connector” on page 55

“Detect | logging” on page 56

Configuring IBM InfoSphere Streams for use with Opportunity Detect

You must perform some configuration tasks in IBM InfoSphere Streams to prepare Streams for use with Opportunity Detect.

About this task

Refer to the following chapters in the *IBM InfoSphere Streams: Installation and Administration Guide* for instructions on completing the Streams configuration for your Opportunity Detect installation.

The *IBM InfoSphere Streams: Installation and Administration Guide* is located in the `/home/streamsadmin/InfoSphereStreams/doc` directory under your Streams installation.

- Chapter 4. Configuring a secure shell environment for IBM InfoSphere Streams
- Chapter 8. Creating and managing instances for IBM InfoSphere Streams
- Chapter 9. Running IBM InfoSphere Streams

In addition, see Chapter 10. Monitoring and managing IBM InfoSphere Streams, for instructions on using Streams tools to monitor and manage your Streams installation.

Configuring the Streams database adapter for Oracle profile tables

This procedure is necessary only if you plan to use profile data stored in an Oracle database.

Before you begin

Ensure that the following prerequisites are met.

- The Oracle 12c client is installed on the machine where the Streams server is installed.
- Use UnixODBC 2.3.2

Procedure

1. On the machine where the Streams server is installed, edit the Streamsadmin user's `/home/streamsadmin/.bashrc` file to add the following environment variable commands.

Example commands:

```
export ORACLE_HOME=/data/DatabaseServer/Oracle12C/product/12.1.0/dbhome_1
export LD_LIBRARY_PATH=/data/DatabaseServer/Oracle12C/product/12.1.0/dbhome_1
/lib:/data/DatabaseServer/Oracle12C/product/12.1.0/dbhome_1/lib64:/usr/local
/lib:/usr/local/lib64
export ODBCINI=/home/streamsadmin/ODBCINI/odbc.ini
export STREAMS_ADAPTERS_ODBC_ORACLE=true
export STREAMS_ADAPTERS_ODBC_INCPATH=/usr/local/include
export STREAMS_ADAPTERS_ODBC_LIBPATH=/usr/local/lib
```

Table 15. Environment variables for Oracle on Streams

Environment variable	Example value
Variables for compiling Streams adapters with Oracle	
STREAMS_ADAPTERS_ODBC_ORACLE	True
STREAMS_ADAPTERS_ODBC_INCPATH	/mydir/unixodbc/include
STREAMS_ADAPTERS_ODBC_LIBPATH	/mydir/unixodbc/lib
Variables for running Streams adapters with Oracle	
ODBCINI	/mydir/odbc.ini
ORACLE_HOME	/home/oracle/oracle/112client/oracle/product/11.2.0/client_1

Table 15. Environment variables for Oracle on Streams (continued)

Environment variable	Example value
LD_LIBRARY_PATH	<ul style="list-style-type: none"> • If you use static linking: /home/oracle/oracle/112client/oracle/product/11.2.0/client_1/lib • If you do not use static linking: /home/oracle/oracle/112client/oracle/product/11.2.0/client_1/lib:/mydir/unixodbc/lib

2. Configure UNIX ODBC as follows.
 - a. Untar UnixODBC and execute following commands.


```
./configure
make
make install
```
 - b. Create a file named `odbc.ini` under `/home/streamsadmin/ODBCINI` with the following content. Use the host, port, and Oracle instance name appropriate for your environment.


```
[Your_Oracle_instance_name]
Driver = /data/DatabaseServer/Oracle12C/product/12.1.0/dbhome_1
/lib/libsqora.so.12.1
description = test
ServerName = IP:port/Oracle_instance_name
server = IP
port = Port No
Longs = F
```
3. To test your configuration, run the following command as the `streamsadmin` user.

Use the Oracle instance name, user name, and password appropriate for your environment.

```
isql Oracle_instance_name user_name password
```

If the test fails, check your execution of the preceding steps. Remember that names are case-sensitive.

Starting the Opportunity Detect Run Time server and Interact service

You must start the Run Time server and RealTimeConnector service after you have deployed and configured Opportunity Detect.

Procedure

1. Complete the following steps to start the Run Time server.
 - a. Log into the Streams server where Run Time is installed as the `streamsadmin` user.
 - b. Navigate to the StreamsRemoteControlService liberty service.

Use the following path as a guideline.

```
/home/streamsadmin/OpDetection/StreamsRemoteControlService/wlp/bin
```
 - c. Use the following command to start the StreamsRemoteControlService liberty service.


```
./server start StreamsRCS --clean
```
 - d. Navigate to the RealTimeConnector service.

Use the following path as a guideline.

```
/home/streamsadmin/OpDetection/RealTimeConnector/wlp/bin
```

- e. Use the following command to start the RealTimeConnector service.


```
./server start RealTimeConnector --clean
```
2. Complete the following steps to start the InteractService
 - a. Log in to the server where Run Time is installed as the root user.
 - b. Navigate to the following path.


```
Opportunity_Detect_Install_Home/InteractService/wlp/bin
```
 - c. Run the following command.


```
./server start InteractService --clean
```

Verifying the Opportunity Detect installation

To verify whether Opportunity Detect is correctly installed, confirm that you can access the interactive channels and the Opportunity Detect runtime URL.

Procedure

1. To verify that the Opportunity Detect design time environment is installed, log in to the IBM EMM and confirm that you can access **Opportunity Detection > Workspaces**.
2. Run the following URL in a web browser:


```
http://host.domain.com:port/axis2/services/InteractDesignService?wsdl
```

 Confirm that you get the WSDL for the Interact Design Service.
3. Run the following URL in a web browser:


```
http://host.domain.com:port/axis2/services/RemoteControl?wsdl
```

 Confirm that you get the WSDL for the Remote Control Service.
4. Run the following URL in a web browser:


```
http://host.domain.com:port/servlets/StreamServlet?command=ping
```

 Confirm that you see the following message in the browser:


```
OK
```

Modifying log levels for Opportunity Detect

You can modify log levels for Opportunity Detect Design Time and RunTime.

Procedure

1. Log in to Opportunity Detect by root.
2. In the *Opportunity_Detect_installation_home/conf* directory, modify the *detect_log4j.properties* file to reflect the following information:


```
log4j.logger.com.ibm.unica.detect=INFO, FILE
```
3. In the *Opportunity_Detect_installation_home/InteractService/wlp/usr/servers/InteractService* directory, change the console log level in the *server.xml* file. For example, the *server.xml* file can reflect the following settings:


```
<logging logDirectory="/opt/Detect/FakeInstall/OpDetection/InteractService/wlp/usr/servers/InteractService/logs" consoleLogLevel="ERROR" messageFileName="messages.log"/>
```
4. Log in to StreamsRemoteControl as the *streamsadmin* user.
5. In the */home/streamsadmin/OpDetection/StreamsRemoteControlService/wlp/usr/servers/StreamsRCS* directory, change the console log level in the *server.xml* file. For example, the *server.xml* file can reflect the following setting:


```
<logging logDirectory="/opt/Detect/FakeInstall/OpDetection/StreamsRemoteControlService/wlp/usr/servers/StreamsRCS/logs" consoleLogLevel="ERROR" messageFileName="messages.log"/>
```

```
consoleLogLevel="DEBUG"
```

6. Log in to RealTimeConnector as the streamsadmin user.
7. In the /home/streamsadmin/OpDetection/RealTimeConnector/wlp/usr/servers/RealTimeConnector directory, change the console log level in the server.xml file. For example, the server.xml file can reflect the following setting:

```
consoleLogLevel="DEBUG"
```
8. Restart the server for your changes to take effect.

Server group and data source configuration

After you deploy and start Opportunity Detect, you must perform additional tasks before you can use the product.

- Create the State History and Outcome tables in your database, using SQL scripts provided with your installation.
- Configure server groups and data sources within the application.

For Opportunity Detect, these tasks are described in the *IBM Opportunity Detect Administrator's Guide*.

For Interact Advanced Patterns, see the *IBM Interact Advanced Patterns and IBM Interact Integration Guide*.

When you have completed these steps, your organization can design, test, and run event detection.

Chapter 8. Configuring Opportunity Detect in a cluster

Opportunity Detect can be installed and deployed in a cluster.

Procedure

1. Install IBM InfoSphere Streams on multiple servers by using a shared NFS Streams support installation. To ensure this run the Opportunity Detect RunTime installer from a server that has the following elements:
 - The streamsadmin user.
 - The home directory of the streamsadmin user is /home/streamsadmin.
 - The /home/streamsadmin directory is shared across the servers that are a part of the cluster.
 - The root user on the server where you install Opportunity Detect RunTime has read and write access to streamsadmin.
2. After installing IBM InfoSphere Streams, use the following command to create instances of Streams with multiple hosts:

```
streamstool mkinstance -i instance_name hosts FQDN/IP list
```

3. Create a copy of RealTimeConnector for every server in the cluster. Complete the following steps to create copies of RealTimeConnector:
 - a. Create a copy of RealTimeConnector with a unique name suffix for each server in the cluster in the /home/streamsadmin/OpDetection/ directory.
 - b. Go to /home/streamsadmin/OpDetection/RealTimeConnector_copytag>/wlp/usr/servers/RealTimeConnector/ and change the server.xml file to reflect the following values:

```
<server description="new server">
  <!-- Enable features -->
  <featureManager>
    <feature>jsp-2.2</feature>
    <feature>localConnector-1.0</feature>
    <feature>servlet-3.0</feature>
    <feature>serverStatus-1.0</feature>
  </featureManager>
  <httpEndpoint id="defaultHttpEndpoint" host="<hostname>"
    httpPort="<portnum>" httpsPort="9443"/>
  <application context-root="servlets" id="StreamServlet"
    name="StreamServlet" type="war"
    location="/home/streamsadmin/OpDetection/RealTimeConnector/wlp/usr/
    /servers/RealTimeConnector/dropins/RealTimeConnector"/>
    <logging logDirectory="/home/streamsadmin/OpDetection/RealTimeConnector
    /wlp/usr/servers/RealTimeConnector/logs" consoleLogLevel="ERROR"
    messageFileName="messages.log"/>
    <webContainer deferServletLoad="false"/>
  </server>
```

4. Go to /home/streamsadmin/OpDetection/RealTimeConnector_copytag>/wlp/usr/servers/RealTimeConnector/dropins/RealTimeConnector/WEB-INF/ and change the web.xml file to reflect the following values:

```
<init-param>
  <param-name>ProxyOutboundHostNames</param-name>
  <param-value>localhost</param-value>
</init-param>
```

5. Start RealTimeConnector on each server of the cluster.

Installing the IBM HTTP Server and the configuring load balancer plugin

To support clustering Opportunity Detect needs IBM HTTP server and plugin. The IBM HTTP server and the plugin provides load balancing and a single point of entry for Interact RunTime. The server and the plugin are a part of the Wepshere Application Server (WAS) extensions. See IBM documentation to configure WAS, the IBM HTTP Server, and the plugin.

Procedure

1. Create a `plugin_cfg.xml` file by using WAS, or use the following `plugin_cfg.xml` as an example.

Note: Replace `host_noden` and `port_noden` with the host and port of the RealTimeConnectors from the Opportunity Detect RunTime cluster.

```
<?xml version="1.0" encoding="UTF-8"?>
<Config ASDisableNagle="false" AcceptAllContent="false"
AppServerPortPreference="HostHeader" ChunkedResponse="false" FIPSEnable="false"
IISDisableNagle="false" IISPluginPriority="High" IgnoreDNSFailures="false"
RefreshInterval="60" ResponseChunkSize="64" SSLConsolidate="false"
SSLPKCSDriver="REPLACE" SSLPKCSPassword="REPLACE" TrustedProxyEnable="false"
VHostMatchingCompat="false">
  <Log LogLevel="Error" Name="./logs/defaultServer/http_plugin.log"/>
  <Property Name="ESIEnable" Value="true"/>
  <Property Name="ESIMaxCacheSize" Value="1024"/>
  <Property Name="ESIInvalidationMonitor" Value="false"/>
  <Property Name="ESIEnableToPassCookies" Value="false"/>
  <Property Name="PluginInstallRoot" Value="."/>
  <VirtualHostGroup Name="default_host">
    <VirtualHost Name="host:port"/>
  </VirtualHostGroup>
  <ServerCluster CloneSeparatorChange="false" GetDWLMTable="false"
IgnoreAffinityRequests="true" LoadBalance="Round Robin"
Name="defaultServer_default_node_Cluster" PostBufferSize="64"
PostSizeLimit="-1" RemoveSpecialHeaders="true" RetryInterval="60">
    <Server CloneID="9ec9fa61-0e3e-431f-a497-8c7b5fdd201e" ConnectTimeout="0"
ExtendedHandshake="false" MaxConnections="-1" Name="default_node_defaultServer0"
ServerIOTimeout="900" WaitForContinue="false"
>
      <Transport Hostname="host_node1 Port=port_node1 Protocol="http"/>
    </Server>
    <Server Name="Detectdb2" ConnectTimeout="5" ExtendedHandshake="false"
ServerIOTimeout="60" LoadBalanceWeight="1" MaxConnections="-1"
WaitForContinue="false">
      <Transport Hostname="host_node2 Port=port_node2 Protocol="http"/>
    </Server>
    <Server Name="Detectn1" ConnectTimeout="5" ExtendedHandshake="false"
ServerIOTimeout="60" LoadBalanceWeight="1" MaxConnections="-1"
WaitForContinue="false">
      <Transport Hostname="host_node3 Port=port_node3 Protocol="http"/>
    </Server>
  </ServerCluster>
  <UriGroup Name="default_host_defaultServer_default_node_Cluster_URIs">
    <Uri AffinityCookie="JSESSIONID" AffinityURLIdentifier="jsessionid"
Name="/servlets/*"/>
  </UriGroup>
  <Route ServerCluster="defaultServer_default_node_Cluster"
UriGroup="default_host_defaultServer_default_node_Cluster_URIs"
VirtualHostGroup="default_host"/>
</Config>
```

2. Configure the httpd.conf file to add the plugin module and provide the path of the plugin-cfg.xml file by adding the following lines at the end of httpd.conf file:

```
LoadModule was_ap22_module
WAS_INSTALLATION_DIR>/Plugins/bin/64bits/mod_was_ap22_http.so
WebSpherePluginConfigIBM_HTTP_SERVER_DIR/conf/plugin-cfg.xml
```

3. Make sure that you add the IBM HTTP Servers URL to the RealTimeConnector URL in Opportunity Detect configuration. Complete the following steps to add the IBM HTTP Servers URL to RealTimeConnector URL:

- a. Login to Platform and navigate to **Settings > Configuration**.
- b. In the configuration tree, go to **IBM EMM > Opportunity Detection > System > InteractConnector**.

- c. Edit the Server URL to reflect the following value:

```
http://HTTP_SERVER_HOST:HTTP_SERVER_PORT/servlets/StreamServlet
```

Chapter 9. Uninstalling Opportunity Detect

Run the Opportunity Detect uninstaller to uninstall Opportunity Detect. When you run the Opportunity Detect uninstaller, the files that were created during the installation process are removed. For example, files such as configuration files, installer registry information, and user data are removed from the computer.

About this task

When you install IBM EMM products, an uninstaller is included in the `Uninstall_Product` directory, where *Product* is the name of your IBM product.

If you manually remove the files in your installation directory instead of running the uninstaller, the result might be an incomplete installation if you later reinstall an IBM product in the same location. After uninstalling a product, its database is not removed. The uninstaller only removes default files that are created during installation. Any file that is created or generated after installation is not removed.

Note: On UNIX, the same user account that installed Opportunity Detect must run the uninstaller.

Procedure

1. If you have deployed the Opportunity Detect web application, undeploy the web application from WebSphere.
2. Shut down WebSphere.
3. Stop the processes that are related to Opportunity Detect.
4. Complete one of the following steps to uninstall Opportunity Detect:
 - Double-click the Opportunity Detect uninstaller that exists in the `Uninstall_Product` directory. The uninstaller runs in the mode in which you installed Opportunity Detect.
 - In a command-line window, navigate to the directory where the uninstaller exists, and run the following command to uninstall Opportunity Detect by using the console mode:

Uninstall_Product -i console

- In a command-line window, navigate to the directory where the uninstaller exists, and run the following command to uninstall Opportunity Detect by using the silent mode:

Uninstall_Product -i silent

When you uninstall Opportunity Detect by using the silent mode, the uninstallation process does not present any dialogs for user interaction.

Note: If you do not specify an option for uninstalling Opportunity Detect, the Opportunity Detect uninstaller runs in the mode in which Opportunity Detect is installed.

Appendix A. configTool

The properties and values on the Configuration page are stored in the Marketing Platform system tables. You can use the configTool utility to import and export configuration settings to and from the system tables.

When to use configTool

You might want to use configTool for the following reasons.

- To import partition and data source templates that are supplied with Campaign, which you can then modify and duplicate by using the Configuration page.
- To register (import configuration properties for) IBM EMM products, if the product installer is unable to add the properties to the database automatically.
- To export an XML version of configuration settings for backup or to import into a different installation of IBM EMM.
- To delete categories that do not have the **Delete Category** link. You do this by using configTool to export your configuration, then manually deleting the XML that creates the category, and by using configTool to import the edited XML.

Important: This utility modifies the `usm_configuration` and `usm_configuration_values` tables in the Marketing Platform system table database, which contains the configuration properties and their values. For best results, either create backup copies of these tables, or export your existing configurations by using configTool and back up the resulting file so you have a way to restore your configuration if you make an error when you use configTool to import.

Syntax

```
configTool -d -p "elementPath" [-o]
```

```
configTool -i -p "parent ElementPath" -f importFile [-o]
```

```
configTool -x -p "elementPath" -f exportFile
```

```
configTool -vp -p "elementPath" -f importFile [-d]
```

```
configTool -r productName -f registrationFile [-o] configTool -u  
productName
```

Commands

```
-d -p "elementPath" [o]
```

Delete configuration properties and their settings, specifying a path in the configuration property hierarchy.

The element path must use the internal names of categories and properties. You can obtain them by going to the Configuration page, selecting the wanted category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the | character, and surround the path with double quotation marks.

Note the following.

- Only categories and properties within an application can be deleted by using this command, not whole applications. Use the `-u` command to unregister a whole application.
- To delete categories that do not have the **Delete Category** link on the Configuration page, use the `-o` option.

When you use `-d` with the `-vp` command, the `configTool` deletes any child nodes in the path you specify if those nodes are not included in the XML file you specify.

`-i -p "parentElementPath" -f importFile [o]`

Import configuration properties and their settings from a specified XML file.

To import, you specify a path to the parent element under which you want to import your categories. The `configTool` utility imports properties under the category you specify in the path.

You can add categories at any level below the top level, but you cannot add a category at same level as the top category.

The parent element path must use the internal names of categories and properties. You can obtain them by going to the Configuration page, selecting the required category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the `|` character, and surround the path with double quotation marks.

You can specify an import file location relative to the `tools/bin` directory or you can specify a full directory path. If you specify a relative path or no path, `configTool` first looks for the file relative to the `tools/bin` directory.

By default, this command does not overwrite an existing category, but you can use the `-o` option to force an overwrite.

`-x -p "elementPath" -f exportFile`

Export configuration properties and their settings to an XML file with a specified name.

You can export all configuration properties or limit the export to a specific category by specifying a path in the configuration property hierarchy.

The element path must use the internal names of categories and properties, which you can obtain by going to the Configuration page, selecting the wanted category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the `|` character, and surround the path with double quotation marks.

You can specify an export file location relative to the current directory or you can specify a full directory path. If the file specification does not contain a separator (`/` on UNIX, `/` or `\` on Windows), `configTool` writes the file to the `tools/bin` directory under your Marketing Platform installation. If you do not provide the `xml` extension, `configTool` adds it.

`-vp -p "elementPath" -f importFile [-d]`

This command is used mainly in manual upgrades, to import configuration properties. If you applied a fix pack that contains a new configuration property, and you then upgrade, importing a configuration file as part of a manual upgrade process can override values that were set when the fix pack was applied. The `-vp` command ensures that the import does not override previously set configuration values.

Important: After you use the `configTool` utility with the `-vp` option, you must restart the web application server on which Marketing Platform is deployed so the changes are applied.

When you use `-d` with the `-vp` command, the `configTool` deletes any child nodes in the path you specify if those nodes are not included in the XML file you specify.

`-r productName -f registrationFile`

Register the application. The registration file location can be relative to the `tools/bin` directory or can be a full path. By default, this command does not overwrite an existing configuration, but you can use the `-o` option to force an overwrite. The `productName` parameter must be one of those names that are listed above.

Note the following.

- When you use the `-r` command, the registration file must have `<application>` as the first tag in the XML.
Other files can be provided with your product that you can use to insert configuration properties into the Marketing Platform database. For these files, use the `-i` command. Only the file that has the `<application>` tag as the first tag can be used with the `-r` command.
- The registration file for the Marketing Platform is named `Manager_config.xml`, and the first tag is `<Suite>`. To register this file on a new installation, use the `populateDb` utility, or rerun the Marketing Platform installer as described in the *IBM Marketing Platform Installation Guide*.
- After the initial installation, to re-register products other than the Marketing Platform, use `configTool` with the `-r` command and `-o` to overwrite the existing properties.

The `configTool` utility uses product names as parameters with the commands that register and unregister products. With the 8.5.0 release of IBM EMM, many product names changed. However, the names that are recognized by `configTool` did not change. The valid product names for use with `configTool` are listed below, along with the current names of the products.

Table 16. Product names for configTool registration and unregistration

Product name	Name used in configTool
Marketing Platform	Manager
Campaign	Campaign
Distributed Marketing	Collaborate
eMessage	emessage
Interact	interact
Contact Optimization	Optimize
Marketing Operations	Plan

Table 16. Product names for configTool registration and unregistration (continued)

Product name	Name used in configTool
CustomerInsight	Insight
Digital Analytics for On Premises	NetInsight
Opportunity Detect	Detect
Leads	Leads
IBM SPSS Modeler Advantage Enterprise Marketing Management Edition	SPSS
Digital Analytics	Coremetrics

-u *productName*

Unregister an application that is specified by *productName*. You do not have to include a path to the product category; the product name is sufficient, and it is required. The process removes all properties and configuration settings for the product.

Options

-o

When used with *-i* or *-r*, it overwrites an existing category or product registration (node).

When used with *-d*, you can delete a category (node) that does not have the **Delete Category** link on the Configuration page.

Examples

- Import configuration settings from a file named `Product_config.xml` in the `conf` directory under the Marketing Platform installation.

```
configTool -i -p "Affinium" -f Product_config.xml
```
- Import one of the supplied Campaign data source templates into the default Campaign partition, `partition1`. The example assumes that you placed the Oracle data source template, `OracleTemplate.xml`, in the `tools/bin` directory under the Marketing Platform installation.

```
configTool -i -p "Affinium|Campaign|partitions|partition1|dataSources" -f OracleTemplate.xml
```
- Export all configuration settings to a file named `myConfig.xml` in the `D:\backups` directory.

```
configTool -x -f D:\backups\myConfig.xml
```
- Export an existing Campaign partition (complete with data source entries), save it to a file named `partitionTemplate.xml`, and store it in the default `tools/bin` directory under the Marketing Platform installation.

```
configTool -x -p "Affinium|Campaign|partitions|partition1" -f partitionTemplate.xml
```
- Manually register an application named `productName`, by using a file named `app_config.xml` in the default `tools/bin` directory under the Marketing Platform installation, and force it to overwrite an existing registration of this application.

```
configTool -r product Name -f app_config.xml -o
```
- Unregister an application named `productName`.

```
configTool -u productName
```

Appendix B. Opportunity Detect configuration properties

This section describes the Opportunity Detect configuration properties on the Configuration page.

Detect

Properties in this category specify the default locale for Opportunity Detect and Interact Advanced Patterns.

currencyLocale

Description

The locale that governs the way currency is displayed and stored in Opportunity Detect.

Default value

en_US

supportedLocales

Description

A list of the locales supported for data storage in this version of Opportunity Detect. Changes to this value have no effect and are not recommended.

Default value

de,en,fr,ja,es,ko,pt,it,zh

defaultLocale

Description

The assumed locale for all Opportunity Detect users. Changes to this value are not recommended.

Default value

[default-locale]

Detect | Navigation

Properties in this category specify values that are used internally to navigate among IBM EMM products.

welcomePageURI

Description

The Uniform Resource Identifier of the IBM Opportunity Detect index page. This value is used internally by IBM EMM applications. Changes to this value are not recommended.

Default value

/index.jsp

seedName

Description

Used internally by IBM EMM applications. Changes to this value are not recommended.

Default value

Detect

type

Description

Used internally by IBM EMM applications. Changes to this value are not recommended.

Default value

Detect

httpPort

Description

The port number that is used by the application server for connections to the Opportunity Detect application.

Default value

7001

httpsPort

Description

The port number that is used by the application server for secure connections to the Opportunity Detect application.

Default value

7001

serverURL

Description

The URL of the Opportunity Detect installation. Accepts either the HTTP or HTTPS protocol. You must use the domain and the machine name (rather than the IP address) when IBM EMM products are installed on more than one machine.

Important: If IBM EMM products are installed in a distributed environment, you must use the machine name rather than an IP address in the navigation URL for all of the applications in the suite.

Default value

[server-url]

logoutURL

Description

Used internally. Changes to this value are not recommended.

IBM Marketing Platform uses this value to call the logout handler of each registered application if the user clicks the logout link in IBM EMM.

serverURLInternal

Description

Used internally. Changes to this value are not recommended.

displayName

Description

Used internally. Changes to this value are not recommended.

Default value

Opportunity Detect

Detect | System | Streams Remote Control Web Service

The property in this category specifies the URL for the IBM InfoSphere Streams remote control web service.

ServerURL

Description

The URL for the IBM InfoSphere Streams remote control web service. For example, `http://IP_address:port/axis2/services/RemoteControl`.

Default value

`http://[SRCSTHost]:[SRCSTPort]/axis2/services/RemoteControl`

Related tasks:

“Setting Opportunity Detect configuration properties” on page 35

Detect | System | Real Time Connector

The property in this category specifies the URL for the web service used when Interact is integrated with Interact Advanced Patterns or when the Web Service connector is used for input data.

ServerURL

Description

The URL for the Interact web service. For example, `http://IP_address:port/servlets/StreamServlet`.

Default value

`http://[RealTimeConnectorHost]:[RealTimeConnectorPort]/servlets/StreamServlet`

Related tasks:

“Setting Opportunity Detect configuration properties” on page 35

Interact Detect | System | Interact Design Service

The property in this category specifies the URL of the Interact web service.

ServerURL

Description

The URL for the Interact web service. For example, `http://IP_address:port/axis2/services/InteractDesignService`.

Detect | logging

The property in this category specifies the location of the Opportunity Detect log file.

log4jConfig

Description

The location of the configuration file that Opportunity Detect uses for logging. This value is set automatically during installation, but if you change this path, you must restart the web application server to apply the change.

Default value

`[absolute-path]/conf/detect_log4j.properties`

Related tasks:

“Setting Opportunity Detect configuration properties” on page 35

Before you contact IBM technical support

If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM administrator for information.

Note: Technical Support does not write or create API scripts. For assistance in implementing our API offerings, contact IBM Professional Services.

Information to gather

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- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

System information

When you call IBM technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your installed IBM applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: (http://www.ibm.com/support/entry/portal/open_service_request).

Note: To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.

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