



Installation-Guide wisdomclouds (Version 1.3.*)

INTRODUCTION

Wisdomclouds is a tool for efficient knowledge-sharing for Project-teams. It is a web-application based on Java, using a MySQL database and Lucene search engine. Users access wisdomclouds from within a corporate intranet using a browser.

Wisdomclouds is powered by the application-server Jetty. All necessary software components except the MySQL database and the Java Runtime Environment are included in the installation package. No further installations, except those two components, are necessary.

This installation guide is structured in two parts:

- 1) Basic installation
- 2) Additional information and setup

If you have any questions, issues or just feedback please do not hesitate to contact us at: support@wisdomcloudscom.zendesk.com

PART 1: BASIC INSTALLATION

1.1. Supported software & Hardware-Requirements

Supported operating systems	Windows XP, Vista, Windows 7, Linux, MacOS X
Supported browsers	Internet Explorer 7 and 8, Firefox 3.6, 4 and 5, Chrome, Safari 5
Supported database versions	MySQL 5.1. or 5.5. with InnoDB storage engine (recommended: MySQL 5.1.58) MySQL 4.* or minor not supported and won't work
Supported Java versions	Java Runtime Environment 1.5 ("Java 5") or 1.6 ("Java 6")

Please ensure that your system meets the hardware requirements:

- Minimum 250 MB free hard disk space
- 1 GB RAM or more
- Core 2 Duo processor or better

1.2. Pre-Requisites: Install Java and MySQL

Before running Wisdomclouds, please make sure that the **Java Runtime Environment (JRE) or Java JDK is installed** on the server. Furthermore a **MySQL-database-server, version 5 or higher, is needed**. For evaluation purposes or running wisdomclouds for small teams (25 users or less), the MySQL installation could reside on the same physical server as the wisdomclouds installation itself.

How to test if Java is already installed (use any command-line tool):

- `java -version`

How to test if MySQL is already installed (use any command-line tool):

- `mysql --version`

If not installed, please install the following version of Java:

- Java-Runtime-Environment(JRE), Version 1.5 or 1.6.
- Recommendation: **Java 1.6 JRE (latest version as offered by download on java.com)**
- Download: <http://www.java.com/de/download/>

If not installed, please install the following version of MySQL:

MySQL database with InnoDB Storage Engine, Version 5.1 or 5.5

- Recommendation: **MySQL Version 5.1.58 (Version 4.* or minor will not work) with InnoDB Storage Engine**
- Download: <http://www.mysql.de/downloads/mysql/5.1.html> - downloads

1.3. Download and install wisdomclouds

- **Download the zip-file** from the provided download-link
- **Put the .zip file into the installation-directory** (<installdir>), e.g. c:\tools. If you plan to run wisdomclouds as service (see 2.1. Install wisdomclouds as Windows-service), please make sure that <installdir> is no network-attached, but a local directory.
- **Unzip the downloaded file**, it will unzip to: \<installdir>\wisdomclouds_<version> (e.g. c:\tools\wisdomclouds_<version>)
- In all further sections this extracted directory will be called <wclouds_home>

1.4. Configure wisdomclouds

In order to get wisdomclouds up and running you have to set up four parameters:

- Servername of wisdomclouds installation
- SMTP-Account (host, username and password) used to sent Email-notifications.
Also see 2.7 (“Setting up Email-Addresses for evaluation”)
- Configuration of MySQL-server (hostname, MySQL-username and password)
- Address-scheme of your company’s email

Open `<wclouds_home>/conf-wisdomclouds/wisdomclouds.properties`

In `wisdomclouds.properties`, modify the parameters marked as “PLEASE MODIFY”.

All further parameter within the configuration-file are optional. Please leave as defaulted for the time being. You can always change them later.

1.5. Create the initial database

Change to directory `<wclouds_home>/sql`

- Run the following command from the command line:

```
mysql -u MySQLUsername -pMySQLPassword <create_database.sql
```

(please note there is no space in `-pMySQLPassword`)

- Run the following command from the command line:

```
mysql -u MySQLUsername - pMySQLPassword wisdomclouds  
<wisdomclouds_<version>.sql
```

1.6. Starting and stopping the application

Change to directory `<wclouds_home>`

Run the command

```
./start_wclouds.sh (Unix / Linux / Mac OS X)
```

or

```
start_wclouds.bat (Windows)
```

For the time being, please leave the application running. If you should need to restart the server, here is the command to stop the server first:

Change to directory `<wclouds_home>/`

Run the command

```
./stop_wclouds.sh (Unix / Linux / Mac OS X)
```

or

```
stop_wclouds.bat (Windows)
```

1.7. (Optional) Check the logs

After starting the application, please check the log-files if any problems occurred.

Open the latest log-file in directory `<wclouds-home>/logs/stderrout`

This file should contain no error messages or Java-exceptions and the last row should look similar (with regards to your servername) to:

```
2010-06-07 10:52:19.173::INFO: Started SelectChannelConnector@0.0.0.0:8080
```

1.8. Access the web-application in the browser

From your browser call `http://servername`

with servername as set up in `wisdomclouds.properties`. You should see a welcome-screen with links to Login or Registration.

1.9. Log-in with preconfigured user “wcloudsAdmin”

On the welcome-screen, choose „Login“ and `login with „wcloudsAdmin / wcloudsPW“`

This is a preconfigured user intended to test the initial setup. Please feel free to enter a first entry for testing.

1.10. Test if Email sending is working

While being logged in as `wcloudsAdmin` `click on „test mail“` in the right sidebar. Enter an email of your choosing (preferably one of yours). Enter a message and hit submit.

A message should appear stating that the sending of the test mail was successful. If not, check the settings of your SMTP-server in `wisdomclouds.properties` and try again. (Please note that you have to restart the application after any changes to `wisdomclouds.properties`).

You should receive the test-email within the next minutes.

1.11. Register as “Knowledge-Master” and invite users

The following steps should be done by the „Knowledge-Master“, the person having control of the `wisdomclouds` being created and acting as “manager of the knowledge” within a project team. Think of her as „project-manager of your team’s knowledge“. If this person is NOT the person who installed the application, now is the time for the handover. For evaluation purposes Knowledge-Master and the person who installed the software most of the times are the same.

- `Log out` from the user „wcloudsAdmin“.
- On the welcome-screen click on `„register“`
- Please `fill out the registration-form`. Please note to use your corporate email (not necessary for evaluation, e.g. on your private machine)

- **Create an account** (you only have to do this once). An account can be seen as a project-group containing all future wisdomclouds (== knowledge-databases) and all members of your project team
- **Create the first wisdomcloud** (==knowledge database)
- Start creating lessons (==entries) or **invite the first team-members** and start sharing your team's knowledge

1.12. Questions / Problems / Issues / Feedback

Please contact our support team: support@wisdomcloudscom.zendesk.com

PART 2 – ADDITIONAL INFORMATION AND SETUP

2.1. Install wisdomclouds as Windows-service

If you install wisdomclouds on a server which is rebooted on a regular basis, we recommend installing the software as Windows-service.

Please note: You also have to configure the MySQL-database as service in order to get the system up and running properly after rebooting. Please see <http://dev.mysql.com/doc/refman/5.1/en/windows-start-service.html> on how to install MySQL as a service (if not done during the installation process).

Change to directory `<wclouds_home>/`

Run the command

`install-wclouds-as-win-service.bat`

Wisdomclouds will be installed as service with the option to start automatically after a server reboot.

Start wisdomclouds with the command: `net start Wisdomclouds`

To stop wisdomclouds use the command: `net stop Wisdomclouds`

To view the service (Windows XP):

- Select Start|Control Panel
- Double-click 'Performance and Maintenance'
- Double-click 'Administrative Tools'
- Double-click 'Services'.
- Right-click on service named „Wisdomclouds“ and choose „Start“

If you want to uninstall wisdomclouds as Windows-service, please follow these steps:

Change to directory `<wclouds_home>/`

Run the command

`uninstall-wclouds-as-win-service.bat`

If you encounter the problem that starting the service is “taking forever”, please check if you have any Antivirus-software installed on the server. If yes, please disable this software and try again. Wisdomclouds should now start up. Please refer to the documentation of your Antivirus-software on how to disable virus-check on wisdomclouds.

If you encounter the problem that starting the service is interrupted by an error message stating “Could not find directory” please make sure that wisdomclouds is not installed on a network-drive (you can move the wisdomclouds-installation to a local directory such as “c:\tools” by copying the directory <wclouds_home>).

2.2. How to change the port-number

Change to directory <wclouds_home>/

Open script start_wclouds.[.sh|.bat]

Edit `-Djetty.port=8080` and set it to your portnumber

Change to directory <wclouds_home>/conf-wisdomclouds

Open wisdomclouds.properties

Edit the entry `servername` to reflect the your port-number (please note: you don't have to set the port-number in wisdomclouds.properties if port-number is 80)

2.3. Log-files and housekeeping

Wisdomclouds maintains three log-files, which are kept in the following directories:

<wclouds_home>/logs/wisdomclouds

This is the applications log. Errors occurring in the wisdomclouds-application are logged in this directory. The latest logs can be found in the file wclouds.log. If this file is larger than 5MB it will be automatically archived. A maximum number of 10 archives are kept, all others will be deleted automatically.

<wclouds_home>/logs/stderrout

This is the log-file of the application-server (Jetty). All errors occurring inside the application-server are logged here. This could be particularly true after the installation and at the initial start (e.g. if configuration-parameters are not correctly set). The log entries in this directory are kept in one log-file per day, being marked with a timestamp. A maximum number of 30 files are kept, corresponding to the last 30 days of log-files.

<wclouds_home>/logs/request

Another log-file of the application-server. This directory contains all requests to the application-server. Log entries in this directory are kept in one log-file per day, being marked with a timestamp. A maximum number of 30 files are kept, corresponding to the last 30 days of log-files.

2.4. Indices for full-text search

Wisdomclouds offers an easy-to-use full-text search. The necessary indices are kept in the directory

<wclouds_home>/lucene-wisdomclouds/indexes

Please note that it is not necessary to include this directory into a backup procedure since the content is reproducible from the MySQL-database. Please contact our support-team (see link below) in order to get help on this subject. However, for an easy recovery we recommend including this directory in your backup-routine.

2.5. Uploaded images and documents

Wisdomclouds allows for the upload of

- Profile pictures
- Images
- Documents

Images, if uploaded, are resized and stored in different sizes under a similar name.

The directory for storing the uploaded content is

<wclouds_home>/uploaded

Please note that the directory <wclouds_home>/uploaded must be included in your backup process, because the content is not reproducible.

2.6. Backup

It is a general good and recommended practice to backup all content under <wclouds_home> on a regular basis.

Please note that backup-processes are not a part of the wisdomclouds-installation, but under the responsibility of the client installing the software. We'd like to give guidance on which data has to be backed-up in order to recover from a fatal incident such as hard-disk crash.

- **Recommendation: Backup everything under <wclouds_home>.** For details refer to the sections above in which directories could be left out.
- **Recommendation: Backup your MySQL-database.** Backup processes for the MySQL-database are beyond the scope of this document and under the responsibility of the client installing the software.

2.7 Setting up Email-addresses for evaluation purpose

Please note that you will need to **set up two Email-accounts** when using wisdomclouds: one for **outgoing emails** (notification about new lessons) and one for **incoming emails** (members send their thoughts or status-updates via email).

Those two accounts need to be two separate accounts, you cannot use the same account for incoming and outgoing purposes.

If you are evaluating wisdomclouds and don't have an easy chance to obtain a dedicated E-Mail account for incoming and outgoing email within your company, you can set up free accounts with any of the know email-providers such as googlemail.com, web.de or gmx.de. Please note that we recommend this practice only for evaluation, since your data is stored temporarily on external servers.

Wisdomclouds deletes emails immediately after sending or receiving, so there is no need to worry about the capacities of your email-inbox.

Please go to the provider of your choice, set up the two accounts, naming them after your choosing.

Here are sample configurations for the setting up account on googlemail:

Account-Setup	wisdomclouds.properties
Outgoing Account (example) as registered with googlemail: wisdomcloudinbox.youproject@googlemail.com	mail.smtp.host=smtp.google.com mail.smtp.port=25 mail.smtp.user= wisdomcloudinbox.youproject@googlemail.com mail.smtp.password= accountPassword
Incoming Account (example) as registered with googlemail: wisdomcloudout.youproject@googlemail.com	email.incoming.allowed=true email.incoming.host=imap.google.com email.incoming.account= wisdomcloud.youproject@googlemail.com email.incoming.password= accountPassword