



Installing Prime Service Catalog

Prime Service Catalog provides two types of installation —Typical and Custom. The Typical installation performs a streamlined installation using default settings. It requires a smaller footprint as the three foundational application components—Service Catalog application, Service Link application, and JMS service—are hosted on the same application server. Typical installation is commonly used when setting up a sandbox environment.

The Custom installation allows you to configure a different deployment topology and to apply custom changes to the application. Use the Custom Installation mode if you have any of the following requirements:

- Have Service Catalog application, Service Link application, JMS service running on separate application servers
- Have a clustered Service Catalog topology (for WebLogic)
- Have separate tablespaces for definitional data, transactional data and indexes (for Oracle Only)
- Add custom content to the RequestCenter.war
- Recreate the RequestCenter.war or ISEE.war files without executing any database scripts
- For JBoss, the Custom mode allows the user to install "Service Catalog only", "Service Link only" or "both"

Two installation scenarios are provided that walk you through all steps of the installation wizard:

- [Performing a Typical Installation](#)
- [Performing a Custom Installation](#)

For information about performing an upgrade installation, see [Chapter 7, “Upgrading Prime Service Catalog”](#).

Before You Begin

- Review the [Installation Requirements](#) to ensure that you have adequately addressed the minimum hardware and software requirements for running the system.
- Ensure that you have performed the database tasks described in the [Configuring the Service Catalog Database](#), and completed the [Database Information Worksheet](#).
- Ensure that you have performed the preinstallation tasks for your type of application server and completed the Application Server Information Worksheet in [Appendix A, “Worksheets”](#).
- The Cisco Prime Service Catalog installer requires Java 1.7. For the prerequisite details, see [“Installing Java” section on page 4-2](#).
- The Cisco Prime Service Catalog installer is a GUI program. On Linux operating system, you will need a graphical display, such as X-window. The installer does not support console mode or CLI mode.
- During the installation, you will be asked to specify the destination directory for the software. On Windows, the default destination directory is "C:\CiscoPrimeServiceCatalog". On Linux, the default destination directory is "/opt/CiscoPrimeServiceCatalog". Ensure that there is at least 2 GB free disk space in the destination directory; otherwise, the installer will display the following error message:

```
there isn't enough disk space to continue.
```
- During installation, the installer requires an additional 2 GB of free disk space in the TMP directory, where it extracts some temporary files. The TMP directory is different for different operating systems and/or user profiles. On Windows, the TMP directory is the %TMP% or %TEMP% environment variable for the user profile. On Linux, the TMP directory is usually either /tmp or /var/tmp directory.

Downloading Prime Service Catalog Software Image

In this section, you will download the electronic software distribution for Prime Service Catalog.

-
- Step 1** Access the Cisco product download web site and authenticate with the user name and password provided to you.
- Step 2** Search by product name, or navigate within the product selector to locate the product you want to download. (Navigation: **Downloads Home > Products > Cloud and Systems Management > Service Catalog > Cisco Prime Service Catalog**).
- Step 3** A list of different releases is displayed. Locate Release 10.1 and click it.
- Step 4** Download file CPSC_10.1.0_win.zip for the Windows operating system, or file CPSC_10.1.0_linux.tar.gz for the Linux operating system.
- Step 5** Extract the software image to a directory on your application server machine. If you have WebLogic Cluster environment, then extract the Cisco Prime Service Catalog software on the machine where the WebLogic Administration Server is running. For example, extract the software to C:\Cisco_Download (for Windows) or /opt/Cisco_Download (for Linux). For the rest of this section, this directory is referred to as the *<ServiceCatalog_Software_Dir>*.

**Note**

The CPSC_10.1.0_linux.tar.gz file must be untarred using a GNU-compatible tar utility. Older tar utilities may have problems unzipping tar files that contain filenames longer than 100 characters.

Performing a Typical Installation

In this scenario, a new database schema is created for a new Prime Service Catalog installation. A “Typical” installation type is chosen in the installation wizard when you want to perform a streamlined installation using default settings.

- Step 1** If you are on a Windows operating system, stop the IIS web server.
- Step 2** Extract the electronic software distribution file that you downloaded from the Cisco web site to your computer, if you have not already done so.
- Step 3** Add the %JAVA_HOME%\bin (or \$JAVA_HOME/bin if you are on Linux) to the beginning of the PATH environment variable on your machine, where %JAVA_HOME% points to the correct Oracle JDK 1.7.0_x directory.
- Step 4** On Windows operating system, log in as a user with administrator rights, and double-click setup.cmd to launch the GUI installation wizard. On Linux operating system, log in as the "root" user, and execute ./setup.sh from a graphical interface, such as X-window, to launch the GUI installation wizard.
- Step 5** When the Introduction panel appears, click **Next** to begin.
- Step 6** In the **Choose Install Folder** panel, enter a directory path (or click the Choose button to select a directory) as the destination folder for Service Catalog, and click **Next**.
 - On Windows, the default value for destination folder is **C:\CiscoPrimeServiceCatalog**.
 - On Linux, the default value is **/opt/CiscoPrimeServiceCatalog**. The value for destination directory must not contain any space character.

**Note**

Do not enter the installation folder of your WebLogic root directory. We recommend that you create the destination folder outside of your application server directory.

Throughout this document, this destination folder is referred to as *<ServiceCatalog_Install_Dir>*.

For WebLogic, this directory is where the Service Catalog installer creates the WAR files for the Service Catalog application. For JBoss, this directory is also where the Service Catalog installer installs and configures the JBoss Application Server software.

- Step 7** On the Installation Type panel, select **Typical** radio button and click **Next**.
- Step 8** On the Application Server Selection panel, select the application server and click **Next**. The subsequent panels may look different depending on which application server you select at this point. Refer to the Application Server Information Worksheet that you filled out in Appendix A.
- Step 9** On the Database Selection panel, select a database platform (Microsoft SQL Server or Oracle) and click **Next**. The subsequent panels may look different depending on which database platform you select at this point. Refer to the [Database Information Worksheet](#) that you filled out in Appendix A to determine your database platform.

- Step 10** On the Service Catalog Database Creation panel:
- If you have not created the database in advance, select **Yes**. By selecting Yes, you are telling the installer to create the database automatically for you. In the next panel, you will be prompted for the information that the installer will use to create the database user and database schema for Service Catalog. Refer to the [Database Information Worksheet](#) for the description of each field on this panel.
 - If you have already created your database, then select **No**. In the next panel, you will be prompted for the information of the existing database user and database schema. Refer to the [Database Information Worksheet](#) for the description of each field on this panel. (If you are performing an upgrade installation, you must select No. Refer to Chapter 7: [Upgrading Prime Service Catalog](#) for more detailed information).
- Step 11** On the Service Catalog Database panel, enter the information for the Service Catalog database.
- If you selected Yes in the last panel, you will see a "**Create Database**" button on this panel, and the Next button is grayed out. Notice that you need to enter the password for either the "sys" user (for Oracle) or the "sa" user (for SQL Server) which the installer will use to connect to your database server. Once you fill out the information on this panel, click the "**Create Database**" button. If you get the message "Service Catalog database created successfully", click **OK** to close the message. The **Next** button is now enabled.
 - If you selected **No** in the last panel, you just need to fill out the information for the existing Service Catalog database, and select the "Execute database scripts" check box.



Note The "Create Database" feature creates a very basic Service Catalog database that meets the minimum requirements for the Service Catalog application to operate. This feature is recommended for a Demo or Test system. For a Production system, contact your DBA in advance, to create the Service Catalog database which meets all of the product requirements as described in the Configuring Databases section, as well as any performance, reliability, and security requirements that adhere to your corporate policy.

- Step 12** Click **Next** to continue. The installer connects to the database to validate the required settings for the database. If the installer created the database for you, then it would meet all of the required settings, and the validation test would pass. If you provided the information for an existing database, then the installer may report a validation error if any database setting is missing. See the [Software Requirements](#) for the database requirements. If a database validation error occurs, you can do the following:
- Close the error dialog and click **Cancel** to exit the installation wizard, or
 - Fix the missing database setting on a separate database connection session. Then come back to this screen, close the error dialog, and click **Next** again. At this point, the installer will repeat the validation test, and if the test passes, it will let you move to the next panel.
- Step 13** As part of the security requirement, a master key password must be provided that would be used to encrypt all the passwords that are available in the application. In the Master Key Password panel, enter the master key password. The password provided must match the password rules, as described on the panel. The master key password is saved in two files, kek_new.txt and kek_old.txt, under the <ServiceCatalog_Install_Dir>/dist directory. The kek_new.txt and kek_old.txt files must be backed up and stored in a safe location. The application server cannot login to the ServiceCatalog database without the master key password files. If you lose these master key password files, please contact Cisco TAC for help.

Step 14 If you selected JBoss as the application server, the installation procedure is as follows:

- a. The Choose Java Virtual Machine panel is displayed. This panel displays all the available Java executable programs on the computer. Select the correct Java version 1.7.0_x from the list or click the **Search Another Location** button to navigate to the correct location of Java 1.7.0_x on your computer and click **Next**.



Note You must specify the location of Java for JBoss because the installer will install the JBoss Application Server software on your computer, and it will set the JAVA_HOME variable in the JBoss configuration to use this particular Java.

- b. On the Service Catalog Configuration panel, enter the information for the JBoss server where the Service Catalog application (i.e. RequestCenter.war) will be deployed. Refer to the [Service Catalog Configuration Table for JBoss](#) for the description of each field on this panel. Click **Next**.
- c. On the Service Link Configuration panel, enter the information for the JBoss server where Service Link application (i.e. ISEE.war) will be deployed. Refer to the [Service Link Configuration Table for JBoss](#) for the description of each field on this panel. Click **Next**.



Note For WebLogic, you will not see this panel. This is because for a Typical installation mode for WebLogic, the Service Catalog application (i.e. RequestCenter.war) and Service Link application (i.e. ISEE.war) will be deployed together in the same WebLogic server. Thus, there is no need for the installer to prompt for the information of the Service Link server. However, for a Typical installation mode for JBoss, the installer will always create two separate JBoss servers, one for Service Catalog application and one for Service Link application, even though both JBoss servers are running on the same machine.

- d. On the Messaging Configuration panel, enter the information for the JMS Queue connection factory, user name and password. Refer to the [Messaging Configuration Table](#) for the description of each field on this panel. Click **Next**.
- e. On the Service Catalog Administration Configuration panel, enter the information for the SMTP server, and the password for the Site Administrator. Refer to the [Service Catalog Administration Configuration Table](#) for the description of each field on this panel. Click **Next**.

Step 15 If you selected WebLogic as the application server, the installation procedure is as follows:

- a. In the Service Catalog Configuration panel, enter the information for the WebLogic server where Service Catalog application (i.e. RequestCenter.war) will be deployed. Refer to the [WebLogic Application Server Information Worksheet](#) that you have filled out in Appendix A. For more information, see [Service Catalog Configuration for WebLogic](#).
- b. Click **Next** to display the Messaging Configuration panel. Enter the information for the JMS Queue Connection Factory. Refer to the [WebLogic Application Server Information Worksheet](#) that you filled out in Appendix A. For more information, see [Messaging Configuration Table](#).
- c. Click **Next** to display the Messaging Queues Configuration panel. Enter the queue names as how you prepared them for your WebLogic server. Refer to the [WebLogic Application Server Information Worksheet](#) that you filled out in Appendix A.



Note For JBoss, you will not see this panel. This is because for JBoss, all the queue names are preset when the installer installs the JBoss AS software on your computer. You do not have the option to overwrite these queue names.

- d. Click **Next** to display the Service Catalog Administration Configuration panel. Enter details as provided in [Service Catalog Administration Configuration Table](#).
- e. Click **Next**.

Step 16 Click **Install** in the Pre-Installation Summary panel to begin installation.

The installer will display the progress bar. It may take up to 30 minutes for the installer to complete. Do not interrupt or abort the installer during this process.

Step 17 If the installation process completes successfully, the **Install Complete** panel appears. Click **Done** to exit the installation wizard.

You have completed the execution of the Service Catalog installer. You can now go back to the Postinstallation Configuration section for the appropriate application server to complete the rest of the configuration steps.

Performing a Custom Installation

In this scenario, a "Custom" installation type is chosen in the installation wizard to customize aspects of the installation rather than accepting the defaults.

Step 1 If you are on a Windows operating system, stop the IIS web server.

Step 2 Extract the electronic software distribution file that you downloaded from the Cisco web site to your computer, if you have not already done so.

Step 3 Add the `%JAVA_HOME%\bin` (or `$JAVA_HOME/bin` if you are on Linux) to the beginning of the PATH environment variable on your machine, where `%JAVA_HOME%` points to the correct Oracle JDK 1.7.0_x directory.

Step 4 On Windows operating system, log in as a user with administrator rights, and double-click **setup.cmd** to launch the GUI installation wizard. On Linux operating system, log in as the "root" user, and execute `./setup.sh` from a graphical interface, such as X-window, to launch the GUI installation wizard.

Step 5 When the Introduction panel appears, click **Next** to begin.

Step 6 In the Choose Install Folder panel, enter a directory path (or click the Choose button to select a directory) as the destination folder for Service Catalog, and click Next.

- On Windows, the default value for destination folder is **C:\CiscoPrimeServiceCatalog**
- On Linux, the default value is `/opt/CiscoPrimeServiceCatalog`. The value for destination directory must not contain any space character.



Note

Do not enter the installation folder of your WebLogic root directory. We recommend that you create the destination folder outside of your application server directory.

Throughout this document, this destination folder is referred to as `<ServiceCatalog_Install_Dir>`. For WebLogic, this directory is where the Service Catalog installer creates the generated WAR files for the Service Catalog application. For JBoss, this directory is also where the Service Catalog installer installs and configures the JBoss Application Server software.

Step 7 Select the **Custom** radio button on the Installation Type panel and click **Next**.

Step 8 On the Application Server Selection panel, select one of the Application server radio buttons and click **Next**.

- If you select JBoss, continue with Component Selection panel in Step 8
- If you select WebLogic, skip Step 8

Step 9 Select a component in the Component Selection panel and click **Next**.

The Custom installation mode for JBoss allows you to install

- only the Service Catalog server,
- only the Service Link server, or
- both Service Catalog and Service Link servers on the same computer.

Step 10 Choose the database platform (Microsoft SQL Server or Oracle) you want, on the Database Selection panel and click **Next**.

The subsequent panels may look different depending on the database platform you select. Refer to the [Database Information Worksheet](#) to determine your database platform.

Step 11 On the Service Catalog Database Creation panel:

- If you have not created the database in advance, select Yes. By selecting Yes, you are telling the installer to create the database automatically for you. In the next panel, you will be prompted for the information that the installer will use to create the database user and database schema for Service Catalog. Refer to the [Database Information Worksheet](#) for the description of each field on this pane.
- If you have already created your database, then select No. In the next panel, you will be prompted for the information of the existing database user and database schema. Refer to the [Database Information Worksheet](#) for the description of each field on this panel. (If you are performing an upgrade installation, you must select No. Refer to [Chapter 7, “Upgrading Prime Service Catalog”](#) for more detailed information.)

Step 12 On the Service Catalog Database panel, enter the information for the ServiceCatalog database.

- If you selected Yes in the last panel, you will see a "**Create Database**" button on this panel, and the Next button is grayed out. Notice that you need to enter the password for either the "sys" user (for Oracle) or the "sa" user (for SQL Server) which the installer will use to connect to your database server. Once you fill out the information on this panel, click the "**Create Database**" button. If you get the message "ServiceCatalog database created successfully", click **OK** to close the message. The **Next** button is now enabled.
- If you selected **No** in the last panel, you just need to fill out the information for the existing ServiceCatalog database, and select the "**Execute database scripts**" check box.



Note The "Create Database" feature will create a very basic ServiceCatalog database that meets the minimum requirements for the Service Catalog application to operate. This feature is recommended for a Demo or Test system, but for a Production system, it is advisable that you work with your DBA to create the ServiceCatalog database in advance which meets all of the product requirements as described in the Configuring Databases section, as well as any performance, reliability, and security requirements that adhere to your corporate policy.

Step 13 Click **Next**.

The installer will connect to the database to validate the required settings for the database. If the installer created the database for you, then it would meet all of the required settings, and the validation test would pass. If you provided the information for an existing database, then the installer may report a validation error if it detects that certain required database setting is missing. (Refer to [Configuring the Service Catalog Database](#) for the database requirements.) If a database validation error occurs, you can do the following:

- Close the error dialog and click **Cancel** to exit the installation wizard, or
- Fix the missing database setting on a separate database connection session. Then come back to this screen, close the error dialog, and click **Next** again. At this point, the installer will repeat the validation test, and if the test passes, it will let you move to the next panel.

Step 14 On the Master Key Password panel, enter the master key password. The password provided must match the password rules, as described on the panel. The master key password is saved in two files, kek_new.txt and kek_old.txt, under the <ServiceCatalog_Install_Dir>/dist directory. The kek_new.txt and kek_old.txt files must be backed up and stored in a safe location. The application server cannot login to the Service Catalog database without the master key password files. If you lose these master key password files, please contact Cisco TAC for help.

Step 15 If you selected JBoss as the application server, then the installation procedure is as follows:

- a. The Choose Java Virtual Machine window is displayed. This window contains all of the Java executable program that it detects on the computer. Select the correct Java version 1.7.0_x from the list or click **Search Another Location** button to navigate to the correct location of Java 1.7.0_x on your computer and Click **Next**.



Note You must specify the location of Java for JBoss because the installer will install the JBoss Application Server software on your computer, and it will set the JAVA_HOME variable in the JBoss configuration to use this particular Java.

- b. On the Service Catalog Configuration panel:
 - Enter the information for the JBoss server where the Service Catalog application (i.e. RequestCenter.war) will be deployed. Refer to the [Service Catalog Configuration Table for JBoss](#) for the description of each field on this panel.
 - Click the **Advanced Options** button. Enter the information on the Advanced Options window, see [Advanced Options Table for Service Catalog Configuration panel](#) for reference and click **Close**.
 - Click the **Change Ports** button if you want to change any of the default port numbers assigned to the JBoss server for Service Catalog Configuration panel for reference and click **Close**.
- c. Click **Next** to display the Service Link Configuration panel.
 - Enter the information for the JBoss server where Service Link application (i.e. ISEE.war) will be deployed. Refer to the [Service Link Configuration Table for JBoss](#) for the description of each field on this panel
 - Click the **Change Ports** button if you want to change any of the default port numbers assigned to the JBoss server for Service Link and click **Close**.
 - Click **Next**. The Messaging Configuration window is displayed.
- d. Enter the information for the JMS Queue server and click **Next**. Refer to the [JBoss Application Server Information Worksheet](#) that you filled out in Appendix A. For more information, see [Messaging Configuration Table for Custom Installation](#).

- e. On the Service Catalog Administration Configuration panel, enter the information for the SMTP server, and the password for the Site Administrator. Refer to the [Service Catalog Administration Configuration Table](#) for the description of each field on this panel. Click **Next**.

Step 16 If you selected WebLogic as the application server, then the installation procedure is as follows:

- a. On the Service Catalog Configuration panel:
 - Enter the information for the WebLogic server where Service Catalog application (i.e. RequestCenter.war) will be deployed. Refer to the [WebLogic Application Server Information Worksheet](#) that you have filled out in Appendix A. For more information, see [Service Catalog Configuration for WebLogic](#).
 - Click the **Advanced Options**. To enter the advanced options details see, [Advanced Options Table for Service Catalog Configuration panel](#).
 - Click **Close** in the Advanced Options window and Click **Next**.

The Service Link Configuration window is displayed.

- b. Enter the information for the WebLogic server where Service Link application (i.e. ISEE.war) will be deployed and Click **Next**. Refer to the Application Server Information Worksheet that you have filled out earlier. See [Service Link Configuration Table for Custom Installation using WebLogic](#).



Note If Service Catalog is deployed in a Clustered WebLogic, then Service Link must be deployed in a separate WebLogic server that does not belong to the Cluster.

- c. In the Messaging Configuration window enter information for the JMS Queue Server and Click **Next**. Refer to the [WebLogic Application Server Information Worksheet](#) that you filled out in Appendix A. For more information, see [Messaging Configuration Table for Custom Installation](#).
- d. Click **Next** to display the Messaging Queues Configuration panel. Enter the queue names as how you prepared them for your WebLogic server. Refer to the [WebLogic Application Server Information Worksheet](#) that you filled out in Appendix A.
- e. On the Service Catalog Administration Configuration panel, enter the information for the SMTP server, and the password for the Site Administrator. Refer to the [Service Catalog Administration Configuration Table](#) for the description of each field on this panel. Click **Next**.

Step 17 Click Install in the Pre-Installation Summary panel to begin installation.

The installer will display the progress bar. It may take up to 30 minutes for the installer to complete. Do not interrupt or abort the installer during this process.

Step 18 If the installation process completes successfully, the **Install Complete** window appears. Click **Done** to exit the installation wizard.

You have completed the execution of the Service Catalog installer. You can now go back to the Postinstallation Configuration section for the appropriate application server to complete the rest of the configuration steps.

Reference Tables for Installation Procedures


Note

The installation configuration options are case-sensitive, so ensure that you enter a value, such as a database name or a JMS queue name, with case sensitivity; otherwise, your installation may fail.

Table 6-1 Database Information Worksheet

Field	Definition for Oracle	Definition for SQL Server
Hostname	Host name or IP address of the database server.	Hostname or IP address of the database server
Port	TCP/IP Port number used by the database server. The default value is 1521.	TCP/IP Port number used by the database server. The default value is 1433.
Databasename	Not Applicable	The name of the database for the Prime Service Catalog application. Enter alphanumeric characters and do not include any space characters. The default value is "ServiceCatalog".
sa Password	Not Applicable	To create the database in SQL Server, the installer must connect to SQL Server as "sa" user. Enter the password for the sa user.
Username	Database username is the login ID and the schema name for the database schema. The default value is "CPSCUser".	Database username is the login ID and the db_owner of the "ServiceCatalog" database. The default value is "CPSCUser".
Password	Password for the database username.	Password for the database username.
Confirm Password	Re-enter the password for the database username.	Re-enter the password for the database username.
Database SID or Database Service Name	If you use SID to connect to your Oracle database, then select the SID radio button, and enter the Oracle SID value. If you use Service Name to connect to your Oracle database, then select the Service Name radio button, and enter the Service Name value.	Not Applicable
SYS Password	To create the database schema in Oracle, the installer must connect to Oracle as the "sys" user. Enter the password for " sys" user.	Not Applicable

Field	Definition for Oracle	Definition for SQL Server
User tablespace	Enter a tablespace name if you already have a specific Oracle tablespace name. The default tablespace name will be set to this value. If you leave this value blank, then the installer will use the default user tablespace provided by the Oracle server.	Not Applicable
Temp tablespace	Enter a temp tablespace name if you already have a specific Oracle tablespace name. The default temp tablespace name will be set to this value. If you leave this value blank, then the installer will use the default temp user tablespace name provided by the Oracle server.	Not Applicable
Execute database scripts?		The option is enabled only if you have clicked No in the ServiceCatalog Database Creation panel. This option should always be selected, which tells the installer to execute the sql scripts to either create a brand new schema in the ServiceCatalog database in the case of a new installation, or to upgrade an existing schema from a previous release to the current release in the case of an upgrade installation. (Refer to Chapter 7, “Upgrading Prime Service Catalog” : for more detailed information on upgrading database.) When you want to reinstall the product WAR files without overwriting the existing ServiceCatalog database, you can deselect this option. Make sure you understand its implication before deselecting this option.

Table 6-2 Service Catalog Configuration Table for JBoss

Field	Definition
Service Catalog hostname	Enter the fully qualified domain hostname or IP address of the current machine. The installer should detect the hostname or IP address of the current machine automatically, and display that value as the default value.
JBoss admin username	Since the installer will install the JBoss AS software automatically for you, it presets the JBoss admin username to "adminuser". This username can be used to connect to the JBoss Admin Console should you need to perform any administration tasks for the JBoss installation. This value is grayed out so you can't overwrite it.
JBoss admin password	Enter a password for the JBoss "adminuser". Enter only alphanumeric characters with no spaces.
Confirm password	Re-enter a password for the JBoss "adminuser".
Service Link URL	<div style="text-align: center;">  <p>Note</p> </div> <p>You will see this option if you have selected to install only the Service Catalog server on your computer.</p> <hr/> <p>Enter the http address that includes the hostname and portnumber of Service Link server. The default port number used by Service Link on JBoss is 6080.</p>
Configure as windows service	(For Windows only) On Windows operating system, the installer can automatically configure the JBoss server as a windows service. Select this option if you would like the installer to configure the JBoss server as a service named "Cisco Prime Service Catalog". This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Catalog" service for the first time after the installation. The service however will be started automatically when the Windows operating system is rebooted.

Field	Definition
Configure IIS	<p>(For Windows only) If the installer detects that IIS web server is installed on the same Windows machine where you execute the installer, it will present this option on the panel screen. Select this option if you would like the installer to automatically configure the tomcat plugin for the IIS web server to connect to the JBoss application server, which runs on the same machine.</p> <p> Note If you plan to install Cognos software (see Installing Cognos Software) on the same Windows machine where you are installing JBoss, then you must deselect the "Configure IIS" option at this time. IIS must be used for the Cognos software when you install Cognos and the Reporting module.</p> <p>If you select this option, the installer will perform validation test against the IIS web server. If it detects that the IIS web server is missing some required settings, then the validation test will fail, and the installer will not let you proceed unless you deselect the "Configure IIS" option. (Refer the Software Configuration Prerequisites section for more information on IIS requirements.)</p>
IIS Web site	<p>This option is enabled only when you select the "Configure IIS" option above. Enter the name of the IIS site which already exists, that you want the installer to configure the tomcat plugin. The default value is "Default Web Site".</p>
Install Storefront service content	<p>Prime Service Catalog can be installed with sample Storefront content. Select this option if you want these sample content to be imported automatically into your ServiceCatalog database during the installation. Deselect this option if you do not want to include the sample content for your installation.</p> <p>If you are upgrading from a previous Prime Service Catalog release, you should deselect this option. There is a chance that the sample Storefront content may clash with your existing data.</p>

Table 6-3 Service Link Configuration Table for JBoss

Variable	Definition
Service Link Hostname	This value is preset to the same value that you entered for the Service Catalog hostname field on the Service Catalog Configuration panel. This is because both JBoss servers, one for Service Catalog application and one for Service Link application, will be running on the same machine. This value is grayed out so you can't overwrite it.
JBoss admin username	<p>The installer has preset the JBoss admin username to "adminuser" because it will install the JBoss AS software automatically for you. This username can be used to connect to the JBoss Admin Console if you need to perform any administration tasks for the JBoss installation. This value is grayed out so you can't overwrite it.</p> <p> Note Field "JBoss admin password" is not presented on this panel. This is because the password is preset to the same value that you entered for the JBoss admin password field on the Service Catalog Configuration panel.</p>
Configure as windows service	(For Windows only) On Windows operating system, the installer can automatically configure the JBoss server as a windows service. Select this option if you would like the installer to configure the JBoss server as a service named "Cisco Prime Service Link". This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Link" service for the first time after the installation. The service however will be started automatically when the Windows operating system is rebooted.

Table 6-4 Messaging Configuration Table

Field	JBoss	WebLogic
Queue connection factory	Value of JMS Queue Connection Factory for JBoss is preset to "jms/RemoteConnectionFactory", and is grayed out.	Default value of JMS Queue Connection Factory for WebLogic is "NSConnectionFactory"
Queue username	Username that can have read/write access to JMS Queues. This Value for JBoss is preset to "jmsuser", and is grayed out.	The value of username for WebLogic is "weblogic".

Field	JBoss	WebLogic
Queue password	For JBoss, enter a password for the "jmsuser". The "jmsuser" will be created by the installer when it installs the JBoss software.	Enter the password for the "weblogic" user.
Confirm password	This field is applicable for JBoss only. Re-enter the password for the "jmsuser".	Not Applicable

Table 6-5 Service Catalog Administration Configuration Table

Field	Definition
SMTP hostname	<p>Enter the fully qualified domain hostname or IP address of the SMTP server. The Service Catalog application will connect to this SMTP server to send out all email notifications.</p> <p> Note There is an optional Test SMTP button on this panel. After you enter the SMTP hostname and system email address, you can click the Test SMTP button to verify the connection to the SMTP server. The installer will display a message dialog which shows whether the Test connection to the SMTP server succeeds or fails. If the SMTP server test connection fails, the installer will still let you move on to the next step. Just close the message dialog, then Click Next to continue.</p>
SMTP Port	The SMTP server must be listening to port 25.
System email address	Enter the email address of the system administrator. This is used as the sender's email address for all system-level email notifications.
Service Catalog Site Administrator Password	<p>(This option is not shown for an "upgrade" installation.)</p> <p>Enter the password for the Site Administrator of the application. The password cannot be blank. Enter alphanumeric characters for the password.</p> <p> Note The Site Administrator's username is preset to "admin" and can not be changed.</p>
Confirm Password	<p>(This option is not shown for an "upgrade" installation.)</p> <p>Re-enter the password for Site Administrator.</p>

Table 6-6 Service Catalog Configuration for WebLogic

Field	WebLogic
Service Catalog hostname	Enter the fully qualified domain hostname or IP address of the machine where the WebLogic server is running. The installer does not have to be executed on the same machine where the WebLogic server is running. So make sure that you enter the correct value for WebLogic hostname here.
Service Catalog HTTP port	Enter the Listen Port number assigned to the WebLogic server. The default value is 7001.
Service Catalog JNDI port	Enter the Listen Port number assigned to the WebLogic server. The default value is 7001.
Service Catalog protocol	Select the value "http" from the drop-down list. If you select "https", then your WebLogic server must already be SSL-enabled. In this case, make sure you enter the value of the SSL Listen Port for your WebLogic server in the "Service Catalog HTTP port" field above.
Datasource JNDI name	Enter the datasource JNDI name for the Service Catalog database which you have already configured for the WebLogic server as a prerequisite. The default value is "eis/SERVICECATALOGDS".
Data Mart JNDI name	Enter the datasource JNDI name for the Data Mart database here. The Data Mart database is needed if you plan to install the Reporting module. If you don't have the Reporting module, you can leave this value blank. The default value is "eis/DATAMARTDS".
Install Storefront service content	Prime Service Catalog can be installed with sample Storefront content. Select this option if you want these sample content to be imported automatically into your ServiceCatalog database during the installation. Deselect this option if you do not want to include the sample content for your installation. If you are upgrading from a previous Prime Service Catalog release, you should deselect this option. There is a chance that the sample Storefront content may clash with your existing data.

Table 6-7 Database Information Table for Advanced Installation

Field	Definition for SQL Server	Definition for Oracle
Hostname	Hostname or IP address of the database server	Hostname or IP address of the database server
Port	TCP/IP Port number used by the database server. The default value is 1433.	TCP/IP Port number used by the database server. The default value is 1521.

Field	Definition for SQL Server	Definition for Oracle
Database SID or Database Service Name	Not Applicable	If you use SID to connect to your Oracle database, then select the SID radio button, and enter the Oracle SID value. If you use Service Name to connect to your Oracle database, then select the Service Name radio button, and enter the Service Name value.
Username	Database username is the login ID and the db_owner of the “ServiceCatalog” database. The default value is “CPSCUser”.	Database username is the login ID and the schema name for the database schema. The default value is “CPSCUser”.
Password	Password for the database username.	Password for the database username.
Execute Database Scripts?	<p>The option is enabled only if you have clicked No in the ServiceCatalog Database Creation panel. This option should always be selected, which tells the installer to execute the sql scripts to either create a brand new schema in the ServiceCatalog database in the case of a new installation, or to upgrade an existing schema from a previous release to the current release in the case of an upgrade installation. (Refer to Chapter 7, “Upgrading Prime Service Catalog” for more detailed information on upgrading database.)</p> <p>When you want to reinstall the product WAR files without overwriting the existing ServiceCatalog database, you can deselect this option. Make sure you understand its implication before deselecting this option.</p>	
Advanced Options (for Oracle only)	This button is available in the ServiceCatalog Database window for Oracle only. When you click this button, Advanced Options window with the following files is displayed. Click Close after you enter the required details in the Advanced Options window.	
Enable multiple tablespaces? (for Oracle only)	Select this option if your existing ServiceCatalog database was created on multiple table spaces on Oracle.	
Default tablespace (for Oracle only)	The name of the tablespace where all of the definitional-data tables are created. Definitional-data tables have names that start with DEF. The default value is CCPDATA01	
Directory tablespace (for Oracle only)	The name of the tablespace where all of the directory-data tables are created. Directory-data tables have names that start with DIR. The default value is CCPDATA02	

Field	Definition for SQL Server	Definition for Oracle
Transaction tablespace (for Oracle only)	The name of the tablespace where all of the transactional-data tables are created. Transactional-data tables have names that start with TX. The default value is CCPDATA03. Any tables whose names are different from DEF, DIR or TX are stored in the Default tablespace	
Index tablespace (for Oracle only)	The name of the tablespace where all of the table indexes are created. The default value is CCPINDX.	

Table 6-8 *Advanced Options Table for Service Catalog Configuration panel*

Field	Definition
Enable clustering	This option is not available for JBoss and is grayed out. For WebLogic, select this option if you have a Clustered WebLogic environment.
Multicast address	This option is not available for JBoss and is grayed out. For WebLogic, if you select the Enable clustering option above, then you must enter a multicast IP address, which the Service Catalog application uses to communicate among the different nodes in the Cluster.
Custom content?	Select this option if you want to insert custom contents into the RequestCenter.war during the installation. After the installation your deployed RequestCenter.war directory will contain the custom contents, such as ISF and custom stylesheets. This is an optional step. If you don't install Custom Content at installation time, then after the installation, you can always extract the Content zip file manually on top of the deployed RequestCenter.war directory.
Custom content archive	Enter the location of the zip file that contains the custom contents. The zip file must adhere to the directory structure underneath RequestCenter.war directory. For example, inside the content.zip file, there are the following contents: <ul style="list-style-type: none"> • isfcode* • custom\mystyle* • images* Everything will be extracted under the RequestCenter.war stage directory, keeping the same directory structure intact.

Table 6-9 Service Link Configuration Table for Custom Installation using JBoss Server

Variable	Definition
Service Link Hostname	This value is preset to the same value that you entered for the Service Catalog hostname field on the Service Catalog Configuration panel. This is because both JBoss servers, one for Service Catalog application and one for Service Link application, will be running on the same machine. This value is grayed out so you cannot overwrite it.
JBoss admin username	The installer has preset the JBoss admin username to "adminuser" because it will install the JBoss AS software automatically for you. This username can be used to connect to the JBoss Admin Console if you need to perform any administration tasks for the JBoss installation. This value is grayed out so you can't overwrite it.
JBoss admin password	<p>If you chose to install only Service Link server on this computer, then the installer will prompt you to enter the password for the JBoss administrator user.</p> <p>This field will not be shown if you chose the "Both" option instead. This is because the password is preset to the same value that you entered for the JBoss admin password field on the Service Catalog Configuration panel.</p>
Confirm password	<p>Re-enter the password for the JBoss administrative user.</p> <p>This field will not be shown if you chose the "Both" option.</p>
Configure as windows service	<p>(For Windows only) On Windows operating system, the installer can automatically configure the JBoss server as a windows service. Select this option if you would like the installer to configure the JBoss server as a service named "Cisco Prime Service Link".</p> <p>This service will be configured to start up automatically at boot time. But right after the installation is completed, the service will not be started up for you. You will have to open the Microsoft Windows Services Console to start the "Cisco Prime Service Link" service for the first time after the installation. The service however will be started automatically when the Windows operating system is rebooted.</p>

Table 6-10 Messaging Configuration Table for Custom Installation

Field	Definition for JBoss	Definition for WebLogic
Queue hostname	Enter the fully qualified domain hostname or IP address of the JMS server. The JMS server is same as the Service Catalog server.	The JMS server can reside in any WebLogic server. But if you deploy Service Catalog in a Clustered WebLogic, then the JMS server needs to be configured on the WebLogic server where you deploy Service Link.
Queue port	Enter the JNDI Port assigned to the Service Catalog server. The default value is 4447.	Enter the Listen Port number assigned to the WebLogic server. The default value is 7001.
Queue connection factory	For JBoss, this value is preset to "jms/RemoteConnectionFactory", and thus is grayed out	The default value is "NSConnectionFactory"
Queue Username	Username that can have read/write access to JMS Queues. This Value for JBoss is preset to "jmsuser", and is grayed out.	The value of username for WebLogic is "weblogic".
Queue password	For JBoss, enter a password for the "jmsuser". The "jmsuser" will be created by the installer when it installs the JBoss software.	Enter the password for the "weblogic" user.
Confirm Password	This field is applicable for JBoss only. Re-enter the password for the "jmsuser".	Not Applicable

Table 6-11 Service Link Configuration Table for Custom Installation using WebLogic

Field	Definition for WebLogic
Service Link hostname	Enter the fully qualified domain hostname or IP address of the machine where the WebLogic server is running. <div style="text-align: center;">  Note </div> <p>The installer does not have to be executed on the same machine where the WebLogic server is running. So make sure that you enter the correct value for WebLogic hostname here.</p>
Service Link HTTP Port	Enter the Listen Port number assigned to the WebLogic server. The default value is 7001.
Service Link JNDI port	Enter the Listen Port number assigned to the WebLogic server. The default value is 7001

Field	Definition for WebLogic
Service Link protocol	Select the value "http" from the drop down list. If you select "https", then your "Service Link WebLogic Server" must already be SSL-enabled. In this case, make sure you enter the value of the SSL Listen Port for your "Service Link WebLogic Server" in the "Service Link HTTP port" field above.
Datasource JNDI name	Enter the datasource JNDI name for the ServiceCatalog database which you have already configured for the WebLogic server as a prerequisite. The default value is "eis/SERVICECATALOGDS".

