



**IXIASOFT**

# **Updating an Existing DITA CMS Web Deployment**



# Table of contents

<b>Introduction</b>	
Copyright notice	5
New in this documentation release	5
<b>Chapter 1: Understanding the process for updating an existing DITA CMS Web deployment</b>	
Overview of updating the components	8
Preparing to modify an existing environment	8
<b>Chapter 2: Updating the configuration in the Content Store</b>	
Apply build-specific configuration updates	10
4.4.27 updates	10
Download and import configuration files	10
<b>Chapter 3: Updating DITA CMS Web software</b>	
Download and extract the DITA CMS Web update package	14
Update the GlassFish Domain CMS Application Server service	14
Update the Apache Tomcat service	15
<b>Chapter 4: Troubleshooting</b>	
Restarting components	18
Open the GlassFish Administration Console	19
Verify the Tomcat installation using the Tomcat Administration Console	19

<b>Use the Apache Tomcat logs to investigate errors</b>	<b>20</b>
<b>Use the GlassFish logs to investigate errors</b>	<b>20</b>
<b>Troubleshooting: Duplicate assignments</b>	<b>21</b>
<b>Providing information to IXIASOFT Customer Support</b>	<b>22</b>
Reporting DITA CMS Web installation errors	22
Obtain the messages from the browser console log	23
Determine the platform of the browser	24

# Introduction

This document provides the procedures to update an existing DITA CMS Web instance to a newer software build.

For installing DITA CMS Web for the first time: follow the instructions provided in the *DITA CMS Web Installation Guide*.

## Copyright notice

---

©2017 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

---

### **End of Support**

The IXIASOFT Web Author and Web Collaborative Review modules are being merged into a unique DITA CMS Web component to take your content creation and reviewing processes to the next level. The DITA CMS Web component will include the authoring and reviewing features available today as well as new features, such as a map view, topic and map creation, as well as map editing.

As such, all support for Web Author and Web Collaborative Reviewer will stop by December 31st, 2017.

### **Release 4.4.27**

- First release of this document.



# 1

## Understanding the process for updating an existing DITA CMS Web deployment

### Topics:

- **Overview of updating the components**
- **Preparing to modify an existing environment**

Minor and build release versions may introduce new features and bug fixes that may require changes to the Content Store in addition to updating the software.

## Overview of updating the components

---

The update process assumes that you have an existing installation of DITA CMS Web that you need to update to the current build.

When you update DITA CMS Web, you will need to follow these steps in this order:

1. **If needed, update the DITA CMS Content Store with the required configuration changes. To see if configuration changes are needed for this release, see [Apply build-specific configuration updates](#) on page 10.**
2. **Download and extract the update package.**
3. **Update the GlassFish Domain CMS Application Server service.**
4. **Update the Apache Tomcat service.**

## Preparing to modify an existing environment

---

Before you make changes to an existing installation, you should ensure that the changes will not disrupt your production environment.

Always implement and test modifications on a test environment before attempting them on the production environment. As you work on the modification, document your procedure so you can follow it when you test the procedure in a validation environment and then implement the changes on the production environment. Check logs for warnings and errors. Making untested changes directly in the production environment is not recommended since it may cause serious unwanted effects or render the environment unusable.

Any customized solution you have built on any of the components should be tested after each modification, upgrade, or update. Changes made as a result of the modification, upgrade, or update may inadvertently break the custom solution.

For example, if you are performing an update to bring DITA CMS Web to the current build, you would:

1. Update a test environment with the Content Store configuration changes, if any.
2. Update a test environment with the new files for the GlassFish Domain CMS Application Server service and the Apache Tomcat service.
3. Perform tests in the test environment (such as completing a review cycle for a topic) to verify that nothing is broken.
4. Update the production environment with the same changes.
5. Perform the same tests to ensure that nothing is broken.

# 2

## Updating the configuration in the Content Store

### Topics:

- **Apply build-specific configuration updates**
- **4.4.27 updates**

If the new DITA CMS Web build requires changes to the DITA CMS Content Store, perform the changes in DITA CMS before updating the DITA CMS Web software.

## Apply build-specific configuration updates

---

When a new DITA CMS Web build is released, it sometimes requires changes to the configuration in the Content Store.

The following table lists the configuration updates currently available:

**Table 1: Updates**

Build Number	Configuration updates to apply
4.4.27	<b>Download and import configuration files</b> on page 10
4.3.31	Initial release

### 4.4.27 updates

---

Perform the following procedures to update your Content Store to 4.4.27.

In this build of DITA CMS Web, you need to update the Content Store as follows:

- **Download and import configuration files** on page 10.

### Download and import configuration files

To update an existing installation to 4.4.27, you need to update the DITA CMS configuration files to keep your deployment up to date.

The following file must be added to the Content Store:

- `system/webplatform/xeditor/interdictor/interdictor-rules.sch`

To facilitate this update, this file has been packaged in a .zip file and made available on the IXIASOFT Downloads website.

To import the files:

1. **Go to the following URL:**  
<http://cms.ixiasoft.com/downloads/ditacmsweb/4.4/Update/>
2. **Download the `dita-cms-web-update-4.4.27.zip` file to your computer.**
3. **Extract the .zip file to a local working directory.**

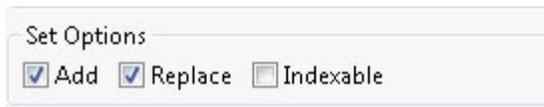
The .zip file contains the *ContentStore* folder which contains the file that you must add to the Content Store.

4. **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.**
5. **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.**
6. **When the Connect as dialog opens, type your username and password and click OK.**
7. **Double-click the name of your doctype to open a connection to the Content Store.**
8. **Expand the Content Store's Repository node and browse to *system/webplatform/xeditor/interdictor*.**
9. **Right-click *interdictor* and click Insert Documents.**
10. **Click Add File.**
11. **Browse to the *ContentStore\system\webplatform\xeditor\interdictor* folder in the location where you extracted the .zip file (for example, *C:\vixiasoft\dita-cms-web-update-4.4.27\ContentStore\system\webplatform\xeditor\interdictor*) and click the *interdictor-rules.sch* file. Click OK.**

In the **Set As** pane, the path should appear as  
*/system/webplatform/xeditor/interdictor/interdictor-rules.sch*.

12. **In the Set Options pane, select the Add and Replace checkboxes and clear Indexable.**

For example:



13. **Click OK.**

The file is imported into the Content Store.



# 3

## Updating DITA CMS Web software

### Topics:

- **Download and extract the DITA CMS Web update package**
- **Update the GlassFish Domain CMS Application Server service**
- **Update the Apache Tomcat service**

When you update DITA CMS Web from one build to another, your main concern should be to avoid disturbing your production environment as much as possible.

## Download and extract the DITA CMS Web update package

---

The update package contains the files required to update the DITA CMS Web components to the selected build.

When you unzip the package, the folder will contain the following files:

- *ContentStore*: The *ContentStore* folder contains DITA CMS configuration files for DITA CMS Web.
- *cmsappserver.ear*: The *cmsappserver.ear* file is used to update the GlassFish Domain CMS Application Server service.
- *ditacms.war*: The *ditacms.war* file is used to update the Apache Tomcat service.

To download the update package:

1. **Go to the IXIASOFT download page:**

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

2. **Click the DITA CMS version; for example, 4.4.**

3. **Click the *Update* link.**

4. **Click the latest .zip file of the update package called *dita-cms-web-update-[version].zip*, where *version* is the latest build version of the DITA CMS Web (for example, *dita-cms-web-update-4.4.27.zip*.**

5. **Extract the zip files to the local drive.**

## Update the GlassFish Domain CMS Application Server service

---

To update the GlassFish Domain CMS Application Server service, you upload the *cmsappserver.ear* file and deploy it again.

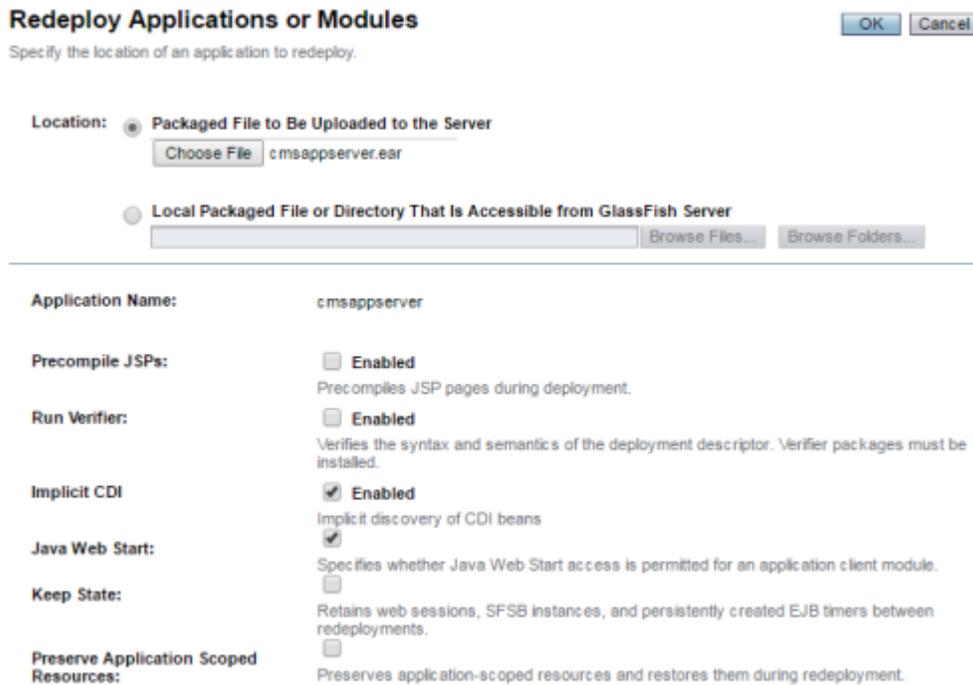
To update the service:

1. **Open the GlassFish Administration Console and log in. To open the console, type the following URL in the browser: `http://[DITA CMS Web host name]:[ADMIN_PORT]`**

Where `[DITA CMS Web host name]` is replaced by the name of the machine where you installed the GlassFish server and `ADMIN_PORT` is replaced by the value you specified in the *properties.txt* file for that parameter.

For example: `http://localhost:4848`

2. In the left pane, click **Applications**.
3. Click the **Redeploy** action for the **cmsappserver** application.  
The **Redeploy Applications or Modules** window is displayed.
4. Click **Choose File**, browse to the directory where you saved the *cmsappserver.ear* file from the update package, and click **Open**.
5. Leave the default options (**Implicit CDI** and **Java Web Start**) selected, as shown below, and click **OK**.



<b>Application Name:</b>	cmsappserver
<b>Precompile JSPs:</b>	<input type="checkbox"/> <b>Enabled</b> Precompiles JSP pages during deployment.
<b>Run Verifier:</b>	<input type="checkbox"/> <b>Enabled</b> Verifies the syntax and semantics of the deployment descriptor. Verifier packages must be installed.
<b>Implicit CDI</b>	<input checked="" type="checkbox"/> <b>Enabled</b> Implicit discovery of CDI beans
<b>Java Web Start:</b>	<input checked="" type="checkbox"/> Specifies whether Java Web Start access is permitted for an application client module.
<b>Keep State:</b>	<input type="checkbox"/> Retains web sessions, SFSB instances, and persistently created EJB timers between redeployments.
<b>Preserve Application Scoped Resources:</b>	<input type="checkbox"/> Preserves application-scoped resources and restores them during redeployment.

**Figure 1: GlassFish Redeploy Applications or Modules page**

The GlassFish Domain CMS Application Server service is now updated.

## Update the Apache Tomcat service

To update the Apache Tomcat service, you must replace the *ditacms.war* file in the location where the Apache Tomcat service is installed and then restart the service.

The location (referred to as *%TomcatDir%*) is the path specified as the IXIASOFT\_WINDOWS or IXIASOFT\_LINUX parameter in the *properties.txt* file and the Apache Tomcat folder. For example:

```
C:\Ixiasoft\apache-tomcat-7.0.75
```

To update the service:

### 1. Stop the Apache Tomcat service:

- On Windows: On the machine where the component is installed, click **Start > Control Panel > Administrative Tools** and double-click **Services**. In the **Services** window, click the name of the Apache Tomcat service. The name appears as specified as the `TOMCAT_DISPLAY_NAME` parameter in the *properties.txt* file in the **Name** column. In the left pane, click the **Stop** link.
- On Linux: Enter the following command:

```
/etc/init.d/tomcat7.ditacms stop
```

### 2. Delete the `%TomcatDir%/webapps/ditacms` directory.

### 3. Delete the `%TomcatDir%/webapps/ditacms.war` file.

### 4. Copy the *ditacms.war* file provided in the update package and paste it in the following directory: `%TomcatDir%/webapps`

### 5. Restart the Tomcat service:

- On Windows: On the machine where the component is installed, click **Start > Control Panel > Administrative Tools** and double-click **Services**. In the **Services** window, click the name of the Apache Tomcat service. The name appears as specified as the `TOMCAT_DISPLAY_NAME` parameter in the *properties.txt* file. in the **Name** column. In the left pane, click the **Start** link.
- On Linux: Enter the following command:

```
/etc/init.d/tomcat7.ditacms start
```

The Apache Tomcat service is now updated.

Once the GlassFish Domain CMS Application Server service and the Apache Tomcat service are updated, the DITA CMS Web update procedure is complete.

# 4

## Troubleshooting

### Topics:

- **Restarting components**
- **Open the GlassFish Administration Console**
- **Verify the Tomcat installation using the Tomcat Administration Console**
- **Use the Apache Tomcat logs to investigate errors**
- **Use the GlassFish logs to investigate errors**
- **Troubleshooting: Duplicate assignments**
- **Providing information to IXIASOFT Customer Support**

Before you contact IXIASOFT Support, you can attempt to locate and resolve the issue.

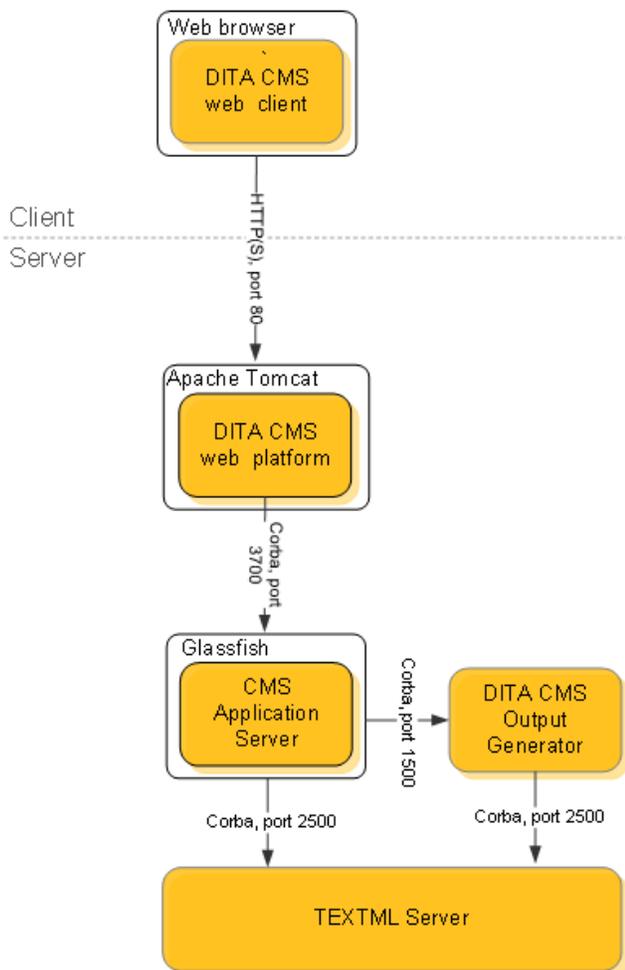
## Restarting components

Components must be restarted in order depending on their dependencies on other components.

The following figure can be used to visualize the dependencies between the components. The arrows indicate the direction communication is established between the components, but it can also be used to understand the flow of dependency from the components at the top of the figure to those below. The unidirectional arrow from one component to another points to which component needs to be running before it is restarted.

Examples:

- DITA CMS Web on the Apache Tomcat service points to the GlassFish Domain CMS Application Server service; therefore, GlassFish Domain CMS Application Server service must be restarted before the Apache Tomcat service.
- If the TEXTML Server was stopped, then it must be restarted first, followed by the GlassFish Domain CMS Application Server service, and then the Apache Tomcat service.



## Open the GlassFish Administration Console

---

To open the GlassFish Administration console:

1. **Type the following URL in the browser:** `http://[DITA CMS Web host name] : [ADMIN_PORT]`

Where `[DITA CMS Web host name]` is replaced by the name of the machine where you installed the GlassFish server and `ADMIN_PORT` is replaced by the value you specified in the *properties.txt* file for that parameter.

For example: `http://localhost:4848`

2. **Enter the service user name and password you configured for the CMS Application Server.**

**Tip:** The service user name and password are configured as the `ADMIN_USER` and `ADMIN_PASSWORD` in the *properties.txt* file, which is in the location where you extracted the package.

## Verify the Tomcat installation using the Tomcat Administration Console

---

To open the Tomcat Administration console:

1. **Type the following URL in the browser:** `http://[DITA CMS Web host name] : [TOMCAT_HTTP_PORT]`

Where `[DITA CMS Web host name]` is replaced by the name of the machine where you installed the Tomcat server and `TOMCAT_HTTP_PORT` is replaced by the value you specified in the *properties.txt* file for that parameter.

For example: `http://localhost:8080`

2. **Enter the service user name and password you configured for the Tomcat Server.**

**Tip:** The service user name and password are configured as the `TOMCAT_USER` and `TOMCAT_PASSWORD` in the *properties.txt* file, which is in the location where you extracted the package.

3. **Click the Manager App button.**
4. **Locate the DITA CMS Web application and verify if it is running.**

In the **Applications** table, look in the **Path** column for *ditacms*. In the same row under the **Running** column, you should see "true" if the Tomcat server was installed successfully.

## Use the Apache Tomcat logs to investigate errors

---

If the *installation.log* file listed `Installation successful` but you are still experiencing issues with the Tomcat service, review the Tomcat logs.

To view the Tomcat logs:

1. **Navigate to the location where the components are installed and open the Apache Tomcat folder.**

The location is the path specified as the *IXIASOFT\_WINDOWS* or *IXIASOFT\_LINUX* parameter in the *properties.txt* file.

For example:

```
C:\Ixiasoft\apache-tomcat-7.0.75
```

2. **Open the *logs* folder.**
3. **Open the *ditacms.log* file in a text editor.**
4. **Review the log for errors.**

The other logs in the folder may also contain useful information for diagnosing errors.

**Note:** If you are unable to resolve the issue, please contact IXIASOFT Customer Support and provide the necessary information.

## Use the GlassFish logs to investigate errors

---

If the *installation.log* file listed `Installation successful` but you are still experiencing issues with the GlassFish service, review the GlassFish logs.

To view the GlassFish logs:

1. **Navigate to the location where the components are installed and open the GlassFish4 folder.**

The location is the path specified as the *IXIASOFT\_WINDOWS* or *IXIASOFT\_LINUX* parameter in the *properties.txt* file.

For example: *C:\Ixiasoft\glassfish4*

2. **Navigate to the logs folder in %GlassFish4Dir%\glassfish\domains\cmsappserver.**  
For example: `C:\xiasoft\glassfish4\glassfish\domains\cmsappserver\logs`
3. **Open the `CMSAppServer.log` and `server.log` files in a text editor.**
4. **Review the logs for errors.**

**Note:** If you are unable to resolve the issue, please contact IXIASOFT Customer Support and provide the necessary information.

## Troubleshooting: Duplicate assignments

Depending on how you configured your Content Store, some users might see what appears to be duplicate assignments on their Assignments page.

This may happen if you have configured the roles in your Content Store so the Authoring:work status (or the equivalent in your deployment) is used for both subject matter experts who write content (contributor roles) and technical writers (writer roles). Individuals who are assigned to a topic under both roles might see what appears to be duplicate assignments on their Assignments page, but which are actually two assignments for the same topic under different roles. For example, in the `roles.xml` configuration file, you would avoid this:

```
<role maxassignee="1" name="Contributor" topworkload="10">
  <doctype name="Topic">
    <timeline value="Active">
      <status value="Authoring:work"/>
    </timeline>
  </doctype>
</role>

<role maxassignee="1" name="Writer" topworkload="10">
  <doctype name="Topic">
    <timeline value="Active">
      <status value="Authoring:work"/>
    </timeline>
  </doctype>
</role>
```

To avoid the situation, make sure each role is configured with a different active status.

```
<role maxassignee="1" name="Contributor" topworkload="10">
  <doctype name="Topic">
    <timeline value="Active">
      <status value="Authoring:contribute"/>
    </timeline>
  </doctype>
</role>

<role maxassignee="1" name="Writer" topworkload="10">
  <doctype name="Topic">
    <timeline value="Active">
      <status value="Authoring:work"/>
    </timeline>
  </doctype>
</role>
```

```
</role> </doctype>
```

To correct errors in the configuration file:

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 docbase to open a connection to the Content Store.**
5. **Right-click the docbase and select *DITA CMS Admin > Manage Roles*.**
6. **Click the Lock button (  ).**
7. **Click each role intended for subject matter experts who write content (contributor roles) and technical writers (writer roles) and verify that the status selected for the Active time line for topics are different from each other.**
8. **Click Check In Document (  ).**

## Providing information to IXIASOFT Customer Support

---

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 DITA CMS Web installation errors

When you report errors in the installation that you have been unable to resolve, provide information such as the installation log.

Include the following information in the OTRS ticket:

- Provide the version number of the DITA CMS Web installation package.

- Provide the name and version of the operating system on which the components are installed.
- Provide a copy of the *properties.txt* file.
- Provide a copy of the *installation.log* file.

## Obtain the messages from the browser console log

The browser's console log messages may be helpful with troubleshooting.

You might use the log messages from the console to diagnose an issue yourself, or you might be asked by technical support to send a copy of the logs as part of an investigation into an issue you reported.

Log messages are categorized into levels (highest at the top):

- OFF: events are not logged.
- ERROR: reports error events which may affect processes.
- WARN: reports potentially harmful events.
- INFO: reports general informational events.
- DEBUG: reports specific events typically useful for troubleshooting.
- TRACE: reports specific events at a more granular level than DEBUG.
- ALL: reports all events.

The log level is set as a parameter in the URL used to access DITA CMS Web. The parameters are case-sensitive and are set using the format `WebLoggerLogLevel=[level]`. The type of events logged in the console depends on the log level set. Events are logged for the indicated level and all levels above it. For example, if you set WARN as the level, both WARN and ERROR events will be logged.

Parameters are set in the URL after a question mark symbol; for example:

```
http://localhost:8080/ditacms/?WebLoggerLogLevel=DEBUG
```

If other parameters are present in the URL, add the log level parameter to the other parameters by using an ampersand symbol; for example:

```
http://localhost:8080/ditacms/?lang=en&WebLoggerLogLevel=DEBUG
```

By default the console is set to OFF, which means events are not logged in the console. Once you set a log level, the events corresponding to that level and all the levels above it are logged and continue to be logged for two hours even if the setting no longer appears on the URL.

To set the log level:

### 1. Open the browser's console.

For example, to open the console on browsers such as Chrome, Internet Explorer, and Firefox, click in the browser window, press the F12 key, and click the **Console** tab. For other browsers, refer to the browser's online documentation for instructions.

### 2. In the address bar, add the parameter representing the log level that you want to set:

- WebLoggerLogLevel=ERROR
- WebLoggerLogLevel=WARN
- WebLoggerLogLevel=INFO
- WebLoggerLogLevel=DEBUG
- WebLoggerLogLevel=TRACE
- WebLoggerLogLevel=ALL

Ensure you precede the parameter with a question mark (?) or ampersand (&) as required. For example:

```
http://localhost:8080/ditacms/?lang=en&WebLoggerLogLevel=DEBUG
```

### 3. Repeat the action that caused the issue.

### 4. Review the log messages.

### 5. To obtain a copy of the log message from the console, right-click in the console and save the contents using the options available in the menu depending on the browser (or refer to the browser's online documentation).

## Determine the platform of the browser

To determine the platform of the browser:

#### Find out whether the browser is 32-bit or 64-bit:

- If your operating system is 32-bit, then the browser is 32-bit.
- If your operating system is 64-bit:
  - a) **Start the Task Manager.**
  - b) **Click the Processes tab.**
  - c) **Check the process for the browser; if it has an asterisk beside it (for example, “chrome.exe \*32” in the following diagram), the browser is 32-bit. Otherwise, the browser is 64-bit.**

