

**Ultraseek**

**Ultraseek**

**Version 5.7**

# Installation Guide

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# Preface

This guide is for IT specialists in charge of new software installations and system. These simple installation and upgrade processes will have you up and running and improving productivity in no time. administrators who may want to troubleshoot Ultraseek configurations.

This preface contains the following sections:

- [Using This Book](#)
- [Related Documentation](#)
- [Support and Contact Information](#)

## Using This Book

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This section briefly describes the organization of this book and the stylistic conventions it uses.

## Version

The information in this book is current as of Ultraseek 5.7. The content was last modified December 5, 2006. Corrections or updates to this information may be available through the Customer Support site; see [“Support and Contact Information”](#) on page 8.

## Organization of This Book

This book includes the following parts, chapters and appendixes:

- Chapter 1, “System Requirements,” provides the minimal requirements needed to install and run Ultraseek.
- Chapter 2, “Installing Ultraseek,” provides platform specific instructions on how to install a new instance of Ultraseek.
- Chapter 3, “Upgrading Ultraseek,” provides platform specific instructions on how to upgrade an existing instance of Ultraseek.
- Chapter 4, “Troubleshooting,” provides solutions to frequently asked installation questions.

## Stylistic Conventions

The following stylistic conventions are used in this book.

Convention	Usage
Plain	Narrative text.
<b>Bold</b>	User-interface elements in narrative text: <ul style="list-style-type: none"><li>■ Click <b>Cancel</b> to halt the operation.</li></ul>
<i>Italics</i>	Book titles and new terms: <ul style="list-style-type: none"><li>■ For more information, see the <i>Ultraseek Customization Guide</i>.</li><li>■ A <i>crawler</i> is a software process that gathers documents for indexing.</li></ul>
Monospace	File names, paths, and code: <ul style="list-style-type: none"><li>■ The name .ext file is installed in: C:\Autonomy\Data\</li></ul>
<i>Monospace italic</i>	Replaceable strings in file paths and code: <ul style="list-style-type: none"><li>■ user <i>username</i></li></ul>
<b>Monospace bold</b>	Data types and required user input: <ul style="list-style-type: none"><li>■ <b>SrvConnect</b> A connection handle.</li><li>■ In the <b>User Interface</b> text box, type <b>user1</b>.</li></ul>

The following command-line syntax conventions are used in this book.

<b>Convention</b>	<b>Usage</b>
[ optional ]	Brackets describe optional syntax, as in [ -create ] to specify a non-required option.
	Bars indicate “either   or” choices, as in [ option1 ]   [ option2 ]  In this example, you must choose between option1 and option2.
{ required }	Braces describe required syntax in which you have a choice and that at least one choice is required, as in { [ option1 ] [ option2 ] }  In this example, you must choose option1, option2, or both options.
required	Absence of braces or brackets indicates required syntax in which there is no choice; you must enter the required syntax element.
<i>variable</i>	Italics specify variables to be replaced by actual values, as in -merge <i>filename1</i>
...	Ellipses indicate repetition of the same pattern, as in -merge <i>filename1</i> , <i>filename2</i> [, <i>filename3</i> ... ]  where the ellipses specify , <i>filename4</i> , and so on.

Use of punctuation—such as single and double quotes, commas, periods—indicates actual syntax; it is not part of the syntax definition.

## Related Documentation

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The following guides provide more details on Ultraseek. You can download documentation from the Download Center:

<http://downloadcenter.ultraseek.com/dlc/documentation.do>

- *Ultraseek Release Notes*—Describes new features, important product information, and bug fixes in each release.
- *Verity Ultraseek Administrator Guide*—Describes how to use the Administrative Interface to create collections, tune server parameters, and monitor site performance.
- *Ultraseek Customization Guide*—Describes how to customize the search interface to add functionality to your search site and integrate Ultraseek into the look and feel of your site.
- *Verity Ultraseek XPA Programming Guide*—Describes how to use the Java XPA (Extensible Portal Architecture) Search API to extend the Ultraseek feature set.
- *Web Services Guide*—Describes how to implement web services in a client application to access Ultraseek servers.

## Support and Contact Information

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Read this section if you want to contact Autonomy, request technical support, or obtain product documentation.

### Downloading the Latest Documentation

You can download documentation from the Ultraseek Download Center:

<http://downloadcenter.ultraseek.com/dlc/documentation.do>

## Ultraseek Technical Support

Ultraseek Technical Support exists to provide you with prompt and accurate resolutions to difficulties relating to using Ultraseek software products. You can contact Technical Support using any of the following methods.

- Call, fax, or email the support group at the location nearest to you:

Europe and Worldwide	The Americas
Autonomy Systems Ltd. Cambridge Business Park Cowley Road, Cambridge CB4 0WZ Telephone: 00 800 4837 4890 (UK, France, Germany, Netherlands, Spain,) [Hours: 9:00 AM to 5:00 pm (GMT+1)] +1 403 294 1107 (Canada direct) Email: <a href="mailto:search-support@autonomy.com">search-support@autonomy.com</a>	Autonomy Inc. 892 Ross Drive Sunnyvale, California 94089 Telephone: +1 403 294 1107 877 483 7489 (U.S. and Canada) [Hours: 7:00 AM to 6:00 PM MST (GMT-7)] (or leave voice mail) Email: <a href="mailto:search-support@autonomy.com">search-support@autonomy.com</a>

- Access the Customer Support site, at

<https://customers.autonomy.com>

Access to the contents of the Customer Support site requires a user name and password. To obtain a user name and password, follow the signup instructions on the home page.

- Access the support site from the Ultraseek web page, at

<http://www.ultraseek.com/support/index.html>

## Contact Autonomy

Contact the location nearest to you for general information about Autonomy:

<b>Europe and Worldwide</b>	<b>The Americas</b>
Autonomy Systems Ltd. Cambridge Business Park Cowley Road, Cambridge CB4 0WZ Telephone: +44 (0) 1223 448 000 Fax: +44 (0) 1223 448 001 General information email: autonomy@autonomy.com	Autonomy Inc. 892 Ross Drive Sunnyvale, California 94089 Telephone: +1 408 541 1500 Fax: +1 408 541 1600 General information email: info@us.autonomy.com

# 1 System Requirements

This guide provides the information you need to successfully install or upgrade Ultraseek. This chapter lists the requirements for running Ultraseek.

Ultraseek system requirements are discussed in the following sections:

- [License Key](#)
- [Operating System Requirements](#)
- [Computer and Network Requirements](#)
- [Browser Requirements](#)
- [Storage and Memory Requirements](#)

# License Key

---

Each instance of Ultraseek requires a license key. The license key determines the maximum number of documents that can be indexed, the number of web sites that can be spidered, and the number of collections that you can create using Ultraseek. The license key also determines access to add-in modules, such as the Content Classification Engine (CCE) and support for indexing in multiple languages.

As of Ultraseek 5.2, valid license keys are issued for one the following:

- Domain-qualified hostname
- IP address
- Unqualified hostname, excluding `localhost` (time-limited key)

Time-limited license keys are typically used while you evaluate Ultraseek; they expire after 30 days and advanced search features, such as language support, database indexing, and SSL support, are not enabled. Contact a sales representative at 1-888-328-SEEK to obtain a permanent license key, or evaluate these advanced features.

Existing license keys become invalid in the following situations:

- If you are upgrading to a new major version. For example, you need a new key if you are upgrading from version 4.x to 5.x, but not if you are upgrading from 5.0.x to 5.1.x.
- If you are upgrading to Ultraseek 5.2 or greater and your existing license key was issued to an unqualified hostname, such as `localhost`.
- If you are upgrading to Ultraseek 5.2 or greater and want to index database documents, but your existing Ultraseek license does not distinguish between database and non-database documents.

Contact [software-sales@ultraseek.com](mailto:software-sales@ultraseek.com) for more information about obtaining license keys.

## Operating System Requirements

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Ultraseek supports the following operating systems:

- Windows 2000 Professional or Server with service pack 2
- Windows 2003 Server
- Solaris 8, 9, and 10
- Red Hat Enterprise 3.0, 4.0
- SUSE Linux 8.2

## Computer and Network Requirements

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A dual-CPU system is recommended for an installation with more than 100,000 documents. Otherwise, the following systems are supported:

- Sun SPARC Family Workstation or Server (Solaris)
- Intel-compatible PC with Pentium III (or higher) class processor (Windows NT, Windows 2000, and Linux)

To install Ultraseek over a network, you must use TCP/IP over a local or a wide area network.

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**IMPORTANT** NFS-mounted, SAN, and shared drives are not supported.

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## Browser Requirements

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You should use Internet Explorer or Netscape versions 6.0 or higher for Ultraseek installation and administration.

## Storage and Memory Requirements

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The amount of memory, swap space, and disk space to allocate is an important consideration. The following guidelines apply:

- The amount of memory required depends on the number of documents that Ultraseek must index. The more documents, the greater the memory requirement.
- The amount of memory required also depends on the number of collections. 50,000 documents in one collection requires less memory than the same number of documents distributed between two collections.
- The amount of swap space required depends on the number of collections, but also on query rates, the frequency with which queries are submitted to Ultraseek.

Also keep in mind that:

- Disks must be local - no NFS mounted, no SAN, or no shares
- 10K RPM or faster disks are recommended
- 100 MB of disk space is required for the application
- 32 million documents is the maximum index size per server

**Table 1-1** Disk Space Requirements

Number of Documents	Memory (RAM)	Swap Space	Disk Space
10,000	256 MB	512	400 MB
25,000	256 MB	512 MB	1 GB
50,000	256 MB	512 MB	2 GB

**System Requirements**  
Storage and Memory Requirements

**Table 1-1** Disk Space Requirements

<b>Number of Documents</b>	<b>Memory (RAM)</b>	<b>Swap Space</b>	<b>Disk Space</b>
100,000	512 MB	1 GB	4 GB
500,000	1 GB	1.5 GB	20 GB
1,000,000	2 GB	4 GB	40 GB

**System Requirements**  
Storage and Memory Requirements

# 2 Installing Ultraseek

Platform specific information about installing Ultraseek is provided in the following sections:

- [Installing Ultraseek on Windows](#)
- [Installing Ultraseek on Solaris or Linux](#)

A trial license key enables HTML customization. To access advance search features, such as language support, database indexing, and SSL support, contact a sales representative at 1-888-328-SEEK.

---

**Note** If you have downloaded a trial version of Ultraseek, you have 30 days to purchase a permanent license key from a sales representative.

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# Installing Ultraseek on Windows

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If the content that you want to index resides on web or file servers protected by NTLM or NT authentication, Ultraseek should be installed by the local administrator or another domain user with access to the protected content. Otherwise, Ultraseek cannot crawl the documents. Use hit-level authentication to limit search results to documents that searchers are allowed to view. See *Verity Ultraseek Administrator Guide* for more information on authentication.

## To install Ultraseek on Windows:

1. Obtain the software by going to the Download Center at <http://www.ultraseek.com/downloads>.

When you first run the software, you can obtain an evaluation license key. To obtain a full license key, you must contact a sales representative.

2. Double-click the `Ultraseek-winnt-Version.number-installer.exe` file.
3. Choose your language and click OK.
4. Click Next to continue. The installation begins. As you progress through the configuration screens, click Next to continue or Previous to go back. At any time you can click Cancel to terminate the installation.

---

**Note** If you select the defaults, Ultraseek is installed into:  
C:\Program Files\Ultraseek\Version.number  
with a data directory of:  
C:\Program Files\UltraseekData

---

5. Select the folder in which to install Ultraseek and click Next to continue.
6. Select a folder for your data directory and click Next to continue.
7. Select the location for product icons and click Next to continue.
8. Review your selections. Click Install to continue or Previous to go back and make changes.

---

**IMPORTANT** You will not be able to go back after this point. You can make changes later using the Administration interface; for more information, see the *Verity Ultraseek Administrator Guide*.

---

9. After the installer finishes, click Done. You are now ready to configure Ultraseek; for more information, see the *Ultraseek Implementation Guide*.

If Ultraseek cannot determine which web browser to use to open the administration pages, start your web browser and specify `http://hostname:8765/admin`.

---

**Note** A warning dialog appears and indicates that the installer will rename any HTML or Python files that you have customized from `FILENAME` to `FILENAME.old`.

---

You have now completed the installation process and are ready to run Ultraseek for the first time.

**To start Ultraseek on Windows:**

1. Select **Start >Programs >Ultraseek *Version.Number* >Ultraseek *Version.number* Administration**.
2. Review the online license agreement and click the **Accept** button that appears at the bottom of the page.
3. Specify the credentials for the administrator and then log in to Ultraseek administration.
4. Obtain an evaluation license key and type it in as instructed.
5. See the *Verity Ultraseek Administrator Guide* for more information about setting up your server and creating your first collection.

## Installing Ultraseek on Solaris or Linux

---

**To install Ultraseek on Solaris or Linux:**

1. Obtain the software by going to the Download Center at <http://www.ultraseek.com/downloads>.

When you first run the software, you can obtain an evaluation license key. To obtain a full license key, you must contact a sales representative.

2. Execute the `Ultraseek-[ solaris | linux ]-Version.number-installer.bin` file.
3. Enter your language; for example, enter 1 for English.
4. Press `Enter` to continue. The installation begins. As you progress through the configuration screens, press `Enter` to continue or enter `back` and press `Enter` to go back. At any time you can type `quit` and press `Enter` to terminate the installation.

---

**Note** If you select the defaults, Ultraseek is installed into:  
`/opt/Ultraseek/UltraseekVersion.number`  
with a data directory of:  
`/var/UltraseekData`

---

5. Select the directory in which to install Ultraseek and confirm your selection.

6. Select a directory for your indexes and configuration files.
7. Review your selections. Press `Enter` to continue or `enter back` and press `Enter` to go back and make changes.

---

**IMPORTANT** You will not be able to go back after this point. You can make changes later using the Administration interface; for more information, see the *Verity Ultraseek Administrator Guide*.

---

8. After the installer finishes, press `Enter` to terminate the installer. You are now ready to configure Ultraseek; for more information, see the *Ultraseek Implementation Guide*.

You have now completed the installation process and are ready to run Ultraseek for the first time.

## Starting Ultraseek on Solaris

**To start Ultraseek on Solaris using the default settings:**

- From a command prompt type:

```
/opt/Ultraseek/ultraseek start
```

**To run Ultraseek from a specific port:**

- Within the `seekd` script, you must specify the following parameters:
  - an alternate data directory with **-d *directory***
  - an alternate TCP/IP port with **-p *port***

For example, if you installed Ultraseek in `/opt/Ultraseek`, and you decided to use `/var/opt/Ultraseek` as the data directory with port 80 as its TCP/IP port, type the following command to run Ultraseek.

```
/opt/Ultraseek/bin/seekd -d/var/opt/Ultraseek -p80
```

If the server is running on a dedicated machine without a web server running on port 80, we recommended you use the `-p80` option, since this is the standard port for HTTP. You need to be superuser to start on any port lower than 1024.

See the *Verity Ultraseek Administrator Guide* for more information about setting up your server.

## Starting Ultraseek on Linux

**To start Ultraseek on Linux using the default settings:**

- From a command prompt type:

```
/opt/Ultraseek/ultraseek start
```

**To run Ultraseek from a specific port:**

- Within the `seekd` script, you must specify the following parameters:
  - an alternate data directory with **-d <directory>**
  - an alternate TCP/IP port with **-p <port>**

For example, if you installed Ultraseek in `/opt/Ultraseek`, and you decided to use `/var/opt/Ultraseek` as the data directory with port 80 as its TCP/IP port, run Ultraseek by typing:

```
/opt/Ultraseek/bin/seekd -d/var/opt/Ultraseek -p80
```

If the server is running on a dedicated machine without a web server running on port 80, we recommended you use the `-p80` option, since this is the standard port for HTTP. You need to be superuser to start on any port lower than 1024.

See the *Verity Ultraseek Administrator Guide* for more information about setting up your server.

# 3

## Upgrading Ultraseek

Platform specific information about upgrading an existing Ultraseek installation is provided in the following sections:

- [Upgrading Ultraseek on Windows](#)
- [Upgrading Ultraseek on Solaris or Linux](#)

You don't need to manually uninstall previous versions of Ultraseek when upgrading your search software. The upgrade procedure automatically handles uninstalling the previous version of Ultraseek.

If you are upgrading from 3.x to 5.x:

- Any changes to the `patches.py` file now resides in the **Ultraseek(5.x)/lib/python2.2** directory rather than the previous **python lib** directory.
- It is strongly recommended that you redo all your customizations for 5.x, rather than attempt to copy custom files from an older version into your upgraded installation. Due to changes in HTML and Python syntax, custom files from older versions may not be backward compatible. If you attempt to use custom files from an older version, Ultraseek is likely to throw error messages.

For more information about migrating existing collections see the *Verity Ultraseek Administrator Guide*.

# Upgrading Ultraseek on Windows

---

Use the following procedure to upgrade an existing Ultraseek installation on Windows.

**IMPORTANT** When upgrading from a previous version of Ultraseek, you must shut down the search server before installing the latest version of Ultraseek.

## To upgrade an existing Ultraseek installation on Windows:

1. Download the software from <http://www.ultraseek.com/downloads/index.html>.
  - a. Make sure you are logged in as an administrator.
  - b. Either download the software directly to your desktop or create a folder for the software.
  - c. If you are using Netscape Navigator, click the **Save** button in the download dialog.

Alternatively, if you are using Internet Explorer, click the **Save** button in the Save as dialog.

2. If necessary, obtain a new license key.

You will need a new license key for the following upgrade scenarios:

- If you are upgrading to a new major version. For example, you need a new key if you are upgrading from version 4.x to 5.x, but not if you are upgrading from 5.3.4 to 5.4.
- If you are upgrading to Ultraseek 5.4 and your existing license key was issued to an unqualified hostname, such as `localhost`.
- If you are upgrading to Ultraseek 5.4 and want to index database documents, but your existing Ultraseek license does not distinguish between database and non-database documents.

Please contact your sales representative to obtain a new license key.

3. Shut down Ultraseek.
  - a. Select **Start > Programs > Ultraseek > Ultraseek Administration**.
  - b. Click the Server Process icon in the navigation bar.
  - c. Click **Shutdown**.
  - d. Click **OK**.

4. Back up the data directory and any customized files.

You should back up the following directories, in case you need to restore your data.

```
C:\Program Files\Ultraseek x.x\lib\  
C:\Program Files\SearchData\  
C:\Program Files\Ultraseek x.x\language\  
C:\Program Files\Ultraseek x.x\docs\  

```

---

**Note** Customized versions of files in the `\docs` directory may reside in another location. You can find this location in the **Document Directory** field in the **Server>Parameters>Main** page of the Administrative Interface.

---

5. Double-click `Ultraseek-winnt-Version.Number-installer.exe`.

An Install Wizard guides you through the installation of the following packages:

- Main Ultraseek software kit
- Language support
- SSL spidering support

A warning dialog indicating that the installer will rename any HTML or Python files that you have customized from `FILENAME` to `FILENAME.old` appears. Ultraseek's administrative interface automatically starts in your default browser.

If Ultraseek cannot determine which web browser to use, point your web browser to the following URL, using the same values for hostname and port that you specified for your previous Ultraseek installation:

```
http://hostname:port/admin
```

6. Click **Accept** in the license agreement.

You have now completed the upgrade process.

# Upgrading Ultraseek on Solaris or Linux

---

Use the following procedure to upgrade an existing Ultraseek installation on Solaris.

## To upgrade an existing Ultraseek installation on Solaris:

**IMPORTANT** When upgrading from a previous version of Ultraseek, you must shut down the search server before installing the latest version of Ultraseek.

1. Download the software from <http://www.ultraseek.com/downloads/index.html>.
2. Verify that you have read/write privileges for all your directories.
3. If necessary, obtain a new license key.

You will need a new license key for the following upgrade scenarios:

- If you are upgrading to a new major version. For example, you need a new key if you are upgrading from version 4.x to 5.x, but not if you are upgrading from 5.3.4 to 5.4.
- If you are upgrading to Ultraseek 5.4 and your existing license key was issued to an unqualified hostname, such as `localhost`.
- If you are upgrading to Ultraseek 5.4 and want to index database documents, but your existing Ultraseek license does not distinguish between database and non-database documents.

Please contact your sales representative to obtain a new license key.

4. Shut down the search server.
  - a. Point your browser to `http://hostname:port`, using the values for hostname and port that you specified for the current installation.
  - b. Click the Server Process icon in the navigation bar.
  - c. Click **Shutdown**.
  - d. Click **OK**.
5. Back up the data directory and any customized files.

You should back up the following directories, in case you need to restore your data.

- `/opt/Ultraseek x.x/lib/`

## Upgrading Ultraseek

### Upgrading Ultraseek on Solaris or Linux

- ❑ `/var/opt/UltraseekData/`
- ❑ `/opt/Ultraseek x.x/language/`
- ❑ `/opt/Ultraseek x.x/docs/`

---

**Note** Customized versions of files in the `/docs` directory may reside in another location. You can find this location in the **Document Directory** field in the **Server|Parameters|Main** page of the Administrative Interface.

---

6. Follow the instructions described in the section [“Installing Ultraseek on Solaris or Linux” on page 20](#), with the following exceptions:
  - ❑ Specify a different installation directory from your current installation’s installation directory.
  - ❑ Specify the same data directory as your current installation’s data directory.
7. Edit the `ultraseek` startup script created in your new installation directory.
  - a. Set the `PROGRAMDIR` environment variable to your Ultraseek installation directory.
  - b. Set the `DATADIR` environment variable to your Ultraseek data directory.
8. Type the following command in your shell to start the Ultraseek server:

```
./ultraseek start
```

---

**Note** You can ignore this step if your previous installation of Ultraseek was configured to restart when your system reboots. See [“Installing Ultraseek on Solaris or Linux” on page 20](#) for more information on how to configure Ultraseek to restart when your system reboots.

---

9. Point your web browser to the following URL, using the same values for hostname and port that you specified for your previous Ultraseek installation:

```
http://hostname:port/admin
```

10. Click **Accept** in the new license agreement.

You have now completed the upgrade process.

## **Upgrading Ultraseek**

Upgrading Ultraseek on Solaris or Linux

# 4 Troubleshooting

This chapter provides some general installation troubleshooting information in a question-and-answer format. See the *Ultraseek Release Notes* and the Ultraseek Knowledge Base on the Technical Support site for more information about installation and upgrade issues.

The following installation issues are addressed in this chapter:

- Why haven't I received a license key?
- I just upgraded to Ultraseek version 5.x, but it is not accepting my license key.
- I've lost my license key. How do I get another?
- Why doesn't my license key work?
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## Why haven't I received a license key?

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A typo in your email address is the most common reason for not receiving a license key. Another reason for not receiving a license key could be that your email system is slow and delaying the delivery of the license key that has already been sent. If you don't receive your license key within a few hours, repeat the registration process.

## I just upgraded to Ultraseek version 5.x, but it is not accepting my license key.

---

You will need a new license key for the following upgrade scenarios:

- If you are upgrading to a new major version. For example, you need a new key if you are upgrading from version 4.x to 5.x, but not if you are upgrading from 5.3.4 to 5.4.
- If you are upgrading to Ultraseek 5.4 or higher and your existing license key was issued to an unqualified hostname, such as `localhost`.
- If you are upgrading to Ultraseek 5.4 or higher and want to index database documents, but your existing Ultraseek license does not distinguish between database and non-database documents.

A valid Ultraseek 5.x license key contains a 5 in the fourth section of the license key; for example:

```
xxxx-xxxx-x-5-x-xxx-xxxx-xxxx
```

Contact a sales representative at 1-888-328-SEEK for a new license key.

## I've lost my license key. How do I get another?

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Repeat the download procedure and your license key will be re-sent to you.

## Why doesn't my license key work?

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One of the following reasons may be the cause of your license key problem:

1. You must obtain a new license key for a full version upgrade, such as 4.x to 5.x. Contact a sales representative at 1-888-328-SEEK to obtain a new license key.
2. Your license key might have expired. If your license key has already expired, it is likely that someone from your domain has already downloaded the software. Contact a sales representative at 1-888-328-SEEK to extend the evaluation period.
3. You may have entered the wrong hostname into the download form. Verify that the hostname you typed into the download form is the full Internet hostname and is spelled correctly. The hostname must be in a format allowed by the DNS specification.

Acceptable characters are numbers, letters, the period (.), and the dash (-). Characters that are not allowed in this specification, such as the underscore ( \_ ) character, cause the DNS hostname to be rejected. If your hostname contains a character that is not allowed, contact a sales representative to obtain a key that allows foreign characters.

If an error similar to the example below persists, forward the error message by email to your sales representative. The sales representative will issue you a new license key for one of the existing hostnames.

**EXAMPLE:**

The license key 500-5000-15-4-0-1-5240-5705 is not valid for glacier.ut.edu, glacier, or ut.edu.

## How do I know which hostname to use?

---

If your system has multiple hostnames, use the hostname that is specified on the Software License Key form that you fill out during the installation process. You can repeat the download procedure if you originally used the wrong hostname.

**Windows:** Run `ipconfig /all` from a DOS shell. The fully qualified hostname should be listed at the beginning of the `ipconfig` command output. If your command prompt window is too small, the hostname entry may scroll out of view.

**Troubleshooting**  
How do I install Ultraseek on a specific virtual IP address?

**Solaris/Linux:** Type `hostname` from a shell prompt and add your domain to the output.

## How do I install Ultraseek on a specific virtual IP address?

---

**To install on a virtual IP address:**

1. Go to `http://hostname:8765/admin`. The Ultraseek Admin GUI opens.
2. Select **Server > Parameters**.
3. Set the **Binding Address** and the **HTTP Server Port** parameter to the virtual IP address.
4. Click **OK**, then **OK** again. The Ultraseek server restarts and you can now access the Ultraseek server on the new address.

## Why do errors occur when I run Ultraseek and Apache web server on the same port?

---

Two separate IP addresses are required to allow Ultraseek and an Apache web server to run on the same port on the same machine. The Apache web server will try to bind itself to all IP addresses on the machine, resulting in a conflict. So thoroughly review your Apache web server configuration to ensure that it is bound to only one IP address.

**To specify separate IP addresses:**

1. Specify an IP address for Ultraseek by setting the **BindAddress** parameter in the **Server** tab.
2. Specify a port by setting the **HTTP Server Port** parameter on the **Server** tab.
3. Specify an IP address for the Apache web server by setting the **BindAddress** parameter.

### Troubleshooting

How can I make an exact copy of my existing Ultraseek installation on another machine? Can Ultraseek installations be mirrored?

---

**Note** You might need a new license key for the IP address and hostname that you just specified for Ultraseek. Contact a sales representative at 1-888-328-SEEK for a new license key.

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## How can I make an exact copy of my existing Ultraseek installation on another machine? Can Ultraseek installations be mirrored?

---

You can create an exact copy of an existing installation by mirroring the existing installation on another machine. The second machine should be running the same operating system as the original machine and must have a new Ultraseek installation. Also, the two installations of Ultraseek should be the same version, 5.x to 5.x and not 4.x to 5.x.

You can avoid having to rebuild any indexes of the new mirrored instance of Ultraseek, by copying the entire data directory and modifying the configuration file. Do not try to build your indexes from scratch after migrating the entire data directory.

Use the following procedure to create a copy of an existing installation.

### To create a copy of an existing installation:

1. Install a new instance of Ultraseek.
2. Shut down the web server.
3. Copy the configuration file from the original instance.

By default, the configuration file and its backups are installed in the following directories:

For Windows:

```
C:\Program Files\SearchData\
```

For UNIX:

```
/var/opt/Ultraseek/
```

4. Open the `/var/opt/Ultraseek/configuration` file in a text editor and find the line:

## Troubleshooting

How can I make an exact copy of my existing Ultraseek installation on another machine? Can Ultraseek installations be mirrored?

```
'license_key': '50-1-500-15-4-0-507899-3617-5489'
```

5. Change the license key, inside the single quotes, to your new license for the new instance of Ultraseek.

If you specified a **Binding IP** parameter in the original instance find 'address': '123.123.11.11' and do one of the following:

- ❑ Remove everything inside the single quotes (if you no longer need a binding IP).
  - ❑ Replace (as needed) the address.
6. Restart Ultraseek and allow it to build the collection indexes.
  7. Copy over any other files that were modified in the original instance, such as:
    - ❑ A customized `/docs` directory (copy the entire directory)
    - ❑ `patches.py`
    - ❑ `topics.xml` if you have topics
    - ❑ Custom language files
    - ❑ Custom thesaurus files
    - ❑ Custom Quick Links XML

The only configuration file that Ultraseek reads is the one called `configuration`, not the `configuration.x`, which are backups. These backup files can be used if you feel that an earlier version of the configuration file is more appropriate.

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