Version 9 Release 1.2
September 23, 2015

IBM Contact Optimization Installation Guide

IBM

This edition applies to version 9, release 1, modification 2 of IBM Contact Optimization and to all subsequent releases and modifications until otherwise indicated in new editions.

Contents

Chapter 1. Installation overview

An installation of Contact Optimization is complete when you install and configure Contact Optimization. The Contact Optimization Installation Guide provides detailed information about installing and configuring Contact Optimization.

Use the Installation Roadmap section to obtain a broad understanding about using the Contact Optimization Installation Guide.

Installation roadmap

Use the installation roadmap to quickly find the information that you need for installing Contact Optimization.

You can use the following table to scan the tasks that must be completed for installing Contact Optimization:

Table 1. Contact Optimization installation roadmap

Topic	Information
Chapter 1, "Installation overview"	This chapter provides the following information: • "How the installers work" on page 2 • "Modes of installation" on page 3 • "Contact Optimization documentation and help" on page 3
Chapter 2, "Planning the Contact Optimization installation," on page 5	This chapter provides the following information: • "Prerequisites" on page 5 • "Contact Optimization installation worksheet" on page 7 • "Installation order for IBM EMM products" on page 9
Chapter 3, "Installing Contact Optimization," on page 11	This chapter provides the following information: • "Installing Contact Optimization by using the GUI mode" on page 11 • "Installing Contact Optimization using the console mode" on page 16 • "Installing Contact Optimization silently" on page 17

Table 1. Contact Optimization installation roadmap (continued)

Topic	Information
Chapter 4, "Configuring Contact Optimization," on page 21	This chapter provides the following information: • "Creating and populating the Contact Optimization system tables manually" on page 21 • "Registering Contact Optimization manually" on page 21 • "Setting the Contact Optimization configuration properties manually" on page 22 • "Configuring the ACOOptAdmin tool" on page 22 • "Configuring Contact Optimization for Chinese, Japanese, or Korean users" on page 23 • "Starting the Contact Optimization server" on page 23 • "Mapping tables for Contact Optimization" on page 24 • "Verifying the Contact Optimization installation" on page 25
Chapter 5, "Configuring multiple partitions for Contact Optimization," on page 27	This chapter provides the following information: • "How multiple partitions work" on page 27 • "Setting up multiple partitions for Contact Optimization" on page 28 • "Configuring ACOServer for multiple partitions" on page 28
Chapter 6, "Uninstalling Contact Optimization," on page 31	This chapter provides information about how to uninstall Contact Optimization.
Chapter 7, "configTool," on page 33	This chapter provides information about how to use the `configTool` utility.

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 Contact Optimization, you must use the IBM EMM suite installer and the IBM Contact Optimization 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 or `C:\IBM\EMM` for Windows. However, you can change the directory during installation.

Modes of installation

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

For upgrades, you use the installer to perform many of the same tasks that you perform during the initial installation.

GUI mode

Use the GUI mode for Windows or the X Window System mode for UNIX to install Contact Optimization by using the graphical user interface.

Console mode

Use the console mode to install Contact Optimization 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 Contact Optimization multiple times. The silent mode uses response files for installation, and does not require user input during the installation process.

Note: Silent mode is not supported for upgrade installations in clustered web application or clustered listener environments.

Contact Optimization documentation and help

Contact Optimization provides documentation and help for users, administrators, and developers.

Use the following table to get information about how to get started with Contact Optimization:

Table 2. Get up and running

Task	Documentation
View a list of new features, known issues, and workarounds	*IBM Contact Optimization Release Notes*
Learn about the structure of the Contact Optimization database	*Contact Optimization System Tables and Data Dictionary*

Table 2. Get up and running (continued)

Task	Documentation
Install or upgrade Contact Optimization	One of the following guides: • *IBM Contact Optimization Installation Guide* • *IBM Contact Optimization Upgrade Guide*

Use the following table to get information about how to configure and use Contact Optimization:

Table 3. Configure and use Contact Optimization

Task	Documentation
• Create Contact Optimization sessions • Configure the Contact Optimization process • Use optimized contacts in marketing campaigns	*IBM Contact Optimization User's Guide*

Use the following table to get information about how to get help if you face issues when you use Contact Optimization:

Table 4. Get help

Task	Instructions
• Troubleshoot Contact Optimization installation errors • Troubleshoot Contact Optimization session errors • Improve Contact Optimization performance	*IBM Contact Optimization Troubleshooting Guide*
Open online help	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: • Choose **Help > Product Documentation** to access Contact Optimization PDFs. • Choose **Help > All IBM EMM Suite Documentation** to access all available documentation.
Get support	Go to http://www.ibm.com/support to access the IBM Support Portal.

Chapter 2. Planning the Contact Optimization installation

When you plan your Contact Optimization 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.

Important: For best performance, install Contact Optimization on its own system, where no other IBM EMM products are installed. Contact Optimization requires significant computation and data processing resources. You have the greatest control and flexibility for performance-tuning if you operate Contact Optimization in a dedicated environment.

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 an Oracle WebLogic or 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

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.

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 using one of the following methods:
- Windows: In a command window, enter **set JAVA_HOME=** (leave empty) and press Enter.
- UNIX: In the terminal, enter **export JAVA_HOME=**(leave empty) and press Enter.

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.

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.

Campaign requirement

You must install or upgrade and configure Campaign before you install or upgrade Contact Optimization.

Note: For installations on UNIX, you might need to set the `Djava.awt.headless` property to `true` in your web application server. The setting is required only when you are unable to view Contact Optimization reports. See the *IBM Campaign Installation Guide* for details.

You do not need to prepare any additional data sources for Contact Optimization because Contact Optimization uses the Campaign system tables data source.

Contact Optimization installation worksheet

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

Campaign database information

The installation wizard for Contact Optimization needs to communicate with your Campaign system table database to create the Contact Optimization tables. You must collect the following information about your Campaign installation to enable the installer to set up the Contact Optimization database tables and configure Contact Optimization:

Table 5. Campaign database information worksheet

Database information	Notes
Check if Campaign database is configured for Unicode	
Campaign database type If the database type is DB2® and is installed on a UNIX system, note DB2 instance path. If the database type is Oracle, note the Oracle home directory path.	
Campaign database host name	
Campaign database port	
Campaign database name	
User name for the Campaign database account	
Password for the Campaign database account	
JDBC connection URL to the Campaign database The installer provides the connection URL based on the values you provide. However, you must confirm that the URL is correct.	
The name of the system on which the Campaign web application server is installed.	
The port on which the Campaign application server listens. If you plan to implement SSL, obtain the SSL port.	

Table 5. Campaign database information worksheet (continued)

Database information	Notes
The network domain for your deployment system.	

Note: If you have Contact Optimization and Campaign on separate systems, you do not need to mount the Campaign directory for your Campaign installation as a network drive on the system that hosts Contact Optimization. Make sure that `CAMPAIGN_HOME` is pointing to `OPTIMIZE_HOME` in `ACOServer.bat/.sh`. This variable is retained for compatibility purposes and is set to `OPTIMIZE_HOME`. Do not alter the value of this variable.

Marketing Platform database information

The Contact Optimization installation wizard 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
- JDBC connection URL to the Marketing Platform database. The installer provides the connection URL based on the values you provide. However, you must confirm that the URL is correct.

If you want the installer to create the system tables, you must provide information that enables the installer to connect to the product database. If you want to create the system tables manually, you must use your database client to run the SQL scripts that are provided with your product installation.

Information about the web component

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, example.com.

IBM Site ID

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 in to 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 or upgrade 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 6. Installation or upgrade order for IBM EMM products

Product	Installation or upgrade order
Campaign (with or without eMessage)	1. Marketing Platform 2. Campaign **Note:** eMessage is installed automatically when you install Campaign. However, eMessage is not configured or enabled during the Campaign installation process.
Interact	1. Marketing Platform 2. Campaign 3. Interact Design Time environment 4. Interact Run Time environment 5. Interact Extreme Scale Server 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: 1. Marketing Platform 2. Campaign 3. Interact Design Time environment If you want to install or upgrade the Interact runtime environment only, then install or upgrade the Interact runtime environment in the following order: 1. Marketing Platform 2. Interact Run Time environment If you want to install the Interact Extreme Scale Server only, then install the Interact Extreme Scale Server in the following order: 1. Marketing Platform 2. Interact Run Time environment 3. Interact Extreme Scale Server

Table 6. Installation or upgrade order for IBM EMM products (continued)

Product	Installation or upgrade order
Marketing Operations	1. Marketing Platform 2. Marketing Operations **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.
Distributed Marketing	1. Marketing Platform 2. Campaign 3. Distributed Marketing
Contact Optimization	1. Marketing Platform 2. Campaign 3. Contact Optimization
Opportunity Detect	1. Marketing Platform 2. Opportunity Detect If Opportunity Detect is integrated with Interact, install the products in the following order: 1. Marketing Platform 2. Campaign 3. Interact 4. Opportunity Detect
IBM SPSS® Modeler Advantage Marketing Edition	1. IBM SPSS Modeler Advantage Marketing Edition

Chapter 3. Installing Contact Optimization

You must run the IBM EMM installer to start the installation of Contact Optimization. The IBM EMM installer starts the Contact Optimization 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 Contact Optimization installer starts, you must enter the required information for Contact Optimization.

Important: Before you install Contact Optimization, make sure that the available temporary space on the computer where you install Contact Optimization is more than three times the size of the Contact Optimization 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 7. Installation files

Operating system	Installation file
Windows: GUI and console mode	`Product_N.N.N.N_win64.exe`, where *Product* is the name of your product, *N.N.N.N* is the version number of your product, and Windows 64-bit is the operating system on which the file must be installed.
UNIX: X Window System mode	`Product_N.N.N.N_solaris64.bin`, where *Product* is the name of your product, and *N.N.N.N* is the version number of your product.
UNIX: Console mode	`Product_N.N.N.N.bin`, where *Product* is the name of your product, and *N.N.N.N* is the version number of your product. This file can be used for installation on all UNIX operating systems.

Installing Contact Optimization by using the GUI mode

For Windows, use the GUI mode to install Contact Optimization. For UNIX, use the X Window System mode to install Contact Optimization.

Before you begin

Important: Before you use the GUI mode to install Contact Optimization, make sure that the available temporary space on the computer where you install Contact Optimization is more than three times the size of the Contact Optimization installer.

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.

Make sure that the IBM EMM installer and the Contact Optimization installers are in the same directory on the computer where you want to install Contact Optimization.

Make sure that you install Marketing Platform and Campaign before installing Contact Optimization. For more information about installing Marketing Platform, see the *IBM Marketing Platform Installation Guide*. For more information about installing Campaign, see the *IBM Campaign Installation Guide*.

About this task

Complete the following actions to install Contact Optimization by using the GUI mode:

Procedure

1. Go to the folder where you have saved the IBM EMM installer and double-click the installer to start it.
2. Click **OK** on the first screen to see the Introduction window.
3. 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 IBM EMM installer:

Table 8. IBM EMM installer GUI

Window	Description
Introduction	This is the first window of the IBM EMM suite installer. You can open the Contact Optimization installation and upgrade guides from this window. You can also see a link for the installation and upgrade guides for the products whose installers are saved in the installation directory.
	Click **Next** to go to the next window.

Table 8. IBM EMM installer GUI (continued)

Window	Description
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. In the **Response files destination** field, click **Choose** to browse for a destination where you want to save the response files. Alternatively, click **Restore Default Folder** to save the response files in the default `C:\` location. Click **Next** to go to the next window.
IBM EMM Products	In the **Install Set** list, select **Custom** to select Contact Optimization as the product 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	In the **Specify the installation directory** field, click **Choose** to browse to the directory where you want to install your product. If you want to install the product in the folder where the installers are stored, click **Restore Default Folder**. Click **Next** to go to the next window.
Select Application Server	Select one of the following application servers for the installation: • IBM WebSphere • Oracle WebLogic Click **Next** to go to the next window.
Platform Database Type	Select the appropriate Marketing Platform database type. Click **Next** to go to the next window.

Table 8. IBM EMM installer GUI (continued)

Window	Description
Platform Database Connection	Enter the following information about your database: • Database host name • Database port • Database name or System ID (SID) • Database user name • Database password Click **Next** to go to the next window.
Platform Database Connection (continued)	Review and confirm the JDBC connection. Click **Next** to go to the next window.
Preinstallation Summary	Review and confirm the values that you added during the installation process. Click **Install** to start the installation process. The IBM Contact Optimization installer opens.

4. Follow the instructions on the Contact Optimization installer to start installing Contact Optimization. Use the information in the following table to navigate through the Contact Optimization installer and take appropriate actions on each window in the IBM Contact Optimization installer:

Table 9. IBM Contact Optimization installer GUI

Window	Description
Introduction	This is the first window of the IBM Contact Optimization installer. You can open the installation guide, upgrade guide and all available documentation for Contact Optimization from this window. Click **Next** to go to the next window.
Software License Agreement	Carefully read the agreement. Use **Print** to print the agreement. Click **Next** after you accept the agreement.
Installation Directory	Click **Choose** to browse to the directory where you want to install Contact Optimization. Click **Next** to go to the next window.
Campaign Database Setup	Select one of the following options for setting up the Campaign database: • Automatic database setup • Manual database setup If you select **Automatic database setup**, select **Run Unicode SQL Script** if your system tables are configured for unicode. Click **Next** to go to the next window.

Table 9. IBM Contact Optimization installer GUI (continued)

Window	Description
Campaign Database Setup (Windows)	Select the appropriate database type. Click **Next** to go to the next window.
Campaign Database Connection	Enter the following details for the Campaign database: • Database host name • Database port • Database system ID (SID) • Database user name • Password **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. Click **Next** to go to the next window.
JDBC Connection	Review and confirm the JDBC connection. Click **Next** to go to the next window.
ContactOptimization Connection Settings	Enter the following connection settings: • Network domain name • Host name • Port number Select the **Use secure connection** check box if necessary. Click **Next** to go to the next window.
ContactOptimization Utilities Settings	In the **JDBC driver classpath** field, enter the JDBC driver classpath. Click **Next** to go to the next window.
Preinstallation Summary	Review and confirm the values that you added during the installation process. Click **Install** to start the Contact Optimization installation.
Installation Complete	Use this window to view information about the locations of log files that are created during installation. Click **Done** to exit the IBM Contact Optimization installer and to go back to the IBM EMM suite installer.

5. Follow the instructions on the IBM EMM installer to finish installing Contact Optimization. Use the information in the following table to take the appropriate actions on each window in the IBM EMM installer:

Table 10. IBM EMM installer GUI

Window	Description
Deployment EAR file	Click **Do not create an EAR file for deployment**. **Note:** You do not create an EAR file for Contact Optimization because Contact Optimization does not have a web application. Click **Next** to go to the next window.
Installation Complete	Use this window to view information about the installation log, error log, and output log of your installation. Click **Done** to exit the IBM EMM installer.

Contact Optimization and EAR and WAR files

Contact Optimization does not have EAR and WAR files. Contact Optimization does not have a stand-alone web application.

All the Contact Optimization GUI elements are included with the Campaign web application. During installation, Contact Optimization must register with Marketing Platform to enable all Contact Optimization features in Campaign.

Installing Contact Optimization using the console mode

The console mode allows you to install Contact Optimization 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 Contact Optimization, 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 Contact Optimization installer.
2. Complete one of the following actions to run the IBM EMM installer.
    - For Windows, enter the following command:

        ibm_emm_installer_full_name **-i console**

For example, **IBM_EMM_Installer_9.1.2.0.exe -i console**
- For Unix, invoke the *ibm_emm_installer_full_name*.sh file.

    For example: **IBM_EMM_Installer_9.1.2.0.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 Contact Optimization installer during the installation process. Follow the instructions in the command-line prompt window of the Contact Optimization installer.

5. After you enter `quit` in the Contact Optimization 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 Contact Optimization.

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

Installing Contact Optimization silently

Use the unattended or silent mode to install Contact Optimization multiple times.

Before you begin

Before you install Contact Optimization, make sure that you have configured the following elements:
- An application server profile
- A database schema

About this task

When you install Contact Optimization 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 GUI (Windows) or 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 Windows:

- *IBM_EMM_installer_full_name* `-i silent`

    For example:

    `IBM_EMM_Installer_9.1.2.0_win.exe -i silent`

Use the following command for Linux:

- *IBM_EMM_installer_full_name _operating_system* `.bin -i silent`

    For example:

    `IBM_EMM_Installer_9.1.2.0_linux.bin -i silent`

Sample response files

You must create response files to set up a silent installation of Contact Optimization. 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 11. Description of sample response files

Sample response file	Description
installer.properties	The sample response file for the IBM EMM master installer.
installer_*product intials and product version number*.properties	The sample response file for the Contact Optimization installer. For example, installer_uc*n.n.n.n*.properties is the response file of the Campaign installer, where *n.n.n.n* is the version number.
installer_*report pack initials, product initials, and version number*.properties	The sample response file for the reports pack installer. For example, installer_urpc9.1.2.0.properties is the response file of the Campaign reports pack installer.

Chapter 4. Configuring Contact Optimization

Contact Optimization does not have a stand-alone web application. Configure Contact Optimization after you install, configure, deploy, and verify your installation of Campaign.

Creating and populating the Contact Optimization system tables manually

During installation, the Contact Optimization installer accesses the Campaign system tables to create the Contact Optimization system tables automatically. If the system tables are not created automatically, you must run the Contact Optimization SQL scripts against the appropriate database to create and populate the Contact Optimization system tables manually.

About this task

Complete the following steps to create and populate the Contact Optimization system tables manually:

Procedure

1. To create and populate the Contact Optimization system tables, run the SQL scripts against the database or schema that holds the Campaign system tables.

   The SQL scripts are in the `ddl` directory under the Contact Optimization installation.

2. If your Campaign system tables are configured for unicode, use the appropriate script in the `ddl/unicode` directory under the Contact Optimization installation.

   Use the information in the following table to run the appropriate script against the database to create the Contact Optimization system tables manually:

Table 12. Scripts for creating Contact Optimization system tables.

Data source type	Script name
IBM DB2	`aco_systab_db2.sql`
Microsoft SQL Server	`aco_systab_sqlsvr.sql`
Oracle	`aco_systab_ora.sql`

There is only one script to populate the Contact Optimization tables, `aco_populate_tables.sql`. There is no unicode equivalent script for the `aco_populate_tables.sql` script that is used to populate the tables.

Registering Contact Optimization manually

Register Contact Optimization with Marketing Platform to import menu items and set configuration properties. If the Contact Optimization installer cannot access the Marketing Platform system tables during the installation process, you must run the `configTool` utility to register Contact Optimization manually.

About this task

You must run the **configTool** utility as many times as there are files. The **configTool** utility is in the `tools/bin` directory under the Marketing Platform installation.

Use the following example commands as guidelines to register Contact Optimization manually:

- **configTool -i -p "Affinium|suite|uiNavigation|mainMenu|Campaign" -f**
  "*full_path_to_Optimize_installation_directory*\conf
  optimize_navigation.xml"
- **configTool -v -i -o -p "Affinium|Campaign|about|components" -f**
  "*full_path_to_Optimize_installation_directory*\conf
  optimize_subcomponent_version.xml"

All the Contact Optimization configuration properties are included with Campaign, so you do not have to register any configuration properties.

Setting the Contact Optimization configuration properties manually

Set configuration properties for the Contact Optimization listener. You can set the host server name and port for the Contact Optimization installation. You can configure Contact Optimization to connect to the Marketing Platform server by using SSL.

About this task

If the Contact Optimization installer cannot access the Marketing Platform system tables during the installation process, the installer displays an error message. The installation process proceeds, but go to **Settings** > **Configuration** to set the Contact Optimization configuration properties manually.

If required, set the following Contact Optimization configuration properties under the **Campaign** > **unicaACOListener** category manually:

- **serverHost**
- **serverPort**
- **useSSL**

Configuring the ACOOptAdmin tool

Configure the **ACOOptAdmin** tool to run Contact Optimization sessions from the command line.

About this task

Complete the following steps to configure the **ACOOptAdmin** tool:

Procedure

1. Open the `ACOOptAdmin.sh` (UNIX) or `ACOOptAdmin` (Windows) file. The file is in the `bin` directory under the Contact Optimization installation directory.
2. Edit **JAVA_HOME** to replace `[Change Me]` with the path to the Java directory used by your web application server.
3. Save and close the file.

4. Add or edit the **JAVA_OPTIONS** variable in your web application server startup script. Add the following options to configure the **ACOOptAdmin** tool in the SSL environment for Windows and UNIX:

- **-Djavax.net.ssl.keyStoreType=**_keyStoreTypeValue_
- **-Djavax.net.ssl.keyStore=**_<keyStoreValue>_
- **-Djavax.net.ssl.keyStorePassword=**_<keyStorePasswordValue>_
- **-Djavax.net.ssl.trustStore=**_<trustStoreValue>_
- **-Djavax.net.ssl.trustStorePassword=**_<trustStorePasswordValue>_

Configuring Contact Optimization for Chinese, Japanese, or Korean users

Modify the Contact Optimization `ACOserver` file to use Contact Optimization with user names that contain Chinese, Japanese, or Korean characters.

About this task

Complete the following steps to configure Contact Optimization for Chinese, Japanese, or Korean users:

Procedure

1. Open the Contact Optimization server file. The `ACOserver` file is in the `bin` directory under the Contact Optimization installation directory.
2. Remove the comment to set the **UNICA_ACSYSENCODING** environment variable equal to `UTF-8`.

   For **Windows**: Remove @rem before the following line in `ACOserver.bat`:

   `@rem set UNICA_ACSYSENCODING=UTF-8`

   For **UNIX**: Remove # before the following lines in `ACOserver.sh`:

   ```
   #UNICA_ACSYSENCODING=UTF-8
   #export UNICA_ACSYSENCODING
   ```

3. Save and close the file.
4. Restart the Contact Optimization server in a new console window if the Contact Optimization server is already running.

Starting the Contact Optimization server

To use Contact Optimization, you must start the Contact Optimization server. Run the **ACOserver** script to start the Contact Optimization server.

About this task

Complete the following steps to start the Contact Optimization server:

Procedure

1. To start the Contact Optimization server, run the **ACOserver** script. The **ACOserver** script is in the `bin` directory under the Contact Optimization installation. Use the following commands to run the **ACOserver** script:

   - On Windows: **ACOServer.bat start**
   - On UNIX: **./ACOServer.sh start**

2. To verify that the **ACOserver** process is running, use the Windows Task Manager or the command **ps -ef | grep unica_aolsnr** on UNIX systems.

Mapping tables for Contact Optimization

You can exchange data between Contact Optimization and Campaign by mapping the Contact Optimization system tables, contact history tables, and segment membership tables to the Campaign tables.

About this task

Note: Mapping the segment membership system tables in Campaign for use with strategic segments is optional. Map the segment membership system table for an audience only if you use the audience with flowcharts or Contact Optimization sessions that use strategic segments.

For more information about mapping system tables in Campaign, see the *IBM Campaign Administrator's Guide*.

Complete the following steps to map tables for Contact Optimization:

Procedure

1. Map all system tables.
2. Map all contact history tables.

   Confirm each audience level in your Campaign configuration has a contact history table. You must map each contact history table. For more information about additional contact history tables, see the *IBM Campaign Administrator's Guide*.

3. Optional: For each audience used in Contact Optimization sessions that use strategic segments, map the segment membership system table for the audience to the database table that defines the segment members.

   Requirements when you use strategic segments:

   If you plan to use strategic segments, ensure that there is a segment membership table for each audience level in your Campaign configuration. You must map each segment membership table.

   Create two indexes on the audience segment membership tables. Create the first index on SegmentID and create the second on the audience level columns. The UA_SegMembership table ships with an index on CustomerID and on SegmentID.

   For more information about system tables and strategic segments, see the *IBM Campaign Administrator's Guide*.

Contact Optimization system table mapping reference

To integrate Contact Optimization with Campaign, map all the Contact Optimization system tables to the Campaign tables.

You can exchange data between Contact Optimization and Campaign by mapping the Contact Optimization tables in Campaign. Map all the Contact Optimization system tables, contact history tables, and segment membership tables to the Campaign tables.

Use the following table to get information about the Contact Optimization system tables and the corresponding database tables:

Table 13. Contact Optimization system table mapping

Contact Optimization System Table	Database Table
Optimize Session Table	UACO_OptSession
Optimize Process Table	UACO_OptimizeProcess
Optimize Run History Table	UACO_SesnRunHist
Optimize Session Segment Table	UACO_SesnSegment
Optimize Offer Segment Table	UACO_OfferSeg
Optimize Session Offer Table	UACO_SesnOffer
Optimize Rule Table	UACO_Rule
Optimize Exception Rule Table	UACO_RException
Optimize Exception Rules Constraint Table	UACO_RExConstraint
Optimize Rules Constraint Table	UACO_RConstraint
Optimize Rule OfferList Table	UACO_ROfferList
Optimize Rule Offer Table	UACO_ROffer
Optimize Rule Segment Table	UACO_RSegment
Optimize Proposed Contact Base Table	UACO_PCTBase
Optimize Proposed Attribute Base Table	UACO_POABase
Optimize Optimized Contact Base Table	UACO_OCTBase

Contact Optimization contact history table mapping reference

To integrate Contact Optimization with Campaign, map all the Contact Optimization contact history tables to the Campaign tables.

Use the following table to get information about the Contact Optimization contact history tables and the corresponding database tables:

Table 14. Contact Optimization contact history table mapping

Contact History Table	Database Table
Customer Contact History Table	UA_ContactHistory
Customer Detailed Contact History Table	UA_DtlContactHist

The names of additional audience level tables are unique according to your configuration of Contact Optimization.

Verifying the Contact Optimization installation

If Contact Optimization is installed correctly, you must be able to use the Optimize process in Campaign when you build the Campaign batch flowcharts. To verify, log in to IBM EMM and confirm that you can access **Campaign** > **Contact Optimizations**.

Before you begin

Note: Before you verify that Contact Optimization is installed or upgraded correctly, make sure that the `Affinium|Campaign|acoInstalled` property is set to `true`. If the `Affinium|Campaign|acoInstalled` is set to `false`, you get an error message that indicates Contact Optimization is not installed.

About this task

After you map the Contact Optimization tables to the Campaign tables, you might have to log out and log in to the IBM EMM console to show **Campaign** > **Contact Optimizations**.

Complete the following steps to verify the Contact Optimization installation:

Procedure

1. Log in to the IBM EMM console.
2. Select **Contact Optimizations** from the menu. The All Contact Optimization Sessions page is displayed. Verify that you can view and manage your Contact Optimization sessions.

Chapter 5. Configuring multiple partitions for Contact Optimization

In the Campaign family of products, partitions provide a way to secure the data that is associated with different groups of users. When you configure Campaign or a related IBM EMM application to operate with multiple partitions, users can see each partition as a separate instance of the application. There is no indication that other partitions exist on the same computer.

How multiple partitions work

For the IBM EMM applications that operate with Campaign, you can configure the application within the partitions where you have configured an instance of Campaign. Application users within each partition can access the Contact Optimization functions, data, and customer tables that are configured for Contact Optimization in the same partition.

Partition benefits

Multiple partitions are useful for setting up strong security between groups of users, because each partition has its own set of Contact Optimization system tables. Multiple partitions cannot be used when groups of users must share data.

Each partition has its own set of configuration settings, and Contact Optimization can be customized for each group of users. However, all partitions share the same installation binaries. With the same binaries for all partitions, you can minimize the installation and upgrade efforts for multiple partitions.

Partition user assignment

Access to partitions is managed through membership in Marketing Platform groups.

With the exception of the partition superuser (platform_admin), each IBM user can belong to one partition. A user who requires access to multiple partitions must have a separate IBM user account for each partition.

If there is only one Contact Optimization partition, users do not have to be explicitly assigned to that partition to have access to Contact Optimization.

Partition data access

In a multi-partition configuration, partitions have the following security characteristics:
- A user cannot access a partition if the user is not a member of a group that is assigned to a partition.
- A user of one partition cannot view or change data in another partition.
- Users cannot navigate the Contact Optimization file system above the root directory of their partition from the browse dialog boxes in Contact Optimization. For example, if two partitions, named partition1 and partition2 exist, and you belong to the group that is associated with partition1, you cannot navigate the directory structure for partition2 from a dialog box.

Setting up multiple partitions for Contact Optimization

Use multiple partitions in Contact Optimization so that different groups of users have access to different sets of Contact Optimization and Campaign data.

About this task

Installing Contact Optimization creates a default partition, `partition1`, under the `ContactOptimization/partitions` directory of the Contact Optimization installation. You can create additional partitions in the same directory.

Note: Save a clean copy of the original `partition1` directory to serve as a backup.

If you configure Contact Optimization to use multiple partitions, you must also configure Campaign to use multiple partitions. The names of the partitions that you create for Contact Optimization must exactly match the names of the corresponding partitions that are created for Campaign.

Complete the following steps to set up multiple partitions for Contact Optimization:

Procedure

1. Create your Campaign partitions.
2. Create a directory for each partition you created in Campaign in the `partitions` directory of your Contact Optimization installation.

   For example, if you created `partition2` in Campaign, you must create the `ContactOptimization/partitions/partition2` directory.
3. Copy the contents of the `ContactOptimization/partitions/partition1` directory, along with all of its (empty) subdirectories, into the directory you created for the new partition.

   For example, copy the contents of the `partition1` directory into the `ContactOptimization/partitions/partition2` directory.
4. If any subdirectories of the newly created directory are not empty, delete all files in the subdirectories.
5. Run the SQL scripts to create and populate the Contact Optimization system tables in the database that is configured for the new partition.

   For more information about running the SQL scripts, see "Creating and populating the Contact Optimization system tables manually" on page 21.
6. Repeat Steps 2 through 5 for each partition you must create. Use the most recently created directory as your starting point.

Results

Note: By default, partitions are installed under the `ContactOptimization/partitions` directory. You can modify the default directory for Contact Optimization, or you can modify the directory that specifies the partitions.

Configuring ACOServer for multiple partitions

If you want, you can modify the default location of the partitions by using the **ACOServer** script. For multiple partitions, you must make sure that Contact Optimization points to the correct partitions directory.

About this task

When you install Contact Optimization, a default partitions directory is created under the directory that is specified by *OPTIMIZE_HOME*. This default directory for partitions contains one partition, partition1. Even if you create other partitions for your Contact Optimization configuration, you can modify the default location for all partitions.

To modify the home directory for partitions, you can optionally set the **OPTIMIZE_PARTITION_HOME** environment variable in the Contact Optimization server file. The **OPTIMIZE_PARTITION_HOME** variable defines the root location for the partitions. If you set the **OPTIMIZE_PARTITION_HOME** variable, it overrides the default value.

Set the **OPTIMIZE_PARTITION_HOME** environment variable in the Contact Optimization server file by using one of the following methods:

Procedure

1. For Windows: Set the **OPTIMIZE_PARTITION_HOME** environment variable by adding the following lines to the ACOServer.bat file:

   ```
   set OPTIMIZE_PARTITION_HOME=C:\partitions
   echo Using OPTIMIZE_PARTITION_HOME: %OPTIMIZE_PARTITION_HOME%
   ```

2. For UNIX: Set the **OPTIMIZE_PARTITION_HOME** environment variable by adding the following lines to the ACOServer.sh file:

   ```
   OPTIMIZE_PARTITION_HOME = /root_dir/work/partitions
   export OPTIMIZE_PARTITION_HOME
   echo "Using OPTIMIZE_PARTITION_HOME:"
   $OPTIMIZE_PARTITION_HOME
   ```

Chapter 6. Uninstalling Contact Optimization

Run the Contact Optimization uninstaller to uninstall Contact Optimization. When you run the Contact Optimization 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. On Windows, an entry is also added to the **Add or Remove Programs** list in the Control Panel.

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 Contact Optimization must run the uninstaller.

Procedure

1. Stop the Contact Optimization listener.
2. To drop the Contact Optimization tables from the system table database, run the **aco_systab_drop.sql** script in the `ddl` directory under your Contact Optimization installation. If the `ddl` directory exists in the product installation directory, run the scripts that are provided in the `ddl` directory to drop tables from the system table database.
3. Complete one of the following steps to uninstall Contact Optimization:
   - Click the Contact Optimization uninstaller that exists in the `Uninstall_Product` directory. The uninstaller runs in the mode in which you installed Contact Optimization.
   - In a command-line window, navigate to the directory where the uninstaller exists, and run the following command to uninstall Contact Optimization 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 Contact Optimization by using the silent mode:

     Uninstall_Product -i silent

     When you uninstall Contact Optimization 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 Contact Optimization, the Contact Optimization uninstaller runs in the mode in which Contact Optimization is installed.

Chapter 7. 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 15. 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 15. 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
```

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

Before you contact IBM technical support, gather the following information:
- 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.

Notices

This information was developed for products and services offered in the U.S.A.

IBM may not offer the products, services, or features discussed in this document in other countries. Consult your local IBM representative for information on the products and services currently available in your area. Any reference to an IBM product, program, or service is not intended to state or imply that only that IBM product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any IBM intellectual property right may be used instead. However, it is the user's responsibility to evaluate and verify the operation of any non-IBM product, program, or service.

IBM may have patents or pending patent applications covering subject matter described in this document. The furnishing of this document does not grant you any license to these patents. You can send license inquiries, in writing, to:

IBM Director of Licensing
IBM Corporation
North Castle Drive
Armonk, NY 10504-1785
U.S.A.

For license inquiries regarding double-byte (DBCS) information, contact the IBM Intellectual Property Department in your country or send inquiries, in writing, to:

Intellectual Property Licensing
Legal and Intellectual Property Law
IBM Japan, Ltd.
19-21, Nihonbashi-Hakozakicho, Chuo-ku
Tokyo 103-8510, Japan

The following paragraph does not apply to the United Kingdom or any other country where such provisions are inconsistent with local law: INTERNATIONAL BUSINESS MACHINES CORPORATION PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions, therefore, this statement may not apply to you.

This information could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in new editions of the publication. IBM may make improvements and/or changes in the product(s) and/or the program(s) described in this publication at any time without notice.

Any references in this information to non-IBM Web sites are provided for convenience only and do not in any manner serve as an endorsement of those Web sites. The materials at those Web sites are not part of the materials for this IBM product and use of those Web sites is at your own risk.

IBM may use or distribute any of the information you supply in any way it believes appropriate without incurring any obligation to you.

Licensees of this program who wish to have information about it for the purpose of enabling: (i) the exchange of information between independently created programs and other programs (including this one) and (ii) the mutual use of the information which has been exchanged, should contact:

IBM Corporation
B1WA LKG1
550 King Street
Littleton, MA 01460-1250
U.S.A.

Such information may be available, subject to appropriate terms and conditions, including in some cases, payment of a fee.

The licensed program described in this document and all licensed material available for it are provided by IBM under terms of the IBM Customer Agreement, IBM International Program License Agreement or any equivalent agreement between us.

Any performance data contained herein was determined in a controlled environment. Therefore, the results obtained in other operating environments may vary significantly. Some measurements may have been made on development-level systems and there is no guarantee that these measurements will be the same on generally available systems. Furthermore, some measurements may have been estimated through extrapolation. Actual results may vary. Users of this document should verify the applicable data for their specific environment.

Information concerning non-IBM products was obtained from the suppliers of those products, their published announcements or other publicly available sources. IBM has not tested those products and cannot confirm the accuracy of performance, compatibility or any other claims related to non-IBM products. Questions on the capabilities of non-IBM products should be addressed to the suppliers of those products.

All statements regarding IBM's future direction or intent are subject to change or withdrawal without notice, and represent goals and objectives only.

All IBM prices shown are IBM's suggested retail prices, are current and are subject to change without notice. Dealer prices may vary.

This information contains examples of data and reports used in daily business operations. To illustrate them as completely as possible, the examples include the names of individuals, companies, brands, and products. All of these names are fictitious and any similarity to the names and addresses used by an actual business enterprise is entirely coincidental.

COPYRIGHT LICENSE:

This information contains sample application programs in source language, which illustrate programming techniques on various operating platforms. You may copy, modify, and distribute these sample programs in any form without payment to IBM, for the purposes of developing, using, marketing or distributing application programs conforming to the application programming interface for the operating

platform for which the sample programs are written. These examples have not been thoroughly tested under all conditions. IBM, therefore, cannot guarantee or imply reliability, serviceability, or function of these programs. The sample programs are provided "AS IS", without warranty of any kind. IBM shall not be liable for any damages arising out of your use of the sample programs.

If you are viewing this information softcopy, the photographs and color illustrations may not appear.

Trademarks

IBM, the IBM logo, and ibm.com are trademarks or registered trademarks of International Business Machines Corp., registered in many jurisdictions worldwide. Other product and service names might be trademarks of IBM or other companies. A current list of IBM trademarks is available on the Web at "Copyright and trademark information" at www.ibm.com/legal/copytrade.shtml.

Privacy Policy and Terms of Use Considerations

IBM Software products, including software as a service solutions, ("Software Offerings") may use cookies or other technologies to collect product usage information, to help improve the end user experience, to tailor interactions with the end user or for other purposes. A cookie is a piece of data that a web site can send to your browser, which may then be stored on your computer as a tag that identifies your computer. In many cases, no personal information is collected by these cookies. If a Software Offering you are using enables you to collect personal information through cookies and similar technologies, we inform you about the specifics below.

Depending upon the configurations deployed, this Software Offering may use session and persistent cookies that collect each user's user name, and other personal information for purposes of session management, enhanced user usability, or other usage tracking or functional purposes. These cookies can be disabled, but disabling them will also eliminate the functionality they enable.

Various jurisdictions regulate the collection of personal information through cookies and similar technologies. If the configurations deployed for this Software Offering provide you as customer the ability to collect personal information from end users via cookies and other technologies, you should seek your own legal advice about any laws applicable to such data collection, including any requirements for providing notice and consent where appropriate.

IBM requires that Clients (1) provide a clear and conspicuous link to Customer's website terms of use (e.g. privacy policy) which includes a link to IBM's and Client's data collection and use practices, (2) notify that cookies and clear gifs/web beacons are being placed on the visitor's computer by IBM on the Client's behalf along with an explanation of the purpose of such technology, and (3) to the extent required by law, obtain consent from website visitors prior to the placement of cookies and clear gifs/web beacons placed by Client or IBM on Client's behalf on website visitor's devices

For more information about the use of various technologies, including cookies, for these purposes, See IBM's Online Privacy Statement at: http://www.ibm.com/privacy/details/us/en section entitled "Cookies, Web Beacons and Other Technologies."

IBM ®

Printed in USA