

IBM FileNet Image Services Remote Admin Console
Version 4.2

*Installation and Configuration
Procedures*



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Note

Before using this information and the product it supports, read the information in "Notices" on page 39.

This edition applies to version 4.2 of IBM FileNet Image Services Remote Admin Console (part number 5724-R95) and to all subsequent releases and modifications until otherwise indicated in new editions.

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Getting Started

The Remote Admin Console is a software application product that is installed on a Microsoft® Windows client workstation. Remote Admin Console interacts with an IBM® FileNet® Image Services 4.2 server to provide you with system administration capabilities from the remote Windows client.

Overview

This document explains how to install the FileNet Image Services Remote Admin Console, version 4.2 software. Each Remote Admin Console release is a full release that can be used for both fresh installations and updates.

Remote Admin Console cannot be installed on UNIX servers.

Using Remote Admin Console, you can remotely connect to a FileNet Image Services server. When connected, you can run remote versions of the Database Maintenance, Security Administration, Database Server Connect, and CFS Connector - Image Services Catalog Export Tool applications. These applications have been repackaged as client-side programs based on a portion of the Image Services Toolkit 4.2 release, formerly known as WorkFlo Application Library (WAL). FileNet Image Services Administrators who must administer these applications remotely are the primary users of this product.

Important

Before you install Remote Admin Console on the Client workstation, you must first install the FileNet Image Services Toolkit (ISTK).

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

Product compatibility

To enable you to update multiple Image Services and Image Services Toolkit servers over a wider period of time, Remote Admin Console is designed to be compatible with the previous FileNet Image Services and FileNet Image Services Toolkit release and the next Image Services and FileNet Image Services Toolkit release, as well as the current release. See the *IBM FileNet Image Services, Image Services Resource Adapter, and Print Hardware and Software Requirements*. To download this document from the IBM Support website, see **[“Accessing IBM FileNet documentation” on page 11.](#)**

Contents of this release

This Remote Admin Console release contains:

- A binary executable installation program for Windows servers.
- A documentation directory containing:
 - The *IBM FileNet Image Services Remote Admin Console Handbook* (RAC.pdf).

Document revision history

Version	Date	Comment
RAC 4.2	May 2011	Initial release.

Accessing IBM FileNet documentation

To access documentation for IBM FileNet Image Services products:

- 1 On the www.ibm.com website, enter “Image Services Documentation” in the search box on the menu bar.
- 2 Select **IBM - Product Documentation for FileNet Image Services** from the list of search results.

Feedback

Documentation feedback

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

Product consumability feedback

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

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

System Administrator Tasks

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

- [“Configuration Requirements and Constraints” on page 13](#)
- [“Disk Space Requirements” on page 14](#)
- [“Expanding the files” on page 15](#)
- [“FileNet Image Services Server Requirements” on page 16](#)
- [“Connecting to a FileNet Image Services Server” on page 16](#)

Configuration Requirements and Constraints

The following is a list of configuration requirements and constraints that are necessary to install Remote Admin Console 4.2.

- **Before you install Remote Admin Console on the client workstation, you must first install the FileNet Image Services Toolkit.**

- The Image Services domain being administered by Remote Admin Console must be at FileNet Image Services 4.1.2 or later.
- Remote Admin Console cannot reside on an Image Services Server. It can only be installed on a Windows client PC.
- If IDM Desktop is installed on the same client PC as Remote Admin Console, the ISTK level included in IDM should match the ISTK level released with Remote Admin Console.
- Users must have local Windows administrator privileges to install Remote Admin Console.
- Remote Admin Console 4.2 can be installed as a fresh install, or as an upgrade from either Remote Admin Console 4.0.50, Remote Admin Console 4.1.1, or Remote Admin Console 4.1.2.

Disk Space Requirements

The Remote Admin Console installer requires **150 MB** of disk space to install Remote Admin Console 4.2.

Expanding the files

The release files are compressed into a single zip file. Complete the following steps to download and expand the rac_4.2.0_win.exe file:

- 1 Verify that you have at least **150 MB** of free space in the directory where you plan to download the zip file.
- 2 Verify that you have at least **150 MB** of free space in the directory that will contain the expanded files.
- 3 Download the rac_4.2.0_win.exe file to your system. After you have finished the download, verify that the size of the file is the same as the one on the download site.
- 4 Expand the file by double-clicking the rac_4.2.0_win.exe file. The WinZip Self-extractor window displays. The **Unzip to folder** panel contains the default WinZip location where the system will expand the file. If this is not correct, change it to the appropriate directory.

Tip

After you have installed the release, you can remove both the rac_4.2.0_win.exe file and the expanded files from your system.

FileNet Image Services Server Requirements

- The system being administered must be running FileNet Image Services 4.1.2 or later.

Note

You can get the latest fix packs and mods from the Information Management support page.

- To use the Database Server Connect application, the system must be running FileNet Image Services 4.1.2 or later.
- To use the CFS Connector - IS Catalog Export Tool, the system must be running FileNet image Services 4.1.2 or later.

Connecting to a FileNet Image Services Server

Network Connection

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

- By using your local DNS (the preferred method)

- By using the hosts file that resides on the Remote Admin Console client PC. The hosts file is located in the following locations:

Table 2-1: Hosts file location on Windows operating systems

operating system	hosts file location
Windows 2000 Windows 2003	C:\WINNT\System32\drivers\etc
Windows XP Windows Vista Windows 7 Windows 2008	C:\Windows\System32\drivers\etc

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

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

For example, if a target Image Services server with the IP address 192.0.2.16 is in the domain "mydom" and organization "ExampleCo," the entry would look as follows:

192.0.2.16 mydom mydom-exampleco-nch-server

FileNet Image Services Domain List

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

Installing the Remote Admin Console Software

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

Important

Before you install Remote Admin Console 4.2, you must first install the Image Services Toolkit 4.2 on the PC workstation.

- If you have questions about this installation, see [“Appendix A – Frequently Asked Questions” on page 23.](#)
- If you run into problems during the installation, see [“Appendix B – Troubleshooting” on page 26.](#)

Start the installation program

Start the Remote Admin Console installation wizard by following the steps in this section:

Important

You do not need to remove a previous version of Remote Admin Console before you install Remote Admin Console 4.2. The procedure for installing Remote Admin Console 4.2 is the same whether or not there is a previous version of Remote Admin Console installed. If you feel more comfortable removing an earlier version of Remote Admin Console before installing Remote Admin Console 4.2, you can do so.

Before you install Remote Admin Console 4.2, you must first install Image Services Toolkit 4.2. Follow the instructions in the *FileNet Image Services Toolkit Installation and Configuration Procedures* (ISTKinst.pdf) that comes with the Image Services Toolkit software.

To start the installation program for Remote Admin Console:

- 1 Log onto the client PC as the **Administrator** user.

- 2 To install Remote Admin Console from a directory on your hard drive, open the Windows Explorer and locate the Remote Admin Console software in the directory where you downloaded and expanded the software. To start the installation program, double-click:

rac_4.2.0_win.exe.

- 3 Follow the installation prompts to install the Remote Admin Console software. When the installation program indicates that the installation is successful, click **Done** to exit.

Note

It is not necessary to restart the PC workstation to complete the installation unless you are prompted to do so.

Installation log files

The Remote Admin Console installation program logs its progress information in the RAC_4.2.0.log file. Additional installation information is logged in the IBM_FileNet_RAC_InstallLog.log file.

- If the installation was successful, the log is in this directory:

RAC install directory\client\logs\install\4.2.0\RAC

- If the installation was not successful, the log is in the local system temporary (temp) directory and on the Windows desktop.

Begin Production Mode

This concludes the FileNet Image Services Remote Admin Console 4.2 Installation Procedure. You are ready to put your Remote Admin Console workstation into production.

Appendix A – Frequently Asked Questions

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

Q: What Image Services releases are supported with Remote Admin Console 4.2?

A: FileNet Image Services 4.1.2 and later.

Q: Can I run Remote Admin Console with other IBM FileNet client products?

A: Yes, as long as they are compatible with FileNet Image Services Toolkit 4.2 and later. See the *IBM FileNet Image Services Hardware and Software Requirements* guide for more information.

Q: Are there any restrictions with the Remote Admin Console admin applications?

A: Yes. The following features are not supported:

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

Q: Can I print reports from the Remote Admin Console admin applications?

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

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

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

Appendix B – Troubleshooting

Your FileNet Image Services Remote Admin Console installation will undoubtedly go smoothly and we sincerely hope you never encounter any problems.

Problem A: I cannot find the System Log file.

Solution: The System Log is in the *Remote Admin Console install directory\client\logs* directory. If the System Log is not in this location, set a new Environment Variable in the System Properties window with the following properties:

Variable Name: **WAL_LOG_DIR**

Variable Value: ***Remote Admin Console install directory\client\logs***

Problem B: Where is the installation or uninstallation log file?

Solution: The Remote Admin Console installation program logs its progress information in the RAC_4.2.0.log file. Additional installation information is logged in the IBM_FileNet_RAC_InstallLog.log file.

- If the installation was successful, the log is in this directory:
RAC install directory\client\logs\install\4.2.0\RAC
- If the installation was not successful, the log is in the local system temporary (temp) directory and on the Windows desktop.

Problem C: Where is uninstallation program located?

Solution: The full path of the uninstallation program is:

//ISTK_HOME/ISTK_uninstaller (UNIX)

or

drive:\ISTK_HOME\ISTK_uninstaller (Windows)

Where *ISTK_HOME* is the home directory of the ISTK software, and *drive* is the letter designation of the hard drive.

See **“Appendix C – Removing the Remote Admin Console Software” on page 30** for more information about uninstalling the Remote Admin Console.

Problem D: If I encounter a problem with the installation or uninstallation, how can I run the installation or uninstallation program in DEBUG mode?

Solution: There are two ways that you can run the installation or uninstallation in DEBUG mode:

- Create a trigger file. The full path must be:

/fnsf/client/install/InstallerDebug
or
ISTKpath/client/install/installerDebug

Then rerun the installation or uninstallation program.

- Run the installation or uninstallation with the following option:

-D\$DEBUG\$="true"

Appendix C – Removing the Remote Admin Console Software

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

Removing this release

- 1 Logon to the Client PC with Administrator privileges.
- 2 Open the Control Panel window.
- 3 Select **Add/Remove Programs**.
- 4 Scroll down to the entry for **IBM FileNet Remote Admin Console 4.2** and click Add/Remove.
- 5 The Remote Admin Console installation program starts and soon announces that the Uninstaller is preparing to uninstall the software.

After the Welcome screen displays, follow the prompts on the Uninstallation screen to remove the Remote Admin Console software.

- 6 When the installation program indicates that the Remote Admin Console software was successfully removed, click **Done** to exit.
- 7 After the uninstallation program has finished, go to the /fnsd/client directory (\fnsd\client directory on Windows servers) and examine the remaining contents. Manually remove any unwanted files (such as the uninstall-output.txt file) and directories.

Tip

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

Important

You do not need to manually remove any entries in the Registry Editor. The uninstallation program deletes any registry entries automatically.

Appendix D – Verify TCP/IP parameter settings

Verify the maximum number of available temporary ports and the length of time the server waits before reusing a closed socket ID. If either of these parameters do not yet exist, this section provides steps to define them

About this task

These modifications are not required, but they have been found to be favorable for optimal FileNet Image Services performance. Unless you have set these parameters differently for other system reasons, we suggest you use these parameter settings.

- The MaxUserPort parameter determines the number of temporary ports that can be assigned on the server. These temporary ports are assigned by a server's IP stack from a designated range of ports for this purpose. When network traffic is extremely heavy, it is

possible to run out of temporary ports unless you increase the MaxUserPort setting.

- The TcpMaxConnectRetransmissions parameter determines how many times TCP retransmits an unanswered request for a new connection. TCP retransmits new connection requests until they are answered or until this value expires.
- The TcpTimedWaitDelay parameter determines the length of time the server waits before reusing a closed socket ID.

Procedure

- 1 From a Command Prompt window, enter the following command to open the Registry editor:

REGEDT32

You can also enter the above command in the taskbar Run dialog box.

- 2 In the HKEY_Local_Machine on Local Machine window, open the System folder and navigate to the Tcpip Parameters folder using this path:

SYSTEM > CurrentControlSet > Services > Tcpip > Parameters

3 Locate the MaxUserPort Parameter.

- If this parameter is already set to 65534 (decimal) or FFFE (hex), skip to 4.
- If this parameter is less than 65534 (decimal) or FFFE (hex), you need to increase it.
 - Double-click on the entry to open the DWORD Editor dialog box.
 - In the DWORD Editor dialog box, set the Radix to decimal or hex, and change the value to 65534 (decimal) or FFFE (hex).
 - Click OK, and skip to 4.
- If this parameter does not exist, you need to define it.
 - From the Registry Editor Edit menu, select Add Value.
 - Enter MaxUserPort in the Value Name box, and select REG_DWORD from the Data Type box drop-down list; then click OK.
 - Set the Radix to decimal or hex, enter 65534 (decimal) or FFFE (hex) in the Data box.

- Click OK, and skip to 4.
- 4 Locate the TcpMaxConnectRetransmissions Parameter.
- If this parameter is already set to 5 (decimal) skip to 5.
 - If this parameter does not exist, you need to define it.
 - From the Registry Editor Edit menu, select Add Value.
 - Enter TcpMaxConnectRetransmissions in the Value Name box, and select REG_DWORD from the Data Type box drop-down list; then click OK.
 - Set the Radix to decimal and enter 5 (decimal) in the Data box, and click
- 5 Locate the TcpTimedWaitDelay parameter.
- If this parameter is already set to 30 seconds (decimal) or 1E (hex), skip to the next section.
 - If this parameter is more than 30 seconds (decimal) or 1E (hex), you need to reduce it.
 - Double-click on the entry to open the DWORD Editor dialog box.

-
- In the DWORD Editor dialog box, set the Radix to decimal or hex, and
 - change the value to 30 (decimal) or 1E (hex).
 - Click OK and go to the next section.
 - If this parameter does not exist, you need to define it.
 - From the Registry Editor Edit menu, select Add Value.
 - Enter TcpTimedWaitDelay in the Value Name field, and select REG_DWORD from the Data Type drop-down list; then click OK.
 - Set the Radix to decimal or hex, enter 30 (decimal) or 1E (hex) in the Data box, and click OK.

The Registry Editor now shows the new TcpTimedWaitDelay entry in hex.

What to do next

If a connection error is displayed such as the following:

15,16,17 WSAECONNREFUSED 10061

The connect error indicates that the NLS_Archiver is unable to connect to the IS COR_Listen process because there is no COR queue space. The FN_COR_QLEN environment variable must be explicitly set in Windows as the default value of 5 is insufficient. Go to My Computer > Advance > Environment Variables to add a value of 20-25 for the variable FN_COR_QLEN. These values are the default used on UNIX systems. This should resolve the 15,16,17 errors.

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



Product Number: 5724-R95

Printed in USA

GC19-3316-00

