

# Getting Started with FastForward for Web Content Management

5.7



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**Percussion Software**  
600 Unicorn Park Drive  
Woburn, MA USA 01801  
781.438.9900

Internet E-Mail: [technical\\_support@percussion.com](mailto:technical_support@percussion.com)  
Website: <http://www.percussion.com>



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# Introducing Rhythmyx FastForward for Web Content Management

The Rhythmyx Content Management System manages content through the automation of content creation, maintenance, and delivery, enhanced with features such as content reuse, delivery to multiple sites, intelligent relationships between content, and simple content assembly for business users.

One of Rhythmyx's key features is content reuse, which it achieves by separating content and formatting, enabling users to create a variety of outputs using the same data. Business users can assemble the same Content Items multiple times using different formats and include the Content Items in the output formats of other content. This enables Rhythmyx output pages to contain many Content Items assembled together.

Another key feature of Rhythmyx is its ability to publish content to multiple sites. Rhythmyx allows any number of applications to be used to present published content to consumers since the content delivery mechanism (a portal, Web server, or other application) is not connected or "coupled" to Rhythmyx. This "decoupled delivery" not only offers companies flexibility in choosing delivery applications, but also simplifies the process of delivering content to multiple media.

This document will help implementers get started with Rhythmyx by installing it with its "FastForward" sample components and Content Items, starting the Rhythmyx Server, and publishing sample content. For more details about content creation, reuse, and delivery, and conceptual information about content assembly and intelligent relationships, see the *Rhythmyx Concepts Guide*.

Rhythmyx FastForward for Web Content Management (WCM) includes a set of pre-built components and applications that allow a company to quickly bring their Web site under management. FastForward's pre-built components include definitions for the types of content and outputs most commonly implemented by customers and elements for setting up typical publishing and authentication scenarios. This document includes instructions for installing and reviewing these components. Once you have successfully completed the installation, refer to the document *Configuring FastForward for Web Content Management* for help setting up the structure and look and feel of your publishing site and the document *Customizing FastForward for Web Content Management* to modify and adapt the content and output definitions to your system's needs.

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## Implementing FastForward

Install, configure, and implement FastForward in a development environment and then test your features in a test environment. After development and testing is complete, migrate your Rhythmyx components to the production environment where your end users perform their work. This ensures that end users only have access to completed, tested components and features.

Use this document for help installing Rhythmyx with FastForward and testing that the installation was successful. Then configure your installation to reflect your Site structure and the look and feel that you want to convey in your delivery environment(s). *Configuring FastForward for Web Content Management* will help you complete this configuration. Most likely, after you configure Rhythmyx with FastForward, you will want to customize the definitions for the content that users enter into your system and the ways in which it is presented as output. Use *Customizing FastForward for Web Content Management* for help completing these and other customizations of your system..

To help you install FastForward for WCM in a development environment, this document walks you through an installation of Rhythmyx with FastForward and explains how to set up a development Web Server on the same machine as the Rhythmyx Server for testing publication of the FastForward sample content.

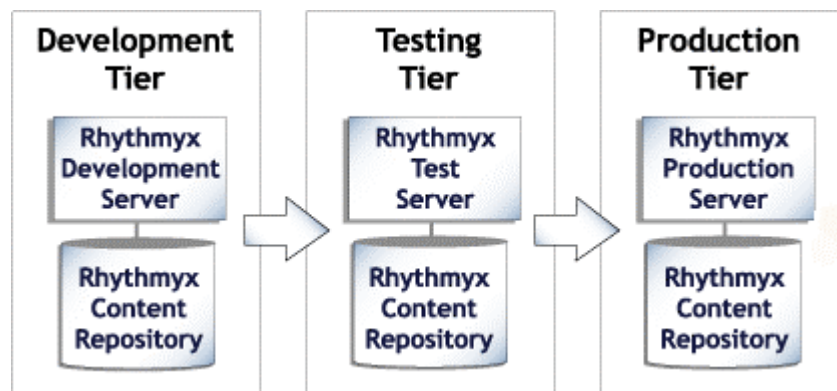
To test the installation, the document instructs you to manually publish some of the sample content to the Web Server, and then review the published content to understand which content has been published and to determine if the expected results have been achieved.



## CHAPTER 2

# Installing Rhythmyx in a Development Environment

In the recommended Rhythmyx environment, implementers create new Rhythmyx elements and features on a development server, perform user testing on a testing server, and install tested, new functionality to a production server. In technical terms, this is called a multi-tiered environment, and each Server level represents a tier.



It is important to implement FastForward on a separate development tier and integrate and test completed development work on a testing tier. On the development tier, configure Site structures and develop Rhythmyx applications and elements. On the testing tier, integrate all development work and determine if it functions as expected. Since features in development and testing states tend to be incomplete and unstable, they should never be accessible on the production tier, where users are creating and publishing actual content. Once testing is complete, move new components to the production tier.

A Web Server must be installed on each tier to test or perform publishing. Implementers should successfully publish the sample content on the development tier before configuration is deployed to an integrated testing tier and then a production tier.

# Preparing the Development Environment for Rhythmyx Installation

In order to install Rhythmyx with FastForward, your development tier must meet the following requirements:

## Server Side

The Rhythmyx Server must be installed on one of the following supported Operating Systems. The size requirements for both the development and production tiers are noted:

- Sun Solaris 7, 8, 9

<b>Development</b>	<b>Production</b>
UltraSPARC 10 or higher	V120 or Higher recommended
RAM - 512 MB	RAM – 2 GB
Disk Space - 700 MB	Disk Space – 700 MB

- Microsoft Windows 2000 (Professional, Server, Advanced Server and Datacenter Server), Windows 2003 Server platform.

<b>Development</b>	<b>Production</b>
Processor - 1 Ghz+	Processor - 2 Ghz+
RAM - 512 MB+	RAM – 1+ GB
Disk Space - 700 MB	Disk Space – 700 MB

- Linux (Certified on Red Hat Linux AS 3.0+; Other distributions supported; Linux OS certified on Intel-based hardware.)

<b>Development</b>	<b>Production</b>
Processor - 1 Ghz	Processor - 2 Ghz
RAM - 512 MB	RAM - 1+ GB
Disk Space - 700 MB	Disk Space - 700 MB

## Client Side

One of the following browsers must be installed to support content contribution, Workflow, Publishing, and System Administration:

- Internet Explorer V5.5+ (Windows)
- Mozilla Firefox (Windows OS; open source Esker plug-in required on desktop installations to support rich text editing control)
- Netscape Communicator V7.0+ (Windows OS; open source Esker plug-in required on desktop installations to support rich text editing control)
- Safari 1.21+ (Apple OS/X 10.3+)

In order to use the Rhythmyx Connector for Word, your system must have one of the following versions of Microsoft Office Client installed:

- Word 2003, 2002/XP, 2000
- Functionality limited in Word 97

The following Desktop Client Components are recommended for optimal use of all features:

- 1 Ghz or higher desktop machine recommended; 256mb ram or higher recommended.
- RAM - MIN 256 MB, 512 MB+ recommended
- Disk Space - MIN 200 MB to run installed product (500 MB during install)
- Sun Java browser plug-in v1.4 required; 1.4.2 or higher recommended; compatible with all supported browser platforms for users who access Content Explorer utilities.
- ActiveX control support required for browser-based rich text editing controls.

In order for implementers to use the Rhythmyx Workbench, one of the following supported environments must be installed:

- Windows Server 2003
- Windows XP Professional/2003
- Windows 2000

## Publisher

In order to use the Rhythmyx Publisher, your system must meet the following requirements:

- Installation with a J2EE Web Application Server required. By default, the Tomcat J2EE Web Application Server is installed with Rhythmyx.
- Hardware Requirements:
  - RAM - MIN 128 MB, 512MB Recommended
  - Disk Space - MIN 30 MB to run installed product

## Rhythmyx Repository

Rhythmyx stores its data in an external relational database. Your system must include one of the supported Databases:

- Oracle 8i
- Oracle 9i
- MS SQL Server 2000
- Sybase 12.5+
- DB2 UDB 7.2

---

# Installing Rhythmyx

Rhythmyx provides Installers for Windows, Unix, and Linux. The following section demonstrates the sequence for installing Rhythmyx with FastForward for Windows using an MS SQL database; however, you may install with any of the supported databases. You must install your database prior to completing the installation steps in this section.

Use the defaults specified in the installation sequence. To set up your system to use the defaults:

- In your repository, define a new schema or database named RXMASTER. During installation, you will specify RXMASTER as Rhythmyx's backend database.
- If you are currently using ports 9992 or 9980, free them. Ports 9992 and 9980 are the default Rhythmyx Server and Rhythmyx Application Server ports.

You must enter your license number and installation code to install Rhythmyx. They are located on the back of your CD jacket.

## Windows/SQL Server

To install Rhythmyx with FastForward for Windows:

- 1 Insert your installation CD. In the Startup folder, double-click on setup.exe, the setup program for Windows.

After a few seconds, the Installer displays a splash screen and then opens the Welcome screen:

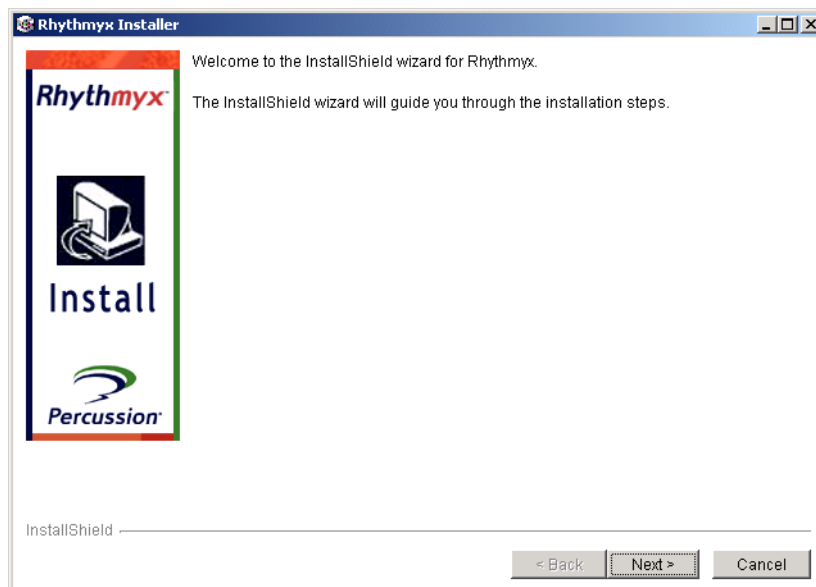


Figure 1: Welcome screen

- 2 Click [Next].

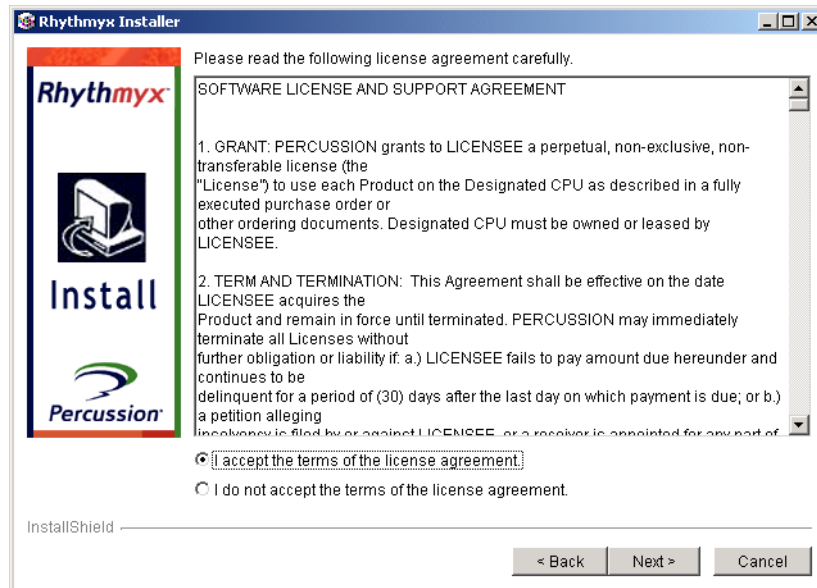


Figure 2: License agreement

- 3 Read the license agreement and choose *I accept the terms of the license agreement*. Click [Next].

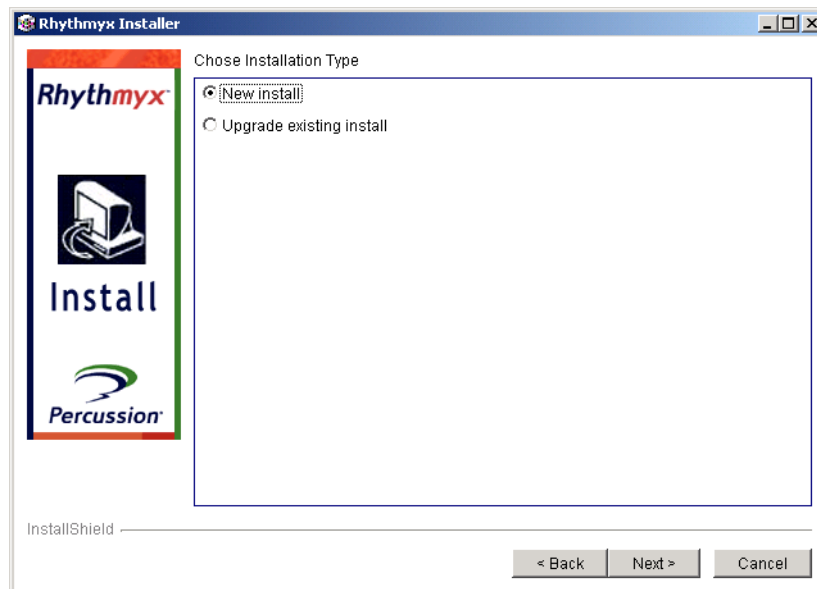


Figure 3: Installation Type screen

- 4 Choose *New Install* and click [Next].

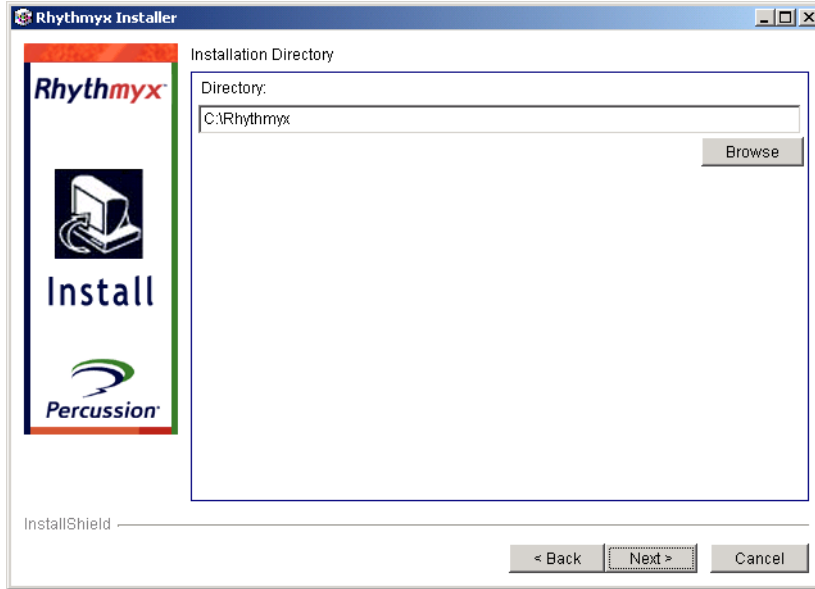


Figure 4: Installation Directory screen

- 5 Leave C:\Rhythmyx as the directory or specify another directory. Click [Next].

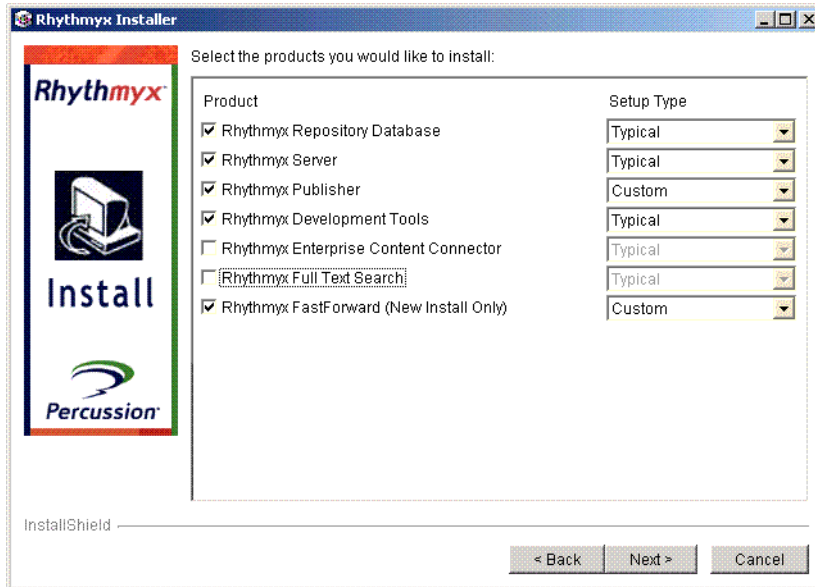


Figure 5: Product Selection screen

- 6 Uncheck *Rhythmyx Enterprise Content Connector* and *Rhythmyx Full Text Search*. Leave the other components checked to fully implement FastForward. Click [**Next**].



Figure 6: Publisher Features Selection screen

- 7 Do not check *Database Publisher* and *BEA Connector*. Click [**Next**].

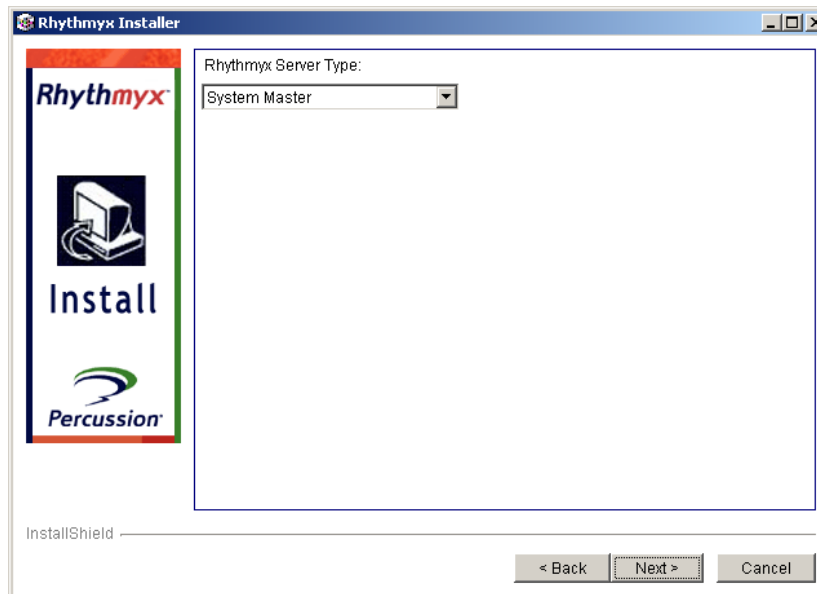


Figure 7: Select Rhythmyx Server Type Dialog



- 8 On the Rhythmyx Server Type dialog, leave *System Master* as the selection in the drop list and click [Next].

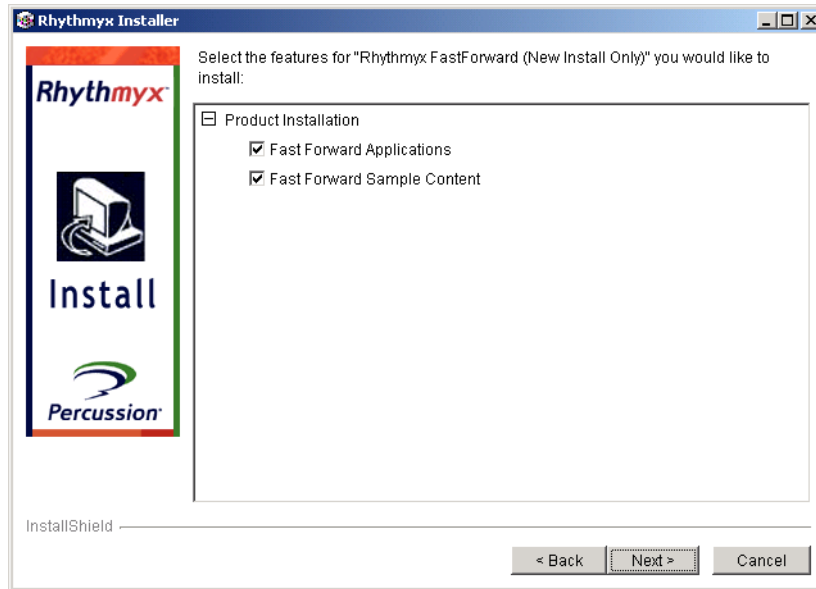


Figure 8: FastForward Features Selection screen

- 9 Check both *FastForward Applications* and *FastForward Sample Content*. Click [Next].

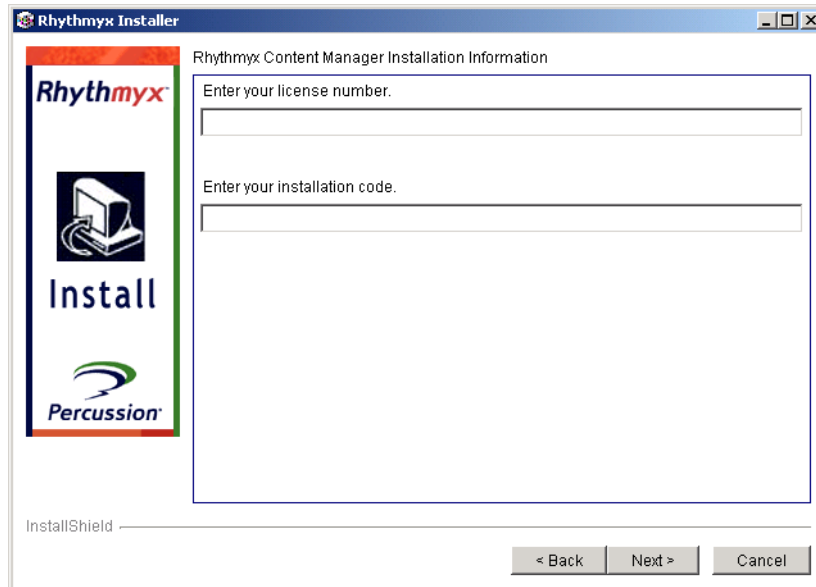


Figure 9: License Information screen

- 10 Enter the license number and installation code located on the back of your CD jacket. Click [Next].

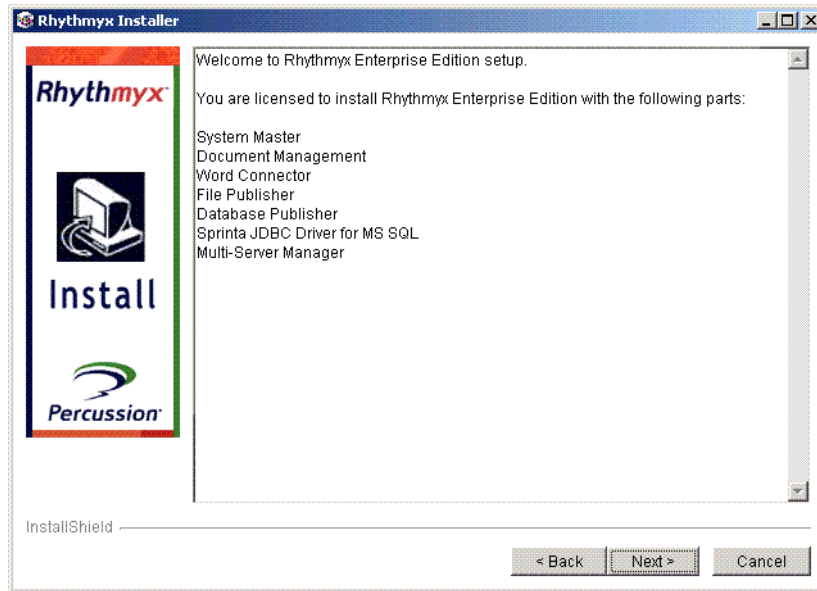


Figure 10: Setup Summary screen

- 11 Confirm that the correct components are listed. Click [Next].

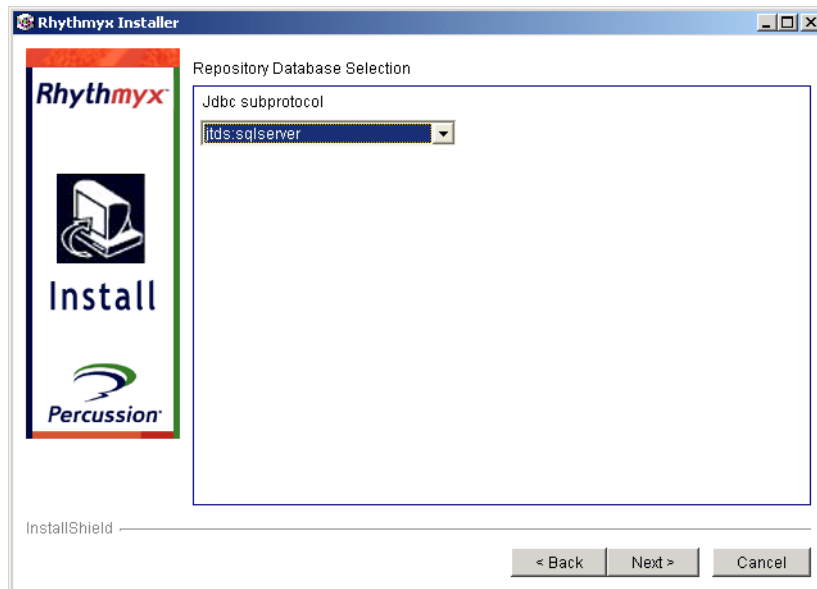


Figure 11: Repository Database Selection screen

- 12 In this example, we choose *jtds:sqlserver*. You should choose the option in the drop list that matches your database. Click [Next].

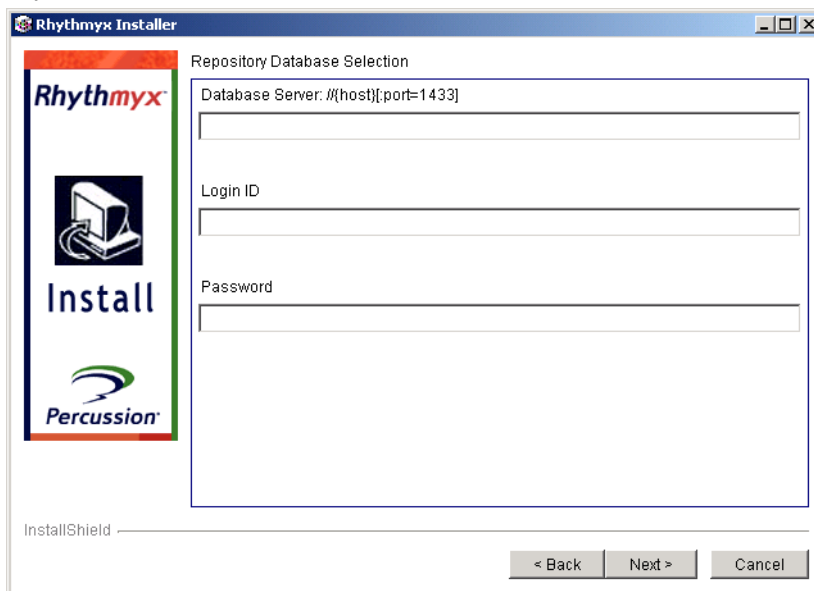


Figure 12: Database Server, Login ID, and Password

- 13 Enter your database server name, and the database login id and password. If the installer cannot connect to the repository, see *Installation* (on page 40) in the Troubleshooting section of this document. Click [Next].

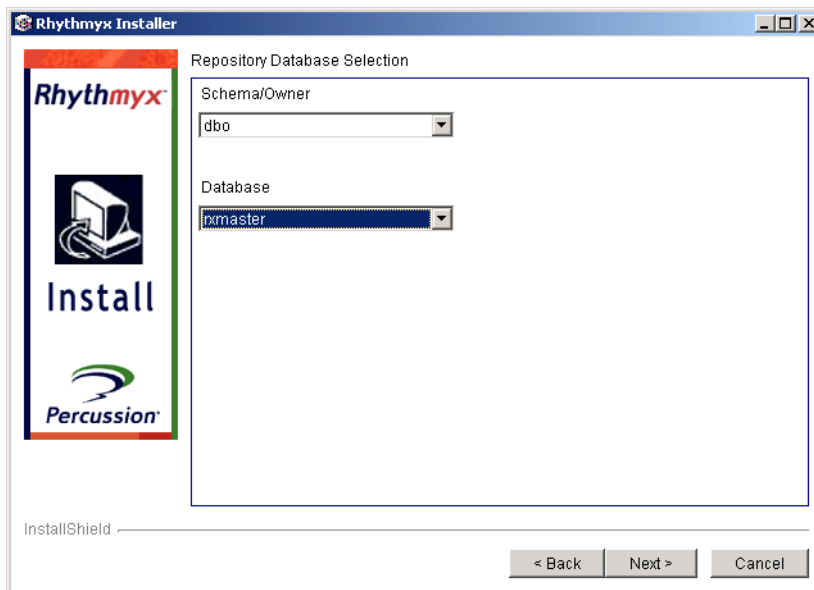


Figure 13: Schema and Database Selection screen

- 14 Choose the **Schema/Owner** that you want to use and the **Database** *rxmaster* from the drop lists. Click [Next].

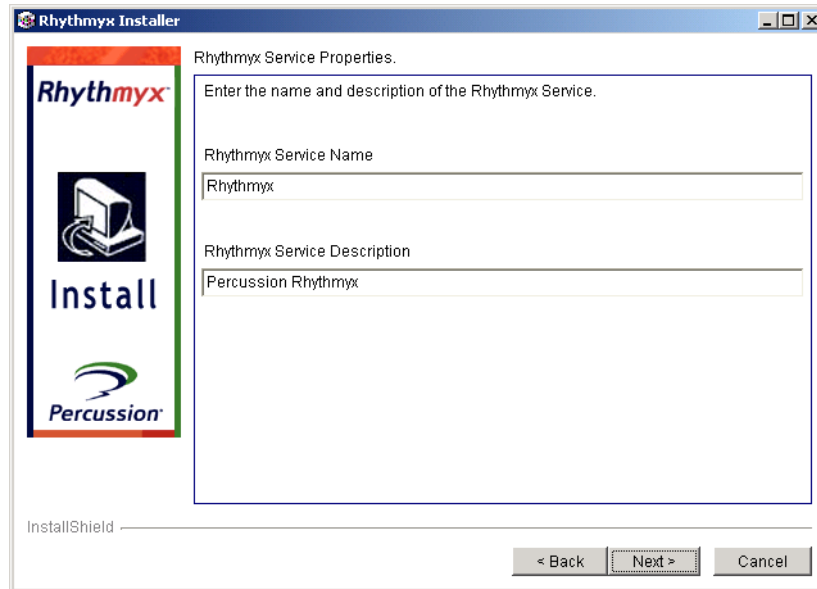


Figure 14: Service Properties screen

- 15 Accept the default **Rhythmyx Service Name** and **Description**. If the Service Name and is already being used, continue when the installer prompts you to overwrite it. Click [Next].

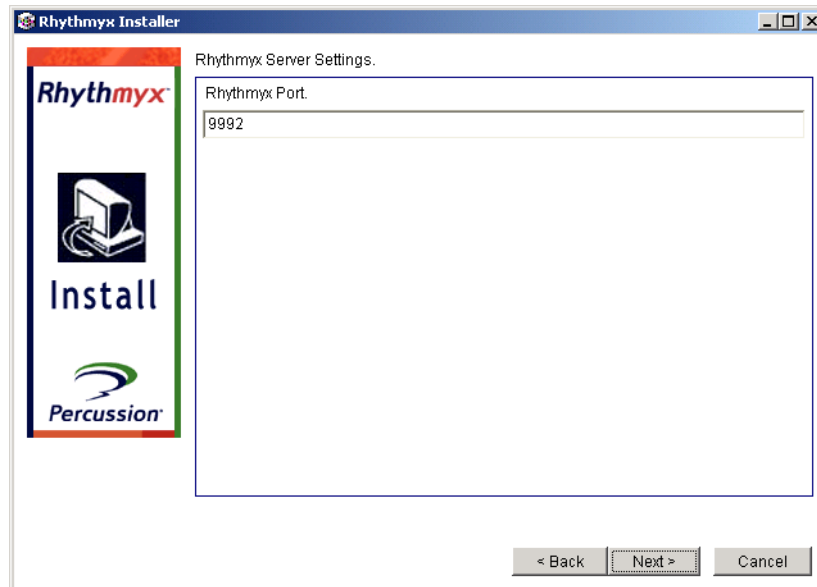


Figure 15: Rhythmyx Port screen

- 16 Leave the default port number, 9992. Click [Next].

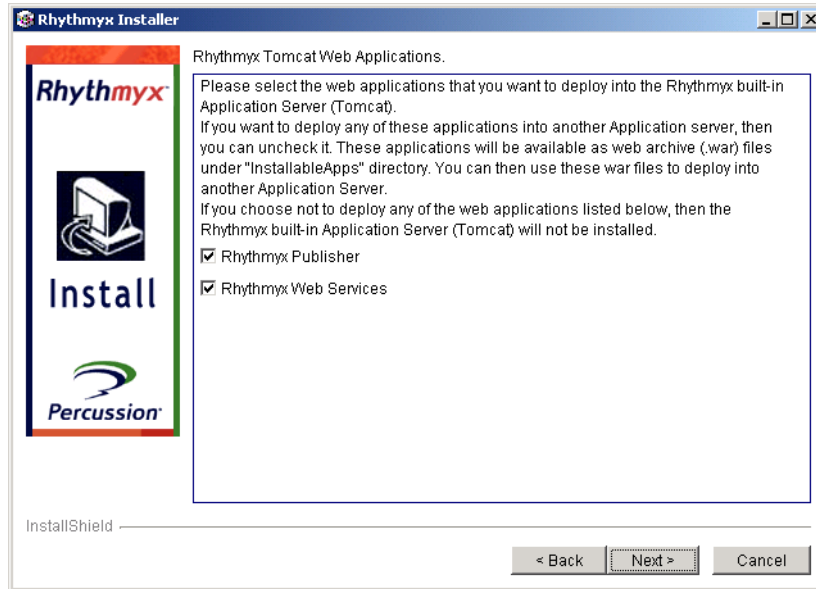


Figure 16: Tomcat Web Applications screen

- 17 Leave both *Rhythmyx Publisher* and *Rhythmyx Web Services* checked and click [Next].

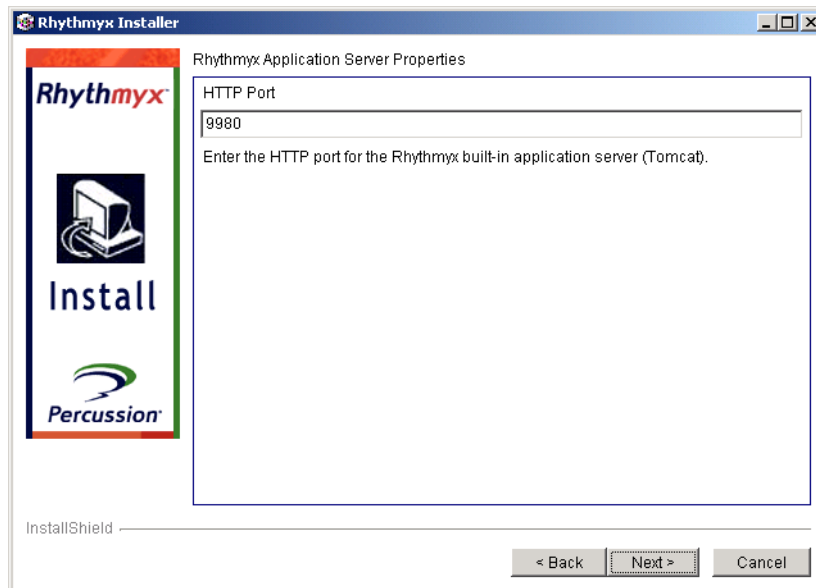


Figure 17: Application Server Properties screen

- 18 Leave the default port number (9980). Click [Next].

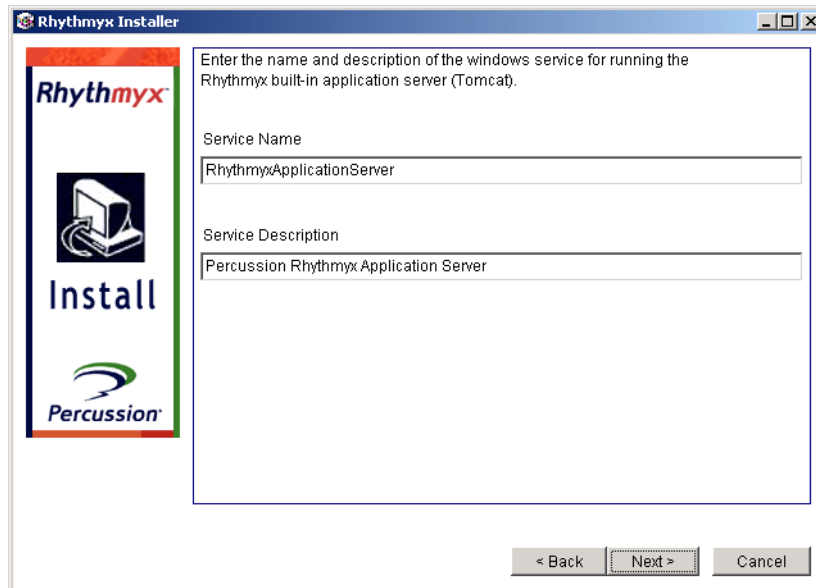


Figure 18: Application Server Service Name screen

- 19 Leave the default **Service Name** and **Service Description**. If you enter a Service Name that is already being used, continue when the installer prompts you to overwrite it. Click [Next].

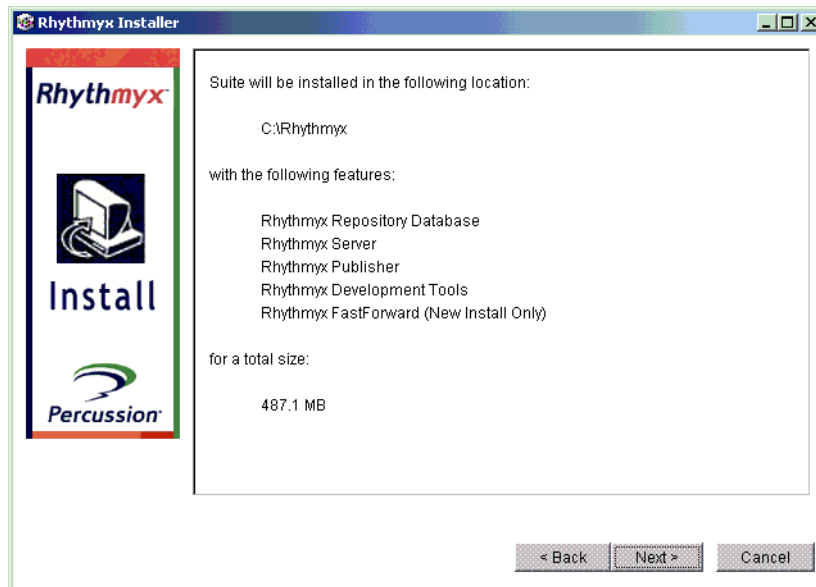


Figure 19: Installation Summary screen

- 20 Review the information. The features listed should include the Rhythmyx Repository Database, Rhythmyx Server, Rhythmyx Publisher, Rhythmyx Development Tools, and Rhythmyx FastForward. Click [Next].
- 21 The Installer displays the progress of the installation. When installation is complete, it displays the Rhythmyx readme.

22 Review the readme. Click [Next].



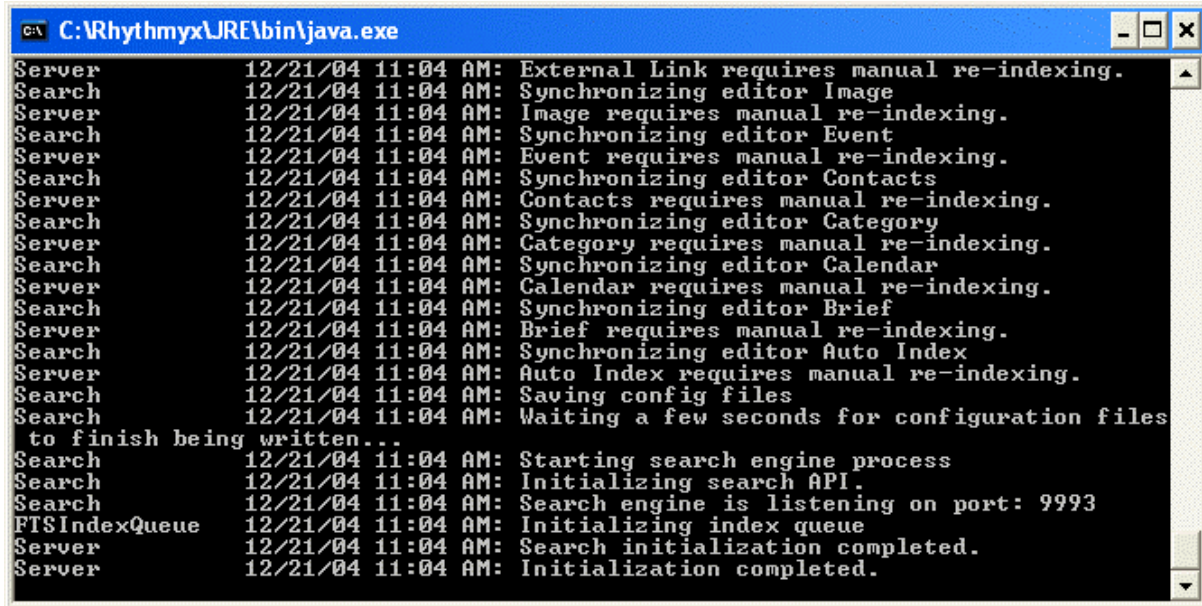
Figure 20: Finish screen

23 Click [Finish] to exit the Installer.

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## Starting the Rhythmyx Server

To start the Rhythmyx Server in Windows, in your Rhythmyx root directory or the directory where you have installed it, double-click on the file RhythmyxServer.exe. A console screen should open and list the progress of the Server initialization. When the console displays the message “Initialization Completed”, the Rhythmyx Server is up and running:

The image shows a Windows command prompt window titled "C:\Rhythmyx\JRE\bin\java.exe". The window contains a log of server initialization messages. The messages are as follows:

```
Server      12/21/04 11:04 AM: External Link requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Image
Server     12/21/04 11:04 AM: Image requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Event
Server     12/21/04 11:04 AM: Event requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Contacts
Server     12/21/04 11:04 AM: Contacts requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Category
Server     12/21/04 11:04 AM: Category requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Calendar
Server     12/21/04 11:04 AM: Calendar requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Brief
Server     12/21/04 11:04 AM: Brief requires manual re-indexing.
Search     12/21/04 11:04 AM: Synchronizing editor Auto Index
Server     12/21/04 11:04 AM: Auto Index requires manual re-indexing.
Search     12/21/04 11:04 AM: Saving config files
Search     12/21/04 11:04 AM: Waiting a few seconds for configuration files
to finish being written...
Search     12/21/04 11:04 AM: Starting search engine process
Search     12/21/04 11:04 AM: Initializing search API.
Search     12/21/04 11:04 AM: Search engine is listening on port: 9993
FTSIndexQueue 12/21/04 11:04 AM: Initializing index queue
Server     12/21/04 11:04 AM: Search initialization completed.
Server     12/21/04 11:04 AM: Initialization completed.
```

Figure 21: Rhythmyx Server Console

If you have problems starting the Rhythmyx Server, see *Startup* (on page 42) in the Troubleshooting section of this document.



## CHAPTER 3

# Introduction to Content Explorer

Content Explorer is the default home page Rhythmyx displays when any user logs in to the Rhythmyx Content Management System. Content Explorer gives business users access to Content Item administration functions such as create, approve, and copy, and gives implementers and administrators access to Publishing, Workflow, and System setup screens.

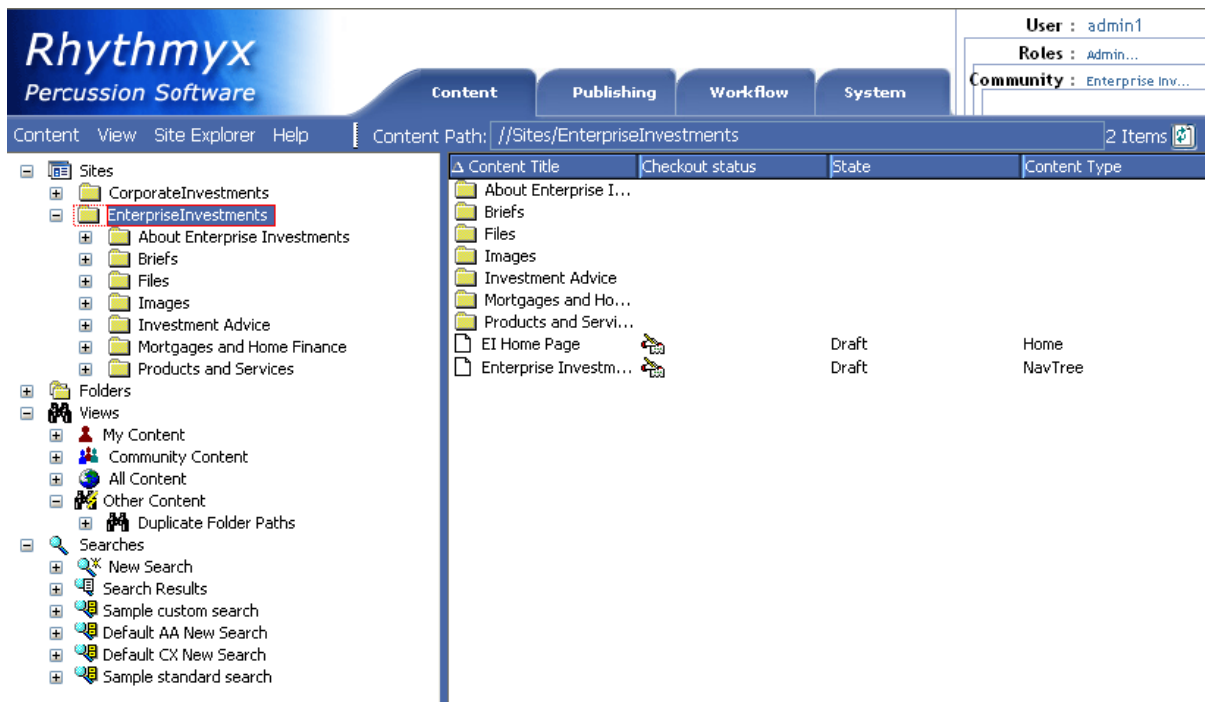


Figure 22: Content Explorer

The following sections explain how to log in to Content Explorer and summarize the functions of each of its tabs.

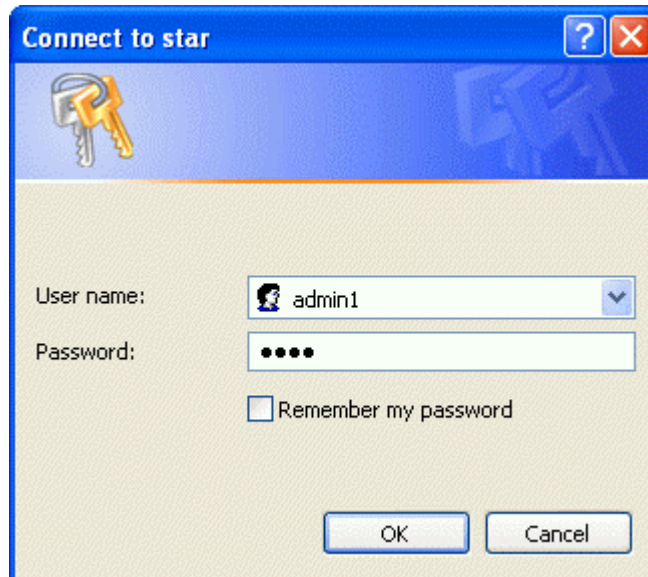
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## Logging in to Content Explorer

To log into Content Explorer:

- 1 Open one of the supported Web browsers and navigate to `http://servername:port/Rhythmyx` where `servername:port` describes the location of the Rhythmyx server. For example, if your Rhythmyx Server is named `contentmanager` and you are using the default port `9992`, enter `http://contentmanager:9992/Rhythmyx`.

Rhythmyx prompts you to log in.



*Figure 23: Login Dialog*

- 2 Enter the **User name** `admin1` and the **Password** `demo`, and click [OK].

Rhythmyx opens Content Explorer. The Content tab is selected, and all four tabs are displayed. In the upper-right corner, the Status Box displays the Login User Name, *admin1*. The Roles that the user belongs to do not fit in the available space, so it displays *Admin . . .*. Since this is the first time you are logging in, Rhythmyx logs you in with your default Login Community, *default* and displays it in the Status Box. FastForward's only Locale is US English, so the Status Box does not display a Locale.

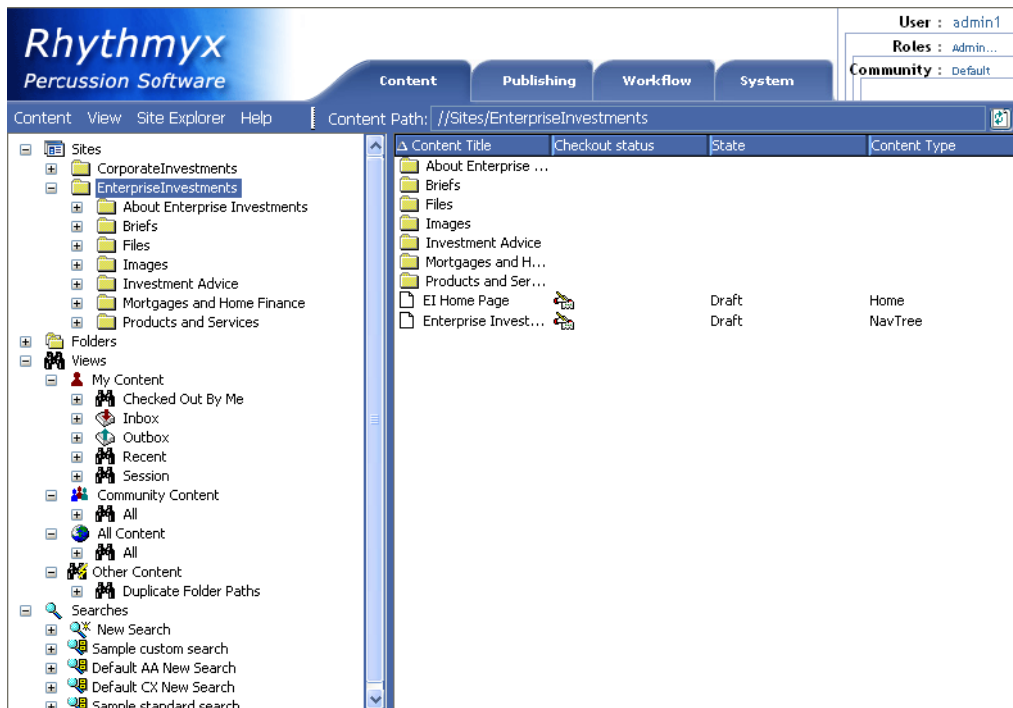


Figure 24: Content Explorer Home Page

- 3 Hold your cursor over the word *Admin* or click on it.

Content Explorer displays all of the User's Roles:

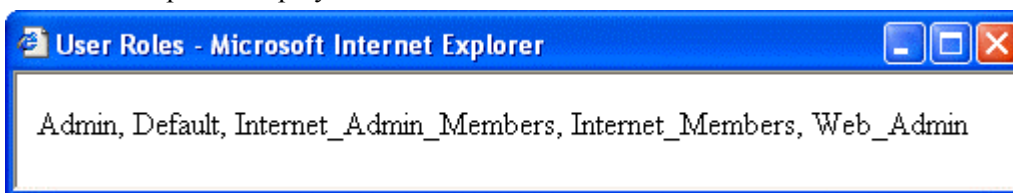


Figure 25: User Roles

- 4 Click on the Community *Default* in the Status Box.

Content Explorer opens the Community and Language Selection Home Page.



Figure 26: Community Login Page

- 5 In the **Select a Community** drop list, choose *Enterprise Investments* and click [Go].

Content Explorer reopens. The Status Box now indicates that *Enterprise Investments* is the Login Community. If you do not change the Login Community again, when you log in as *Admin1* in the future, your default Community will be *Enterprise Investments*.

The Site Folders in your navigation pane should appear identical to those in the following graphic.

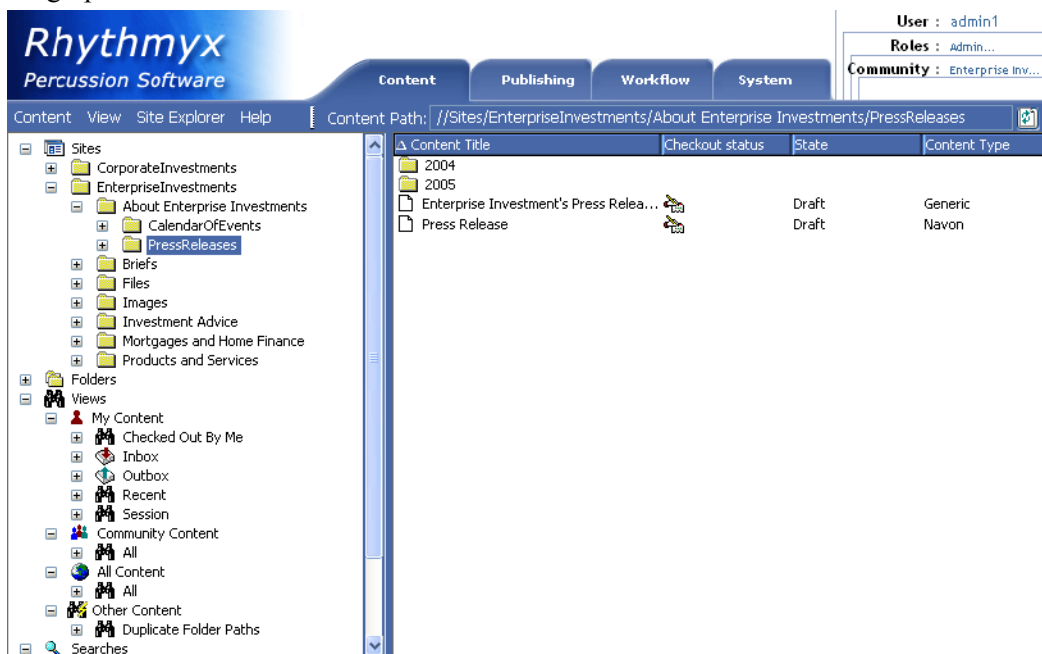


Figure 27: Enterprise Investments Home Page

## Content Tab

In the Content Tab, business users create and modify Content Items and transition them into Workflow States. This tab also allows users to actively assemble Content Items as pages or portions of pages and preview the results.

The Content tab appears and functions similarly to the Windows Explorer interface: the left pane displays a Navigation Tree and the right pane is a Display pane that lists the contents of the node selected in the Navigation Tree.

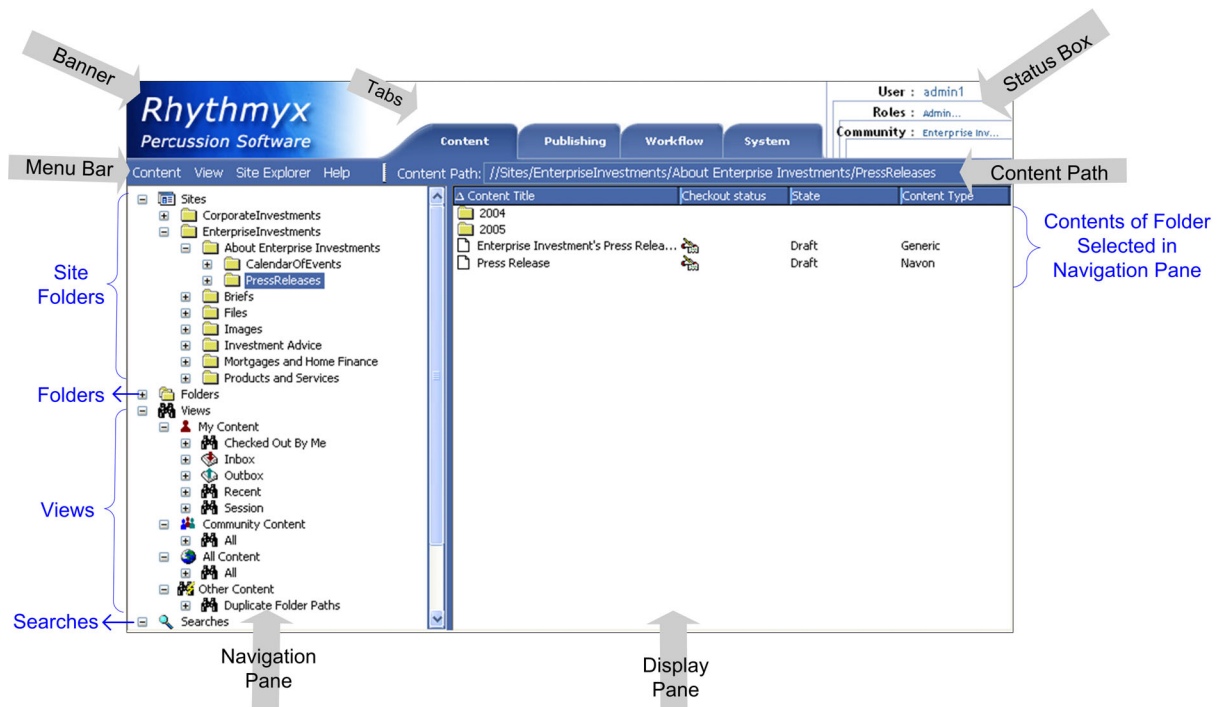


Figure 28: Content Tab of Content Explorer

Several of the components labeled on the Content tab graphic, above, are present in Content Explorer regardless of the tab selected. These components include the Rhythmyx banner, which displays the product name, the Session Properties box, which displays the login User Name, Roles, Community, and Locale (if the system includes more than one Locale), and tabs for accessing other pages. Only the tabs for pages that the user may access are visible. If the user only has access to the Content tab, no tabs are visible.

The Navigation pane includes four main nodes that represent different ways of arranging Content Items:

- Sites – Provides users with a location for setting up a folder tree that resembles the structure of an external site or sites.
- Folders – Contains folders that contain sub-folders or Content Items.
- Views – Contains views that display content sorted and selected according to predefined parameters.
- Searches – Contains search queries.

When a user selects a node in the Navigation Tree, the Display Pane displays its contents. In the Display Pane, users can select a Content Item node and right-click to open a menu of options for acting on the Content Item.

The Content tab also includes a Menu Bar with drop menus that include the various actions available to users in the Content tab.

To the right of the Menu bar, the Content Path displays the full path of the component selected in the Navigation pane.

For more information about the Content tab, see the online Content Explorer help.

## Publishing Tab

The Publishing tab includes links to pages for configuring publishing components and viewing details of published Editions. The default screen displays the Publication Logs by Site. At this point, you have not published anything, so your default page should list no logs. Click the Publishers – By Name link to view the Publishers page. Your Publisher's page should appear identical to the following graphic, with only the publisher named *Localhost Publisher Default Port* listed.

The screenshot shows the Rhythmyx web interface. The top navigation bar includes 'Content', 'Publishing', 'Workflow', and 'System'. The 'Publishing' tab is active. On the left, there is a sidebar with navigation links for Publishers, Sites, Contexts, Variables, Editions, Content Lists, and Publication Log. The main content area displays a table of publishers. The table has columns for Publisher(id), Description, IP Address, and Status. One publisher is listed: 'Localhost Publisher Default Port (301)' with a description 'Connects to a publisher running on default port on the same machine as the Rhythmyx server', IP Address '127.0.0.1', and Status 'Active'. A 'New Publisher' link is visible in the top right corner of the table area.

Publisher(id)	Description	IP Address	Status
Localhost Publisher Default Port (301)	Connects to a publisher running on default port on the same machine as the Rhythmyx server	127.0.0.1	Active

Figure 29: Publishing Tab of Content Explorer

For more details about pages available from the Publishing tab, see the document *Implementing Publishing in Rhythmyx* or the online Workbench or CMS Help.

## Workflow Tab

A Rhythmyx Workflow is a set of States that a Content Item progresses through during its lifetime. In general, Content Items are published after they pass through one or more approval States and reach a publish State.

The following graphic shows how the default Workflow tab appears when FastForward is installed. Your Workflow tab should also display the Simple and Standard Workflows.

Name (ID)	Description	Preview
✗ Simple Workflow (4)	This workflow is assigned to all communities	
✗ Standard Workflow (5)	This workflow requires two approvals before content is published. It is the default for most content types and is assigned to all communities.	

Figure 30: Workflow Tab of Content Explorer

For more information about Workflows and the Workflow tab, see the document *Maintaining Workflows in Rhythmyx*.

## System Tab

The System tab includes links to pages for registering and defining components used with Content Editors and Content Assemblers. By default, the System tab displays the Variants page. Your System tab should display the same FastForward Variants as those shown in the following graphic.

Variant Name (ID)	Description	Produces
<b>Auto Index</b>		
✗ S - Auto Bullet List ( 337)	An auto index to produce bulleted list of Press Releases.	Snippet
✗ S - AutoList ( 307)	An auto index to produce list of Press Releases.	Snippet
<b>Brief</b>		
✗ S - Callout ( 306)	Renders the shared callout field.	Snippet
<b>Calendar</b>		
✗ P - CI Monthly ( 394)	Full page calendar displaying a single month of events.	Page
✗ P - EI Monthly ( 331)	Full page calendar displaying a single month of events.	Page
✗ S - Callout ( 334)	Renders the shared callout field.	Snippet
✗ S - JavaScript Calendar ( 403)	Renders a JavaScript Calendar	Snippet
✗ S - Title Link ( 360)	Renders the shared display title field as a link to the default page variant.	Snippet
<b>Category</b>		
✗ P - CI Category List ( 395)	Bolded content title, followed by body text, followed by (auto) index contents slot, surrounded by the global slots.	Page
✗ P - EI Category List ( 327)	Bolded content title, followed by body text, followed by (auto) index contents slot, surrounded by the global slots.	Page
✗ S - Bulleted List ( 376)	Bulleted list	Snippet

Figure 31: System Tab of Content Explorer

For more information about the pages accessible from the System tab, see the CMS online help.



## CHAPTER 4

# Publishing FastForward for WCM Sample Content

This section shows you how to publish the content of the FastForward Web Site *Enterprise Investments*. The FastForward publishing configuration is set up to publish the content to the default Tomcat Web application server installed with Rhythmyx.

## Running the FastForward for WCM Edition

In Content Explorer, click on the Publishing tab. In the left navigation bar, under **Editions**, click on the By Name link. Content Explorer displays the Editions page.





					Editions	
					New Edition	Copy Edition
	Publish	Edition Name (id)	Description	Destination Site (id)	Edition Type	
✗		Full Enterprise Investments (301)	Publish all items in public state	Enterprise Investments ( 301)		
✗		Incremental Enterprise Investments (302)	Publish only new and modified items in public state	Enterprise Investments ( 301)		
✗		Unpublish Enterprise Investments (303)	Delete all items in archive state	Enterprise Investments ( 301)		
✗		Full Corporate Investments (307)	Publish all items in public state	Corporate Investments ( 303)		
✗		Incremental Corporate Investments (308)	Publish only new and modified items in public state	Corporate Investments ( 303)		
✗		Unpublish Corporate Investments (309)		Corporate Investments ( 303)		
✗		Full Corporate Investments - Mirror (310)	Publish all items published to source site	Corporate Investments - Mirror ( 304)		
✗		Incremental Corporate Investments - Mirror (311)		Corporate Investments - Mirror ( 304)		
✗		Unpublish Corporate Investments - Mirror (312)		Corporate Investments - Mirror ( 304)		
✗		Incremental Enterprise Investments-Mirror (305)		Enterprise Investments-Mirror ( 302)		
✗		Unpublish Enterprise Investments-Mirror (306)		Enterprise Investments-Mirror ( 302)		
✗		Full Enterprise Investments-Mirror (304)	Publish all items published to source site	Enterprise Investments-Mirror ( 302)		

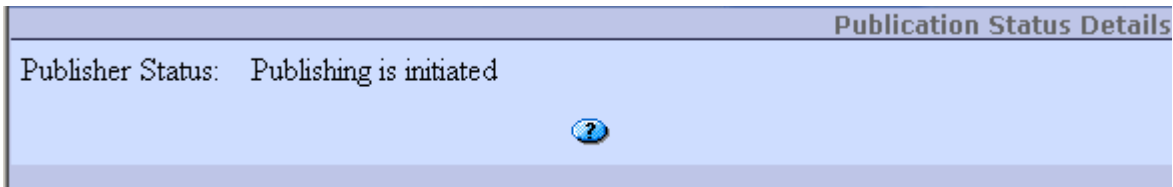
Figure 32: Editions page

Rhythmyx uses Editions to publish content. The Edition specifies the content to publish, and Site or location where you want to publish it. The Full Enterprise Investments Edition publishes all Public Content Items in the Enterprise Investments Site in Rhythmyx to Web application in the Tomcat Web application server.. We will run this Edition manually to illustrate how Publishing an Edition works. In a production environment, a scheduling application usually triggers the Editions automatically.

Before beginning, confirm that the Tomcat Web application server you installed with Rhythmyx is running.

To manually publish the Enterprise Investments Edition, on the Editions page, find the Full Enterprise Investments Edition, and click on the manual publish icon  in the Publish column.

As the Edition begins to run, Rhythmyx displays the following screen:



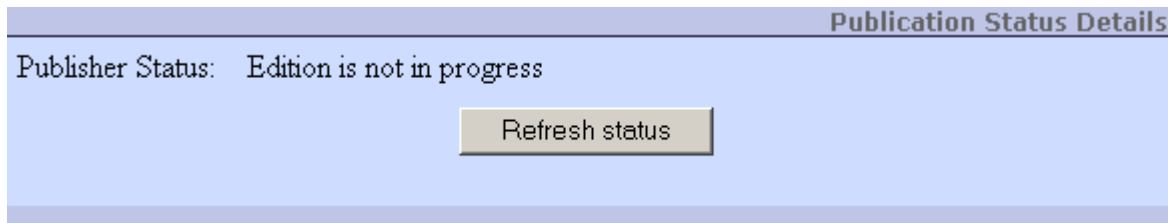
*Figure 33: Publisher Status: Publishing is initiated*

As publishing progresses, Rhythmyx may display:



*Figure 34: Publisher Status: Edition is in progress*

When publishing is complete, Rhythmyx displays:



*Figure 35: Publisher Status: Edition is not in progress*

## Reviewing the Published Content

After you publish your FastForward content, you can review it in two ways:

- Check the Publication Log (Publog) for the publication run of the Edition.
- Open the Web Site in a browser and browse the Site.

If you Publog and published site do not resemble the data in the following sections, refer to **Publishing** (on page 44) in the Troubleshooting section of this document.

review it by checking the Publication Log and the Site directory, and by opening the Web Site in a browser. If you locate any errors or any of the information that you review does not appear as described in the following section,

To review published content:

- 1 Click the Publishing tab in Content Explorer and click one of the Publication Log links. Locate the log for your Publication (it may be the only log listed).

Enterprise Investments (301)						Publications by Site				
Date/Time (Publication ID:Pubstatus ID)	Content List	Edition Name	Edition Type	Status						
2005-03-29 11:22:38.0 (327:327)	Site Root Full (310)	Full Enterprise Investments		Success	125	19	0	5	0	

Figure 36: Publication Log

- 2 Review the log as follows:

- Check if the **Status** column displays *Success*. If it displays *Error*, click *Error* to locate the source of your error in the error log.
- Determine if the page icons in the columns to the right display the following numbers:

65	24	0	4	0

Figure 37: Printing Status

If the numbers displayed do not match these, either:

- click on *Success* to view the publishing log, or
- click on the entry in the column **Date/Time (Publication ID:Pubstatus ID)** to view the status of individual Content Items published.
- Click on the entry in the column **Date/Time (Publication ID:Pubstatus ID)**. Review the Publication map to determine if individual Content Items published to the expected folders and if they published successfully.
- Click on the filenames or CMS links to see if the Content Items are assembled as expected.

Filename	Operation	Status	CMS Link
c:/inetpub/wwroot/			
index466.html	publish	success	EI Home Page
About Enterprise Investments/binarythumb.jpg	publish	success	About EI HomePage Image (NYSE Papers)
nav_aei_on.jpg	publish	success	About Enterprise Investments Buttons
NYSEPaper.jpg	publish	success	About Enterprise Investments Section Image (NYSE Papers)
page335.html	publish	success	Page - About Enterprise Investments
Images/nav_invadv_on.jpg	publish	success	Investment Advice Blue
CreditCard/EIHomeEquityCard.gif	publish	success	EIHomeEquityCreditCard
Funds/EI Global Health Sciences			
Fund/EI Global Health Sciences - allocations.jpg	publish	success	EI Global Health Sciences - allocations

Figure 38: Publication Map

- Open the Site directory on your local machine. For the IIS Web Server, the Site directory defaults to c:/inetpub/wwroot. For the Apache Web Server, the Site directory defaults to C:/Program Files/Apache Group/Apache2/htdocs.

For IIS, the directory should list the following folders and files. Note that some of the files are Web Server files used for rendering the Web Site.

Name	Size	Type	Date Modified
Mortgages and Home Finance		File Folder	12/29/2004 9:31 AM
Images		File Folder	12/29/2004 9:31 AM
Investment Advice		File Folder	12/29/2004 9:31 AM
Products and Services		File Folder	12/29/2004 9:32 AM
About Enterprise Investments		File Folder	12/29/2004 9:32 AM
help.gif	1 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
isstart.asp	2 KB	Active Server Page	7/21/2001 2:22 PM
localstart.asp	10 KB	Active Server Page	7/21/2001 2:22 PM
mmc.gif	1 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
pagerror.gif	3 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
print.gif	2 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
warning.gif	2 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
web.gif	2 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
winxp.gif	12 KB	Paint Shop Pro 7 Im...	7/21/2001 2:22 PM
index466.html	22 KB	HTML Document	12/29/2004 9:33 AM

Figure 39: IIS Default Publishing Folder

For Apache, the directory should appear as

Name	Size	Type	Date Modified
About Enterprise Investments		File Folder	12/30/2004 8:09 AM
Images		File Folder	12/30/2004 8:08 AM
Investment Advice		File Folder	12/30/2004 8:08 AM
Mortgages and Home Finance		File Folder	12/30/2004 8:08 AM
Products and Services		File Folder	12/30/2004 8:09 AM
resources		File Folder	12/29/2004 4:18 PM
apache_pb2.gif	3 KB	Paint Shop Pro 7 Im...	5/2/2001 9:30 PM
apache_pb2.png	2 KB	Paint Shop Pro 7 Im...	5/30/2001 12:54 AM
apache_pb2_ani.gif	3 KB	Paint Shop Pro 7 Im...	5/2/2001 9:30 PM
apache_pb.gif	3 KB	Paint Shop Pro 7 Im...	7/2/1996 11:18 PM
apache_pb.png	2 KB	Paint Shop Pro 7 Im...	5/30/2001 3:27 AM
index.html	31 KB	HTML Document	1/5/2005 10:55 AM
index.html.bak	31 KB	BAK File	12/30/2004 8:09 AM
index.html.ca	2 KB	CA File	5/20/2002 2:31 PM
index.html.cz.iso8859-2	2 KB	ISO8859-2 File	9/28/2001 9:55 AM
index.html.de	3 KB	DE File	2/14/2002 6:38 AM
index.html.dk	2 KB	DK File	1/19/2001 11:44 AM
index.html.ee	2 KB	EE File	1/19/2001 11:44 AM
index.html.el	2 KB	EL File	1/19/2001 11:44 AM
index.html.en.hold	2 KB	HOLD File	5/3/2001 5:01 PM
index.html.es	2 KB	ES File	1/19/2001 11:44 AM

The Site folder structure should duplicate that of your Site Folder structure on Content Explorer:

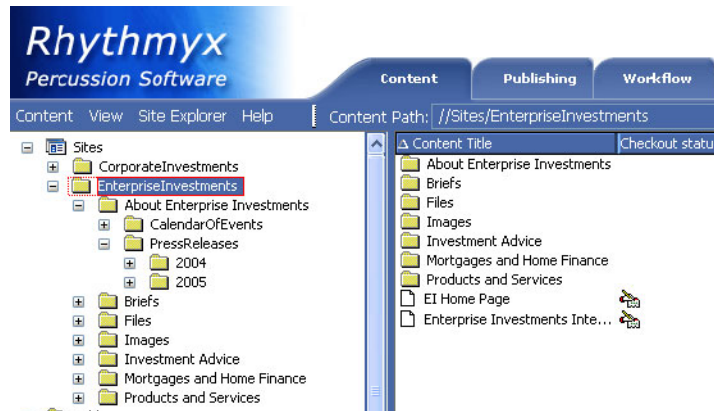


Figure 40: Site Folder Structure in Content Explorer

Open some of the folders and check if the Publisher delivered the expected Content Items to the folders.

- 4 If you have published to the Apache Web Server, change the file name of your home page in c:\Program Files\Apache Group\Apache2\htdocs\ from index466.html to index.html.
- 5 Enter your local server name.

The home page for Enterprise Investments should open:



Figure 41: Enterprise Investments Home Page

- 6 Browse through the Site to determine if it looks as expected. For reference, see the xxxURLxxx on the Percussion Web Site. , which is an example of the implementation.

## Reviewing the Enterprise Investments Publication Log

To review Publication log (publog), Click the Publishing tab in Content Explorer.

Content Explorer displays the Publications by Site page. This is the default page when you click the Publishing tab. If this is the first time you have run an Edition, you should only have one log entry:

Enterprise Investments (301)						Publications by Site				
Date/Time (Publication ID:Pubstatus ID)	Content List	Edition Name	Edition Type	Status						
2005-03-29 11:22:38.0 (327:327)	Site Root Full (310)	Full Enterprise Investments		Success	125	19	0	5	0	

Figure 42: Publication Log

Check the **Status** column first. If that value of this column is *Success*, then you have published the Enterprise Investments content successfully. If the value of this column is *Error*, a problem occurred during the publishing run. Click on the Error link to display the error log. For recommendations about resolving the errors, see the **Publishing section of Troubleshooting** (see "Publishing" on page 44).

Next, check the Publishing statistics columns on far right. These columns should contain the following values:

- Inserted Content Items (): 19
- Removed Content Items (): 5
- Content Items that generated errors (

If the last column has a value other than 0, the value is a link. Click on the link for a detailed log of the errors. Refer to the troubleshooting recommendations for resolutions of these problems.

Finally, click on the link in the Date/Time (Publication ID/Pubstatus ID) column to see the Site map. It should resemble the following graphic:

Filename	Operation	Status	CMS Link
ci/			
inetpub/			
wwwroot/			
index466.html	publish	success	EI Home Page
About Enterprise Investments/			
binarythumb.jpg	publish	success	About EI HomePage Image (NYSE Papers)
nav_aei_on.jpg	publish	success	About Enterprise Investments Buttons
NYSEPaper.jpg	publish	success	About Enterprise Investments Section Image (NYSE Papers)
page335.html	publish	success	Page - About Enterprise Investments
Images/			
nav_invadv_on.jpg	publish	success	Investment Advice Blue
CreditCard/			
EIHomeEquityCard.gif	publish	success	EIHomeEquityCreditCard
Funds/			
EI Global Health Sciences			
Fund/			
EI Global Health Sciences - allocations.jpg	publish	success	EI Global Health Sciences - allocations

Figure 43: Publication Map

You can click on each page link to validate that the page was assembled correctly.

## Reviewing the Published Web Site

To review the published Web Site, start a browser. In the address window, enter

`http://localhost:9980/EI_Home/index.html`

If you installed Rhythmyx on a different machine, substitute its IP address for *localhost*. If you specified a different port for the Tomcat Web application server, substitute that port number for *9980*.

You should see the following page:

The screenshot shows the Enterprise Investments Home Page in Microsoft Internet Explorer. The browser's address bar displays `http://localhost:9980/EI_Home/page466.html`. The page has a green header with the 'EI Enterprise Investments' logo and a search bar. Below the header, there are four main content areas: 'About Enterprise Investments', 'Investment Advice', 'Mortgages and Home Finance', and 'Products and Services'. Each area has a representative image. To the right, there are two tables: 'Markets' and 'Rates'. The 'Markets' table lists various indices and their values, while the 'Rates' table lists mortgage and credit rates. Below these tables is a navigation menu with four tabs: 'About Enterprise Investments', 'Investment Advice', 'Mortgages and Home Finance', and 'Products and Services'. The 'About Enterprise Investments' tab is selected, showing a sidebar with links to 'Press Release', 'Insurance Advice', 'Estate Planning', 'Retirement', and 'Tax'. The main content area features a 'more >>' link, followed by two columns of text under the headings 'Insurance' and 'Retirement'. The 'Insurance' column discusses 'Putting patients in the driver's seat' and 'Tough medicine for Medicare'. The 'Retirement' column discusses '11 ways to save even after retirement' and 'Women: Take charge of your nest egg'. To the right, there are 'Event Calendars' for January and December, with text about blood pressure testing and donating blood.

Index	Value	Change
DJIA	8,022.02	+108.81
NASDAQ	1,327.99	+14.16
S&P500	850.17	+11.24
RJQ	45.09	-1.18
WKM	13.16	+4.98
YTB	23.73	-18.71
TWUR	56.27	-1.01

MORTGAGES	Rate	APR
30-Year Fixed	5.25	5.55
15-Year Fixed	4.75	5.17
7-Year Arm	4.37	4.60
Home Equity	Rate	APR
Line of Credit	3.90	4.25
Installment	6.75	6.75

Figure 44: Published Enterprise Investments Home Page


An example site is provided so you can compare your published output to the Site as designed by Percussion Software. The URL for this comparison site is:

`http://localhost:9980/EI_Sample/index.html`



## Publishing and Reviewing the Corporate Investments Site

A second sample Site, Corporate Investments, is also provided. To publish this Site, run the Full Corporate Investments Edition. Then you review the Publog, you should see the following Publishing statistics:

- Inserted Content Items (

The URL for the published Corporate Investments Web Site is:

[http://localhost:9980/CI\\_Home/index.html](http://localhost:9980/CI_Home/index.html)

The URL of the sample Corporate Investments Site for comparison is:

[http://localhost:9980/CI\\_Sample/Index.html](http://localhost:9980/CI_Sample/Index.html)



## CHAPTER 5

# Troubleshooting

# Installation

## Problem

The installer cannot connect to the repository.

Solution:

This indicates improper entry of the Server's IP, User ID, or Password.

For SQL Server, follow the next few steps to establish a connection:

- Confirm the existence of the sa account through Microsoft's Enterprise Manager Utility.
- Confirm, and if necessary, change, the sa password.
- Re-attempt connection to the Server. If it still fails, confirm the port on which SQL Server is listening in Enterprise Manager:

a) Select Tools > SQL Server Configuration Properties.

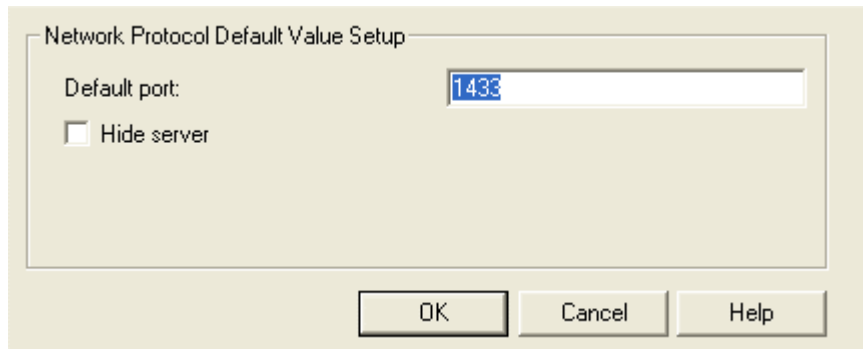
The SQL Server Properties dialog opens to the General tab.

b) Press the [**Network Configuration**] button.

The SQL Server Network Utility dialog opens to the General tab.

c) Highlight the TCP/IP protocol and press the [**Properties**] button.

The Network Protocol Default Value Setup dialog opens.



*Figure 45: Network Protocol Default Value Setup dialog*

- d) If the port number listed is not 1433, change it and press [**OK**].
- e) Exit Enterprise Manager and restart SQL Server.

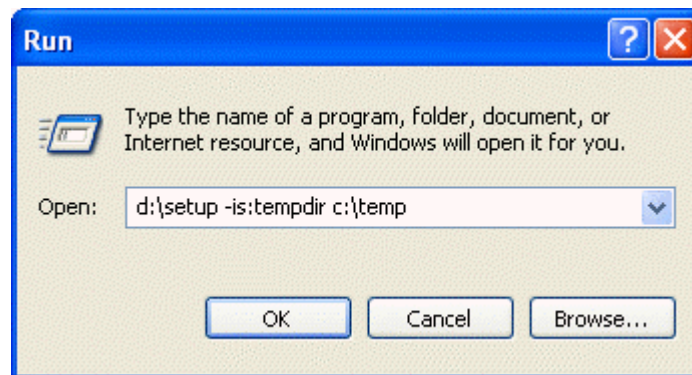
## Problem

The Installer hangs.

Solution:

In most cases, the Installer hangs because the system's temporary directories do not have enough room for the installation. Initiate set up from a command prompt, and specify a new temporary directory.

In Windows, use the command shown in the following graphic. In the graphic "d" represents the drive on which the setup executable is located and "c" represents the installation drive.



*Figure 46: Temporary Directory Setup*

In Unix, enter:

```
sh SetupUI.sh -is:tempdir /usr/home/Rhyth_User
```

# Startup

## Problem

Server encounters an error and shuts down during initialization.

Solution:

When the Rhythmyx server encounters an error during the initialization process, it pauses where the error occurred and displays a message similar to the following:

```
Server          10/26/00 4:39 PM: Server initialization error
- shutting down
- Press [Enter] in the next 10 seconds to pause -
```

If you press **[Enter]** within the 10-seconds allotted, Rhythmyx continues to pause while displaying a message similar to the following:

```
Server          10/26/00 4:39PM: Waiting for your input -
Press [Enter] to continue -
```

When you press **[Enter]** again the server shuts down.

The pause option gives you a chance to see where the error occurred in the initialization process.

## Problem

On startup, the Rhythmyx Server displays the message, “The evaluation period for this license has expired.”

Solution:

This error indicates that your license for Rhythmyx has expired, and you need a new license. Contact Percussion Technical Support for a new license and for instructions about updating your installation.

## Problem

The Rhythmyx Server console displays an out of memory condition when you attempt to start Rhythmyx.

Solution:

Start the Rhythmyx Server from a command line and specify at least 512 megabytes of RAM.

In Windows, use the following case-sensitive command:

```
RhythmyxServer.exe -Xmx512m
```

In Unix, create a file named RhythmyxServer.ja. In the file, include the line:

```
-Xmx512m
```

Run RhythmyxServer on a command line. The command will automatically check for additional options in the RhythmyxServer.ja file and include them.

## Problem

The Rhythmyx Server console displays the following message and the Server fails to start.

```
Server          1/21/05 9:55 AM: A failure was detected in  
the connection listener: <all>:9992 Address already in use:  
JVM_Bind.
```

Solution:

Another application is running on the port. Stop the other application and start the Rhythmyx Server again.

# Publishing

## Problem

Publication Log in the Publishing Administrator indicates that files have published correctly, but links in the Publication Map to the files on the Web server are broken.

Solution:

Fix the Publishing Root Location or the Site Address (URL) on the Edit Site Page. The Publishing Root Location must be an existing directory that an HTTP server listed in Site Address (URL) serves. Since we are publishing to a file system, the Publishing Root Location must be an absolute path (for example, `c:/inetpub/wwwroot` or `/usr/local/web`).

## Problem

Publication Log indicates error opening socket.

Example Publication Log 1:

```
<?xml version="1.0" encoding="UTF-8" ?>
- <publicationstatus pubstatusid="316">
  <status>Error</status>
  <message>error opening socket: Connection refused: connect</message>
</publicationstatus>
```

Example Publication Log 2:

```
<?xml version="1.0" encoding="UTF-8" ?>
- <publicationstatus pubstatusid="319">
  <status>Error</status>
  <message>error opening socket: pubserver</message>
</publicationstatus>
```

Solution:

The Rhythmyx Server was unable to create a connection with the Application Service. Try each of the following in the specified order:

- 1 If the Application Service (`http://appservice:port`) is not running, start it (By default, the Application Service is Tomcat).
- 2 Determine if the Application Service is deployed properly on Tomcat:
  - a) Open a browser and enter:  
`http://appservice:port/RxServices/admin/index.html`, where `appservice` is the name or IP address of the application server's machine and `port` is the number of the port on which the application server listens for requests.



The browser displays the Apache SOAP Admin page.



Figure 47: Apache SOAP Admin Page

- b) Click **List**.

The browser displays the Service Listing page.



Figure 48: Service Listing Page

- c) If you do not see a deployed service named: `urn:www.percussion.com/Publisher`, the SOAP service is not properly deployed on Tomcat.

It is possible that the Application Server cannot find the `DeployedServices.ds` file. Find the file in your Rhythmyx root directory.

If it is missing: shut down the Application Server and reinstall the Publisher Component.

If it is not located in both `<Rhythmyxroot>/AppServer` and `<Rhythmyxroot>/AppServer/bin`, copy it into both of these directories and restart the Application Server.

- 3 If you are an advanced user or you are working with Rhythmyx Technical Support: delete your Rhythmyx Publisher Registry key.
- 4 Check whether a firewall exists between the Rhythmyx Server and Publisher server.

## Problem

Cannot locate Publisher error logs.

Solution:

Different parts of the Publisher have different error logging. The part of the system that encounters a failure determines which log records the error. The following table indicates where different system component errors are logged.

System Component	Definition	Where system component logs Publishing errors
Content Lists	The content lists are ordinary Rhythmyx Query applications.	Content lists write serious errors to the PSLOGDAT table (if it is enabled), and they may generate trace files
PubHandler	The PubHandler is a loadable handler that manages the Publishing process. It reads the content lists and generates SOAP messages to the Publisher.	Generally, Loadable Handler errors go to the Rhythmyx server console.
Tomcat server	The default Publisher server.	The Tomcat server has logs. These are generally in the <code>&lt;Rhythmyxroot&gt;/AppServer/logs</code> (or <code>/tomcat/logs</code> ) directory. There are several different logs, including access logs. None of the Rhythmyx Publisher's output goes to these logs. You can change these logs in the <code>server.xml</code> in the <code>tomcat/conf</code> directory.

System Component	Definition	Where system component logs Publishing errors
Publisher	--	The publisher's output goes directly to the <code>/&lt;Rhythmyxroot&gt;/AppServer/webapps/publogs</code> directory. There is one log for each edition, and the edition number (and Publishing run number) are in the file name. These are the logs that are linked from the Publication Details Map. If anything fails (or is configured incorrectly) before the SOAP servlet calls the Publisher, there will be no log.
RXPUBSTATUS	Backend Rhythmyx table	If all of the Publishing steps work, Rhythmyx adds a row to the RXPUBSTATUS table. When this row is added, a new line appears in the Publication Log window.



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