



RESOURCE AND PATIENT MANAGEMENT SYSTEM

ICE Forecaster

(BI)

Installation Instructions

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1.0 Introduction

The HLN Consulting Immunization Calculation Engine (ICE) Forecaster is a Clinical Decision Support (CDS) engine built on the OpenCDS platform (<http://www.opencds.org/>) and provides immunization forecasting to health information systems.

Detailed technical information on how the ICE Forecaster works, release notes, and documentation can be found at <http://www.hln.com/ice>.

The ICE Forecaster runs as an independent service that is used by the Indian Health Service (IHS) Resource and Patient Management System (RPMS) to get an evaluation of the immunizations and the next doses recommended for a patient.

The ICE Forecaster can be deployed locally, even on the same system where RPMS is installed. It can also be deployed centrally and accessed remotely if desired.

2.0 Requirements

The server where the ICE Forecaster will be installed must meet the following requirements:

1. Must be accessible from all systems where RPMS or RPMS EHR will be used to generate or view immunization forecasts.
2. Must have a supported Operating System: Windows Server 2012 or newer, or AIX 7 or newer.
3. Must have at least 2GB of system RAM available for ICE to use at all times. Note that this requirement is for available RAM, not total system RAM. If 32GB of RAM is installed in the server and 31GB of RAM could potentially be in use, the server does not meet the minimum requirement.

3.0 Installing the ICE Forecaster

The ICE Forecaster requires Java 1.8 (or OpenJDK JRE [Java Runtime Environment] 8), and Tomcat webserver (or equivalent Java web service) version 7 or above. If you have already installed Tomcat Version 7 or higher (e.g., for Simple Message Mover (SMM) or Texas Children's Hospital [TCH] Forecaster) and have a compatible version of Java/OpenJRE installed, you may skip the Java and Tomcat Installation sections and begin at Section 3.1.3.

3.1 Windows Installation

3.1.1 Step 1: Install Java

To install the latest version of Java on Windows:

1. Navigate to <http://www.java.com/en/>.
2. Click **Java Download**.
3. Click **Agree and Start Free Download**.
4. Run the download file and allow installation to proceed.

Please note that the installation steps may differ for your operating system. For more details on installing Java, follow the instructions on the **Installation instructions** link.

3.1.2 Step 2: Install Tomcat

The instructions in this document refer to Version 9 of Tomcat, but an existing installation on Tomcat 7 or 8 may be used if it is already installed. If using an existing Tomcat installation, the references to Tomcat version numbers in this document should be adjusted to whichever version you are using, but the process is otherwise identical.

1. Navigate to <http://tomcat.apache.org/download-90.cgi>.
2. Select **32-bit/64bit Windows Service Installer**.
3. Install the application, following all standard installation prompts. It is recommended that the default installation path be used.

3.1.3 Step 3: Update the Tomcat Configuration

Before installing the ICE Forecaster, it is necessary to modify the Tomcat configuration settings to ensure proper operation of Tomcat and ICE.

1. Navigate to the Tomcat/bin directory (by default this is **C:\Program Files\Apache Software Foundation\Tomcat 9.0\bin**).
2. Double-click the **Tomcat9w.exe** executable. Click **Yes** if the User Account Control box displays.
3. Select the **Java** tab.
4. Update **Initial Memory Pool** to be 256.
5. Update **Maximum Memory Pool** to be at least 1024.
6. Select the **General** tab.
7. Change **Startup Type** to Automatic.
8. Click **Stop** (if not greyed out).
9. Click **Start**.
10. Click **OK** to save changes and exit.

3.1.4 Step 4: Install ICE Forecaster

The ICE Forecaster application is tested and packaged for deployment at IHS facilities by the IHS Office of Information Technology (OIT). This distribution contains scripts for automatically configuring the ICE Forecaster. Versions of ICE distributed by HLN should not be directly used to install or update the ICE Forecaster as they will not function without additional configuration.

The installer must be run on the server itself, as the installer requires environment information from the system which will be serving the ICE Forecaster. It is not sufficient to run the installer on a workstation and install to a network location on the server.

Due to the very long file paths and names used by the ICE Forecaster it is necessary to place these files as close to the root of a drive as possible. The recommended location is **C:\ICE**.

To install ICE, use the following steps:

1. Create the directory **C:\ICE**.
2. Download the newest version of the ICE Forecaster installer from IHS File Transfer Protocol (FTP).

3. Right-click on the downloaded zip file and extract the contents to **C:\ICE**.
4. Navigate to **C:\ICE** and run the file **ICE Installation Manager.exe**. You may be asked to provide Tomcat's location to the installer if Tomcat was installed to a non-default location.
5. Click the **Install** button and follow the prompts. You will be asked to verify the install path to ensure it is correct. Close the application when the installation is completed.

3.1.5 Step 5: Installation Verification

Completed?	Steps
<input type="checkbox"/>	Java is installed
<input type="checkbox"/>	Tomcat is installed
<input type="checkbox"/>	Tomcat Configuration has been updated
<input type="checkbox"/>	ICE Forecaster is installed

3.2 AIX Installation

Formatting Note: This section contains terminal snippets which include a shell prompt character at the beginning of each input line (#). For example:

```
# uname
AIX
```

Figure 3-1: Terminal snippet example

The shell prompt character is intended to make clear which lines are console input and which are the output of console commands. When entering commands, or pasting commands into the terminal, this shell prompt character should be excluded.

Path Note: During the installation and configuration process there are several default paths which will be referenced. If using an existing installation which is placed in a different directory, or if you wish to install something to a different directory than the listed default, you may do so and replace all references to the default path in these instructions with the path where the resource is located on your system. Your Java JRE directory may vary depending on version and if you have a 64-bit or 32-bit system.

Default Paths:

- **Java 8 JRE:** /usr/Java8_64/jre
- **Tomcat 9:** /usr4/tomcat9
- **ICE:** /usr4/ice

3.2.1 Step 1: Install Java

To check which version of Java JRE you have installed (if any), run the command shown in Figure 3-2.

```
# lsldpp -L | grep "Java Runtime"
Java7_64.jre      7.0.0.625      C   F   Java SDK 64-bit Java Runtime
Java8_64.jre      8.0.0.536      C   F   Java SDK 64-bit Java Runtime
```

Figure 3-2: Verifying the Java version

If Java is not installed, or the installed version is lower than Java 7, you can download the latest version from IBM at this link:

<http://www.ibm.com/developerworks/java/jdk/aix/service.html>.

Once downloaded, install it with the commands shown in Figure 3-3 (the version number may vary):

```
# tar -xopf ./Java8_64.jre.8.0.0.536.tar
# installp -agXYD ./Java8_64.jre
```

Figure 3-3: Java download commands

3.2.2 Step 2: Install and Set up Tomcat

The instructions in this document refer to Version 9 of Tomcat, but an installation of Tomcat 7 or 8 may be used if it is already installed. If using an existing Tomcat installation, the references to Tomcat version numbers in this document should be adjusted to whichever version you are using, but the process is otherwise identical.

3.2.2.1 Install Tomcat

Download the binary distribution of Apache Tomcat as a tar.gz from the following site: <http://tomcat.apache.org/download-90.cgi>.

Once downloaded, run the commands shown in Figure 3-4 to install Tomcat:

```
# gzip -d ./apache-tomcat-9.0.21.tar.gz
# tar -xopf ./apache-tomcat-9.0.21.tar
# mv ./apache-tomcat-9.0.21 ./tomcat9
# mv ./tomcat9 /usr4
```

Figure 3-4: Tomcat extraction commands

3.2.2.2 Install Crontab Command

To prevent the Tomcat server and ICE application from encountering memory issues, it is necessary to restart Tomcat regularly. The following instructions will install a command in the crontab file that the AIX cron utility uses to run scheduled maintenance activities. The command will stop and then restart Tomcat every day at 2:00 a.m.

Note that the command is shown on multiple lines in this document due to space restrictions; this is a single command and should be fully entered (or copied and pasted into the terminal, excluding the terminal prompt #) before pressing the return key (Figure 3-5).

```
# echo "0 2 * * * /usr4/tomcat9/bin/shutdown.sh > /tmp/tomcat.out 2>&1 &&
/usr4/tomcat9/bin/startup.sh >> /tmp/tomcat.out 2>&1" >>
/var/spool/cron/crontabs/root
```

Figure 3-5: Scheduled maintenance command

Once completed, run the following command in Figure 3-6 to verify the command was added successfully.

```
# crontab -l | grep tomcat
0 2 * * * /usr4/apache-tomcat-7.0.54/bin/shutdown.sh > /tmp/tomcat.out 2>&1
&& /usr4/apache-tomcat-7.0.54/bin/startup.sh >> /tmp/tomcat.out 2>>&1
```

Figure 3-6: Added successfully verification

3.2.2.3 Start Tomcat

To start the Tomcat application manually, run the following command (Figure 3-7).

```
# /usr4/tomcat9/bin/startup.sh
```

Figure 3-7: Manual start command

3.2.3 Step 3: Install the ICE Forecaster

The ICE Forecaster application is tested and packaged for deployment at IHS facilities by the IHS OIT. This distribution contains scripts for automatically configuring the ICE Forecaster. Versions of ICE distributed by HLN should not be directly used to install or update the ICE Forecaster as they will not function without additional configuration.

To install the ICE Forecaster, log in as root, go to the location where you have downloaded the file, and run the commands shown in Figure 3-8.

```
# mkdir -p /usr4/ice
# mv ./iceinstall.tar.gz /usr4/ice
# cd /usr4/ice
# gzip -d ./iceinstall.tar.gz
# tar -xopf ./iceinstall.tar
# chmod +x ./deploy_ice.sh
# ./deploy_ice.sh
```

Figure 3-8: ICE Forecaster install commands

The script will walk you through the installation process and will automatically configure the ICE application. If Tomcat was not installed to the default path the script will ask for the location of Tomcat. Once the installation has completed, restart Tomcat by running the commands in Figure 3-9.

```
# /usr4/tomcat9/bin/shutdown.sh
# /usr4/tomcat9/bin/startup.sh
```

Figure 3-9: Tomcat restart

3.2.4 Step 4: Installation Verification

Completed?	Steps
<input type="checkbox"/>	Java is installed
<input type="checkbox"/>	Tomcat is installed and running
<input type="checkbox"/>	Tomcat setenv.sh Configuration has been updated
<input type="checkbox"/>	ICE Forecaster is installed

4.0 Updating the ICE Forecaster

4.1 Windows Update

1. Download the newest version of the ICE Forecaster installer.
2. Extract the downloaded ICE installer zip to **C:\ICE**.
3. Navigate to **C:\ICE** and run the **ICE Installation Manager.exe** file.
4. The newest version available will already be selected. Click **Update** and follow the prompts. Close the application when the installation is completed.

4.2 AIX Update

Log in as root, navigate to where you placed the latest version of ICE, and run the following commands in Figure 4-1.

```
# mv ./iceinstall.tar.gz /usr4/ice
# cd /usr4/ice
# gzip -d ./iceinstall.tar.gz
# tar -xopf ./iceinstall.tar
# chmod +x ./deploy_ice.sh
# ./deploy_ice.sh
```

Figure 4-1: AIX update command

5.0 Validating the ICE Forecaster

Once the ICE Forecaster has been installed and Tomcat is running, it is recommended that the availability of the ICE Forecaster be verified by the following procedure:

1. Open any web browser.
2. To access the ICE test website, navigate to the following URL, replacing {server} with the name or IP of the server with ICE installed, and {port} with the port number that Tomcat is configured to use (default is 8080):

{server}:{port}/iceweb

3. The ICE test website contains a list of patients, and for each patient there is a button to generate an immunization forecast (indicated in Figure 5-1). Click the far right button on the default patient (named “Bare, Yogii”) to generate a sample forecast.



Figure 5-1: ICE test website

4. A page containing a grid of immunizations and forecast information for each immunization should display. If an error message displays instead of the immunization forecast page, then there is an issue with the ICE installation or configuration. If no error appears then the ICE Forecaster has been installed and configured correctly.

6.0 Upgrading to a New Version of Tomcat

The process for upgrading to a new version of Tomcat is outlined sequentially below. Follow each step in the order it appears.

6.1 Stop the Old Version of Tomcat

Before the new version of Tomcat can be started, the old version must be stopped.

In Windows, stop the old Tomcat version's service in the Services management panel and set the service startup type to **Manual** to prevent it from starting automatically.

In AIX, go to the old Tomcat version's folder, enter the "bin" directory, and run the file "shutdown.sh".

6.2 Install the new version of Tomcat

Follow the instructions for installing and configuring Tomcat:

- **Windows:** Sections 3.1.2 and Section 3.1.3.
- **AIX:** Section 3.2.2.1.

6.3 Update ICE Updater Path

The ICE Forecaster installer tracks the location of Tomcat so updates can be applied to the correct location even if Tomcat is installed in a non-default location or multiple instances of Tomcat exist on the server.

To direct the ICE Forecaster installer/updater to the new Tomcat location, go to the ICE installer folder and replace the contents of the file "tomcat.path" with the path to the new Tomcat installation.

6.4 Run the ICE Installer

To install ICE to the new version of Tomcat, follow the instructions in Section 4.0.

6.5 Update the Cron Job (AIX Only)

In Section 3.2.2, an entry is created in the Crontab file to automatically restart Tomcat every night. When migrating to a newer version of Tomcat this must be updated to point to the new Tomcat version.

While logged in as root, enter the following command:

```
crontab -e
```

This will open the Crontab file for root in the default text editor. Update any references to the old Tomcat path to point to the new Tomcat version's location instead.

6.6 Start the New Version of Tomcat

In Windows, start the new Tomcat version's service in the Services management panel and set the service startup type to "Automatic." If the service is already running, restart the service.

In AIX, go to the new Tomcat version's folder, enter the "bin" directory, and run the "startup.sh" file.

7.0 Troubleshooting

7.1 How to Check if Tomcat Is Running

You can determine if Tomcat is running by directing a web browser to the endpoint Tomcat listens on. Navigate to the following URL in your browser, replacing {server} with the name or IP of the server with ICE installed, and {port} with the port number that Tomcat is configured to use (default is 8080):

```
http://{server}:{port}
```

If the Tomcat default page displays it confirms that Tomcat is running. If you receive an error page instead it suggests that Tomcat is not running, however it is also possible that Tomcat has encountered an issue which does not prevent it from starting, but which does prevent it from responding to requests (e.g., the port is in-use by a different process).

7.1.1 Windows

Open the Services management panel and locate the service whose name starts with “Apache Tomcat” (exact name will vary depending on version of Tomcat installed). If Tomcat is running the Status column will display “**Running**”.

7.1.2 AIX

Run the following command:

```
ps -ef | grep tomcat
```

If Tomcat is not running, the output will contain only a single line for the grep command:

```
# ps -ef |grep tomcat
root 39846216 8454722 0 08:10:14 pts/70 0:00 grep tomcat
```

Figure 7-1: Grep command

If Tomcat is running, the output will contain lines describing the Tomcat process:

```
# ps -ef | grep tomcat
root 28246284 36307204 0 07:50:27 pts/89 0:00 grep tomcat
root 43712896 1 331 Feb 23 - 4657:38
/usr/java8_64/jre/bin/java -Djava.util
root 24183422 1 2 07:48:42 pts/89 0:18 /usr/java8_64/jre/bin/java
-Djava.util.t
```

Figure 7-2: Tomcat process

7.2 Tomcat Fails to Start

7.2.1 Check if Tomcat Is Already Running

If Tomcat is currently running, a second process from the same Tomcat installation will not be able to be started. To determine if another instance of Tomcat is running follow instructions in Section 7.1.

7.2.2 Check Available Memory

When configured according to Section 3.1.3, Tomcat will require a minimum of 1 gigabyte of available RAM. If there is not enough available RAM Tomcat may fail to start.

7.2.3 Check the Port Availability

By default, Tomcat will bind to port 8080. If any other applications (e.g. other instances of Tomcat, IIS, Apache) are running which have bound to the port Tomcat uses, Tomcat will start and run, however the ICE Forecaster will be unable to generate immunization forecasts.

7.2.3.1 Windows

At a command shell or PowerShell, run the command:

```
netstat -aon | findstr {port}
```

Where {port} is the port number Tomcat is configured to use.

If the output is empty, the port is free for Tomcat to use. If the port is already in use, the last column of the output will contain the PID of the process which is using the port.

```
C:\>netstat -aon | findstr 8080
TCP    0.0.0.0:8080          0.0.0.0:0           LISTENING           93984
TCP    [::]:8080           [::]:0              LISTENING           93984
```

Figure 7-3: PID example - Windows

7.2.3.2 AIX

While logged in as root, run the command:

```
lsof -i :{port}
```

Where {port} is the port number Tomcat is configured to use. If the output is empty, the port is free for Tomcat to use. If the port is already in use, the second column of the output will contain the PID of the process which is using the port.

```
# lsof -i :8080
COMMAND PID  USER  FD  TYPE  DEVICE  SIZE/OFF  NODE  NAME
java     981  tomcat 56u  IPv4  25141   0t0     TCP  *:http-alt (LISTEN)
```

Figure 7-4: PID example - AIX

7.3 Tomcat Is Running but Immunization Forecasts Cannot Be Generated

To verify that the ICE Forecaster is running, please follow steps outlined in Section 5.0.

If ICE is not running, please restart Tomcat. If the issue persists, please open a support ticket for further assistance.

Glossary

Immunization Forecaster

A software that, when provided with patient disease and immunization history, provides a schedule of upcoming or due immunizations.

Resource and Patient Management System

A decentralized integrated solution for management of both clinical and administrative information in these healthcare facilities. Flexible hardware configurations, over 50 software applications, and network communication components combine to create a comprehensive clinical, financial, and administrative solution; a solution that can stand alone or function in concert with other components as needed. Professionals in American Indian, Alaska Native, and private sector health facilities use RPMS every day to efficiently manage programs, maximize revenue generation, and most important, to provide high-quality care for patients.

Tomcat Webserver

A web hosting software provided by the Apache Software Foundation used to host websites and web applications.

Acronym List

Acronym	Term Meaning
CDS	Clinical Decision Support
FTP	File Transfer Protocol
ICE	Immunization Calculation Engine
IHS	Indian Health Service
JRE	Java Runtime Environment
OIT	Office of Information Technology
RPMS	Resource and Patient Management System
SMM	Simple Message Mover
TCH	Texas Children's Hospital

Contact Information

If you have any questions or comments regarding this distribution, please contact the IHS IT Service Desk.

Phone: (888) 830-7280 (toll free)

Web: <https://www.ihs.gov/itsupport/>

Email: itsupport@ihs.gov