

Metatude 

**Channel Integration
Component
Installation Manual**

Version 2.2

Table of Contents

Chapter 1 Introduction	2
1 About Metatude	2
2 About this manual	3
3 The Metatude Suite	4
Chapter 2 Installation	5
1 MCIC for IIS	5
2 MCIC for Tomcat on SuSE	6

1 Introduction

1.1 About Metatude

The Metatude software suite allows you to collect feedback on the performance and activities of your company from stakeholders such as customers, business partners, co-managers and employees. This information is vital to your company because it allows you to fine-tune your business activities and company policies to the perception of your performance. And it is this information that will allow you to gauge and influence what others say and think about your company, something that can make or break you. Essential information that constitutes the basis for your business decisions.

Metatude's web-based software allows you to collect feedback on issues such as:

- customer satisfaction and loyalty;
- employee commitment;
- corporate reputation;
- business ethics;
- service level management.

Metatude is designed for large organizations whose IT infrastructure may be complex and have many stakeholders. Once the software is installed you can easily define target groups, create questionnaires, conduct research and manage output for analysis and reporting tools.

For more information on Metatude software, technology and business examples, please consult our website: <http://www.metatude.com>

1.2 About this manual

In this manual we show you how to install the Metatude Channel Integration Components (MCIC) step by step. After giving you some general information about the Metatude software suite, we will show you which preparations to make and how to install the application. You can choose to install a Channel Integration Component on a Windows machine that runs IIS or you can install a Channel Integration Component on a Linux machine. The Linux variant makes use of a Java servlet container. In this manual, the installation of such a Java servlet container, Tomcat, is explained. Tomcat can run as a standalone webserver, or it can be connected to your existing Apache webserver. Both options will be explained.

This manual is dated August 11th 2004; Metatude will update this documentation if needed. Please check <http://www.metatude.com/support/> for recent versions.

1.3 The Metatude Suite

The Metatude software suite consists of four interacting software components:

1. **Metatude Dialogue Server;**
2. **Metatude Channel Integration Components;**
3. **Metatude Dialogue Designer;**
4. **Metatude Project Manager.**

The basis of the Metatude architecture is a central server (*Metatude Dialogue Server*) that needs to be installed in your organization. This server maintains the connections with databases, stores and serves the dialogues to stakeholders and collects and stores the collected data in a database.

Once the *Dialogue Server* is installed, you can manage any stakeholder feedback with two desktop applications that are relevant for the regular user: the *Metatude Dialogue Designer* and the *Metatude Project Manager*. Consultants, managers and researchers can use these two applications to prepare questionnaires and manage projects involving stakeholder feedback.

1) Metatude Dialogue Server

The Metatude Dialogue Server (MDS) is the central component within the Metatude architecture. This server connects to databases and directories with stored stakeholder information, communicates with electronic channels, stores and serves dialogues and writes results to a database. All the project information and intelligence to manage projects automatically resides on this server.

2) Metatude Channel Integration Components

The Metatude Channel Integration Components (MCIC) needs to be installed on an electronic channel. This allows the channel to communicate with the central server.

3) Metatude Dialogue Designer

The Metatude Dialogue Designer (MDD) is a Windows application that is used to create questionnaires. With a simple and intuitive interface any user can learn how to create questionnaires in a matter of minutes. Many question types are supported, e.g. open questions, multiple choice, multiple response, scale and matrix questions.

4) Metatude Project Manager

With the Metatude Project Manager (MPM) you can manage stakeholder feedback projects. The MPM can connect via a network to the Metatude Dialogue Server. Once logged on you can connect databases and directories, create target groups, assign dialogues to (multiple) target groups and retrieve results in the desired format.

2 Installation

2.1 MCIC for IIS

To install the MCIC for Windows Internet Information Server (IIS) you need to complete the following steps:

Configuring IIS

The MCIC for IIS uses the English (United States) locale. From Windows 2000 service pack 2 and up, IIS can be instructed to always use a specific locale. To instruct IIS to always use the English (United States) locale, double click on the *IISlocale.reg* file, located on your Server software CD-ROM in the directory *utilities\config_files*. Then restart your server for the changes to take effect. Please note that every script that will be executed on IIS after the registry file is used will then use this locale.

Installation

- Run *SETUP.EXE* which can be found in the directory *\Channel_Integration_Component_for_IIS* on your Server software CD-ROM
- Choose the path of the root directory of the webserver. The default setting for IIS is: *C:\INETPUB\WWWROOT*
- Under the directory *wwwroot*, a directory 'metatude' is created.
- The Channel Integration Component will be installed in this directory.

Set the preferences of the MCIC

Open the file *MCICPreferences.txt* with any text editor. It is located in *C:\INETPUB\WWWROOT\metatude* if you chose the default installation path.

- On the first line of the file, put the IP address or hostname of the MDS
- On the second line of the file, put the port number of the MDS (default is 6382)
- Save the text file

Optionally, you can set a specific stylesheet for a dialogue

- Create or copy a stylesheet
- Rename the stylesheet to *Project_XXX.xml*, where *XXX* is the project ID. The project ID for a project is shown in the Metatude Project Manager, when you click 'edit' in the 'Projects' tab.
- Put the stylesheet in the 'metatude' directory, located under the *wwwroot* directory of the webserver

2.2 MCIC for Tomcat on SuSE

Introduction

The Metatude Channel Integration Component (MCIC) runs on a java-servlet enabled web server. Tomcat is a widely used web-server for servlet based applications and Apache is the most popular web-server for any kind of web applications. Apache can serve as a frontend for the Tomcat server. This document describes the installation of the MCIC and Tomcat on a RedHat Linux based system. You already need to have installed Apache 2.

This chapter of the manual describes how to install Tomcat and the MCIC on SuSE Linux 9.0 Professional.

Installation of Tomcat

Start the YaST Control Center. Go to *Software* and choose *Install and remove Software*. Do a search for *tomcat*. Two packages will be found. These need to be installed. Additionally, Java must be installed. These are the names of the new packages that need to be added:

apache2-jakarta-tomcat-connectors
jakarta-tomcat
java2

After you've installed these packages, Tomcat will be available on your system. Next, you need to start the Tomcat service. Do this in the YaST Control Center. Go to *System* and choose *Runlevel Editor*. Enable the Tomcat Service here.

Installation of the MCIC

Install MCIC as follows:

- Go to the directory */Channel_Integration_Component_for_Apache* on your Server software CD.
- Execute the file *install.bin*
- The installation process is now started.
- You need to accept the terms of the license agreement and indicate the directory where the Tomcat is installed. For SuSE Linux the directory is */opt/jakarta/tomcat*
- After these questions you can press the button 'install', after which the installation takes place.
- After completion of the installation process press the button 'done'

Set the preferences of the MCIC

Open the file *MCICPreferences.dat* with with any text editor. It is located at */opt/jakarta/tomcat/webapps/metatude* if you chose the default installation path.

- On the first line of the file, put the IP address or hostname of the MDS
- On the second line of the file, put the port number of the MDS (default is 6382)
- Save the text file

Restart Tomcat for the installation to take effect.

Configuring Apache

Open the YaST Control Center and go to System. Choose *Editor for /etc/sysconfig Files*. In the tree menu on the left, go to: *Network/WWW/Apache2/APACHE_MODULES*.

Add *jk* to the list of modules for Apache and save your configuration.

Edit the file */etc/apache2/conf.d/tomcat_jk.conf*. Just before the `</IfModule>` statement, add the following lines:

```
Alias /metatude "/opt/jakarta/tomcat/webapps/metatude"  
<Directory "/opt/jakarta/tomcat/webapps/metatude">  
    Options Indexes FollowSymLinks  
    allow from all  
</Directory>
```

```
JkMount /metatude/* ajp13
```

```
<Location "/metatude/WEB-INF/">  
    AllowOverride None  
    deny from all  
</Location>
```

Save the file and restart Apache.

Now you can request dialogues through your web-browser from the MCIC.

Optionally, you can set a specific stylesheet for a dialogue

- Create or copy a stylesheet
- Rename the stylesheet to *project_XXX.xml*, where XXX is the project ID. The project ID for a project is shown in the Metatude Project Manager, when you click 'edit' in the 'Projects' tab.
- Put the stylesheet in the MCIC directory, located at */opt/jakarta/tomcat/webapps/metatude/xml*.

Index

- A -

about 3

- I -

IIS 5

installation 5

- M -

MCIC 4, 5

MDD 4

MDS 4

metatude 2

MPM 4

- W -

webserver 5

windows 5