Before using this information, be sure to read the general information under Appendix, “Notices” on page 25.

This edition applies to VERSION 5.1.0.1, IBM Rational Directory Server and to all subsequent releases and modifications until otherwise indicated in new editions.

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*IBM Rational Directory Server Installation Guide*
1

About this manual

This manual guides you through the IBM® Rational® Directory Server (RDA) installation and uninstallation. It contains the following sections:

- Introduction
- Client Installation
- Client Removal
- Troubleshooting RDS

RDS documentation

This section provides the information on the related documents available for RDS. The following RDS documents are available on the Product Support Web site, http://www.ibm.com/software/rational/support/

<table>
<thead>
<tr>
<th>Document name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>IBM Rational Directory Server Installation Guide</td>
<td>Provides information about how installing RDS.</td>
</tr>
<tr>
<td>IBM Rational Server Product Manual</td>
<td>Provides detailed information about RDS features supported in this release.</td>
</tr>
<tr>
<td>IBM Rational Server Administration Manual</td>
<td>Provides information about RDS administration.</td>
</tr>
</tbody>
</table>

Contacting IBM Rational Software Support

If the self-help resources have not provided a resolution to your problem, you can contact IBM® Rational® Software Support for assistance in resolving product issues.

Note If you are a heritage Telelogic customer, a single reference site for all support resources is located at http://www.ibm.com/software/rational/support/telelogic/
Prerequisites

To submit your problem to IBM Rational Software Support, you must have an active Passport Advantage® software maintenance agreement. Passport Advantage is the IBM comprehensive software licensing and software maintenance (product upgrades and technical support) offering. You can enroll online in Passport Advantage from http://www.ibm.com/software/lotus/passportadvantage/howtoenroll.html.

- To learn more about Passport Advantage, visit the Passport Advantage FAQs at http://www.ibm.com/software/lotus/passportadvantage/brochures_faq_quickguides.html.
- For further assistance, contact your IBM representative.

To submit your problem online (from the IBM Web site) to IBM Rational Software Support, you must additionally:

- Be a registered user on the IBM Rational Software Support Web site. For details about registering, go to http://www.ibm.com/software/support/.
- Be listed as an authorized caller in the service request tool.

Submitting problems

To submit your problem to IBM Rational Software Support:

1. Determine the business impact of your problem. When you report a problem to IBM, you are asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem that you are reporting.

   Use the following table to determine the severity level:

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>The problem has a critical/business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.</td>
</tr>
<tr>
<td>2</td>
<td>This problem has a significant business impact: The program is usable, but it is severely limited.</td>
</tr>
</tbody>
</table>
2. Describe your problem and gather background information. When
describing a problem to IBM, be as specific as possible. Include all relevant
background information so that IBM Rational Software Support specialists
can help you solve the problem efficiently. To save time, know the answers
to these questions:

- What software versions were you running when the problem occurred?
  To determine the exact product name and version, use the option applicable to you:
  - Start the IBM Installation Manager and select **File > View Installed Packages**. Expand a package group and select a package to see the package name and version number.
  - Start your product, and click **Help > About** to see the offering name and version number.
- What is your operating system and version number (including any service packs or patches)?
- Do you have logs, traces, and messages that are related to the problem symptoms?
- Can you recreate the problem? If so, what steps do you perform to recreate the problem?
- Did you make any changes to the system? For example, did you make changes to the hardware, operating system, networking software, or other system components?
- Are you currently using a workaround for the problem? If so, be prepared to describe the workaround when you report the problem.

3. Submit your problem to IBM Rational Software Support. You can submit your problem to IBM Rational Software Support in the following ways:


---

<table>
<thead>
<tr>
<th>Severity</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>The problem has <em>some</em> business impact: The program is usable, but less significant features (not critical to operations) are unavailable.</td>
</tr>
<tr>
<td>4</td>
<td>The problem has <em>minimal</em> business impact: The problem causes little impact on operations or a reasonable workaround to the problem was implemented.</td>
</tr>
</tbody>
</table>
task navigator, click **Open Service Request**. Select the electronic problem reporting tool, and open a Problem Management Record (PMR), describing the problem accurately in your own words.

For more information about opening a service request, go to http://www.ibm.com/software/support/help.html

You can also open an online service request using the IBM Support Assistant. For more information, go to http://www.ibm.com/software/support/isa/faq.html.

- **By phone**: For the phone number to call in your country or region, go to the IBM directory of worldwide contacts at http://www.ibm.com/planetwide/ and click the name of your country or geographic region.

- **Through your IBM Representative**: If you cannot access IBM Rational Software Support online or by phone, contact your IBM Representative. If necessary, your IBM Representative can open a service request for you. You can find complete contact information for each country at http://www.ibm.com/planetwide/.
## Conventions used in this guide

<table>
<thead>
<tr>
<th>Typeface</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><em>Italic</em></td>
<td>Used for book titles and terminology.</td>
</tr>
<tr>
<td><strong>Bold</strong></td>
<td>Used for items that you can select and menu paths, also used for emphasis.</td>
</tr>
<tr>
<td><strong>Courier</strong></td>
<td>Used for commands, file names, and directory paths. Represents command syntax to be entered verbatim. Signifies computer output that displays on-screen.</td>
</tr>
<tr>
<td><strong>Courier Italic</strong></td>
<td>Represents values in a command string that you supply. For example, (drive:\username\commands).</td>
</tr>
</tbody>
</table>
Introduction

RDS is a single enterprise directory solution designed for user authentication and administration for IBM® Rational® Solutions for Enterprise Lifecycle Management tools. RDS allows the users to log on using the same credentials across Enterprise Lifecycle Management tools for which they have authorized access.

The RDS comes with the Graphical User Interface (GUI) based client application IBM® Rational® Directory Administration (RDA).

RDA is designed to support a wide range of platforms. For more information on the platform support see Operating system requirements (page 11).

RDS 5.1.0.1 supports only client upgradation. There are no changes to the server side operations. You can update the client by simply installing the RDA over the existing server (RDS 5.0, 5.1) installation.

Obtaining the RDA software

You can download the RDS from the support site or from the zip distribution. After downloading the RDS, make sure you verify the MD5 checksum available under the support site, http://www.ibm.com/support/fixcentral/ matches the downloaded installer. This will ensure that the downloaded installer is not corrupted.

Frequently Asked Questions

1. Which are the external LDAP servers supported by RDS?

2. What is the schema required by RDS in the external corporate server?
   The user information are extracted from the corporate servers based on the person/inetOrgPerson schema class and the primary attributes cn, sn, email, uid, givenname, telephoneNumber, mail, facsimileTelephoneNumber, description, postalAddress, and sAMAccountName.

   The group information are extracted based on the group/groupOfUniqueNames schema class and the attributes member/uniqueMember, description.
3. Do we need an Administrator privileges to create a partition?
You need a corporate LDAP server user with a Read access to the search bases specified in the partition.

4. I cannot use RDA on Solaris to create a partition with SSL enabled?
This is a known limitation. You need to install RDA on Windows as a workaround.

5. Why DOORS do not show up a user after changing the name of the user from one ou to another in the corporate LDAP?
If the name of a user (firstname, lastname, cn etc.) is changed keeping the same UID, or if a user is moved from one OU to another in the corporate LDAP, DOORS may not show up the user. The reason is, the RDS has already created an extended user object with the u.id as the user logon name (based on the logon attribute selected in the corporate partition) and tdsCorporateDn as the corporate DN of the user. If the corporate DN of the user changes in the corporate LDAP server, RDS will try to recreate the extended user object with the same user logon name (which is not changed in corporate LDAP) and would fail, as the user object with the same logon name already exists in the corporate LDAP. Hence, the particular user would not be shown in DOORS.

To solve this issue, it is recommended to modify the required attributes of the extended user object in RDS. Deleting the extended user object also solves the issue but it may delete the DOORS specific values for that user object, which may lead to information loss.

6. Is RDS supported on VMWare?
Currently, the RDS is not supported on a virtual environment.

7. How do you change the Webserver port from 8080 to any other values for IBM Rational Directory Administration (RDA)?
To change the default port number:

a. Edit the following lines in the Server.xml file located under
\<RDS_HOME\>/RDA_HOME\WebAccessServer\apache-tomcat-6.0.16 (-6.0.24 for 5.1.0.1 and 5.1.0.2)\conf folder:
   Connector port="8090" protocol="HTTP/1.1"
   connectionTimeout="20000"
   redirectPort="8443" />
<!-- A "Connector" using the shared thread pool-->

b. Restart the RDA for the changes to take effect.

**Note** The new port number is changed to 8090 in the above example.
3 System Requirements

This chapter contains the system requirements for RDA.
This chapter contains the following sections:
- Operating system requirements
- Disk space and memory requirements

Operating system requirements
RDS and RDA are supported on the following platforms:
- Sun Solaris 10 operating system 64 bit (x86-64 Platform)
- Red Hat Enterprise Linux Server 5 operating system 32 and 64 bit

Disk space and memory requirements
System requirement for RDA
Make sure that sufficient disk space is available before installing the RDA. The following table shows the minimum disk space and memory requirements for RDA.

<table>
<thead>
<tr>
<th>Minimum disk space required</th>
<th>Minimum memory required</th>
</tr>
</thead>
<tbody>
<tr>
<td>300 MB</td>
<td>512 MB</td>
</tr>
</tbody>
</table>
Chapter 3: System Requirements
Client Installation

Rational® Directory® Administration (RDA) is a GUI based client application helps the user to perform day-to-day administration tasks such as creating users, groups, roles, performing searches, migrating data, etc.

Installing the RDA

This section describes the RDA installation on Solaris, and Linux platforms. To start the installation, follow the instructions given below.

To install RDA, do the following:

You first need to set the execute permission for RDA.bin inorder to start the installation.

1. Unzip the RDA installer in a folder (use unzip or gunzip utilities).
1. Go to the install directory and set the execute permission to RDA.bin.
   
   
   
   
   chmod +x RDA.bin

   Skip this step for CD and DVD installation.
2. In the install directory, type "./RDA.bin" and press Enter to start the installation. The Introduction dialog box is displayed.

![Introduction dialog box](image)

3. Click Next. The License Agreement dialog box is displayed.

4. You can also save the licence details in a document.

   To copy the license information:
   - Right-click the license window and click Select All, and then click Copy.
   - Open any file, paste the license information and save the file.
5. Review and click **I accept the terms of the license agreement.**
6. Click Next. The **Choose Install Folder** dialog box is displayed. You can use the default location provided by the installer or click Choose to specify a different location. You can also edit the path manually by clicking anywhere in the text box. To use the default location, click the **Restore Default Folder**. This restores the default location provided by the installer.
7. Click **Next**. The **Pre-Installation Summary** dialog box is displayed. This dialog box shows the installation summary.

8. Review the information, and then click **Install**. The **Install Complete** dialog box is displayed if the installation is successful.
9. Click **Done** to exit the installer.

![Install Complete](image)

**Note**  The Web Access Server is automatically started as a background process when the web access server is installed. After installation, verify the server is running using the following command:

```
ps -ef | grep tomcat
```

If the tomcat process is not running, see the Troubleshooting RDS (page 23) section for details on starting the server.
Client Removal

Removing the RDA

This chapter describes the steps required to remove RDA on all platforms.

To remove RDA, do the following:

1. Go to the <RDA_Install_Dir>/UninstallRDA5.1.0.1 folder.
2. Type ./Uninstall_RDA_5.1.0.1 and press Enter. The Uninstall RDA 5.1.0.1 dialog box is displayed.
3. Click Uninstall. The Uninstaller removes the components one by one. The Uninstall Complete dialog box is displayed if the uninstallation is successful.
4. Click **Done** to exit the installer.
6

Launching RDA

This chapter describes how to launch the RDA application.

You can launch the Web RDA from any machine by providing the appropriate URL. The Web RDA is supported on Mozilla browser.

Note The RDA web server starts automatically during installation.

To start the RDA, do the following:

1. If the RDA web server is not started, run the following command to start the web server.

   `<RDA_Home>/WebAccessServer/Start_RDAWebServer.sh`

   For example:

   `$> /var/IBM/Rational/RDA_5.1/WebAccessServer/Start_RDAWebServer.sh`

2. Open the browser and type the URL for the RDS:

   `http://<hostname>:8080/webrda/rda`

   For example:

   `http://rdsserver:8080/webrda/rda`

   Note The `<hostname>` refers to the name of the server where the RDA is installed.

3. The RDS Login dialog box is displayed.
4. On the **Login** dialog box, type the details as:

<table>
<thead>
<tr>
<th>Field name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>URL</td>
<td>The LDAP URL should include a valid server name and a port number that was given at the time of RDS installation.</td>
</tr>
<tr>
<td></td>
<td>For example: ldap://dirserv:1636.</td>
</tr>
<tr>
<td></td>
<td>To open the RDS in secure mode, you can include the letter &quot;s&quot; in the ldap URL (where the &quot;s&quot; refers to the secure port), followed by a valid server name and a port number.</td>
</tr>
<tr>
<td>RDS Admin</td>
<td>The admin user name for RDS. The admin user <code>tdisAdmin</code> is set by the RDS installer.</td>
</tr>
<tr>
<td>Password</td>
<td>The admin password set at the time of RDS installation.</td>
</tr>
</tbody>
</table>

5. Click **Login**.

**Note** To stop the server, use the following command:

```
$> <RDA_Install_Dir>\WebAccessServer\apache-tomcat-6.0.16\bin\catalina.sh shutdown
```
## Troubleshooting RDS

This chapter describes the possible problems and solutions for RDS users.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| Client cannot locate the server. | Use the host name, such as `rdsserver`.  
Make sure the server is listed in the name service you are using, such as DNS, and try the fully qualified domain name (for example, `rdsserver.example.com`).  
Use the IP address for the host (for example, `192.168.2.60`). |
| Web-RDA login page does not launch. | Do the following:  
1. Shutdown the Tomcat server by running the following command: `<RDS_Install_Dir>\WebAccessServer\apache-tomcat-6.0.16\bin\catalina.sh shutdown`  
2. Delete the work folder from the following path: `<RDS_Install_Dir>\WebAccessServer\apache-tomcat-6.0.16\work`  
3. Start the server again by running the following command: `<RDS_Install_Dir>\WebAccessServer\Start_RDAWebServer.sh`  
4. Launch RDA. |
### Problem Solution

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| A bind exception is thrown on the command prompt when starting the Web Access Server. | 1. After installing the RDS Web Access Server, verify if the Web Access Server has started using the following command:  
   ps -ef | grep tomcat  
  2. If there is no tomcat running, execute the following command to start the server.  
   <RDS_Home>/WebAccessServer/Start_RDAWebServer.sh  
  3. If you get a bind exception error when starting the web access server, do the following:  
   4. Open the Server.xml file from the following location:  
      <RDS_Install_Dir>/WebAccessServer/apache-tomcat-6.0.16/conf  
   5. Search for the following line:  
      <Connector executor="tomcatThreadPool" port="8080" protocol="HTTP/1.1" connectionTimeout="20000" redirectPort="8443" />  
   6. Change the port="8080" attribute to a port that is free.  
   7. Search for the following line:  
      <Server port="8005" shutdown="SHUTDOWN">  
   8. Change the port="8005" to a free port that is available.  
  10. Run the following command to start the web server.  
      <RDS_Home>/WebAccessServer/Start_RDAWebServer.sh |
| Not able to launch the online help.                                      | Help for RDA can be launched by setting Netscape 7.0 or Mozilla as the default browser. For more information on setting up the Netscape browser, see the "Setting the Netscape browser" section of the IBM Rational Directory Server Administration Guide. |
Appendix: Notices

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