



# Enterprise Analyzer 3.6 Update 2

EA Web Installation Guide

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# Enterprise Analyzer Web Client Installation Guide

This chapter describes how to install and deploy the Enterprise Analyzer Web client.

## Installing and Deploying EA Web

The following steps assume you have created a workspace. See *Getting Started* for more information.

1. Install Enterprise Analyzer. For instructions on how to do this see the *Installation Guide*.
2. Install JRE 7 (`jre-7u21-windows-i586.exe`). The JRE installer is provided with the EA installer in `CD1 - Enterprise Analyzer\EA Web Server Pre-requisites\`.
3. Install Apache Tomcat (`apache-tomcat-6.0.16.exe`). The Apache Tomcat installer is provided with the EA installer in `CD1 - Enterprise Analyzer\EA Web Server Pre-requisites\`. Follow the screen prompts and accept the defaults, except:
  - On the **Choose Components** screen, expand the **Tomcat** option and check **Service** to have Tomcat start automatically.
4. Stop the Apache Tomcat service from **Windows Control Panel > Administrative Tools > Services**.
5. Copy `EAWeb.war` from the Web Client folder in the Enterprise Analyzer installation directory to `C:\Program Files (x86)\Apache Software Foundation\Tomcat 6.0\webapps`.
6. Start the Apache Tomcat service from **Windows Control Panel > Administrative Tools > Services**.
7. While you are still in **Windows Control Panel > Administrative Tools > Services**, right-click the Enterprise Analyzer Web service and choose **Properties**. Go to the **Log On** tab, choose **This account** and enter the username and password of a user that has access to EA and the workspace.  
 **Note:** The logon user for the Enterprise Analyzer Web service is also significant because the user preferences of this user will impact the types of repository and Hypercode objects that will be returned in the search. Diagrams shown in EA Web will also use the options set for this user.
8. Restart the Enterprise Analyzer Web service.
9. Open Enterprise Analyzer Administration and select **Configure Web Service** from the **Administer** menu.
10. Click **Add** and point to your workspace `.rwp` file. The workspace that is checked as the default will be the workspace that is used with EA Web.
11. Click **Save**.
12. Go to `http://[servername]:8080/EAWeb`.

## Troubleshooting

- Mozilla Firefox and Google Chrome might work better than Internet Explorer. With Internet Explorer you might need to click **Search** to actually execute the search instead of just pressing **Enter**.
- Do not use Compatibility View when using EA Web in Internet Explorer. It might cause problems with the **Go to source** feature.
- Adobe Flash Player is required to view the charts.
- If you are unable to access the site, try re-deploying the `EAWeb.war` following these steps:

1. Stop the Apache Tomcat service.
  2. Delete the EA Web folder from: C:\Program Files (x86)\Apache Software Foundation\Tomcat 6.0\webapps. **Leave the EAWeb.war file.**
  3. Delete all the files found in the following folders:
    - C:\Program Files (x86)\Apache Software Foundation\Tomcat 6.0\webapps
    - C:\Program Files (x86)\Apache Software Foundation\Tomcat 6.0\temp
    - C:\Program Files (x86)\Apache Software Foundation\Tomcat 6.0\work\Catalina\localhost
  4. Start the Apache Tomcat service.
  5. If you still cannot access the site from the server, check the Apache Tomcat Java configuration and make sure it is using JRE version 7 or higher.
- You might have to configure the Apache Tomcat service to use a user account that has access to EA and the workspace. To do so:
    1. Right-click the Apache Tomcat service and choose **Properties**.
    2. Go to the **Log On** tab, choose **This account** and enter your username and password.
    3. Restart the service.
  - If you still do not see data on the site try the following in this order:
    1. Restart the Enterprise Analyzer Web service.
    2. Delete the browser's temporary Internet files.
  - If searches or queries are returning no results, refresh the Web page to check the connection status. If the status is Disconnected, you need to restart Enterprise Analyzer Web service. To do so:
    1. Right-click the service and choose **Properties**.
    2. In the **Recovery** tab choose **Restart the Service** for the first, second, and subsequent failures.
    3. Click **OK** and restart the service.