



Technical Guide

Rev 2.5.0

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IntraNomic Folders

All of the IntraNomic web files are stored within:

```
drive:\Inetpub\wwwroot\IntraNomic
```

All of the IntraNomic COM+ files are stored within:

```
drive:\Windows\system32\IntraNomicCOM
```

IntraNomic Messenger

When a message is sent from the “IntraNomic Messenger” module and cannot be delivered to its recipient (e.g. they are offline), that message is stored on the server, in the following folder / sub folder structure:

```
drive:\Windows\system32\STSMQ\Server Name\IntraNomic User Id
```

When the recipient next starts IntraNomic, any messages stored within this folder are transferred to their “IntraNomic Messenger” module.

IntraNomic Repository

When files are uploaded to IntraNomic, they are stored in the “IntraNomic Repository” (except Company Logo and User Photographs, which are stored in the database).

During the IntraNomic Installation program, a drive is selected to hold the “IntraNomic Repository”. The “IntraNomic Repository” is created in the following folder / sub folder structure:

```
drive:\IntraNomic-Repository\Module ID\Batch ID
```

The “Module ID” sub folder is used to separate the uploaded files into modules.

The “Batch ID” sub folder is used to split the uploaded files into separate folders (rather than storing all the files in one folder). The “Batch ID” starts at 0 and increments only when 1000 files have been stored in the current “Batch ID” folder.

Preventing IntraNomic Access

If you need to stop all users from accessing IntraNomic (e.g. urgent backup), you can either:

- 1) Stop the IntraNomic IIS service
- 2) Stop the IntraNomic SQL Server

Note: We advise that an “IntraNomic Alert” message is sent to all users informing them of the “down time”.

Index Server

IntraNomic uses “Microsoft Index Server” to index all files stored within the “IntraNomic Repository”, “Network Shares” (defined in the “Extend Global Search” module) and the IntraNomic “Help”.

The IntraNomic Installation program creates a “Catalog” called “IntraNomic” within “Index Server”. The actual “IntraNomic Catalog” is stored within the following “IntraNomic Repository” folder:

drive:\IntraNomic-Repository

The IntraNomic Installation program includes the following directories within the “IntraNomic” catalogue:

drive:\IntraNomic-Repository

drive:\InetPub\wwwRoot\IntraNomic\Help\Apps

Additional directories are added to the “IntraNomic” catalogue via the IntraNomic “Extend Global Search” module.

Backup Procedure

It is essential that the following data be backed up on a daily basis:

- Database (db_IntraNomic)
- Message Store (drive:\Windows\system32\STSMQ)
- IntraNomic Repository (drive:\IntraNomic-Repository)

In order to facilitate back-up procedures, your back-up software will need security access to the above.

Restore Procedure

When restoring IntraNomic, please restore the following data:

- Database (db_IntraNomic)
- Message Store (drive:\Windows\system32\STSMQ)
- IntraNomic Repository (drive:\IntraNomic-Repository)

You should rebuild the “Microsoft Index Server IntraNomic Catalog” once the restore is complete.

The Client Persist

The “Client Persist” allows IntraNomic data to be stored on the client machine. This reduces the demand on the server, as the client can obtain some information locally.

Note: No sensitive information or user specific information is stored within the “Client Persist”.

The “Client Persist” cannot be viewed using “Windows Explorer”, you must use the MS-DOS prompt.

To view the “Client Persist”, enter the following command into an MS-DOS prompt:

```
CD\windows\Downlo~1\STSFiles
```

Once you are positioned within the “STSFiles” folder, you can follow the sub folder hierarchy.

The first time you start IntraNomic the “Client Persist” is created and populated. Once the “Client Persist” has been populated, the initial IntraNomic load time will be reduced.

Debugging Options

If a problem is encountered within IntraNomic, it is critical that the IntraNomic support personal can recreate the problem so a fix can be quickly found.

To help the IntraNomic support personal to recreate a problem, IntraNomic has been built with a special “Debug” option. If the “Debug” option is switched on, IntraNomic will output debug information in an XML format. This debug information can then be passed to the support personal for detailed analysis.

The “Debug” option can either be switched on / off for a single user or for all users, the IntraNomic support personal will advise on this procedure.

Note: When you start IntraNomic with the “Debug” option, you can create vast amounts of information, and the speed and scalability of IntraNomic will degrade. It is important to switch the “Debug” option OFF, once the necessary information has been gathered.

When you start IntraNomic with “Debug” switched on, IntraNomic will create the XML files in the following folders:

Server:

drive:\windows\stsFiles

Client:

drive:\windows\stsFiles