OnDemand BOCS Customer Installation and Test Guide v0.2

2/21/2013

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1   Prerequisites

a. **OnDemand Documentum Core**
b. **OnDemand "Distributed Content" feature set enabled**
c. **On-premise host for BOCS installation** - administrative level access to a Windows 2008 R2 SP1 host located on customer network
d. **Network Requirements**
    a. Customer needs DNS resolution for OnDemand Content Server, BOCS, DMS, and Application servers
    b. Open ports between customer BOCS and OnDemand DMS/ACS

2   Installation

PREPARE INSTALLER

- Login to Windows 2008 R2 SP1 as a user with Administrative privileges
- Copy the 6.7 SP1 version of BOCS installer to c:\temp, "Branch_Office_Caching_Services_6.7_windows.zip" 486,308,694 bytes
- Unzip the archive
- Open command line, execute "bocsWinSuiteSetup.exe"

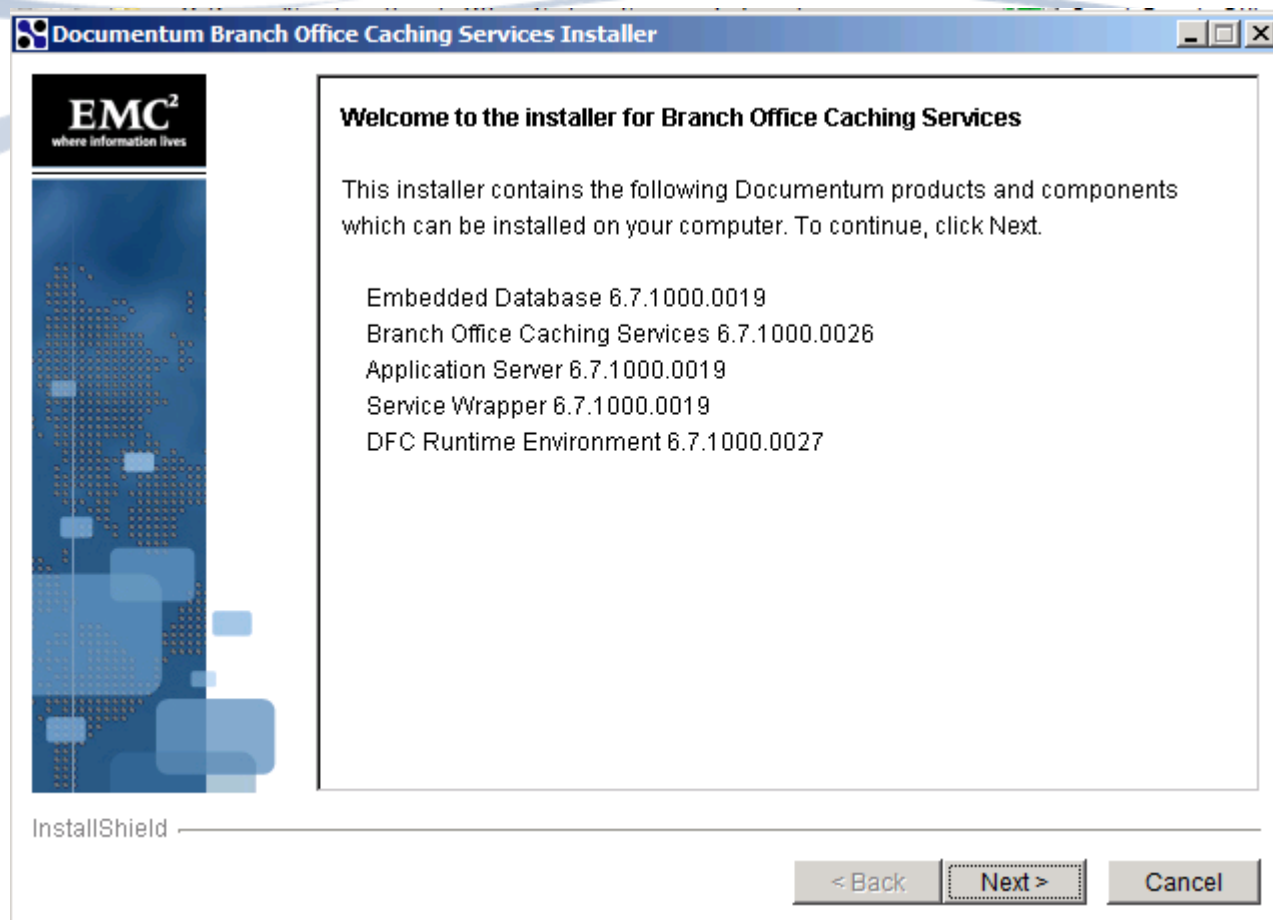**INSTALLATION WIZARD**

The following screenshots will lead you through a standard install of BOCS on the c:\ drive. As you go through these screens, you will need the following information:
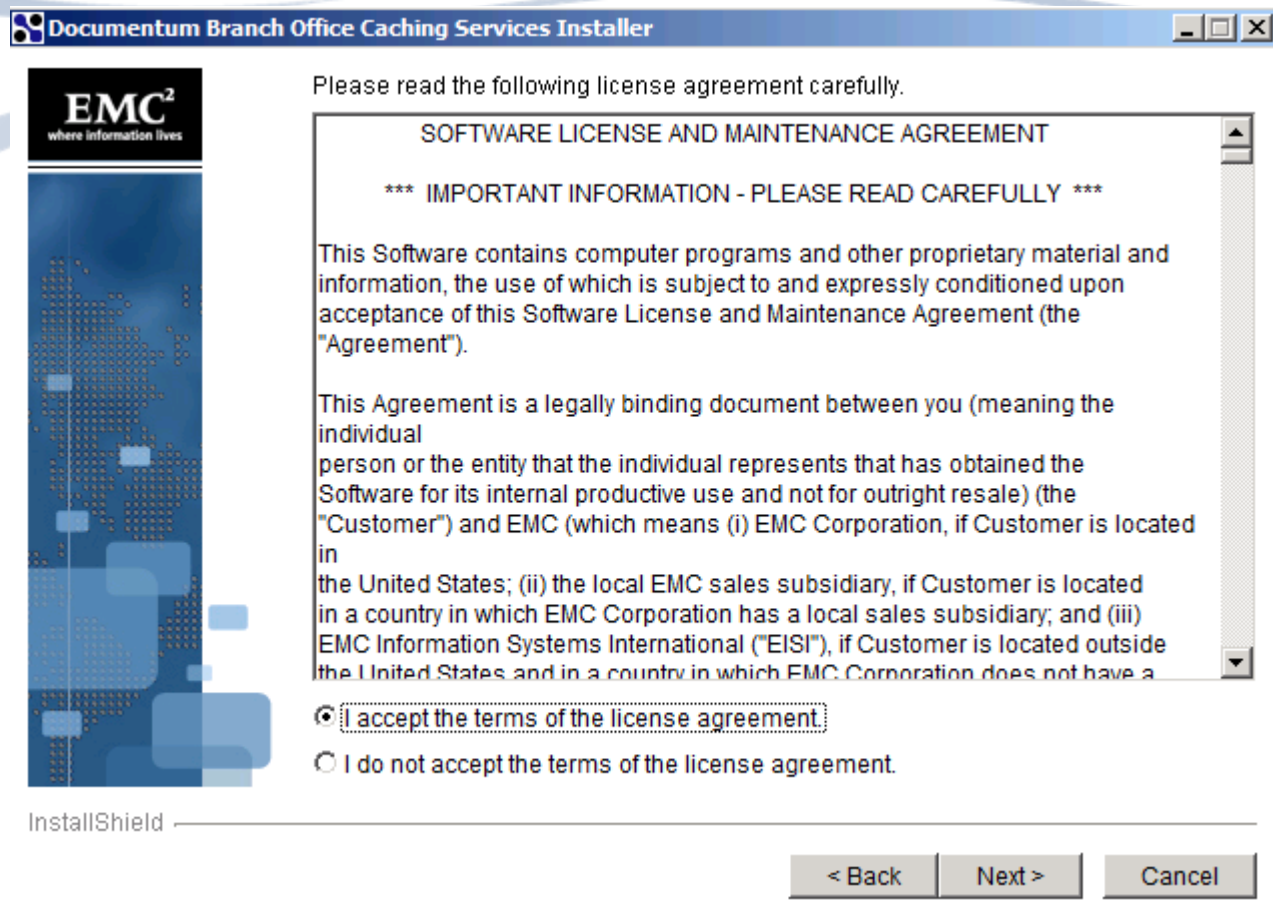
1. The OnDemand DMS host name – http://dtmm<env>-<tenant>.ondemand.emc.com:80

During the wizard installation you should copy down the following information for use in later steps:
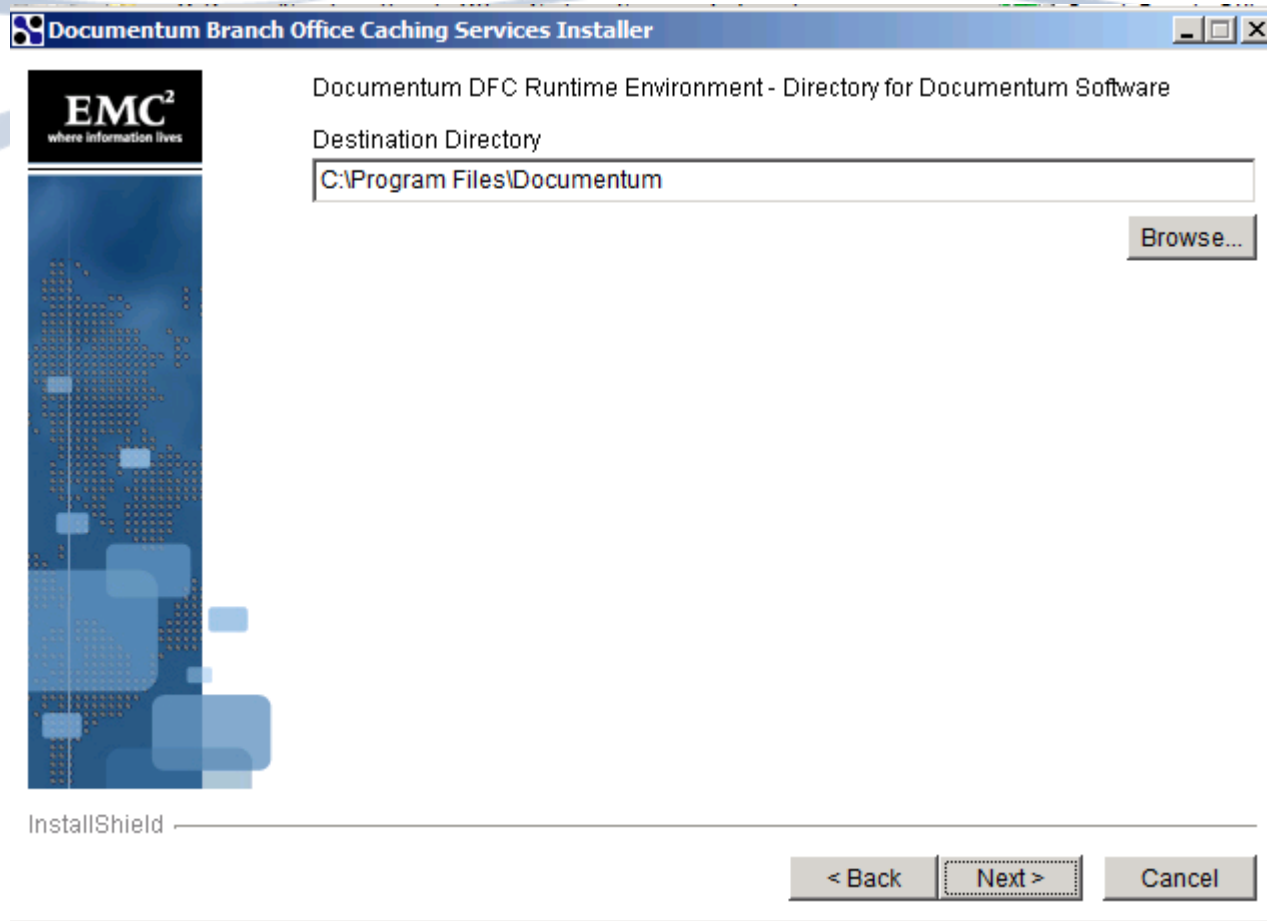
1. BOCS Config Object Name (e.g. DTMBR91-DTMQABOCS1)
2. Path to certificate (e.g. c:\documentum\bocs\config\bocs.certificate)
3. Password for 'bocsAdmin'

Documentum Branch Office Caching Services Installer

EMC²
where information lives

Welcome to the installer for Branch Office Caching Services

This installer contains the following Documentum products and components which can be installed on your computer. To continue, click Next.

Embedded Database 6.7.1000.0019
Branch Office Caching Services 6.7.1000.0026
Application Server 6.7.1000.0019
Service Wrapper 6.7.1000.0019
DFC Runtime Environment 6.7.1000.0027

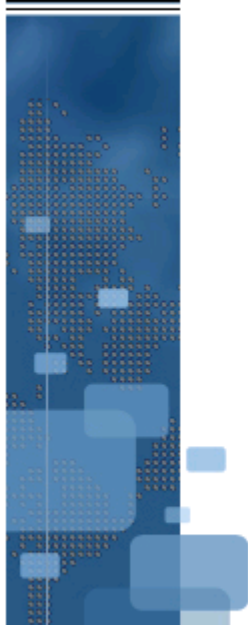InstallShield

< Back   Next >   Cancel

Welcome, "Next"

Select "I accept...", "Next"

Default destination directory is ok, press "Next"

Documentum Branch Office Caching Services Installer

Documentum DFC Runtime Environment - Select User Directory

Click Next to choose the default User Directory, or click Browse to choose another directory. The User Directory will be used by Documentum products to store working files, as well as program settings and log files.

User Directory

C:\Documentum

Browse...

InstallShield

< Back | Next > | Cancel

Default user directory is ok, "Next"

The application server password should be at least 8 characters and include a capitalized character and number (e.g. MyDemand123). Default listen port of 8086 is ok, press "Next".

Documentum Branch Office Caching Services Installer

Documentum Branch Office Caching Services - Specify BOCS Options

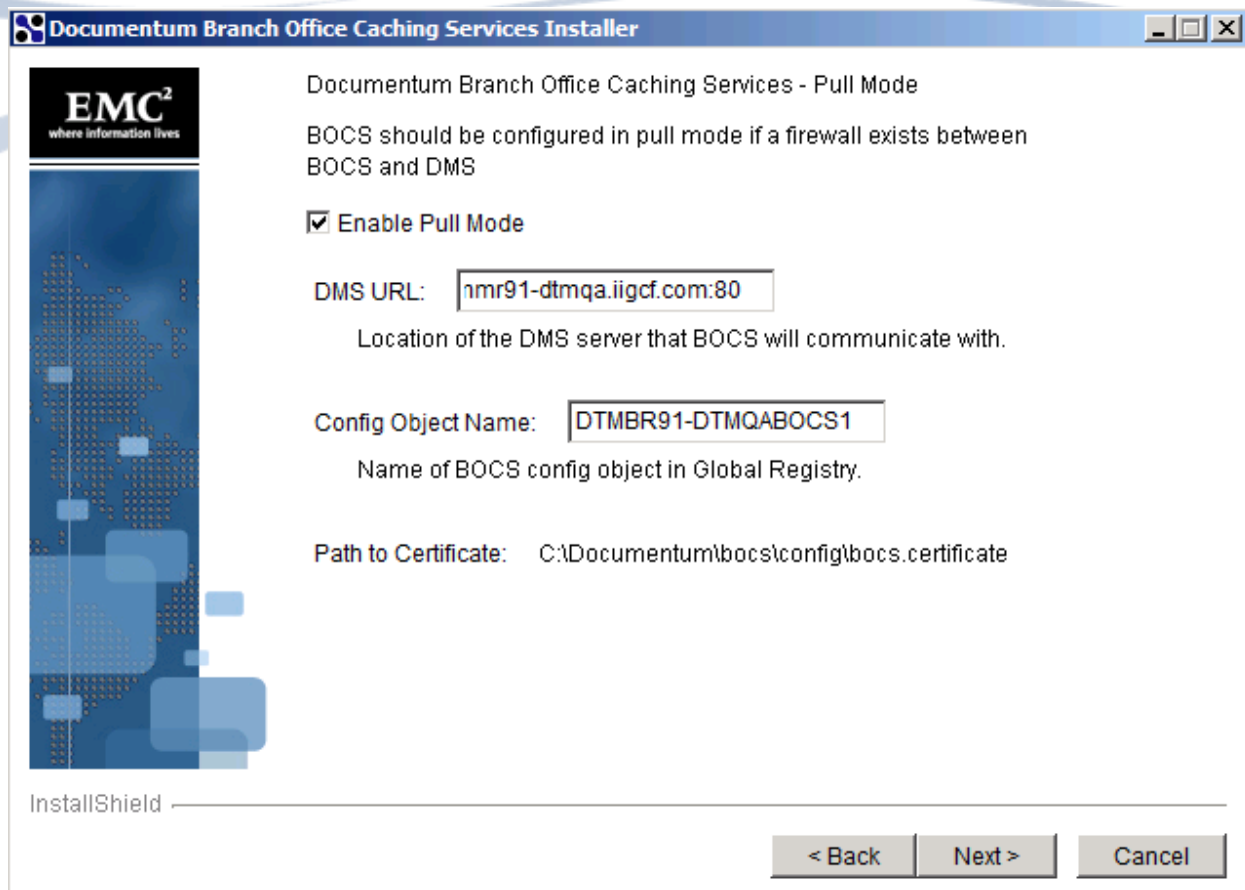Please enter the disk cache location and size.

Cache Directory Location:

C:\Documentum\acsCache

Browse...

Maximum Cache Size (MBytes):

1000

PrimeStore Location:

C:\Documentum\primeStore

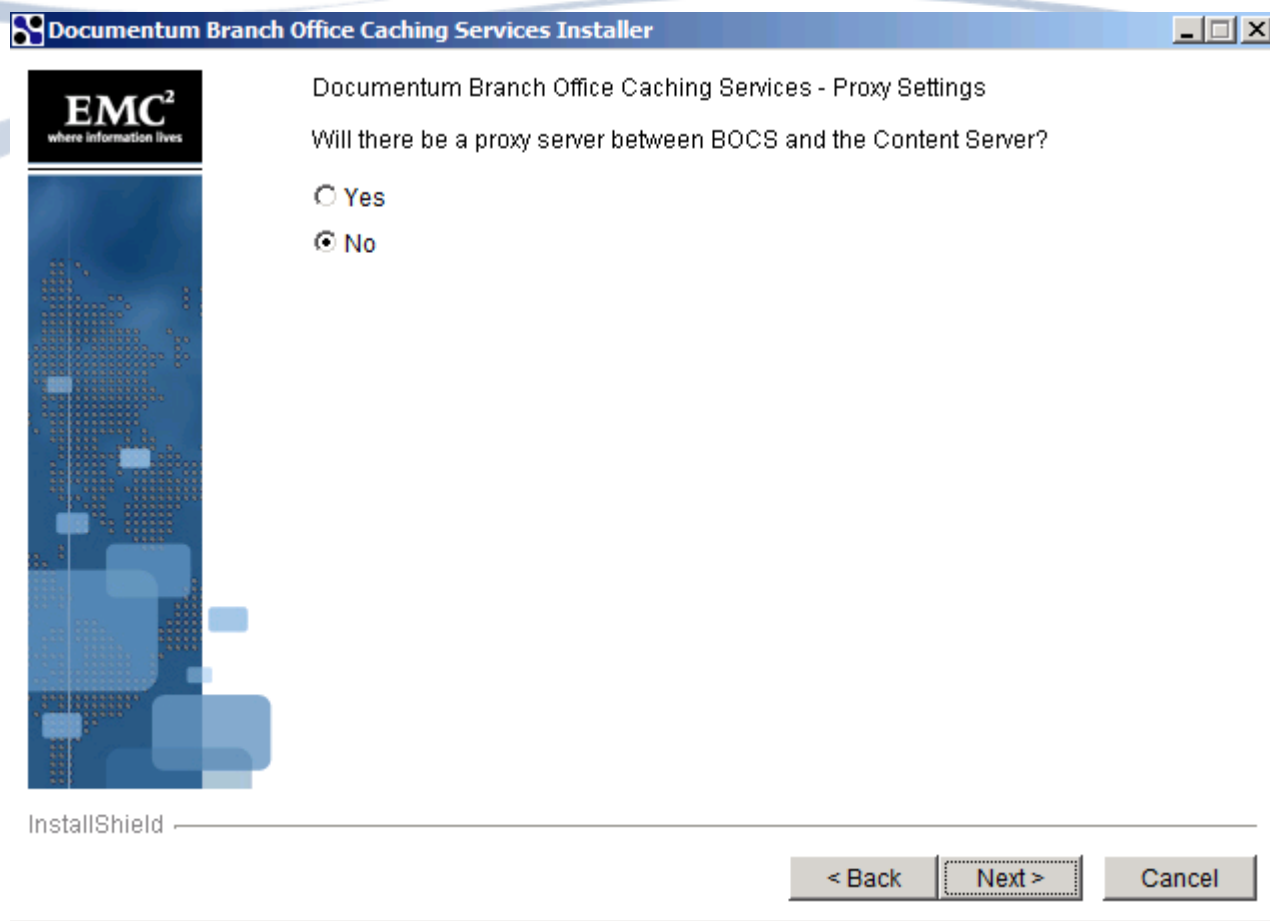Browse...

Maximum Cache Size (MBytes):

1000

InstallShield

< Back   Next >   Cancel

Default cache, size, and primeStore values are ok, "Next"

- Enable Pull Mode – OnDemand does not support push mode, only pull!
- DMS URL = http://<DMSHOST>:80
- Leave the default 'Config Object Name', take note because this will be used later
- Take note of the path to certificate, this will be used later

Unless there will be a proxy between BOCS and the Content Server, leave this at "No" and press "Next". "No" is the more typical scenario.

The password for bocsAdmin should be at least 8 characters and include a capitalized character and number (e.g. MyDemand123). Take note of this value, it will be needed later.

Documentum Branch Office Caching Services Installer

Documentum Embedded Database - Enter Install Owner Password

You are logged in as user emconda. This user is the Documentum installation owner. Enter the password for the user. The password is required for setting up server security and services.

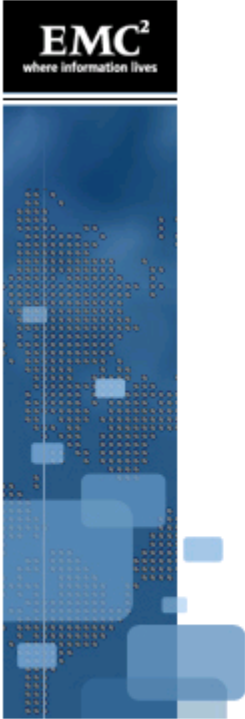|	
Installation Owner User Name:	emconda
Installation Owner Domain:	DTMBR91-DTMQA
Installation Owner Password:	**********

InstallShield

< Back   Next >   Cancel

BOCS will need to run as a service under this install owner's credentials, enter in the password of the currently logged in Administrative level user (Windows user), and then press "Next".
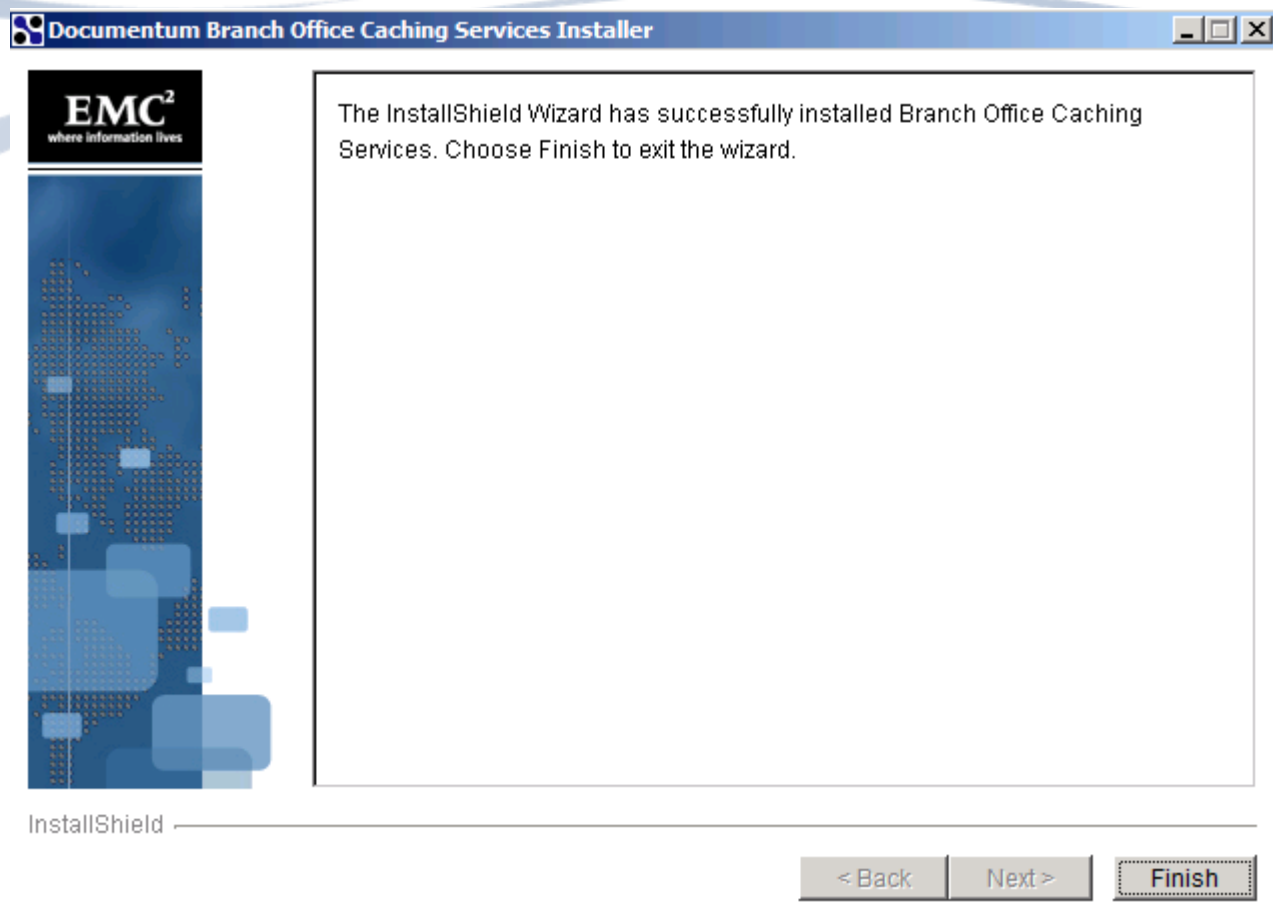
The embedded BOCS database requires credentials also. The DBA password should be at least 8 characters and include a capitalized character and number (e.g. MyDemand123).

Documentum Branch Office Caching Services Installer

Setup will install the following products and support components. To begin the installation, click Next.

Embedded Database 6.7.1000.0019 will be installed to:
    C:\Program Files\Documentum\dbserver

Branch Office Caching Services 6.7.1000.0026 will be installed to:
    C:\Documentum\jboss5.1.0\server\DctmServer_BOCS\deploy

Application Server 6.7.1000.0019 will be installed to:
    C:\Program Files\Documentum

Service Wrapper 6.7.1000.0019 will be installed to:
    C:\Program Files\Documentum\tools\javaServiceWrapper

DFC Runtime Environment 6.7.1000.0027 will be installed to:
    C:\Program Files\Documentum

The Administration URL will be:

InstallShield

< Back   Next >   Cancel

Press "Next" to start the installation.

Press "Finish" to complete the installation.

Copy the bocs.certificate to a location on your desktop for use in the next step.

3   Configuration

In this section, the additional repository configurations need to be created:

- Network location (dm_network_location_map)
- BOCS config (dm_bocs_config)

In the OnDemand DEV environment, customers have superuser access and can add the network and BOCS configuration themselves. However for TEST/PROD environments, the OnDemand team will need to complete the tasks below.

Creating the Network Location

DA > Administration > Distributed Content Configuration > Network Locations

File > New > Network Location (dm_network_location_map)

Network Location Identifier – IMPORTANT! Use a single word with no special characters (e.g. 'Sydney')

Click on box to 'Include this in the network locations list'

Network Location Name: use same word as location identifier (e.g. 'Sydney')

OPTIONALLY enter an IP range if known (e.g. 192.168.73.146-192.168.73.154)

Click 'OK'

Creating the BOCS Configuration

DA > Administration > Distributed Content Configuration > BOCS Servers

File > New > BOCS Server Configuration (dm_bocs_config)

Name = <NAME OF CONFIG FROM BOCS WIZARD>

Version = 2.1

Content Access = read, synchronous and asynchronous write

Network Locations = <select network location from above>

Repositories = all repositories

Add BOCS server connection

Protocol=http

Base URL=http://<BOCS>:8086/bocs/servlet/ACS

OK

Security

Pull Mode Enabled: checked

Upload Public Key File: press "Browse" and locate the bocs.certificate that was created when BOCS was installed

OK

Restarting BOCS with Debug Level Logging

Login as the BOCS install owner, which has administrative privileges

Turn off BOCS service from command line

net stop dmBOCS

Set logging to DEBUG for troubleshooting

notepad c:\Documentum\jboss5.1.0\server\DctmServer_BOCS\deploy\bocs.ear\lib\configs.jar\log4j.properties

 # change line below from WARN to DEBUG

log4j.category.acs=DEBUG, ACS_LOG

File > Save

Clear logs

Delete all files from c:\documentum\jboss5.1.0\server\DctmServer_BOCS\logs

Start BOCS

net start dmBOCS

Wait 2 minutes and then validate with browser directly from host

http://localhost:8086/bocs/servlet/ACS

Should return "ACS Server Is Running – Version: 6.7.1000.0026"

Open the DEBUG level log with notepad

notepad c:/Documentum/jboss5.1.0/server/DctmServer_BOCS/logs/AcsServer.log

It should report ACS_CONFIGURATION_LOADED and ACS_SERVER_STARTED as shown in the screenshot below.

Adding Resource Agent for BOCS Monitoring

(available to both sysadmin and superusers)

DA > Administration > Resource Management > Resource Agents

File > New > Resource Agent

Name=BOCS-<host> (e.g. BOCS-dtmbr91-dtmqa)

JMX Service URL= service:jmx:rmi:///jndi/rmi://<BOCS>:8087/bocs, press "Test"

User=bocsAdmin, password=<password of bocsAdmin from wizard installation in last section>

OK

OK

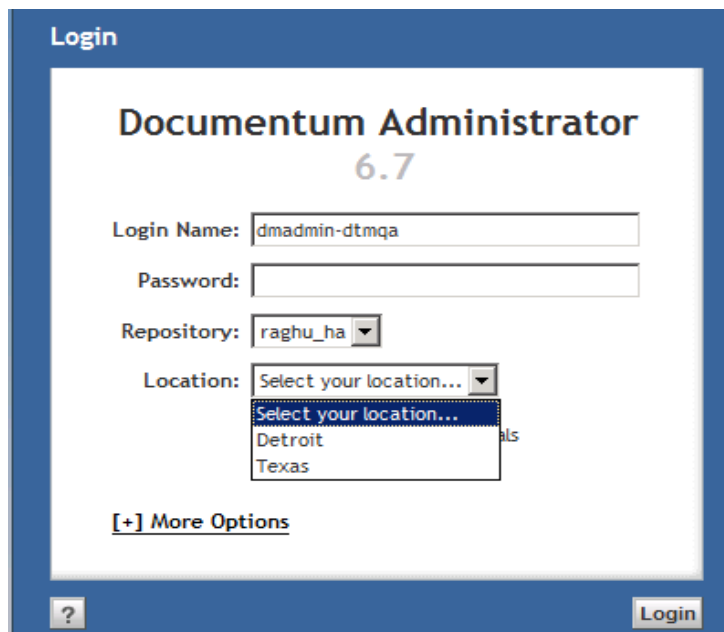Right-click BOCS resource agent just created, "View Resources on Agent"

Right-click 'BocsServerMonitorMBean', select 'Attributes'

OK

4   Testing

Test Asynchronous Write to BOCS

BOCS can be validated by using Documentum Administrator (http://dtma.../da), and selecting the network location as shown below, and then logging in.

Select Cabinets > Temp from the tree view on the left, and import a file:

1. File > Import.
2. Add Files, select a file
3. Next
4. Allow the defaults for name and type, allow the default of "Send first for local access" for upload options
5. Finish

Validate Write

Open the BOCS DEBUG level log at
c:/Documentum/jboss5.1.0/server/DctmServer_BOCS/logs/AcsServer.log

Look for lines in the log containing the following strings:

Processing park request...

ParkRequest: (acsUrl='http://..

Processed park request...

Ran message pulling task for bocs DTMBR91-DTMQABOCS1

Produced message: Return URL: http://DTMMR91-DTMQA:8489/

Processing body http://dtmbr91-dtmqa.iigcf.com:8086/servlet/ACS?command=store

StoreRequest: (acsUrl='http://DTMCR92-DTMQA.IIGCF>COM:9080/ACS/servlet/ACS...

[DFC_ACS_LOG_URL]

[ACS_CACHE_CONTENT_REQUEST]

Successfully processed message 2

Test Read from BOCS

In DA, double-click on the file imported in the last validation

It should open in desktop

Validate Read

Open the BOCS DEBUG level log at
c:/Documentum/jboss5.1.0/server/DctmServer_BOCS/logs/AcsServer.log

Look for lines in the log containing the following strings:

ReadRequest: (acsURL='http://

[ACS_GET_CONTENT_REQUEST]

[ACS_FINISH_PROCESSING_REQUEST]

5   Multiple BOCS Servers

Follow the full process in the "Installation" section, but on a different Windows 2008 R2 SP1 host.