

# Appeon Installation Guide for .NET\*

Appeon® 6.0 for PowerBuilder®  
WINDOWS

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\* Not available in Sybase Distribution. For differences of distributions, refer to the *Distributions* section in *Introduction to Appeon*.

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# 1 About This Book

## 1.1 Audience

This book is for users who want to install Appeon<sup>®</sup> for PowerBuilder<sup>®</sup> 6.0 .NET.

## 1.2 How to use this book

There are seven chapters in this book.

Chapter 1: About This Book

A general description of this book

Chapter 2: Introduction

An overview of Appeon for PowerBuilder 6.0 .NET and its system architecture

Chapter 3: Installation Requirements

The system requirements for installing Appeon for PowerBuilder 6.0 .NET

Chapter 4: Installing Appeon 6.0

Instructions for installing Appeon Server and Appeon Developer

Chapter 5: Post-Installation Configuration Tasks

Instructions on configurations required for Appeon system architecture that affect the running of all applications

Chapter 6: Uninstalling Appeon 6.0

Instructions for uninstalling Appeon for PowerBuilder 6.0 .NET

Chapter 7: Technical Support

Important information for technical support

## 1.3 Related documents

Appeon provides the following user documents to assist you in understanding Appeon for PowerBuilder and its capabilities:

- **Appeon Demo Applications Tutorial:**  
Introduces Appeon's demo applications, including the Appeon Sales Application Demo, Appeon Code Examples, Appeon ACF Demo, and Appeon Pet World, which show Appeon's capability in converting PowerBuilder applications to the Web.
- **Appeon Developer User Guide (or Working with Appeon Developer Toolbar)**  
Provides instructions on how to use the Appeon Developer toolbar in Appeon 6.0.  
Working with Appeon Developer Toolbar is an HTML version of the Appeon Developer User Guide.
- **Appeon Server Configuration Guide**

Provides instructions on how to establish connections between Appeon Server and database server and configure AEM for maintaining Appeon Server and Appeon deployed Web applications.

- **Appeon Supported Features Guide (or Appeon Features Help):**  
Provides a detailed list of supported PowerBuilder features which can be converted to the Web with Appeon as well as which features are unsupported.  
Appeon Features Help is an HTML version of the Appeon Supported Features Guide.
- **Appeon Installation Guide:**  
Provides instructions on how to install *Appeon for PowerBuilder* successfully.
- **Appeon Migration Guide:**  
A process-oriented guide that illustrates the complete diagram of the Appeon Web migration procedure and various topics related to steps in the procedure, and includes a tutorial that walks the user through the entire process of deploying a small PowerBuilder application to the Web.
- **Appeon Performance Tuning Guide:**  
Provides instructions on how to modify a PowerBuilder application to achieve better performance from its corresponding Web application.
- **Appeon Troubleshooting Guide:**  
Provides information on troubleshooting issues; covering topics such as product installation, Web deployment, AEM and Web application runtime.
- **Introduction to Appeon:**  
Guides you through all the documents included in Appeon 6.0 for PowerBuilder.
- **New Features Guide (or What's New in Appeon):**  
Introduces new features and changes in Appeon 6.0 for PowerBuilder.  
What's New in Appeon is an HTML version of the New Features Guide.

## 1.4 If you need help

Each Sybase installation that includes a support contract has one or more designated people who are authorized to contact Sybase Technical Support or an Authorized Sybase Support Partner. If you have any questions about this product or need assistance during the installation process, ask a designated person to contact Sybase Technical Support or an Authorized Sybase Support Partner listed in your support contract. You may access the Technical Support Web site at <http://www.sybase.com/support>.

## 2 Introduction

### 2.1 Overview

Apeon for PowerBuilder deploys entire PowerBuilder applications to the Web automatically.

From the native source code of PowerBuilder applications, Apeon for PowerBuilder can generate *bona fide* n-Tier Web applications that precisely replicate the Client/Server user interface with HTML running in standard Microsoft Web browsers. These Web applications offer the rich user experience of the original PowerBuilder applications and deliver the superior Quality Of Service (QOS) of the n-Tier Web architecture and .NET platform, as well as greater availability, scalability, security and reliability.

Apeon for PowerBuilder allows the entire Web application conversion process to be executed within the PowerBuilder IDE. It does not require the developer to write a single line of HTML, Java, .NET or JavaScript code. Only standard PowerBuilder programming skills are required.

With Apeon for PowerBuilder, enterprises can continue to use PowerBuilder to build Client/Server applications. At the click of a button, the applications can be deployed to the Web. Enterprises can also transform existing Client/Server applications into Web applications. It is no longer a daunting task to develop Web applications. The task can become a familiar and easy routine for optimizing existing PowerBuilder applications or building new PowerBuilder applications.

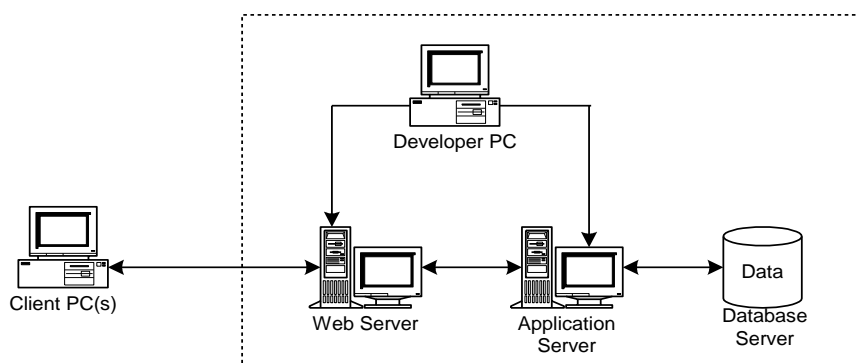
### 2.2 Section 508 compliance

The Apeon installation program conforms to the US Government Section 508 Accessibility Guidelines.

### 2.3 System architecture

Apeon for PowerBuilder works with standard n-Tier Web architecture (see Figure 2-1). Each tier serves a specific purpose in the architecture, though it may not necessarily reside in the same physical machine. For example, the Web server, application server and database server can reside in one machine or in different machines. A single tier may also be spread across multiple physical machines. For example, the application server can consist of multiple Apeon Server computers to provide load balancing.

Figure 2-1: Apeon for PowerBuilder system architecture



Each tier should have appropriate Appeon components and/or third-party software installed according to its role within the architecture. The following table briefly lists the tiers, their purposes and the required Appeon/third-party software.

**Table 2-1: Tiers in the Appeon Web architecture**

Tier	Purpose	Appeon Component	Third-party Software
Client	Runs Appeon Web applications	None	The default Microsoft Internet Explorer Web browser
Developer PC	Deploys your PowerBuilder application to the testing and production Web environments with the n-Tier architecture.	Appeon Developer	PowerBuilder Internet Explorer
Web Server	Hosts the presentation layer of Appeon Web applications, responds to incoming requests from Client PC's and dispatches requests to the application server.	Appeon Server Web Component Note: Web Component is contained in Appeon Server.	Microsoft IIS
Application Server	Hosts the DataWindows and INI files of Appeon Web applications, provides necessary runtime services to the Web application, such as DataWindow retrieval and update, execution of business logic, and security authentication.	Appeon Server	Microsoft IIS
Database Server	Hosts the application database.	None	RDBMS supported by Appeon. Please see Section 3.4: <a href="#">Database server requirements</a> for more information.

## 2.4 Appeon editions

Appeon for PowerBuilder 6.0 .NET contains the following editions.

**Table 2-2: Appeon editions**

Edition	Component	Description
Enterprise Edition	<ul style="list-style-type: none"> <li>• Appeon Server (including Appeon Server Web Component)</li> <li>• Appeon Help</li> </ul>	<ol style="list-style-type: none"> <li>1) Appeon Developer is not provided.</li> <li>2) Load Balancing service is supported.</li> <li>3) Product activation is required within 30 days.</li> </ol>
Workgroup Edition	<ul style="list-style-type: none"> <li>• Appeon Server (including Appeon Server Web Component)</li> <li>• Appeon Help</li> </ul>	<ol style="list-style-type: none"> <li>1) Appeon Developer is not provided.</li> <li>2) Product activation is required within 30 days.</li> </ol>
Developer Edition	<ul style="list-style-type: none"> <li>• Appeon Developer</li> <li>• Appeon Server (including Appeon Server Web Component)</li> <li>• Appeon Help</li> </ul>	<ol style="list-style-type: none"> <li>1) The maximum number of online users is 5.</li> <li>2) Product activation is required within 30 days.</li> </ol>



Trial Edition	<ul style="list-style-type: none"> <li>• Appeon Developer</li> <li>• Appeon Server (including Appeon Server Web Component)</li> <li>• Appeon Help</li> </ul>	<ol style="list-style-type: none"> <li>1) Trial Edition has a 30-day time bomb.</li> <li>2) The maximum number of online user is 5.</li> </ol>
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## 2.5 Appeon components

### 2.5.1 Appeon Developer

Appeon Developer is an add-on to PowerBuilder that allows applications to be deployed to the Web with Appeon Server.

When Appeon Developer is installed, it provides a set of tools that enable the entire PowerBuilder-to-Web conversion process to take place within the PowerBuilder IDE. These tools are accessed via a toolbar in the PowerBuilder IDE which automatically loads each time PowerBuilder is opened.

### 2.5.2 Appeon Server

Appeon Server is a set of Microsoft .NET components that provide runtime services such as data connectivity, DataWindows support, transaction management, and security for Appeon Web applications.

Appeon Server also includes Appeon Enterprise Manager (AEM) and Appeon Server Web Component.

AEM is a Web application used to manage Appeon Server and deployed Web applications over the Internet or intranet. When you install Appeon Server, AEM is automatically installed.

Appeon Server Web Component resides in the IIS Web server as the runtime environment supporting a PowerBuilder-style Web graphical user interface within standard Microsoft Web browsers. Appeon Server Web Component is a set of JavaScript, HTML and XML files that enable the rich PowerBuilder-style UI in standard Microsoft Web browsers.

If you physically separate the Web server and the Appeon Server, for example, for load balancing purpose, copy Appeon Server Web Component to the Web root of the Web server and configure the Web server with the Appeon plug-in. For detailed instructions, refer to the *Configuring Appeon Server Load Balancing* section of the *Server Configuration Guide*.

### 2.5.3 Appeon Help

Appeon Help provides easy access to all user documents. It saves time and conveniently places the help information, such as, the Appeon supported features, at your fingertips.

## 3 Installation Requirements

### 3.1 Client requirements

#### 3.1.1 Software requirements

- Microsoft Internet Explorer 6.0 SP1 running on Windows 2000 SP4 (Professional and Server) or Windows 2003 Server SP1 (Professional and Server)
- Microsoft Internet Explorer 6.0 SP2 running on Windows XP SP2 (Professional)
- Microsoft Internet Explorer 7.0 browsers running on Windows 2003 Server SP1 (Enterprise and Standard), Windows XP SP2 (Professional and Home), or Windows Vista.

To run Apeon Web Application under Windows Vista, you need to previously configure the Internet Explorer security setting properly. Refer to [Additional configurations of IE 7 under Windows Vista](#) for more information.

- (Optional) Adobe Acrobat Reader 6.0, 7.0, or 8.0 (for viewing printed PDF DataWindows or reports)

#### 3.1.2 Hardware requirements

- A Pentium-class processor running at 1 GHz or faster
- At least 512 MB RAM

### 3.2 Apeon Server requirements

#### 3.2.1 Software requirements

- Microsoft Windows 2003 Server SP2 (Enterprise and Standard Edition)
- Microsoft IIS 6.0 or 7.0
- Microsoft .NET Framework 2.0 or 3.0

Note that IIS must be installed before .NET Framework, otherwise, the Web application may encounter runtime problems.

#### 3.2.2 Hardware requirements

- Pentium-class processor(s) running at 1.8 GHz or faster
- At least 1 GB RAM (2 GB RAM recommended)
- 50 MB hard drive space (for Apeon Server installation)
- DVD-ROM drive (for Apeon installation from DVD)

#### 3.2.3 (Optional) Web Server requirement

- Windows Server 2003 Server SP2 (Enterprise and Standard Edition)
- Microsoft IIS 6.0 or 7.0
- 8 MB hard drive space (for Apeon Server Web Component installation)

To make the Web server work with Apeeon Server for load balancing, you must have the Apeeon plug-in installed and configured. For detailed instructions, refer to the *Web Server Configuration Guide* help file.

### 3.3 Apeeon Developer requirements

#### 3.3.1 Software requirements

- Microsoft Windows 2000 SP4 (Professional and Server), Windows XP SP2 (Professional) and Windows 2003 Server SP1 (Server and Enterprise), Windows Vista, or Windows 2008.
- Sybase PowerBuilder® 9.0.3 Build 8614, PowerBuilder 10.5.2 Build 15347, or PowerBuilder 11.1 Build 8123.

If you do not have the required build, update it by running the PowerBuilder EBF program provided on the Apeeon Installation DVD or downloaded from the Sybase Downloads website.

- Microsoft Internet Explorer 6.0 SP1, 6.0 SP2, or 7.0.
- ODBC database driver or a native database driver for the database server used by your application. Note that you cannot use a native database driver for Sybase ASA 7/8/9/10.
- (Optional) Sybase Adaptive Server® Anywhere 7.0.4, 8.0.2, 9.0, or 10.0 (for running the PowerBuilder demos included in Apeeon installation)

#### 3.3.2 Hardware requirements

- A Pentium-class processor running at 1.8 GHz or faster
- At least 512 MB RAM (1 GB RAM recommended)
- 100 MB hard drive space (for Apeeon Developer installation only).

Each PowerBuilder application conversion project will require additional hard drive space based on the size of the PowerBuilder application.

- DVD-ROM drive (for Apeeon installation from DVD)

### 3.4 Database server requirements

Apeeon for PowerBuilder 6.0 .NET can run with any of the following database servers:

- Sybase Adaptive Server Anywhere 7.0.4, 8.0.2, 9.0 or 10.0 with ODBC Driver
- Sybase Adaptive Server Enterprise (ASE) 12.5.x or 15.x with ODBC Driver
- Oracle 8i, 9i or 10g with Oracle JDBC driver or Oracle Native Driver
- Microsoft SQL Server 2000 SP4 or 2005 SP1 with MS SQL Server Native Driver
- Informix 7.x, 8.x, 9.x, or 10.x with IBM JDBC driver or IBM Informix Net Provider

## 4 Installing Appeon 6.0

### 4.1 Overview

Appeon for PowerBuilder 6.0 .NET consists of the following three components.

**Table 4-1: Appeon components**

Component	Description	Installed on
Appeon Developer	An add-in that provides the Web deployment option to PowerBuilder.	PowerBuilder running on Windows 2000, XP or 2003.
Appeon Server	A set of Microsoft .NET components that provide runtime services for the Appeon Web applications, such as data connectivity, DataWindows support, transaction management, printing and security.  Appeon Server also includes Appeon Server Web Component, the runtime environment that supports a PowerBuilder-style Web graphical user interface within standard Microsoft Web browsers. Appeon Server Web Component is a library of JavaScript, HTML and XML files that form the foundation of the/an Appeon Web application.	IIS running on Windows 2003.
Appeon Help	The online help of all Appeon user documents which saves time and conveniently places the help information at your fingertips.	Windows 2000, XP or 2003.

### 4.2 Installation scenarios

#### 4.2.1 Overview

Appeon for PowerBuilder works in network architecture – different Appeon components should be installed to the computer(s) according to their roles in the network. In this section, some practical scenarios are described to demonstrate how Appeon should be installed according to network architecture.

## 4.2.2 Developer PC

**Table 4-2: Developer PC installation**

Scenarios	Requirements	Appeon Components
One physical machine, Computer 1, serves as IDE, Web server, application server and database server	Computer 1: Microsoft Windows 2003 Server Microsoft .NET Framework Microsoft IIS Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA (Optional) Sybase ASE, Oracle, Microsoft SQL Server, or Informix depending on application database	Computer 1: Appeon Developer Appeon Server

## 4.2.3 Remote Appeon Server and Web server

**Table 4-3: Remote Appeon Server and Web server installation**

Scenarios	Requirements	Appeon Components
In this example, 2 computers are used: Computer 1 serves as Developer PC;	Computer 1: Microsoft Windows 2000, XP or 2003 Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	Computer 1: Appeon Developer
Computer 2 serves as Web server, application server and database server.	Computer 2: Microsoft Windows 2003 Server Microsoft .NET Framework Microsoft IIS Sybase ASA, Sybase ASE, Oracle, Microsoft SQL Server, or Informix depending on application database	Computer 2: Appeon Server

## 4.2.4 Multiple Appeon Servers

**Table 4-4: Multiple Appeon Servers installation**

Scenarios	Requirements	Appeon Components
In this example, N (N>=4) computers are used:  Computer 1 is used for Developer PC;	Computer 1: Microsoft Windows 2000, XP or 2003 Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	Computer 1: Appeon Developer
Computer 2 is the database server.	Computer 2: Sybase ASA, Sybase ASE, Oracle, Microsoft SQL Server, or Informix depending on application database	Computer 2: None

Computer 3 is used for Web server;	Computer 3: Microsoft IIS	Computer 3: Appeon Server Web Component
Computers 4 to n are a group of Appeon Servers.	Computers 4 to n: Microsoft Windows 2003 Server Microsoft .NET Framework Microsoft IIS	Computers 4 to n: Appeon Server

### 4.3 Two installation methods

Appeon 6.0 for PowerBuilder (on .NET) provides two installation methods: “new installation” and “upgrade installation”.

- If your computer has not installed any version of Appeon for PowerBuilder, the installation program automatically takes the new installation method.
- If your computer has Appeon 5.x installed, the installation program automatically takes the upgrade installation method.

### 4.4 Appeon 6.0 new installation

#### 4.4.1 Starting the installation

Step 1 – Double click the Setup.exe file in the installation package. The entry page has several links to guide you through the various installation tasks.

- View Readme for Installation: Click this link to read the readme file for this version.
- Install Appeon for PowerBuilder: Click this link to start installing the product.
- Install Appeon PDF Printer: Click this link to start installing PDF printer. For .NET edition, only the client type PDF Printer is supported.

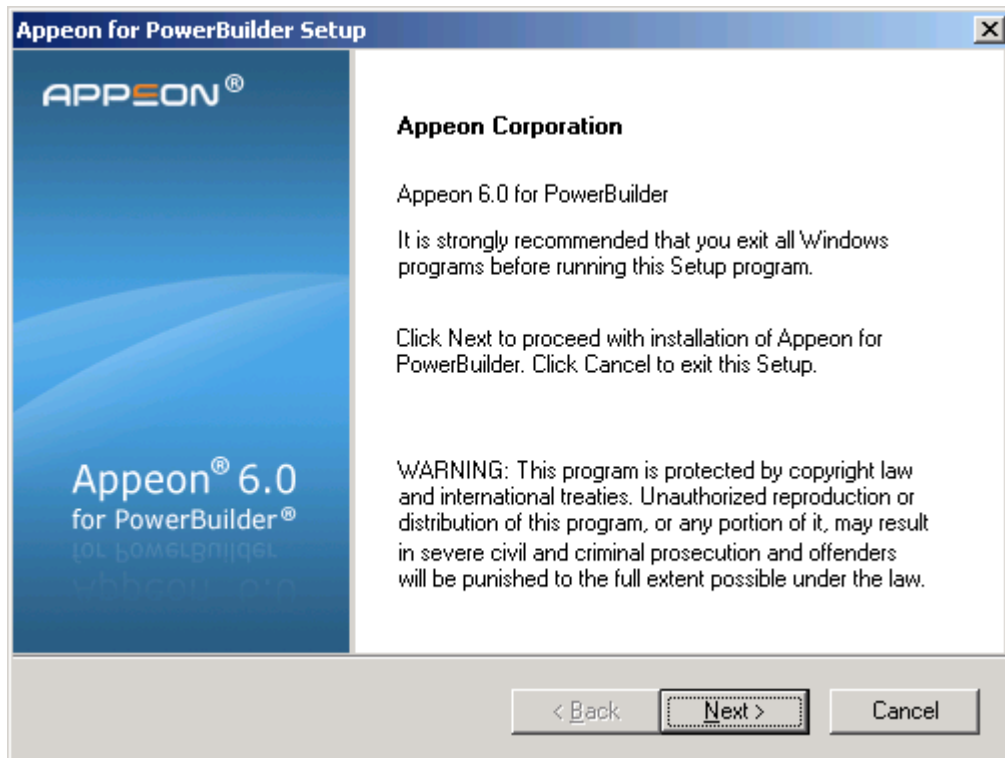
**Note:** Make sure there is enough space on the C: drive for storing temporary files for installation. Otherwise an error message will pop up, saying “1607: Unable to install InstallShield Scripting Runtime.”

Step 2 – Click Install Appeon for PowerBuilder.

**Figure 4-1: Install Appeon for PowerBuilder**

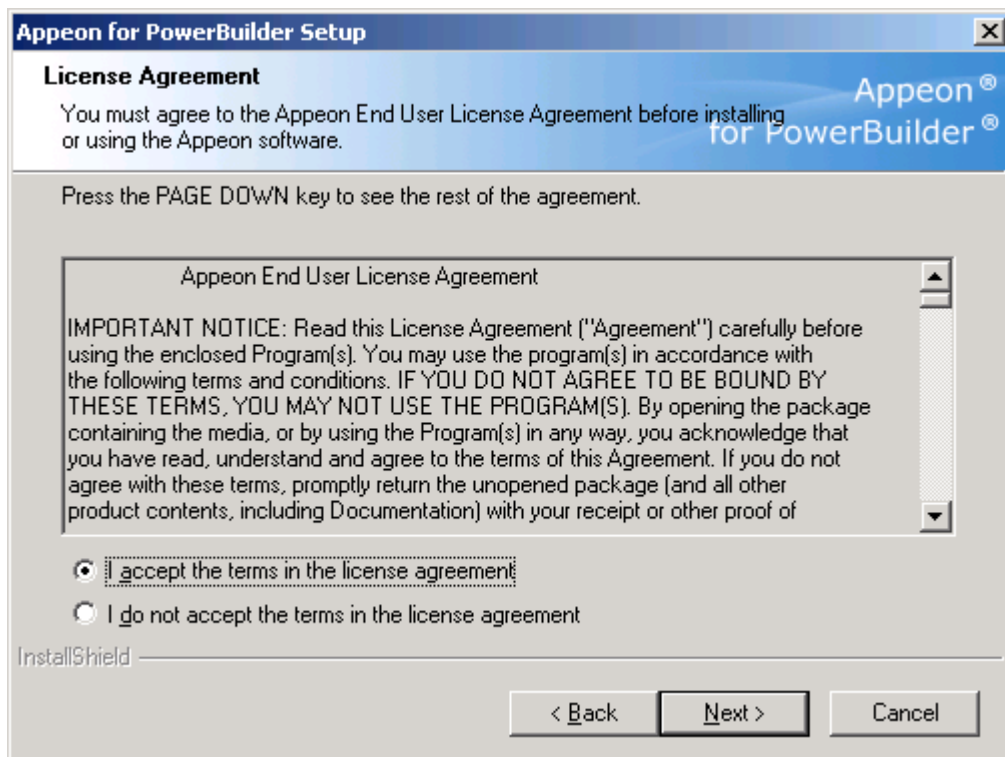
Step 3 – Click *Next* on the Appeon for PowerBuilder introduction screen (Figure 4-2).

Figure 4-2: Introduction page



Step 4 – Accept the terms in the license agreement page and click *Next* (Figure 4-3).

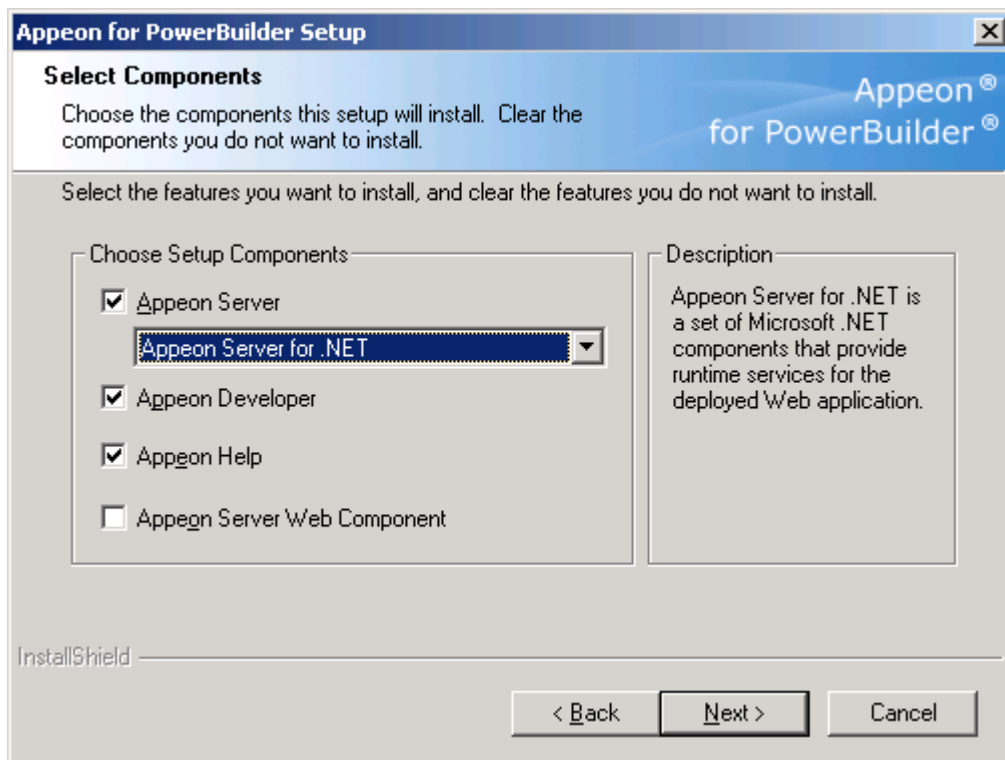
Figure 4-3: License Agreement page



Step 5 – Select the component(s) you want to install and click *Next* (Figure 4-4). The Setup program will install the selected component(s) in the order listed.

Be sure to select the Appeon Server for .NET, as shown in the following figure.



**Figure 4-4: Select components**

Refer to the following sections to complete the installation of each component.

- For Appeon Server installation instructions, refer to [Appeon Server installation](#).
- For Appeon Developer installation instructions, refer to [Appeon Developer installation](#).
- For Appeon Help installation instructions, refer to [Appeon Help installation](#).
- For .NET version, Appeon Server Web Component is no need to be installed, because it is included in Appeon Server and will be installed automatically during Appeon Server installation.

## 4.4.2 Appeon Server installation

### 4.4.2.1 Prerequisites

Before beginning the installation process, make sure that

- IIS 6.0 and .NET Framework 2.0 or later have been installed and IIS must have been installed before .NET Framework.  
If IIS is not installed before .NET Framework, the Web application will encounter runtime errors.
- Windows 2003 contains IIS 6, however, IIS 6 is not installed by default. To install IIS 6, open the Control Panel, double-click Add/Remove Programs, and select Add/Remove Windows Components to install the built-in IIS 6.

Shut down any Windows programs that are running.

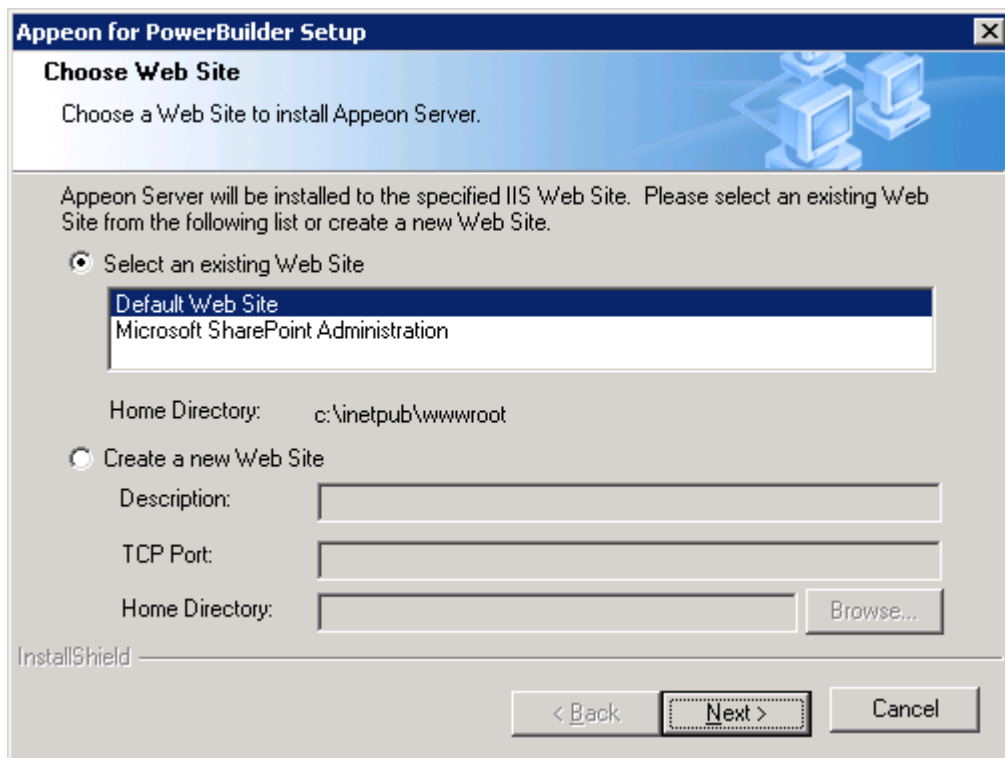
#### 4.4.2.2 Installation instructions

Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install **Appeon Server for .NET** (see [Starting the installation](#) section). Wait until Appeon Server completes the preparation.

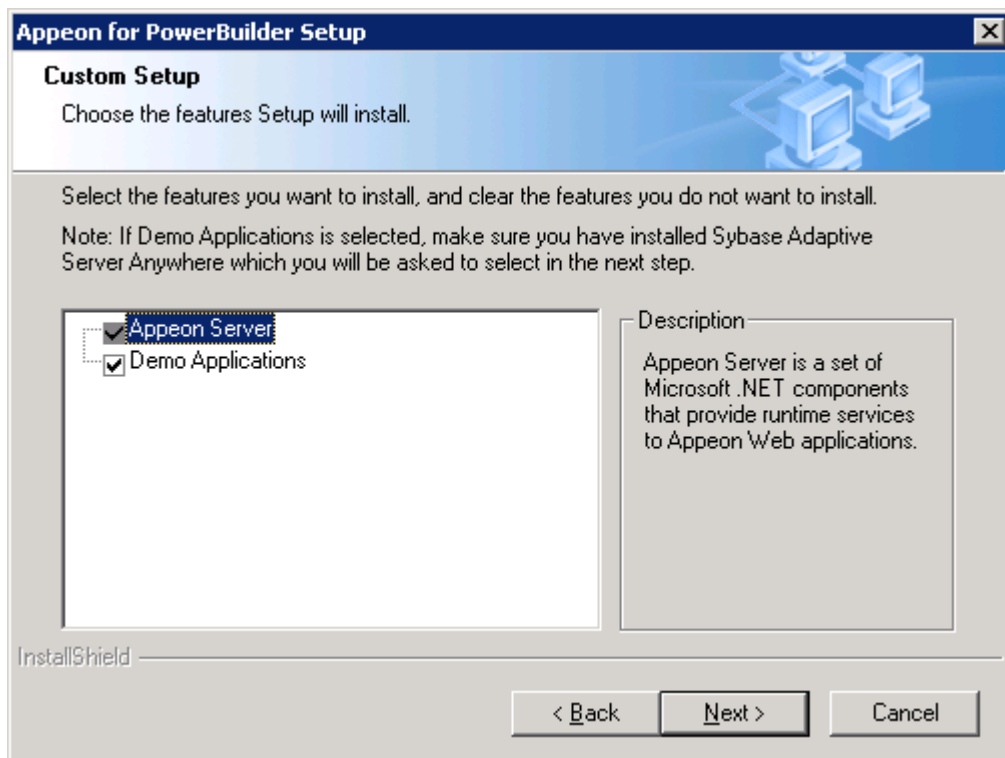
Step 2 – Specify the IIS Web site where Appeon Server will be installed and click *Next* (Figure 4-5).

Appeon Server will be installed to an existing Web site or a new Web site. If you want to install Appeon Server to a new Web site, create one by selecting the “Create a new Web Site” option and inputting the Web site description, TCP port, and home directory.

Figure 4-5: IIS location

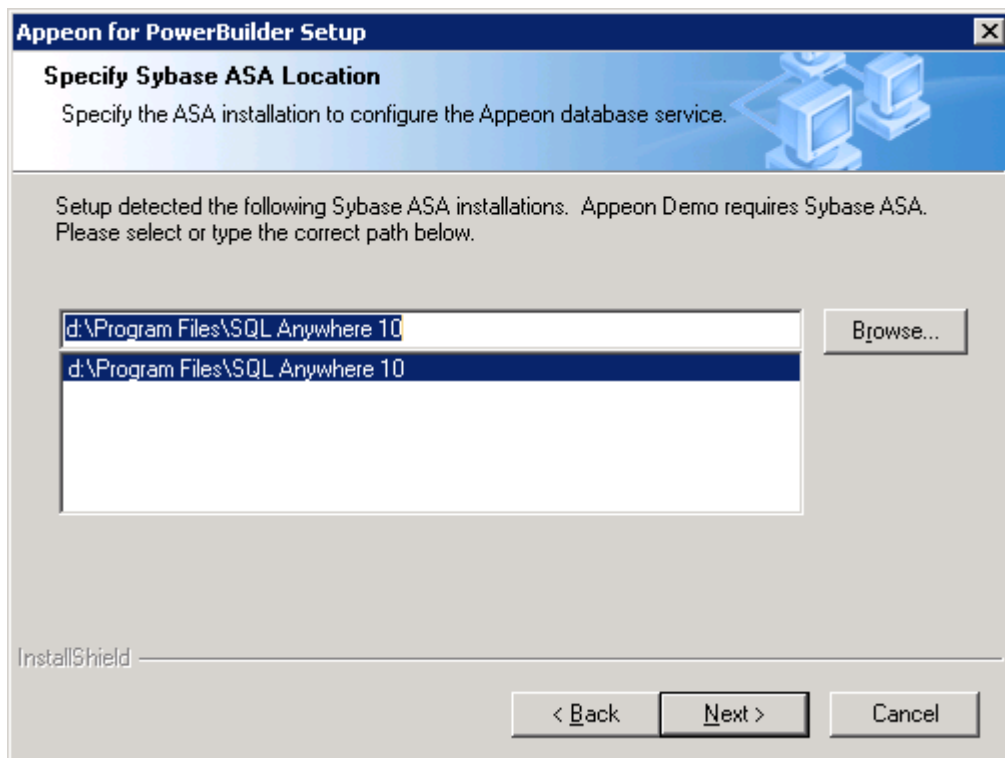


Step 3 – Select whether to install the Web version of Appeon Demo and click Next.

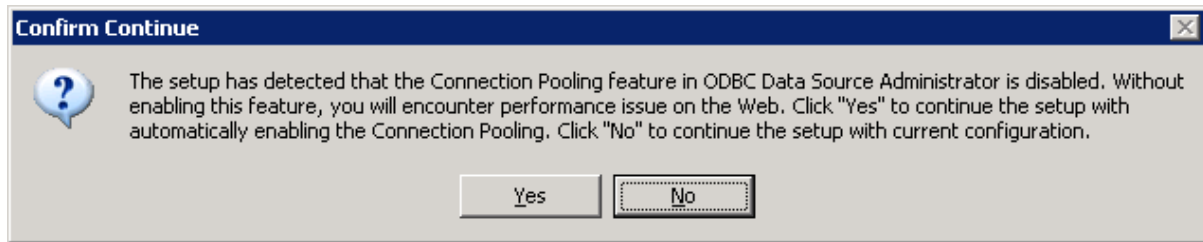
**Figure 4-6: Custom Setup**

Step 4 – If you selected to install the Appeon Demo, specify the path for the ASA (Figure 4-7) and click *Next*. Appeon Demo requires ASA to run.

Setup lists all copies of ASA detected in your machine.

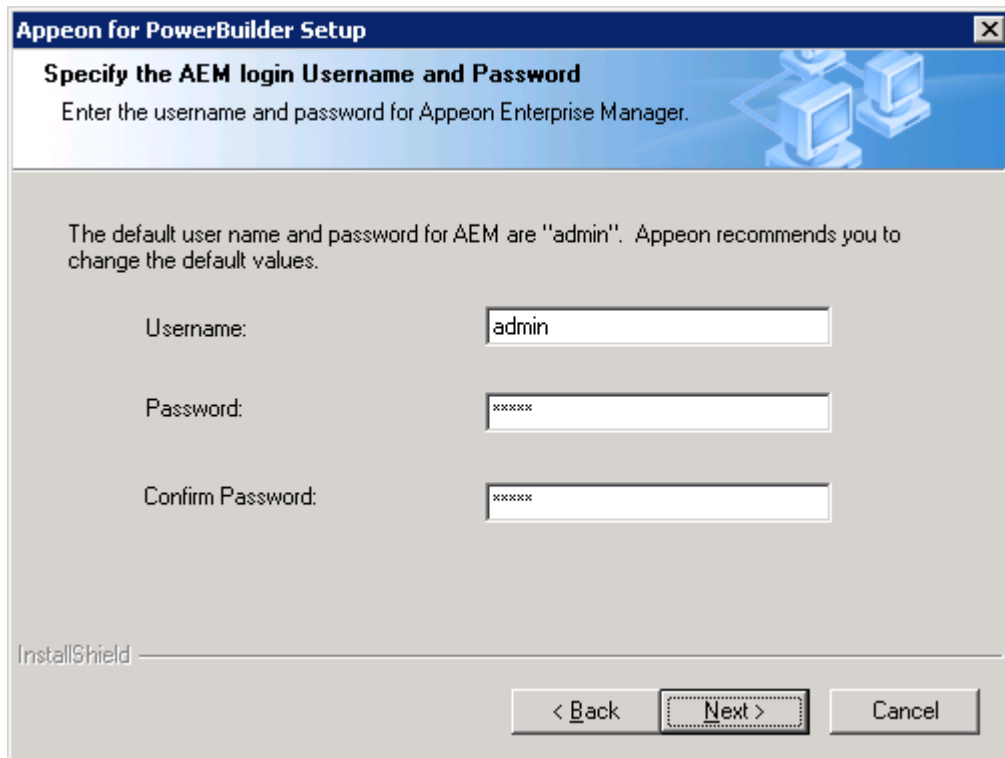
**Figure 4-7: ASA location**

If you encounter the following message, Apeon recommends you click Yes to allow the setup program to enable the connection pooling in ODBC Data Source Administrator, this eliminates the likelihood of having any performance issues at runtime.



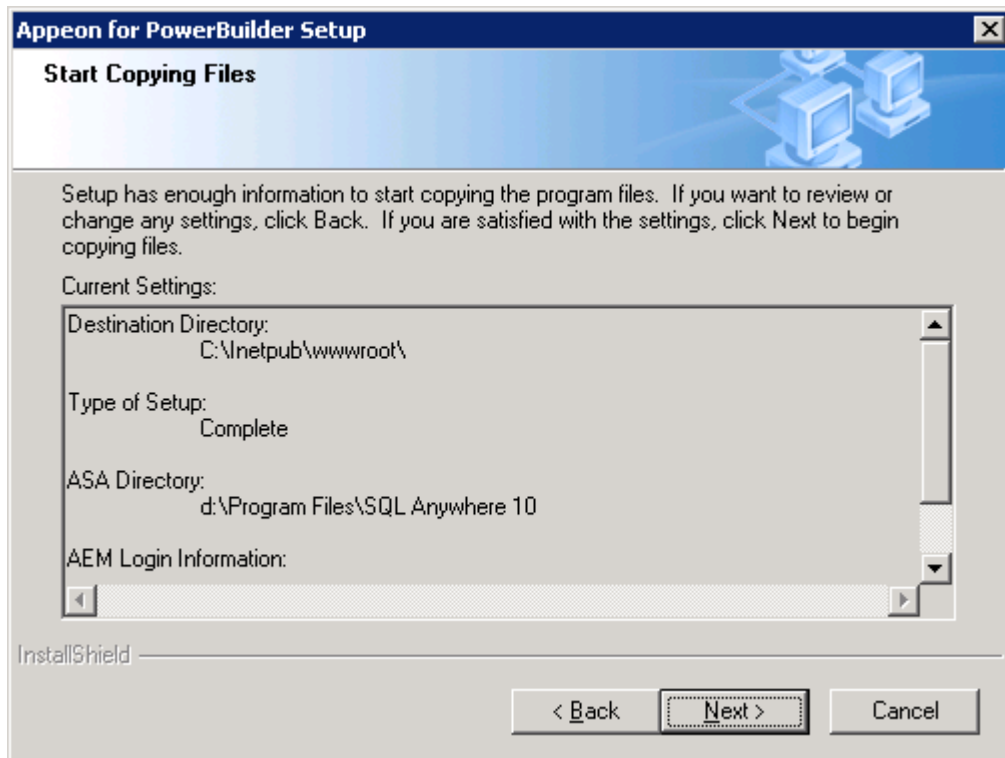
Step 5 – Specify the AEM login user name and password.

Figure 4-8

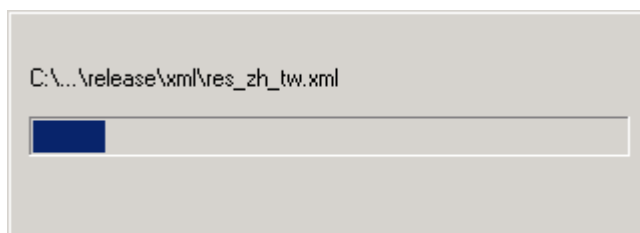


Step 6 – Check the summary of settings (Figure 4-9).

Click *Back* to change any unwanted settings or click *Next* to have Setup begin copying files.

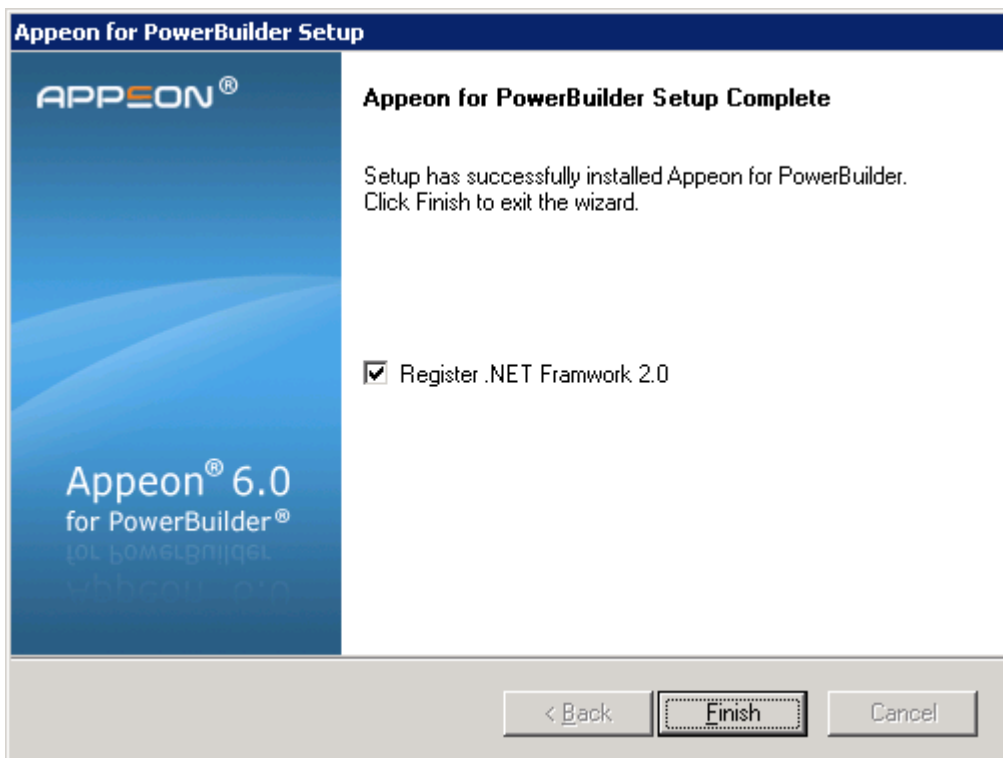
**Figure 4-9: Summary of settings**

At the click of the *Next* button, the installation program begins copying files to your computer, as shown in Figure 4-10.

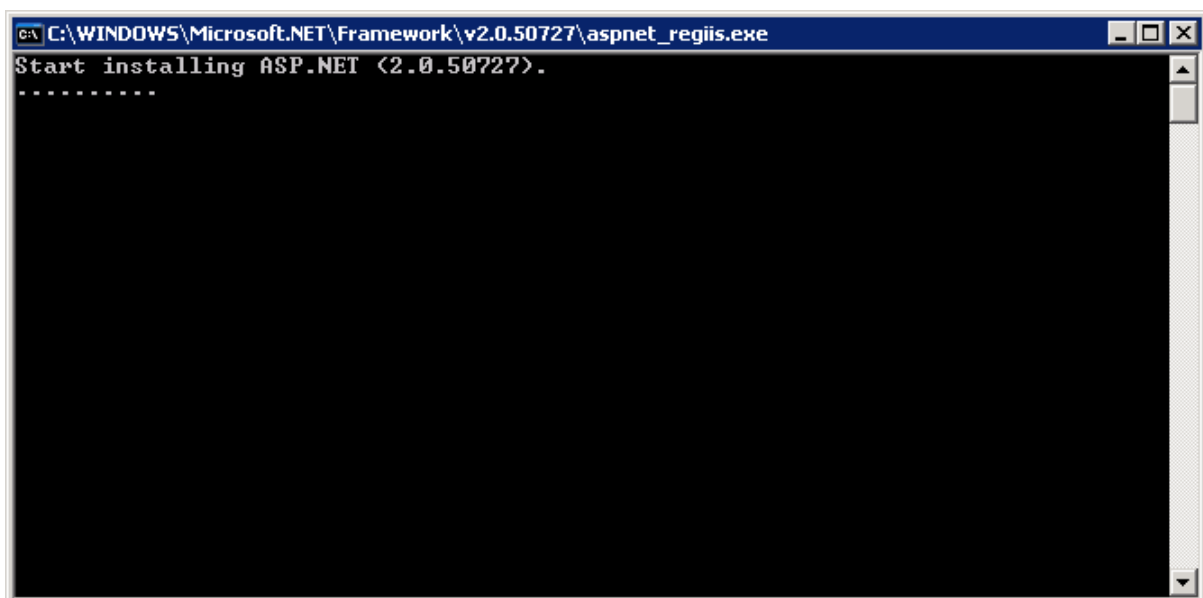
**Figure 4-10: Appeon Server installation process**

Step 7 – You will be prompted to activate Appeon for PowerBuilder. For more details, refer to the [Product Activation](#) section.

Step 8 – Click *Finish* to end the installation of Appeon Server (Figure 4-11).

**Figure 4-11: Setup complete**

The setup program will register .NET Framework 2.0, as shown in the following figure. If you want to manually register .NET Framework 2.0, you can uncheck the box before clicking Finish.

**Figure 4-12: Register .NET Framework**

During the Appeon Server installation, the Appeon Enterprise Manager Web application (located in %appeonserver%\AEM) and the Appeon Server Web Component (located in %appeonserver%\weblibrary\_ax) are automatically installed. %appeonserver% indicates the Appeon Server installation directory, for example, C:\Inetpub\wwwroot\appeon.

## 4.4.3 Appeon Developer installation

### 4.4.3.1 Prerequisites

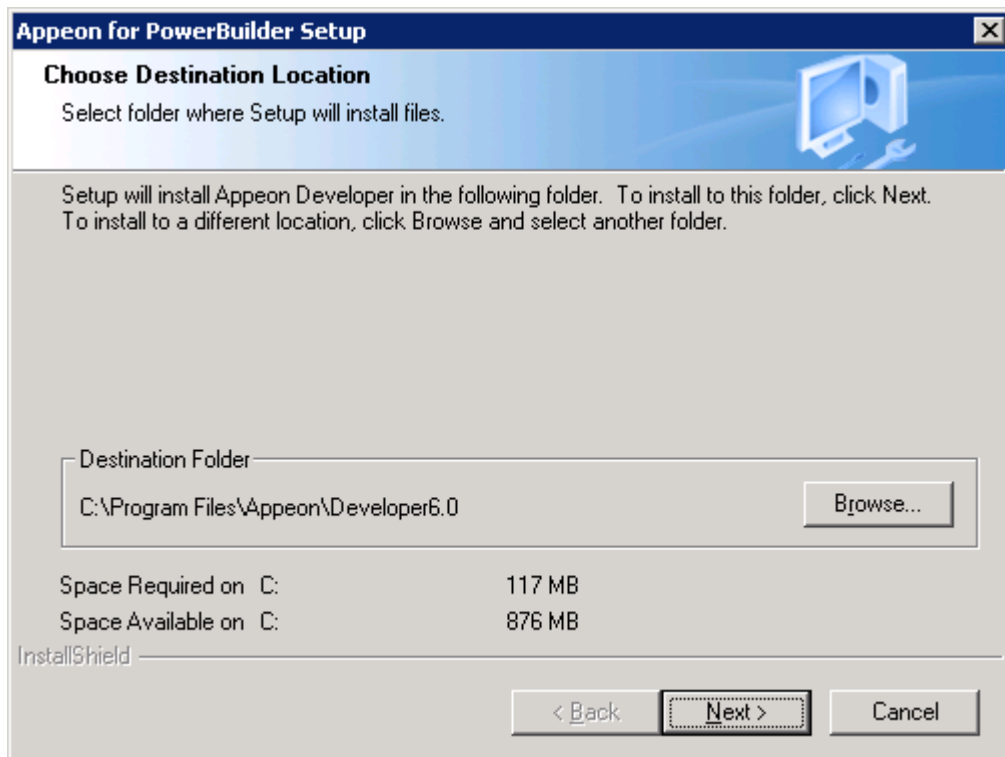
- The Developer PC meets the system requirements in Section 3.3: [Appeon Developer requirements](#). Verify that PowerBuilder 9.0.3, 10.5.2, or 11.1 is installed or updated by running the PowerBuilder Setup program. You cannot install or update the software by copying files and folders from another source.
- Verify that PowerBuilder has been upgraded to the latest available build.
- Shut down Sybase PowerBuilder, Sybase ASA, and any other Windows programs before beginning the installation process.
- Verify in Windows Task Manager that the following processes are not running under the Process tab: *EonADT60.exe*, *pb90.exe*, *pb100.exe*, *pb105.exe*, and *pb110.exe*. If these processes are running, be sure to end them.

### 4.4.3.2 Installation instructions

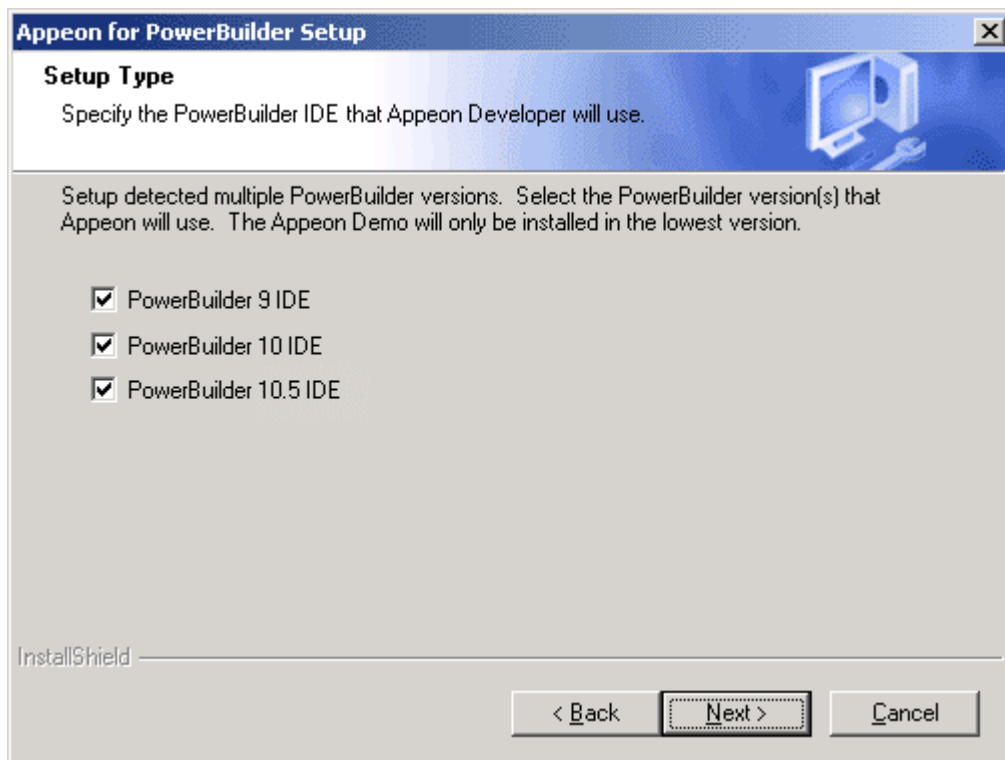
Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install Appeon Developer (see [Starting the installation](#) section).

Step 2 – Click *Next* to install Appeon Developer to the default location, or click *Browse* to select another location (Figure 4-13).

**Figure 4-13: Appeon Developer location**



Step 3 – If you have more than one PowerBuilder installed, you will be given a choice of which version(s) to integrate into Appeon Developer (Figure 4-14).

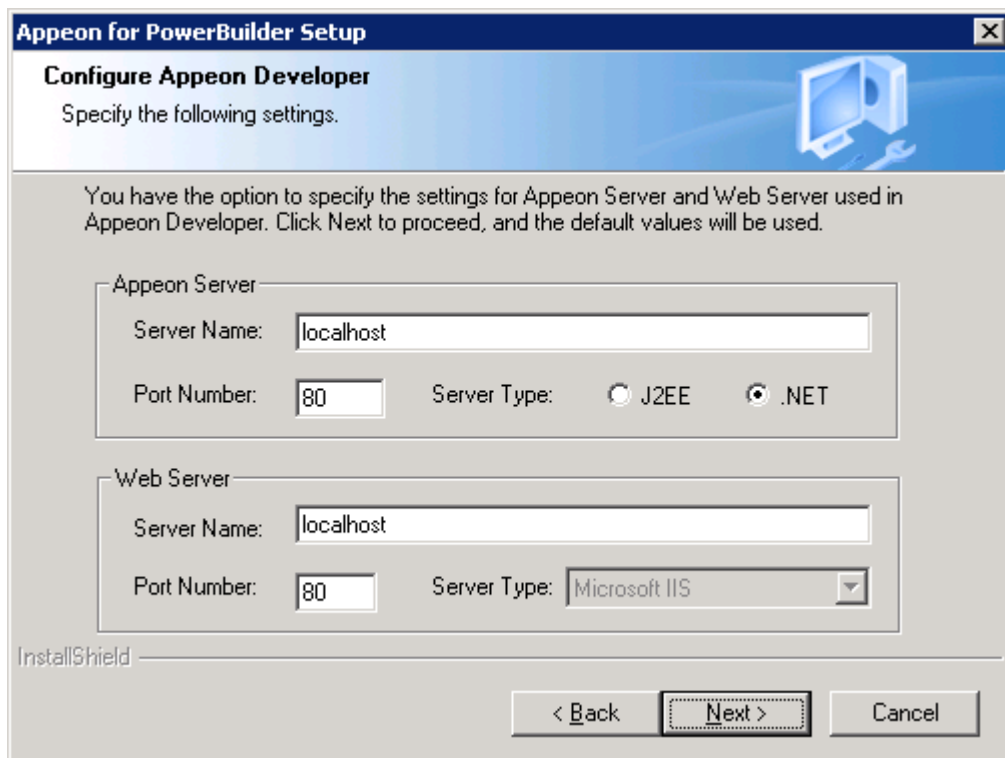
**Figure 4-14: PowerBuilder IDE**

Step 4 – Specify the server name and port number for Appeon Server and Web server used in Appeon Developer. Click *Next* (Figure 4-15).

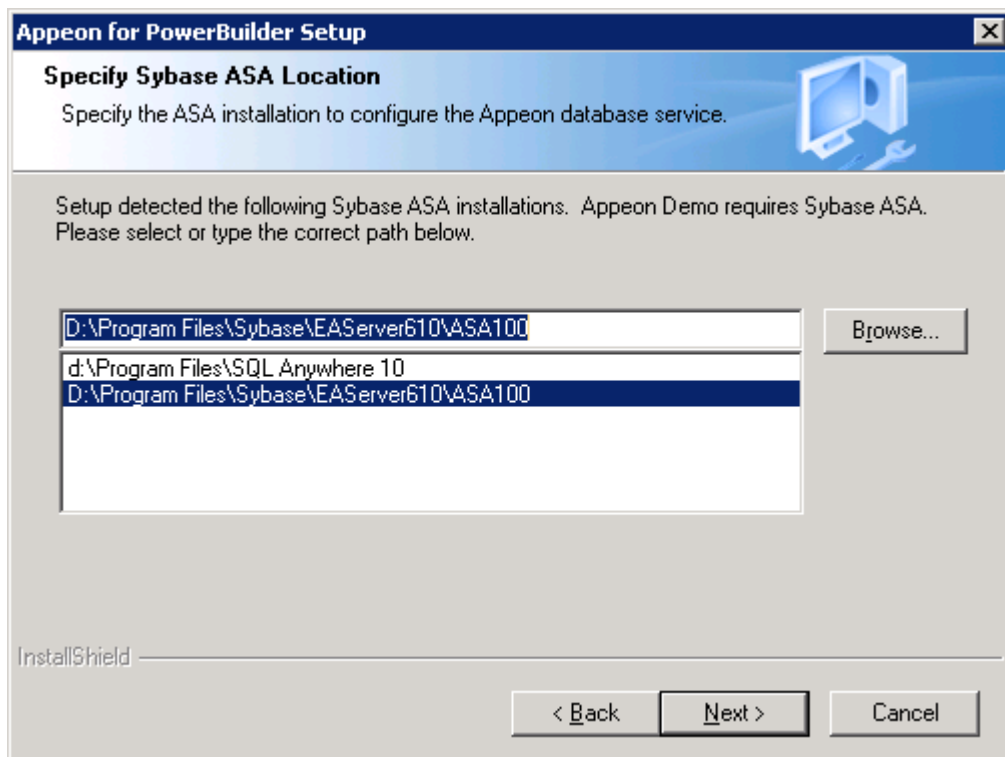
If you want to use an Appeon Server that has been already installed to the same machine where Appeon Developer is being installed, use the default values. If you want to use a remote Appeon Server, specify the server name and port number of the remote server. The installation program can automatically configure the Server Profile and Deployment Profile in the Appeon Developer Configuration window for the specified servers.

You can change these settings in the Configure tool of Appeon Developer after the installation when necessary.

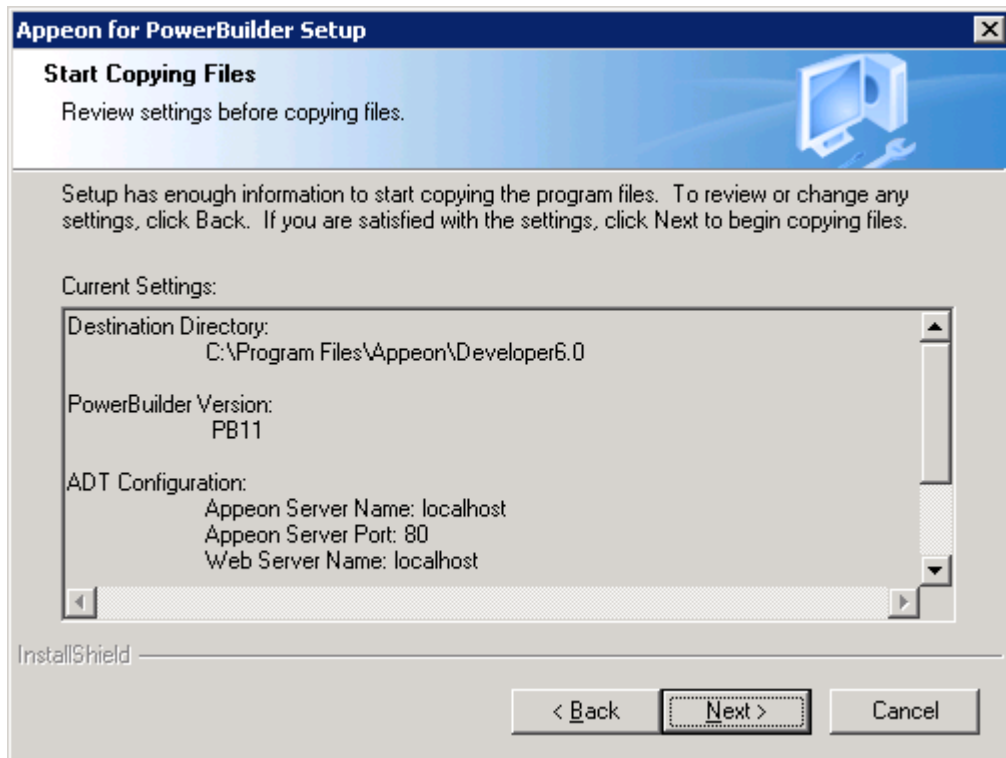


**Figure 4-15: Configure Appeon Developer**

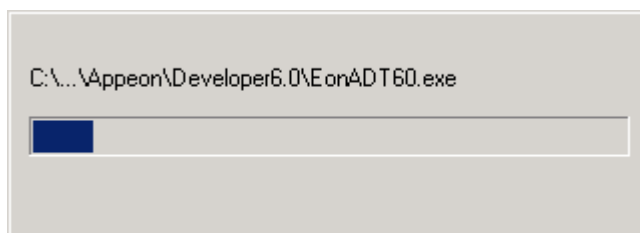
Step 5 – Select the ASA location for running Appeon Demos.



Step 6 – Check the summary of settings (Figure 4-16).

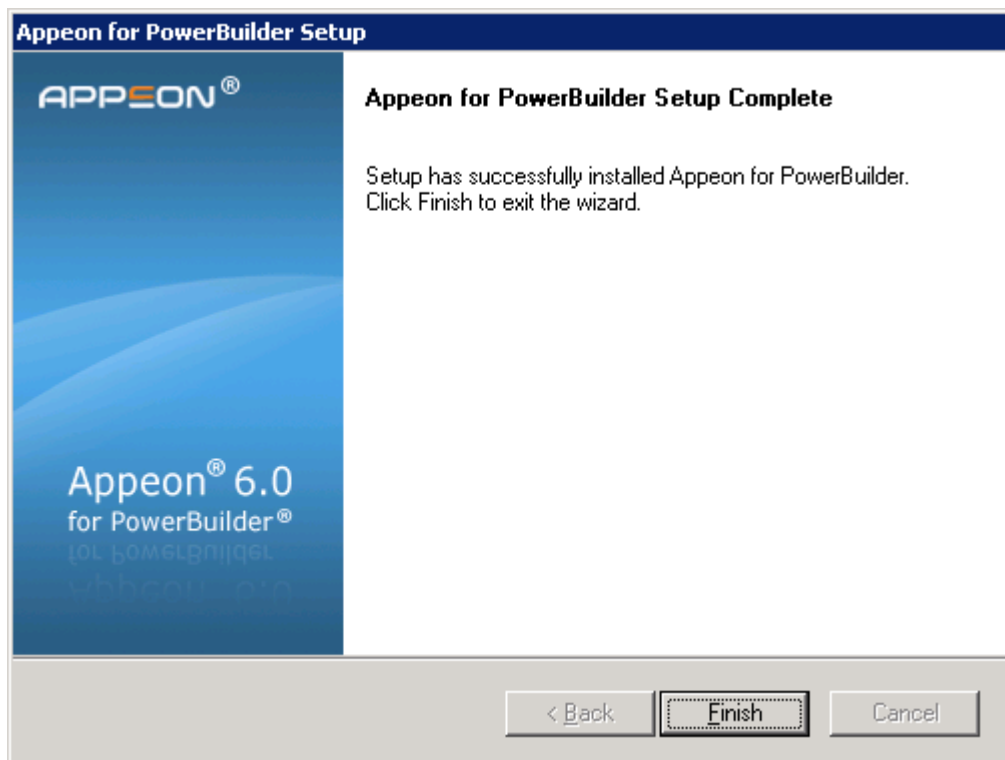
**Figure 4-16: Summary of settings**

Click *Back* to change any unwanted settings or click *Next* and Setup will begin copying files (Figure 4-17).

**Figure 4-17: Appeon Developer installation progress**

Step 7 – Wait until the installation is complete.

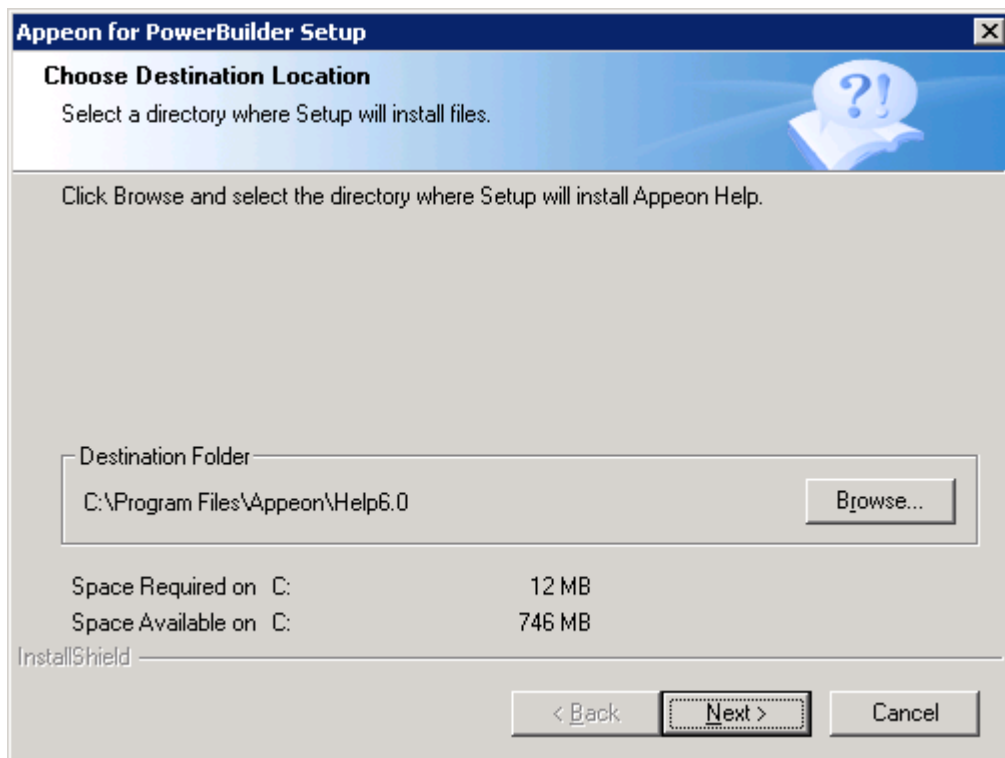
Step 8 – Click *Finish* to exit (Figure 4-18).

**Figure 4-18: Setup Complete**

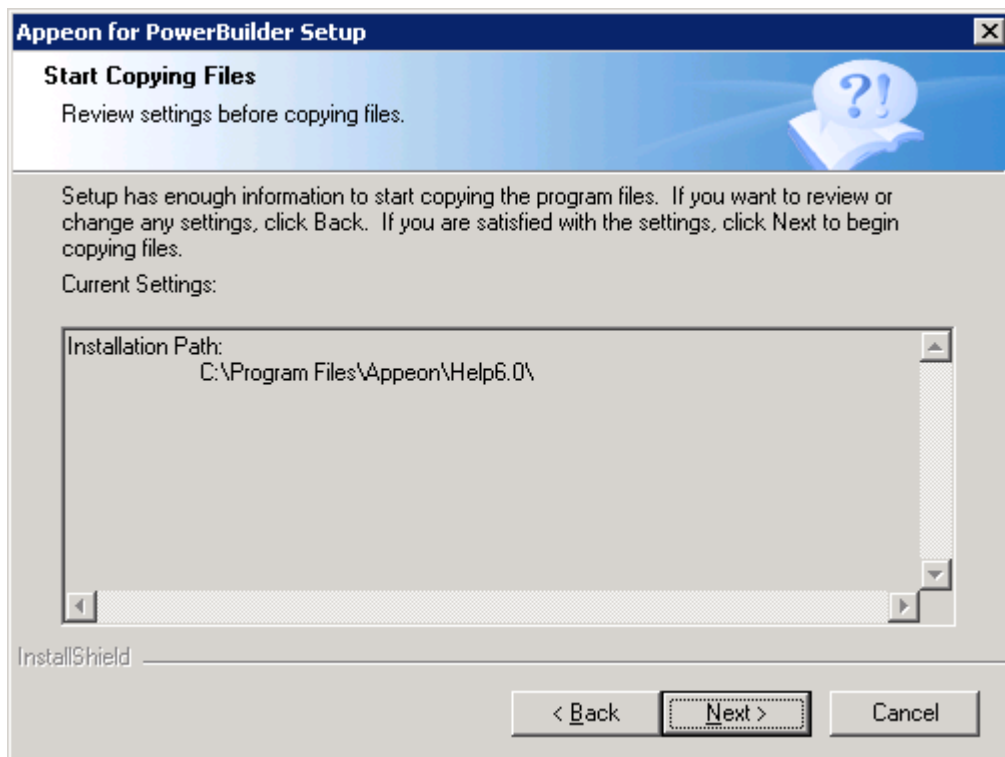
#### 4.4.4 Appeon Help installation

Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install Appeon Help (see [Starting the installation](#) section).

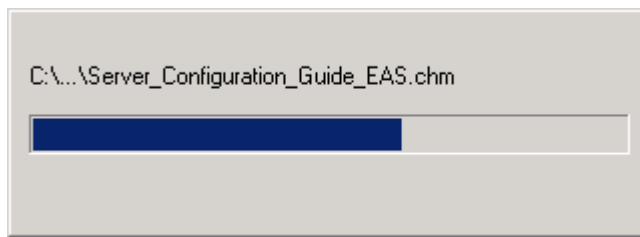
Step 2 – Choose the directory for Appeon Help. Use the default “C:\Program Files\Appeon\Help6.0”, or click *Browse* to select another folder, as shown in Figure 4-19).

**Figure 4-19: Help location**

Step 3 – Check the summary of settings (Figure 4-20).

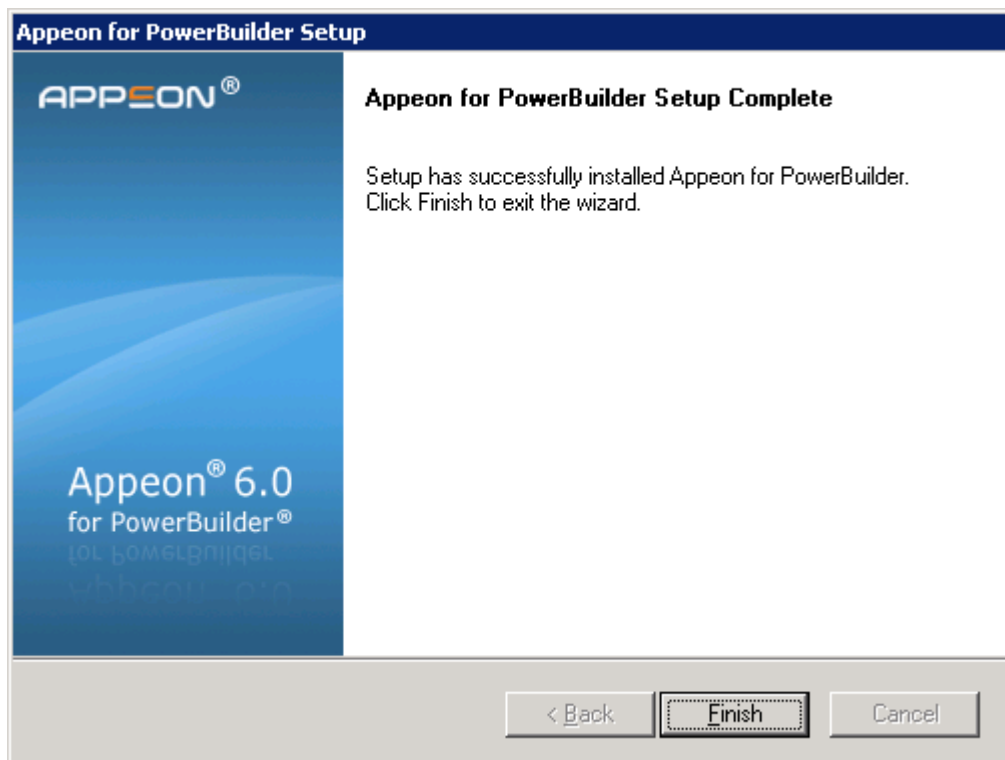
**Figure 4-20: Summary of settings**

Click *Back* to change any unwanted settings or click *Next* and Setup will begin copying files (Figure 4-21).

**Figure 4-21: Appeon Help installation process**

Step 4 – Wait until the installation is complete.

Step 5 – Click *Finish* to exit (Figure 4-22).

**Figure 4-22: Setup complete**

#### 4.4.5 PDF printer installation

Appeon provides two PDF printers for printing Web DataWindows to PDF at the server or at the client. But for .NET edition, only client side PDF printing is supported.

Besides the client-type Appeon PDF Printer, you can install other PDF printers (such as Adobe PDFWriter) to the client to perform client-side printing. Users will be prompted to specify file name and location before printing, and then can access the created PDF files according to the specified name and path.

Appeon PDF printer is open-source software product distributed under the GNU General Public License. The license information may be viewed under the “Open Source Licenses” folder in the printer installation package on the Appeon installation disk.

#### 4.4.5.1 Installation instructions

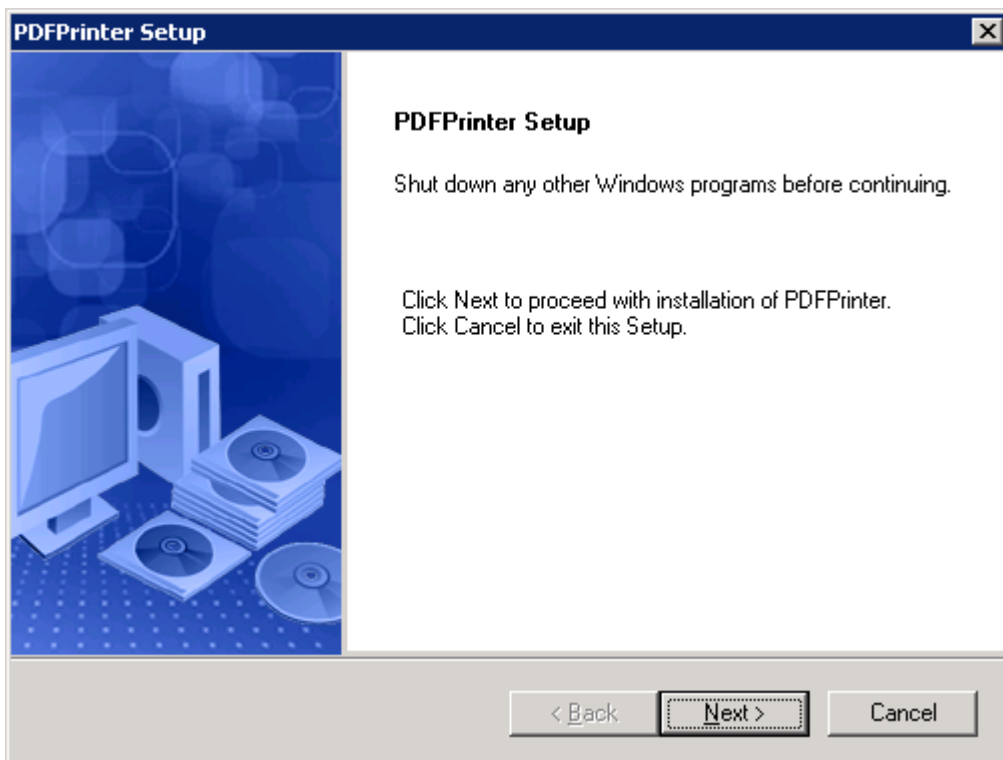
Step 1 – Double-click *Setup.exe* in the root directory of the installation package. The entry page has several links to guide you through the various installation tasks.

Step 2 – Click *Install Appeon PDFPrinter* (Figure 4-23).

Figure 4-23: Entry page

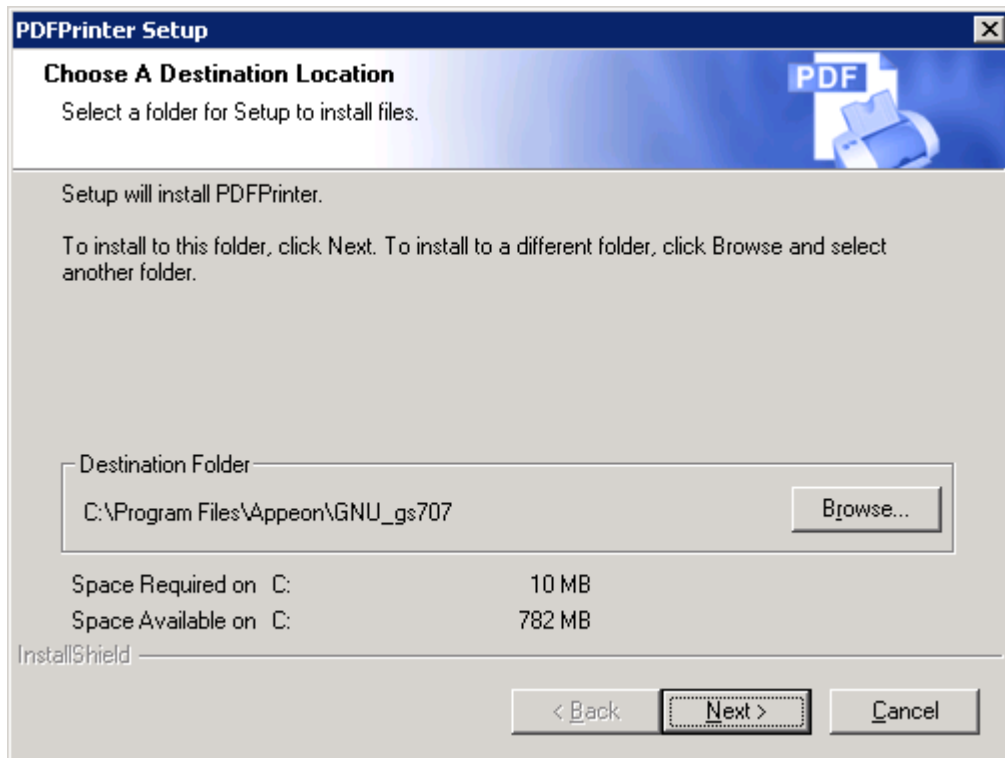


Step 3 – Click *Next* on the PDFPrinter introduction screen (Figure 4-24).

**Figure 4-24: PDFPrinter introduction screen**

Step 4 – Specify the destination folder for PDFPrinter installation (Figure 4-25). Click *Browse* to select a different folder. Click *Next* to begin copying files.

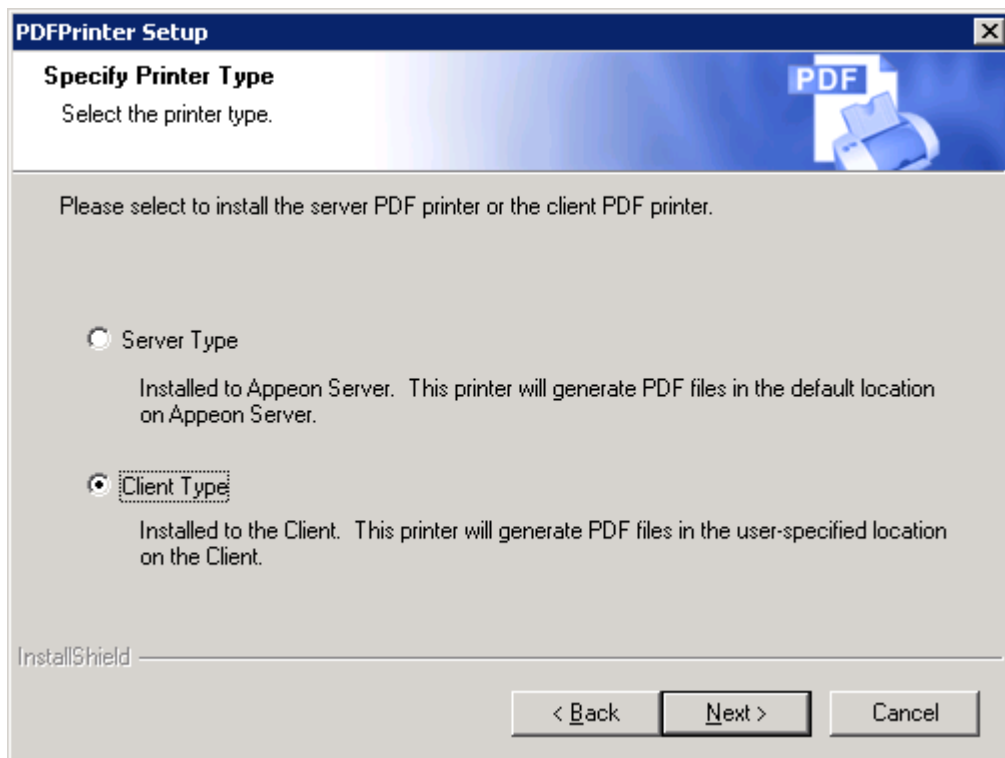
Note that if you are using Windows XP, when you click *Browse* to select a different folder, the Choose Folder popup window loses focus automatically. However, this will not prevent you from specifying the new directory. This is an InstallShield issue; it will not affect the installation process. This issue does not exist in Windows 2000 or Windows Server 2003.

**Figure 4-25: PDFPrinter destination**

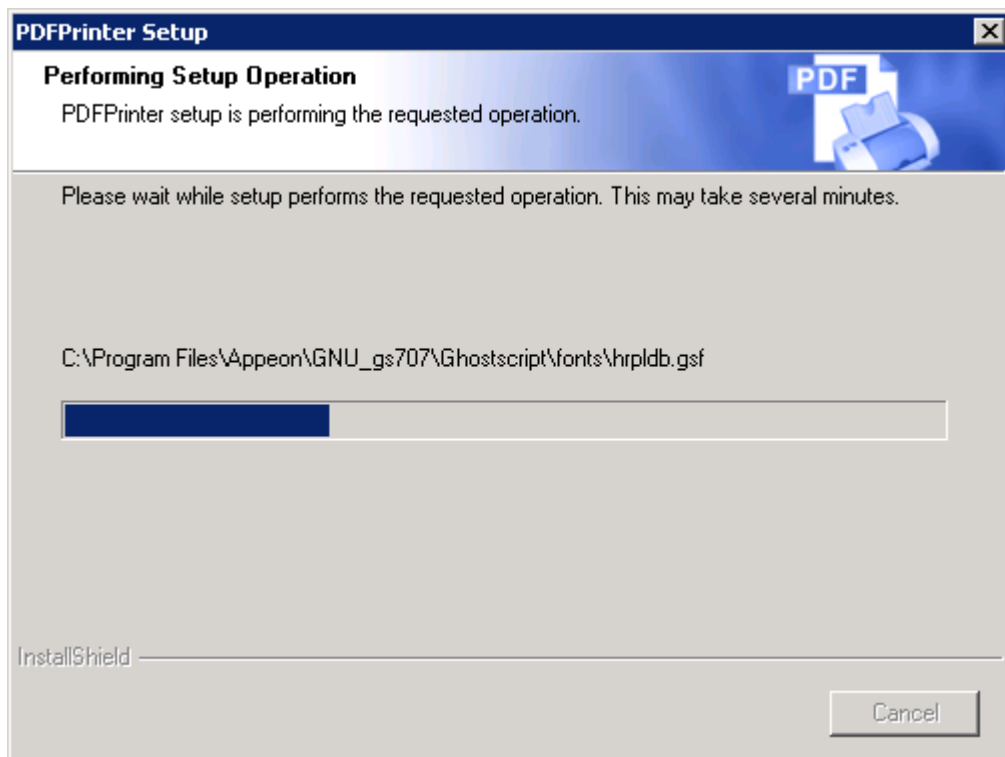
Step 5 – Select the client type, because only the client PDF printing is supported on .NET.

- Server Type – Installs the server PDF printer for server-side PDF printing. The default location for storing PDF files is %JAGUAR%\Html\reportfile\.
- Client Type – Installs the client PDF printer for client-side PDF printing. The default location for storing PDF files is C:\My Documents\Appeon PDFPrinter\.

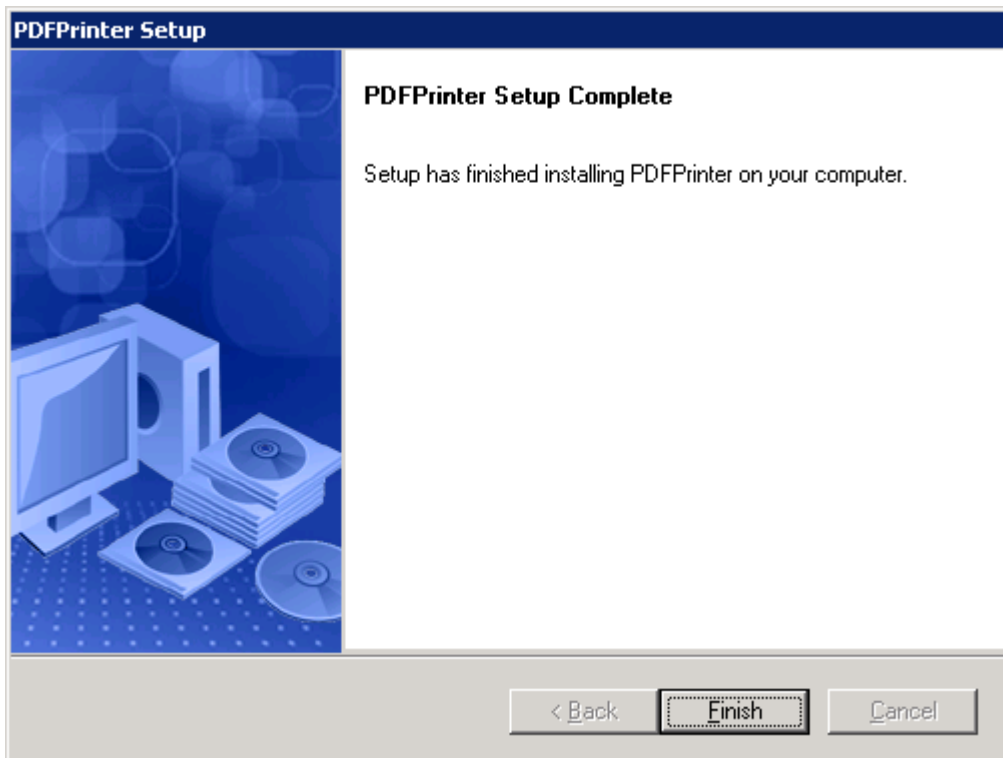


**Figure 4-26: Specify printer type**

Step 6 – Wait while PDFPrinter Setup copies the required files (Figure 4-27).

**Figure 4-27: PDFPrinter installation process**

Step 7 – Setup is complete. Click *Finish* (Figure 4-28).

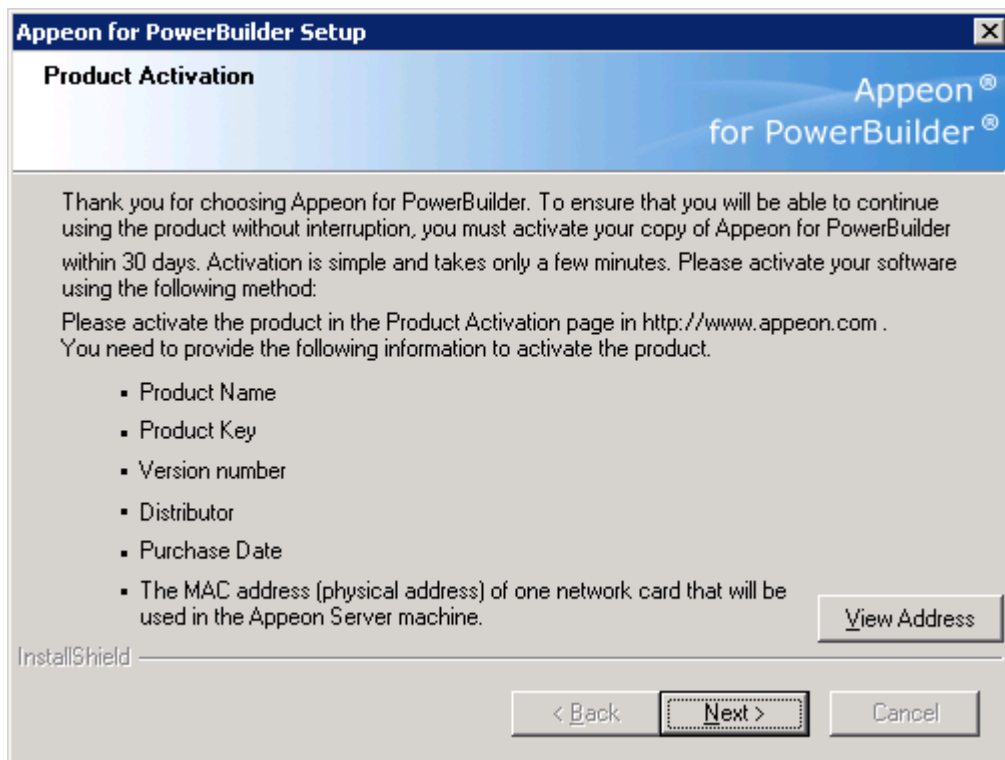
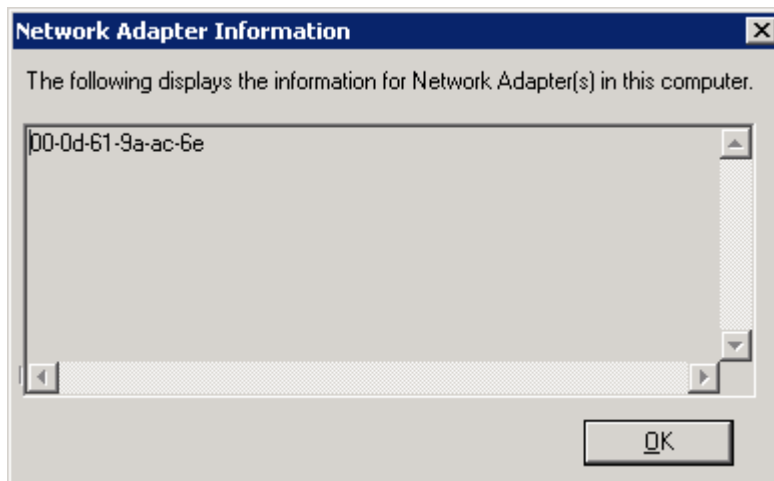
**Figure 4-28: PDFPrinter Setup Complete**

#### 4.4.6 Product Activation

After Appeon for PowerBuilder installation is completed, you must follow the instructions to activate Appeon for PowerBuilder (Figure 4-29).

Step 1: Get the valid MAC address on the local computer by clicking the View Address button.

If you want to activate Appeon for PowerBuilder later, you can get the valid MAC address from the Licensing page in AEM. A valid MAC address must be detected or recognized by AEM. Do not use MAC addresses that cannot be detected by AEM.

**Figure 4-29: Product Activation****Figure 4-30: MAC address**

Step 2: Use either of the following methods to provide the required information to Appeon:

- Send the information to Appeon (license@appeon.com)
- Use the Product Activation page on the Appeon Website (www.appeon.com)

The required information includes: Product Name, Product Key, Version Number, Distributor, and MAC address.

Appeon will return a valid license file named license.appeon after confirming the information you sent.

Step 3: Copy the new license file and replace the one under the %appeon%\AEM\bin directory (e.g. C:\inetpub\wwwroot\appeon\AEM\bin).

Please note that the license file is generated against the MAC address you provided, so it can only be used on the server with that MAC address.

Step 4: Restart Appeon Server if Appeon Server is started.

Step 5: Go to AEM | Server Properties | Licensing, and verify that the product license status is shown as activated.

Step 6: Back up your new license file so you can use it again in case you will reinstall Appeon Server.

## 4.5 Appeon 6.0 upgrade installation

### 4.5.1 Overview

You can only upgrade Appeon 5.x to Appeon 6.0. If you are using Appeon 3.x or an earlier version, uninstall the existing version and then install Appeon 6.0.

Note that Web applications deployed with Appeon 5.x and the demo applications must be redeployed with Appeon 6.0 after the upgrade.

### 4.5.2 Before you upgrade

Before upgrading Appeon 5.x to Appeon 6.0, upgrade the system environment as required in Section 3: [Installation Requirements](#). The following highlights key installation requirements added in Appeon 6.0.

- Upgrade the PowerBuilder version to 9.0.3 Build 8614, 10.5.2 Build 15347, or 11.1 Build 8123.
- Do not install Appeon Developer to Windows NT, but to Windows 2000 SP4, Windows XP SP2, Windows 2003 Server SP1, Windows Vista, or Windows 2008.
- If using Windows XP as the operating system for Appeon Developer, upgrade to Windows XP SP2.

In addition to the system environment requirements, you should meet the installation prerequisites listed in Section 4.4: [Appeon 6.0 new installation](#) before upgrading each of the Appeon components.

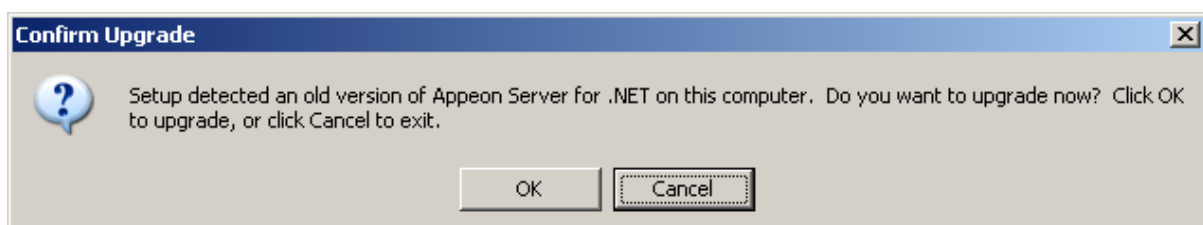
### 4.5.3 Upgrade from Appeon for PowerBuilder 5.x to 6.0

#### 4.5.3.1 Upgrading Appeon Server

Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install **Appeon Server for .NET** (see [Starting the installation](#) section).

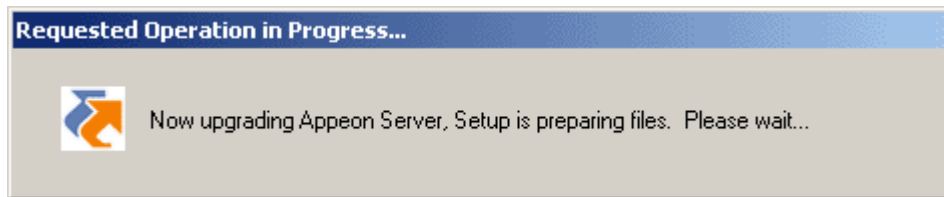
Step 2 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-31.

Figure 4-31: Confirm upgrade



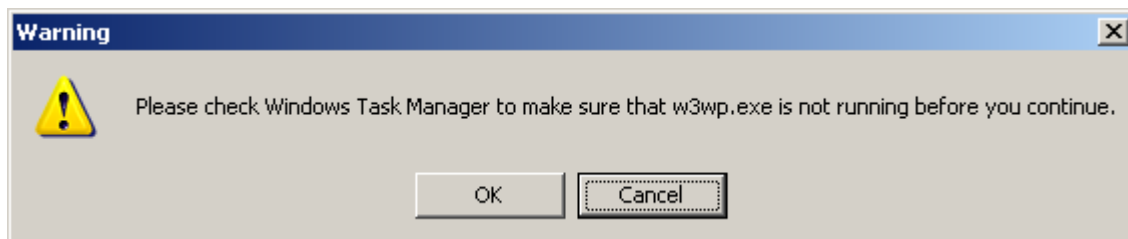
When the *OK* button is clicked, a message box opens indicating that the upgrade is preparing files, as shown in Figure 4-32.

**Figure 4-32: Setup is preparing files**



Before the upgrade is triggered, if the setup program detects that IIS service is running, a warning message will pop up reminding you to terminate it, as shown in the following figure.

**Figure 4-33: Check Task Manager**

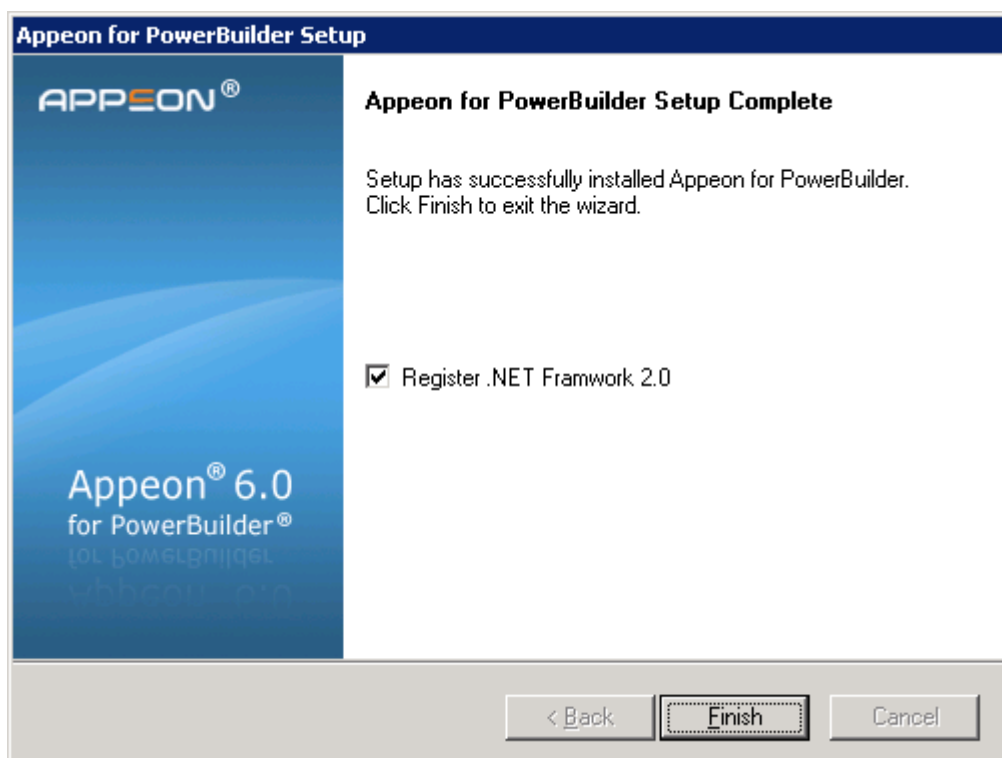


The upgrade process uninstalls Appeon Server 5.x, backs up configurations and begins the installation of Appeon Server 6.0 based on the previously backup information. This will take several minutes.

After that, you will be prompted to activate Appeon for PowerBuilder. For more details, refer to the [Product Activation](#) section.

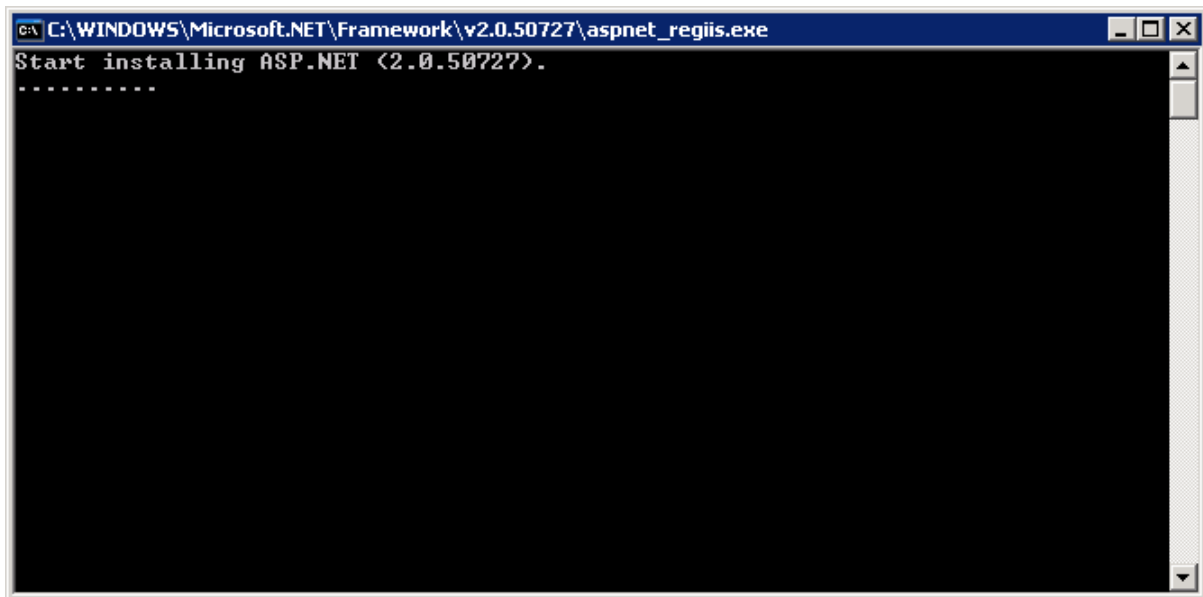
Choose whether to “Register .NET Framework xx”. It is selected by default. To manually register .NET Framework, uncheck the box before clicking Finish.

**Figure 4-34: Setup is complete**



The setup program will register .NET Framework if “Register .NET Framework *xx*” is checked and you click Finish.

**Figure 4-35: Register .NET Framework**

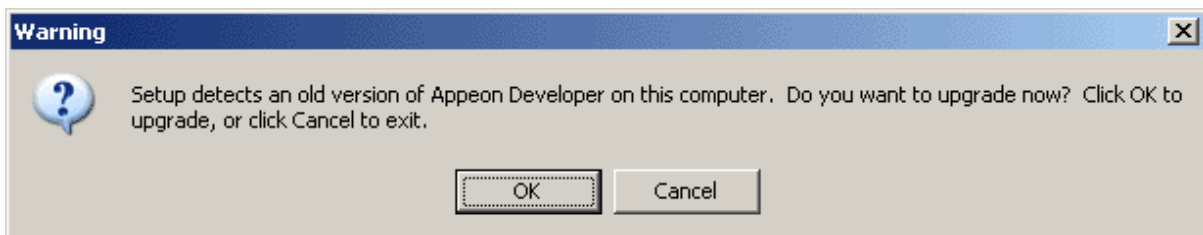


#### 4.5.3.2 Upgrading Appeon Developer

Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install Appeon Developer (see [Starting the installation](#) section).

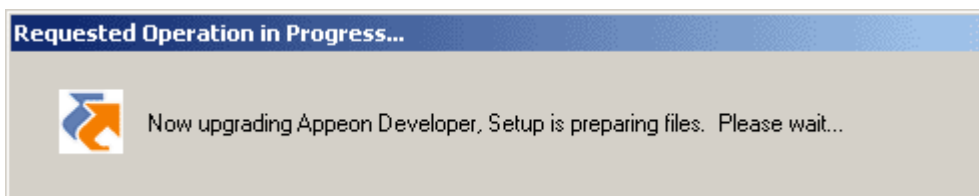
Step 2 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-36.

**Figure 4-36: Confirm upgrade**



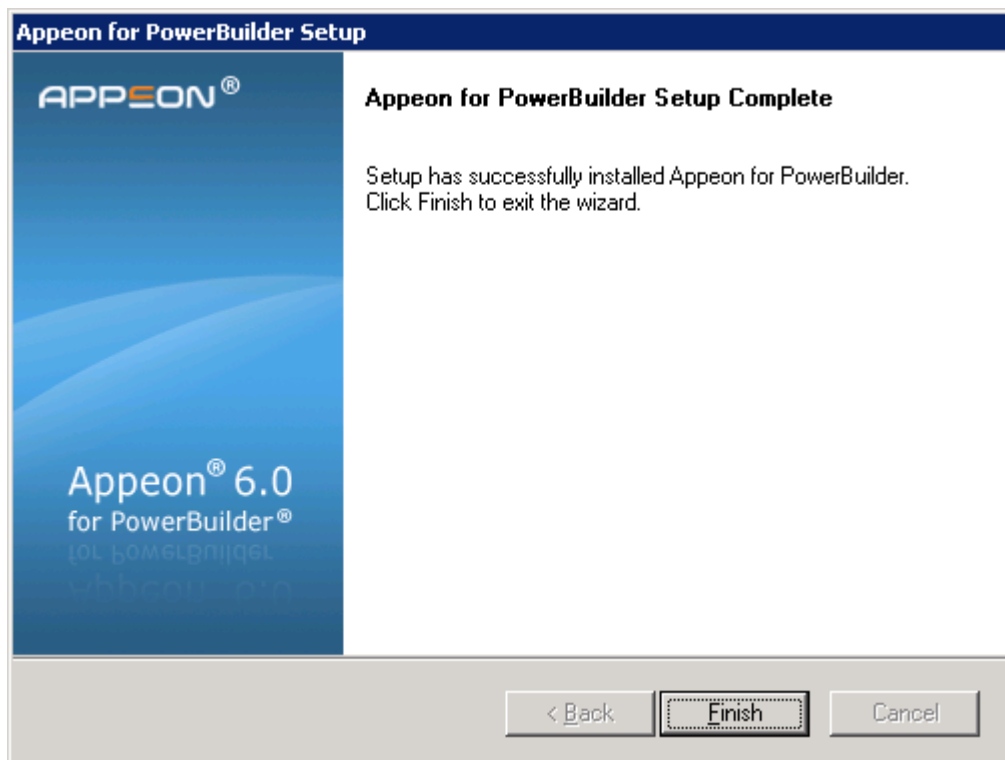
Once you click the *OK* button, a message box opens indicating that Setup is preparing files, as shown in Figure 4-37.

**Figure 4-37: Setup is preparing files**



The upgrade process uninstalls Appeon Developer 5.x, backs up configurations then begins the installation of Appeon Developer 6.0 based on the backup information. This will take several minutes.

Wait until the upgrade is complete, as shown in Figure 4-38.

**Figure 4-38: Setup is complete**

Step 3 – Click the *Finish* button.

#### 4.5.3.3 Upgrading Appeon PDFPrinter

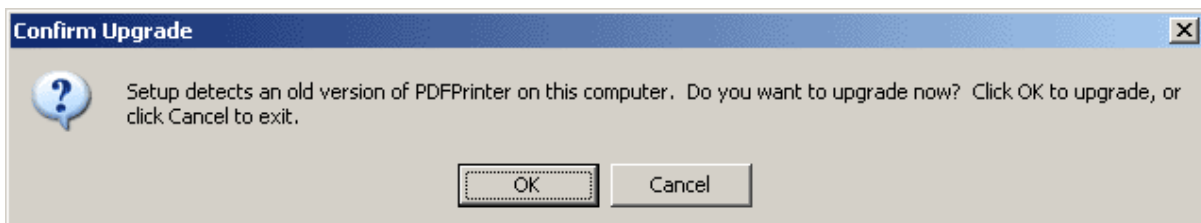
Follow the instructions below to upgrade Appeon PDFPrinter:

Step 1 – Double click the *Setup.exe* file to run the installation program.

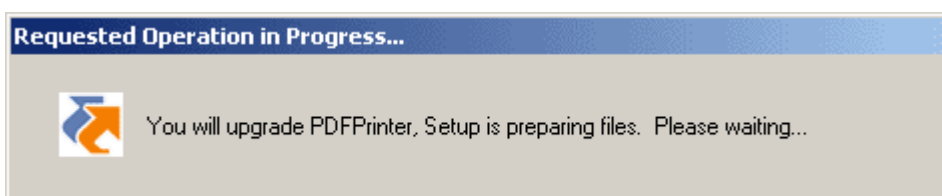
Step 2 – Click Install Appeon PDFPrinter.

**Figure 4-39: Installation links**

Step 3 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-40.

**Figure 4-40: Confirm upgrade**

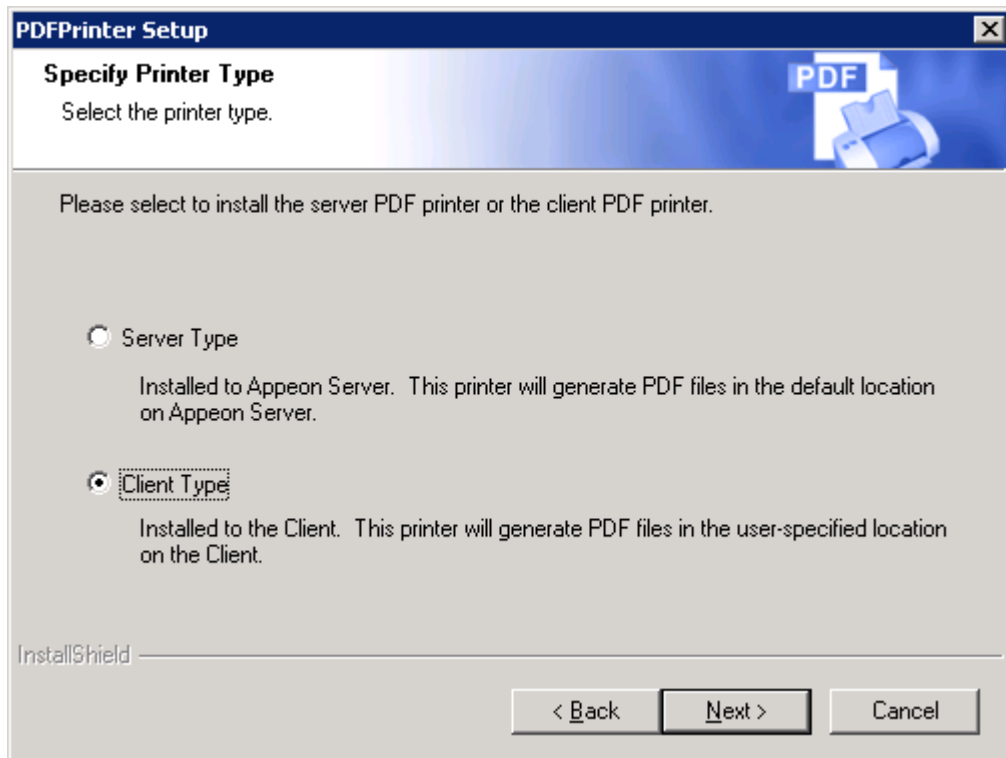
Once you click the *OK* button, a message box opens indicating that Setup is preparing files, as shown in Figure 4-41.

**Figure 4-41: Setup is preparing files**



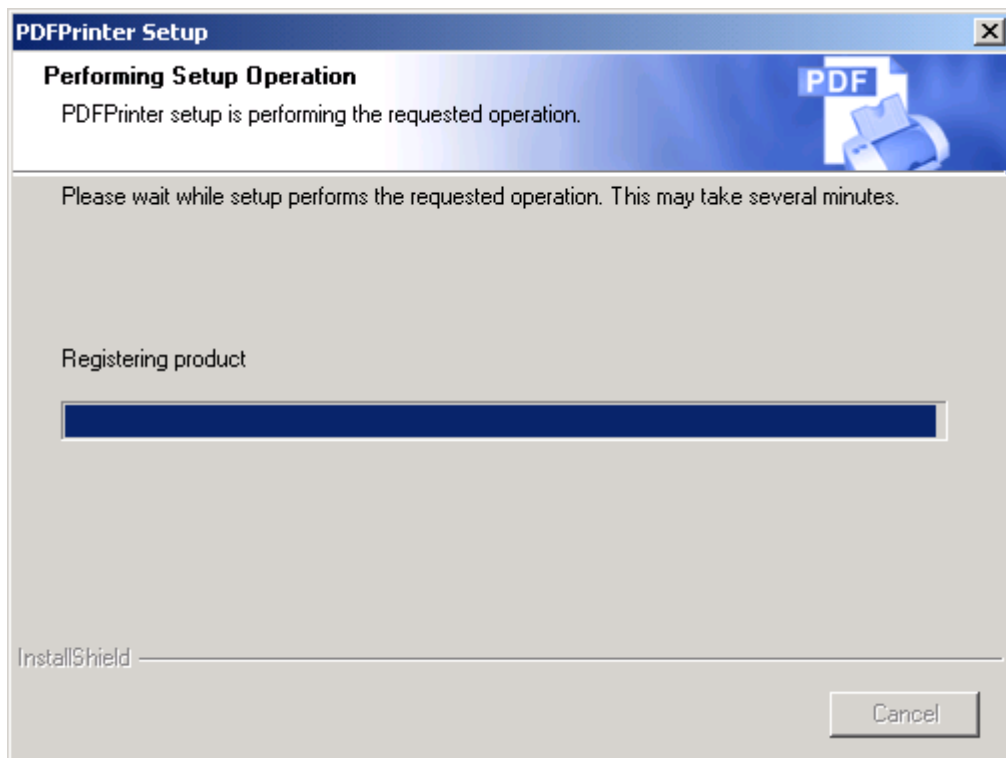
When all files are ready, the program will prompt you to select a printer type, as shown in Figure 4-42.

**Figure 4-42: Specify printer type**

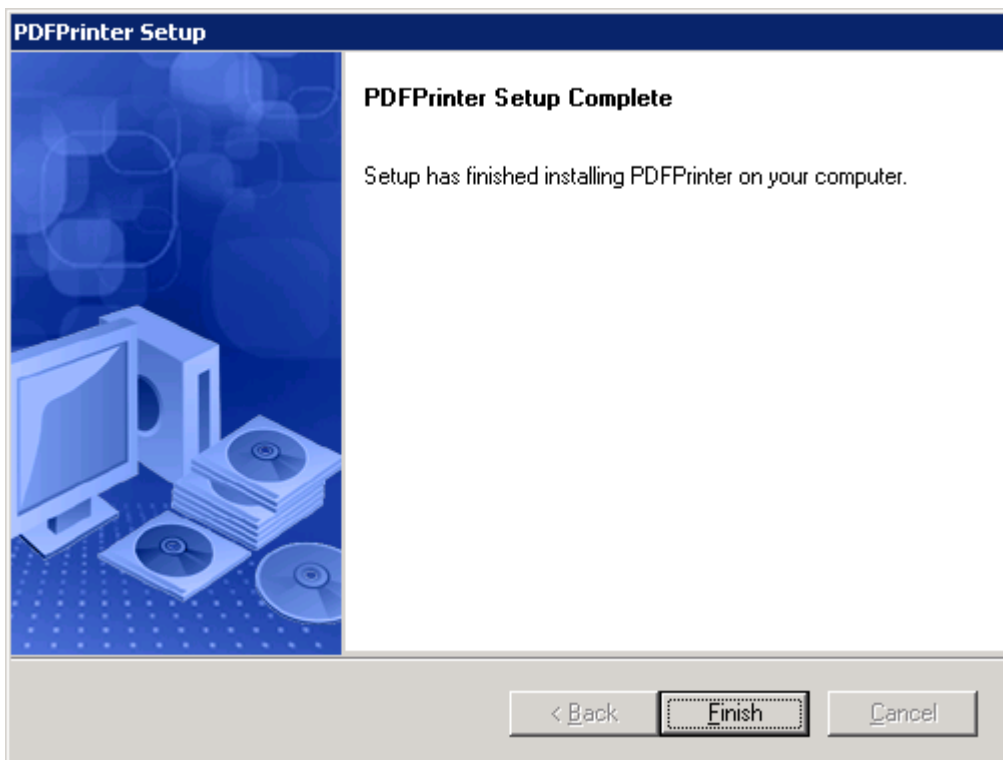


After you click *Next*, the program begins to upgrade the Apeon PDFPrinter.

**Figure 4-43: Setup in progress**



Wait until the installation is complete.

**Figure 4-44: Setup is complete**

Step 4 – Click the *Finish* button to finish the installation, as shown in Figure 4-44.

#### 4.5.4 Upgrade configuration settings manually

After the product upgrade, most configurations made in Appeon 5.x are retained and will continue to work in Appeon 6.0. However, because the configuration settings of Appeon 6.0 have been adjusted, it is recommended that you review the configuration settings in Appeon Developer and Appeon Server AEM to become familiar with the new settings and make sure the old ones are not lost. Pay special attention to the [Setting lost in upgrade \(for Appeon Demos\)](#) section.

After verifying all settings, Web applications deployed with Appeon 5.x and Appeon Demos must be redeployed in Appeon 6.0. Note that the application names of Appeon Demos has been changed a little bit, "\_ax" has been cut off from the demo application name.

Note: If the application uses ACF framework or Appeon Workarounds PBL, you must use the new ACF or Appeon Workarounds PBL to replace those used in Appeon 5.x.

##### 4.5.4.1 Setting lost in upgrade (for Appeon Demos)

- The connection cache settings in AEM.

You need to manually create the following connection caches: `appeonsample` and `appeonsample2`. The "`appeonsample`" cache connects to `appeonsampleforserver` ASA ODBC data source, and the "`appeonsample2`" cache connects to `appeonsample2forserver` ASA ODBC data source.

- The transaction object settings in AEM.

You need to manually map transaction object(s) to connection cache, mainly, map `sqlca` to `appeonsample`. For `appeon_code_examples`, you also need to map `its_sql` to `appeonsample` and `its_sqt` to `appeonsample2`.

For detailed instructions, please refer to the [Appeon Demo Applications Tutorial](#).

## 5 Post-Installation Configuration Tasks

Once the system is set up and before you start deploying applications, the post-installation configuration tasks listed in Table 5-1 will help ensure that the deployed applications run as desired. *Post-installation configuration tasks* refer to configurations required for Apeon system architecture that affect the running of all applications but do not include configuration tasks performed in Apeon Developer and Apeon Enterprise Manager for specific applications.

**Table 5-1: Post-installation tasks**

Task	Description	Detailed Instructions Given in...
IIS 6 configuration	Configuration required for Apeon Server. IIS 6 settings may prevent Apeon Server and Web applications running correctly.	Section 5.1 in this book
Client account configuration	Configuration required for the client. Windows login account may prevent the download of Apeon Xcelerator plug-in.	Section 5.2 in this book
Internet Explorer configuration	Configuration required for the client. Sometimes settings in Internet Explorer can prevent the deployed application from running.	Section 5.3 in this book
System language setting	Configuration required for the client, Apeon Server and database server. The Windows language settings can affect the characters that are displayed in the Apeon Web application.	Section 5.4 in this book
JScript.dll version checking	Configuration required for the client. The version of jscript.dll at the client cannot be lower than 5.6.	Section 5.5 in this book
Configuration for supporting DataWindow Data Cache feature	The configuration is required for database server and Apeon Server. The DataWindow Data Cache feature can cache DataWindow data that are frequently used on the Apeon Server to improve runtime performance, but will not work until you fulfill the configuration requirements for database server(s) and Apeon Server(s).	DataWindow Data Cache section in the Server Configuration Guide
Configuration for supporting dynamic DataWindows	The configuration is required for database server. Additional configuration at the database server is required for support of dynamic DataWindows.	Section 5.6 in this book

<p>Configuration for fixing an ASE issue</p>	<p>Apeon provides several SQL files for you modifying the chain modes of stored procedures in ASE database to avoid the following error:                  “Select error: Stored procedure ... may be run only in unchained transaction mode”</p>	<p>Section 5.7 in this book</p>
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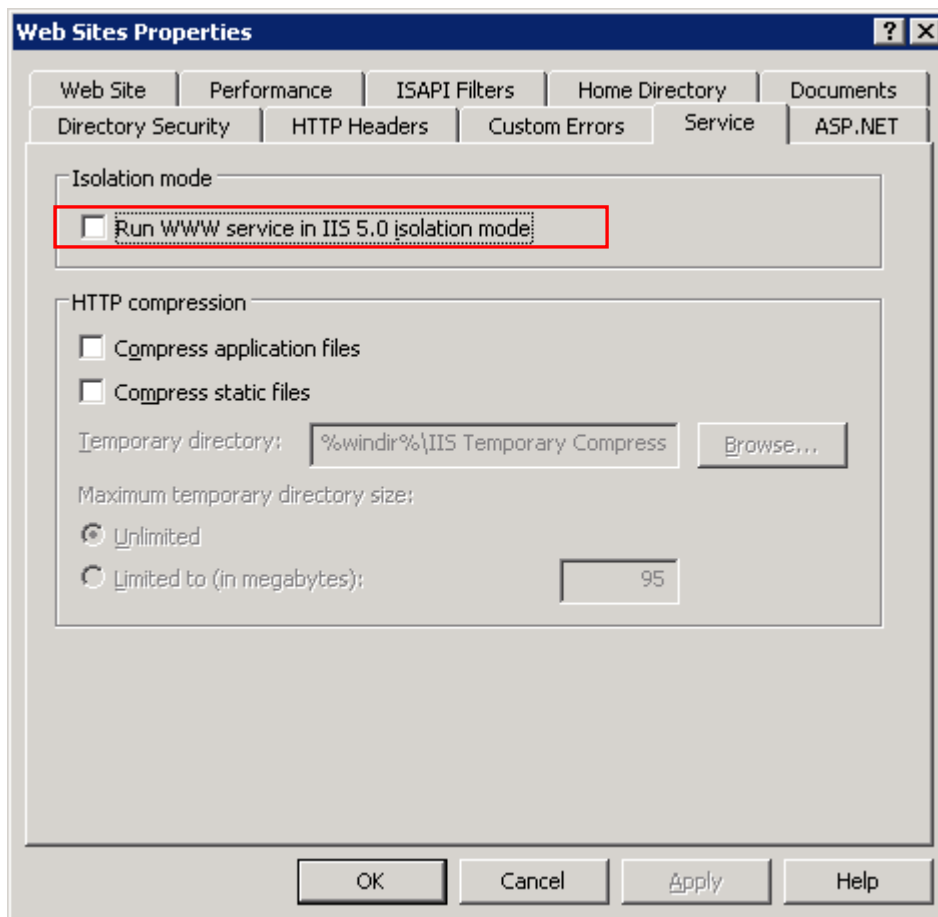
## 5.1 Configuring IIS 6

After the Apeon Server installation, and before you run Apeon Server and the Web application, you must configure the IIS settings.

Step 1 – Verify that the running mode of IIS 6 is: Worker Process Isolation Mode.

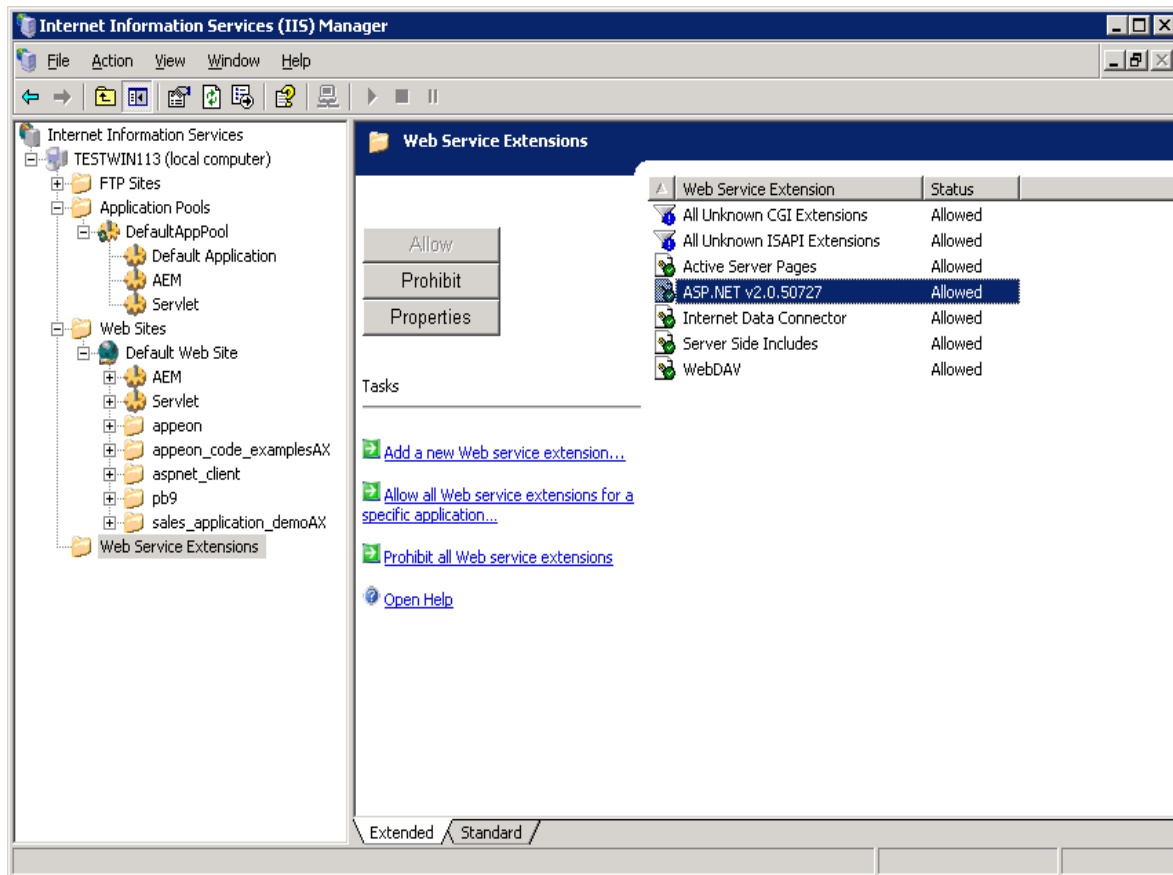
- Open IIS Manager, right click Web Sites and select Properties.
- In the Web Sites Properties window, select the Service tab, and make sure that the Run WWW service in IIS 5.0 isolation mode option is not selected.

Figure 5-1: IIS 5.0 isolation mode



Step 2 – Configure the Web service extensions.

Select ASP.NET 2.0 or above and click Allow to allow it to run.

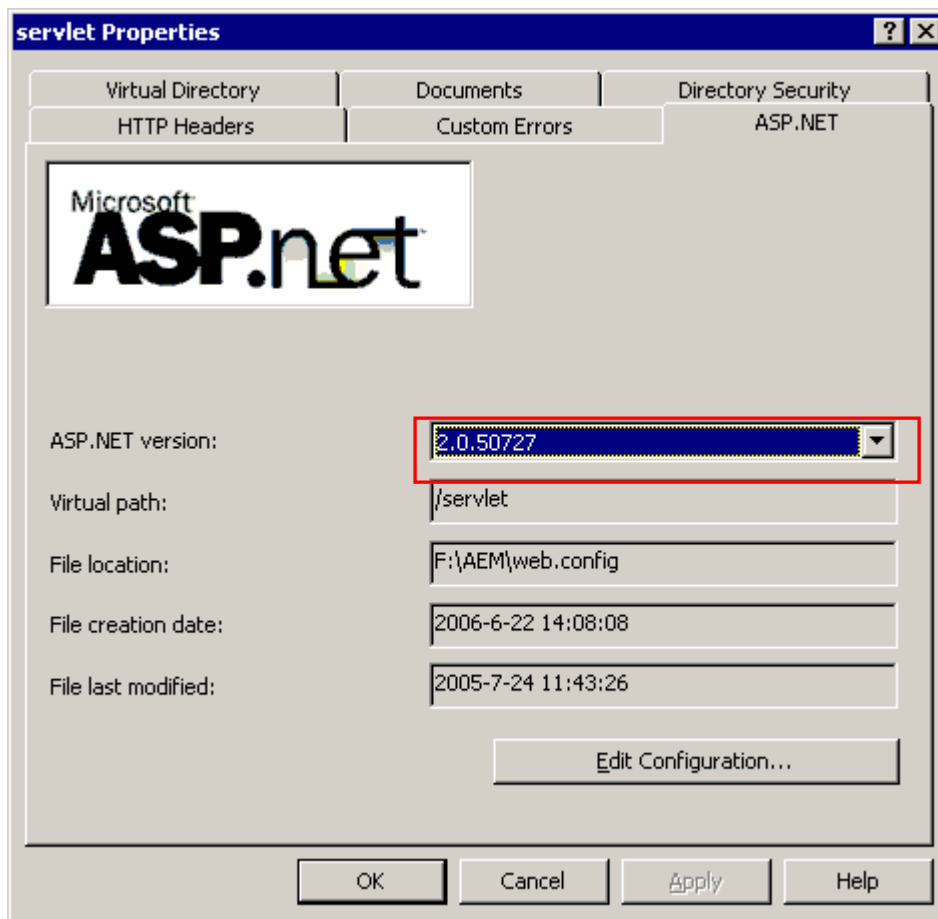
**Figure 5-2: Allowing ASP.NET to run**

Step 3 – Verify that the ASP.NET version of the AEM, Servlet, and Apeon virtual directories is 2.0 or above.

The Apeon virtual directory is automatically configured during the Apeon Server installation.

Follow instructions below to check the ASP.NET version of the Servlet virtual directory. The steps to check the AEM virtual directory are similar.

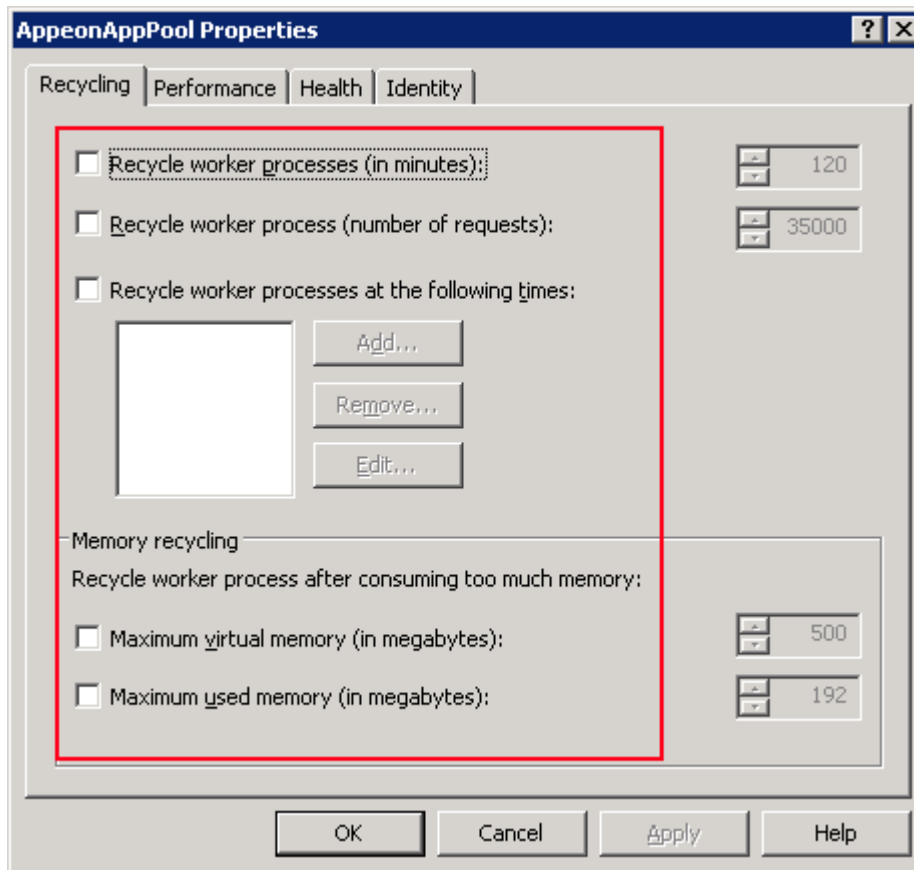
- Right click Servlet under the Web site and select Properties.
- In the servlet Properties window, select the ASP.NET tab and check the ASP.NET version setting.

**Figure 5-3: ASP.NET version**

Step 4 – Verify the application pool settings of AppeonAppPool for Appeon Server. By default, AppeonAppPool is automatically configured during the Appeon Server installation. It is not recommended to change the default settings.

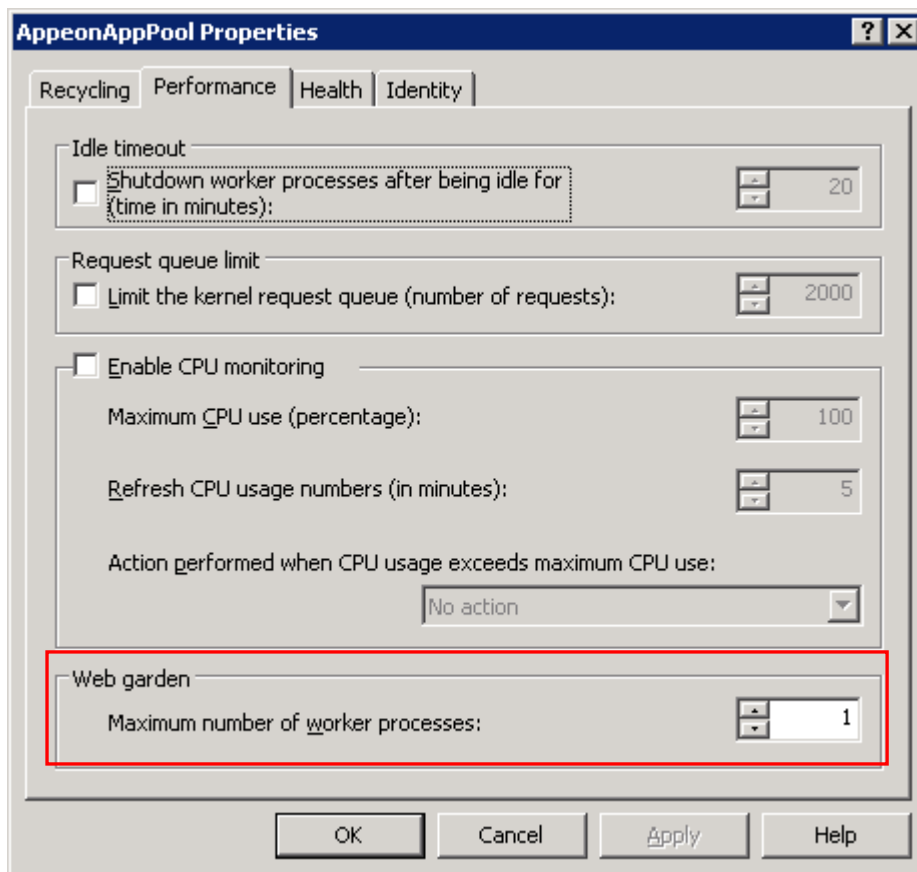
During the runtime of an application, information such as user sessions and database transaction will be stored in the memory. If Appeon Server is restarted, the information will be lost, which results in the failure of the application. Besides that, in order to guarantee the completeness of the information, Appeon Server cannot be run in multiple processes. Follow steps below to configure the application pool for Appeon Server:

- Right click AppeonAppPool and select Properties.
- In the AppeonAppPool Properties window, make sure the following settings are not selected in the Recycling tab.

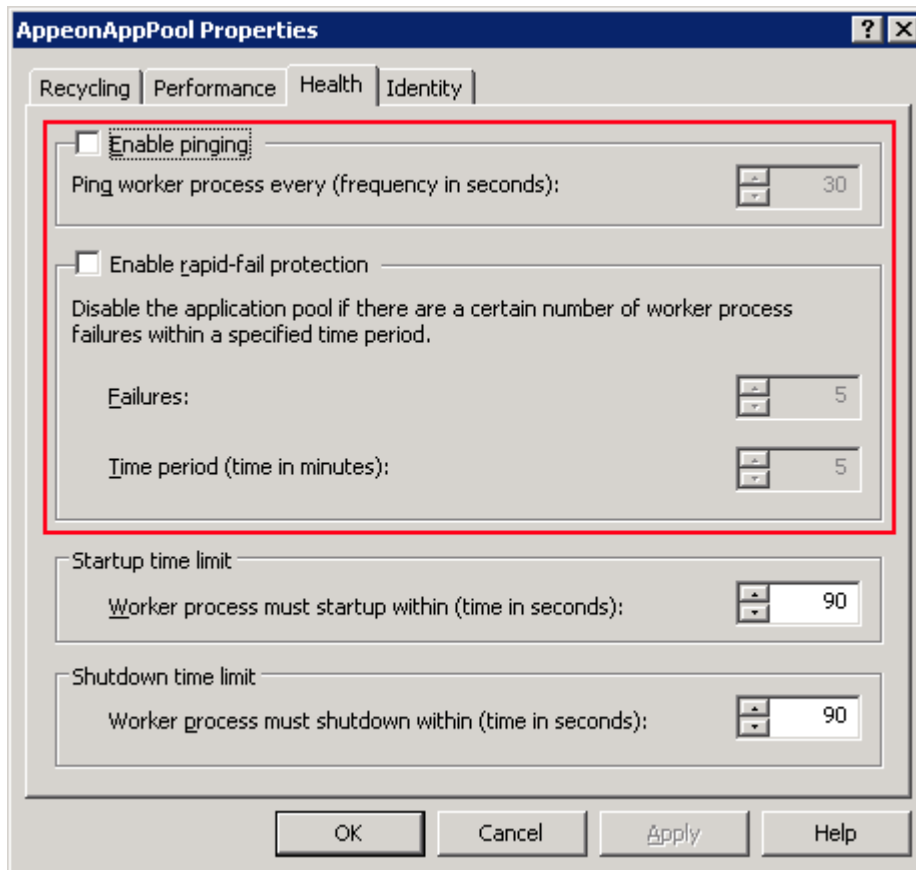
**Figure 5-4: Recycling settings**

- Select the Performance tab. Verify that the Idle timeout setting is not selected, and the Web garden value is set to 1.



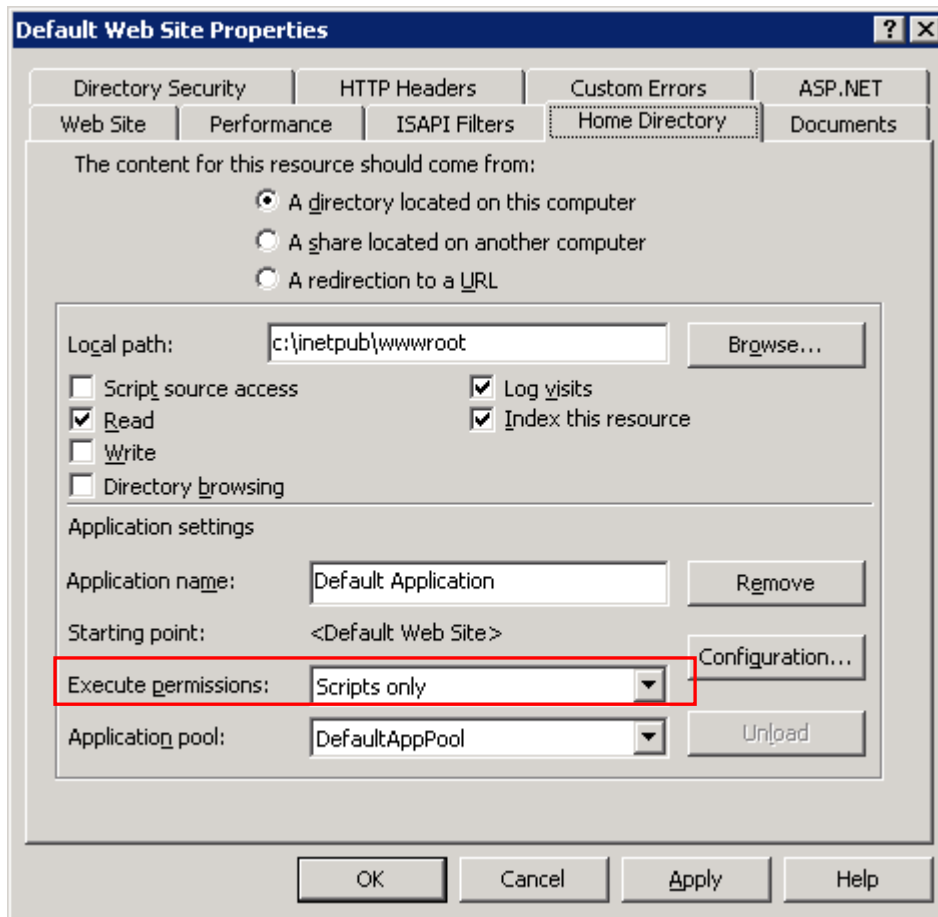
**Figure 5-5: Web garden settings**

- Select the Health tab. Verify that the Enable ping and Enable rapid-fail protection settings are not selected.

**Figure 5-6: Health settings**

Step 5 – Configure the Web site properties.

- Right click the Web site where Apeon Server is installed, and select Properties.
- In the Web site properties window, select the Home Directory tab. Set the Execute permissions to “Scripts only” or “None”. "Scripts and Executables" is not allowed.

**Figure 5-7: Web site properties**

## 5.2 Windows account with administrator privileges

When you run an Apeon Web application for the first time, the Apeon Xcelerator plug-in must be downloaded to the client. If the login account of the Windows system does not have administrator rights, the Xcelerator plug-in download will be blocked and the application will fail to run.

Ask your administrator to assign the current login account to the Administrators group, so that it can successfully download and register the Xcelerator plug-in.

## 5.3 Internet Explorer configuration

### 5.3.1 Overview

Internet Explorer settings can prevent the Apeon Web application from running. For example, if your security is set too high, the Web files needed may not be downloaded or run properly. Verify that your Internet Explorer settings are correct before you install and use Apeon.

### 5.3.2 Verifying Internet Explorer settings are correct

You can check the Internet Explorer settings by attempting to run the Apeon Web Demos over the Internet from the Try.Sybase.Com Website:

(<http://www.try.sybase.com/trysybase/AvailableDemos.aspx>)

Click the Apeon Web demos in the list. If you have already signed into MySybase, you will be led directly to the Apeon Demonstration page. If you are not signed in, you will be prompted for your MySybase login credentials. If you do not have a MySybase account, you can create one immediately at no cost.

If you receive error messages, such as “Create session failed” or “Load application failed”, while running Web applications, check your Security and Advanced Internet Explorer settings. Follow the instructions in Section 5.3.3: [Security settings](#) to configure Internet Explorer correctly.

### 5.3.3 Security settings

#### 5.3.3.1 Choosing security level and zone

It is recommended that you set Internet Explorer’s security level to the Default or Custom Level. Do not set the security level to “High”.

For applications using any of the following features – call OLE objects or DLL files or run executable programs on the Client – it is recommended that you specify Custom Level security settings appropriately so Internet Explorer will not prevent the ActiveX control or the Apeon Xcelerator plug-in from being downloaded. Refer to Section 5.3.3.3 for information on how to specify Custom Level settings.

If you use a firewall, make sure that it does not block JavaScript files and permits connection to the specified port number if port 80 is not used.

Typically, if Web applications are within a corporate LAN, they fall into the *Local intranet* zone; if you access Apeon Web applications on the Internet, they belong to the *Internet* zone. Ask your network administrator if you cannot decide to which zone you should apply the security settings.

#### 5.3.3.2 Specifying Default level settings

To set the Internet Explorer security level to the default level:

- Select Tools | Internet Options; the Internet Options dialog box is displayed.
- Click the Security tab.
- Click the appropriate zone.
- Click the *Default Level* button on the Security tab and click *Apply*.

#### 5.3.3.3 Specifying Custom level settings

If you plan to use a custom level, select the zone used to access and run Apeon Web applications and verify that the security options are as shown below:

- Allow previously unused ActiveX controls to run without prompt (If Internet Explorer 7) (Enabled)
- Download signed ActiveX controls (or Download unsigned ActiveX controls in Windows XP) (Enabled)

- Initialize and script ActiveX controls not marked as safe (Prompt)
- Run ActiveX controls and plug-ins (Enabled)
- Script ActiveX controls marked safe for scripting (Enabled)
- File download (Enabled)
- Active scripting (Enabled)
- Allow active content to run in files on My Computer (If the version of Internet Explorer is 6.0 SP2) (Enabled)

To keep you protected from browsing with unsafe settings, Internet Explorer 7 warns you with an Information Bar when current security settings may put you at risk. You can instantly reset Internet Explorer security settings to the "Medium-High" default level by clicking the "Fix My Settings" option in the Information Bar. However, after performing this action, the access to Apeon applications may fail, because settings of ActiveX control may be disabled. In this case, check that settings listed above are correctly set.

### 5.3.4 Add-on settings (for Internet Explorer 7)

Internet Explorer add-on settings determine whether Apeon Xcelerator plug-in can run correctly, therefore you need to perform the following configuration.

#### 5.3.4.1 Enabling Xcelerator add-on

After Apeon Xcelerator plug-in is successfully downloaded and before the application is run, the plug-in must be enabled in Internet Explorer using Add-on Management with the following steps:

Step 1 – Select Tools | Internet Options from Internet Explorer 7.

Step 2 – In the Internet Properties dialog box, click the Programs tab.

Step 3 – On the Programs tab, click *Manage Add-ons*.

Step 4 – Select Xcelerator plug-in from the list and then click *Enable*.

Step 5 – In the Add-on Status box, click *OK*.

Step 6 – Click *OK* to close Manage Add-ons.

#### 5.3.4.2 Discarding add-on disabled mode

To help troubleshoot difficulties launching Internet Explorer or reaching specific websites, you can start in "No-Add-ons" mode where only critical system add-ons are enabled. However, browser window started in "No-Add-ons" mode will not be able to access the Apeon application. In this case, exit Internet Explorer and restart it in normal mode.

### 5.3.5 Internet Explorer files caching

The Web file caching functionality of Internet Explorer should be fully used in order to ensure optimal performance. This will significantly reduce the time required to load and start an application following the initial load. The configuration outlined below will ensure that you achieve the best performance while safeguarding your application from becoming "stale" (such that out of date cache settings override recent changes).

Step 1 – Open Internet Explorer and select Tools | Internet Options. Verify that the *Empty Temporary Internet Files folder when browser is closed* option is not checked under the Advanced tab of Internet Options.

Step 2 – Click the *Settings* button under the General tab to configure the Temporary Internet Files settings.

Step 3 – Select the *Automatically* radio button and verify that the *Amount of disk space to use* scroll box is set to a reasonable number, such as 200 MB.

Now the browser is set to automatically check for newer versions of a Web application. The browser will also check to see that there is enough allocated space in the Temporary Internet Files folder to allow for caching Apeon Web applications as well as other Web applications and Web sites.

Note: If you experience problems or errors when accessing a Web application after deployment, the cached Web application files may be the cause. There are two ways to solve this problem:

- Check the *Empty Temporary Internet Files folder when browser is closed* option (under the Advanced tab of Internet Options) to ensure that no cached files remain whenever Internet Explorer is restarted or
- Manually delete the temporary Internet files: go to Tools | Internet Options, click the *Delete Files...* button, restart Internet Explorer and try again.

Allowing the temporary Internet files folder to be emptied each time the browser is closed is an option recommended for use only during the development stage. During development, it is best to have the latest Web application loaded in the browser to avoid any problems caused by cached files. When your Web application is ready for production deployment, this setting can be disabled (unchecked) so that the Web application can be cached at each Client PC for better scalability and Client-side performance.

### 5.3.6 Internet Explorer advanced settings

Some options under the Advanced tab will prevent Apeon Web applications from running properly, such as when *Always send URLs as UTF-8* is disabled. If you cannot load an Apeon Web application, you should try restoring the default settings to see if that resolves the problem. You can restore the default settings by clicking the *Restore Defaults* button.

Note: Clicking the *Default Settings* button will remove the check from *Use HTTP 1.1 through proxy connections*. This setting is required if you access your application through a proxy server.

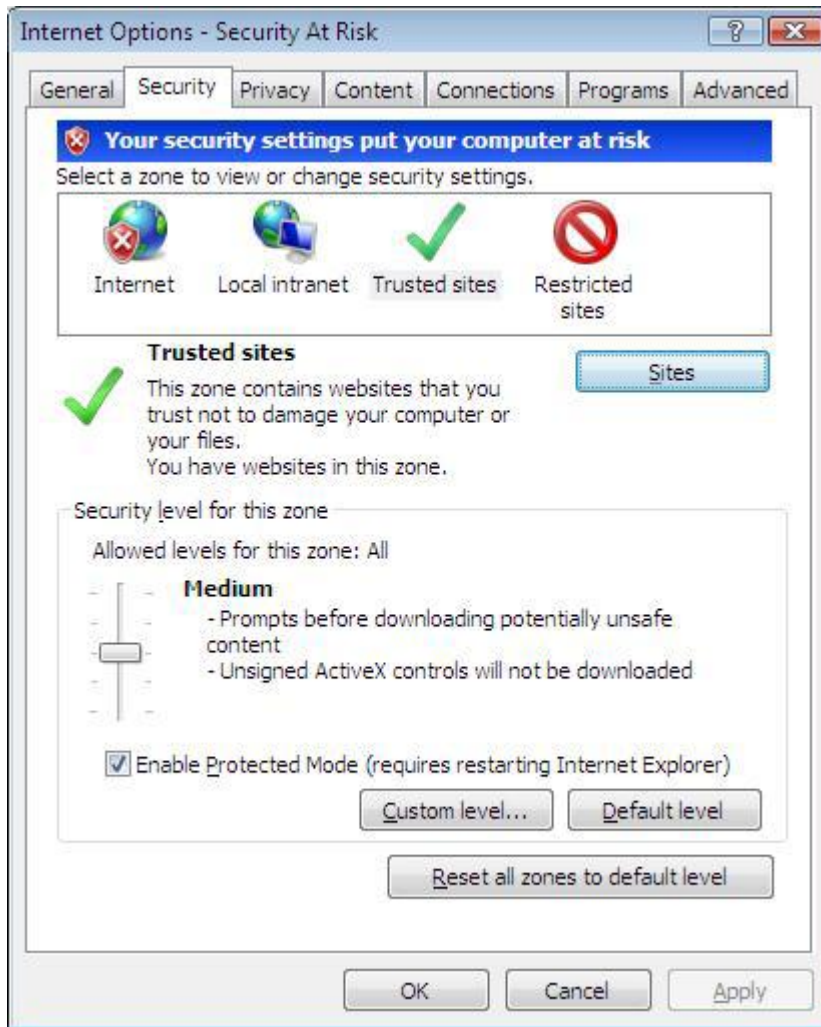
### 5.3.7 Additional configurations of IE 7 under Windows Vista

To run Apeon Web application in Internet Explorer 7 under Windows Vista, the Internet Explorer security settings must be properly configured. There are two ways:

**1st way (recommended):** Add the application website to Trusted sites zone. Below are detailed steps.

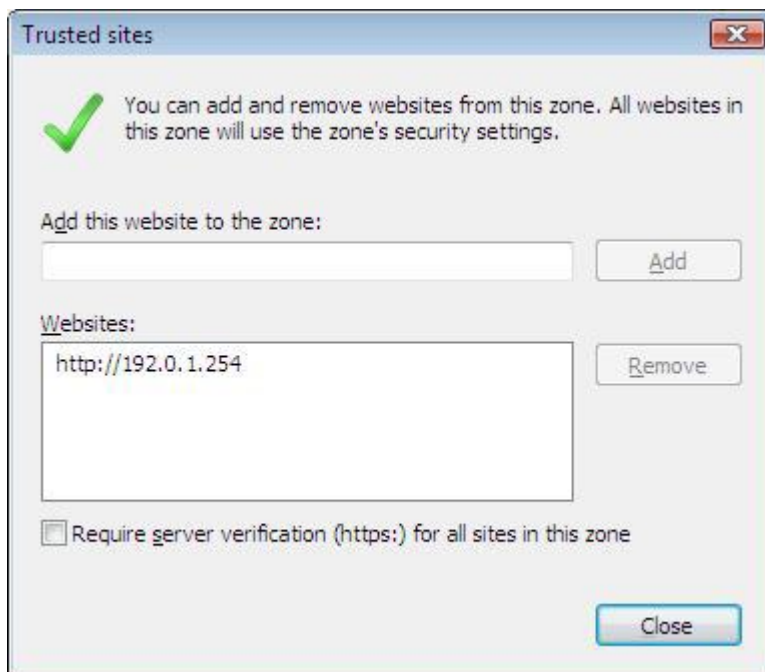
Step1 – Click *Trusted sites* and then click the *Sites* button, as shown in the Figure 5-8.

**Figure 5-8: Trusted sites zone settings**



Step 2 – Add the application website to the Websites list.

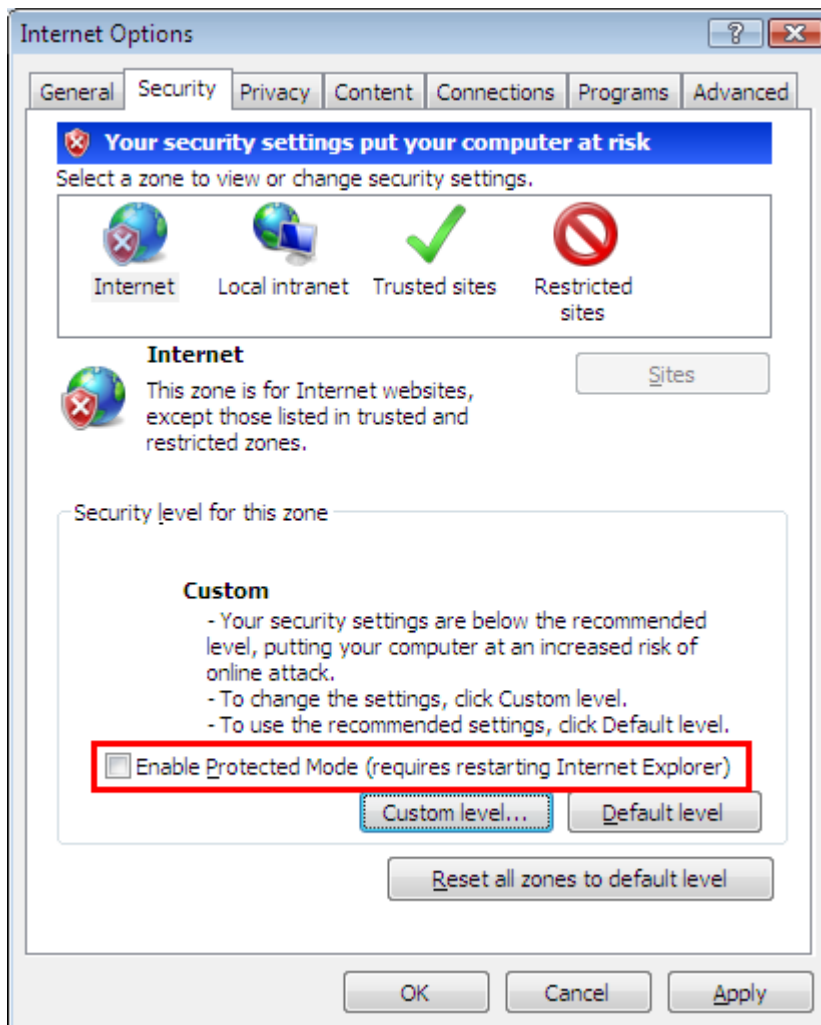
**Figure 5-9: adding application website**



**2<sup>nd</sup> way:** configure the security settings of Internet zone. Below are detailed steps.

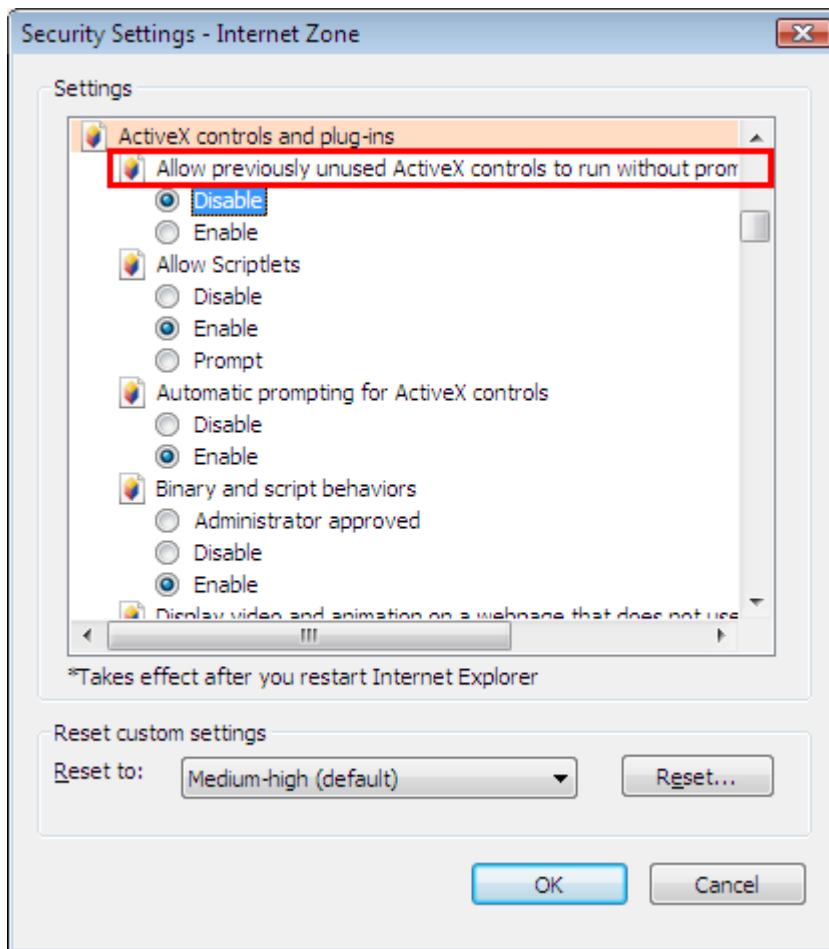
Step1 – Disable the “Enable Protected Mode” option.

**Figure 5-10: Internet zone settings**

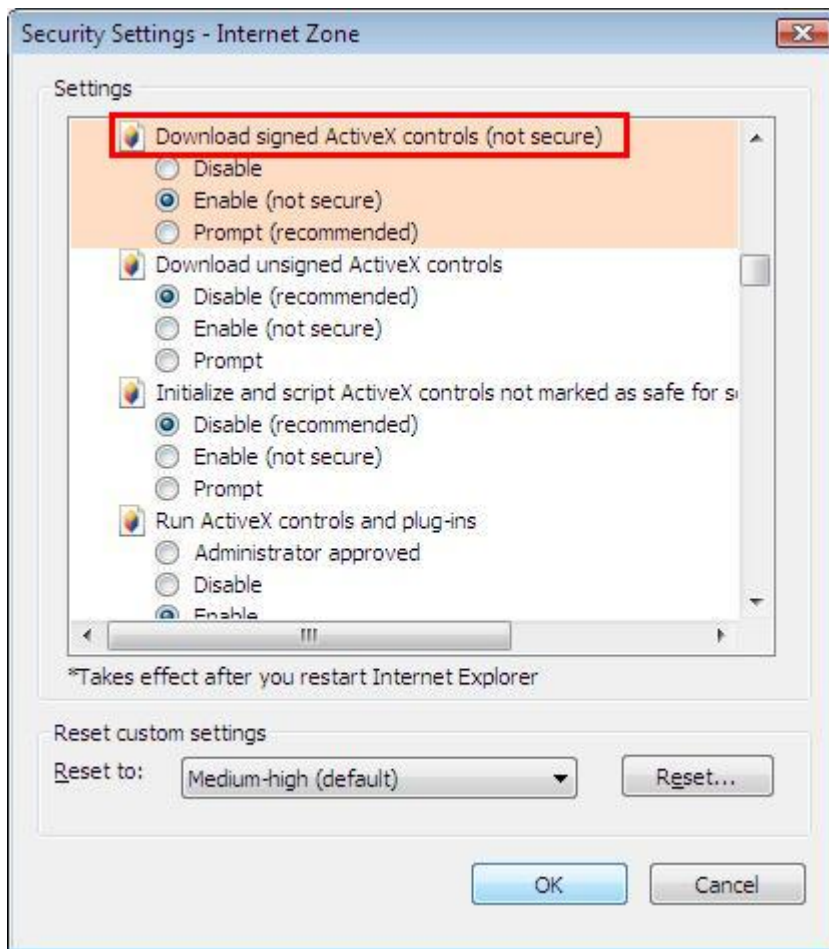


Step 2 – Enable the “Allow Previously unused ActiveX control to run without prompting” option.



**Figure 5-11: Internet zone settings**

Step 3 – Enable the “Download signed ActiveX controls” option.

**Figure 5-12: Internet zone settings**

## 5.4 System language settings

Sometimes the Windows language settings can affect the characters displayed in the Apeon Web application. To avoid any such display issues, verify that:

- The language of the data in the database used by the application matches the Windows language settings on the machine where Apeon Server is installed.
- The language of the data in the database used by the application matches the Windows language settings on each Client machine where the Web application will be viewed.
- The language of the data in the database used by the Apeon-deployed Web application matches the language settings of the Windows.

To set the language settings in Windows:

Step 1 – Open Windows Start Menu and select Settings | Control Panel.

Step 2 – Double-click *Regional Options*.

Step 3 – Select the appropriate language from the *Your locale* DropDownListBox.

Step 4 – Click the *Set Default...* button. The Select System Local window displays.

Step 5 – Select the appropriate locale. Verify that it is the same as that selected in the *Your locale* list box in Regional Options.

Step 6 – Click *OK* to return to the Regional Options window.

Step 7 – Verify that the language selected in the *Your locale* list box and the language checked as default in *Language settings for the system* settings are the same. The language can be from different regions as long as it is the same language.

Step 8 – Click *Apply* and *OK* in the Regional Options window to accept the settings.

## 5.5 Checking the version of JScript.dll

Check the version of JScript.dll at the client with the following steps:

Step 1 – Go to the \WINNT\system32 folder at the client.

Step 2 – Open the Properties window for the jscript.dll file.

Step 3 – Get the version information in the Version tab of Properties.

The version of jscript.dll should be 5.6.x.xxxx. If the version number is older than 5.6.x.xxxx, download and install the latest JScript.dll from <http://www.microsoft.com/downloads/details.aspx?FamilyID=c717d943-7e4b-4622-86eb-95a22b832caa&DisplayLang=en>.

## 5.6 Configuration for supporting dynamic DataWindows

The following configuration at the database server is required for support of dynamic DataWindows: Find the SQL files in the “\sql\dynamicsql” folder under the Apeon Server installation directory and install the corresponding SQL for the database you are using. For example, run the `install_appeon_syntaxfromsql_ASA.sql` file for the ASA database.

For detailed instructions, refer to the *Dynamic DataWindow* section in *Apeon Features Help*.

## 5.7 Configuration for ASE Chained mode issue

### 5.7.1 Known issue with ASE Chained Mode

A PowerBuilder application can execute ASE stored procedures successfully. However, when the PowerBuilder application is converted to the Web, the following error may occur:

“Select error: Stored procedure 'dbo.up\_edw001\_001' may be run only in unchained transaction mode. The 'SET CHAINED OFF' command will cause the current session to use unchained transaction mode”

There are three ASE stored procedure (SP) modes: chained, unchained and anymode. There are two ASE transaction modes: chained and unchained. For Web applications:

- (1) If the transaction mode is chained, the SP running mode must be chained or anymode.
- (2) If the transaction mode is unchained, the SP running mode must be unchained or anymode.
- (3) If the transaction mode and SP mode do not match the requirements in (1) or (2), the error occurs.

### 5.7.2 Stored procedures provided for solving the issue

Apeon provides two stored procedures that help modify the modes of ASE stored procedures to ensure that the stored procedures meet the requirements in (1) or (2). The

following files are located in the “\sql\asechain\_sql” folder under the Appeon Server installation directory.

(1) readme.txt

(2) install\_appeon\_rebuildchainmode.sql: modifies the modes of ASE stored procedures

(3) uninstall\_appeon\_rebuildchainmode.sql: restores the original modes of ASE stored procedures

Follow the instructions in the “readme.txt” for the method of modifying the stored procedure modes with the two SQL files.

## 6 Uninstalling Appeon 6.0

### 6.1 Overview

To uninstall Appeon for PowerBuilder, uninstall each of its components separately. The uninstall process reverses the actions performed by the Appeon installation program. Uninstall does not delete any user created files in Appeon, such as Web files generated while deploying the demo applications or your own application to Appeon Server. Delete these files manually from the Web root.

Do not try to reverse installation steps or uninstall Appeon by deleting files manually or changing your Registry. This can create serious problems with your system in general and new Appeon releases in particular.

There are two ways to uninstall Appeon components:

- Launch the Appeon uninstall program from Windows Start menu | Programs | Appeon 6.0 for PowerBuilder.
- Launch Add/Remove Programs from the Windows Control Panel. Select the Appeon component and click *Change/Remove* to begin the uninstall process.

### 6.2 Uninstalling Appeon Developer

Step 1 – Shut down all Windows programs, including all Sybase software:

- Shut down Sybase PowerBuilder
- Stop the Sybase EP Management Service.

Step 2 – Verify that Appeon Developer and all Sybase software have been shut down.

Open Windows Task Manager, switch to the Process tab and verify that the following processes are not running. If they are running, end them:

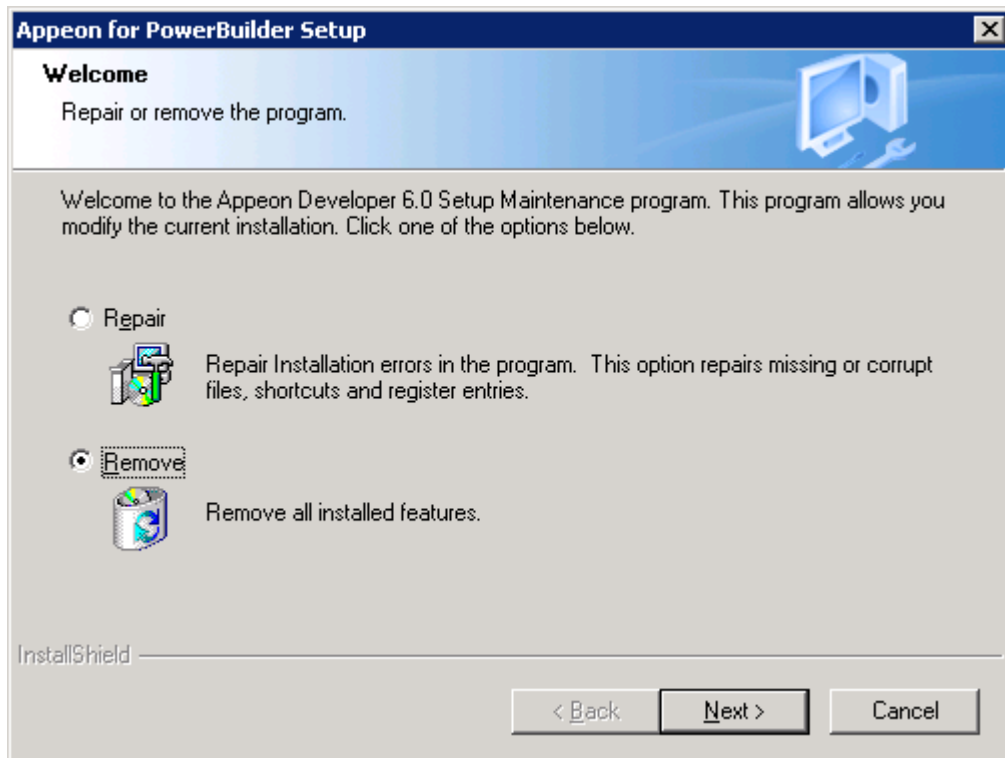
- EonADT60.exe
- pb90.exe, pb100.exe, pb105.exe, and pb110.exe

If *EonADT60.exe* is running when attempting to uninstall Appeon Developer on a machine running Windows 2000, XP or 2003, Appeon Setup will detect that the processes are running and an error message will appear.

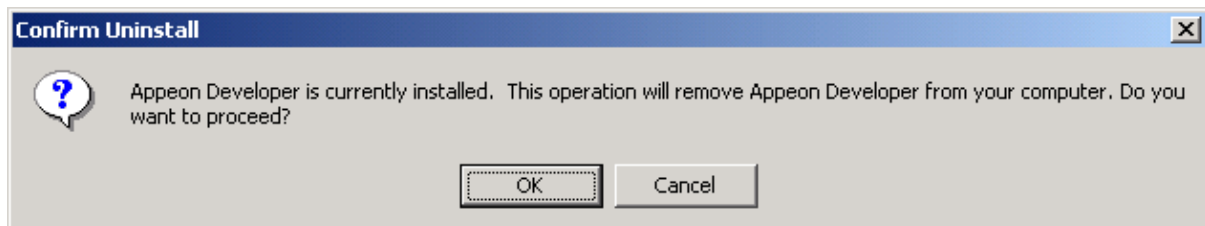
End the processes in the Processes tab of Windows Task Manager before clicking the *OK* button on the message box. If you click *OK* before ending the process, the message box will continue to display and will not allow you to continue until the processes are ended. In this case, click *Cancel* in the message box, end the process and begin the uninstall process again.

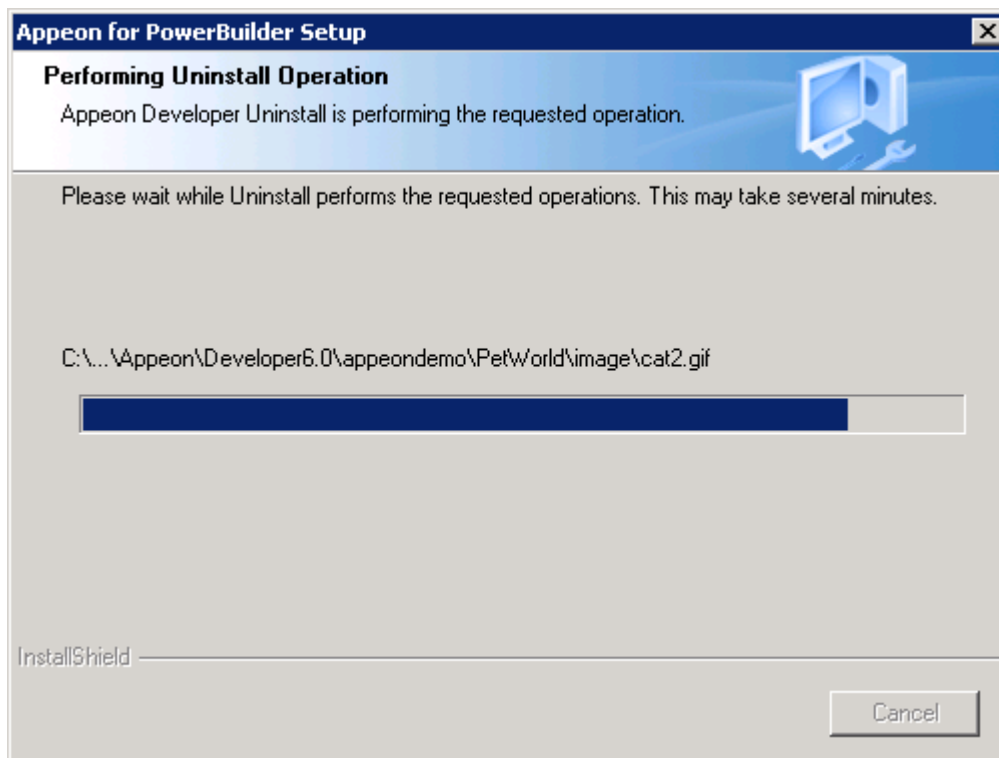
Step 3 – Select Windows Start menu | Programs | Appeon 6.0 for PowerBuilder | Appeon Developer | Uninstall Appeon Developer to begin the uninstall process.

Step 4 – Choose *Remove* to delete all installed features. Click *Next* (Figure 6-1).

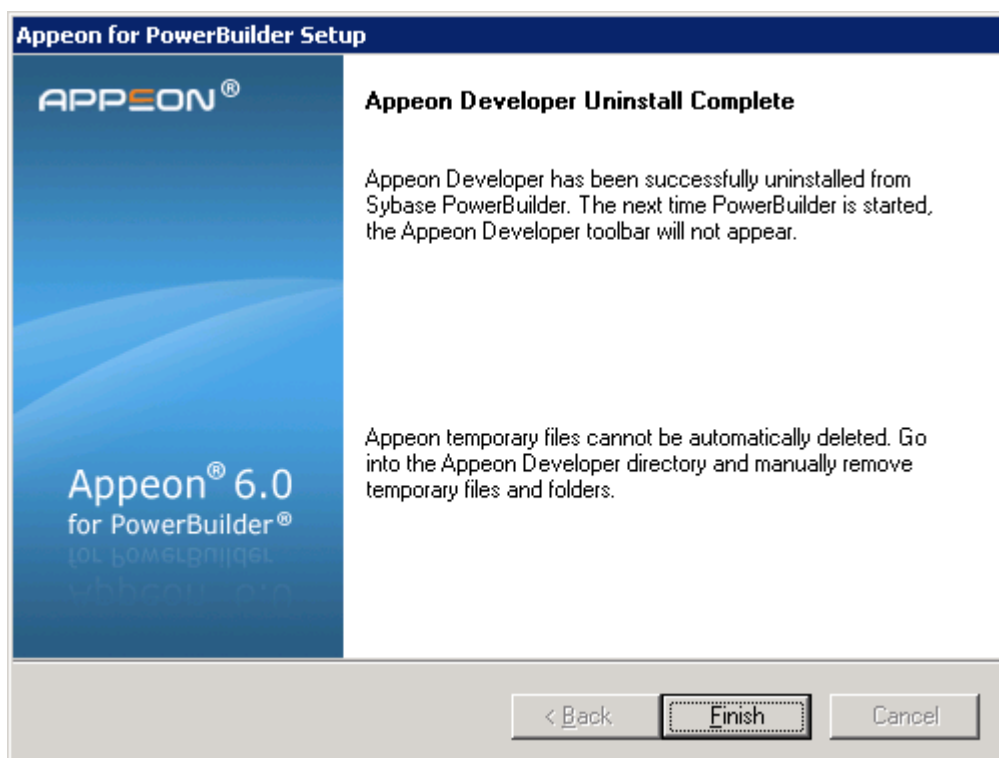
**Figure 6-1: Welcome page**

Step 5 – Confirm the removal of Appeon Developer. Click *OK* to uninstall (Figure 6-2 and Figure 6-3).

**Figure 6-2: Confirm uninstall**

**Figure 6-3: Appeon Developer uninstall process**

Step 6 – Click *Finish* to exit (Figure 6-4).

**Figure 6-4: Appeon Developer uninstall complete**

Step 7 – Use Windows Explorer to manually delete the folder where Appeon Developer was installed. This will remove all Appeon Developer files that are not automatically uninstalled.

## 6.3 Uninstalling Appeon Server

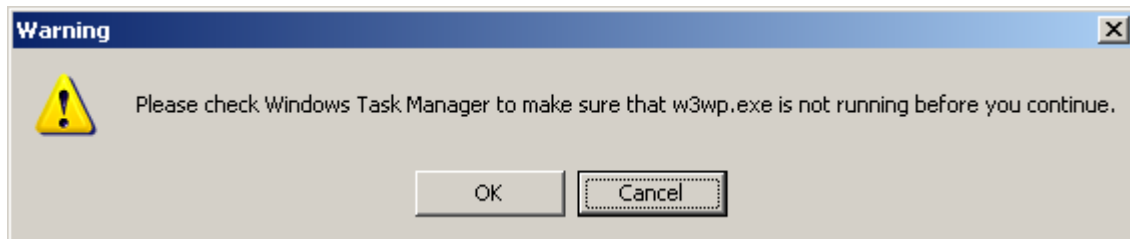
Step 1 – Shut down all Windows programs.

Step 2 – Restart IIS server. This is to kill the w3wp.exe process started by ASP .NET.

Step 3 – Select Windows Start menu | Programs | Appeon 6.0 for PowerBuilder | Appeon Server for .NET | Uninstall Appeon Server to begin the uninstall process.

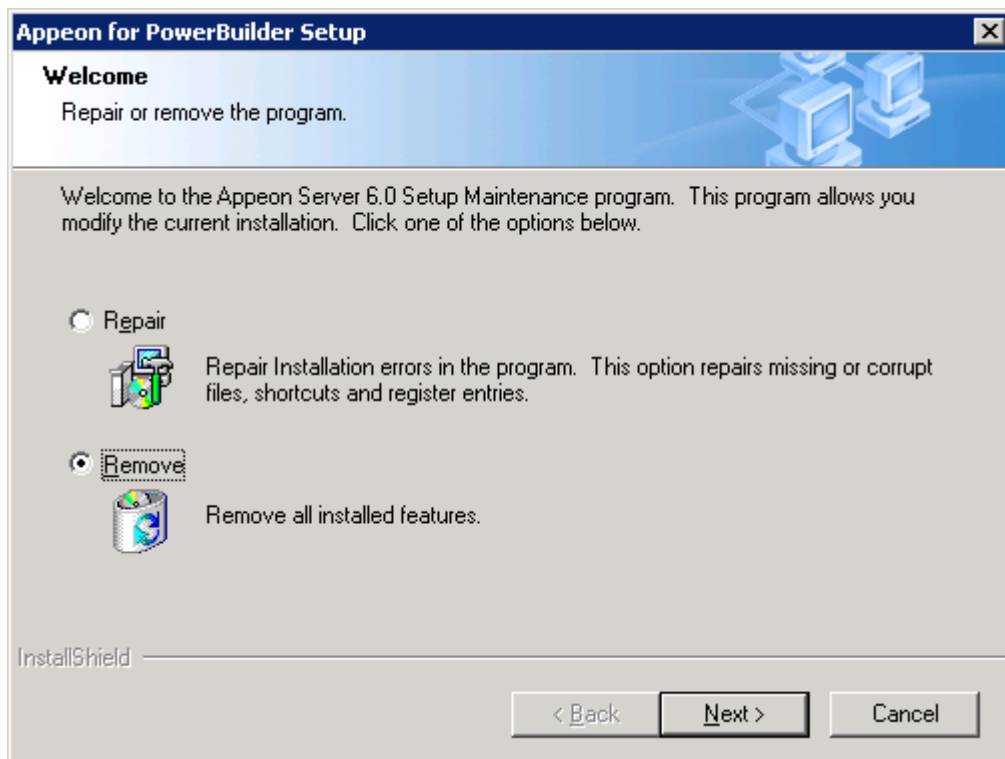
Before uninstall process starts, if the setup program detects that IIS service is running, a warning message will pop up reminding you to terminate it, as shown in the following figure.

**Figure 6-5: Stop IIS service**



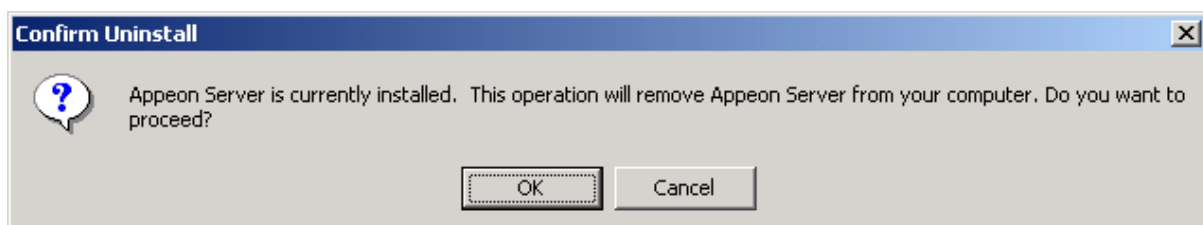
Step 4 – Choose *Remove* to delete all installed features. Click *Next* (Figure 6-6).

**Figure 6-6: Welcome page**



Step 5 – Confirm the removal of Appeon Server. Click *OK* to uninstall (Figure 6-7).

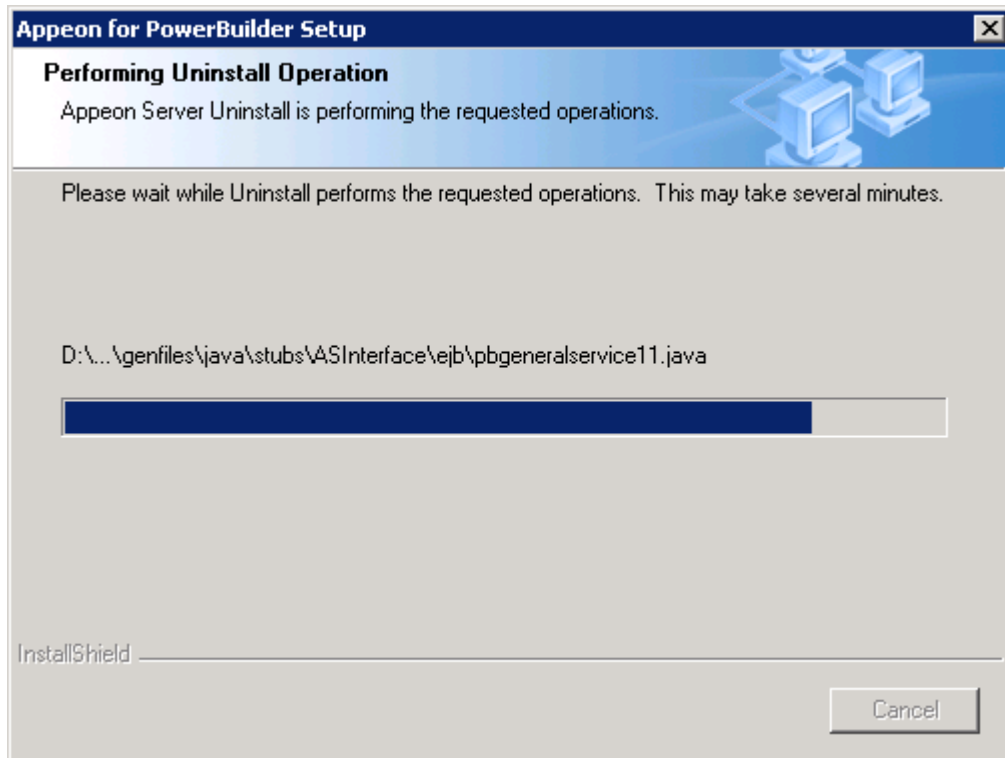
**Figure 6-7: Confirm uninstall**





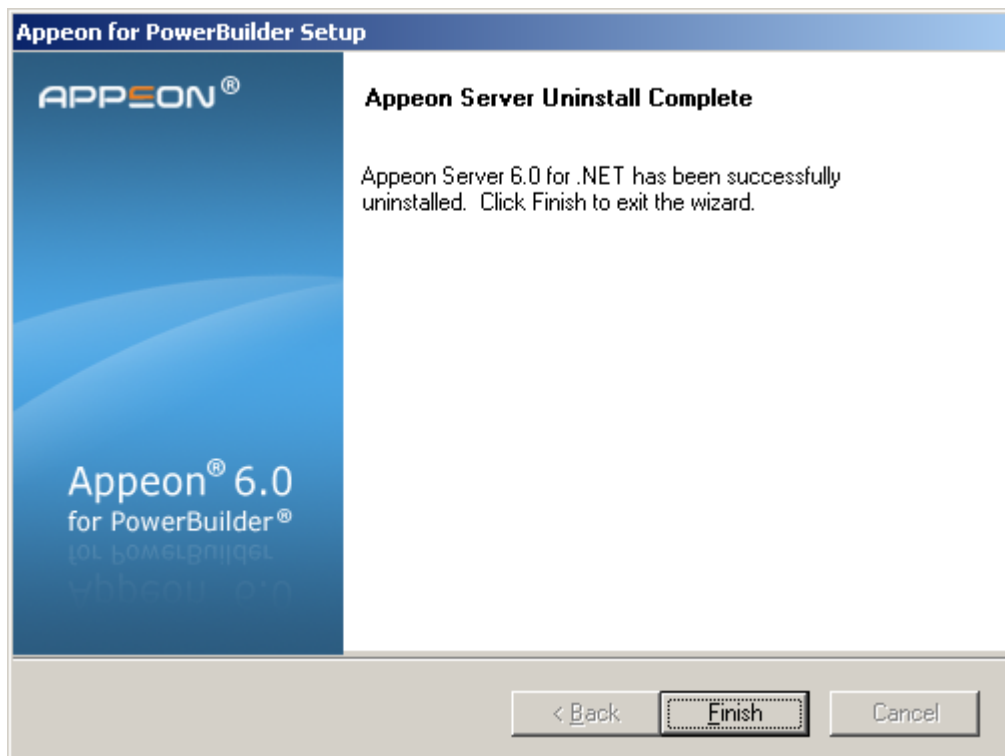
Step 6 – Wait until the uninstallation is complete.

**Figure 6-8: Appeon Server uninstall process**



Step 7 – Click *Finish* to exit (Figure 6-9).

**Figure 6-9: Appeon Server uninstall complete**

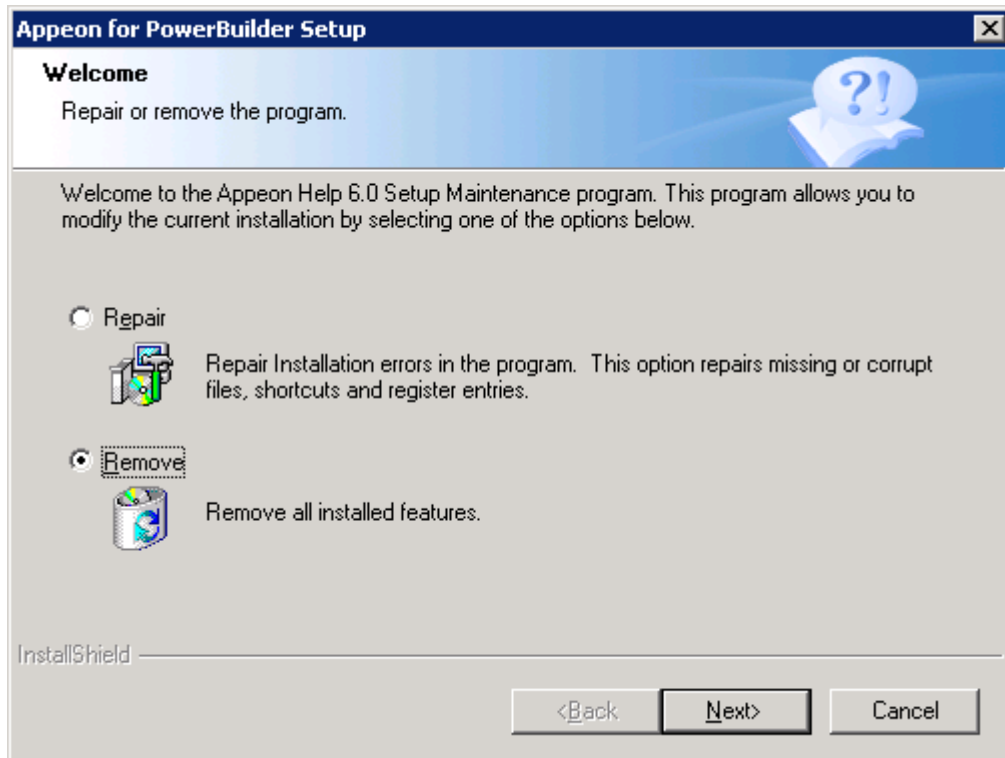


## 6.4 Uninstalling Appeon Help

Step 1 – Select Windows Start menu | Programs | Appeon 6.0 for PowerBuilder | Appeon Help | Uninstall Appeon Help to begin the uninstall process.

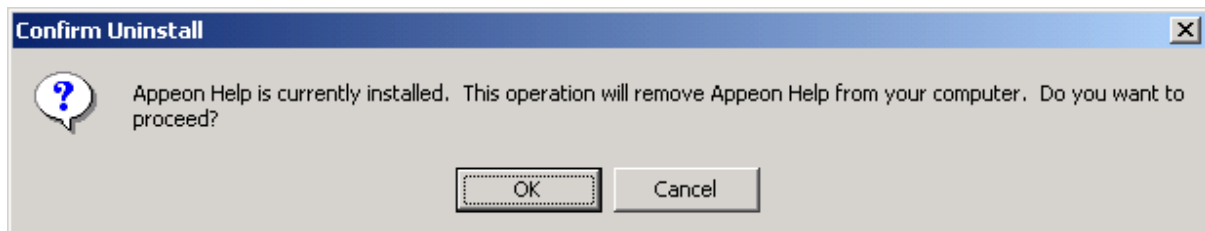
Step 2 – Choose *Remove* to delete all installed features. Click *Next* (Figure 6-10).

Figure 6-10: Welcome page

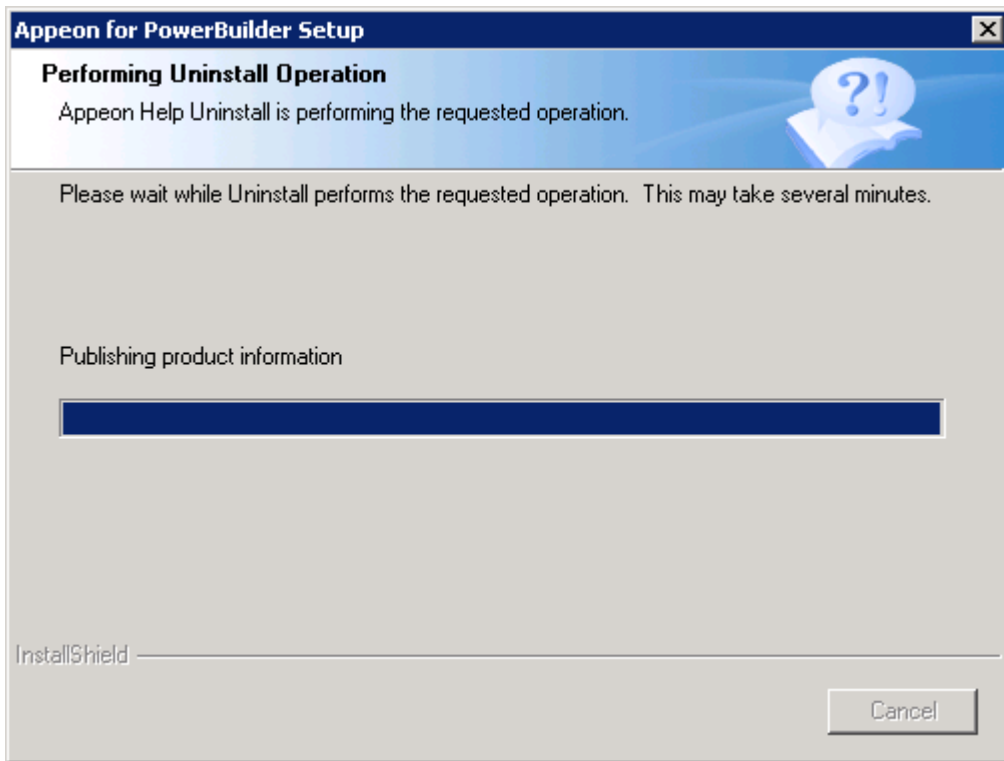


Step 3 – Confirm the removal of the Appeon Help. Click *OK* to uninstall (Figure 6-11 and Figure 6-12).

Figure 6-11: Confirm uninstall

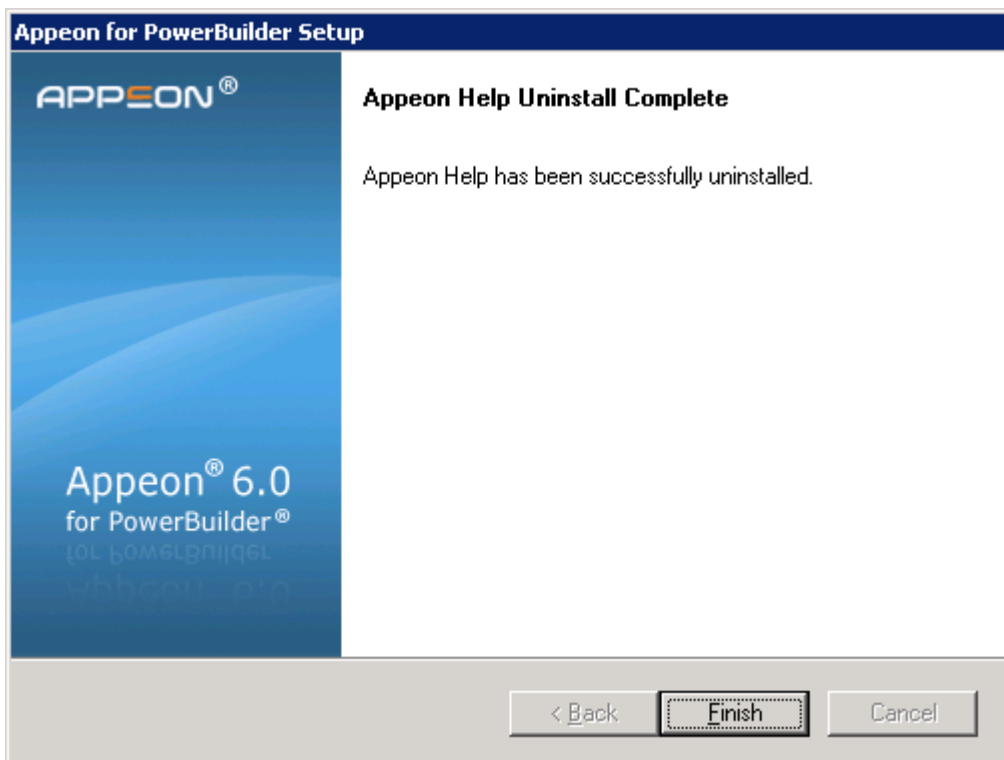


**Figure 6-12: Appeon Help uninstall process**



Step 4 – Click *Finish* to exit (Figure 6-13).

**Figure 6-13: Appeon Help uninstall complete**



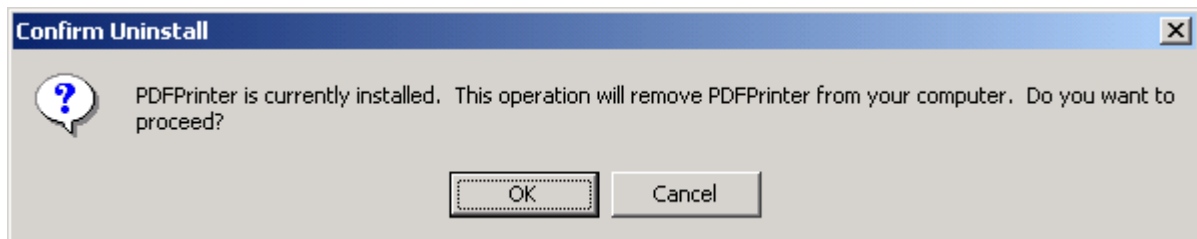
## 6.5 Uninstalling PDF printer

Step 1 – Shut down all Windows programs.

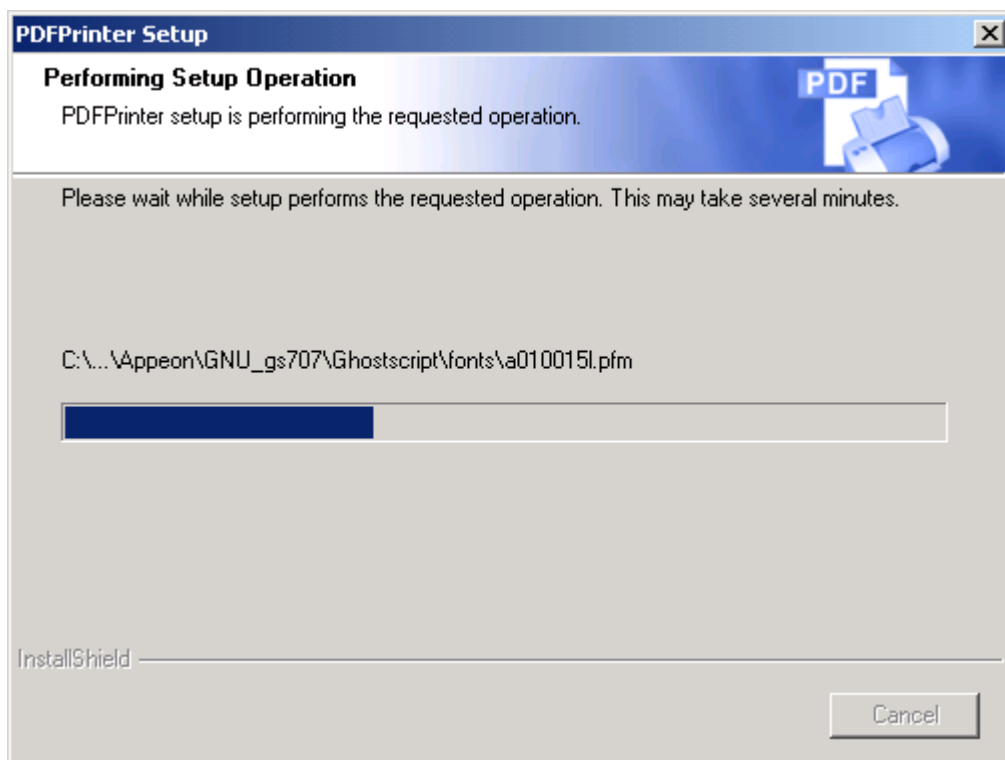
Step 2 – Launch Add/Remove Programs from the Windows Control Panel. Select *PDFPrinter* and click the *Change/Remove* button to begin the uninstall process.

Step 3 – Confirm the removal of PDFPrinter. Click *OK* to uninstall (Figure 6-14 and Figure 6-15).

**Figure 6-14: Confirm uninstall**

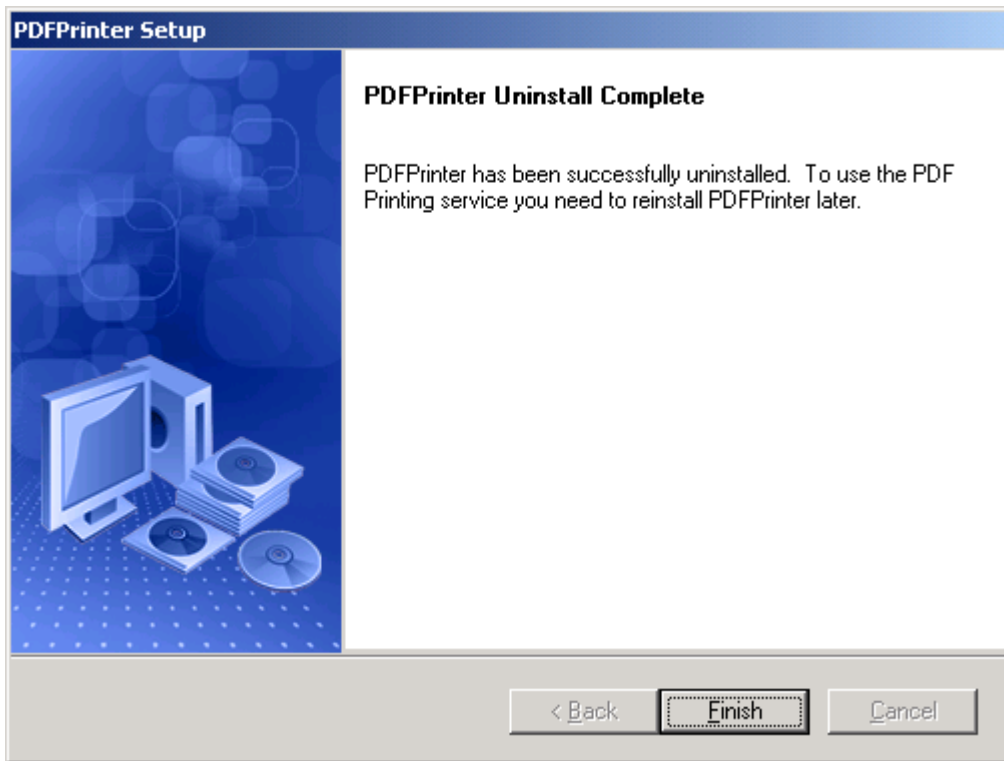


**Figure 6-15: PDFPrinter uninstall process**



Step 4 – Click *Finish* to exit (Figure 6-16).

**Figure 6-16: PDFPrinter uninstall complete**



## 7 Technical Support

In order to get more efficient technical support, please confirm which distribution you are using. Basically, if you obtained Appeon for PowerBuilder from Sybase, Inc. you are using the Sybase Distribution. If you obtained your distribution directly from Appeon Corporation, you are using the Appeon Distribution. You can confirm which distribution you are using by clicking the “Get Support” icon in the Appeon Developer toolbar appearing in the PowerBuilder IDE or launching the “Appeon Help” from the Windows “Start” menu. For more information about the differences of distribution, please refer to the *Distributions* section in *Introduction to Appeon*.

### Get support for Sybase Distribution

Each Appeon installation that has purchased a support contract from Sybase has one or more designated people who are authorized to contact Sybase Technical Support. If you cannot resolve a problem using the manuals or online help, please have the designated person contact Sybase Technical Support or the Sybase subsidiary in your area. You can also find technical support information by visiting <http://www.sybase.com/support/> and clicking on the Contact Support link. When logging a case please make sure to inform the technical support you are using Sybase Distribution and be prepared to provide the following files listed in the following table to Sybase Technical Support. This will aid debugging.

### Get support for Appeon Distribution

If your Appeon for PowerBuilder copy is directly purchased from Appeon Corporation, please contact your Email to support@appeon.com. Make sure that you will inform the technical support you are using Appeon Distribution and be prepared to provide the following files listed in the following table to Appeon Technical Support. This will aid debugging.

**Table 7-1: Files required for technical support**

File Type	File Name
Appeon Server configuration file	All files in the %appeonserver%\AEM\config folder. %appeonserver% indicates the Appeon Server installation path, for example, C:\Inetpub\wwwroot\appeon.
Appeon Server log file	All files in the %appeonserver%\AEM\log folder.
Appeon Server Repository DB	All files in the %appeonserver%\AEM\db folder
Appeon license file	%appeonserver%\AEM\bin\license.appeon
Web Page file	Web server path\application name\window name.html Web server path\application name\window name.js Web server path\application name\all DataWindows on window.xml Notes: 1) The IIS Web server path is the IIS Web site home directory. 2) If the window named includes inheritance, then also supply all ancestor HTML and JavaScript files.

PowerBuilder exported source code file	PowerBuilder application path\exported window name.srw PowerBuilder application path\exported DataWindow names.srd Note: Exported windows should include exported ancestor windows and exported ancestor user objects.
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