

**DITACMS** 

# **Web Collaborative Reviewer Installation Guide**



# Table of contents

<b>Preface: Introduction</b>	
Copyright notice	5
New in this documentation release	5
<b>Chapter 1: Installing and configuring the Web Collaborative Reviewer (WCR) service</b>	
WCR overview	8
WCR system requirements	8
<b>Installing and configuring Tomcat</b>	9
Install Tomcat on Windows	9
Install Tomcat on Linux	10
Configure the Tomcat service	12
Configure Tomcat Java options (Windows)	12
Configure Tomcat Java options (Linux)	13
Test your Tomcat installation	14
<b>Install the WCR application</b>	16
<b>Configure Kerberos authentication on the WCR (Windows only)</b>	17
<b>Configure the WCR</b>	18
Create an active reviewer definition	20
<b>Install or update WCR Help files</b>	21
<b>Connect to the WCR application</b>	22

<b>Upgrade the WCR application</b>	<b>23</b>
Upgrade to JDK 7	23
<b>Chapter 2: Providing information to IXIASOFT Customer Support</b>	
<b>Reporting Web Collaborative Reviewer display problems</b>	<b>28</b>
<b>Reporting Web Collaborative Reviewer application fails to open</b>	<b>28</b>
<b>Reporting Web Collaborative Reviewer application errors and crashes</b>	<b>29</b>
<b>Exporting the system folder and Index Definition document</b>	<b>29</b>
<b>Turn on the Java Console</b>	<b>30</b>

# Introduction

This document provides the procedures to install and configure the Web Collaborative Reviewer.

## Copyright notice

---

©2011-2016 IXIASOFT Technologies Inc. All rights reserved. Except as otherwise expressly permitted by IXIASOFT Technologies Inc., this publication, or parts thereof, may not be reproduced or distributed in any form, by any method, for any purpose.

This publication and the information contained herein are made available by IXIASOFT Technologies Inc. "as is." IXIASOFT Technologies Inc. disclaims all warranties, either express or implied, including but not limited to any implied warranties of merchantability or fitness for a particular purpose regarding these materials.

## New in this documentation release

---

### Release 4.2.31 updates

- Added new section describing how to report issues to customer service. See [Providing information to IXIASOFT Customer Support](#) on page 27.

### Release 4.2 updates

- Added procedures for installing the Tomcat service, see [Installing and configuring Tomcat](#) on page 9.
- Added procedures for deploying the WCR Help files, see [Install or update WCR Help files](#) on page 21.



# 1

## Installing and configuring the Web Collaborative Reviewer (WCR) service

### Topics:

- **WCR overview**
- **WCR system requirements**
- **Installing and configuring Tomcat**
- **Install the WCR application**
- **Configure Kerberos authentication on the WCR (Windows only)**
- **Configure the WCR**
- **Install or update WCR Help files**
- **Connect to the WCR application**
- **Upgrade the WCR application**

This set of topics describes how to install, configure, and update the Web Collaborative Reviewer (WCR) service.

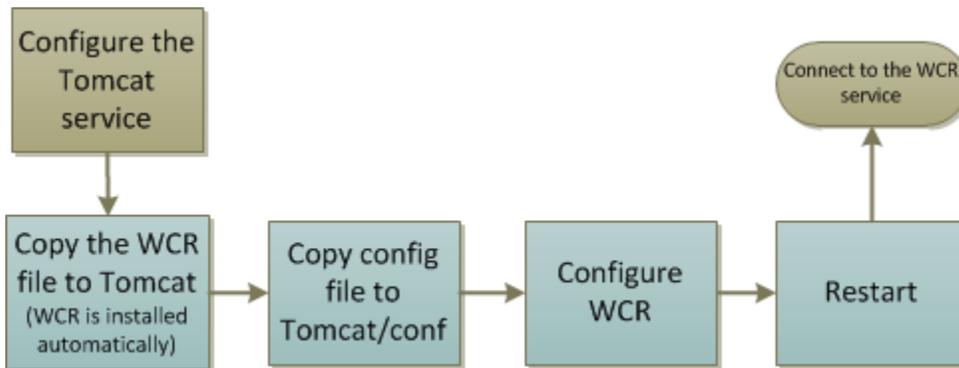
## WCR overview

---

The *Web Collaborative Reviewer* (WCR) is a server-side software used in the DITA CMS document review cycle.

SME workstations connect to the WCR application through a browser in order to display and comment topics that have edit/review status. Once the SMEs have completed their review, the annotated topics and/or images can be viewed by DITA CMS author-users from their respective workstations.

The WCR installation is a simple five-step process, as shown below.



**Figure 1: WCR installation**

## WCR system requirements

---

The WCR system requires a web application server and one or more workstations, with software as described below.

### Web application server requirements

Before installing WCR, install the following on the web application server that will host the WCR application:

- Java 1.7.0\_51 or 1.7.0-80 and up (Java 1.8 is not supported), 64-bit version (JRE or JDK)
- Apache Tomcat 6.x, 64-bit version

**Note:** Installers are available at: <http://tomcat.apache.org/download-60.cgi>. When prompted by the Tomcat installer, select the Java 7.0 JRE on your system.

### Workstation requirements

Requirements for SME workstations are listed below.

- Internet browser
  - On Windows:
    - Internet Explorer 8.x and up
    - Mozilla Firefox 3.6 and up
    - Safari 5.1 and up
  - On Linux:
    - Mozilla Firefox 3.6 and up
- 1.7.0\_51+ (Java 1.8 is not supported)

## Installing and configuring Tomcat

---

This section describes how to install and configure the Tomcat service for Web collaborative Reviewer (WCR).

The process for setting up the Tomcat service involves:

1. **Installing the Tomcat service on the machine that will host the WCR.**
2. **Configuring the Tomcat service.**
3. **Configuring the Tomcat Java options.**
4. **Testing the Tomcat installation.**

### Install Tomcat on Windows

To install Tomcat on Windows:

1. **Go to the following URL:**

<http://tomcat.apache.org/download-60.cgi>

2. **Select the 32-bit/64-bit Windows Service Installer.**

The *apache-tomcat-6.0.x.exe* file is downloaded.

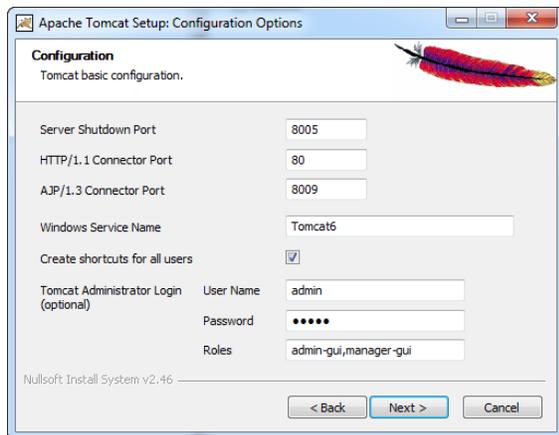
3. **Run the installer and follow the instructions. When requested to enter the Configuration Options, enter the following information:**

- **HTTP/1.1 Connector Port:** Change the default value to specify a port that is not used (for example, 80).

**Important:** Do **not** use the default **HTTP/1.1 Connector Port** (value 8080) since this will conflict with the GlassFish port.

- **Tomcat Administrator Login User Name:** Type the username for accessing the Tomcat Manager. For example, `admin`.
- **Tomcat Administrator Login Password:** Type the password for accessing the Tomcat Manager. For example, `admin`.

You can leave the other fields as is; for example:



4. **Click Next.**
5. **Complete the installation using the default values provided and click Finish.**

## Install Tomcat on Linux

To install Tomcat on Windows on Linux:

1. **Go to the following URL:**

<http://tomcat.apache.org/download-60.cgi>

2. **Select the tar.gz download.**

The `apache-tomcat-6.0.x.tar.gz` file is downloaded.

3. **Untar the file to the `/opt` directory; for example:**

```
[root@t19c6264 opt]# tar xvfz /home/userx/apache-tomcat-6.0.37.tar.gz
```

4. **Open the `%TomcatDir%/conf/server.xml` file (for example, `/opt/tomcat6/conf/server.xml`).**
5. **Set the `port` attribute to a port that is not currently used.**

For example:

```
<Connector port="8090" protocol="HTTP/1.1"
  connectionTimeout="20000"
  redirectPort="8443" />
```

**Note:** By default, port 8080 is used, but this may conflict with the GlassFish server port.

6. **Save and close the `%TomcatDir%/conf/server.xml` file.**
7. **Create the `setenv.sh` file in `%TomcatDir%/bin/` and add the following lines:**

```
#!/bin/sh
JRE_HOME="<JRE_Location>"
export JAVA_OPTS
export JRE_HOME
```

8. **To make the file executable, enter:**

```
chmod a+x <filename>
```

For example:

```
chmod a+x /opt/tomcat6/bin/setenv.sh
```

9. **Replace `<JRE_Location>` with the path to the Java installation on your machine:**

For example:

```
JRE_HOME="/usr/java/jre1.7.0_51"
```

10. **Save and close `setenv.sh`.**

**Note:** Make sure that `setenv.sh` has the same owner and permissions as `startup.sh`.

11. **Start Tomcat from the `%TomcatDir%/bin/` directory, as follows:**

```
[root@t19c6264 bin]# ./startup.sh
```

An output similar to the following is displayed:

```
Using CATALINA_BASE:   /opt/tomcat6
Using CATALINA_HOME:   /opt/tomcat6
Using CATALINA_TMPDIR: /opt/tomcat6/temp
Using JRE_HOME:        /usr/java/jre1.7.0_51
Using CLASSPATH:       /opt/tomcat6/bin/bootsrap.jar
```

## Configure the Tomcat service

Once Tomcat is installed, you need to make some changes to its `server.xml` file.

To configure the Tomcat service:

### 1. Browse to the `%TomcatDir%\conf` in directory. For example:

- In Windows:

```
C:\Program Files\Apache Software Foundation\Tomcat 6.0\conf
```

- In Linux:

```
/opt/tomcat6/conf
```

### 2. Open the `server.xml` file using a text editor.

### 3. Edit the `server.xml` file as follows:

- a) Verify that the `Connector` port is set to the unused port you specified when you installed Tomcat (for example, port 80).
- b) Set the `connectionTimeout` attribute to 120000.
- c) Add the `disableUploadTimeout` attribute and set it to `true`.

For example:

```
<Connector port="80" protocol="HTTP/1.1"  
  connectionTimeout="120000"  
  redirectPort="8443"  
  disableUploadTimeout="true"/>
```

### 4. Save and close `server.xml`.

## Configure Tomcat Java options (Windows)

Once the Tomcat service is installed, you must configure the Tomcat Java options for a Windows server.

The Tomcat service must be installed on the server that will host the WCR application.

To configure Tomcat Java options:

### 1. Click **Start > Apache Tomcat 6.0 > Configure Tomcat**.

The **Apache Tomcat 6 Properties** dialog box appears.

### 2. Select the **Java** tab.

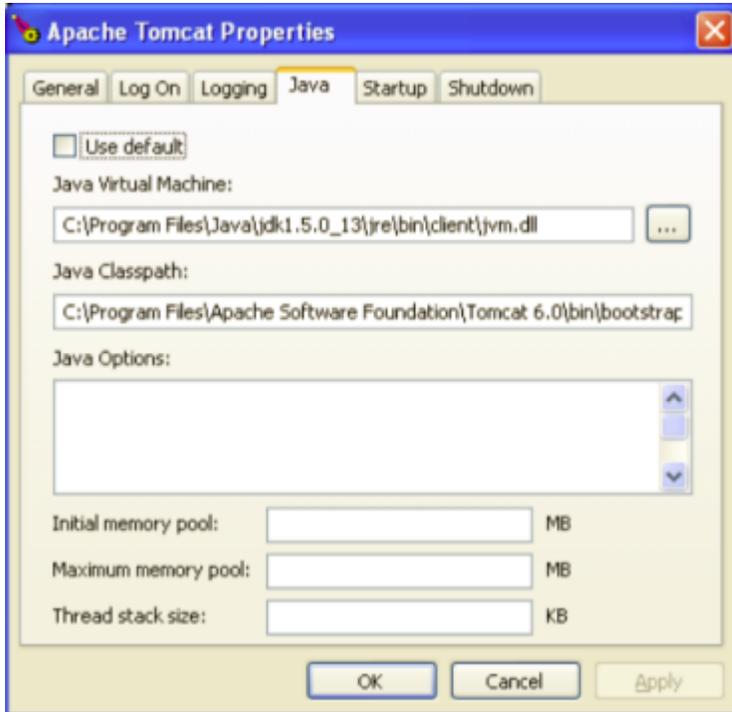


Figure 2: Tomcat Java tab

3. In the Initial memory pool box, type 512.
4. In the Maximum memory pool box, type 2048.
5. Click OK.
6. Restart Tomcat from the Configure Tomcat application rather than the Windows Services panel, so that memory pool settings are applied.

To restart the service, click the **General** tab and click **Stop** and then **Start**.

## Configure Tomcat Java options (Linux)

Once the Tomcat service is installed, you must configure Tomcat Java options for a Linux server. The Tomcat service must be installed on the server that will host the Web Collaborative Reviewer (WCR) application.

**To configure Tomcat Java options:**

1. For the standalone install, create the `setenv.sh` file in `%TomcatDir%/bin/` and add the following lines:

```
#!/bin/sh
JRE_HOME="/usr/java/jre1.6.xxx/bin/java"
export JAVA_OPTS
```

```
export JRE_HOME
```

**Important:** The `JAVA_OPTS=` statement must appear on a single line.

**Note:**

Make sure that:

- **setenv.sh** has the same owner and permissions as **startup.sh**.
- The `JRE_HOME` statement specifies the path to the Java installation on your machine.

**2. Save and close setenv.sh.**

**3. For the service install, edit the tomcat6.conf file located in `%TomcatDir%/conf/`.**

**4. Search for the line beginning with `JAVA_OPTS=` and merge the current parameters with the ones shown below.**

```
"-Xms512m -Xmx2048m"
```

**5. Restart Tomcat.**

## Test your Tomcat installation

Before you deploy the Web Author Application on the Tomcat server, make sure Tomcat is installed properly.

To test your installation:

**Enter the following URL in a web browser:**

```
http://<tomcatserver:port>/
```

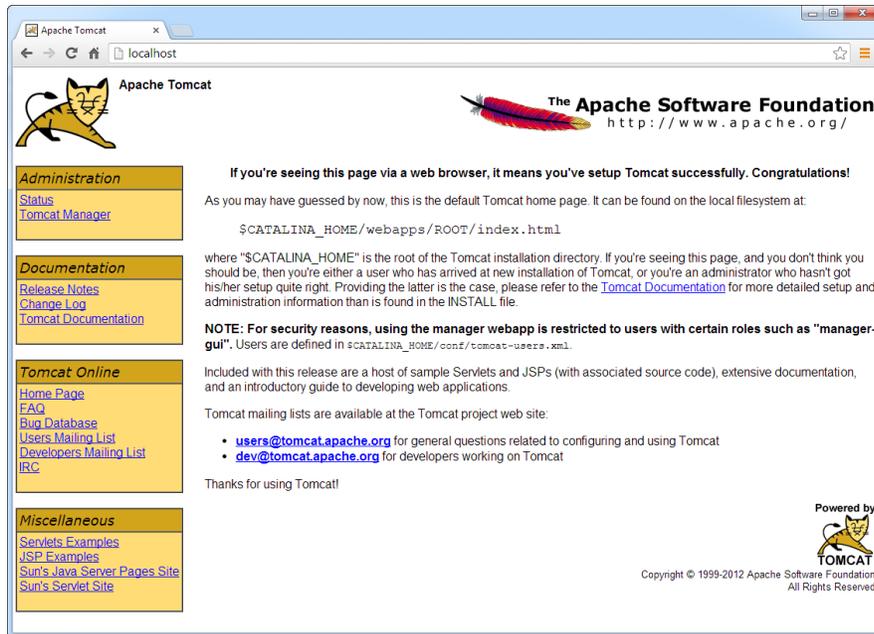
Where `<tomcatserver>` is the address of the Tomcat server. For example:

```
http://acmetomcatserver:80/
```

or

```
http://localhost:80/
```

If the installation was successful, the following page is displayed:



## Troubleshooting the Tomcat installation

If a blank page is displayed, then Tomcat was not installed properly. The most common reason for a Tomcat installation failure is configuring the HTTP/1.1 Connector Port to a port that was already in use.

To determine why Tomcat did not install and start properly, look at the following log file:

```
%TomcatDir%/logs/catalina.<date>.log
```

This file provides detailed information about why Tomcat did not start. For example, consider the following message:

```
May 28, 2013 11:16:30 AM org.apache.catalina.core.StandardService start
SEVERE: Failed to start connector [Connector[HTTP/1.1-80]]
LifecycleException: service.getName(): "Catalina"; Protocol handler start failed:
java.net.BindException: Address already in use: JVM_Bind <null>:80
```

This message indicates that Tomcat is configured to use HTTP/1.1 port 80, but this port is already used by another application. To solve this issue:

1. Find a port that is not used by another application.

You can use a utility such as `netstat` to get a list of ports already used.

2. Open the `%TomcatDir%/conf/server.xml` file.
3. Look for the `<Connector>` element for the HTTP/1.1 protocol.

For example:

```
<Connector port="80" protocol="HTTP/1.1"
  connectionTimeout="20000"
  redirectPort="8443" />
```

4. Set the port attribute as appropriate; for example:

```
<Connector port="8090" protocol="HTTP/1.1"
  connectionTimeout="20000"
  redirectPort="8443" />
```

5. Save and close the file.

6. Restart Tomcat.

Contact IXIASOFT Support if you cannot solve the issue.

## Install the WCR application

---

This procedure describes how to install the WCR application.

To install the WCR application:

1. **Download the WCR package:**

a) **Open the IXIASOFT Web Collaborative Reviewer download page:**

<http://cms.ixiasoft.com/downloads/wcr/>

b) **Click the link for the current version and continue clicking the links until you can download the WCR .war file (*wcr-[version].war*).**

**Note:** (Optional) If you want to rename the **wcr** application to something more meaningful to SMEs who will be using the service, do so now before proceeding to the next step, because the name of the WAR file determines the names of the files that are installed. For clarity, the instructions that follow assume you have used the original name, **wcr**.

2. **Copy the *wcr.war* file into the *%TomcatDir%/webapps/* folder.**

3. **If the *wcr.war* file does not automatically extract its files into the directory, stop and restart Tomcat.**

4. **Open the *%TomcatDir%/webapps/wcr/conf* folder.**

5. **Copy the *WCRConfig.xml* and *qoppa.license.xml* file to *%TomcatDir%/conf*.**

This is the folder to which Tomcat refers for configuration information for its web applications.

6. **Rename *WCRConfig.xml* to *wcr.xml*.**

**Note:** The target name must match the name of your application (**wcr** in this example).

# Configure Kerberos authentication on the WCR (Windows only)

---

If the Web Collaborative Reviewer (WCR) connects to a TEXTML Server that uses Kerberos authentication, you must configure Kerberos authentication for the WCR.

This section describes the procedure for configuring Kerberos authentication for the WCR.

**Note:** This procedure applies to Windows only.

## 1. Create the *krb5.ini* Kerberos configuration file.

This file specifies the Kerberos configuration used for authentication. Configure it as follows:

- `realm`: Kerberos realm name. This is the Fully Qualified Domain Name (FQDN) of your Windows domain.
- `kdc`: Kerberos Key Distribution Center (KDC) host name and port (Windows domain controller).

For example:

```
[domain_realm]
.acme.local = ACME.LOCAL
acme.local = ACME.LOCAL
acme = ACME.LOCAL
[libdefaults]
  dns_lookup_kdc = true
  dns_lookup_realm = true
[logging]
[realms]
ACME.LOCAL = {
  kdc = dc1.acme.local
  kdc = dc2.acme.local
  admin_server = dc1.acme.local
}
```

## 2. Save the file in the `%TomcatDir%/conf/` directory.

For example:

```
C:\Program Files\Apache Software Foundation\Tomcat 6.0\conf\
```

## 3. Create the *login.conf* login configuration file.

This file specifies the Java login configuration for Active Directory. It must include the following code:

```
TextmlClientLogin
{
    com.sun.security.auth.module.Krb5LoginModule required useTicketCache=false;
};
```

4. Save the file in the `%TomcatDir%/conf/` directory.
5. To specify the location of these files to Tomcat, start the Tomcat Monitor:
  - a) From the Start menu, select **All Programs > Apache Tomcat 6.0 Tomcat6**, right-click **Monitor Tomcat**, and select **Run as administrator**.

The **Apache Tomcat 6.0 Tomcat6 Properties** dialog appears.

- b) Select the **Java** tab.
- c) In the **Java Options** area, add the following options:

```
-Djava.security.krb5.conf=%TomcatDir%\conf\krb5.ini  
-Djava.security.auth.login.config=%TomcatDir%\conf\login.conf
```

Where `%TomcatDir%` is the location of the Tomcat directory; for example:

```
-Djava.security.krb5.conf=C:\Program Files\Apache Software Foundation\Tomcat  
6.0\conf\krb5.ini  
-Djava.security.auth.login.config=C:\Program Files\Apache Software Foundation\Tomcat  
6.0\conf\login.conf
```

**Important:** Do not use the `%TomcatDir%` variable; you must specify the absolute path to the Kerberos files.

## Configure the WCR

---

This procedure describes how to configure the Web Collaborative Reveiewer (WCR).

**To configure the WCR:**

1. Create a working folder for the Tomcat service. For example, `C:\tmp\wcr`.

**Note:** Ensure that the Tomcat service has read and write permissions for the working folder you created.

2. Browse to the `%TomcatDir%\conf` folder where you installed Tomcat. For example:

- In Windows:

```
C:\Program Files\Apache Software Foundation\Tomcat 6.0\conf
```

- In Linux:

```
/opt/tomcat6/conf
```

3. Open the `wcr.xml` file with a text editor.

4. For the `publication name` attribute, type a title which will appear at the top of the WCR login dialog box, and at the top of the browser once the connection is established.

```
<publication name='My WCR window'>
```

5. Edit the `<textml-connection>` attributes as follows:

Attribute	Value
<code>address</code>	Type the IP address or name of the server hosting TEXTML Server.
<code>port</code>	Type the port number used by the TEXTML Server (default is 2500). If you are using SSL security, specify the secure SSL port.
<code>secure</code>	If you are using SSL, set this parameter to <code>'true'</code> .

**Note:** To enable SSL, you may also need to install a CA certificate on the WCR. See *Installing and Configuring TEXTML Server for DITA CMS* for more information.

<code>docbase</code>	Type the name of the DITA CMS Content Store.
<code>synchdir</code>	Type the path to the WCR working directory you created earlier. For example, <code>'C:\tmp\wcr'</code> .

For example:

```
<textml-connection address='ixtextml' port='2500' secure='false' docbase='d4dox'
synchDir='C:\tmp\wcr' />
```

6. Edit the `<output-generator>` attributes as follows:

Attribute	Value
<code>address</code>	Type the IP address or name of the server hosting the Output Generator.
<code>port</code>	Type the port number used by the Output Generator.
<code>secure</code>	Set the value to <code>'false'</code> . The <code>secure</code> attribute is currently not used for the Output Generator.

```
<output-generator address='prep-ux.ixiasoft.com' port='1500' secure='false' />
```

**Note:** The IP address and port must match the string specified in the `corba.properties` file during Output Generator configuration. (See the Output Generator Installation Guide for more information.)

**Tip:** The port numbers for all Tomcat services are listed in **server.xml** located in `%TomcatDir%/conf/`.

7. **Save and close the `wcr.xml` file.**

8. **To apply the configuration, do one of the following:**

- Restart Tomcat. (See note below.)
- If you have Web Host Manager installed, use it to restart only the WCR application. (This option will not disrupt the activity of those using other Tomcat webapps.)

**Caution:** Restarting Tomcat will cut users' connections to all web applications running on the Tomcat server. If you choose this option, it is recommended that you warn your users that you are going to do a restart, or wait and restart the server at a time when there is no network activity.

### Next steps:

To complete the configuration, see [Create an active reviewer definition](#) on page 20.

## Create an active reviewer definition

The WCR server uses the "active\_reviewer" index to control when documents become active for users, according to the users' role and the document status. This procedure describes how to add an active reviewer definition to the Index Definition document.

### Prerequisites:

Before attempting this procedure, define roles and timelines for your system.

**The WCR server uses the "active\_reviewer" index to control when documents become active for users, according to the users' role and the document status.**

To create the active reviewer definition:

1. **Open the TEXTML Administration perspective.**
2. **Connect to your server and Content Store.**
3. **Expand the Content Store node to display the Index Definition branch.**
4. **Check out the Index Definition document and open it with an XML editor.**
5. **Under `<indexes>` add an `<index>` element, named `active_reviewer`.**

```
<index NAME="active_reviewer"
</index>
```

## 6. Add custom property and sync attributes as shown below.

```
<index NAME="active_reviewer" CUSTOMPROPERTY="True" SYNC="True">
</index>
```

## 7. Define it as a string type index and set it up to keep extracted values:

```
<stringindex KEEPEXTRACTEDVALUES="True">
```

**Note:** *String indexes* are used to identify phrases (for example, "John Smith"), whereas word indexes cannot contain spaces.

## 8. Create an `<element>` and `XPATH` for each user role that will be using the WCR application for document reviews, and define status associated with that role.

For example:

```
<elements>
  <element XPATH="//assignedTo[parent::node()/@role='Technical SME' and
//status='Authoring:content review']" DEPTH="INFINITE"/>
  <element XPATH="//assignedTo[parent::node()/@role='Editor' and //status='Authoring:edit
review']" DEPTH="INFINITE"/>
</elements>
```

**Attention:** The statuses and roles referenced must be defined in your system.

## 9. When you are done, save, close, and check in the Index Definition document.

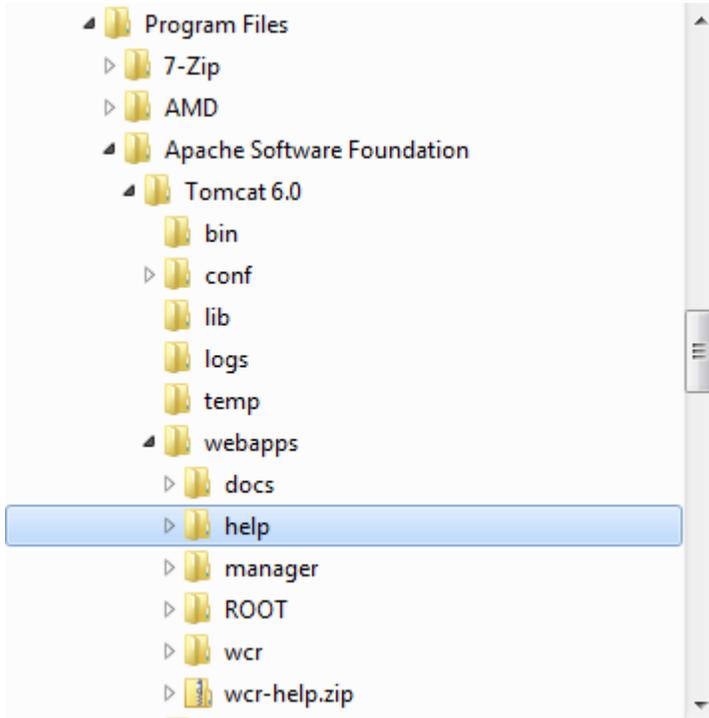
# Install or update WCR Help files

The WCR upgrade package contains the help files required to upgrade the WCR help system.

To install the help files:

1. Go to the following site: <http://cms.ixiasoft.com/downloads/wcr>
2. Click the current software version and then click to download the *wcr-help.zip* file.
3. Save the .zip file in the `%TomcatDir%\webapps` folder.  
For example, `C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps`.
4. Extract the help folder from the .zip file and save it directly in the *webapps* folder.  
For example, the path should be `%TomcatDir%\webapps\help`.

**Figure 3: Example of extracted help folder**



## 5. Restart your Tomcat service.

# Connect to the WCR application

---

This procedure describes how to connect to the WCR application.

**To connect to the WCR application:**

1. **From an SME workstation, open a browser.**
2. **Enter the WCR address in the browser's Address space, using the following syntax:**

```
http://tomcatserver:port/WCRName
```

Where:

- *tomcatserver* – is the name of the Tomcat server.
- *port* – is the HTTP/1.1 Connector Port number you defined.
- *WCRName* is the name of the WCR application.

For example:

```
http://vm-cms:80/wcr
```

**Note:** If you renamed the WCR application when you installed it, you will have to use the new name for the connection. For example, if the WAR file was renamed “Documentation.war” then the *WCRName* will be “Documentation”.

**Note:** The WCR service name is case-sensitive.

## Upgrade the WCR application

---

This procedure describes how to upgrade the Web Collaborative Reviewer (WCR) application.

**Note:** Carry out this procedure at a time of low network activity, since the update will cause users to lose their connection to the WCR application.

To update the WCR application:

1. **Open a connection to the Tomcat server where the existing WCR application is installed.**
2. **Delete the old wcr folder from** *%TomcatDir%/webapps/*.
3. **Copy the wcr.war file into the** *%TomcatDir%/webapps/* **directory.**  
Tomcat automatically expands the WAR file and installs the application in the **wcr** directory.
4. **Wait a few seconds while the WCR is installed.**

**Note:** You do not need to restart WCR or Tomcat after an update, because the existing WCR configuration file in *%TomcatDir%/conf* is not overwritten during the update.

## Upgrade to JDK 7

If the Tomcat for the WCR application uses version 6 of Java, you need to upgrade to version 7. The CMS Application Server requires that the Java Development Kit (JDK) 1.7.0\_51 (64-bit) be installed.

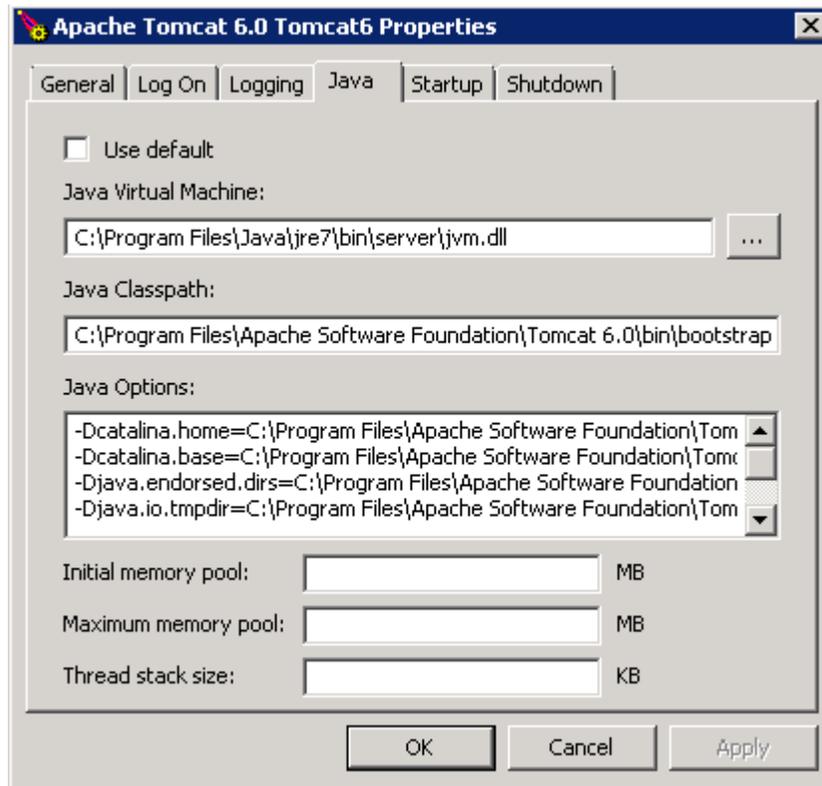
**Note:** If you are already using version 7, you can skip this procedure.

To upgrade a Java 6 deployment to Java 7:

1. **Download the JDK from the following URL:**  
<http://www.oracle.com/technetwork/java/javase/downloads/java-archive-downloads-javase7-521261.html>  
**Note:** Because of an issue in Java 1.7.0\_55 and up, the WCR is not supported on Java 1.7.0\_55 and up.
2. **Install it according to the instructions from the Oracle website.**
3. **On Windows, update the WCR Application installation as follows:**

- a) From the Start menu, select *All Programs > Apache Tomcat 6.0 Tomcat6*, right-click **Configure Tomcat**, and select **Run as administrator**.
- b) Click the **Java** tab.
- c) Set the **Java Virtual Machine** field to point to the *jvm.dll* file on your computer.

For example:



**Note:** The JDK folder contains a *jre* folder. If you have installed the JDK then you automatically have the JRE as well. In that case, you can point to the *jvm.dll* file that is part of the JDK; for example: *C:\Program Files\Java\jdk1.7.0\_51\jre\bin\server\jvm.dll*.

#### 4. On Linux, update the WCR Application installation as follows:

- a) Open the *%TomcatDir%/bin/setenv.sh* file.
- b) Replace `<JRE_Location>` with the path to the Java 7 installation on your machine:

For example:

```
JRE_HOME="/usr/java/jre1.7.0_51"
```

**Note:** The JDK folder contains a *jre* folder. If you have installed the JDK then you automatically have the JRE as well. In that case, you can point to the *jre* folder that is part of the JDK; for example:

```
JRE_HOME="/usr/java/jdk1.7.0_51/jre"
```

- c) **Save and close** *setenv.sh*.
- d) **Start Tomcat from the** *%TomcatDir%/bin/* **directory, as follows:**

```
[root@t19c6264 bin]# ./startup.sh
```

An output similar to the following is displayed:

```
Using CATALINA_BASE:   /opt/tomcat6
Using CATALINA_HOME:   /opt/tomcat6
Using CATALINA_TMPDIR: /opt/tomcat6/temp
Using JRE_HOME:        /usr/java/jre1.7.0_51
Using CLASSPATH:       /opt/tomcat6/bin/bootstrap.
```



# 2

## Providing information to IXIASOFT Customer Support

### Topics:

- **Reporting Web Collaborative Reviewer display problems**
- **Reporting Web Collaborative Reviewer application fails to open**
- **Reporting Web Collaborative Reviewer application errors and crashes**
- **Exporting the system folder and Index Definition document**
- **Turn on the Java Console**

When you complete a ticket in OTRS, IXIASOFT's online ticket-reporting system, ensure that you provide all the necessary information related to your deployment and the issue you have encountered.

When IXIASOFT Customer Support responds to an issue, there is a list of information that they typically require depending on the component being investigated. By providing this information when you report the issue or problem, it enables support staff to resolve your issue more rapidly.

## Reporting Web Collaborative Reviewer display problems

---

When you report a problem with viewing a PDF, perform some tests before reporting the issue.

If you are trying to open a PDF from the **Todo List** view and it does not open, try to generate the PDF for the document directly from DITA CMS. When you generate the PDF, ensure that it is configured to include the `<draft-comment>` element since it is often the cause of PDF generation errors. Resolve any issues and try to open the PDF from WCR again. If you are able to generate the PDF from DITA CMS but are still unable to open the same document from the **Todo List** view, report the issue to customer support.

If you do not see the review PDF in your **Todo List** view, verify if you are assigned to it before reporting it as an issue.

Include the following information in the OTRS ticket:

- Write down the steps required to reproduce the issue, including expected result or desired behavior.
- Export the configuration folder and Index Definition document and provide them as a .zip file.
- Create a .zip file of the `%TomcatDir%\logs` folder and include it as an attachment.
- Provide the time when the issue occurred.

## Reporting Web Collaborative Reviewer application fails to open

---

When you report that the WCR application does not open in the browser, provide the Java Console logs.

Include the following information in the OTRS ticket:

- Write down the steps required to reproduce the issue, including expected result or desired behavior.
- Provide the Java version installed on the client (the computer from which you opened the WCR application), including specifying whether processor is 32-bit or 64-bit.
- Provide a copy of the Java Console logs on the client as an attachment.
- Provide the time when the issue occurred.
- Export the configuration folder and Index Definition document and provide them as a .zip file.
- Create a .zip file of the `%TomcatDir%\logs` folder and include it as an attachment.

## Reporting Web Collaborative Reviewer application errors and crashes

---

When you report errors or crashes, provide information such as reproduction steps, logs, and configuration details.

Include the following information in the OTRS ticket:

- Write down the steps required to reproduce the issue, including expected result or desired behavior.
- Provide the Java version installed on the server, including specifying whether processor is 32-bit or 64-bit.
- Create a .zip file of the `%TomcatDir%\logs` folder on the server (the computer on which the WCR application is installed) and include it as an attachment.
- Provide the time when the issue occurred.
- Export the configuration folder and Index Definition document and provide them as a .zip file.

## Exporting the system folder and Index Definition document

---

Together the system folder and the Index Definition document provide all the configuration information typically required for troubleshooting.

This information is helpful to diagnose application errors in the DITA CMS Eclipse client. Therefore, attaching a zip file of the folder and Index Definition document to the OTRS ticket is essential.

To export:

1. **Open the TEXTML Administration perspective by clicking the TEXTML Administration shortcut on the tool bar. If the shortcut is not displayed, follow these steps:**
  - a) **Select *Window > Open Perspective > Other***
  - b) **Click TEXTML Administration.**
  - c) **Click OK.**
2. **In the TEXTML Administration view, double-click the server. If your server is not displayed in the view, you must add it to the view.**
3. **When the Connect as dialog opens, type your username and password and click OK.**
4. **Double-click the name of your doctype to open a connection to the Content Store.**
5. **Expand the *Repository* folder and right-click the *system* folder.**
6. **Click Export.**

7. In the Destination folder box, type a path to where you want to save the information or click **Browse** to choose a location.
8. Under Export options, select the **IndexDefinition** check box to include the Index Definition document in the export.

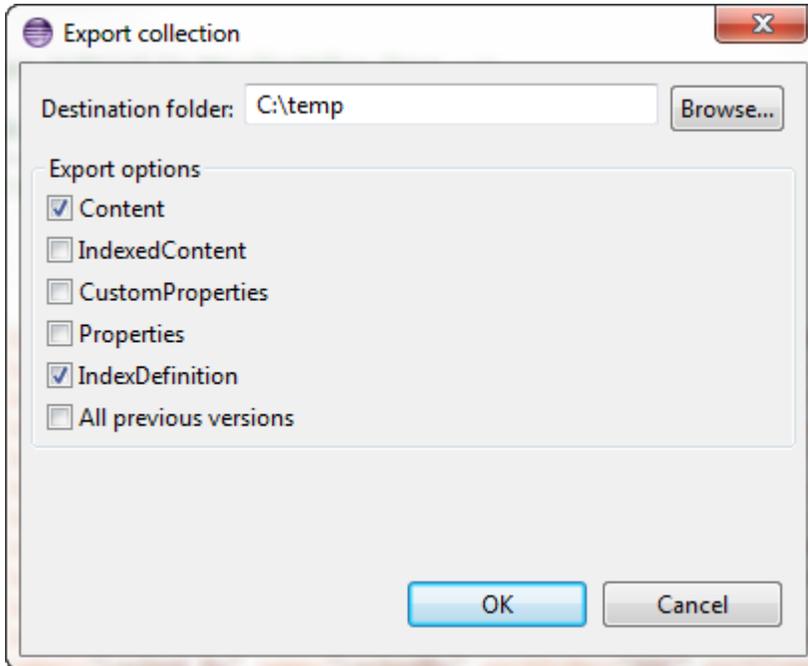


Figure 4: Example of Export Collection dialog box

9. Click **OK**.

## Turn on the Java Console

---

This procedure describes how to turn on the Java Console and enable its debugging and logging options.

### 1. Open the Control Panel:

Option	Description
For 32-bit Windows	<ol style="list-style-type: none"><li>1. From the <b>Start</b> menu, open the <b>Control Panel</b>.</li><li>2. Search for and double-click <b>Java</b>.</li></ol>
For 64-bit Windows	<ul style="list-style-type: none"><li>• For a 32-bit browser: Open "<i>C:\Program Files (x86)\Java\jre7\bin\javacpl.exe</i>"</li><li>• For a 64-bit browser: Open "<i>C:\Program Files\Java\jre7\bin\javacpl.exe</i>"</li></ul>

**Option****Description****For Linux**

Run the following command in a terminal:

```
$JAVA_HOME/bin/ControlPanel
```

**Note:** Requires X Windows System to be installed.

2. **Click the Advanced tab.**
3. **Expand the Debugging section.**
4. **Check the following options:**
  - Enable tracing
  - Enable logging
  - Show applet lifecycle exceptions
5. **Expand the Java console section.**
6. **Select Show console.**
7. **Click OK to close the dialog box.**
8. **Make sure that all instances of your browser are closed.**

