

INSTALLING CORRESPONDENCE MANAGEMENT SOLUTION

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Chapter 1: About This Document

This guide provides information about how to install, configure, and deploy Correspondence Management Solution.

This guide provides information for administrators who are responsible for installing, configuring, and deploying Correspondence Management Solution. The information provided is based on the assumption that anyone reading this guide has installed and worked on Adobe® LiveCycle® Enterprise Suite 3 (ES3).

1.1 Conventions used in this document

This guide uses the following naming convention.

Name	Default value	Description
[LiveCycle root]	Windows: C:\Adobe\Adobe LiveCycle ES3 Unix: opt/adobe/adobe_livecycle_es3	The installation directory that is used for all LiveCycle modules. The installation directory contains subdirectories for Adobe® LiveCycle® Configuration Manager. This directory also includes directories relating to third-party products.

1.2 Documentation and resources

The documentation set and associated resources are a guide for planning, installing, developing, and delivering Correspondence Management Solution using the LiveCycle.

Architects, designers, and developers also have access to a range of support offerings and resources through Adobe and its partner community. The complete documentation is available at http://www.adobe.com/go/learn_lc_documentation_10.

Resource	Audience	Description
Solution Guide for Correspondence Management Solution	Solution architects, business analysts, project managers, designers, application specialists, and developers	Introduces the Solution and provides the following information: • Overview of the Solution • Analyzing your current correspondence • User stories • Solution walk-through
Developer guide	Developers, Administrators	Provides technical details on the following information: • Architecture • Components of the Solution • How to set up your development environment. • Developer user stories
Building block technical guides	Developers	Provides technical details about how to implement the building block components in your solution. The building block technical guides include this information: • Overview of the building block • Architecture • How the building block works • Detailed descriptions of building block assets such as services, processes, tooling, and schemas. • Implementation details about the user stories
ActionScript® 3.0 Reference	Developers	Contains the ActionScript language elements, core libraries, and component packages and classes for the tools, runtimes, services, and servers in the Flash® Platform.
API Reference (JavaDocs)	Developers	Describes the Java® API interfaces and classes for the Correspondence Management Solution.
Adobe Developer Connection	Solution architects, business analysts, project managers, designers, and developers	The LiveCycle Developer Center includes Quick Start content, tutorials, videos, downloads, sample, technical guides, blogs, and much more.

Chapter 2: Overview

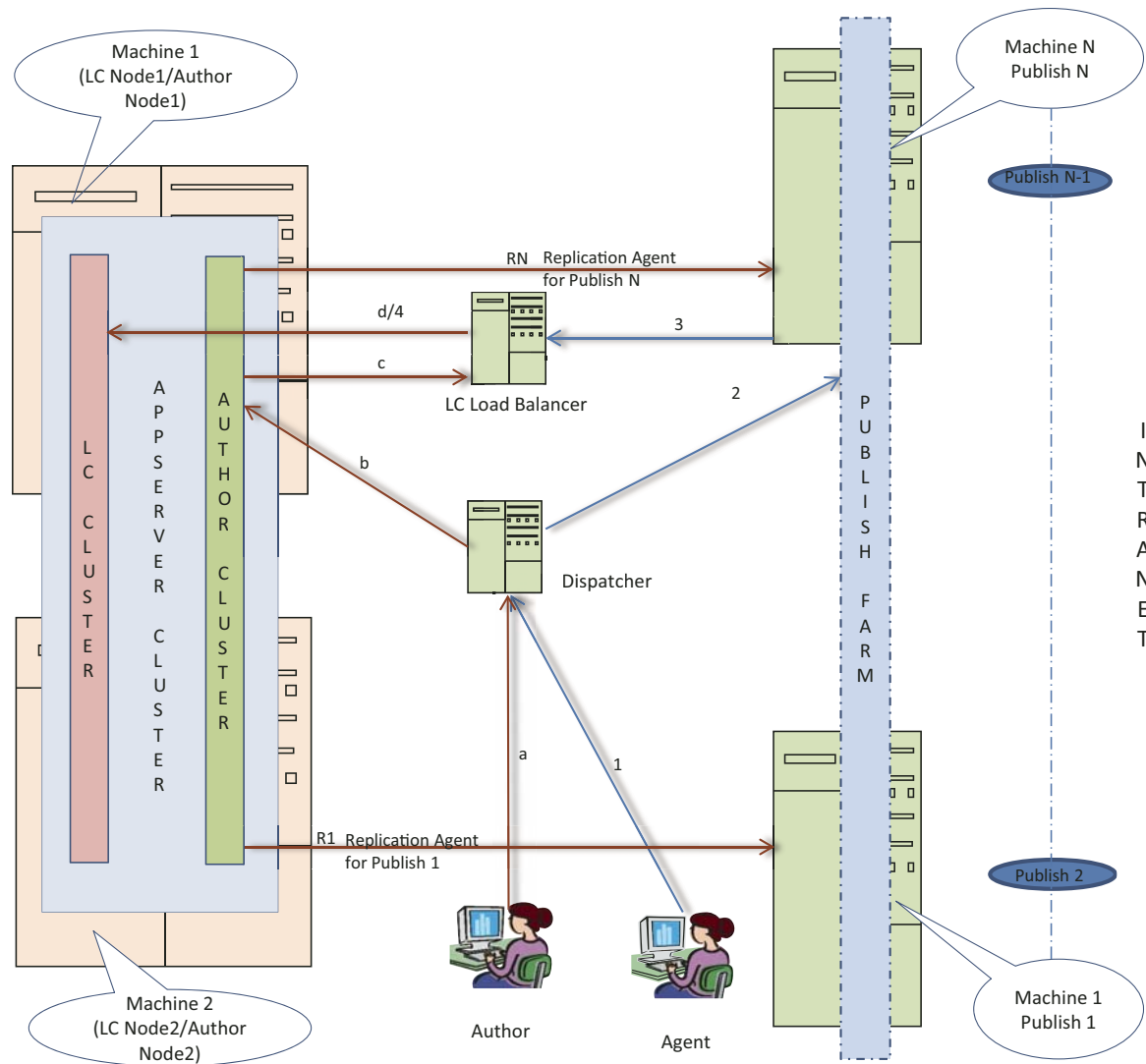
Correspondence Management Solution is an extendable and customizable solution that helps you create personalized correspondences using pre-defined fragments of content to reduce development time and increase quality. They are packaged with a set of production-ready building blocks that consist of reusable components and technical guides.

Review the following steps to install and configure Correspondence Management Solution.

- 1 Install or upgrade to LiveCycle ES3. For information, see the appropriate installation or upgrade documentation at http://www.adobe.com/go/learn_lc_documentation_10.
- 2 Install Correspondence Management Solution. See “[Install Correspondence Management Solution](#)” on page 7.
- 3 Configure Correspondence Management Solution using LiveCycle Configuration Manager. See “[Configuring and Deploying Correspondence Management Solution](#)” on page 9.
- 4 Perform post-deployment activities. See “[Post-Deployment Activities](#)” on page 11.

2.1 Correspondence Management Solution Topology

The following topology diagram displays a recommended setup for the Correspondence Management Solution.



Topology Diagram

Letter authoring use case

In the topology diagram, the workflow defined for letter publishing by an author is as follows:

- **a** - An author connects to the Correspondence Management Author instance via a Dispatcher.
- **b** - The Dispatcher redirects the request to one of the configured Author instances based on the load balancing logic.

The author works with this Correspondence Management Author instance to create assets.

Letter previewing use case

In the topology diagram, the workflow defined for letter previewing by an author is as follows:

- **a** - An author connects to the Correspondence Management Author instance via a Dispatcher.
- **b** - The Dispatcher redirects the request to one of the configured Author instances based on the load balancing logic.

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- **c** - Correspondence Management makes a call to LiveCycle Forms to display the PDF in CCR. This is done via the LiveCycle load balancer.
- **d** - The load balancer redirects the call to one of the clustered LiveCycle instances based on the load balancing logic. The LiveCycle load balancer selects the appropriate LiveCycle instance from the LiveCycle cluster.

Letter publishing use case

In the topology diagram, the workflow defined for letter publishing by an author is as follows:

- **a** - An author connects to the Correspondence Management Author instance via a Dispatcher
- **b** - The Dispatcher redirects the request to one of the configured Author instances based on the load balancing logic
- **R1 to RN** - When the author publishes an asset, the published asset and all its dependencies are replicated to all the configured publish nodes via replication agents (*1 to N are publish instances*).

Agent Use Case

In the topology diagram, the workflow defined for an agent is as follows:

- **1** - An agent connects to the Correspondence Management Publish instance via a Dispatcher.
- **2** - The Dispatcher redirects the request to one of the configured Publish instances based on the load balancing logic.
- **3** - When the author previews a correspondence, Correspondence Management makes a call to LiveCycle forms to show the PDF in CCR. The request is sent from the Publish node to the LiveCycle load balancer.
- **4** - The load balancer redirects the call to one of the clustered LiveCycle instances based on the load balancing logic. The LiveCycle load balancer selects the appropriate LiveCycle instance from the LiveCycle cluster.

An agent can then fill and submit the letter instance for further processing via configured post-process.

2.1.1 Terminology

Appserver Cluster A deployment platform for LiveCycle cluster and Author cluster.

LC Cluster A deployment of clustered LiveCycle instances.

Author Instances Used by an author to create assets such as text, category and letters.

Author instances in a cluster can reside on the same machine or different machines. For Failover support due to hardware failure, different machines for the author instances is recommended. In an Author cluster, one node is designated as master and the other nodes are designated as slaves.

Publish Instances Used by agents to create letters.

Publish instances in a farm can reside on the same machine or different machines. For Failover support due to hardware failure, different machines for Puthor instances is recommended. Publish instances should not to be clustered.

Note: For Author and Publish instance deployment on an application server, it is recommended that each such instance is deployed on a different profile. Deploying more than one Author or Publish instance on the same profile can result in erroneous configuration. In addition to the above mentioned deployment, each machine can host one Author-Publish pair to save hardware cost. In this case, we are still able to achieve failover successfully as all Autho-Publish instances reside on different physical machines.

LC Load Balancer A web server that load balances all invocations to the LiveCycle cluster. The Author and Publish instances interact with the LiveCycle cluster through the load balancer.

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Dispatcher A web server entity that load balances all requests to the Author and Publish instances. The Dispatcher is a plug-in module that can be used with different web servers.

***Note:** The LiveCycle load balancer and Dispatcher can reside on the same physical machine or different machines. It is based on the requirement of placing the load balancer and dispatcher within an intranet or DMZ. You can use the same machine if the intranet and DMZ are in the same zone. If the load balancer or dispatcher is placed in DMZ, ensure that required ports are open for communication.*

Chapter 3: Install Correspondence Management Solution

The installation, configuration, and deployment of Correspondence Management Solution involves installing the product files and running the LiveCycle Configuration Manager.

Note: Before installing Correspondence Management Solution, ensure that you have installed LiveCycle ES3. If you are on LiveCycle ES update 1, LiveCycle ES2, or LiveCycle ES2.5, you first need to upgrade to LiveCycle ES3. See the LiveCycle ES3 upgrade documentation for more information.

3.1 Checking the installer

Ensure that the installation media that you received is not damaged. If you copy the installer media contents to the hard disk of your computer, ensure that you copy the entire DVD contents on to the hard disk.

Note: To avoid installation errors, do not copy the DVD install image to a directory path that exceeds the Windows maximum path length limit.

If you downloaded the installer from the Adobe website, verify the integrity of the installer file using any system utility, such as MD5 checksum. Click [here](#) for LiveCycle MD5 checksum codes.

Note: Ensure that you do not modify the directory structure of the extracted installation package.

3.2 Install the product files

1 Start the installation program.

- **(Windows)** Do one of the following:
 - Navigate to the `solutions` directory and launch the `run_windows_installer.bat` file. This batch file launches the appropriate installer (32-bit or 64-bit), depending on the Windows version.
 - Navigate to the directory where you copied the installer, and double-click the `install.exe` file.
 - (32-bit)** `\solutions\Disk1\InstData\Windows\VM`
 - (64-bit)** `\solutions\Disk1\InstData\Windows_64\VM`
- **(AIX, Linux, and Solaris)** Navigate to the directory where you copied the installer, and execute the `./install.bin` command from a command prompt:
 - **(AIX)** `/solutions/Disk1/InstData/AIX/NoVM`
 - **(Linux)** `/solutions/Disk1/InstData/Linux/NoVM`
 - **(Solaris)** `/solutions/Disk1/InstData/Solaris/NoVM`

Note: For AIX, Linux, and Solaris, you must set executable permissions on the installation file.

2 When prompted, select the language for the installation to use and click **OK**.

3 On the Introduction screen, click **Next**.

- 4 Read the License Agreement, select **I accept the terms of the License Agreement** to accept the terms of the license agreement, and click **Next**.
- 5 On the Choose a Folder screen, ensure that the LiveCycle ES3 installation directory is specified, and click **Next**.
- 6 Review the pre-installation summary, and click **Install** to install Correspondence Management Solution.
- 7 Review the Adobe LiveCycle ES3 Release Notes, and click **Next**.
- 8 Review the information on the Installation Complete screen. The **Start LiveCycle Configuration Manager** checkbox is selected by default. Click **Done** to run the Configuration Manager.

***Note:** To run Configuration Manager later, deselect the Start LiveCycle Configuration Manager option before you click Done. You can start LiveCycle Configuration Manager later using the appropriate script in the [LiveCycle root]/configurationManager/bin directory.*

3.3 Next steps

Configure Correspondence Management Solution by running Configuration Manager. For more information, see [“Configuring and Deploying Correspondence Management Solution”](#) on page 9.

Chapter 4: Configuring and Deploying Correspondence Management Solution

After you have installed Correspondence Management Solution, you must run Configuration Manager to configure the installation. Configuration Manager configures LiveCycle modules in EAR files for deploying them to the application server and also deploys the LiveCycle components.

Important: In addition to the Configuration Manager screens for configuring LiveCycle, you will be presented with screens specific to Correspondence Management Solution. See [“4.2 Run Configuration Manager”](#) on page 9 for details.

Important: Correspondence Management Solution relies on specific LiveCycle modules and tasks. While running Configuration Manager, you must ensure that these modules and tasks are selected. Review the information at [“4.1 Dependencies on LiveCycle modules and tasks”](#) on page 9 before you run the Configuration Manager.

4.1 Dependencies on LiveCycle modules and tasks

For successful configuration and smooth running of Correspondence Management Solution, you must select the Adobe® LiveCycle® Forms 10 and Adobe® LiveCycle® Output 10 modules on the Modules selection screen.

Note: Parameters that are already configured are shown as non-editable during this run. Click **Edit configurations** to make these fields editable and modify values, if necessary. For example, on **Configure LiveCycle** screens, you could modify the directories for temporary files, global document storage (GDS), or fonts.

4.2 Run Configuration Manager

You must now configure LiveCycle by running Configuration Manager. See the *Installing and Configuring LiveCycle ES3* guide for your application server. The complete LiveCycle ES3 documentation is available at [LiveCycle ES3 documentation website](#).

You will come across the following configuration screens for Correspondence Management Solution while running Configuration Manager.

- Correspondence Management Solution Selection
- Correspondence Management Solution Configuration
- Correspondence Management Solution Deployment

4.2.1 Correspondence Management Solution Selection

On this screen, **Correspondence Management Solution 10.0.2** option is selected by default. With this option selected, you will be presented with the configuration screens to configure Correspondence Management Solution.

Click **Next** to continue.

4.2.2 Correspondence Management Solution Configuration

Important: If you are installing Correspondence Management Solution on a non-Windows machine, ensure that you set the **ulimit (Open Files, -n)** parameter to **8192**. Otherwise, the configuration on this steps might fail with an error.

In this screen, specify the path to the content repository for Correspondence Management Solution and click **Configure** to create the required repository files at the specified location.

Note: (Non-turnkey custom mode only) If your LiveCycle server is running remotely, select **Server is running on remote host**, and specify the path to the content repository on the remote host.

It configures the Correspondence Management Solution to bundle within the LiveCycle Core EAR file.

Click **Next** to continue.



(Turnkey mode only) A backup (*adobe-jboss-core-ear.orig*) for the original LiveCycle Core EAR file is taken in the *[LiveCycle root]\deploy* folder. You can restore the EAR file in case you want to run the set up again without Correspondence Management Solution.

4.2.3 Correspondence Management Solution Configuration Summary

For a remote deployment, copy the content from the *[LiveCycle root]/configurationManager/export/crx-quickstart/* directory to the location on the remote host you specified on the Correspondence Management Solution Configuration screen.

Note: In case of clustered deployment, you must copy the content from the *[LiveCycle root]/configurationManager/export/crx-quickstart/* directory to the specified location on all cluster node hosts.

4.2.4 Correspondence Management Solution Deployment

On this screen, specify the Admin user ID and password, and click **Configure** to package modified web applications and copy them to the LiveCycle EAR.

When the configuration is complete, click **Next**.

4.3 Access solution template

You can verify the Correspondence Management Solution deployment by visiting [http://\[host\]:\[port\]/lc/cm/manageassets.html](http://[host]:[port]/lc/cm/manageassets.html) and logging in using admin/admin as the username/password. Solution template is a reference implementation of Correspondence Management Solution.

Note: In a non-turnkey deployment, if you encounter an error while accessing the solution template, you must integrate LiveCycle with Correspondence Management Solution as described in [“5.3 Integrate LiveCycle with Correspondence Management Solution”](#) on page 14.

4.4 Next step

Now that you have installed, configured, and deployed the Correspondence Management Solution and LiveCycle ES3, there are additional configurations required for Correspondence Management Solution to be fully functional. For details, see [“Post-Deployment Activities”](#) on page 11.

Chapter 5: Post-Deployment Activities

5.1 Author-instance clustering for Correspondence Management

When the Correspondence Management solution is deployed, the Author instance runs on the same server as LiveCycle ES3. However, setting up the LiveCycle cluster doesn't automatically configure the Correspondence Management Author-instance cluster. You must set up this cluster manually.

Author-instance clustering has no dependency on LiveCycle clustering. The LiveCycle cluster acts as a backend system for Author instance clustering when LiveCycle is integrated with the Correspondence Management solution (see “[5.3 Integrate LiveCycle with Correspondence Management Solution](#)” on page 14. The *shared nothing* mode of clustering is supported for Correspondence Management.

Note: See [this technical article](#) for more information about the ‘shared nothing’ mode.

Follow these steps to configure clustering for Correspondence Management:

- 1 Decide which instance will be the master instance. Note the host name and port number of this instance. For example, if you are running the master instance on machine *node1*/port 8080, its address is *node1:8080*.
- 2 Every instance other than the master instance is a slave instance. The CRX console for any instance is located at *http://<slave-address>/crx/index.jsp*.

For example, if you are running a slave instance on machine *node2:port 8080*, you can log in to its CRX console at *http://node2:8080/crx/index.jsp*.
- 3 After logging in to the console of a slave instance, click **Repository Configuration**.
- 4 On the **Repository Configuration** page, in the Tools list, click **Cluster**.
- 5 On the Cluster Configuration page, enter the Web address of the master instance in the **Master URL** field. Enter this information in the following format:

`http://<master-address>/crx/config/cluster.jsp`

For example, if the master and slave instances are running on *node1* and *node2* respectively, enter:

`http://node1:8080/crx/config/cluster.jsp`
- 6 Enter the CRX user name and password and then click **Join**. Admin access is a prerequisite for setting up a cluster.
- 7 Joining the cluster may take a few minutes. Once it is confirmed that the joining request was successful, repeat the joining procedure on each of the other slave instances.

Note: You may need to restart the slave instance to avoid stale sessions.

Important: All Author instances in the cluster should be time synchronized. You can use an NTP (Network Time Protocol) server to ensure time synchronization.

Important: If you are setting up clustering on your Correspondence Management solution, you need to ensure that there are no spaces in your CRX repository path.

5.1.1 WebSphere-specific requirements

Some additional configuration is necessary for using the Dispatcher with the WebSphere application server. The following properties need to be set to `true` for the Web container:

```
com.ibm.ws.webcontainer.extractHostHeaderPort  
trusthostheaderport
```

Set these properties as follows:

- 1 In the LiveCycle Administration Console, click **Servers > Server Types > WebSphere application servers > [server_name] > Web Container Settings > Web container**.
- 2 Under Additional Properties, click **Custom Properties**.
- 3 On the Custom Properties page, click **New**.
- 4 On the settings page, enter the name of the custom property that you want to configure in the **Name** field and the value that you want to set it to in the **Value** field.
- 5 Click **Apply** or **OK**.
- 6 Click **Save** on the console task bar to save your configuration changes.
- 7 Repeat steps 1-6 for each server in the cluster.
- 8 Restart the cluster.

Note: Ensure that the `default_host aliases` list has the same port numbers as the Web server running atop the WebSphere cluster.

5.2 Configure the Publish instance

You must run separate Author and Publish instances for Correspondence Management Solution. However, you can configure the two instances on the same or on different machines.

Note: Before configuring the Publish instance, ensure that your Author instance is configured and deployed. You can verify by successfully logging in to the solution template for Correspondence management Solution. See [“4.3 Access solution template”](#) on page 10 for more information.

- 1 Create an appserver profile for the Publish instance on the same or on a different machine.
- 2 On the Author instance, navigate to the `[LiveCycle root]/configurationManager/export/` directory.
- 3 Copy the `adobe-lifecycle-publish-[appServer].ear` file and deploy it to the appserver profile created in step 1.
- 4 Copy the `[LiveCycle root]/configurationManager/export/crx-quickstart` directory to the file server for the Publish instance.
- 5 Start the Publish server with `-Dcom.adobe.lifecycle.crx.home=<location for crx-quickstart>` parameter, where `<location for crx-quickstart>` is the location where you copied the `crx-quickstart` directory for the Publish instance.

Note: If Author and Publish instances are on the same machine, ensure that you start the Publish instance using a different port.

Now that the Publish instance is up and running, you need to configure the two instances to communicate with each other.

Important: If you are setting up clustering on your Correspondence Management solution, you need to ensure that there are no spaces in your CRX repository path.

5.2.1 Configure the Author Instance

5.2.1.1 Configure Replication Agents

On the Author instance, you need to configure replication agents for each Publish instance. These agents replicate content from the Author instances to all the Publish instances.

1 Log in to Tools UI at **http://<authorHost>:<authorPort>/lc/miscadmin**

2 Select **Replication**, then **Agents on author** in the left panel.

On the right panel, you see various agents configured for the Author instance.

3 On the right panel, Select **New....** and click **New Page**.

The **Create Page** dialog displays.

4 Set the **Title** and **Name**, then select **Replication Agent**.

5 Click **Create** to create new agent.

6 Double-click the new agent item to open the configuration panel.

7 Click **Edit** - the **Agent Settings** dialog displays.

a In the **Settings** tab:

- Enter a **Description**.
- Check **Enabled**.
- Select **Serialization Type as Default**.
- Set the **Retry Delay** to **60000**.
- Set the **Log Level** as **Info**.

b In the **Transport** tab:

- Enter the required URI for the Publish instance
- Set **User** and **Password**.

8 Click **OK** to save the settings.

9 On the agent configuration panel, click **Test Connection**.

Successful connection ensures that the configuration is done correctly.

Repeat steps **1-10** on the Author instance for a creating replication agent for each Publish instance.

Note: In case, you have only one Publish instance you can use the default agent named as **Publish**. You need to edit it for specifying Publish URI in the **Transport** tab as mentioned in the step b(i). In this case, you do not need to create a replication agent.

Note: In case, you have multiple Publish instances, you need to create a replication agent for each Publish instance as mentioned in Steps 1-10. For each such replication agent, **Title** and **Name** should be significant, so the identification of the corresponding Publish instance can be simpler. Each such replication agent has a different URI in the **Transport** tab pointing to a particular Publish instance. If you are not using the default agent, disable it, so unnecessary replication attempt can be avoided.

Note: For Author clusters, these steps need to be performed on one Author instance (preferably a master instance).

5.2.1.2 Define Publish instance URL for ActivationManagerImpl

1 Go to **http://<authorHost>:<authorPort>/lc/system/console/configMgr**.

- 2 Find and click the Edit icon next to the `com.adobe.livecycle.content.activate.impl.ActivationManagerImpl` setting.
- 3 In the ActivationManager Publish URL field, specify the URL for the corresponding Publish instance.
- 4 Click **Save**.

5.2.1.3 Configure reverse replication queue

- 1 Go to `http://<authorHost>:<authorPort>/lc/etc/replication/agents.author/publish_reverse.html`.
- 2 Click **Edit**. The Agent Settings dialog opens.
- 3 Click the **Transport** tab and specify the URL to the corresponding Publish server in the URI field.
- 4 Click **OK**.

5.2.2 Configure the Publish Instance

5.2.2.1 Define Author instance URL

- 1 Go to `http://<publishHost>:<publishPort>/lc/system/console/configMgr`.
- 2 Find and click the Edit icon next to the `com.adobe.livecycle.content.activate.impl.VersionRestoreManagerImpl` setting.
- 3 In the VersionRestoreManager Author URL field, specify the URL for the corresponding Author instance.
- 4 Click **Save**.

5.3 Integrate LiveCycle with Correspondence Management Solution

Important: Perform these steps only in case of a non-turnkey deployment. Further, perform these steps on one Author instance (preferably the master instance) for Author clusters. For Publish clusters, perform these steps on all Publish instances.

- 1 Go to `http://[host]:[port]/lc/system/console/configMgr` and log in using admin/admin as username/password.
- 2 Search for and open **Adobe LiveCycle Client SDK Configuration**.
- 3 In Server URL field, ensure that `http://[host]:[port]` is specified.

Important: Ensure that the document server is listening on the specified host and port combination. The following three scenarios are possible in the case of a LiveCycle server cluster:

- All LiveCycle server instances are running on `localhost` and the same port. In this case use `localhost:[port]`.
- All LiveCycle server instances are running on `localhost` but on different ports. In this case, use a load balancer host name and port combination—`[loadbalancer_host]:[loadbalancer_port]`.
- All LiveCycle server instances are running on a particular host name (not `localhost`) and different/same ports. In this case, use a load balancer host name and port—`[loadbalancer_host]:[loadbalancer_port]`.

If you need to use a load balancer URL to access the LiveCycle server cluster (as mentioned above), ensure that the required communication ports between Author instances and the load balancer are open.

- 4 Specify LiveCycle administrator credentials in the Username as Password fields.

- 5 In the Experience Server URL field, specify `http://[host]:[port]/lc`.



Ensure that the Experience Server is listening on the specified host and port combination. The host/port logic discussed in the note for step 2 also applies to the Experience Server.

- 6 In the System user for accessing Experience Server field, ensure that **crxuserfordsc** is specified.
- 7 In the System user for accessing Document Server field, specify **dscuserforcrx**.
- 8 Ensure that all the checkboxes are selected.
- 9 Click **Configure**. When the configuration is complete, a message is displayed on the screen.

Important: When you create the users in steps 5 and 6, you have the following choices:

- a You can create different users for each Publish and Author instance.

If you specify the same user on different Publish and Author instances, an error is encountered when a Publish or Author instance with overridden trust settings connects to the Experience Server.

When you specify a user for an instance (Author or Publish), say Instance01, the trust settings is defined between Instance01 and the Experience Server. However, if you specify the same user on another instance (Author or Publish), say Instance02, the newly specified user overrides the trust settings of the user defined on Instance01. Now, an error is encountered if Instance01 connects to the Experience Server.

- b Alternatively, you can create the same user on all Author and Publish instances. However, ensure that when you specify the user on instance, you deselect the following checkboxes:

- **Reset password for Document Server System User**
- **Reset password for Experience Server System User**

This ensures that each user does not override the trust settings of user defined on other instances.

5.4 Install sample users

You can install sample users with predefined user permissions to further explore the solution template, which you can customize to build your own solution.

- 1 Go to `http://<authorHost>:<authorPort>/crx`. The content repository console opens.
- 2 Click **Package Share** and log in using your Adobe ID and password.
- 3 Type `samples-correspondencemanagement-pkg` in the search field and press Return.
- 4 Click **Download** next to the `samples-correspondencemanagement-pkg-<version>` package, where `<version>` is the latest version in the search results.
- 5 Accept the license agreement and click **OK** when prompted to download the package.
- 6 When the download is complete, click **Downloaded** next to the package to open Package Manager.
- 7 In Package Manager, click **Install** next to the downloaded package.
- 8 Click **Install** on the confirmation dialog to install the sample users.
- 9 **(Optional)** Repeat steps 1 through 8 on the Publish instance if you require sample users on the Publish instance.

For more information about the sample users and guidelines to implement a solution using the solution template, see [Correspondence Management Solution Guide](#).

Note: For Author clusters, these steps need to be performed on one Author instance (preferably a master instance).

5.5 Configure IPv6 implementation

Note: Perform these steps only if Correspondence Management Solution is running on a machine that uses an IPv6 address.

To map the IPv6 address to a hostname on the server and client machines:

- 1 Navigate to the C:\Windows\System32\drivers\etc directory.
- 2 Open the `hosts` file in a text editor.
- 3 Add a mapping for the IPv6 address to a host name. For example:

```
2001:1890:110b:712b:d1d:9c99:37ef:7281 <ipv6_hostname>
```
- 4 Save and close the file.

Ensure that you use the mapped host name instead of the IPv6 address to access Correspondence Management Solution.

5.6 Install Japanese fonts for Adobe Reader

If your Correspondence Management assets use Japanese fonts, you must install the Japanese Language Support Package for Adobe Reader. Otherwise, your letters and forms will not render and function properly. For installing language packs, visit the downloads page for Adobe Reader.

5.7 Uninstall Correspondence Management Solution

- 1 Navigate to the `[LiveCycle root]\Uninstall_Correspondence Management Solution` directory.
- 2 Run the Uninstall Correspondence Management Solution Installation application or script, as applicable.
- 3 Follow the instructions to complete the uninstallation procedure.

Note: After uninstalling Correspondence Management Solution, you can run only LiveCycle by re-running the Configuration Manager. However, in case of turnkey deployments, before running Configuration Manager, you must restore the `adobe-jboss-core.ear.orig` file by renaming it to `adobe-jboss-core.ear`.

Note: Uninstaller does not remove the content repository data. If you do not need it anymore, you can manually delete the `[LiveCycle root]/configurationManager/export/crx-quickstart/` directory.

5.8 Load balancing the Author cluster/Publish farm using Dispatcher

You can load balance all incoming requests to Author/Publish instances using Dispatcher, Adobe's caching and load balancing tool for CRX. Dispatcher is delivered as a plug in that you can use with any Web server; for example, Apache, IIS, iPlanet, and so on. Refer to this [technical article](#) for more details.

The following Dispatcher-provided functionality is important from a Correspondence Management perspective:

- Load balancing

- Sticky sessions
- Session management

If an Apache instance is already in use for the LiveCycle cluster, you may use the same Apache installation by running separate instances on different ports using another configuration file (`httpd.conf`). Both Author and Publish instances can be handled using the same Dispatcher configuration. You must set up both Author and Publish farms in this scenario.

Alternatively, you can set up separate Dispatcher instances for Author and Publish instances. To configure this scenario, make the following changes to the Dispatcher configuration file, `dispatcher.any`:

Client headers Add a custom header `AEP-APP-ROOT` for Correspondence Management:

```
/clientheaders
{
  "referer"
  "user-agent"
  .....
  .....
  .....
  "AEP-APP-ROOT"
}
```

Renderers Author or Publish instances in a farm are represented by renderers. The load is balanced amongst these renderers.

```
/renders
{
  /node01
  {
    #hostname or IP of the render
    /hostname "node1.com"
    #Port of the render
    /port "8080"
    /timeout "0"
  }
  /node02
  {
    #hostname or IP of the render
    /hostname "node2.com"
    #Port of the render
    /port "8080"
    /timeout "0"
  }
}
```

Filters Using filters, you can specify which requests are accepted by the Dispatcher module. All other requests are sent back to the server, where they are offered to other modules running on the Web server.

```
/filter
{
  #deny everything and allow specific entries
  /001 {/type deny /glob "*"}
  /002 {/type allow /glob "*" /admin/*"} # allow servlet engine admin
  /003 {/type allow /glob "*" /crx/*"} # allow content repository
  /004 {/type allow /glob "*" /system/*"} # allow OSGi console
  /0023 { /type "allow" /glob "*" /content*" } # disable this rule to allow mapped content only
}
```

Sticky connections Set sticky connections on "/", because Correspondence Management solution content is placed under various directory structures leading to different paths from "/".

```
/stickyConnectionsFor "/"
```

Session management The `login-token` cookie is used for Correspondence Management session management. Make the following configuration in the session management section:

```
/header "Cookie: login-token"
```