SYBASE®

Installation Guide

Unwired Orchestrator

Version 5.1

[Windows, Solaris]

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Contents

About This Book

Sybase® Unwired Orchestrator™ allows you to run real-world business processes and monitor your business operations and activities.

Audience

The primary user of this document is the system administrator who is responsible for the installation of the Unwired Orchestrator Production Edition server.

How to use this book

This document describes how to perform an installation of Unwired Orchestrator on Windows or Solaris. It is organized into the following sections:

- Chapter 1, “Installation Requirements” outlines the requirements for preparing your environment for an installation of Unwired Orchestrator.
- Chapter 2, “Installation on Windows” describes the installation of the Unwired Orchestrator server components on a Windows platform.
- Chapter 3, “Installation on Solaris” describes the installation of the Unwired Orchestrator server components on a Solaris platform.
- Chapter 4, “EAServer Configuration” describes how to configure a standalone EAServer to load the Common Service Bus and enable service deployment.
- Chapter 5, “Sybase WorkSpace” describes the installation of the Sybase WorkSpace tooling.
- Chapter 6, “Upgrading” describes how to upgrade to a newer version of Unwired Orchestrator on a Windows or Solaris platform.
- Chapter 7, “Reinstallation” describes how to reinstall Unwired Orchestrator server components on Windows or Solaris.
- Chapter 8, “Uninstallation” describes how to uninstall the Unwired Orchestrator server components on Windows or Solaris.

- Chapter 9, “Runtime Database Administration” provides recommendations for Adaptive Server® Anywhere and Adaptive Server® Enterprise database distribution and administration for Unwired Orchestrator.
- Chapter 10, “Troubleshooting” provides information for troubleshooting problems that may result during or directly after a Unwired Orchestrator installation.

Related documents

This section describes the Unwired Orchestrator 5.1 Production Edition documentation.

Unwired Orchestrator Getting Started CD The Getting Started CD includes these documents:

- *Unwired Orchestrator 5.1 Installation Guide*
- *Unwired Orchestrator 5.1 Release Bulletin*

Other sources of information

Use the Sybase Getting Started CD, the SyBooks™ CD, and the Sybase Product Manuals Web site to learn more about your product:

- The Getting Started CD contains release bulletins and installation guides in PDF format, and may also contain other documents or updated information not included on the SyBooks CD. It is included with your software. To read or print documents on the Getting Started CD, you need Adobe Acrobat Reader, which you can download at no charge from the Adobe Web site using a link provided on the CD.
- The SyBooks CD contains product manuals and is included with your software. The Eclipse-based SyBooks browser allows you to access the manuals in an easy-to-use, HTML-based format.

  Some documentation may be provided in PDF format, which you can access through the PDF directory on the SyBooks CD. To read or print the PDF files, you need Adobe Acrobat Reader.

  Refer to the *SyBooks Installation Guide* on the Getting Started CD, or the *README.txt* file on the SyBooks CD for instructions on installing and starting SyBooks.
- The Sybase Product Manuals Web site is an online version of the SyBooks CD that you can access using a standard Web browser. In addition to product manuals, you will find links to EBFs/Maintenance, Technical Documents, Case Management, Solved Cases, newsgroups, and the Sybase Developer Network.

To access the Sybase Product Manuals Web site, go to Product Manuals at http://sybooks.sybase.com/nav/base.do.

Sybase certifications on the Web

Technical documentation at the Sybase Web site is updated frequently.

❖ **Finding the latest information on product certifications**

1 Point your Web browser to Technical Documents at http://sybooks.sybase.com/nav/base.do.

2 Select Products from the navigation bar on the left.

3 Select a product name from the product list and click Go.

4 Select the Certification Report filter, specify a time frame, and click Go.

5 Click a Certification Report title to display the report.

❖ **Finding the latest information on component certifications**

1 Point your Web browser to Availability and Certification Reports at http://certification.sybase.com/.

2 Either select the product family and product under Search by Product; or select the platform and product under Search by Platform.

3 Select Search to display the availability and certification report for the selection.

❖ **Creating a personalized view of the Sybase Web site (including support pages)**

Set up a MySybase profile. MySybase is a free service that allows you to create a personalized view of Sybase Web pages.

1 Point your Web browser to Technical Documents at http://sybooks.sybase.com/nav/base.do.

2 Click MySybase and create a MySybase profile.

Sybase EBFs and software maintenance

❖ **Finding the latest information on EBFs and software maintenance**

1 Point your Web browser to the Sybase Support Page at http://www.sybase.com/support/aboutsupport.

2 Select EBFs/Maintenance. If prompted, enter your MySybase user name and password.

3 Select a product.

4 Specify a time frame and click Go. A list of EBF/Maintenance releases is displayed.

   Padlock icons indicate that you do not have download authorization for certain EBF/Maintenance releases because you are not registered as a Technical Support Contact. If you have not registered, but have valid information provided by your Sybase representative or through your support contract, click Edit Roles to add the "Technical Support Contact" role to your MySybase profile.

5 Click the Info icon to display the EBF/Maintenance report, or click the product description to download the software.

Accessibility features

This document is available in PDF format through which you can navigate using a screen reader.

You can get additional information about Sybase accessibility at http://www.sybase.com/accessibility. The Sybase Accessibility site includes links to information on Section 508 and W3C standards.

Note You might need to configure your accessibility tool for optimal use. Some screen readers pronounce text based on its case; for example, they pronounce ALL UPPERCASE TEXT as initials, and MixedCase Text as words. You might find it helpful to configure your tool to announce syntax conventions. Consult the documentation for your tool.

Conventions

The following formatting conventions are used in this manual:

Formatting example	To indicate
command names and method names	When used in descriptive text, this font indicates keywords such as: • Command names used in descriptive text • C++ and Java method or class names used in descriptive text • Java package names used in descriptive text
myCounter variable `Server.log` *myfile.txt*	Italic font indicates: • Program variables • Parts of input text that must be substituted • Directory and file names

Formatting example	To indicate
sybase\bin	A backward slash ("\") indicates cross-platform directory information. A forward slash ("/") applies to information specific only to UNIX. Directory names appearing in text display in lowercase unless the system is case sensitive.
**File	Save**	Menu names and menu items are displayed in plain text. The pipe indicates how to navigate menu selections, such as from the File menu to the Save option.
`parse|put|get` `Name|Address`	The vertical bar indicates: • Options available within code • Delimiter within message examples

`create table`
 	
`table created`
	Monospace font indicates:
	• Information that you enter on a command line or as program text.
	• Example output fragments

Type the **Name** of the attribute. Click **Apply**.	GUI field or button name that is the recipient of a procedural action.
setup -is:tempdir <*full path to alternate temp directory*>	Information that must be supplied by the user is displayed between brackets.

If you need help

Each Sybase installation that has purchased a support contract 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.

See the *Customer Services Reference Guide* for more information on Support Services, education, and consulting services.

CHAPTER 1

Installation Requirements

This chapter outlines the requirements for preparing your environment for an installation of Unwired Orchestrator.

Note Review the release bulletin included on the Getting Started CD or Sybase/Product Manuals Web site at http://sybooks.sybase.com/ for any last-minute updates to this installation guide.

Environment Preparation

Before you begin installing the product, review the following information.

Note The Unwired Orchestrator installer does not support a network installation.

Administrative Rights

To install Unwired Orchestrator, you must have administrative privileges.

- On Windows, you need administrative privileges to run the installer and Unwired Orchestrator component applications.
- On UNIX, you need root privileges to mount the CDs. You may run the installer as root or another user as long as you have write permissions for the installation location.

However, you may want to run the installer as root and assign another user to own the process, directories, and files.

Temporary Installation Directory

During the installation process, the installer uses a temporary directory while it runs.

Table 1-1: Temporary installation directory

Platform	Default location	Disk space
Windows	**C:\temp**	100MB
UNIX	**/var/tmp**	100MB

Note

- If enough space is not available in the default temporary location, the installer might not start, or it might start but notify you that sufficient space is not available.
- If your UNIX environment implements the User Quota system, verify that there is enough free space under the quota limit to satisfy the disk space requirements for Unwired Orchestrator. See “Disk Space and Memory Requirements” on page 4.

❖ **To provide additional space**

- Move or delete files to provide space on the default temporary directory.
- For Windows, change the setting of the environment variable %TMP% to point to a location with sufficient space.

Platform Support

Observe the following requirements when installing:

- Unwired Orchestrator Production Edition server
- EAServer as a standalone installation

Unwired Orchestrator Production Edition Server

An installation of the Unwired Orchestrator Production Edition server includes:

- EAServer 5.3 Enterprise Edition server with 2-Phase Commit
- Adaptive Server Anywhere 9.0.2 Developer Edition server with limited connection capabilities

Table 1-2: Unwired Orchestrator 5.1 Production Edition server

Operating system	Application server	JDK
Windows 2000 Professional Service Pack 4 or higher Windows 2000 Advanced Server Service Pack 4 Windows XP Professional Service Pack 1 or 2 Windows 2003 Standard Service Pack 1 Windows 2003 Enterprise Service Pack 1	EAServer 5.3 Enterprise Edition server with 2-Phase Commit EBF #13536	JDK 1.4.2_06
Solaris 8 SunOS 5.8 Generic_108528-23 Solaris 9 SunOS 5.9 Generic_112233-08 Solaris 10	EAServer 5.3 Enterprise Edition server with 2-Phase Commit EBF #13537	JDK 1.4.2_06

EAServer Advanced Edition Server

If you plan to deploy services to an EAServer standalone installation, review the following requirements.

Table 1-3: EAServer standalone installation

Server edition	Operating system	Additional requirements
EAServer 5.3 Advanced Edition with 2-Phase Commit	Windows	EAServer System Management Option EBF #13536
EAServer 5.3 Advanced Edition with 2-Phase Commit	Solaris	EAServer System Management Option EBF #13537

Note For more information on EAServer, see Chapter 4, "EAServer Configuration."

Disk Space and Memory Requirements

Table 1-4: Installation media

Product	Media
Unwired Orchestrator	CD

Table 1-5 provides the minimum system requirements for Unwired Orchestrator, including disk space, memory, and speed.

Table 1-5: Production Edition server

Operating system	Disk space	Memory	Speed/CPU
Windows 2000 Windows XP Windows 2003	1GB	1GB	1.8 GHz 1 CPU
Solaris 8 Solaris 9 Solaris 10	1GB	1GB	400 MHz 2 CPUs

Independent Software Vendor Applications

Table 1-6 outlines all independent software vendor application requirements for Unwired Orchestrator. Any exceptions to these requirements are noted in the Description column.

Table 1-6: Independent software vendor applications

Software	Description
Operating system	Required. See "Platform Support" on page 2 for more information.
Transport application	If you do not plan to use the fully configured Java Message Service (JMS) transport, you must install one of the supported transport types: • EAServer JMS 5.2 • JBossJMS 4.0 • IBM WebSphere MQ JMS 5.3 • OpenJMS 0.7.6 • TIBCO JMS 3.1.1 or 4.2 • Flat File • FTP (outbound) See the *Sybase WorkSpace Development* collection on the Sybase WorkSpace online bookshelf for more information on supported transport types.

CHAPTER 2

Installation on Windows

This chapter describes the installation of the Unwired Orchestrator server components on a Windows platform.

License Key

Use the license key provided with your installation media to complete the installation. The following key is available on a Windows platform:

Table 2-1: License key for Windows

Key	Description
Unwired Orchestrator Production Edition	Installs Unwired Orchestrator 5.1 Production Edition, which includes EAServer 5.3 and Adaptive Server Anywhere 9.0.2.

Installing Unwired Orchestrator

In this guide, *<installation directory>* refers to the installation directory designated at the time of installation. On Windows, the default directory is **C:\Sybase**. Be sure that you have read/write permissions for the specified installation directory.

- If the installation directory does not exist, the installer creates it for you.

- If you get a memory error while installing, see “Temporary Installation Directory” on page 2.
- Install Unwired Orchestrator on a machine that is separate from Sybase WorkSpace 1.5 installation.

Note If firewall parameters are set to high levels, one of the following messages may appear:

- *Java.exe trying to access the internet*
- *Do you want to keep blocking this program? Java.exe*

Select the appropriate response to continue the installation.

❖ **To install Unwired Orchestrator server components on Windows**

Prerequisites: Verify that you are logged in to the server with administrative rights. See “Administrative Rights” on page 1 for more information.

1 Insert the Unwired Orchestrator CD.

2 Start the installer:

If your machine is configured to run automatically from the CD, the InstallShield Wizard automatically starts.

If your machine is not configured to run automatically from the CD:

a Select **Start | Run** from the Windows Start menu.

b In the Run dialog box, browse to locate the setup file:

<*CD-ROM drive*>:\setup.exe

c Click **OK**.

The Welcome window appears.

3 Initiate the installation process. Click **Next** on the Welcome window.

The License Agreement window appears.

4 Select the geographic location from the drop-down list for your installation of the software.

The license agreement appears in the main section of the window. If you do not see the agreement, scroll down.

5 Select the appropriate option to accept the terms of the Sybase license, and click **Next**. You must accept the terms of the license to continue with the installation.

The License Key window appears.

6 Enter the license key supplied with your installation media, and click **Next**.

7 Specify an installation directory. Choose one:

a Click **Next** to install Unwired Orchestrator in the default directory C:\Sybase. This option is recommended.

If the directory does not exist, you are prompted to confirm creation of this directory before continuing.

b Click **Browse** to designate another directory, then click **Next** to continue.

Note

- Directory names are case-sensitive.
- Use English characters for all directory names.
- Use single-byte characters for the installation directory path.

  See the release bulletin on the Getting Started CD for more information on internationalization issues.
- Do not install Unwired Orchestrator in the same directory as Sybase WorkSpace.

The installer checks disk space. If space is sufficient, the Installation Summary window appears.

8 Click **Install** to begin installing the product.

The installer displays the progress of the installation.

9 Click **Finish** to complete the installation when the following message appears:

Sybase Unwired Orchestrator 5.1 has been installed successfully.

Note To install the Sybase WorkSpace tooling component, see the *Sybase WorkSpace Installation Guide* in your installation package.

Reviewing the Installation

Use Table 2-2 to review Unwired Orchestrator Production Edition installation subdirectories.

Table 2-2: <installation directory>/Orch-5_1

Directory	Description
_jvm	Java virtual machine files
\almansys	Alert Management System files (MIB, samples, *PersonalAlert.xsd*) and classes for the alert drivers (JMS, IAnywhere, JavaMail)
\app	Driver *.ear* files and the *RTConsole.war* file.
\asa	Adaptive Server Anywhere database application and database development scripts
\bin	Shared libraries, wrapper scripts \.*bin* subdirectory with executables for performing command line actions on data and utilities for the monitoring component
\dbs	Default prebuilt database files used by the runtime engine
\EAServer	EAServer files
\install.sql	Adaptive Server Enterprise and Adaptive Server Enterprise database script files
\install_data	Configuration files for EAServer
\installLogs	Installation log files
\jar	Jar files
\JDK1.4.2_06	Java 2 Platform Standard edition files
\monitor59	Monitoring example files and the *nnsyreg.dat* configuration file
\NNSYCatalogues	Message and error message files
\quartz	Quartz system files
\Shared	EAServer shared files
\templates	Start-up scripts for the UDDI server and XSD files for business process access to e-mail and JMS headers
\uninstaller	Uninstallation scripts

Starting Unwired Orchestrator

Use the Windows Start menu or a command line script to start Unwired Orchestrator on Windows.

See Sybase WorkSpace online bookshelf for Unwired Orchestrator product documentation.

❖ **To start Unwired Orchestrator from the Windows Start menu**

- Select **Start | Programs | Sybase | Unwired Orchestrator 5.1 | Start UO5.1Runtime.**

❖ **To start Unwired Orchestrator from the command line**

- Run the following script:

  <installation directory>\Orch-5_1\bin\or51rtimeEAS_start.cmd

CHAPTER 3

Installation on Solaris

This chapter describes the installation of the Unwired Orchestrator server components on a Solaris platform.

License Key

Use the license key provided with your installation media to complete the installation. The following key is available on a Solaris platform:

Table 3-1: License key for Solaris

Key	Description
Unwired Orchestrator Production Edition	Installs Unwired Orchestrator 5.1 Production Edition, which includes EAServer 5.3 and Adaptive Server Anywhere 9.0.2.

Installing Unwired Orchestrator

In this guide, *<installation directory>* refers to the installation directory designated at the time of installation. On Solaris, the default directory is **/opt/Sybase**. Be sure that you have read/write permissions for the specified installation directory.

- If the installation directory does not exist, the installer creates it for you.

- If you get a memory error while installing, see "Temporary Installation Directory" on page 2.

❖ **To install Unwired Orchestrator server on Solaris**

Prerequisites: Verify that you are logged onto the server with administrative rights. See "Administrative Rights" on page 1 for more information.

1 Mount the Unwired Orchestrator software CD-ROM:

```
mount -F hsfs -o ro /dev/<cd-device> /mnt-dir
```

Note If Volume Management is enabled, the CD automatically mounts when inserted. To verify that the vold (1M) process is running, use the following command:

```
ps -ef | grep vold
```

If Volume Management is running, go to step 2.

2 Choose from:

If you are connected remotely, set the IP address to the machine where you will view the installation:

- For sh, ksh, bash:

```
export DISPLAY=<IP address:0.0>
```

- For csh, tcsh:

```
setenv DISPLAY "<IP address:0.0>"
```

3 Start the installer. Enter:

```
/<mnt-dir>/setup
```

The Installer Welcome window appears.

4 Click **Next** on the Welcome window.

The License Agreement window appears.

5 Select the geographic location from the drop-down list for your installation of the software.

The license agreement appears in the main section of the window. If you do not see the agreement, scroll down.

6 Select the appropriate option to accept the terms of the Sybase license, and click **Next**. You must accept the terms of the license to continue with the installation.

The License Key window appears.

7 Enter the license key supplied with your installation media, and click **Next**.

8 Specify an installation directory. Choose one:

a Click **Next** to install Unwired Orchestrator in the default directory **/opt/Sybase/**. This option is recommended.

If the directory does not exist, you are prompted to confirm creation of this directory before continuing.

b Click **Browse** to designate another directory, then click **Next** to continue.

Note

- Directory names are case-sensitive.
- Use English characters for all directory names.
- Use single-byte characters for the installation directory path.

  See the release bulletin on the Getting Started CD for more information on internationalization issues.

The Installer checks disk space. If space is sufficient, the Installation Summary window appears.

9 Click **Install** to begin installing the product.

The Installer displays the progress of the installation.

10 Click **Finish** when the following message appears:

Sybase Unwired Orchestrator 5.1 has been installed successfully.

11 Unmount the CD-ROM. Enter the following:

```
umount /<mnt-dir>
```

If you are running Volume Management, type **eject**.

Reviewing the Installation

Use Table 3-2 to review Unwired Orchestrator Production Edition installation subdirectories.

Table 3-2: <installation directory>/Orch-5_1

Directory	Description
/_jvm	Java virtual machine files
/almansys	Alert Management System files (MIB, samples, *PersonalAlert.xsd*) and classes for the alert drivers (JMS, IAnywhere, JavaMail)
/app	Driver *.ear* files and the *RTConsole.war* file.
/asa	Adaptive Server Anywhere database application and database development scripts
/bin	Shared libraries, wrapper scripts \.*bin* subdirectory with executables for performing command line actions on data and utilities for the monitoring component
/dbs	Default prebuilt database files for use by the runtime engine
/EAServer	EAServer files
/install.sql	Adaptive Server Anywhere and Adaptive Server Enterprise database script files
/install_data	Configuration files for EAServer
/InstallLogs	Installation log files
/jar	Java archive files
/JDK1.4.2_06	Java 2 Platform Standard edition files
/monitor59	Monitoring example files and the *nnsyreg.dat* configuration file
/NNSYCatalogues	Message and error message files
/quartz	Quartz system files
/shared	EAServer shared files
/templates	Start-up scripts for the UDDI server and XSD files for business process access to e-mail and JMS headers
/uninstaller	Uninstallation scripts

Starting Unwired Orchestrator

Use the command line to start Unwired Orchestrator on Solaris.

❖ **To start Unwired Orchestrator from the command line**

- Invoke:

  <*installation directory*>/Orch-5_1/bin/or51rtimeEAS_start.sh

Note See Sybase WorkSpace online bookshelf for Unwired Orchestrator product documentation.

CHAPTER 4

EAServer Configuration

The chapter describes how to configure a standalone EAServer installation. Use these procedures if you plan to deploy services to the standalone EAServer installation instead of the EAServer Developer Edition packaged with Unwired Orchestrator.

Note See *Planning for Service Deployment* in the Sybase WorkSpace online bookshelf for more information on deploying to a standalone EAServer.

Preparing to Configure EAServer

Before you configure EAServer, verify that you have completed the following:

- Installation of EAServer 5.3 Advanced Edition with 2-Phase Commit.
- Installation of the appropriate EAServer EBF.

Table 4-1: EAServer EBFs

Platform	EBF
Windows	13536
Solaris	13537

- Installation of the EAServer System Management option.
- Shutdown all Sybase products.

Configuring EAServer

Run the Configurator to configure EAServer and enable deployment of Sybase WorkSpace services to a standalone EAServer installation.

❖ **To configure EAServer**

1 Start the configurator. Run one of the following:

Table 4-2: configurator.exe file

Platform	Directory
Windows	*<installation directory>\Orch-5_1\install_data\configurator\configurator.exe*
Solaris	*<installation directory>/Orch-5_1/install_data/configurator/configurator*

The Configurator Welcome window appears.

2 Initiate the configuration process. Click **Next** on the Welcome window.

The EAServer properties page appears.

3 Enter or browse for the directory of the EAServer standalone installation.

4 Enter the following information for the standalone EAServer installation and click **Next**:

Table 4-3: EAServer standalone installation

Property	Description
Jaguar server	Enter the server name for the EAS standalone installation. The default value is **Jaguar**.
Jaguar user name	Enter the user name for the EAS standalone installation. The default value is **jagadmin.**
Jaguar password	Enter the password for the EAS standalone installation. The default value is null.

5 Review the configuration summary information, and click **Next** to start the Sybase Unwired Orchestrator configuration.

The installer displays the progress of the configuration.

Note The configuration process may take some time to complete. Allow the installer time to run the configuration without interruption. Failure to do so may result in problems when deploying to EAServer.

6 Click **Finish** when the following message appears:

Sybase Unwired Orchestrator 5.1 has been configured.

7 Start Unwired Orchestrator.

CHAPTER 5

Sybase WorkSpace

This chapter describes the installation of the Sybase WorkSpace tooling.

Installing the Tooling

Sybase WorkSpace provides the front end tooling for Unwired Orchestrator. Use the Sybase WorkSpace installation media to install this component, and see the *Sybase WorkSpace Installation Guide* on the Sybase Getting Started CD for more information.

CHAPTER 6

Upgrading

This chapter describes how to upgrade to a newer version of Unwired Orchestrator on a Windows or Solaris platform.

Note Review the release bulletin included on the Getting Started CD or Sybase/Product Manuals Web site at http://sybooks.sybase.com/ for any last-minute updates to this installation guide.

Preparing for Upgrade

Before upgrading, you need to uninstall all service packages from Unwired Orchestrator.

Upgrading Unwired Orchestrator

Use the following procedure to upgrade the Unwired Orchestrator Production Edition server.

❖ **To upgrade Unwired Orchestrator**

1 Choose from the following:

- Install version 5.1 on a separate machine.

  See Chapter 2, “Installation on Windows” or Chapter 3, “Installation on Solaris” for more information.

- Uninstall the existing version and install version 5.1 on the same machine.

  See Chapter 8, “Uninstallation” for more information.

Note Unwired Orchestrator is set up to only have one version of Unwired Orchestrator running at a time. If you install a second version of Unwired Orchestrator to another location, Unwired Orchestrator points to the latest installation as the currently running version.

2 Reinstall all service packages before deploying a service to Unwired Orchestrator 5.1.

CHAPTER 7

Reinstallation

This chapter describes how to reinstall Unwired Orchestrator server components on Windows or Solaris.

Reinstalling Unwired Orchestrator Server Components

To reinstall any of Unwired Orchestrator Server components, Sybase recommends that you uninstall and reinstall Unwired Orchestrator.

Note Unwired Orchestrator is set up to only have one version of Unwired Orchestrator running at a time. If you install a second version of Unwired Orchestrator to another location, Unwired Orchestrator will point to the latest installation as the currently running version.

❖ **To reinstall Unwired Orchestrator server components**

1 Uninstall your existing version of Unwired Orchestrator.

See Chapter 8, “Uninstallation” for more information.

2 Install the new version of Unwired Orchestrator.

See the following for more information:

Chapter 2, “Installation on Windows”

Chapter 3, “Installation on Solaris”

CHAPTER 8

Uninstallation

This chapter describes how to uninstall the Unwired Orchestrator server components on Windows or Solaris.

Preparing to Uninstall

Before beginning the uninstallation process, shut down all Sybase products.

Uninstalling Unwired Orchestrator on Windows

The following procedures describe how to uninstall Unwired Orchestrator on Windows.

❖ **To uninstall Unwired Orchestrator on Windows**

1 Start the InstallShield Wizard:

- In a command window, enter:

  cd <*installation directory*>\Orch-5_1\uninstaller\uninstall

- From the Windows Start menu, select **Settings | Control Panel | Add or Remove Programs**.

  Select **Sybase Unwired Orchestrator 5.1**, and click **Change | Remove**.

The Welcome window appears.

2 Initiate the uninstallation process. Click **Next** in the Welcome window.

The Summary window appears displaying the components selected for removal.

3 Review the list of components to be removed, and click **Uninstall** to remove the selected components.

A status window appears recording the progress of the uninstall.

Note The unstallation process appears to hang when it reaches a completion status of 99 percent. Allow the uninstaller time to complete the process without interruption.

4 When the following message appears, click **Finish** to complete the uninstallation process:

The InstallShield Wizard has successfully uninstalled Sybase Unwired Orchestrator 5.1.

Uninstalling Unwired Orchestrator on Solaris

The following procedure describes how to uninstall Unwired Orchestrator on Solaris.

❖ **To uninstall Unwired Orchestrator on Solaris**

Only authorized users with administrative rights can uninstall the product. See “Administrative Rights” on page 1 for more information.

1 Start the InstallShield Wizard. Choose from:

- Set the IP address to the machine where you will view the install to the following:

  export DISPLAY=<*IP address:0.0*>

- Change to the correct directory. At the command prompt, enter:

  cd <*installation directory*>/Orch-5_1/uninstaller

  Run the uninstall program. At the command prompt, enter:

  uninstall

The Welcome window appears.

2 Initiate the uninstallation process. Click **Next** in the Welcome window.

The Summary window appears displaying the components selected for removal.

3 Review the list of components to be removed, and click **Uninstall** to remove the selected components.

A status window appears recording the progress of the uninstall.

Note The unstallation process appears to hang when it reaches a completion status of 99 percent. Allow the uninstaller time to complete the process without interruption.

4 When the following message appears, click **Finish** to complete the uninstallation process:

The InstallShield Wizard has successfully uninstalled Unwired Orchestrator 5.1.

Cleaning Up the Installation Directory

After the uninstallation is complete, some files remain under the following directories:

Table 8-1: Installation directories

Platform	Installation directory
Windows	*<installation directory>\Orch-5_1*
Solaris	*/opt/Sybase*

After moving files that you want to keep to another location, you can manually delete the installation directory.

The uninstaller does not delete any files that have been modified or created by the user.

CHAPTER 9

Runtime Database Administration

This chapter provides recommendations for Adaptive Server Anywhere and Adaptive Server Enterprise database distribution and administration for Unwired Orchestrator.

Developer/Test Environment

To simplify the setup for a developer/test environment, Unwired Orchestrator provides a unified database environment, using a single Adaptive Server Anywhere database for the following runtime components:

- Alert Management System
- BAM Dashboard
- Monitor Console
- BPEE/Quartz Timers/JMS Queues

Production Environment

As you move from a developer/test environment to a full production environment, you have the option of creating and managing multiple Adaptive Server Anywhere or Adaptive Server Enterprise databases to separate storage for the Alert Management System, BAM Dashboard, Monitor Console, or BPEE/Quartz Timers databases.

Review the database distribution recommendations in Table 9-1 before creating multiple databases.

Creating Additional Adaptive Server Anywhere or Adaptive Server Enterprise Databases

You can use multiple Adaptive Server Anywhere or Adaptive Server Enterprise databases to separate data storage for these components. However, this process requires expert knowledge in database administration. Without this expertise, Sybase recommends using the single, default Adaptive Server Anywhere Production Edition database.

Review the recommendations in Table 9-1before creating additional Adaptive Server Anywhere or Adaptive Server Enterprise runtime databases.

Table 9-1: Database distribution recommendations

Component	Adaptive Server Anywhere Recommendations	Adaptive Server Enterprise Recommendations
Alert Management System (AMS)	Choose from: • Use the default Adaptive Server Anywhere database to support AMS data during production. • Separate the AMS production database from the default Adaptive Server Anywhere database. • Copy the existing AMS database file to the desired location, or copy the *<installation directory>\Orch-5_1\dbs\template\UORuntime.db* template to start with a fresh database. • For the Alerts server, use EAServer Manager to reconfigure the EAServer environment entries for the message-driven beans that are in the deployment descriptors. Change AMS_JDBC_URL to point to the correct host and port number. See the EAServer product documentation on the Sybase WorkSpace online bookshelf for more information. • Use EAServer Manager to create an application server connection cache, set the URL for that cache, and add a JNDI reference to the Runtime Management Console Web application. See the EAServer product documentation on the Sybase WorkSpace online bookshelf for more information. • Use the Runtime Management Console to edit the Alerts Repository setup to point to the new JNDI reference in EAServer. See the Runtime Management Console online help for more information.	Unwired Orchestrator does not provide support for AMS outside the default Adaptive Server Anywhere database.

Component	Adaptive Server Anywhere Recommendations	Adaptive Server Enterprise Recommendations
BAM Dashboard	The Dashboard makes light use of the database to read its metadata at start-up and save new metadata when dashboards are modified or new dashboards are created. However, you can separate dashboard production data into its own database. Choose from: • Couple the dashboard data with AMS data. No Adaptive Server Anywhere scripts are needed to perform this action. • Use the Runtime Management Console to edit the Database URL property in the BAM Dashboard Repository. • Export/import existing BAM Dashboard metatdata. See the Runtime Management Console online help for more information. • Create a new database using Sybase Central. Enable jConnect™ for JDBC™ meta-information support, activate case-sensitivity for comparisons and passwords, and create SYSCOLUMNS and SYSINDEXES views. • Run the following script using isql or dbisql: *<installation directory>\Orch-5_1 \install.sql\scripts\asa\dashboard_ part1.sql* • Use the Runtime Management Console to edit the Database URL property in the BAM Dashboard Repository. • Export/import existing BAM Dashboard metatdata. See the Runtime Management Console online help for more information	The Dashboard makes light use of the database to read its metadata at start-up and save new metadata when dashboards are modified or new dashboards are created. However, you can separate dashboard production data into its own database. To accomplish this: • Create a new database. • Create a distinct database owner account. • Define the database size to be 25MB for data and 10MB for the transaction log. • Create the segment DASHBOARD_COMMON. • Run the following script using isql or dbisql: *<installation directory>\Orch-5_1 \install.sql\scripts\ase\dashboard_ part1.sql* • Use the Runtime Management Console to edit the Database URL property in the BAM Dashboard repository. • Export/import existing BAM Dashboard metatdata. See the Runtime Management Console online help for more information.

Component	Adaptive Server Anywhere Recommendations	Adaptive Server Enterprise Recommendations
Monitor	Business Activity Monitoring has the potential of requiring significant database resources. If this potential exists, separate the monitor production data from all other component data. • Use Sybase Central to create a new database with a page size of 2KB. Enable jConnect™ for JDBC™ meta-information support, activate case-sensitivity for comparisons and passwords, and create SYSCOLUMNS and SYSINDEXES views. • Run the following scripts using isql or dbisql: *<installation directory>\Orch-5_1\install.sql\scripts\asa\monitor_part1.sql* *<installation directory>\Orch-5_1\install.sql\scripts\asa\monitor_part2.sql* • Use a text editor to edit the following configuration file: *<installation directory>\Orch-5_1\bin\nnsyreg.dat* • Run the BT59ie utility to export and import SetType metadata from the existing database. See *Sybase WorkSpace Development* in the Sybase WorkSpace online bookshelf for more information.	Business Activity Monitoring has the potential of requiring significant database resources. If this potential exists, separate the monitor production data from all other component data. • Create a new database on a server that has a page size of 2KB. • Create a distinct database owner account. • Define the database size to be 100MB for data and indexes and 50MB for the transaction log. • Create the segments MSGTRAK_DATA and MSGTRAK_INDEX. • Activate the **ddl in tran** option. • Run the following scripts using isql or dbisql: *<installation directory>\Orch-5_1\install.sql\scripts\ase\monitor_part1.sql* *<installation directory>\Orch-5_1\install.sql\scripts\ase\monitor_part2.sql* • Use a text editor to edit the following configuration file: *<installation directory>\Orch5_1\bin\nnsyreg.dat* • Run the BT59ie utility to export and import SetType metadata from the existing database. See *Sybase WorkSpace Development* in the Sybase WorkSpace online bookshelf for more information.

Component	Adaptive Server Anywhere Recommendations	Adaptive Server Enterprise Recommendations
BPEE/ Quartz Timers/ JMS Queues	BPEE/Quartz Timers/JMS Queues has the potential of requiring significant database resources. If this potential exists, separate the BPEE/Quart Timers/JMS Queues production data from all other component data, especially the monitor data. • Create a new database file on a server that has a page size of 16KB. Enable jConnect™ for JDBC™ meta-information support, activate case-sensitivity for comparisons and passwords, and create SYSCOLUMNS and SYSINDEXES views. • Run the following script using interactive SQL or dbisql: *<installation directory>\Orch-5_1\ install.sql\scripts\asa\quartz_create.sql* • Configure Unwired Orchestrator to point to the new database and redeploy your business process service. See *Sybase WorkSpace Development* in the Sybase WorkSpace online bookshelf for more information **Note** Adaptive Server Anywhere is not a viable data source for use within BPEE. It cannot support distributed transactions in environments that require a transaction manager other than Microsoft Distributed Transaction Coordinator.	BPEE/Quartz Timers/JMS Queues has the potential of requiring significant database resources. If this potential exists, separate the BPEE/Quart Timers/JMS Queues production data from all other component data, especially the monitor data. • Create a new database on a server that has a page size of 16KB. • Set the Runnable Process Search Count to **10000** to optimize performance. • Create a distinct database owner account. • Define the database size to be 100MB for data and 50MB for the transaction log. For distributed transactions: • Enable DTM on the server if you want to use Distributed Transactions within Unwired Orchestrator. **Note** The DTM requires that you set some configuration variables in Adaptive Server Enterprise. See *Using Adaptive Server Distributed Transaction Management Features Guide* on the Sybase WorkSpace online bookshelf for more information. • Grant the **dtm_tm_role** to the user login of the database owner account. • Activate the **ddl in tran** and **allow nulls by default** options. • Run the following script using interactive SQL or dbisql: *<installation directory>\Orch-5_1\ install.sql\scripts\ase\quartz_create.sql* • Configure Unwired Orchestrator to point to the new database and redeploy your business process service. See *Sybase WorkSpace Development* in the Sybase WorkSpace online bookshelf for more information.

Refreshing the Default Adaptive Server Anywhere Database

To facilitate the process of creating multiple Adaptive Server Anywhere databases, Unwired Orchestrator provides the following database template that enables you to move a clean copy of the database into your production environment:

<installation directory>\Orch-5_1\dbs\template\UORuntime.db

See the *Adaptive Server Anywhere 9.0.2* product documentation on the Sybase WorkSpace online bookshelf for additional information on managing this database.

CHAPTER 10

Troubleshooting

This chapter provides information for troubleshooting problems that may result during or directly after a Unwired Orchestrator installation.

Installing Unwired Orchestrator

If the Unwired Orchestrator installation fails, check the *eas.log* file for deployment, configuration, UOCache, or MessageService errors.

❖ **To correct deployment or configuration errors**

1 Using a command line utility, change to the following directory:

<installation directory>\Orch-5_1\install_data

2 Run the Unwired Orchestrator deployment and configuration script:

Table 10-1: Deployment/configuration scripts

Platform	Script
Windows	*ConfigJaguarUO.cmd*
Solaris	*ConfigJaguarUO.sh*

3 Check the *<installation directory>\installLogs\config_eas.log* file for additional errors.

❖ **To correct UOCache or MessageService errors**

1 Using a command line utility, change to:

<installation directory>\Orch-5_1\install_data

2 Run the Unwired Orchestrator configuration clean-up script:

Table 10-2: Configuration clean-up scripts

Platform	Script
Windows	*CleanupConfigUO.cmd*
Solaris	*CleanupConfigUO.sh*

3 Run the Unwired Orchestrator deployment and configuration script:

Table 10-3: Deployment/configuration scripts

Platform	Script
Windows	*ConfigJaguarUO.cmd*
Solaris	*ConfigJaguarUO.sh*

4 Check the <*installation directory*>*installLogs**config_eas.log* file for additional errors.

InstallShield

If InstallShield stops responding, verify that all applications have been shut down, including Windows services.

Resolving Port Conflicts

Unwired Orchestrator Ports

Use Table 10-4 to reference the default port numbers for the Unwired Orchestrator components.

Table 10-4: Unwired Orchestrator port usage

Component	Default port number
Adaptive Server Anywhere	8210
EAServer RMI Registry	1099
Monitor RMI Registry	1099
Quartz RMI Registry	2099
Unwired Accelerator ports for EAServer and Apache Tomcat	4040

❖ **To resolve a port conflict**

1 Verify port usage. In a command window, enter the following command to verify application usage of each port:

```
netstat -a
```

2 To resolve a port conflict, see *Managing Ports* under the *Sybase Developer Edition Servers* collection on the Sybase WorkSpace online bookshelf.

EAServer Ports

Use Table 10-5 to reference the default ports for EAServer. Sybase recommends that you not manually edit any of these ports.

Table 10-5: EAServer port usage

Component	Default port
OpenServer	7979
tds	7878
iiop	9000
iiops1	9001
iiops2	9002
http	8080
http1	8081
http2	8082

Uninstalling Unwired Orchestrator

Problem: After uninstalling Unwired Orchestrator, you may receive the following error in the log file:

```
eclipse.buildId=M20060118-1600 java.version=1.4.2_06
java.vendor=Sun Microsystems Inc. BootLoader constants:
OS=win32, ARCH=x86, WS=win32, NL=en_US Command-line
arguments: -os win32 -ws win32 -arch x86 !ENTRY
org.eclipse.ui 4 4 2006-04-21 01:04:58.777 !MESSAGE
Exception in
org.eclipse.ui.internal.FolderLayout.addView(String):
org.eclipse.ui.PartInitException: View descriptor not
found: com.sybase.suade.core.navigator.CommonNavigator
!ENTRY org.eclipse.ui 4 4 2006-04-21 01:04:58.793
!MESSAGE Exception in
org.eclipse.ui.internal.FolderLayout.addView(String):
org.eclipse.ui.PartInitException: View descriptor not
found: com.sybase.suade.core.navigator.CommonNavigator
!STACK 1 org.eclipse.ui.PartInitException: View
descriptor not found:
com.sybase.suade.core.navigator.CommonNavigator at
org.eclipse.ui.internal.FolderLayout.addView(FolderLay
out.java:73) at
com.sybase.stf.powerdesigner.eclipse.ui.Perspective.cr
eateInitialLayout(Unknown Source) at
org.eclipse.ui.internal.Perspective.loadPredefinedPers
p(Perspective.java:696) at
org.eclipse.ui.internal.Perspective.createPresentation
(Perspective.java:230) at
org.eclipse.ui.internal.Perspective.(Perspective.java:
127) at
org.eclipse.ui.internal.WorkbenchPage.createPerspectiv
e(WorkbenchPage.java:1382) at
org.eclipse.ui.internal.WorkbenchPage.init(WorkbenchPa
ge.java:2079) at
org.eclipse.ui.internal.WorkbenchPage.(WorkbenchPage.j
ava:509) at
org.eclipse.ui.internal.WorkbenchWindow.busyOpenPage(W
orkbenchWindow.java:678) at
org.eclipse.ui.internal.WorkbenchWindow$4.run(Workbenc
hWindow.java:1479) at
org.eclipse.swt.custom.BusyIndicator.showWhile(BusyInd
icator.java:69) at
org.eclipse.ui.internal.WorkbenchWindow.openPage(Workb
enchWindow.java:1476) at
org.eclipse.ui.internal.actions.OpenPerspectiveDialogA
```

```
ction.run(OpenPerspectiveDialogAction.java:68) at
org.eclipse.jface.action.Action.runWithEvent(Action.ja
va:996) at
org.eclipse.jface.action.ActionContributionItem.handle
WidgetSelection(ActionContributionItem.java:538) at
org.eclipse.jface.action.ActionContributionItem.access
$2(ActionContributionItem.java:488) at
org.eclipse.jface.action.ActionContributionItem$6.hand
leEvent(ActionContributionItem.java:441) at
org.eclipse.swt.widgets.EventTable.sendEvent(EventTabl
e.java:66) at
org.eclipse.swt.widgets.Widget.sendEvent(Widget.java:8
43) at
org.eclipse.swt.widgets.Display.runDeferredEvents(Disp
lay.java:3125) at
org.eclipse.swt.widgets.Display.readAndDispatch(Displa
y.java:2758) at
org.eclipse.ui.internal.Workbench.runEventLoop(Workben
ch.java:1699) at
org.eclipse.ui.internal.Workbench.runUI(Workbench.java
:1663) at
org.eclipse.ui.internal.Workbench.createAndRunWorkbenc
h(Workbench.java:367) at
org.eclipse.ui.PlatformUI.createAndRunWorkbench(Platfo
rmUI.java:143) at
org.eclipse.ui.internal.ide.IDEApplication.run(IDEAppl
ication.java:103) at
org.eclipse.core.internal.runtime.PlatformActivator$1.
run(PlatformActivator.java:226) at
org.eclipse.core.runtime.adaptor.EclipseStarter.run(Ec
lipseStarter.java:376) at
org.eclipse.core.runtime.adaptor.EclipseStarter.run(Ec
lipseStarter.java:163) at
sun.reflect.NativeMethodAccessorImpl.invoke0(Native
Method) at
sun.reflect.NativeMethodAccessorImpl.invoke(NativeMeth
odAccessorImpl.java:39) at
sun.reflect.DelegatingMethodAccessorImpl.invoke(Delega
tingMethodAccessorImpl.java:25) at
java.lang.reflect.Method.invoke(Method.java:324) at
org.eclipse.core.launcher.Main.invokeFramework(Main.ja
va:334) at
org.eclipse.core.launcher.Main.basicRun(Main.java:278)
at org.eclipse.core.launcher.Main.run(Main.java:973)
at org.eclipse.core.launcher.Main.main(Main.java:948)
!SUBENTRY 1 org.eclipse.ui 4 0 2006-04-21 01:04:58.793
```

```
!MESSAGE View descriptor not found:
com.sybase.suade.core.navigator.CommonNavigator
```

Solution: Manually delete the following directory:

<Sybase WorkSpace installation directory>\Eclipse\configuration

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