

IBM Distributed Marketing
Version 9 Release 1
October 25, 2013

Upgrade Guide

IBM

Note

Before using this information and the product it supports, read the information in "Notices" on page 27.

This edition applies to version 9, release 1, modification 0 of IBM Distributed Marketing and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Upgrade overview

An upgrade of Distributed Marketing is complete when you upgrade, configure, and deploy Distributed Marketing. The Distributed Marketing Upgrade Guide provides detailed information about upgrading, configuring, and deploying Distributed Marketing.

Use the Upgrade Roadmap section to obtain a broad understanding about using the Distributed Marketing Upgrade Guide.

Upgrade Roadmap

Use the upgrade roadmap to quickly find the information that you need for upgrading Distributed Marketing.

You can use Table 1 to scan the tasks that must be completed for upgrading Distributed Marketing:

Table 1. Distributed Marketing upgrade roadmap

Topic	Information
Chapter 1, "Upgrade overview"	This topic provides the following information: <ul style="list-style-type: none">• "How the installers work" on page 2• "Modes of installation" on page 2• "Distributed Marketing documentation and help" on page 3
Chapter 2, "Planning Distributed Marketing upgrade," on page 5	This topic provides the following information: <ul style="list-style-type: none">• "Prerequisites" on page 5• "Upgrade prerequisites for all IBM EMM products" on page 7• "Backing up Distributed Marketing" on page 11• "IBM Distributed Marketing Installation database information worksheet" on page 7
Chapter 3, "Upgrading Distributed Marketing," on page 11	This topic provides the following information: <ul style="list-style-type: none">• Chapter 2, "Planning Distributed Marketing upgrade," on page 5• "Undeploying Distributed Marketing" on page 11• "Running the Distributed Marketing installer" on page 11

Table 1. Distributed Marketing upgrade roadmap (continued)

Topic	Information
Chapter 4, "Deploying the Distributed Marketing web application," on page 13	This topic provides the following information: <ul style="list-style-type: none">• "Deploying Distributed Marketing on WAS from a WAR file" on page 13• "Deploying Distributed Marketing on WAS from an EAR file" on page 14• "Deploying Distributed Marketing on WebLogic" on page 15
Chapter 5, "Uninstalling Distributed Marketing," on page 17	This topic provides information about how to uninstall Distributed Marketing.
Chapter 6, "The configTool utility," on page 19	Read more about the Config tool utilities in Distributed Marketing.

How the installers work

You must use the suite installer and the product installer when you install any IBM® EMM product. For example, for installing Distributed Marketing, you must use the IBM EMM suite installer and the IBM Distributed Marketing installer.

Make sure that you use the following guidelines before you use the IBM EMM suite installer and the product installer:

- The suite installer and the product installer must be in the same directory on the computer where you want to install the product. When multiple versions of a product installer are present in the directory with the master installer, the master installer always shows the latest version of the product on the IBM EMM Products screen in the installation wizard.
- If you are planning to install a patch immediately after you install an IBM EMM product, make sure that the patch installer is in the same directory as that of the suite and product installers.
- The default top-level directory for IBM EMM installations is /IBM/EMM for UNIX or C:\IBM\EMM for Windows. However, you can change the directory during installation.

Modes of installation

The IBM EMM suite installer can run in one of the following modes: GUI mode, console mode, or silent mode (also called the unattended mode). Select a mode that suits your requirements when you install Distributed Marketing.

GUI mode

Use the GUI mode for Windows or the X Window System mode for UNIX to install Distributed Marketing by using the graphical user interface.

Console mode

Use the console mode to install Distributed Marketing by using the command-line window.

Note: To display the Installer screens correctly in console mode, configure your terminal software to support UTF-8 character encoding. Other character encoding, such as ANSI, will not render the text correctly, and some information will not be readable.

Silent mode

Use the silent or unattended mode to install Distributed Marketing multiple times. The silent mode uses response files for installation, and does not require user input during the installation process.

Sample response files

You must create response files to set up a silent installation of Distributed Marketing. You can use sample response files to create your response files. The sample response files are included with the installers in the ResponseFiles compressed archive.

The following table provides information about sample response files:

Table 2. Description of sample response files

Sample response file	Description
installer.properties	The sample response file for the IBM EMM master installer.
installer_product initials and product version number.properties	The sample response file for the Distributed Marketing installer. For example, installer_ucn.n.n.n.properties is the response file of the Campaign installer, where n.n.n.n is the version number.

Note: After you install Distributed Marketing successfully, copy the reports zip and model file from Distributed Marketing installation directory, for example *<DistributedMarketing_Home>/reports*, to the folder where Cognos® server and framework manager are installed, for example, *<cognos_installtion_directoty>/deployment*.

Distributed Marketing documentation and help

IBM provides Distributed Marketing documentation and help for users, administrators, and developers.

The following table describes the various tasks in the installation of Distributed Marketing. The **Documentation** column contains names of documents where you can find more information about the tasks.

Table 3. Get up and running

Task	Documentation
View a list of new features, known issues, and workaround	<i>IBM Distributed Marketing Release Notes</i>
Install or upgrade Distributed Marketing and deploy the Distributed Marketing web application	One of the following guides: <ul style="list-style-type: none"> <i>IBM Distributed Marketing Installation Guide</i> <i>IBM Distributed Marketing Upgrade Guide</i>

The following tables describes administrative tasks in Distributed Marketing. The **Documentation** column contains names of documents where you can find more information about the tasks.

Table 4. Configure and use Distributed Marketing

Task	Documentation
<ul style="list-style-type: none"> • Set up and configure the system for users • Adjust security settings • Map tables, define offer templates and custom attributes • Run utilities and perform maintenance 	<i>IBM Distributed Marketing Administrator's Guide</i>
<ul style="list-style-type: none"> • Create and deploy marketing campaigns • Analyze campaign results 	<i>IBM Distributed Marketing User's Guide</i>

The following tables contains information about Online Help and obtaining PDFs for Distributed Marketing. The **Instructions** column describes how to open Online Help and access documentation for the Distributed Marketing.

Table 5. Getting help

Task	Instructions
Open online help	<ol style="list-style-type: none"> 1. Choose Help > Help for this page to open a context-sensitive help topic. 2. Click the Show Navigation icon in the help window to display the full help.
Obtain PDFs	Use either of the following methods: <ul style="list-style-type: none"> • Choose Help > Product Documentation to access Distributed Marketing PDFs. • Choose Help > All IBM EMM Suite Documentation to access all available documentation.
Get support	Go to http://www.ibm.com/support to access the IBM Support Portal.

Chapter 2. Planning Distributed Marketing upgrade

Examine upgrade scenarios when you upgrade the Distributed Marketing. Upgrade scenarios provide guidelines for upgrading Distributed Marketing to the specific version.

See the following table when you upgrade Distributed Marketing:

Table 6. Version and upgrade paths

Source version	Upgrade path
Affinium Collaborate 7.x.x, pre-8.6.0 versions of Distributed Marketing	You must upgrade to Distributed Marketing 8.6 before you can upgrade to Distributed Marketing 9.0 or 9.1 version.
For Distributed Marketing 8.6, 8.6.0.x, and 9.0 version	You can directly upgrade to Distributed Marketing 9.1 version.

Note: If you try to install a product over an existing version from which the upgrade is not supported, you receive a message asking whether you want to cancel the installation or continue with the new installation.

Prerequisites

Before you install or upgrade any IBM EMM product, you must ensure that your computer complies with all the prerequisite software and hardware.

System requirements

For information about system requirements, see the *Recommended Software Environments and Minimum System Requirements* guide.

Network domain requirements

The IBM EMM products that are installed as a suite must be installed on the same network domain to comply with the browser restrictions that are designed to limit the security risks that can occur with cross-site scripting.

JVM requirements

IBM EMM applications within a suite must be deployed on a dedicated Java™ virtual machine (JVM). IBM EMM products customize the JVM that is used by the web application server. If you encounter errors that are related to the JVM, you must create an Oracle WebLogic or WebSphere® domain that is dedicated to the IBM EMM products.

Knowledge requirements

To install IBM EMM products, you must have a thorough knowledge of the environment in which the products are installed. This knowledge includes knowledge about operating systems, databases, and web application servers.

Internet browser settings

Make sure that your internet browser complies with the following settings:

- The browser must not cache web pages.
- The browser must not block pop-up windows.

Access permissions

Verify that you have the following network permissions to complete the installation tasks:

- Administration access for all necessary databases
- Read and write access to the relevant directory and subdirectories for the operating system account that you use to run the web application server and IBM EMM components
- Write permission for all files that you must edit
- Write permission for all directories where you must save a file, such as the installation directory and backup directory if you are upgrading
- Appropriate read/write/execute permissions to run the installer

Verify that you have the administrative password for your web application server.

For UNIX, all installer files for IBM products must have full permissions, for example, `rwxr-xr-x`.

JAVA_HOME environment variable

If a **JAVA_HOME** environment variable is defined on the computer where you install an IBM EMM product, verify that the variable points to a supported version of JRE. For information about system requirements, see the *Recommended Software Environments and Minimum System Requirements* guide.

Make sure that the **JAVA_HOME** environment variable points to JRE 1.6. If the **JAVA_HOME** environment variable points to an incorrect JRE, you must clear the **JAVA_HOME** variable before you run the IBM EMM installers.

You can clear the **JAVA_HOME** environment variable by using one of the following methods:

- Windows: In a command window, enter `set JAVA_HOME=` (leave empty) and press Enter.
- UNIX: In the terminal, enter `export JAVA_HOME=` (leave empty) and press Enter.

```
export JAVA_HOME= (leave empty)
```

After the environment variable is cleared, the IBM EMM installers use the JRE that is bundled with the installers. You can reset the environment variable after the installation is complete.

Marketing Platform requirement

You must install Marketing Platform before you install any IBM EMM products. For each group of products that work together, you must install Marketing Platform only once. Each product installer checks whether the required products are installed. If your product or version is not registered with Marketing Platform, a message prompts you to install or upgrade Marketing Platform before you

proceed with your installation. Marketing Platform must be deployed and running before you can set any properties on the **Settings > Configuration** page.

Campaign requirement

You must install and configure Campaign before you install the Distributed Marketing.

Upgrade prerequisites for all IBM EMM products

Meet all requirements for permissions, operating system, and knowledge correctly before you upgrade Distributed Marketing to ensure a seamless upgrade experience.

Removing response files generated by previous installations

If you are upgrading from a version before 8.6.0, you must delete the response files that are generated by previous Distributed Marketing installations. Old response files are not compatible with the 8.6.0 and later installers.

Failure to remove old response files can result in having incorrect data pre-filled in installer fields when the installer is run, or in the installer failing to install some files or skipping configuration steps.

The IBM response file is named `installer.properties`.

The response files for each product are named `installer_productversion.properties`.

The installer creates response files in the directory that you specify during installation. The default location is the home directory of the user.

User account requirement for UNIX

On UNIX, the user account that installed the product must complete the upgrade, otherwise the installer fails to detect a previous installation.

32-bit to 64-bit version upgrades

If you are moving from a 32-bit to a 64-bit version of Distributed Marketing, ensure that you complete the following tasks:

- Ensure that the database client libraries for your product data sources are 64-bit.
- Ensure that all relevant library paths, for example startup or environment scripts, correctly reference the 64-bit versions of your database drivers.

IBM Distributed Marketing Installation database information worksheet

Use the Distributed Marketing installation worksheet to gather information about the Distributed Marketing database and about other IBM EMM products that are required for the installation of Distributed Marketing.

Use the IBM Distributed Marketing database information worksheet to gather information about the database that contains your Distributed Marketing system tables.

Table 7. Distributed Marketing database information worksheet

Field	Notes®
Database type	
Database name	
Database account user name	
Database account password	
JNDI name	
ODBC name	

Checklist for IBM Marketing Platform

The installation wizards for each IBM EMM product must be able to communicate with the Marketing Platform system table database to register the product. Each time that you run the installer, you must enter the following database connection information for the Marketing Platform system table database:

- Database type
- JNDI name
- JDBC driver class
- JDBC connection URL
- JDBC driver class path on your computer
- Database host name
- Database port
- Database name or schema ID
- User name and password for the database account

Information about web component

Obtain the following information for all IBM EMM products that have a web component, which you deploy on a web application server:

- The protocol that is HTTP or HTTPS, if SSL is implemented in the web application server.
- The name of the systems on which the web application servers are installed. You can have one or several web application servers, depending on the IBM EMM environment that you are setting up.
- The port on which the application server listens. If you plan to implement SSL, obtain the SSL port.
- The network domain for your deployment system. For example, mycompany.com.

IBM Site ID

If you are installing an IBM EMM product in one of the countries listed on the Country for Install screen of your product installer, you must enter your IBM Site ID in the space provided. Your IBM Site ID can be found on one of the following documents:

- IBM Welcome letter
- Tech Support Welcome letter
- Proof of Entitlement letter

- Other communications that are sent when you purchase your software

IBM might use the data that is provided by the installed software to better understand how customers use our products and to improve customer support. The data that is gathered does not include any information that identifies individuals. Complete the following actions if you do not want to have such information to be collected:

1. After Marketing Platform is installed, log on to Marketing Platform as a user with administration privileges.
2. Go to **Settings > Configuration**, and set the Disable Page Tagging property under the **Platform** category to True.

Information for creating JDBC connections

Use default values when you create JDBC connections if specific values are not provided. For more information, see the application server documentation.

Note: If you are not using the default port setting for your database, make sure that you change it to the correct value.

WebLogic

Use the following values if your application server is WebLogic:

SQLServer

- Database Driver: Microsoft MS SQL Server Driver (Type 4) Versions: 2008, 2008R2
- Default port: 1433
- Driver class: `com.microsoft.sqlserver.jdbc.SQLServerDriver`
- Driver URL: `jdbc:sqlserver://<your_db_host>:<your_db_port>;databaseName=<your_db_name>`
- Properties: Add `user=<your_db_user_name>`

Oracle 11 and 11 g

- Driver: Other
- Default port: 1521
- Driver class: `oracle.jdbc.OracleDriver`
- Driver URL: `jdbc:oracle:thin:@<your_db_host>:<your_db_port>:<your_db_service_name>`
Enter the driver URL by using the format that is shown. IBM EMM applications do not allow the use of Oracle's RAC (Real Application Cluster) format for JDBC connections.
- Properties: Add `user=<your_db_user_name>`

DB2®

- Driver: Other
- Default port: 50000
- Driver class: `com.ibm.db2.jcc.DB2Driver`
- Driver URL: `jdbc:db2://<your_db_host>:<your_db_port>/<your_db_name>`
- Properties: Add `user=<your_db_user_name>`

WebSphere

Use the following values if your application server is WebSphere:

SQLServer

- Driver: N/A
- Default port: 1433
- Driver class:
com.microsoft.sqlserver.jdbc.SQLServerConnectionPoolDataSource
- Driver URL: N/A

In the **Database Type** field, select **User-defined**.

After you create the JDBC Provider and data source, go to the **Custom Properties** for the data source, and add, modify properties as follows.

- serverName=<your_SQL_server_name>
- portNumber =<SQL_Server_Port_Number>
- databaseName=<your_database_name>

Add the following custom property:

Name: webSphereDefaultIsolationLevel

Value: 1

Datatype: Integer

Oracle 11 and 11 g

- Driver: Oracle JDBC Driver
- Default port: 1521
- Driver class: oracle.jdbc.OracleDriver
- Driver URL:
jdbc:oracle:thin:@<your_db_host>:<your_db_port>:<your_db_service_name>

Enter the driver URL by using the format that is shown. IBM EMM applications do not allow the use of Oracle's RAC (Real Application Cluster) format for JDBC connections.

DB2

- Driver: DB2 Universal JDBC Driver Provider
- Default port: 50000
- Driver class: com.ibm.db2.jcc.DB2Driver
- Driver URL: jdbc:db2://<your_db_host>:<your_db_port>/<your_db_name>

Chapter 3. Upgrading Distributed Marketing

Before you upgrade from any version of Distributed Marketing, be sure that you understand all the steps about how to upgrade Distributed Marketing to the new version.

Backing up Distributed Marketing

Back up all files and the Distributed Marketing database before you begin the upgrade process. If the upgrade process fails, a backup provides a way to restore to a known working state.

Undeploying Distributed Marketing

When you undeploy Distributed Marketing, the web application server releases the lock on the WAR file from your Distributed Marketing source system. The source system is updated by the Distributed Marketing upgrade installation.

After you undeploy the Distributed Marketing, upgrade process registers the new version of Distributed Marketing in Marketing Platform.

Shutting down and restarting the web application server

After you undeploy IBM Distributed Marketing, shut down and restart the web application server to ensure that the lock on the WAR file is released.

Running the Distributed Marketing installer

When you run the Distributed Marketing installer, the installer detects your existing version of Distributed Marketing and prompts you to confirm the upgrade process. After your confirmation, the installer starts the upgrade process.

Follow the guidelines while you upgrade Distributed Marketing:

- When the installer prompts you for the installation location, specify the location of the parent directory of the Distributed Marketing installation directory.
- The upgrade process updates the previously migrated registration information for the new version of Distributed Marketing.

Note: For detailed installation steps to install Distributed Marketing in upgrade mode, see "How installers work" in the *Distributed Marketing Installation Guide*.

Verifying the Distributed Marketing upgrade

After upgrade process completes, you must verify that your Distributed Marketing application is upgraded to the version 9.1.

Complete the following steps to verify the Distributed Marketing upgrade:

1. After you finish the upgrade, check the installation log, stdout, stderr files for details.
2. Log in to the Distributed Marketing application, and check whether Distributed Marketing settings are accessible.

3. Verify that List and On Demand Campaign (ONDC) instances are accessible.

Verifying the Distributed Marketing database upgrade

For database upgrade, you can select manual upgrade or automatic upgrade.

To verify your database is upgraded successfully, complete the following actions for automatic and manual database upgrade:

- Verify that you get the successful upgrade message on the Upgrade wizard complete window. At the end of upgrade process, you must not have any errors.
- You must check installation log , stder, and stdout files for details.

Chapter 4. Deploying the Distributed Marketing web application

You can deploy the web application by either including the Distributed Marketing in an EAR file or by deploying the Distributed Marketing WAR file.

Use the following guidelines to deploy Distributed Marketing:

- When you run the IBM installer, you might include Distributed Marketing in an EAR file, or you can choose to deploy the Distributed Marketing WAR file. If you included the Marketing Platform or other products in an EAR file, you must follow all the deployment guidelines that are detailed in the individual installation guides for the products included in the EAR file.
- You must know how to work with web application server. Consult your web application server documentation for details such as navigation in the Administration console.

Deploying Distributed Marketing on WAS from a WAR file

You can deploy the Distributed Marketing application from a WAR file on WAS.

Complete the following tasks before you deploy Distributed Marketing:

- Confirm that your version of WebSphere meets the requirements in the *Recommended Software Environments and Minimum System Requirements* document, including any necessary fix packs or upgrades.
- Confirm that you created the data sources and database provider in WebSphere.

To deploy the Distributed Marketing application WAR file on WAS, complete the following steps:

1. Go to the WebSphere Integrated Solutions Console.
2. If your system tables are in DB2, click the data source that you created. Go to the Custom Properties for the data source.
3. Select the Custom properties link.
4. Set the value for the **resultSetHoldability** property to 1.
If you do not see the **resultSetHoldability** property, create the **resultSetHoldability** property and set its value to 1.
5. Go to **Applications > Application Types > WebSphere enterprise applications** and click **Install**.
6. In the Preparing for the application installation window, select the **Detailed - Show all options and parameters** check box and click **Next**.
7. Click **Continue** to see the Install New Application wizard.
8. Accept the default settings on the windows of the Install New Application wizard except the following windows:
 - In step 1 of the Install New Application wizard, select the **Precompile JavaServer Pages files** check box.
 - In step 3 of the installation wizard, set the **JDK Source Level** to 16.
9. In the left navigation panel of WebSphere Integrated Solutions Console, navigate to **Applications > Application Types > WebSphere enterprise applications**.

10. In the Enterprise Applications window, click the `unica.war` file.
11. In the **Web Module Properties** section, click **Session Management** and select the following check boxes:
 - **Override session management**
 - **Enable Cookies**
12. Click **Enable Cookies**, and in the **Cookie name** field, enter a unique cookie name.
13. In the **Applications > Enterprise Applications** section of the server, select the WAR file that you deployed.
14. In the **Detail Properties** section, select **Class loading and update detection**.
15. In the **Class loader order** section, select the **Classes loaded with local class loader first (parent last)** option.
16. Start your deployment.

Deploying Distributed Marketing on WAS from an EAR file

You can deploy the Distributed Marketing application on WAS when Distributed Marketing is a module within an EAR file.

You can deploy Distributed Marketing by using an EAR file if you included Distributed Marketing in an EAR file when you ran the IBM EMM installer.

Before you deploy Distributed Marketing:

- Confirm that your version of WebSphere meets the requirements in the *Recommended Software Environments and Minimum System Requirements* document, including any necessary fix packs or upgrades.
- Confirm that you created the data sources and database provider in WebSphere.

To deploy Distributed Marketing from an EAR file onto WebSphere Application Server, complete the following steps:

1. Go to the WebSphere Integrated Solutions Console.
2. If your system tables are in DB2, click the data source that you created. go to the Custom Properties for the data source. .
3. Select the Custom properties link.
4. Set the value for the **resultSetHoldability** property to 1.
If you do not see the **resultSetHoldability** property, create the **resultSetHoldability** property and set its value to 1.
5. Go to **Applications > Application Types > WebSphere enterprise applications** and click **Install**.
6. In the Preparing for the application installation window, select the **Detailed - Show all options and parameters** check box and click **Next**.
7. Click **Continue** to see the Install New Application wizard.
8. Accept the default settings on the windows of the Install New Application wizard except the following windows:
 - In step 1 of the Install New Application wizard, select the **Precompile JavaServer Pages files** check box.
 - In step 3 of the installation wizard, set the **JDK Source Level** to 16.
9. In the left navigation panel of WebSphere Integrated Solutions Console, navigate to **Applications > Application Types > WebSphere enterprise applications**.

10. In the Enterprise Applications window, select the EAR file that you want to deploy.
11. In the **Web Module Properties** section, click **Session Management** and select the following check boxes:
 - **Override session management**
 - **Enable Cookies**
12. Click **Enable Cookies**, and in the **Cookie name** field, enter a unique cookie name.
13. In the **Detail Properties** section, select **Class loading and update detection**.
14. In the **Class loader order** section, select the **Classes loaded with local class loader first (parent last)** option.
15. Start your deployment.

For more information about WebSphere Application Server version 8, see Welcome to the WebSphere Application Server information center.

Specifying generic JVM arguments

The generic Java™ Virtual Machine (JVM) arguments are used to configure and adjust how the JVM runs in the application. Specify the generic JVM arguments while you deploy Distributed Marketing on WebSphere.

Specify following generic JVM arguments in the server's JVM properties field:

- `-Dcollaborate.home=` Distributed Marketing installation directory
- `-Dclient.encoding.override=UTF-8`
- Set the memory heap size parameters for the JVM by entering 1024 in both the **Initial Heap Size** and **Maximum Heap Size** fields.

Deploying Distributed Marketing on WebLogic

You can deploy IBM EMM products on WebLogic.

Use the following guidelines when you deploy Distributed Marketing on WebLogic:

- IBM EMM products customize the JVM used by WebLogic. You might need to create a WebLogic instance dedicated to IBM EMM products if you encounter JVM-related errors.
- Verify that the SDK selected for the WebLogic domain you are using is the Sun SDK by looking in the startup script (`startWebLogic.cmd`) for the `JAVA_VENDOR` variable. It should be set to: `JAVA_VENDOR=Sun` . If it is set to `JAVA_VENDOR=BEA` , JRockit has been selected. JRockit is not supported. To change the selected SDK, refer to the WebLogic documentation.
- Deploy the IBM EMM products as web application modules.
- On UNIX systems, you must start WebLogic from the console to allow correct rendering of graphical charts. The console is usually the machine on which the server is running. In some cases, however, the web application server is set up differently.

If a console is not accessible or does not exist, you can emulate a console using Exceed. You must configure Exceed so that your local Xserver process connects to the UNIX machine in root window or single window mode. If you start the web application server using Exceed, you must keep Exceed running in the

background to allow the web application server to continue running. Please contact IBM Technical Support for detailed instructions if you encounter problems with chart rendering.

Connecting to the UNIX machine via telnet or SSH always causes problems rendering charts.

- If you are configuring WebLogic to use the IIS plug-in, review the WebLogic documentation.
- Add the following parameters in the JAVA_OPTIONS section of startWeblogic.cmd or startWeblogic.sh:
-Dcollaborate.home=*Distributed Marketing installation directory*
-Dfile.encoding=*UTF-8*
- If deploying in a production environment, set the JVM memory heap size parameters to 1024 by adding the following line to the setDomainEnv script: Set MEM_ARGS=-Xms1024m -Xmx1024m -XX:MaxPermSize=256m

For WebLogic 11g, make the following changes to the campaign.war file:

1. If you also use AIX® 7.1 with WL11g, remove the xercesImpl.jar file from the unpackaged WEB_INF/lib directory.
2. Build the campaign.war file to include the changes that you made before deploying the war file.

Chapter 5. Uninstalling Distributed Marketing

Run the Distributed Marketing uninstaller to uninstall Distributed Marketing. When you run the Distributed Marketing uninstaller, the files that were created during the installation process are removed. For example, files such as configuration files, installer registry information, and user data are removed from the computer.

When you install IBM EMM products, an uninstaller is included in the `Uninstall_Product` directory, where *Product* is the name of your IBM product. On Windows, an entry is also added to the **Add or Remove Programs** list in the Control Panel.

If you manually remove the files in your installation directory instead of running the uninstaller, the result might be an incomplete installation if you later reinstall an IBM product in the same location. After uninstalling a product, its database is not removed. The uninstaller only removes default files that are created during installation. Any file that is created or generated after installation is not removed.

Note: On UNIX, the same user account that installed Distributed Marketing must run the uninstaller.

Complete the following tasks to uninstall Distributed Marketing:

1. If you have deployed the Distributed Marketing web application, undeploy the web application from WebSphere or WebLogic.
2. Shut down WebSphere or WebLogic.
3. Stop the processes that are related to Distributed Marketing.
4. If the `ddl` directory exists in the product installation directory, run the scripts that are provided in the `ddl` directory to drop tables from the system table database.
5. Complete one of the following steps to uninstall Distributed Marketing:
 - Double-click the Distributed Marketing uninstaller that exists in the `Uninstall_Product` directory. The uninstaller runs in the mode in which you installed Distributed Marketing.
 - In a command-line window, navigate to the directory where the uninstaller exists, and run the following command to uninstall Distributed Marketing by using the console mode:
Uninstall_Product -i console
 - In a command-line window, navigate to the directory where the uninstaller exists, and run the following command to uninstall Distributed Marketing by using the silent mode:
Uninstall_Product -i silent

When you uninstall Distributed Marketing by using the silent mode, the uninstallation process does not present any dialogs for user interaction.

Note: If you do not specify an option for uninstalling Distributed Marketing, the Distributed Marketing uninstaller runs in the mode in which Distributed Marketing is installed.

Chapter 6. The configTool utility

The properties and values on the Configuration page are stored in the system tables. You can use the configTool utility to import and export configuration settings to and from the system tables.

When to use configTool

You might want to use configTool for the following reasons.

- To import partition and data source templates that are supplied with Campaign, which you can then modify and duplicate by using the Configuration page.
- To register (import configuration properties for) IBM EMM products, if the product installer is unable to add the properties to the database automatically.
- To export an XML version of configuration settings for backup or to import into a different installation of IBM EMM.
- To delete categories that do not have the **Delete Category** link. You do this by using configTool to export your configuration, then manually deleting the XML that creates the category, and by using configTool to import the edited XML.

Important: This utility modifies the `usm_configuration` and `usm_configuration_values` tables in the Marketing Platform system table database, which contains the configuration properties and their values. For best results, either create backup copies of these tables, or export your existing configurations by using configTool and back up the resulting file so you have a way to restore your configuration if you make an error when you use configTool to import.

Syntax

```
configTool -d -p "elementPath" [-o]
```

```
configTool -i -p "parent ElementPath" -f importFile [-o]
```

```
configTool -x -p "elementPath" -f exportFile
```

```
configTool -vp -p "elementPath" -f importFile [-d]
```

```
configTool -r productName -f registrationFile [-o] configTool -u  
productName
```

Commands

```
-d -p "elementPath" [o]
```

Delete configuration properties and their settings, specifying a path in the configuration property hierarchy.

The element path must use the internal names of categories and properties. You can obtain them by going to the Configuration page, selecting the wanted category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the | character, and surround the path with double quotation marks.

Note the following.

- Only categories and properties within an application can be deleted by using this command, not whole applications. Use the `-u` command to unregister a whole application.
- To delete categories that do not have the **Delete Category** link on the Configuration page, use the `-o` option.

When you use `-d` with the `-vp` command, the `configTool` deletes any child nodes in the path you specify if those nodes are not included in the XML file you specify.

`-i -p "parentElementPath" -f importFile [o]`

Import configuration properties and their settings from a specified XML file.

To import, you specify a path to the parent element under which you want to import your categories. The `configTool` utility imports properties under the category you specify in the path.

You can add categories at any level below the top level, but you cannot add a category at same level as the top category.

The parent element path must use the internal names of categories and properties. You can obtain them by going to the Configuration page, selecting the required category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the `|` character, and surround the path with double quotation marks.

You can specify an import file location relative to the `tools/bin` directory or you can specify a full directory path. If you specify a relative path or no path, `configTool` first looks for the file relative to the `tools/bin` directory.

By default, this command does not overwrite an existing category, but you can use the `-o` option to force an overwrite.

`-x -p "elementPath" -f exportFile`

Export configuration properties and their settings to an XML file with a specified name.

You can export all configuration properties or limit the export to a specific category by specifying a path in the configuration property hierarchy.

The element path must use the internal names of categories and properties, which you can obtain by going to the Configuration page, selecting the wanted category or property, and looking at the path that is displayed in parentheses in the right pane. Delimit a path in the configuration property hierarchy by using the `|` character, and surround the path with double quotation marks.

You can specify an export file location relative to the current directory or you can specify a full directory path. If the file specification does not contain a separator (`/` on UNIX, `/` or `\` on Windows), `configTool` writes the file to the `tools/bin` directory under your Marketing Platform installation. If you do not provide the `xml` extension, `configTool` adds it.

`-vp -p "elementPath" -f importFile [-d]`

This command is used mainly in manual upgrades, to import configuration properties. If you applied a fix pack that contains a new configuration property, and you then upgrade, importing a configuration file as part of a manual upgrade process can override values that were set when the fix pack was applied. The `-vp` command ensures that the import does not override previously set configuration values.

Important: After you use the `configTool` utility with the `-vp` option, you must restart the web application server on which Marketing Platform is deployed so the changes are applied.

When you use `-d` with the `-vp` command, the `configTool` deletes any child nodes in the path you specify if those nodes are not included in the XML file you specify.

`-r productName -f registrationFile`

Register the application. The registration file location can be relative to the `tools/bin` directory or can be a full path. By default, this command does not overwrite an existing configuration, but you can use the `-o` option to force an overwrite. The `productName` parameter must be one of those names that are listed above.

Note the following.

- When you use the `-r` command, the registration file must have `<application>` as the first tag in the XML.
Other files can be provided with your product that you can use to insert configuration properties into the Marketing Platform database. For these files, use the `-i` command. Only the file that has the `<application>` tag as the first tag can be used with the `-r` command.
- The registration file for the Marketing Platform is named `Manager_config.xml`, and the first tag is `<Suite>`. To register this file on a new installation, use the `populateDb` utility, or rerun the Marketing Platform installer as described in the *IBM Marketing Platform Installation Guide*.
- After the initial installation, to re-register products other than the Marketing Platform, use `configTool` with the `-r` command and `-o` to overwrite the existing properties.

The `configTool` utility uses product names as parameters with the commands that register and unregister products. With the 8.5.0 release of IBM EMM, many product names changed. However, the names that are recognized by `configTool` did not change. The valid product names for use with `configTool` are listed below, along with the current names of the products.

Table 8. Product names for configTool registration and unregistration

Product name	Name used in configTool
Marketing Platform	Manager
Campaign	Campaign
Distributed Marketing	Collaborate
eMessage	emessage
Interact	interact
Contact Optimization	Optimize
Marketing Operations	Plan

Table 8. Product names for configTool registration and unregistration (continued)

Product name	Name used in configTool
CustomerInsight	Insight
Digital Analytics for On Premises	NetInsight
Opportunity Detection	Detect
Leads	Leads
Interaction History	InteractionHistory
Attribution Modeler	AttributionModeler
IBM SPSS® Modeler Advantage Enterprise Marketing Management Edition	SPSS
Digital Analytics	Coremetrics

-u *productName*

Unregister an application that is specified by *productName*. You do not have to include a path to the product category; the product name is sufficient, and it is required. The process removes all properties and configuration settings for the product.

Options

-o

When used with *-i* or *-r*, it overwrites an existing category or product registration (node).

When used with *-d*, you can delete a category (node) that does not have the **Delete Category** link on the Configuration page.

Examples

- Import configuration settings from a file named `Product_config.xml` in the `conf` directory under the Marketing Platform installation.

```
configTool -i -p "Affinium" -f Product_config.xml
```
- Import one of the supplied Campaign data source templates into the default Campaign partition, `partition1`. The example assumes that you placed the Oracle data source template, `OracleTemplate.xml`, in the `tools/bin` directory under the Marketing Platform installation.

```
configTool -i -p "Affinium|Campaign|partitions|partition1|dataSources" -f OracleTemplate.xml
```
- Export all configuration settings to a file named `myConfig.xml` in the `D:\backups` directory.

```
configTool -x -f D:\backups\myConfig.xml
```
- Export an existing Campaign partition (complete with data source entries), save it to a file named `partitionTemplate.xml`, and store it in the default `tools/bin` directory under the Marketing Platform installation.

```
configTool -x -p "Affinium|Campaign|partitions|partition1" -f partitionTemplate.xml
```
- Manually register an application named `productName`, by using a file named `app_config.xml` in the default `tools/bin` directory under the Marketing Platform installation, and force it to overwrite an existing registration of this application.

- ```
configTool -r product Name -f app_config.xml -o
```
- Unregister an application named productName.  

```
configTool -u productName
```



---

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If you encounter a problem that you cannot resolve by consulting the documentation, your company's designated support contact can log a call with IBM technical support. Use these guidelines to ensure that your problem is resolved efficiently and successfully.

If you are not a designated support contact at your company, contact your IBM administrator for information.

### Information to gather

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- A brief description of the nature of your issue.
- Detailed error messages that you see when the issue occurs.
- Detailed steps to reproduce the issue.
- Related log files, session files, configuration files, and data files.
- Information about your product and system environment, which you can obtain as described in "System information."

### System information

When you call IBM technical support, you might be asked to provide information about your environment.

If your problem does not prevent you from logging in, much of this information is available on the About page, which provides information about your installed IBM applications.

You can access the About page by selecting **Help > About**. If the About page is not accessible, check for a `version.txt` file that is located under the installation directory for your application.

### Contact information for IBM technical support

For ways to contact IBM technical support, see the IBM Product Technical Support website: ([http://www.ibm.com/support/entry/portal/open\\_service\\_request](http://www.ibm.com/support/entry/portal/open_service_request)).

**Note:** To enter a support request, you must log in with an IBM account. This account must be linked to your IBM customer number. To learn more about associating your account with your IBM customer number, see **Support Resources > Entitled Software Support** on the Support Portal.



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