

**Rational.** Directory Server



Installation Guide



*IBM Rational Directory Server*  
*Installation Guide*  
*Release 5.1.0.1*

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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# 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/>

Document name	Description
IBM Rational Directory Server Installation Guide	Provides information about how installing RDS.
IBM Rational Server Product Manual	Provides detailed information about RDS features supported in this release.
IBM Rational Server Administration Manual	Provides information about RDS administration.

### 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\\_faqs\\_quickguides.html](http://www.ibm.com/software/lotus/passportadvantage/brochures_faqs_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.

Severity	Description
1	The problem has a <i>critical</i> business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution.
2	This problem has a <i>significant</i> business impact: The program is usable, but it is severely limited.



Severity	Description
3	The problem has <i>some</i> business impact: The program is usable, but less significant features (not critical to operations) are unavailable.
4	The problem has <i>minimal</i> business impact: The problem causes little impact on operations or a reasonable circumvention to the problem was implemented.

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:
  - **Online:** Go to the IBM Rational Software Support Web site at <https://www.ibm.com/software/rational/support/> and in the Rational support

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/>.

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## Conventions used in this guide

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



# 2

## 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 \(page 9\)](#).

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/software/rational/support/> matches the downloaded installer. This will ensure that the downloaded installer is not corrupted.



# 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 ( / SPARC 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.

<b>Minimum disk space required</b>	<b>Minimum memory required</b>
300 MB	512 MB





# 4

## 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:

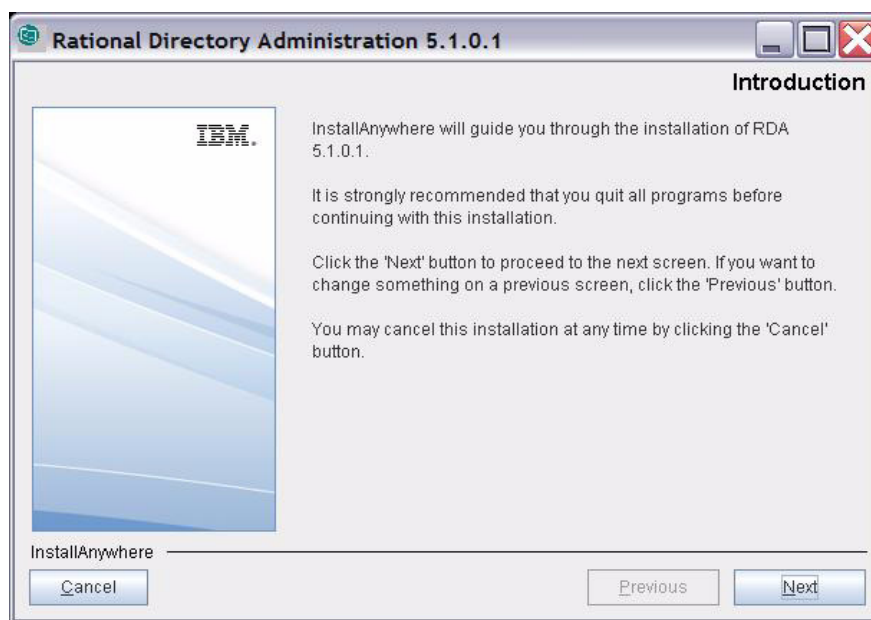
You first need to set the execute permission for **RDA.bin** in order to start the installation.

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.

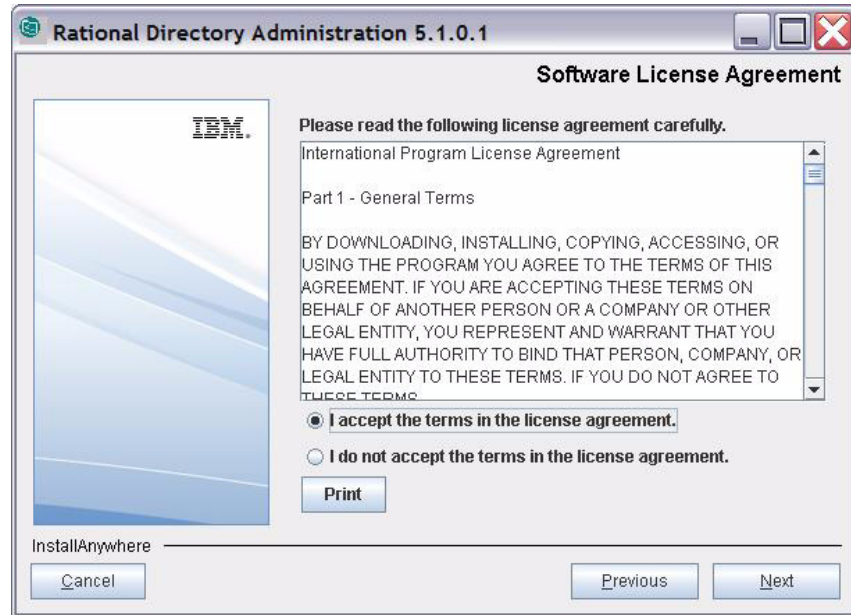


3. Click **Next**. The **License Agreement** dialog box is displayed.
4. You can also save the licence details in a document.

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.**

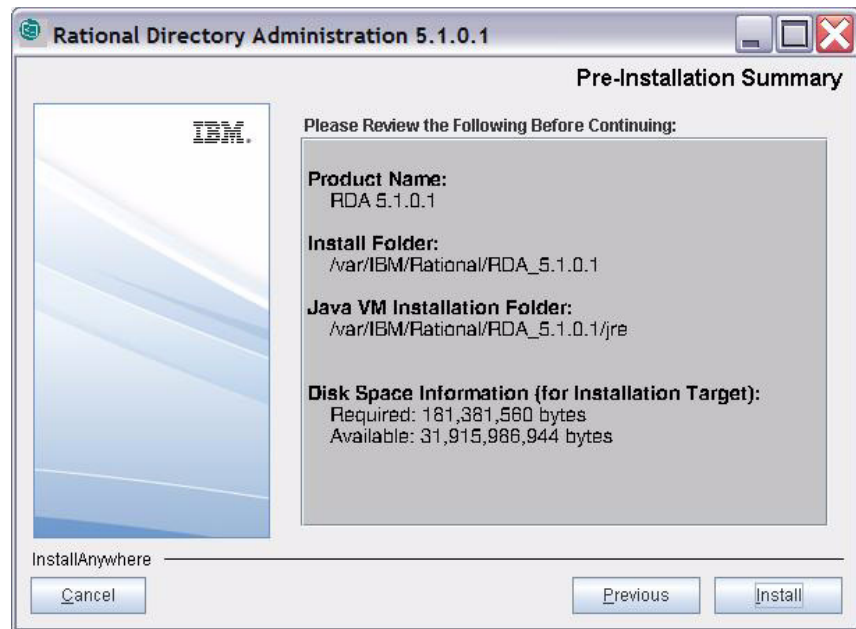


6. Click **Next**. The **Choose Install Folder** dialog box is displayed.

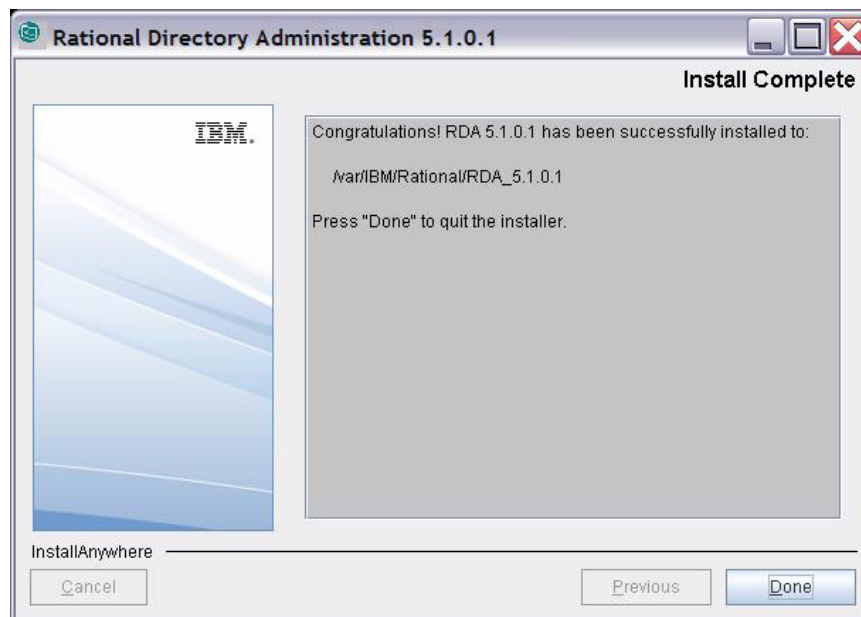
You can use the default location provided by the installer or click **Choose** to specify a different location. You can also edit the path manually by clicking anywhere in the text box. To use the default location, click the **Restore Default Folder**. This restores the default location provided by the 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.



**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.

# 5

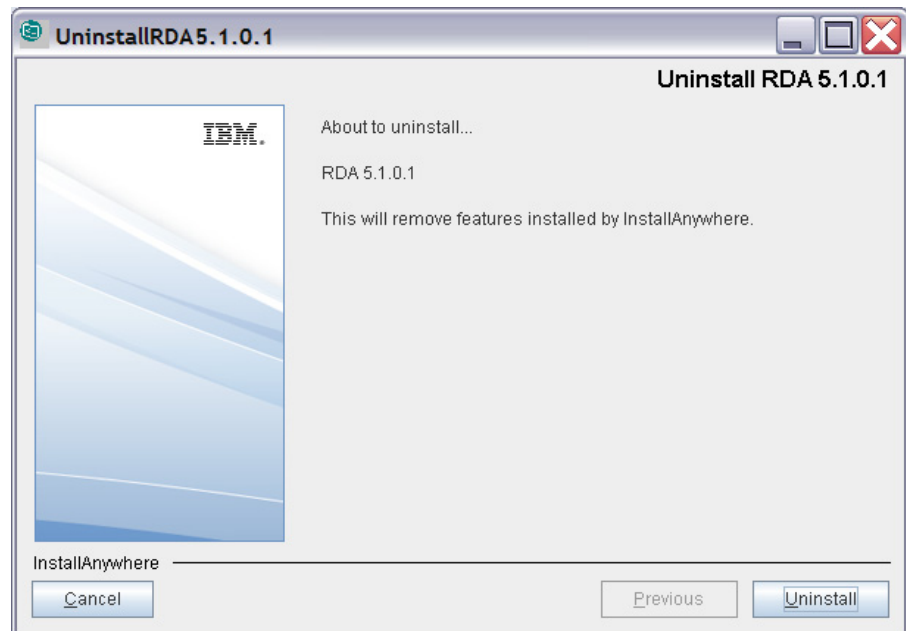
## Client Removal

### Removing the RDA

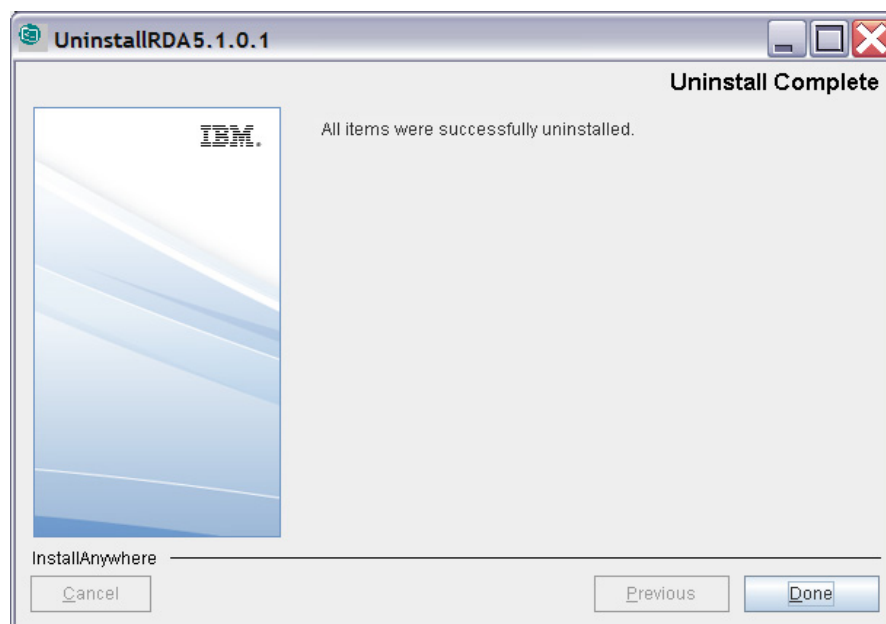
This chapter describes the steps required to remove RDA on all platforms.

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 desktop RDA that is installed on a client machine or 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.

```
<RDS_Home>/WebAccessServer/Start_RDAServer.sh
```

For example:

```
$> /var/IBM/Rational/RDS_5.1/WebAccessServer/  
Start_RDAServer.sh
```

2. Open the browser and type the URL for the RDS:  
`http://<hostname>:8080/webrda/rda.`

For example:

```
http://rdserver:8080/webrda/rda
```

**Note** The <hostname> refers to the name of the server where the RDS is installed.

3. The **RDS Login** dialog box is displayed.

4. On the **Login** dialog box, type the details as:

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

5. Click **Login**.

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

```
$> <RDS_Install_Dir>\WebAccessServer\apache-tomcat-6.0.16\bin\catalina.sh shutdown
```

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## Troubleshooting RDS

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

Problem	Solution
Client cannot locate the server.	<p>Use the host name, such as <i>rdserver</i>.</p> <p>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, <i>rdserver.example.com</i>).</p> <p>Use the IP address for the host (for example, <i>192.168.2.60</i>).</p>
Web-RDA login page does not launch.	<p>Do the following:</p> <ol style="list-style-type: none"><li>1. Shutdown the Tomcat server by running the following command: <code>&lt;RDS_Install_Dir&gt;\WebAccessServer\apache-tomcat-6.0.16\bin\catalina.sh shutdown</code></li><li>2. Delete the work folder from the following path: <code>&lt;RDS_Install_Dir&gt;\WebAccessServer\apache-tomcat-6.0.16\work</code></li><li>3. Start the server again by running the following command: <code>&lt;RDS_Install_Dir&gt;\WebAccessServer\Start_RDAServer.sh</code></li><li>4. Launch RDA.</li></ol>

Problem	Solution
<p>A bind exception is thrown on the command prompt when starting the Web Access Server.</p>	<ol style="list-style-type: none"> <li>1. After installing the <b>RDS Web Access Server</b>, verify if the Web Access Server has started using the following command: <pre style="margin-left: 20px;">ps -ef   grep tomcat</pre> </li> <li>2. If there is no tomcat running, execute the following command to <b>start</b> the server. <pre style="margin-left: 20px;">&lt;RDS_Home&gt;/WebAccessServer/Start_RDAServer.sh</pre> </li> <li>3. If you get a bind exception error when starting the web access server, do the following:</li> <li>4. Open the <code>Server.xml</code> file from the following location: <pre style="margin-left: 20px;">&lt;RDS_Install_Dir&gt;/WebAccessServer/apache-tomcat-6.0.16/conf</pre> </li> <li>5. Search for the following line: <pre style="margin-left: 20px;">&lt;Connector executor="tomcatThreadPool" port="8080" protocol="HTTP/1.1" connectionTimeout="20000" redirectPort="8443" /&gt;</pre> </li> <li>6. Change the <code>port="8080"</code> attribute to a port that is free.</li> <li>7. Search for the following line: <pre style="margin-left: 20px;">&lt;Server port="8005" shutdown="SHUTDOWN"&gt;</pre> </li> <li>8. Change the <code>port="8005"</code> to a free port that is available.</li> <li>9. Save the <code>Server.xml</code> file.</li> <li>10. Run the following command to <b>start</b> the web server. <pre style="margin-left: 20px;">&lt;RDS_Home&gt;/WebAccessServer/Start_RDAServer.sh</pre> </li> </ol>
<p>Not able to launch the online help.</p>	<p>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 <i>IBM Rational Directory Server Administration Guide</i>.</p>

## **Appendix: Notices**

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