

Appeon Installation Guide for EAServer

Appeon® 6.2 for PowerBuilder®
WINDOWS

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Appeon Corporation, 1/F, Shell Industrial Building, 12 Lee Chung Street, Chai Wan District, Hong Kong.

Contents

1 About This Book.....	1
1.1 Audience	1
1.2 How to use this book	1
1.3 Related documents	1
1.4 If you need help	2
2 Introduction	3
2.1 Overview	3
2.2 Section 508 compliance	3
2.3 System architecture.....	3
2.4 Appeon editions.....	4
2.5 Appeon components	5
2.5.1 Appeon Developer	5
2.5.2 Appeon Server	5
2.5.3 Appeon Server Web Component (for third-party Web servers).....	6
2.5.4 Appeon Help	6
3 Installation Requirements	7
3.1 Client requirements	7
3.1.1 Software requirements	7
3.1.2 Hardware requirements.....	7
3.2 Appeon Server requirements	7
3.2.1 Software requirements	7
3.2.2 Hardware requirements.....	7
3.2.3 (Optional) Third-party Web server.....	8
3.3 Appeon Developer requirements.....	8
3.3.1 Software requirements	8
3.3.2 Hardware requirements.....	8
3.4 Database server requirements	8
4 Installing Appeon 6.2	10
4.1 Overview	10
4.2 Installation scenarios.....	10
4.2.1 Overview	10
4.2.2 Developer PC.....	11
4.2.3 Remote Appeon Server using EAServer HTTP server	11
4.2.4 Remote Appeon Server using a third-party Web server	12
4.2.5 Appeon Server Cluster.....	12
4.3 Two installation methods	13
4.4 Appeon 6.2 new installation	13
4.4.1 Starting the installation.....	13
4.4.2 Appeon Server installation	17
4.4.3 Appeon Developer installation	31
4.4.4 Appeon Server Web Component installation (for third-party Web servers only)	37
4.4.5 Appeon Help installation	40

4.4.6 PDF printer installation.....	43
4.5 Appeon 6.2 upgrade installation.....	53
4.5.1 Overview.....	53
4.5.2 Before you upgrade	53
4.5.3 Upgrade from Appeon for PowerBuilder 6.0/6.1 to 6.2	54
4.5.4 Upgrade configuration settings manually	61
5 Configuring Appeon Server Cluster.....	62
5.1 Overview	62
5.2 Configuration instructions.....	62
6 Post-Installation Configuration Tasks	63
6.1 Windows account with administrator privileges	64
6.2 Internet Explorer configuration	66
6.2.1 Overview.....	66
6.2.2 Verifying Internet Explorer settings are correct	66
6.2.3 Security settings.....	66
6.2.4 Add-on settings (for Internet Explorer 7)	67
6.2.5 Internet Explorer files caching.....	68
6.2.6 Internet Explorer advanced settings.....	68
6.2.7 Additional configurations of IE 7 under Windows Vista	68
6.3 System language settings	73
6.4 Checking the version of JScript.dll	74
6.5 Configuration for supporting dynamic DataWindows.....	74
6.6 Configuration for ASE Chained mode issue	74
6.6.1 Known issue with ASE Chained Mode.....	74
6.6.2 Stored procedures provided for solving the issue	75
7 Uninstalling Appeon 6.2	76
7.1 Overview	76
7.2 Uninstalling Appeon Developer	76
7.3 Uninstalling Appeon Server	79
7.3.1 Uninstalling EAServer 6.3 that is installed with Appeon Server	84
7.4 Uninstalling Appeon Server Web Component (for third-party Web servers only).....	84
7.4.1 Web Component uninstall if multiple third-party Web servers are involved.....	87
7.5 Uninstalling Appeon Help	87
7.6 Uninstalling PDF printer	90
8 Technical Support	93
Index	95

1 About This Book

1.1 Audience

This book is for users who want to install Appeon® 6.2 for PowerBuilder® for EAServer Windows.

1.2 How to use this book

There are eight chapters in this book.

Chapter 1: About This Book

A general description of this book

Chapter 2: Introduction

An overview of Appeon for PowerBuilder for EAServer Windows and its system architecture

Chapter 3: Installation Requirements

The system requirements for installing Appeon for PowerBuilder for EAServer Windows

Chapter 4: Installing Appeon 6.2

Instructions for installing or upgrading Appeon Server, Appeon Developer and Appeon Server Web Component

Chapter 5: Configuring Appeon Server Cluster

Instructions for configuring an Appeon Server cluster

Chapter 6: Post-Installation Configuration Tasks

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

Chapter 7: Uninstalling Appeon 6.2

Instructions for uninstalling Appeon for PowerBuilder for EAServer Windows

Chapter 8: 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 6.2.

Working with Appeon Developer Toolbar is an HTML version of the Appeon Developer User Guide.

- **Appeon Server Configuration Guide**

Provides instructions on how to configure Appeon Server Status Monitor, 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 6.2 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 6.2 for PowerBuilder.

- **New Features Guide (or What's New in Appeon):**

Introduces new features and changes in Appeon 6.2 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

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

From the native source code of PowerBuilder applications, Appeon 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 J2EE platform, as well as greater availability, scalability, security and reliability.

Appeon 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 Appeon 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.

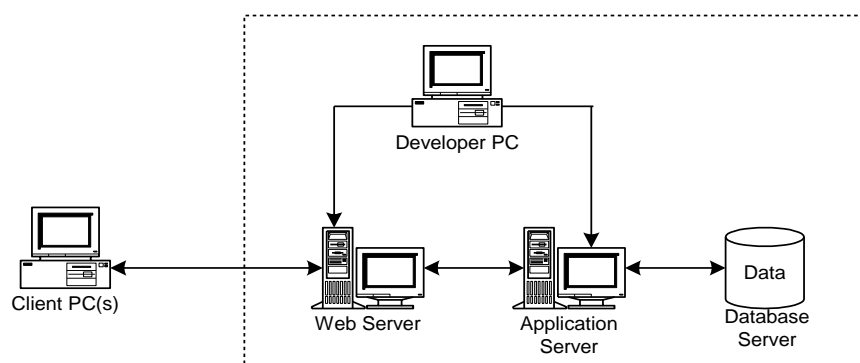
2.2 Section 508 compliance

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

2.3 System architecture

Appeon 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 an Appeon Server cluster involving multiple computers to provide load balancing and failover.

Figure 2-1: Appeon 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	(Optional) PDF printer	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	EAServer HTTP Server or any EAServer-compatible Web server, such as Apache or IIS.
Application Server	Hosts the DataWindows and n-Tier NVOs of Appeon Web applications, provides necessary runtime services to the Web application, such as DataWindow retrieval and update, execution of business logic, security authentication and PDF printing.	Appeon Server (Optional) PDF printer	EAServer
Database Server	Hosts the application database.	None	JDBC-compliant RDBMS supported by Appeon. Please see Section 3.4: Database server requirements for more information.

2.4 Appeon editions

Appeon 6.2 for PowerBuilder for EAServer contains the following editions. The Appeon Server clustering service is provided in the Enterprise Edition only.

Table 2-2: Appeon editions

Edition	Platform	Component
Enterprise Edition	Windows	<ul style="list-style-type: none"> • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer • PDF Printer

Workgroup Edition	Windows	<ul style="list-style-type: none"> • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer • PDF Printer
Developer Edition	Windows	<ul style="list-style-type: none"> • Appeon Developer • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer • PDF Printer
Trial Edition	Windows	<ul style="list-style-type: none"> • Appeon Developer • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer • PDF Printer

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 J2EE, CORBA and PowerBuilder server components that provide runtime services such as data connectivity, DataWindows support, n-Tier NVO support, transaction management, PDF printing and security for Appeon Web applications.

Appeon Server also includes Appeon Enterprise Manager (AEM) and the 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 to EAServer.

Appeon Server Status Monitor backs up Appeon Server session information, monitors whether Appeon Server is in “started” status, and automatically restarts Appeon Server and recovers the runtime information when it detects Appeon Server has shut down.

During the Appeon Server installation, the Appeon Server Web Component is copied to the EAServer HTTP server. If you are using one EAServer as both the Web server and the application server, you will NOT need to run the Appeon Server Web Component installation.

2.5.3 Appeon Server Web Component (for third-party Web servers)

Appeon Server Web Component resides in a Web server as the runtime environment supporting a PowerBuilder-style Web graphical user interface within standard Microsoft Web browsers. The 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 use a third-party Web server, physically separate the Web server and the application server and install the Appeon Server Web Component to the third-party Web server. The Appeon Server Web Component will be installed to the Web root of the Web server. You are also required to configure the Web server with the Sybase redirector plug-in. For detailed instructions, refer to the *Web Server Configuration Guide* in Appeon Help.

2.5.4 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 SP2, 7.0, or 8.0
- Windows Server 2000 SP4, Windows Server 2003 SP2, Windows Server 2008 SP1, Windows XP SP3, or Windows Vista SP1

To run Appeon Web Application on Windows Vista, you need to previously configure the Internet Explorer security setting properly. Refer to [Additional Configuration 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 Appeon Server requirements

3.2.1 Software requirements

- Windows Server 2000 SP4, Windows Server 2003 SP2, Windows Server 2008 SP1, Windows XP SP3, or Windows Vista SP1
- Sybase EAServer 6.3.1.04

Appeon offers to install EAServer 6.3.1.04 during the Appeon Server installation, (EAServer is bundled with Appeon Server and it is called a “silent install” in this document). Alternatively, you can install it separately **before** installing Appeon Server.

- Sybase PowerBuilder® Virtual Machine (PBVM) 8.0.4, 9.0.3, 10.2.1, 10.5.2, 11.2, or 11.5

If you do not have the required build, update it by running the PowerBuilder EBF setup program, which is available on both the Appeon Installation DVD and the Sybase Downloads website.

- Sun® Java 2 JDK 1.5 or JDK 1.6 (not requiring Java Applets or JVM at the client browser).

3.2.2 Hardware requirements

- Pentium-class processor(s) running at 2 GHz or faster
- 1 GB RAM
- 588 MB hard drive space (for EAServer installation) plus 250 MB hard drive space (for Appeon Server installation)

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

3.2.3 (Optional) Third-party Web server

- Apache 1.3 or 2.0, or Microsoft IIS 5.0 or 6.0

If you use IIS 6.0 as the Web server, the only compatible operating system is Windows Server 2003. IIS 6.0 does not work in other operating systems.

- 5 MB available hard drive space (for Appeon Server Web Component installation)

To make the third-party Web server work with Appeon Server, you must have the Web server redirector plug-in installed and configured. For detailed instructions, refer to the *Web Server Configuration Guide* in Appeon Help.

3.3 Appeon Developer requirements

3.3.1 Software requirements

- Microsoft Internet Explorer 6.0 SP2, 7.0, or 8.0
- Windows Server 2000 SP4, Windows Server 2003 SP2, Windows Server 2008 SP1, Windows XP SP3, or Windows Vista SP1.
- Sybase PowerBuilder 8.0.4, 9.0.3, 10.2.1, 10.5.2, 11.2, or 11.5

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

- 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 7/8/9/10/11 or an IBM DB2 database.
- (Optional) Sybase Adaptive Server[®] Anywhere 7.0.4, 8.0.2, 9.0, 10.0, or 11.0 (for running the PowerBuilder demos included in Appeon 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)
- 250 MB available hard drive space (for Appeon 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 Appeon installation from DVD)

3.4 Database server requirements

Appeon 6.2 for PowerBuilder can run with any of the following database servers and their drivers:

- Sybase Adaptive Server Anywhere 7.0.4, 8.0.2, 9.0, 10.0, or 11.0 with Sybase iAnywhere or jConnect JDBC driver

- Sybase Adaptive Server Enterprise (ASE) 12.5.x or 15.x with Sybase jConnect or iAnywhere JDBC driver
- Sybase Adaptive Server Anywhere WEB Edition with Sybase jConnect or iAnywhere JDBC driver
- Sybase IQ 12.7.x with jConnect JDBC driver
- Oracle 8i, 9i, 10g, or 11g with Oracle JDBC driver

Download the Oracle JDBC driver from the Oracle Web site

(http://www.oracle.com/technology/software/tech/java/sqlj_jdbc/index.html).

Note: Verify that the version of the downloaded driver is compatible with the Oracle database in use.

- Microsoft SQL Server 2000 SP4, 2005 SP1, or 2008 with MSFT JDBC driver or JTDS driver

Download the latest version of the Microsoft SQL Server JDBC driver from the Microsoft Web site

(<http://www.microsoft.com/downloads/details.aspx?FamilyID=C47053EB-3B64-4794-950D-81E1EC91C1BA&displaylang=en#AffinityDownloads>).

- IBM DB2 UDB 8.1, 8.2, or 9.5 with IBM JDBC driver
- Informix 7.x, 8.x, 9.x, or 10.x with IBM JDBC driver

Copy the corresponding driver files for the database server in use to the %JAGUAR%\lib\ext\ folder on the machine hosting Appeon Server. %JAGUAR% indicates the EAServer installation path. Refer to the *JDBC driver preparation* section in the *Appeon Server Configuration Guide* for more information.

4 Installing Appeon 6.2

4.1 Overview

Appeon for PowerBuilder for EAServer Windows consists of the following four 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, 2003, 2008, XP, or Vista.
Appeon Server	A set of EAServer 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 Enterprise Manager (AEM) and Appeon Server Web Component.	EAServer running on Windows 2000, 2003, 2008, XP, or Vista. EAServer can be silently installed with Appeon Server or installed separately before the Appeon Server installation.
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.	Third-party Web server (For EAServer HTTP server, this installation is unnecessary since the Web Component is included in Appeon Server.)
Appeon Help	The online help of all Appeon user documents which saves time and conveniently places the help information at your fingertips.	Windows 2000, 2003, 2008, XP, or Vista.

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 2000, XP, 2003, Vista, or 2008. Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA (Optional) Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database (Optional) PDF printer and Adobe Acrobat Reader	Computer 1: Appeon Developer Appeon Server

4.2.3 Remote Appeon Server using EAServer HTTP server

Table 4-3: Remote Appeon Server installation

Scenarios	Requirements	Appeon Components
In this example, 2 computers are used: Computer 1 serves as Developer PC;	Computer 1: Microsoft Windows 2000, 2003, 2008, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA (Optional) Adobe Acrobat Reader and PDF printer	Computer 1: Appeon Developer
Computer 2 serves as Web server, application server and database server.	Computer 2: Microsoft Windows 2000, 2003, 2008, XP, or Vista Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database (Optional) PDF Printer	Computer 2: Appeon Server

4.2.4 Remote Appeon Server using a third-party Web server

Table 4-4: Remote Appeon Server installation

Scenarios	Requirements	Appeon Components
In this example, 3 computers are used: Computer 1 serves as Developer PC;	Computer 1: Microsoft Windows 2000, 2003, 2008, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA (Optional) Adobe Acrobat Reader and PDF printer	Computer 1: Appeon Developer
Computer 2 serves as Web server;	Computer 2: Microsoft IIS or Apache	Computer 2: Appeon Server Web Component
Computer 3 serves as application server and database server.	Computer 3: Microsoft Windows 2000, 2003, 2008, XP, or Vista Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database (Optional) PDF Printer	Computer 3: Appeon Server

4.2.5 Appeon Server Cluster

Table 4-5: Appeon Server cluster installation

Scenarios	Requirements	Appeon Components
In this example, N (N \geq 4) computers are used: Computer 1 is used for Developer PC;	Computer 1: Microsoft Windows 2000, 2003, 2008, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	Computer 1: Appeon Developer
Computer 2 is used for Web server.	Computer 2: Microsoft IIS or Apache	Computer 2: Appeon Server Web Component
Computer 3 is the database server.	Computer 3: Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database	Computer 3: None

Computers 4 to n are a group of EAServers.	Computers 4 to n: Microsoft Windows 2000, 2003, 2008, XP, or Vista	Computers 4 to n: Appeon Server (After installing Appeon Server to each EAServer, configure the Appeon Servers as a cluster. Refer to 5: Configuring Appeon Server Cluster for details)
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4.3 Two installation methods

Appeon 6.2 for PowerBuilder for Windows EAServer 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 or an earlier version installed, you must uninstall the version, prepare the environment for Appeon 6.2 installation, and then use the installation program to install. The installation program takes the new installation method.
- If your computer has Appeon 6.0 or 6.1 installed, the installation program automatically takes the upgrade installation method.

4.4 Appeon 6.2 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 options to guide you through the various installation tasks.

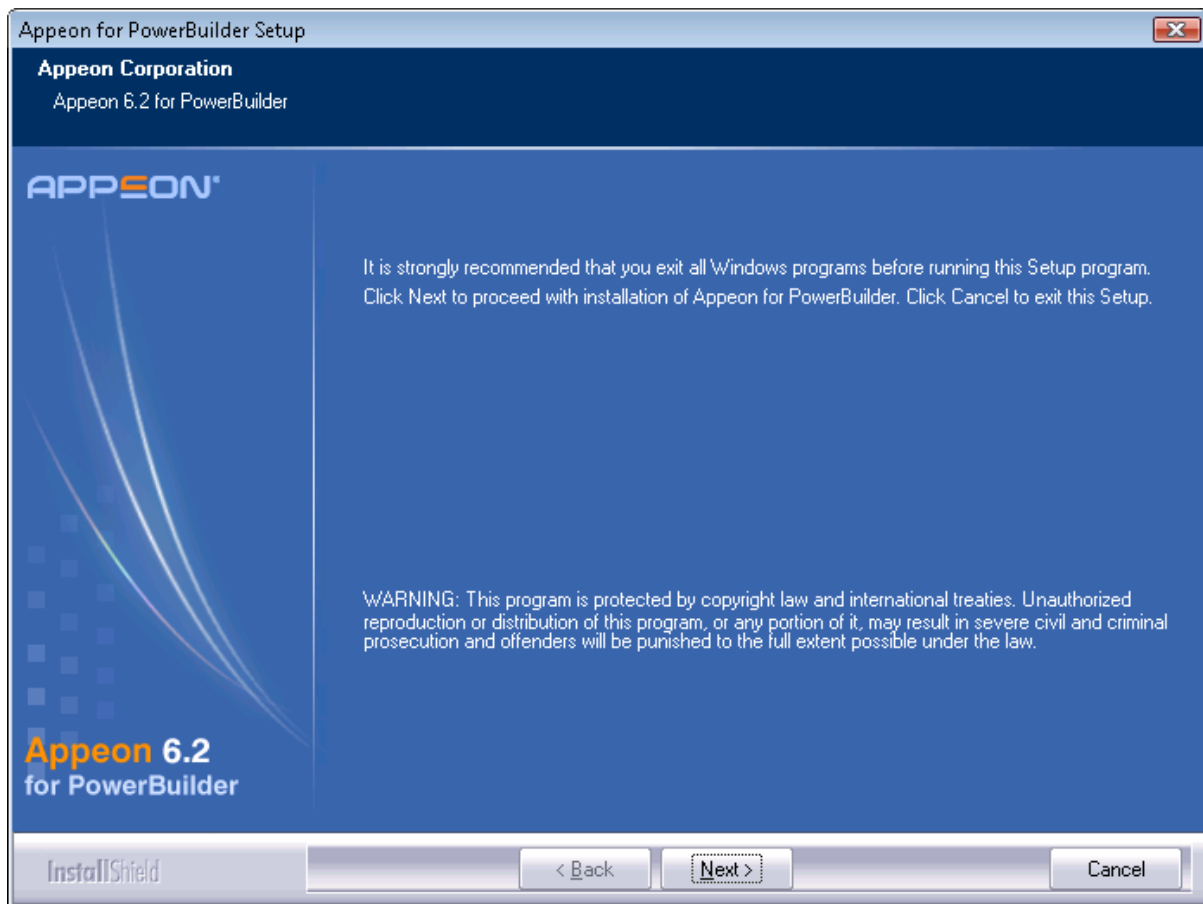
- Install Now: Click this button to start product installation.
- Readme for Installation: Click this option to read the key system requirements and installation information for this version.
- Install Appeon PDF Printer: Click this option to start installing PDF printer.
- Exit: Click this button to exit the Setup program.

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.”

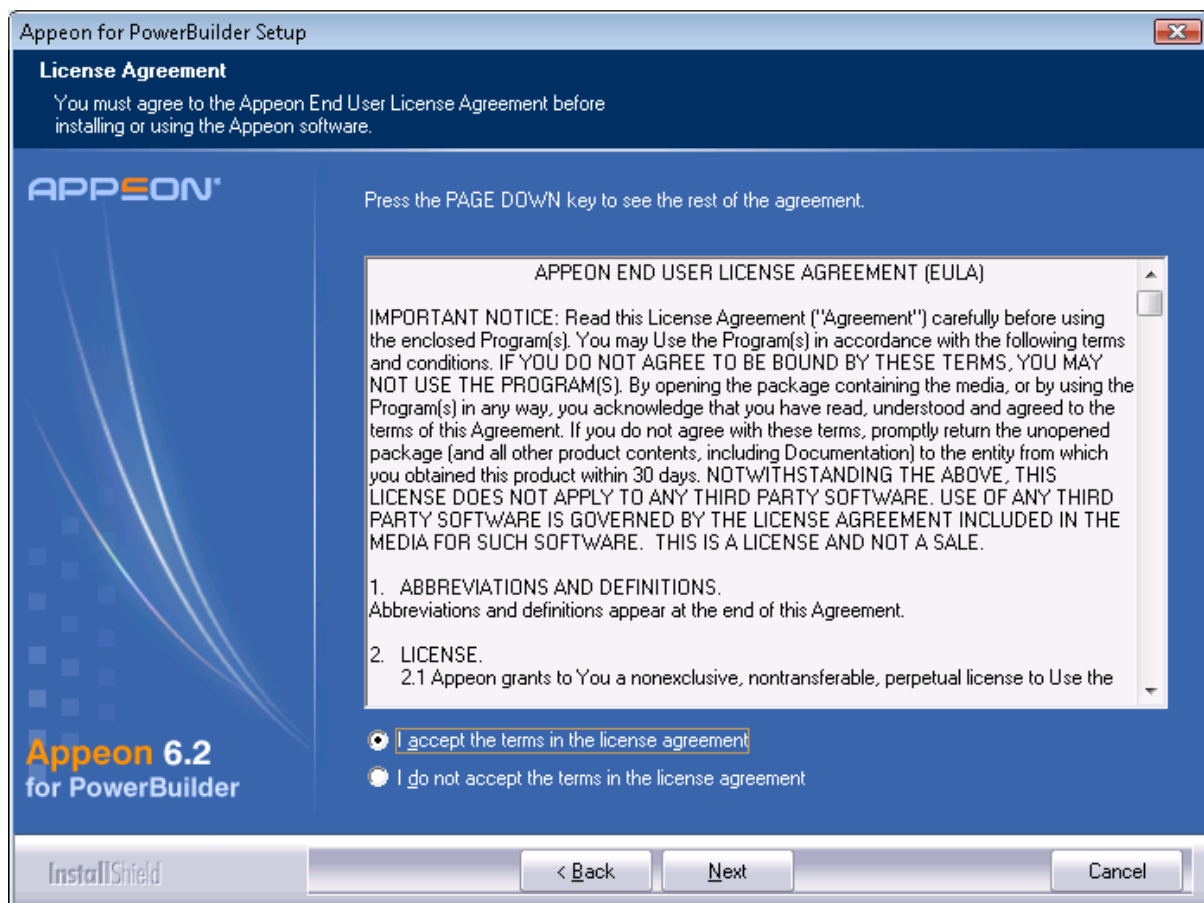
Step 2 – Click *Install Now*.

Figure 4-1: Install Appeon for PowerBuilder

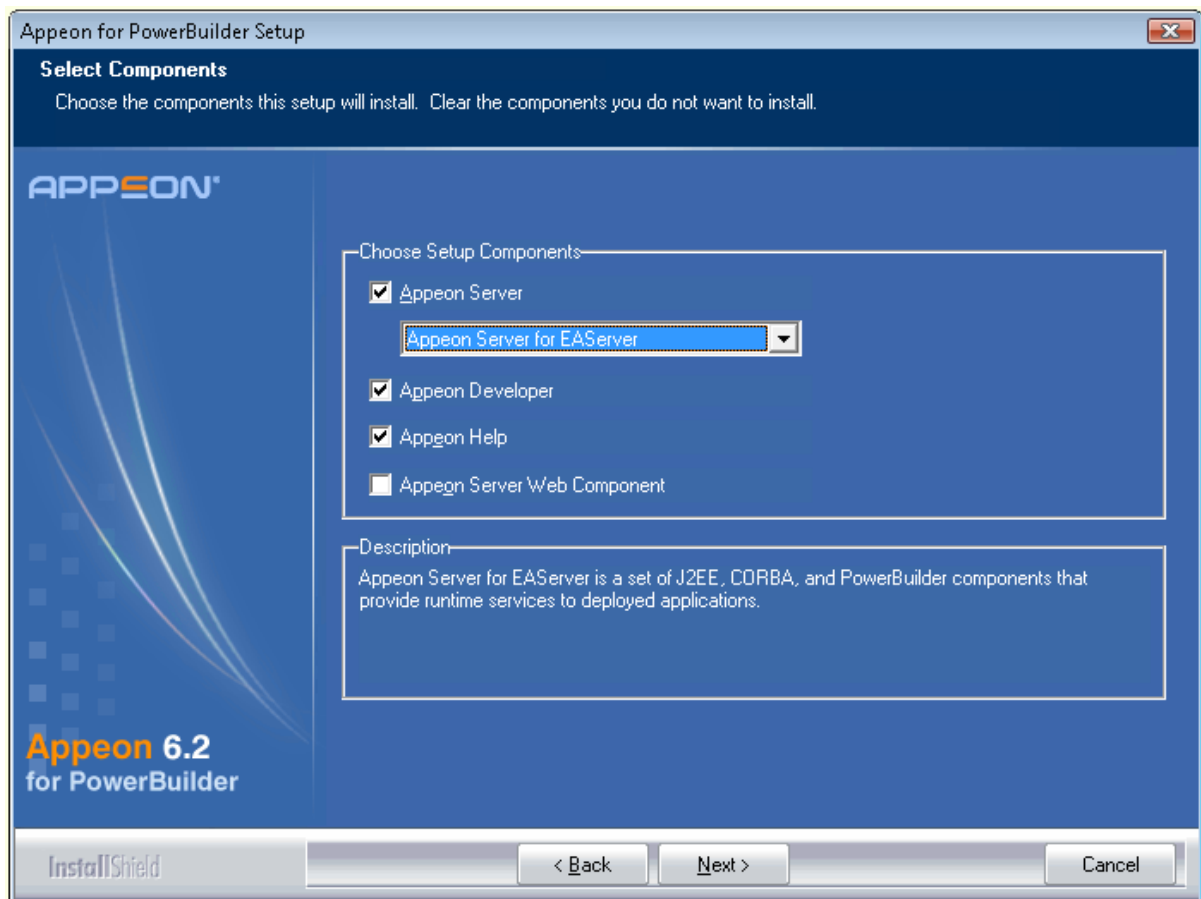
Step 3 – Click *Next* on the Appeon for PowerBuilder introduction screen (Figure 4-2).

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.

Figure 4-4: Select components screen

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 Server Web Component installation instructions, refer to [Appeon Server Web Component installation](#).
- For Appeon Help installation instructions, refer to [Appeon Help installation](#).

4.4.2 Appeon Server installation

4.4.2.1 Prerequisites

- 1) Verify that PBVM is installed. Setup will automatically search the registry for the PBVM location in the following order:
 - PBVM installed with PowerBuilder
 - PBVM installed by running the independent PBVM Setup program
 - PBVM installed with EAServer.

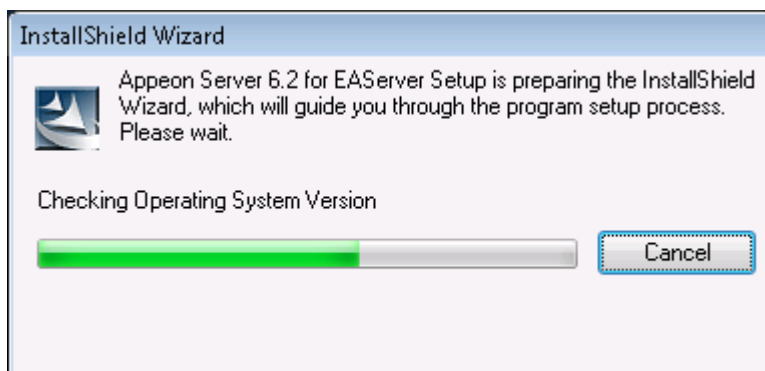
You must make sure PBVM is installed before installing Appeon Server.

- 2) Verify that the Sybase license server (SYSAM) that you intend to use with the Appeon Server does not include the EJB (Enterprise Java Beans) option. If ASE EJB license is present, EAServer will start as “Sybase Enterprise Application Server (ASE Edition)” which only supports EJB components. Other component types, including PowerBuilder, are not supported. PowerBuilder support is required for the Appeon Server to function properly. For instructions on how to check and remove the ASE EJB option, refer to the *Appeon Troubleshooting Guide*.
- 3) Before beginning the installation process, make sure that you shut down Sybase PowerBuilder, EAServer, Sybase ASA, Sybase EP Management Agent service and any other Windows programs that are running.
- 4) Verify in Windows Task Manager that the following processes are not running in the processes tab: *EonADT61.exe*, *java.exe*, *jagsrv.exe*, *jagsrvagent.exe*, *pb90.exe*, *pb100.exe*, *pb105.exe*, *pb110.exe*, and *pb115.exe*. If these processes are running, be sure to end them by clicking the *End Process* button on the Windows Task Manager. You will get a Task Manager warning; acknowledge this warning and proceed by clicking *Yes*.
- 5) If you do not have EAServer 6.3 installed on your computer and plan to install it by Appeon installation program, copy the Appeon installation program to the computer where EAServer and Appeon Server will be installed, because the network installation is not allowed.

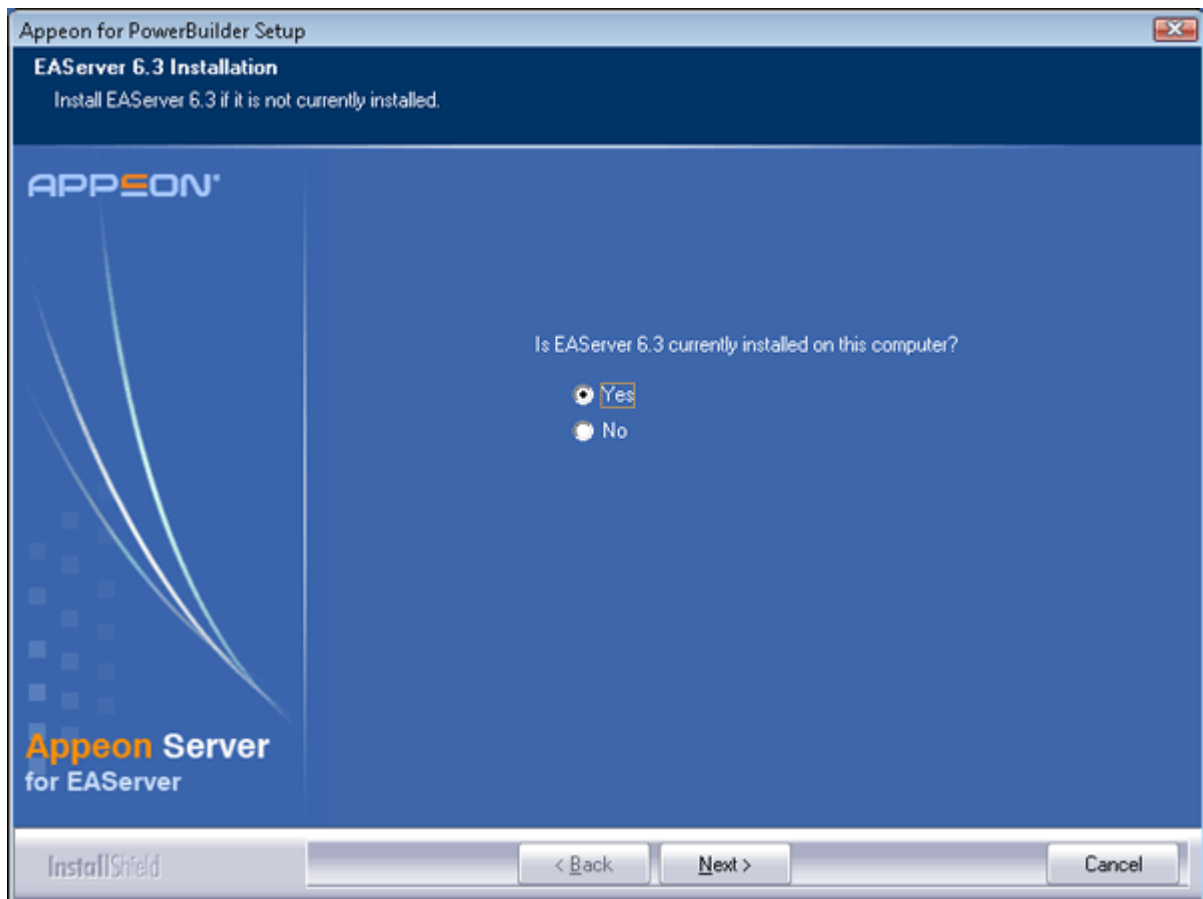
4.4.2.2 Installation instructions

Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install **Appeon Server for EAServer** (see [Starting the installation](#) section). Wait until Appeon Server completes the preparation (Figure 4-5).

Figure 4-5: Appeon Server preparing to install



Step 2 – Specify whether EAServer 6.3 has already been installed on your computer (Figure 4-6).

Figure 4-6: EAServer 6.3 installation

- Select “Yes” if EAServer 6.3 has been installed on your computer. (Figure 4-6).
- Select “No” to install EAServer 6.3 if you do not have EAServer 6.3 on your machine. With this option, the Appeon installation program will silently install EAServer 6.3. Refer to Section 4.4.2.3: [EAServer 6.3 silent install](#) for details.

The subsequent steps assume that you have selected “Yes”.

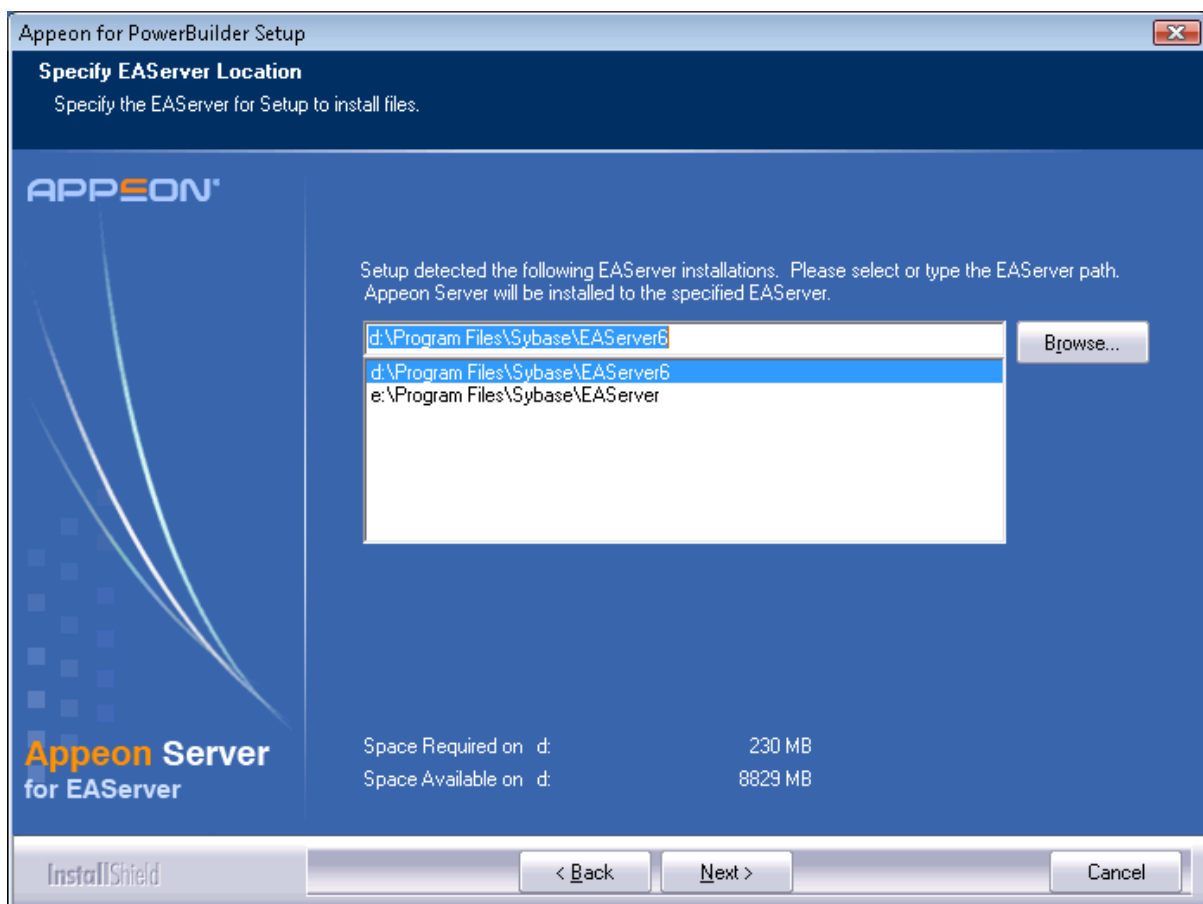
Step 3 – Specify the path of the EAServer where Appeon Server will be integrated and click *Next* (Figure 4-7).

Setup displays the EAServer 6.3 location if it detects the EAServer installation. Click *Browse* to select a different location.

If you select a pre-EAServer 6.3 instance, you will be prompted whether to continue installing to the pre-EAServer 6.3 or select an EAServer 6.3 instance. You can simply click OK to continue installing to the pre-EAServer 6.3 version or click Cancel to select an EAServer 6.3 instance.

Recommendation: Please specify a short path for installing EAServer 6.3, for example, "C:\Sybase\EAServer62". If you specify a long path, for example, "C:\Program files\sybase\EAServer62", Appeon Server may not start with EAServer, hence will not work properly.

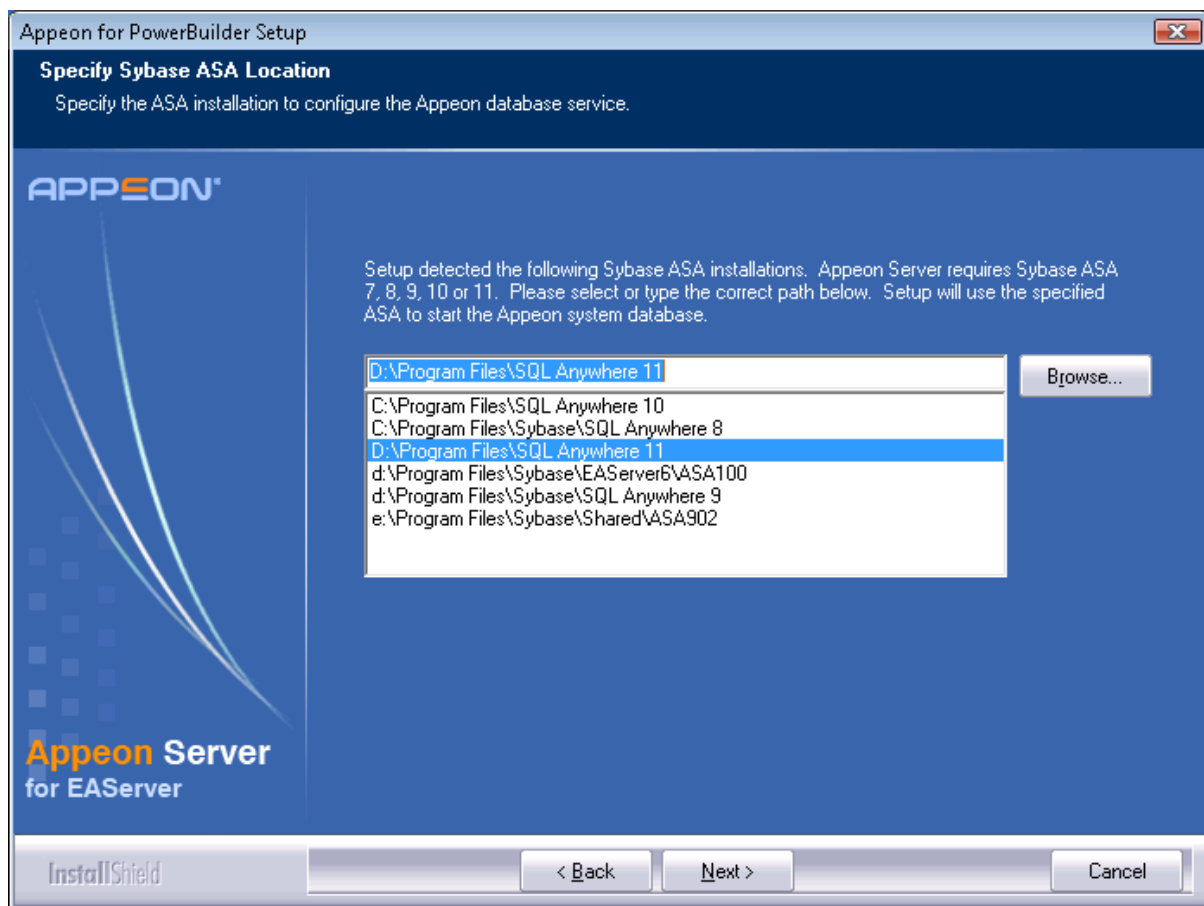
Figure 4-7: EAServer 6.3 location



Step 4 – Specify the path for the ASA (Figure 4-8) and click *Next*.

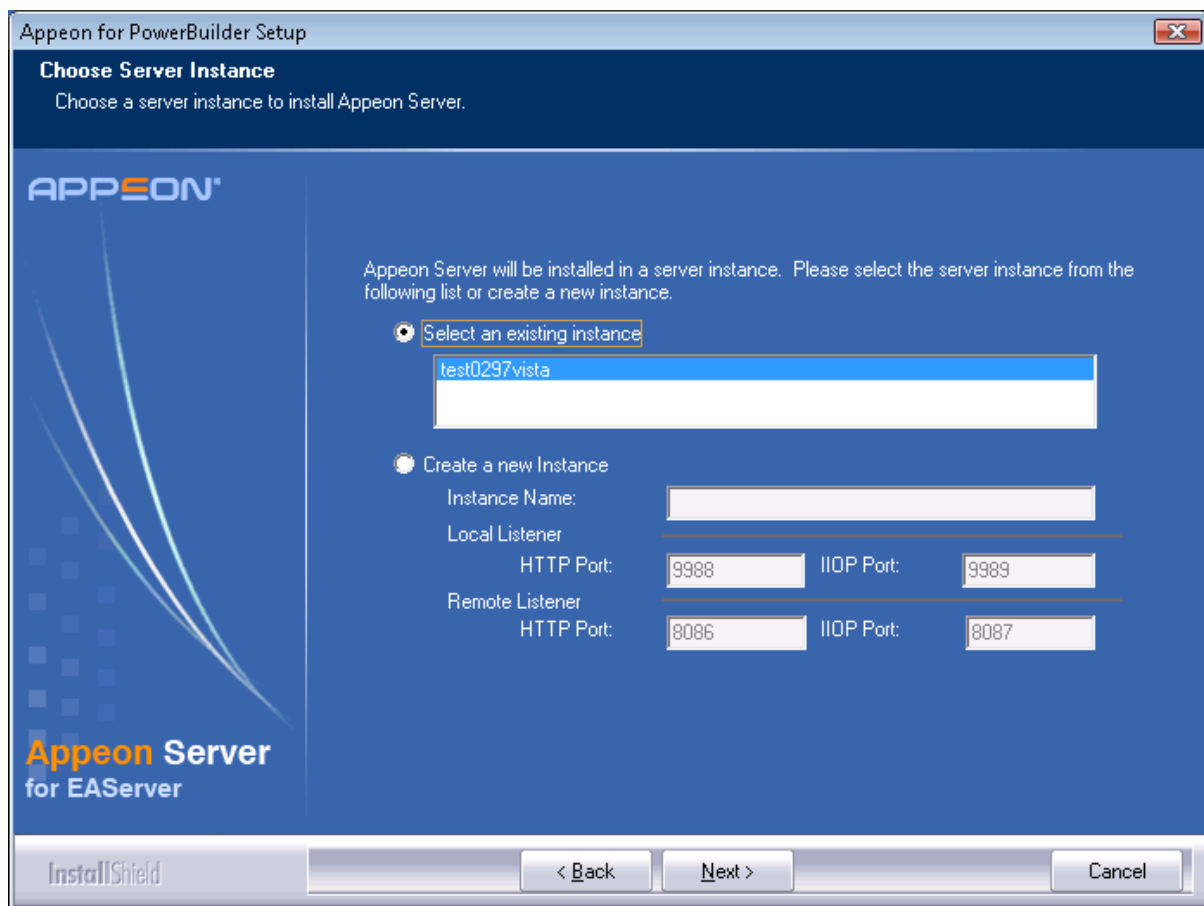
Setup lists all copies of ASA detected in your machine. The reason that Appeon Server requires ASA is that Appeon Server has a private ASA database (Appeondb) for storing profile information and security-sensitive information.

If ASA 10 is installed, please make sure that its build number is 10.0.1.3415 or later. If the selected ASA version is 10 and its build number is lower than 10.0.1.3415, then you will be prompted to upgrade the ASA version. You can upgrade ASA before the Appeon Server installation or after.

Figure 4-8: ASA location

Step 5 – Select a server instance from the list (Figure 4-9). Click *Next* to proceed.

Appeon Server will be installed to an existing instance or the new instance. If you want to install Appeon Server to the other instances, you can install it manually in the EAServer Manager. For detailed instructions, refer to the *Frequently Asked Questions* section in the *Appeon Troubleshooting Guide*.

Figure 4-9: Choose server instance

Step 6 – Specify the user name and password for Appeon Enterprise Manager (AEM).

Figure 4-10: Configure Appeon Server

Appeon for PowerBuilder Setup

Specify the AEM login Username and Password
Enter the username and password for Appeon Enterprise Manager.

APPEON

The default user name and password for AEM are "admin". Appeon recommends you to change the default values.

Username:

Password:

Confirm Password:

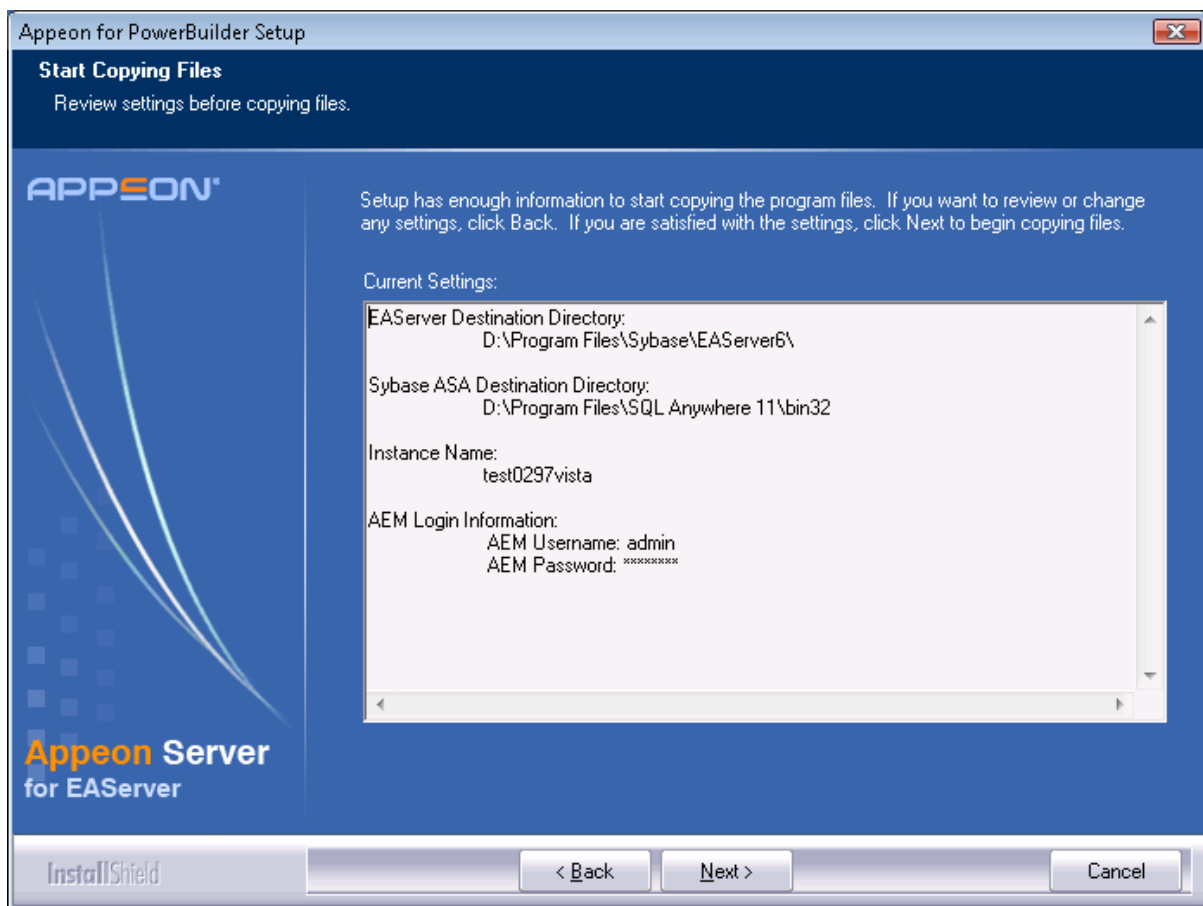
Appeon Server
for EAServer

InstallShield

< Back Next > Cancel

Step 7 – Check the summary of settings (Figure 4-11).

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

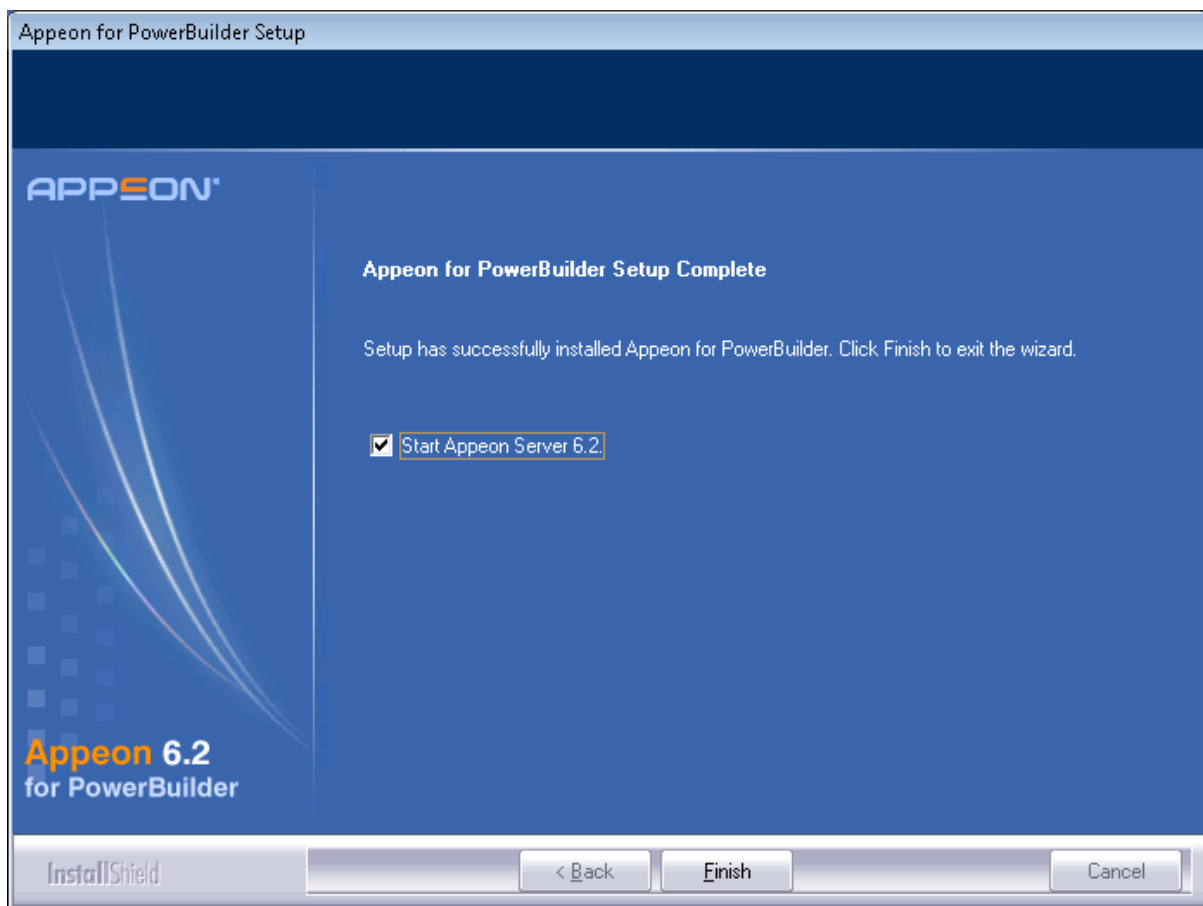
Figure 4-11: Summary of settings

At the click of the *Next* button, the installation program begins copying files to your computer, as shown in Figure 4-12.

Note: If you are silently installing EAServer 6.3, please refer to [EAServer 6.3 silent install](#) for more information.

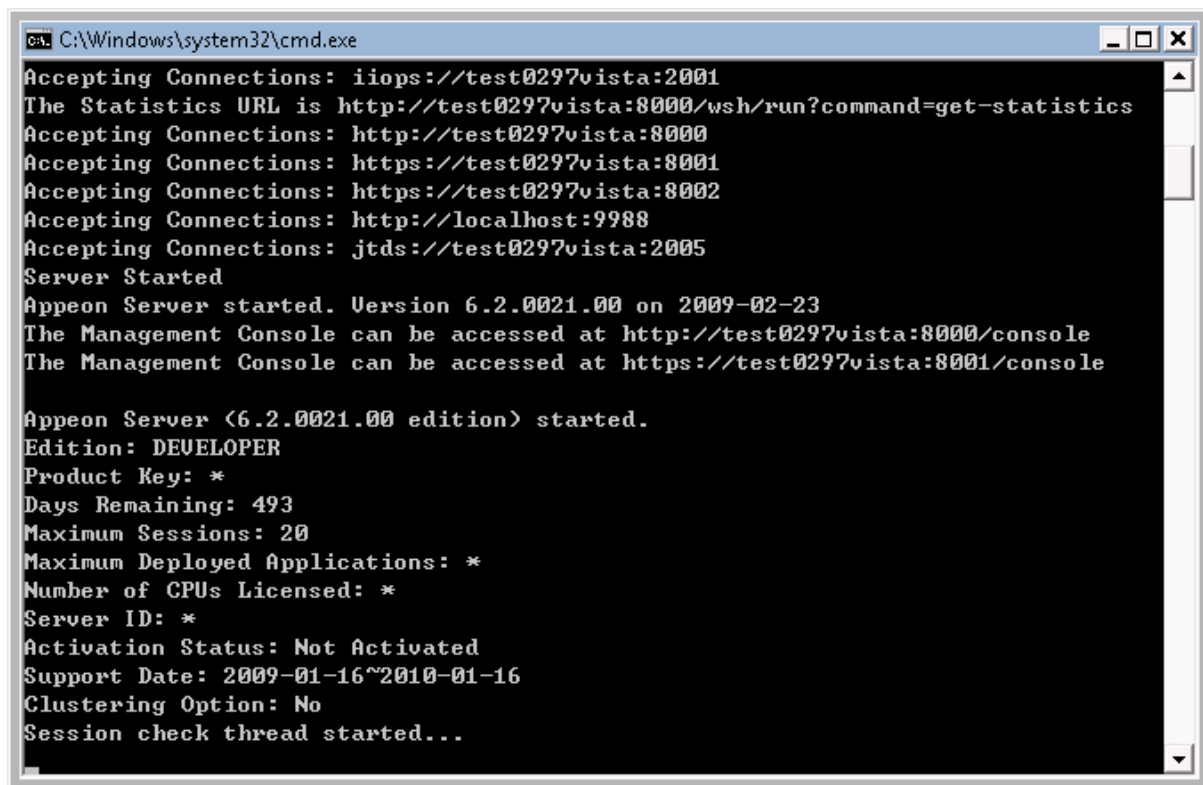
Figure 4-12: Appeon Server installation process

Step 8 – Choose whether to “*Start Appeon Server 6.2*” (Figure 4-13). It is selected by default. To manually start Appeon Server from the Windows shortcut later, uncheck the box. Click the *Finish* button and wait until the installation is complete.

Figure 4-13: Appeon Server finish page

Step 9 – Click *Finish* to end the installation of Appeon Server (Figure 4-13).

EAServer will start if *Start Appeon Server 6.2* is checked and you click the *Finish* button. Refer to Figure 4-14 for more information.

Figure 4-14: Start Appeon Server

```
C:\Windows\system32\cmd.exe
Accepting Connections: iiops://test0297vista:2001
The Statistics URL is http://test0297vista:8000/wsh/run?command=get-statistics
Accepting Connections: http://test0297vista:8000
Accepting Connections: https://test0297vista:8001
Accepting Connections: https://test0297vista:8002
Accepting Connections: http://localhost:9988
Accepting Connections: jtds://test0297vista:2005
Server Started
Appeon Server started. Version 6.2.0021.00 on 2009-02-23
The Management Console can be accessed at http://test0297vista:8000/console
The Management Console can be accessed at https://test0297vista:8001/console

Appeon Server <6.2.0021.00 edition> started.
Edition: DEVELOPER
Product Key: *
Days Remaining: 493
Maximum Sessions: 20
Maximum Deployed Applications: *
Number of CPUs Licensed: *
Server ID: *
Activation Status: Not Activated
Support Date: 2009-01-16~2010-01-16
Clustering Option: No
Session check thread started...
```

Note: During the Appeon Server installation, the Appeon Enterprise Manager (AEM) Web application and the Appeon Server Web Component are automatically installed to the EAServer HTTP server.

The Appeon Server Status Monitor is installed to the %JAGUAR%\appeon\bin folder. The Status Monitor will be effective only after the computer has been restarted. For detailed instructions on using and configuring the Status Monitor, refer to Chapter 3: *Appeon Server Status Monitor* in the *Appeon Server Configuration Guide*.

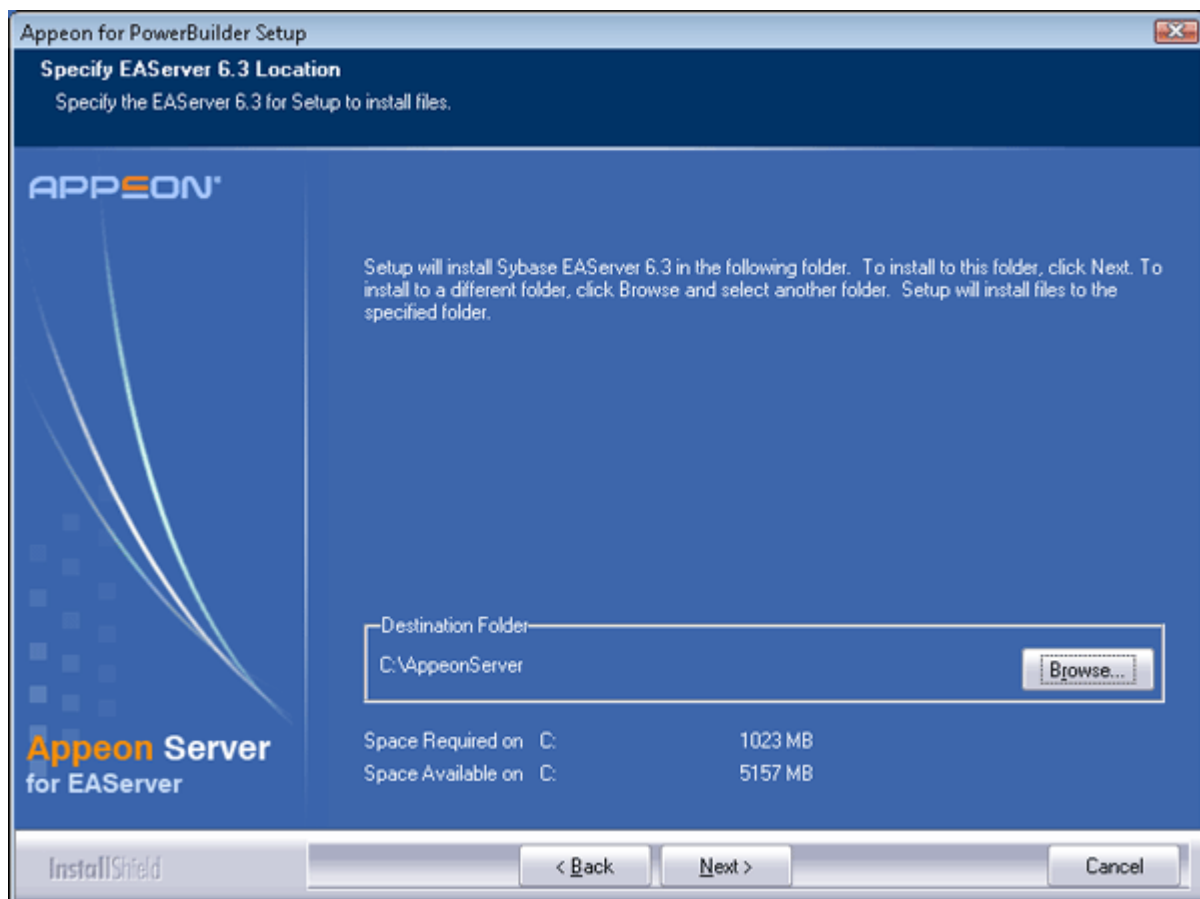
4.4.2.3 EAServer 6.3 silent install

If you select “No” in response to the question “Is EAServer 6.3 currently installed on the computer?”, the installation program will prompt you to select the installation directory of EAServer 6.3 and then perform the silent installation of EAServer 6.3.

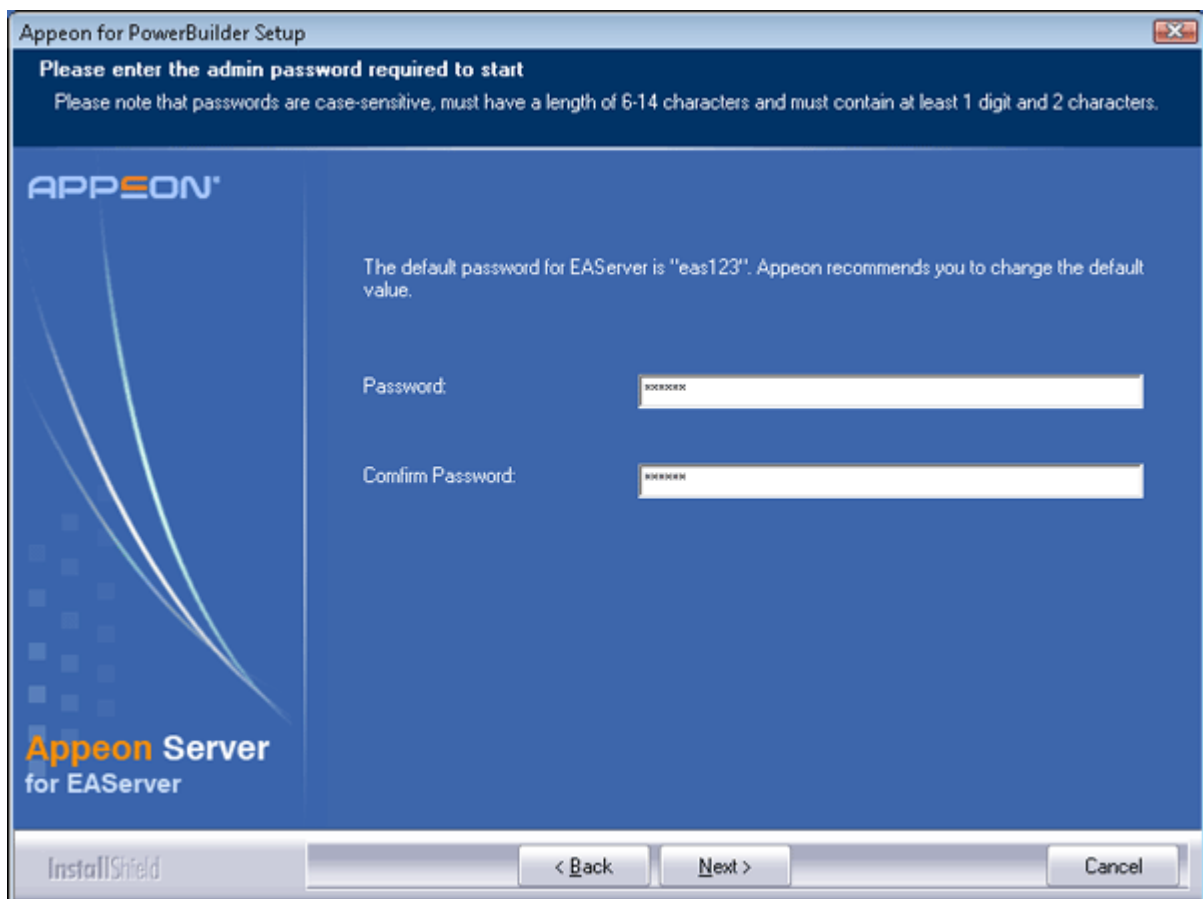
Notice that silent installation/upgrade of EAServer from a network is unsupported. Always copy the EAServer files to the local machine first, and then begin the installation/upgrade process.

Step 1: Specify the destination location for EAServer 6.3, as shown in Figure 4-15.

If the destination folder is C:\EAServer 6, EAServer 6.3 will be installed to C:\EAServer 6\EAServer, and Appeon Server will be installed to C:\EAServer 6\EAServer\appeon.

Figure 4-15: Choose location

Step 2: Set the password for logging into EAServer. The default password is "eas123". Appeon recommends you change it by inputting the new password in the following window, the password must have at least six characters combining at least one digit and two letters.

Figure 4-16: Set EAServer password

Step 3: Specify the user name and password for Appeon Enterprise Manager (AEM).

Figure 4-17: Configure Appeon Server

Appeon for PowerBuilder Setup

Specify the AEM login Username and Password
Enter the username and password for Appeon Enterprise Manager.

APPEON

The default user name and password for AEM are "admin". Appeon recommends you to change the default values.

Username:

Password:

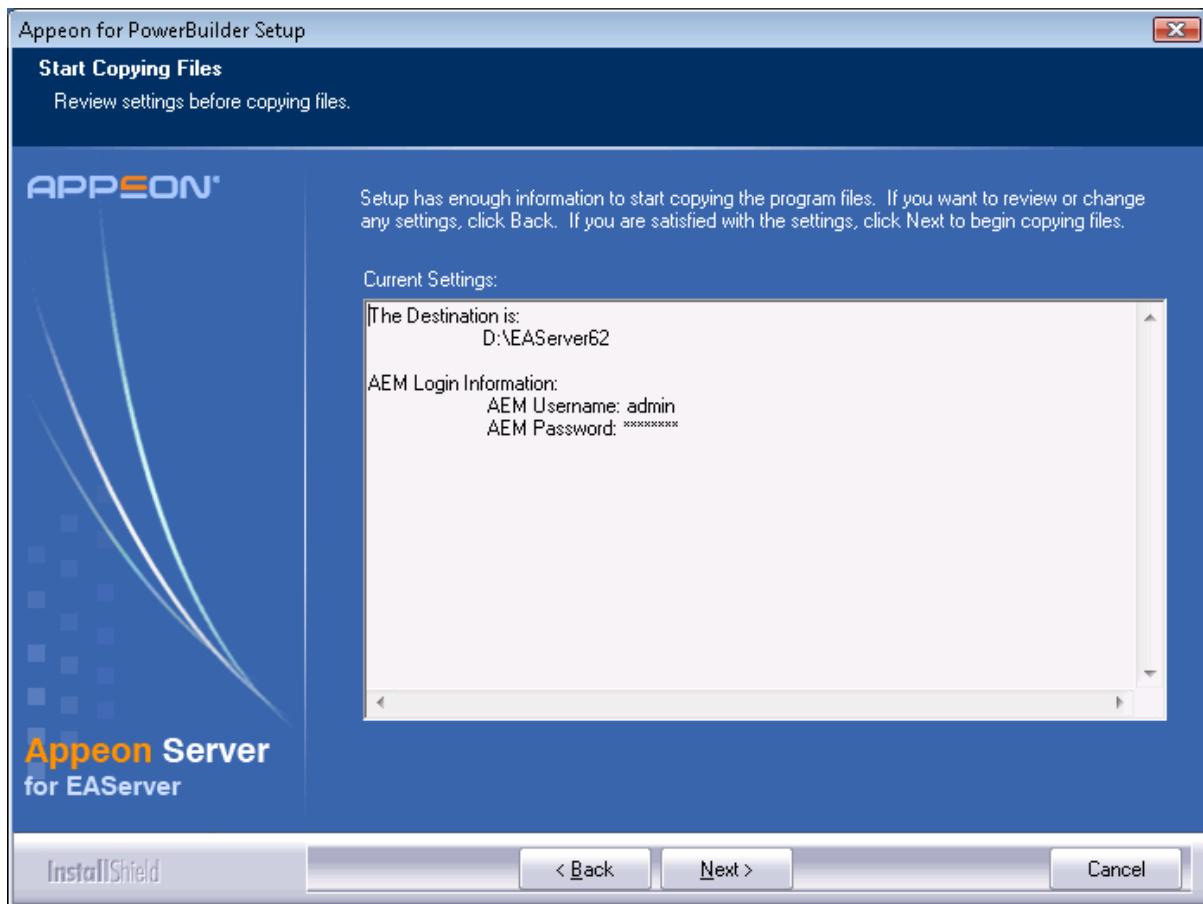
Confirm Password:

Appeon Server
for EAServer

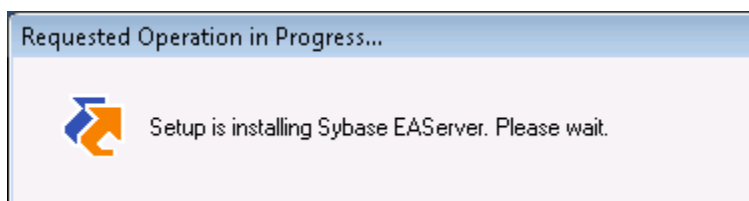
InstallShield

< Back Next > Cancel

Step 4: Check the summary of settings. Click *Back* to change any unwanted settings or click *Next* to have Setup begin copying files.

Figure 4-18: Summary of settings

After all the installation settings are confirmed, the installation program copies EAServer 6.3 files before copying Appeon Server files to the destination location. The whole EAServer 6.3 installation process may take up to twenty minutes (Figure 4-19).

Figure 4-19: The Progress window for EAServer 6.3 silent install

4.4.2.3.a Installing EAServer license

Copy the EAServer license file and replace the one under the %JAGUAR%\licenses folder. EAServer license file is provided by Sybase Inc. after you purchase Appeon Server and EAServer. For detailed instructions, please refer to the EAServer installation guide in the EAServer 6.3 Sybooks CD or <http://sybooks.sybase.com/nav/base.do>.

4.4.2.4 Verifying installation

Step 1 – Access the ODBC Data Source Administrator from the Windows control panel.
 Note: If you do not see the ODBC Data Source Administrator on the Control Panel, double-click Administrative Tools on the Windows control panel and then click Data Sources (ODBC). Verify that the “AppeonDB” data source has been added under the System DSN tab.

The “Appeondb” data source is used in the application deployment process for database connectivity.

Step 2 – Open EAServer Manager and connect to EAServer. Verify that the following listeners have been added:

Listeners	Host Name	Port Number
appeonserverhttp	Localhost	9988
appeonserveriiop	Localhost	9989

Note: Changing or removing the appeonserverhttp listener is NOT recommended. The two listeners are used in the default configuration of Appeon Developer for the demo applications as well as the source code of n-Tier support examples in the Appeon Code Examples demo. Any changes to the two listeners may stop the demo applications from running in PowerBuilder or on the Web. If you need to change or remove these two listeners, you must modify the default configuration in Appeon Developer and redeploy the demo applications with the modified or new listeners.

Step 3 – Verify that under Servers | *InstanceName* | Installed Applications | Appeon Server | Web Applications, the following applications exist:

- AEM
- ajsdown
- appeonservlets

Step 4 – Verify that the appeondb connection cache has been added and that the ping test is successful. The appeondb connection cache connects to Appeon Server’s private database (appeondb).

Note: If pinging the appeondb fails, refer to the *Appeon Troubleshooting Guide*.

Step 5 – Verify that AEM can be accessed:

1. Start EAServer.
2. Open Internet Explorer; type `http://localhost:9988/AEM/` into the address bar and press Enter.
3. Log in to AEM with the username and password specified in the installation process. If you did not specify the username and password during the installation process, “admin” will be used for both username and password by default.

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, 11.1, or 11.5 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.

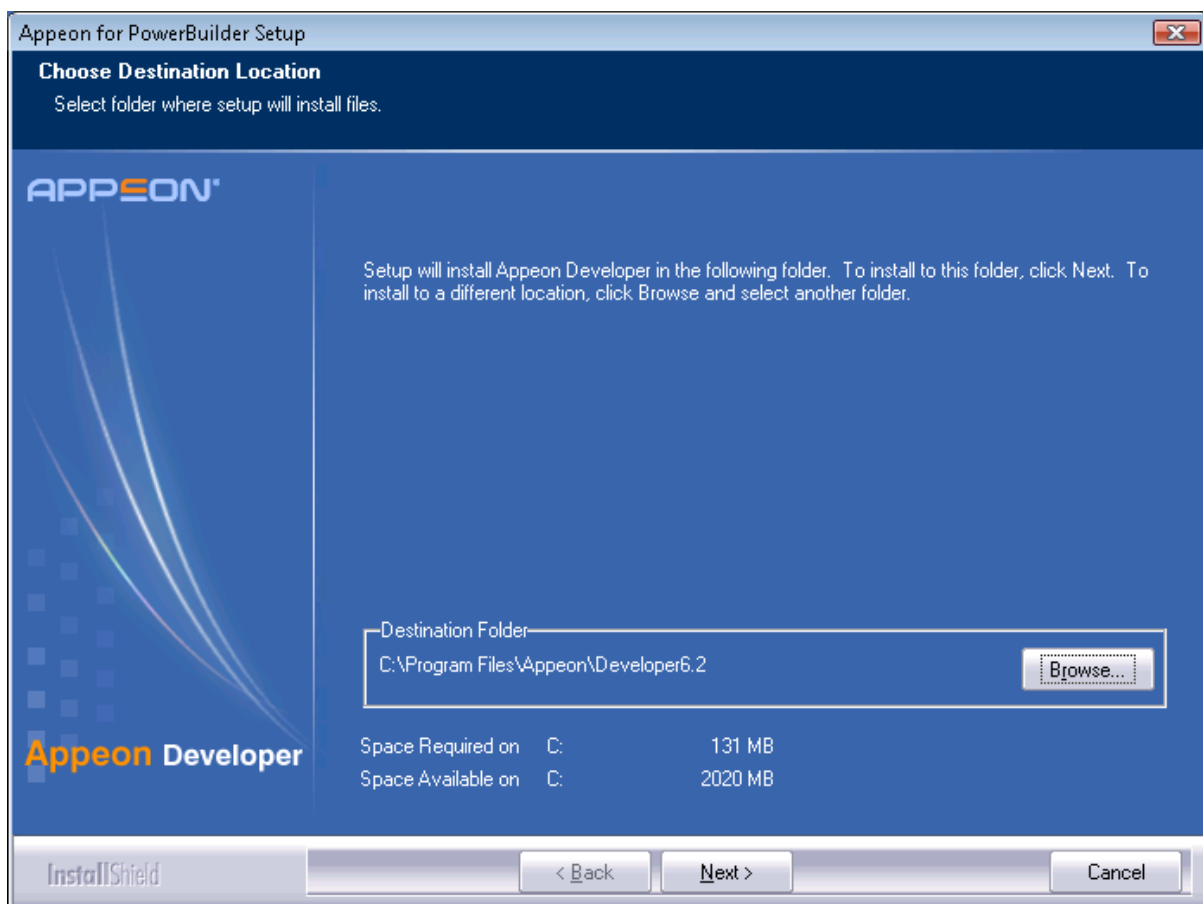
- Shut down Sybase PowerBuilder, Sybase ASA, Sybase Enterprise Portal Management Agent service and any other Windows programs before beginning the installation process.
- Verify in Windows Task Manager that the following processes are not running under the Process tab: *EonADT61.exe*, *java.exe*, *jagsrv.exe*, *jagsrvagent.exe*, *pb90.exe*, *pb100.exe*, *pb105.exe*, *pb110.exe*, and *pb115.exe*. If these processes are running, be sure to end them.

4.4.3.2 Installation instructions

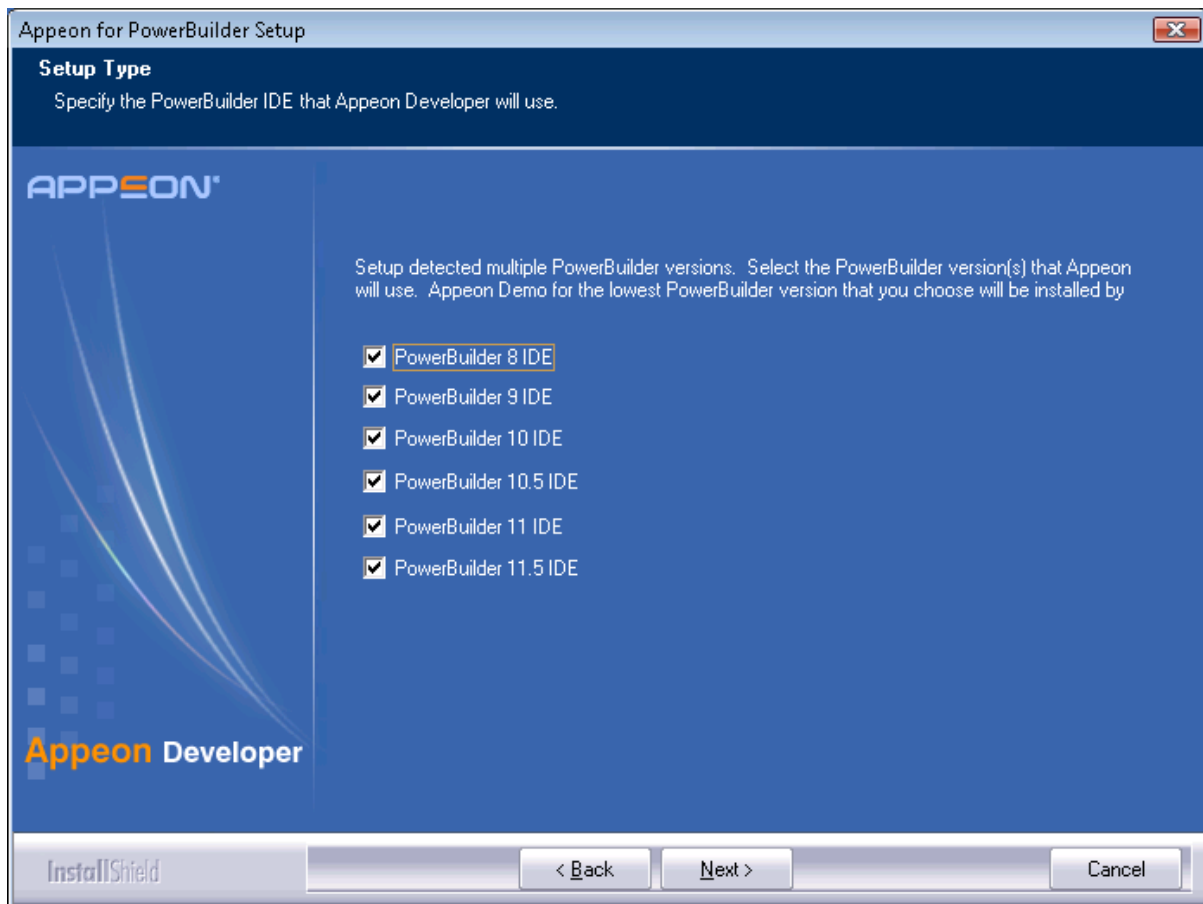
Step 1 – Launch the Appeon for PowerBuilder Setup program and select to install Appeon Developer (see [Starting the installation](#) section).

Step 2 – Click *Next* to install Appeon Developer to the default location, or click *Browse* to select another location (Figure 4-20).

Figure 4-20: 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 4-21).

Figure 4-21: PowerBuilder IDE

Step 4 – Specify the server name and port number for Appeon Server and Web server used in Appeon Developer, and Select J2EE as Server Type of Appeon Server. Click *Next* (Figure 4-22).

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 4-22: Configure Appeon Developer

InstallShield Wizard

Configure Appeon Developer
Specify the following settings.

APPEON

You have the option to specify the settings for Appeon Server and Web Server used in Appeon Developer. Click Next to proceed, and the default values will be used.

Appeon Server

Server Name:

Port Number: Server Type: ☒ J2EE ☐ .NET

Web Server

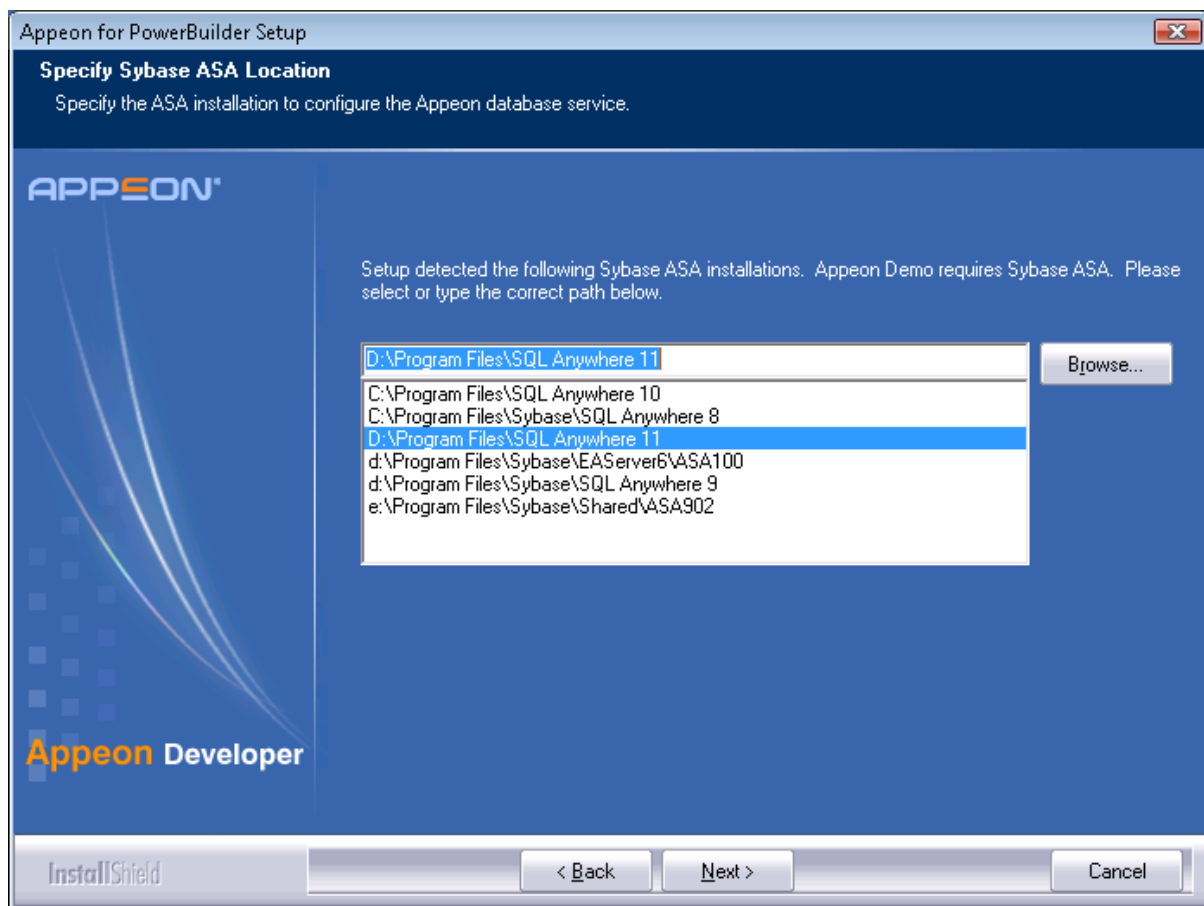
Server Name:

Port Number: Server Type:

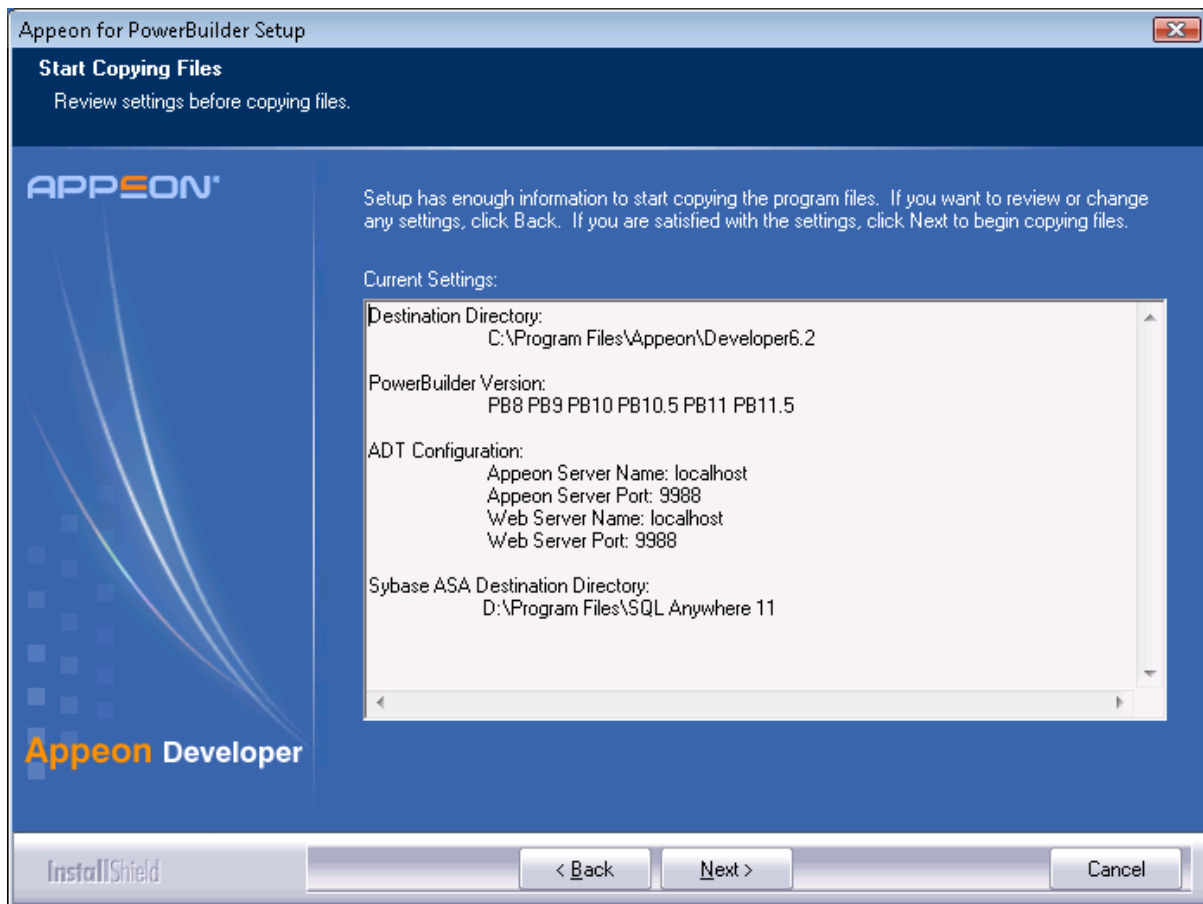
Appeon Developer

InstallShield

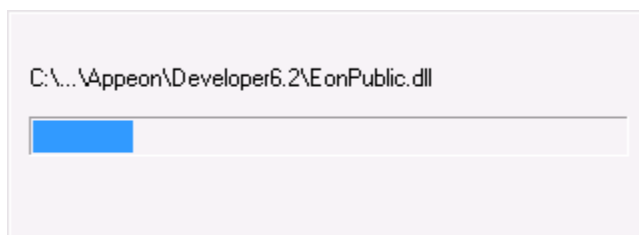
Step 5 – Select the ASA location for running Appeon Demos.

Figure 4-23: ASA for Appeon Demos

Step 6 – Check the summary of settings (Figure 4-24).

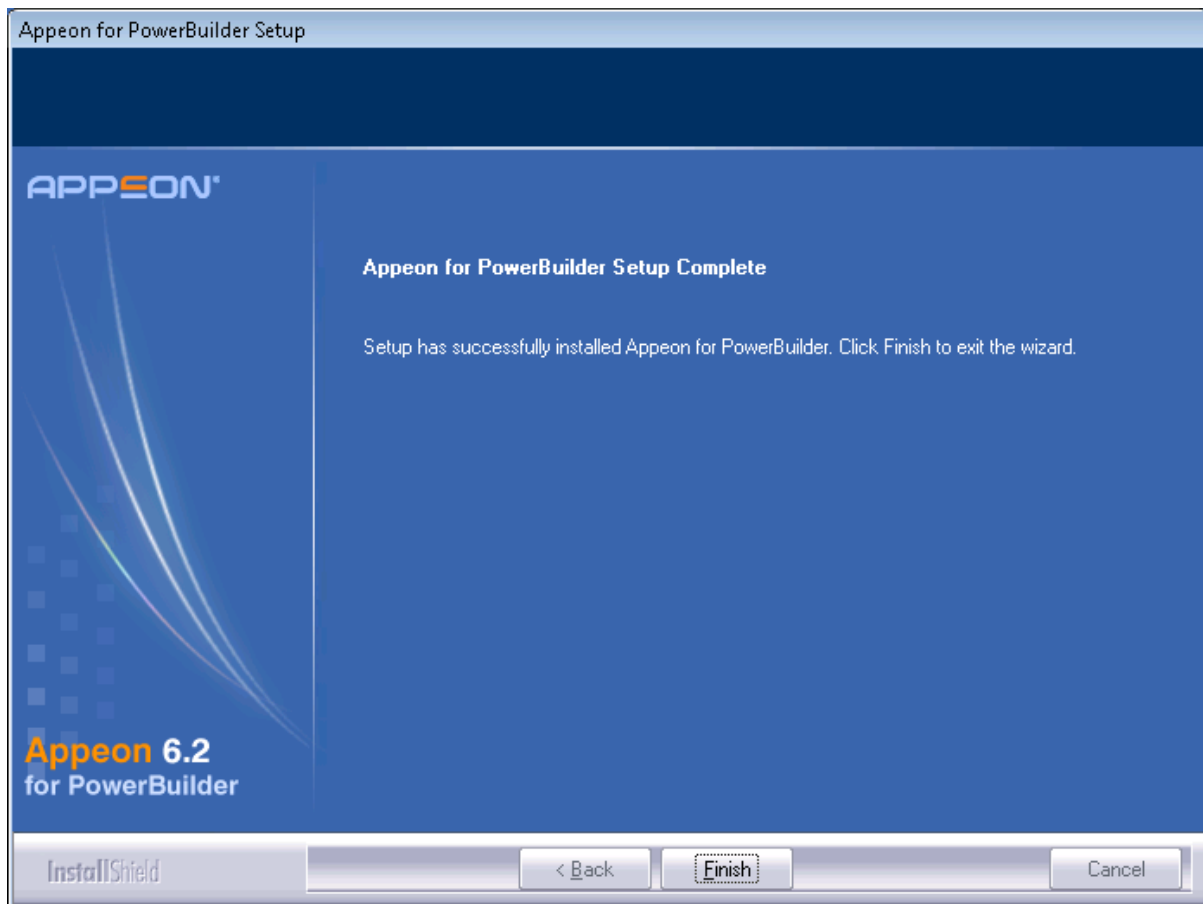
Figure 4-24: Summary of settings

Click *Back* to change any unwanted settings or click *Next* and Setup will begin copying files (Figure 4-25).

Figure 4-25: Appeon Developer installation progress

Step 7 – Wait until the installation is complete.

Step 8 – Click *Finish* to exit (Figure 4-26).

Figure 4-26: Setup Complete

4.4.3.3 Verifying installation

Step 1 – Verify that the Appeon Developer folder specified during installation (e.g. C:\Program Files\Appeon\Developer6.2\)) has been created.

Step 2 – Open PowerBuilder and verify that the Appeon Developer toolbar is displayed in the PowerBuilder IDE.

Step 3 – Access the ODBC Data Source Administrator from the Windows control panel and verify that the “AppeonSample” and “AppeonSample2” data sources have been added under the System DSN tab.

The “AppeonSample” and “AppeonSample2” data sources are used by demo applications for database connectivity. Verify that the Test Connection is successful.

4.4.4 Appeon Server Web Component installation (for third-party Web servers only)

If you use a third-party Web server or set up an individual machine (separate from the application server) as the Web server, install the Appeon Server Web Component. If not, you do not need to run the installation of the Appeon Server Web Component separately since it is included in Appeon Server.

4.4.4.1 Prerequisites

On Windows 2000, XP, 2003, Vista, or 2008, install a third-party Web server that is compatible with the Sybase redirector plug-in. For a list of compatible third-party Web servers, refer to Section 3.2.3: [\(Optional\) Third-party Web server](#).

Shut down the Web server, the Sybase EP Management Agent service and any other Windows programs before beginning the installation process.

4.4.4.1.a Prerequisites if Web Component installed to multiple third-party Web servers

Appeon Server Web Component can be installed to multiple third-party Web servers. Make sure all third-party Web servers meet the above requirements and repeat the installation steps for the Appeon Server Web Component on each participating Web server.

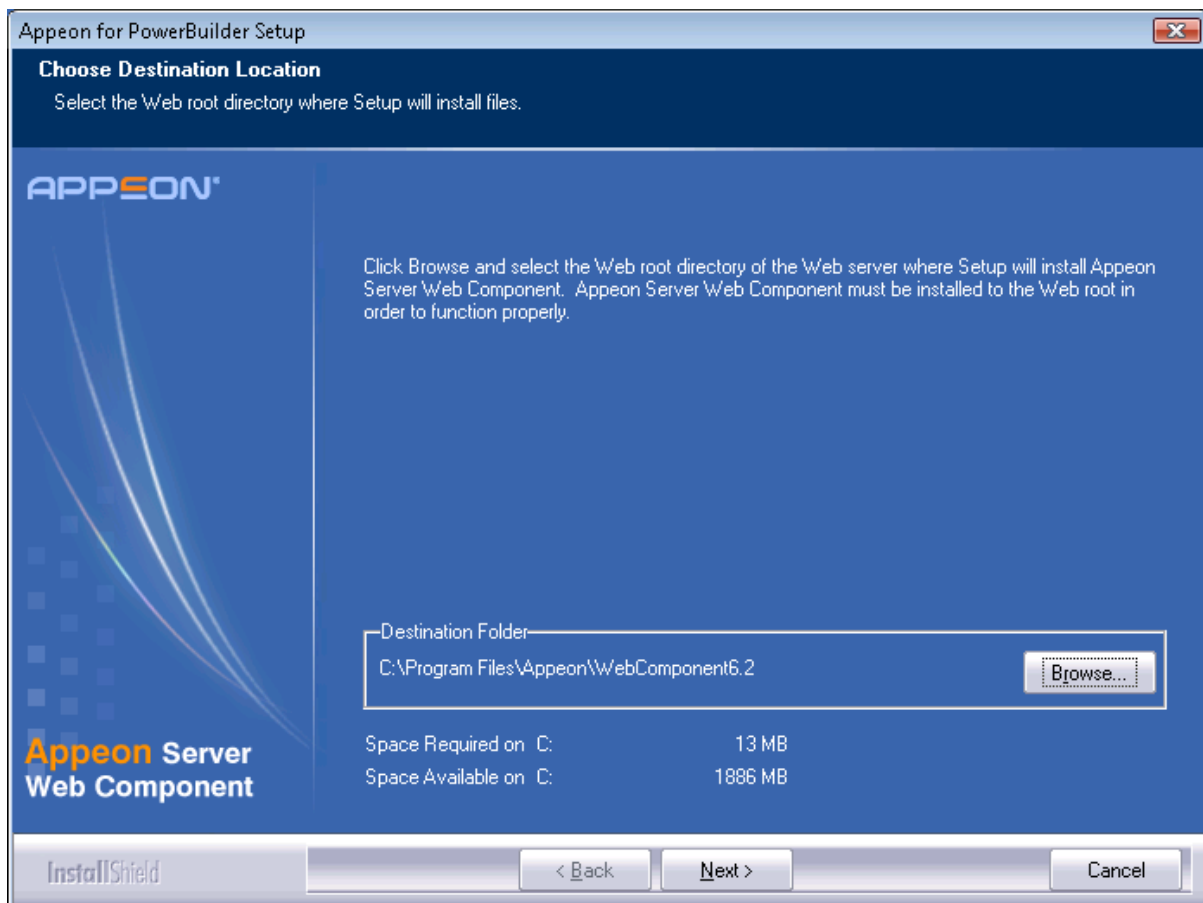
4.4.4.2 Installation instructions

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

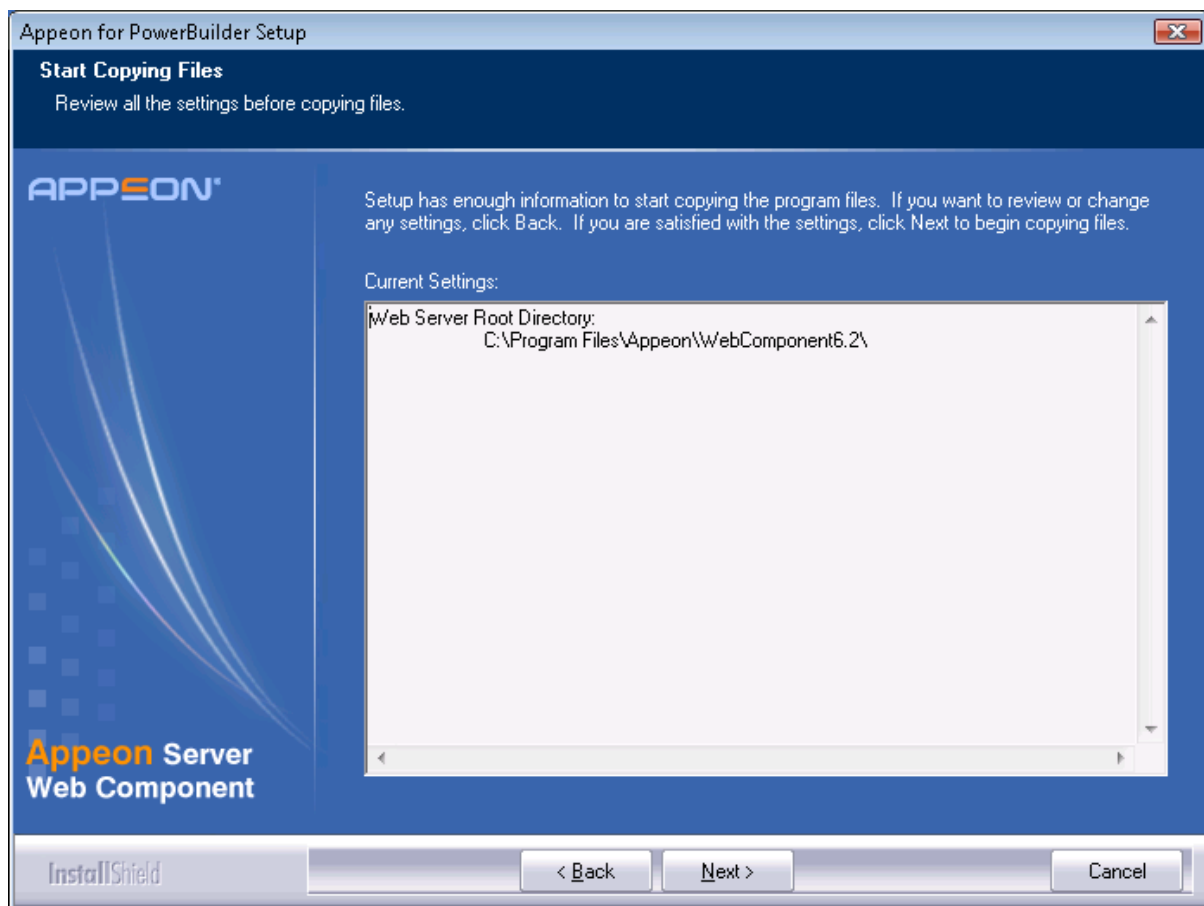
Step 2 – Click *Browse* to select the Web root for the Web server (for example, “C:\Program Files\Apache Group\Apache2\htdocs” for Apache 2.0 Web server).

If you do not select the Web root for the Web server, Appeon Server Web Component will be installed to the default path: “C:\Program Files\Appeon\WebComponent6.2”(Figure 4-27), and you must manually copy it to the Web server Web root later in order to run the Web application.

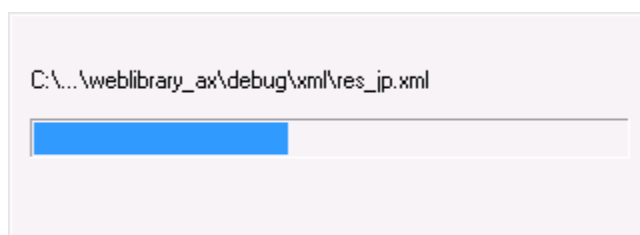
Figure 4-27: Web root



Step 3 – Check the summary of settings (Figure 4-28).

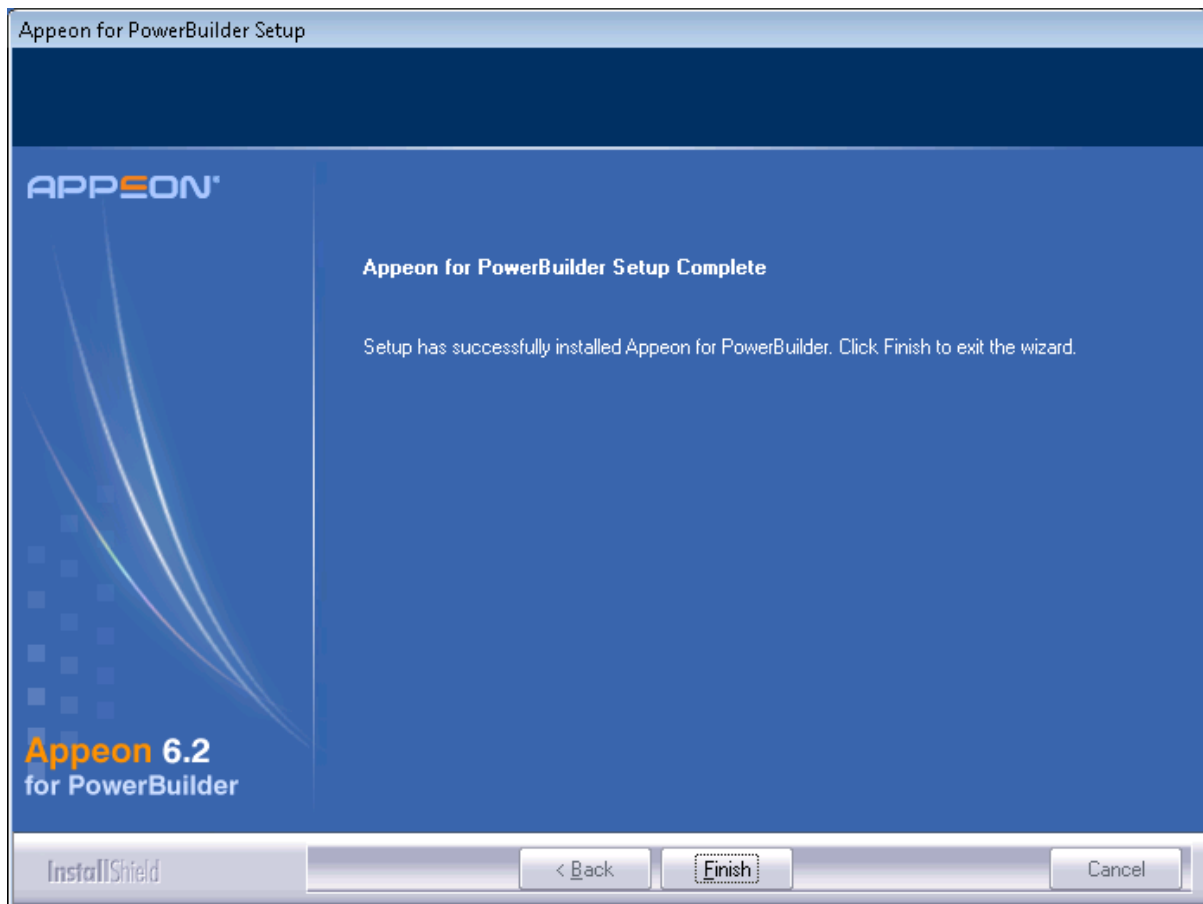
Figure 4-28: Summary of settings

Click *Back* to change any unwanted settings or click *Next* and Setup will begin copying files (Figure 4-29).

Figure 4-29: Appeon Server Web Component installation process

Step 4 – Wait until the installation is complete.

Step 5 – Click *Finish* to exit (Figure 4-30).

Figure 4-30: Setup complete

4.4.4.3 Installing and configuring a Web server redirector plug-in

To ensure that the third-party Web server works correctly with Appeon Server, install and configure the corresponding redirector plug-in for the Web server. Instructions for installing and configuring the redirector plug-in are provided in the *Web Server Configuration Guide* in Appeon Help.

4.4.4.4 Verifying installation

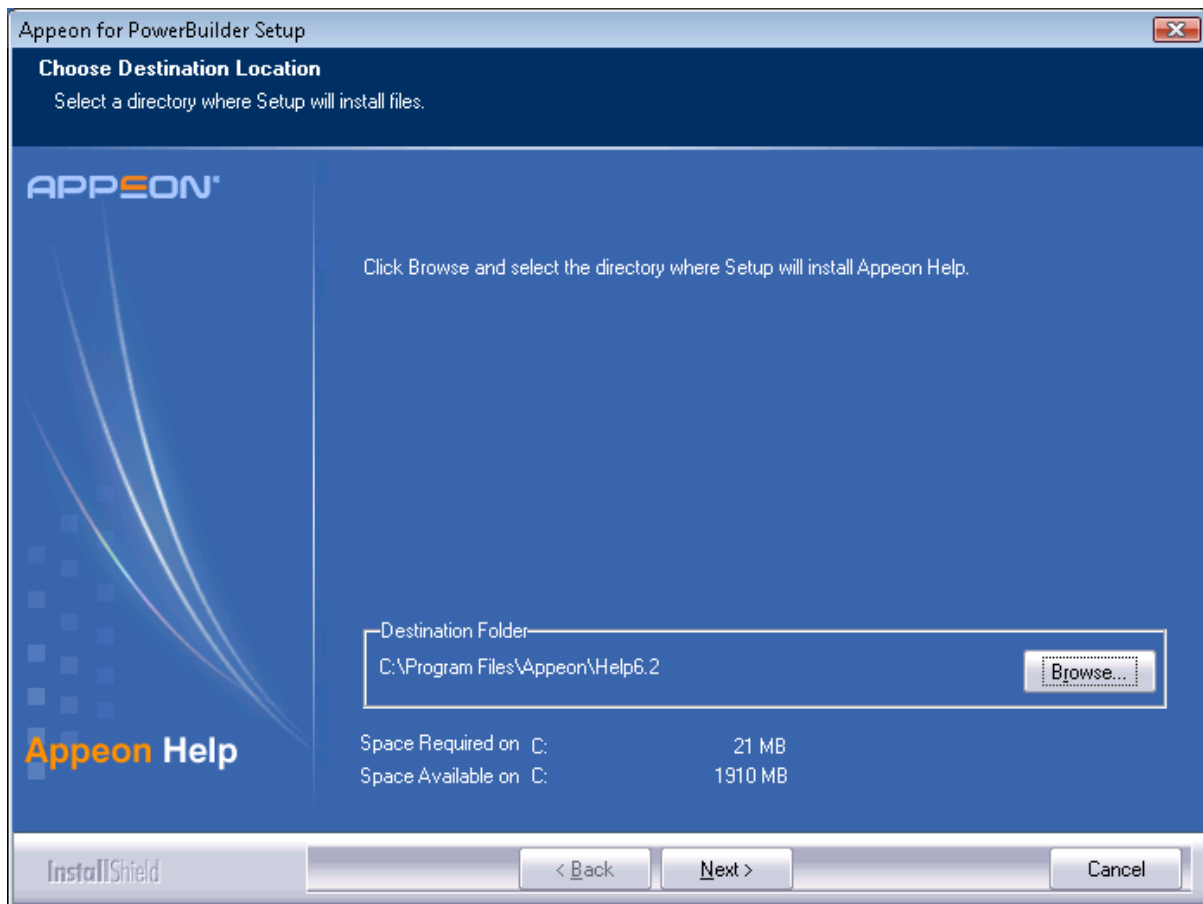
Verify that the Appeon Server Web Component was successfully installed.

In Windows Explorer, navigate to the Web root where the Web Component is installed (e.g. C:\Program Files\Apache Group\Apache2\htdocs) and verify that the \appeon\weblibrary folder exist.

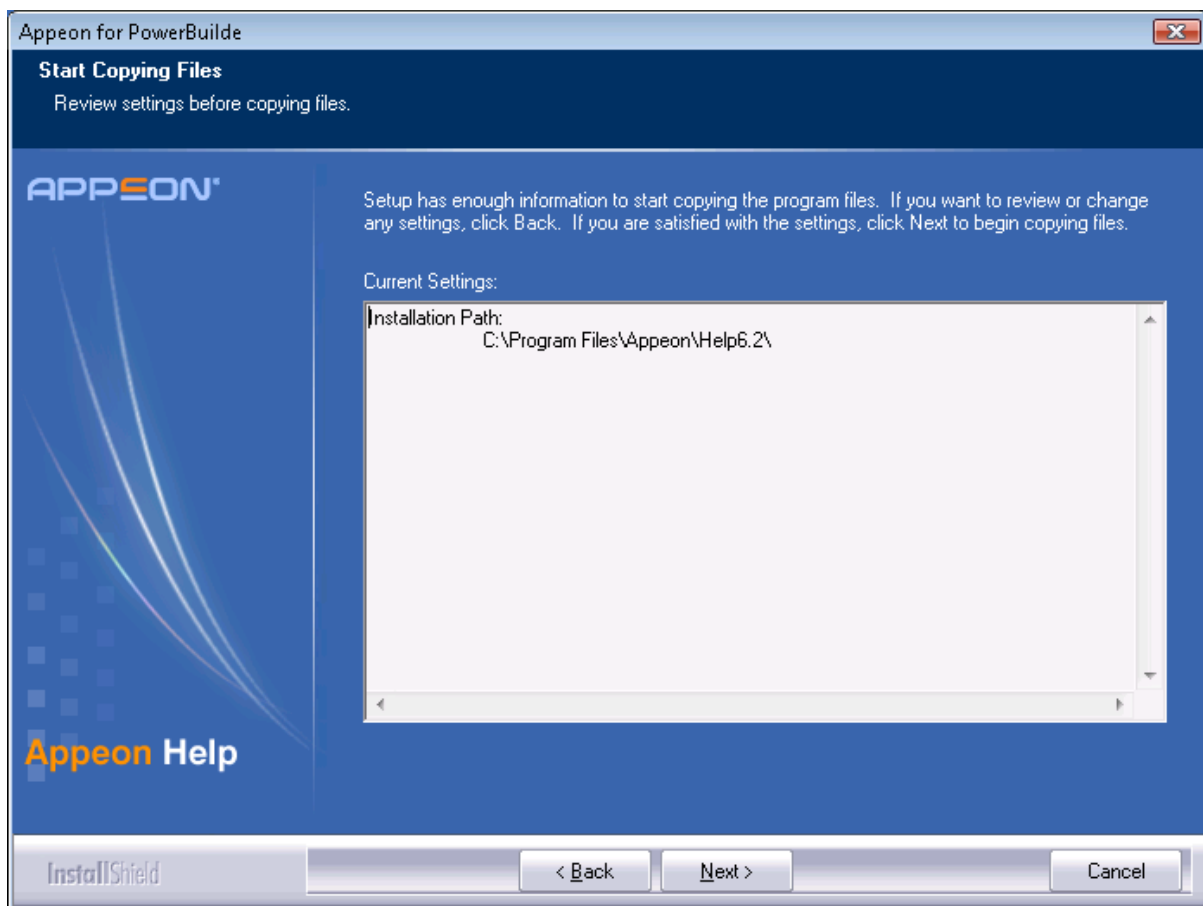
4.4.5 Appeon Help installation

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\Help6.2”, or click *Browse* to select another folder, as shown in Figure 4-31).

Figure 4-31: Help location

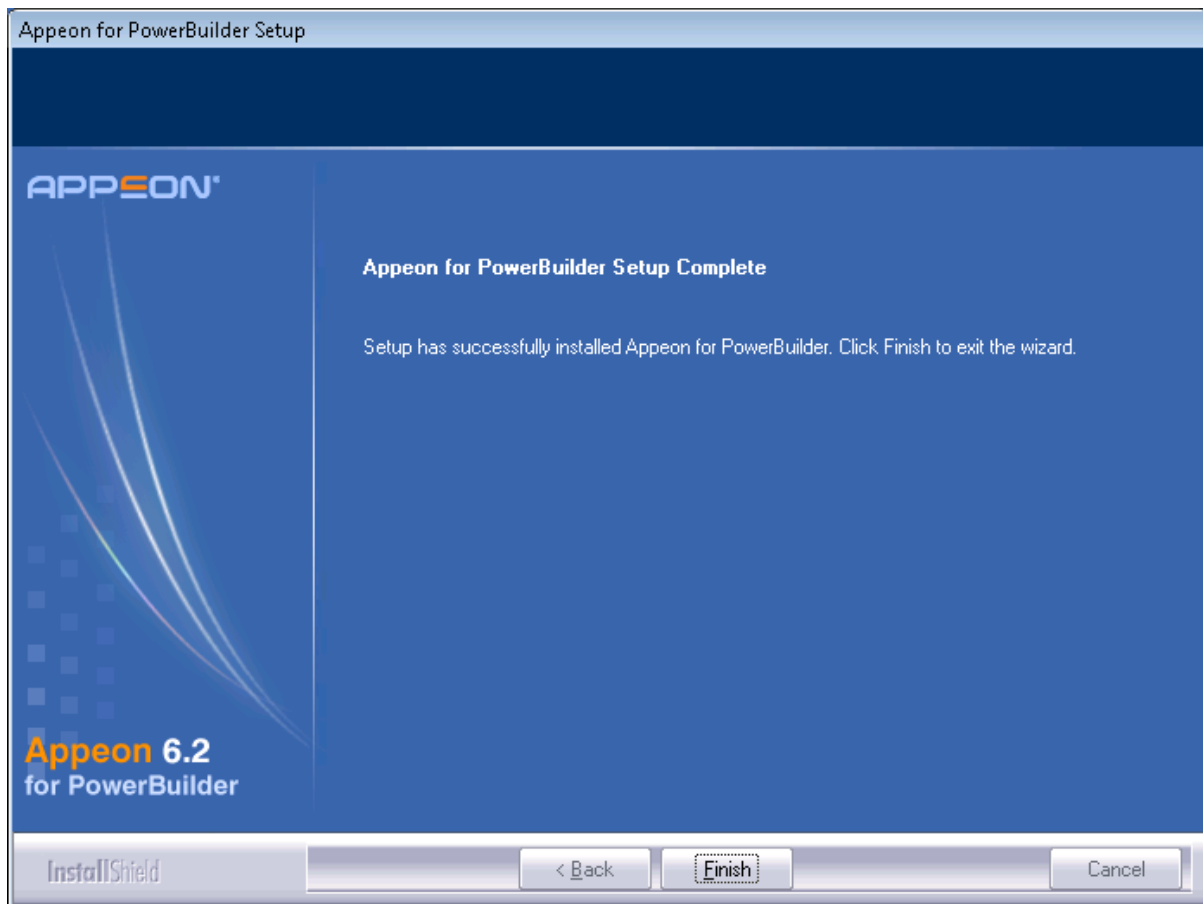
Step 3 – Check the summary of settings (Figure 4-32).

Figure 4-32: Summary of settings

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

Step 4 – Wait until the installation is complete.

Step 5 – Click *Finish* to exit (Figure 4-33).

Figure 4-33: Setup complete

4.4.6 PDF printer installation

Appeon provides two PDF printers for printing Web DataWindows to PDF at the server or at the client.

Table 4-6: Server PDF printer and client PDF printer

	Server PDF Printer	Client PDF Printer
Where to install	Appeon Server, or Client Note: The server PDF printer can also be installed to the client, though the recommended printer is client PDF printer.	Client
When to use	To fulfill the request from a Web application for printing a DataWindow with the server printer. The server PDF printer provided by Appeon is the only certified printer for Appeon Server printing.	To fulfill the request from a Web application for printing a DataWindow with the client printer. You can install other PDF printers (such as Adobe PDFWriter) to perform client printing.

How to access the generated PDF files	<p>A PDF Repository displays at the bottom right of Internet Explorer listing the PDF files printed by the server PDF Printer.</p> <p>If the server PDF printer is installed to the client, the results are all saved as .pdf in the "\\My Documents\\Appeon Printer" folder.</p>	Clients are prompted to specify file name and location before printing, and then can access the created PDF files according to the specified name and path.
<p>Important: Alternatively, you can install the server PDF printer to the client and use it for client PDF printing, however, you cannot install the client PDF printer to Appeon Server and use it for server PDF printing, because the Save As dialog will prevent the server from responding to requests from clients.</p>		

These two PDF printers are open-source software products 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.

You can install the server PDF printer or client PDF printer with the same setup program, following the instructions in Section 4.4.6.2: [Installation instructions](#).

4.4.6.1 Prerequisite for installing server PDF printer

If the operating system is Windows XP, verify that the logon user of the computer is the same for PDF Printer installation and Appeon Server installation.

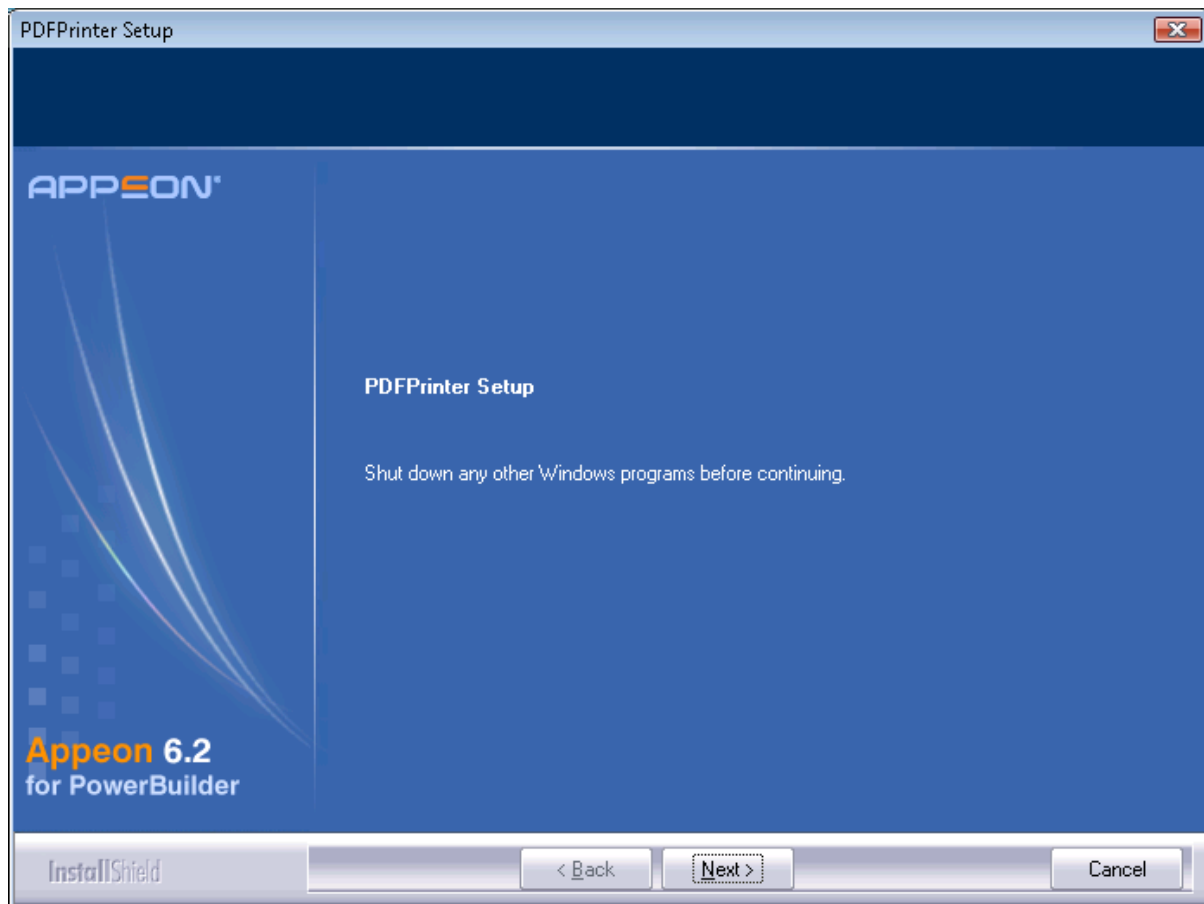
4.4.6.2 Installation instructions

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 4-34).

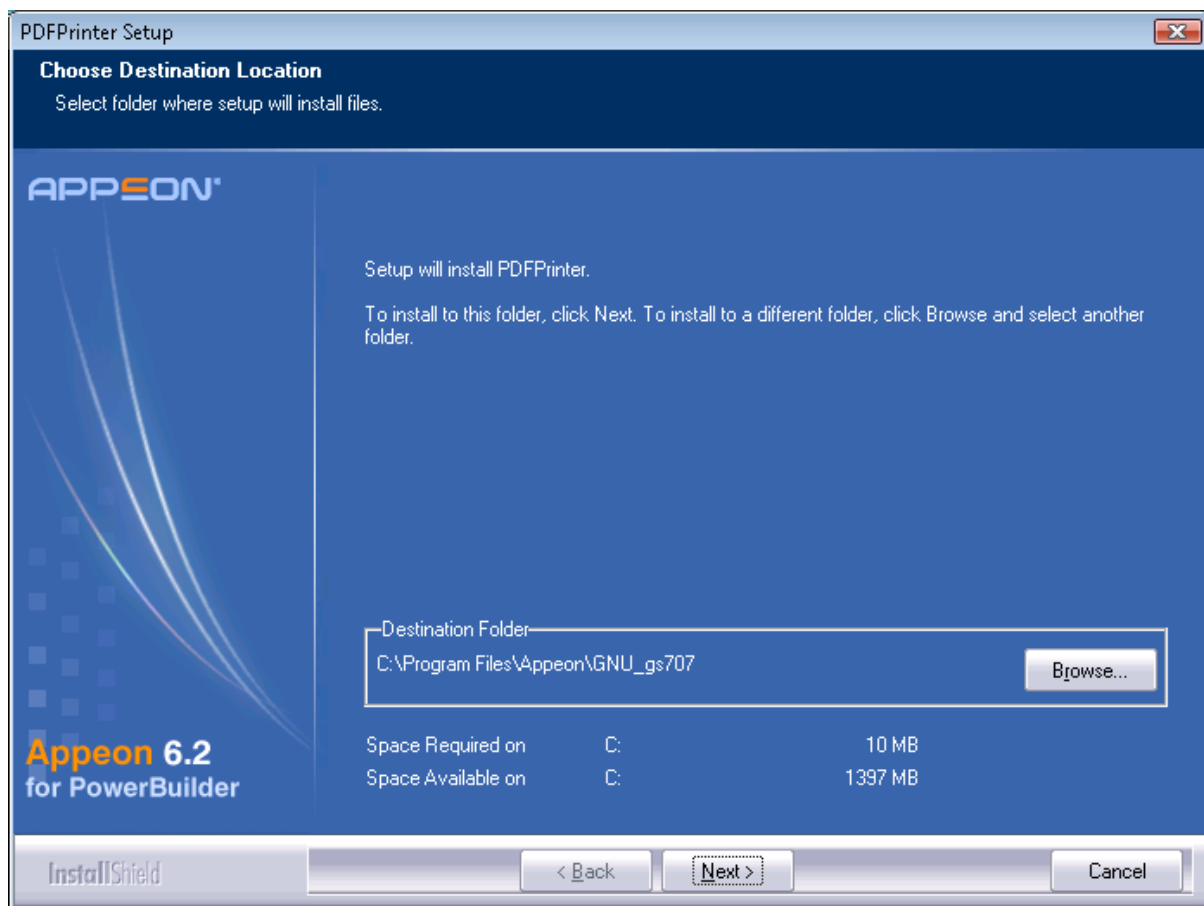
Figure 4-34: Entry page

Step 3 – Click *Next* on the PDFPrinter introduction screen (Figure 4-35).

Figure 4-35: PDFPrinter introduction screen

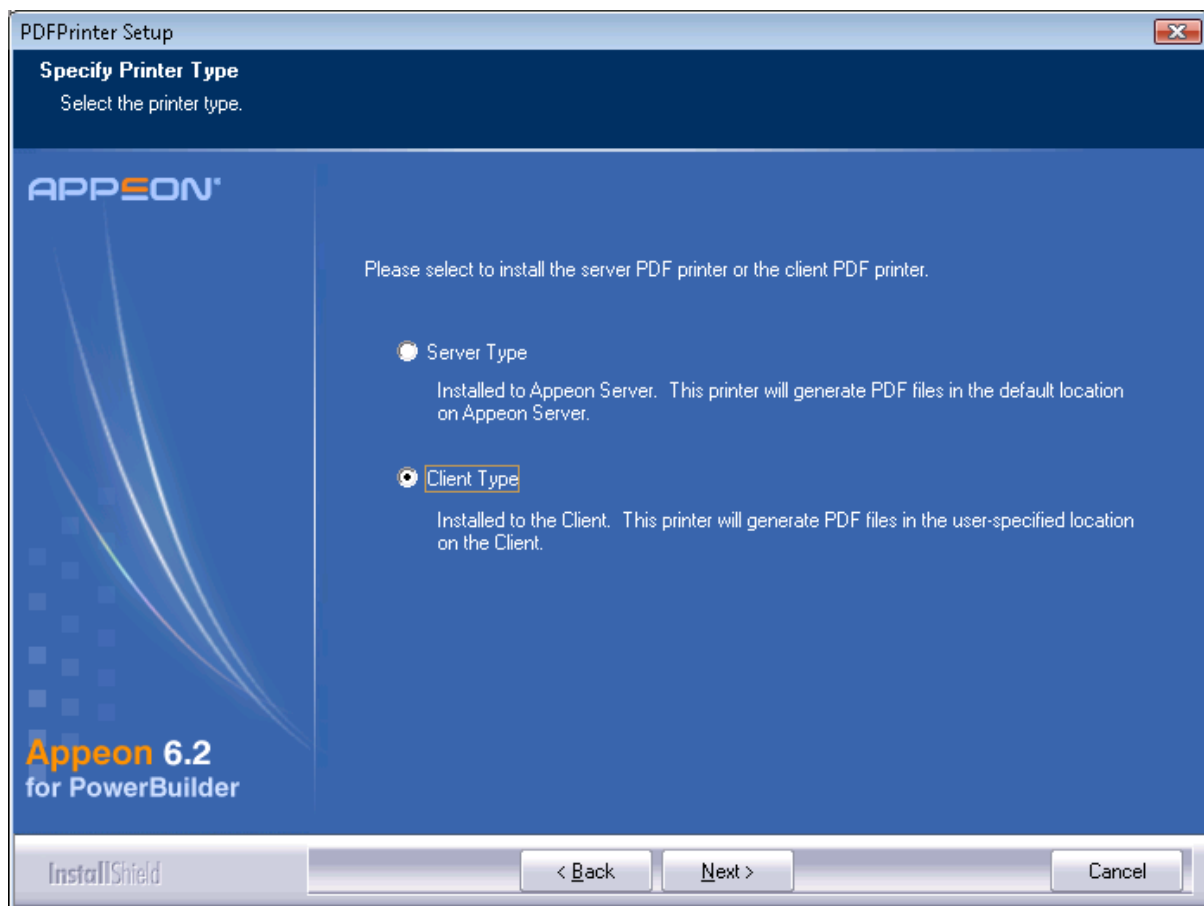
Step 4 – Specify the destination folder for PDFPrinter installation (Figure 4-36). Click *Browse* to select a different folder. Click *Next* to begin copying files.

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 4-36: PDFPrinter destination

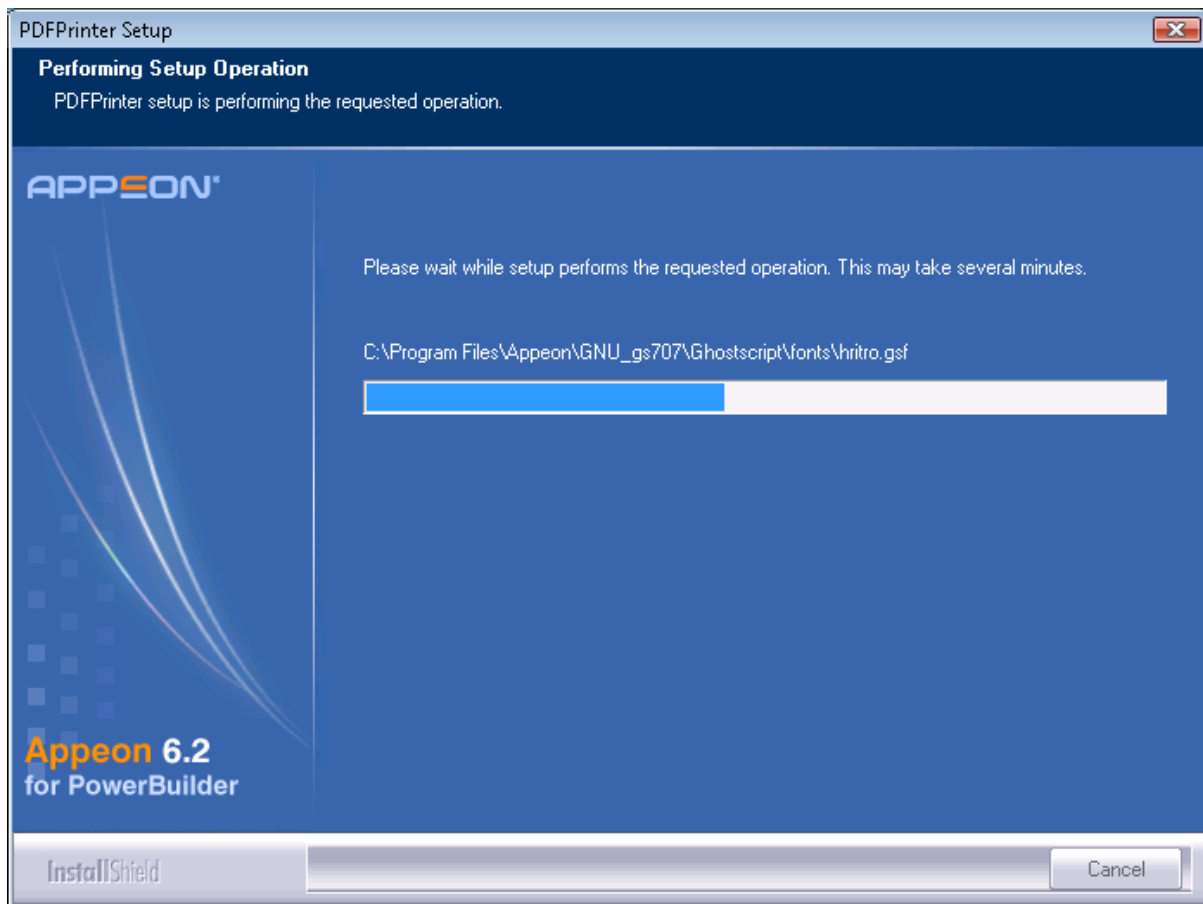
Step 5 – Select a printer type according to which PDF printing you want to perform.

- **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\.

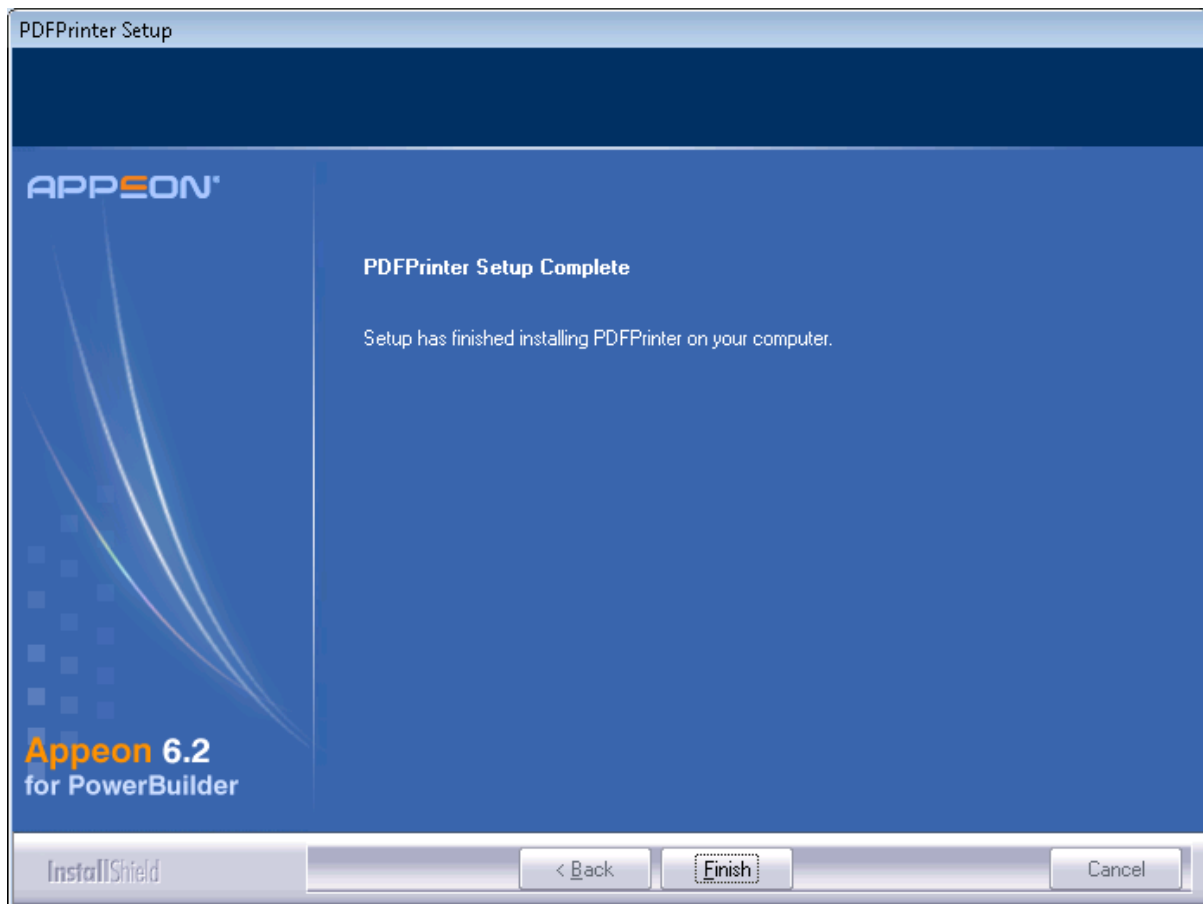
Figure 4-37: Specify printer type

Step 6 – Wait while PDFPrinter Setup copies the required files (Figure 4-38).

If installing the server PDF printer, refer to Section 4.4.6.3: [Additional installation notes for server PDF printer](#) for more information.

Figure 4-38: PDFPrinter installation process

Step 7 – Setup is complete. Click *Finish* (Figure 4-39).

Figure 4-39: PDFPrinter Setup Complete

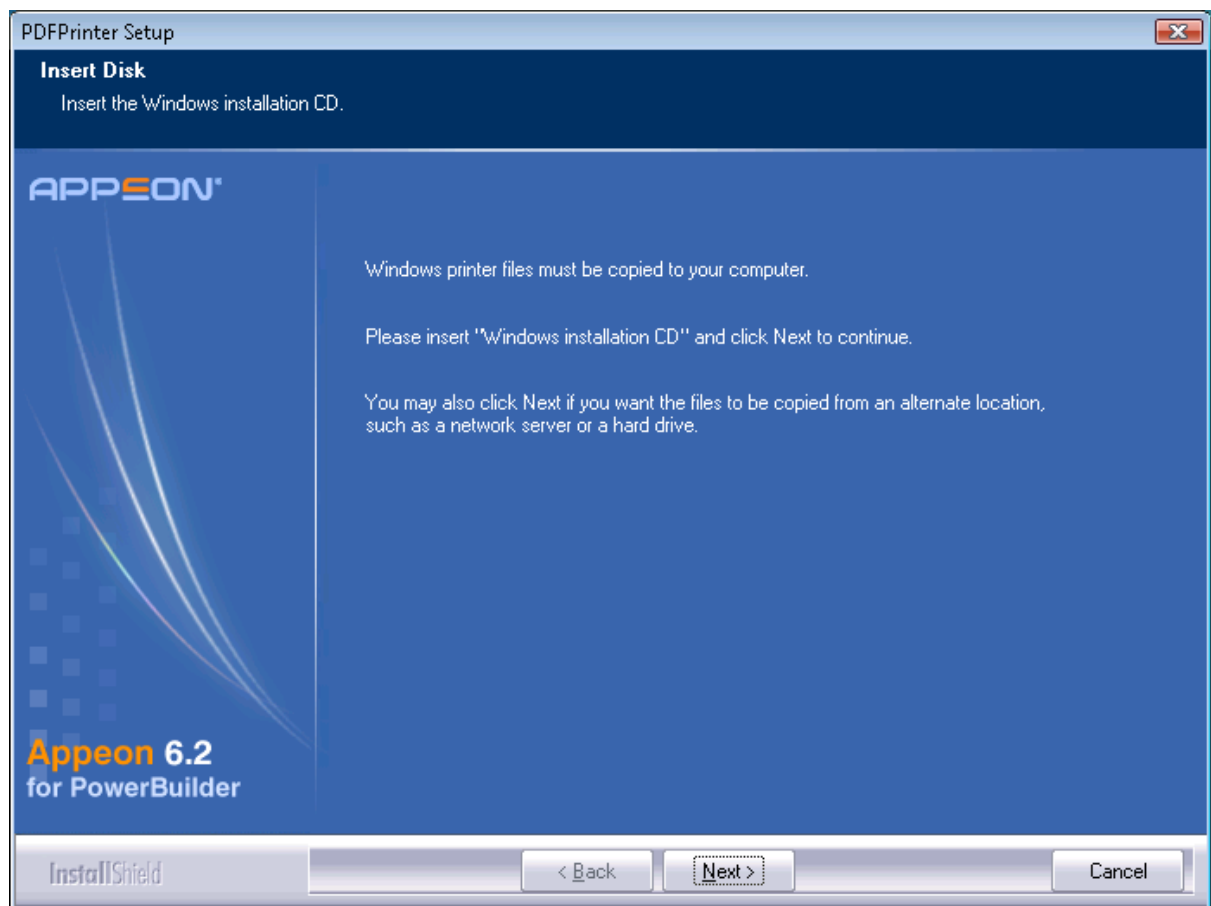
4.4.6.3 Additional installation notes for server PDF printer

During the file-copying process of the server PDF printer installation, Setup will create a *PDFPrinter_bak* folder in %SystemRoot%\Driver Cache\i386 and copy the following files to the folder:

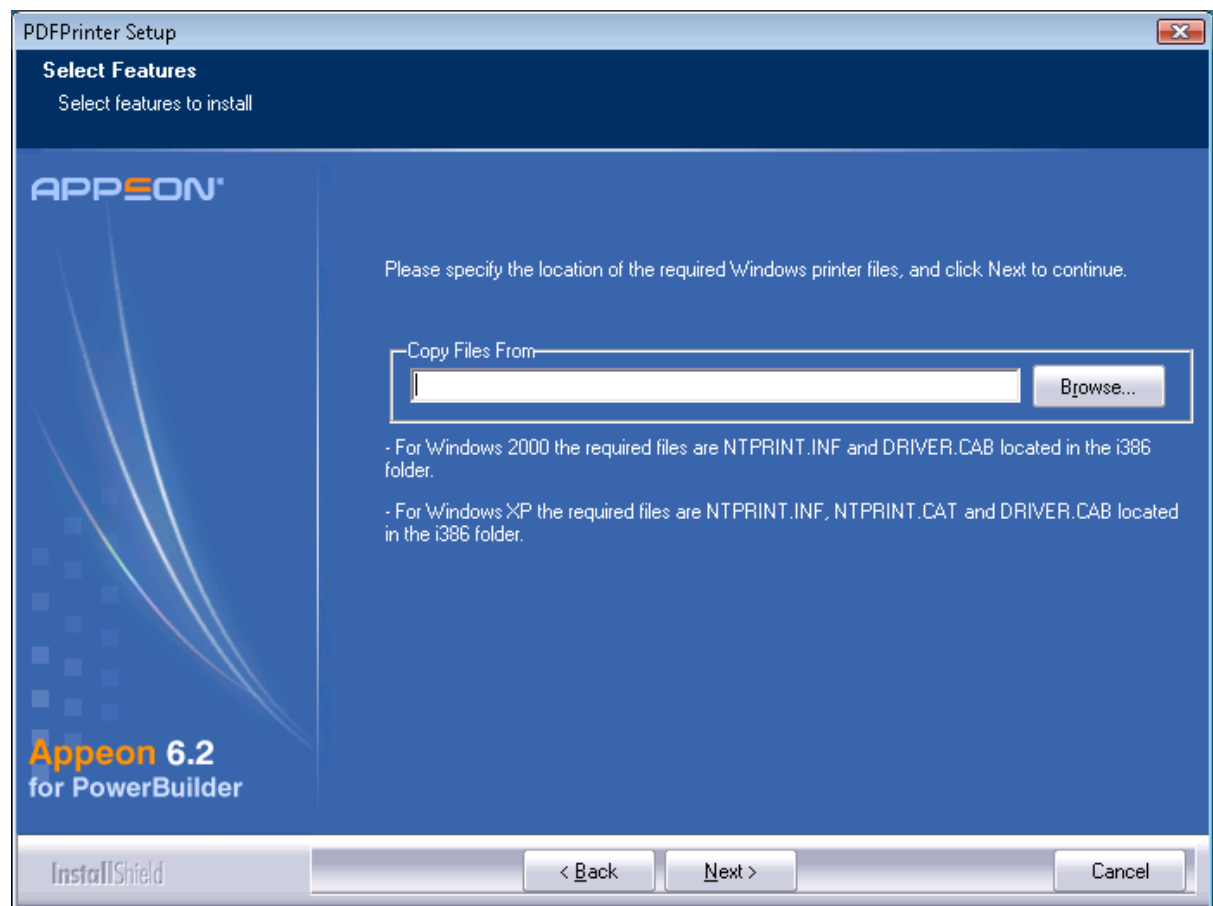
1. NTPRINT.INF in %SystemRoot%\inf
2. DRIVER.CAB in %SystemRoot%\Driver Cache\i386
3. (If you are using Windows XP or Windows Server 2003) NTPRINT.CAT in %SystemRoot%\system32\CatRoot\{F750E6C3-38EE-11D1-85E5-00C04FC295EE}

If the files are missing in the local system, you will be prompted to insert the Windows installation disk or specify the file location from other sources.

- Insert the Windows installation disk into the CD-ROM drive and click *Next* (Figure 4-40). PDFPrinter Setup will automatically locate and copy the required files from the disk without opening the “Specify Location” window in the next process.

Figure 4-40: Insert Windows installation CD

- Click *Next* without inserting the disk. The “Specify Location” window will open (Figure 4-41).

Figure 4-41: File location

Specify the location of the required files if they have already been copied to the local system before installing Appeon PDFPrinter. The files must be copied into one folder (for example, C:\My Documents\SourceFiles).

If the Windows installation files are stored in a network server, for example, \\SoftwareServer\Windows\2000\ENGLISH\SERVER\i386, you can specify the location of the i386 folder. Note that the i386 folder must be included in the specified location.

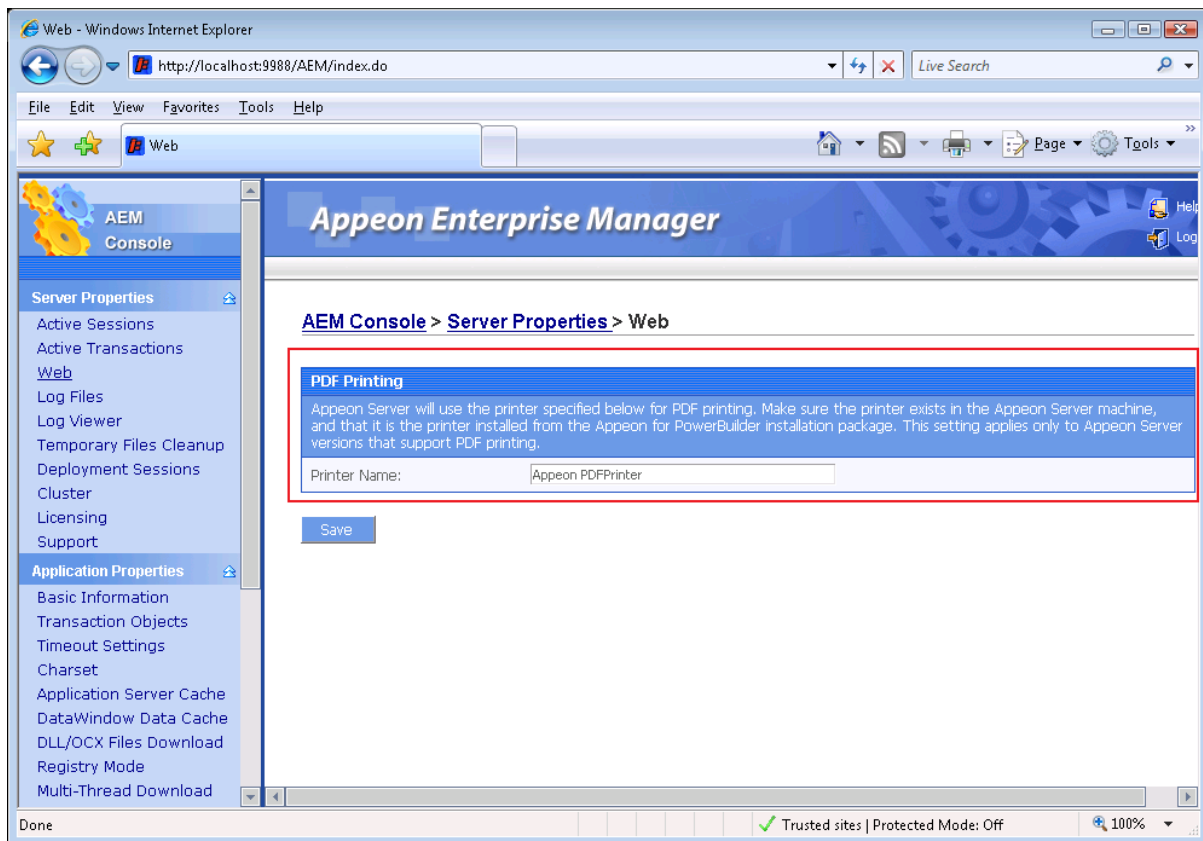
Note: When uninstalling the server PDF Printer, the *PDFPrinter_bak* folder will not be removed and can be used in subsequent installations. You can manually delete this file if it is no longer required.

4.4.6.4 Configuring server PDF printer in AEM

The server PDF printer will be listed as “Appeon PDFPrinter” in Settings | Printers window once it is installed. Verify that “Appeon PDFPrinter” is also listed as the printer in AEM:

Go to AEM Console | Server Properties | Web page.

Verify that “Appeon PDFPrinter” is displayed in the *Printer name* text box in the *PDF Printing* group box (Figure 4-42).

Figure 4-42: PDF Printing

Changing the name of the PDF printer is not recommended. If you have changed the name of the PDF printer in the Settings | Printers window, enter the new name in the *Printer Name* text box in AEM. Before uninstalling the PDF printer, change the name back to “Appeon PDFPrinter” to ensure a successful uninstall.

4.5 Appeon 6.2 upgrade installation

4.5.1 Overview

You can only upgrade Appeon 6.0 or 6.1 to Appeon 6.2. If you are using Appeon 5.x or an earlier version, uninstall the existing version and then install Appeon 6.2.

Note that Web applications deployed with Appeon 6.0 or 6.1 must be redeployed with Appeon 6.2 after the upgrade.

4.5.2 Before you upgrade

Before upgrading Appeon 6.0 or 6.1 to Appeon 6.2, upgrade the system environment as required in Section 3: [Installation Requirements](#). The following highlights key installation requirements added in Appeon 6.2.

- Upgrade the PowerBuilder version and PBVM version to 8.0.4, 9.0.3, 10.2.1, 10.5.2, 11.2, or 11.5.
- 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 Server or Appeon Developer, upgrade to Windows XP SP3.

- Do not use iPlanet, Netscape or IIS 4.0 as the Web server.

In addition to the system environment requirements, you should meet the installation prerequisites listed in Section 4.4: [Appeon 6.2 new installation](#) before upgrading each of the Appeon components.

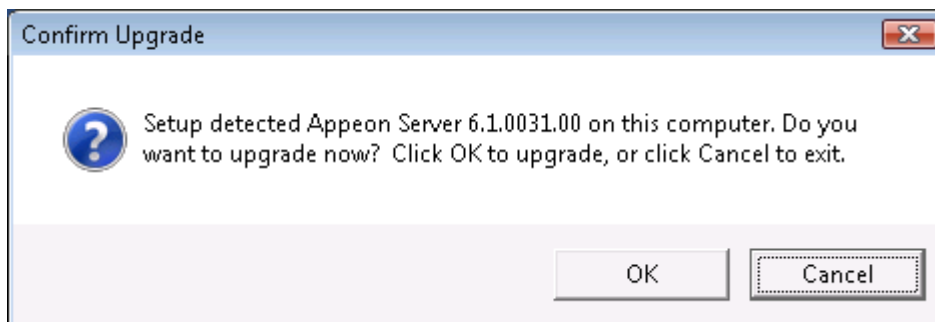
4.5.3 Upgrade from Appeon for PowerBuilder 6.0/6.1 to 6.2

4.5.3.1 Upgrading Appeon Server

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

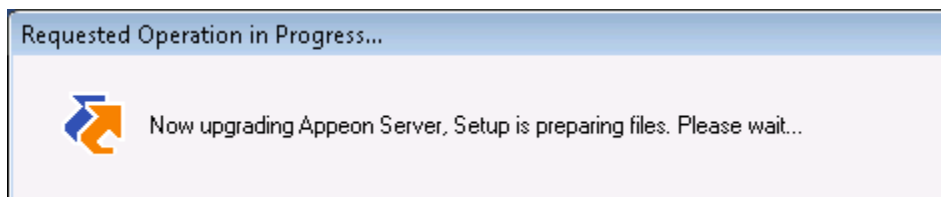
Step 2 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-43.

Figure 4-43: Confirm upgrade



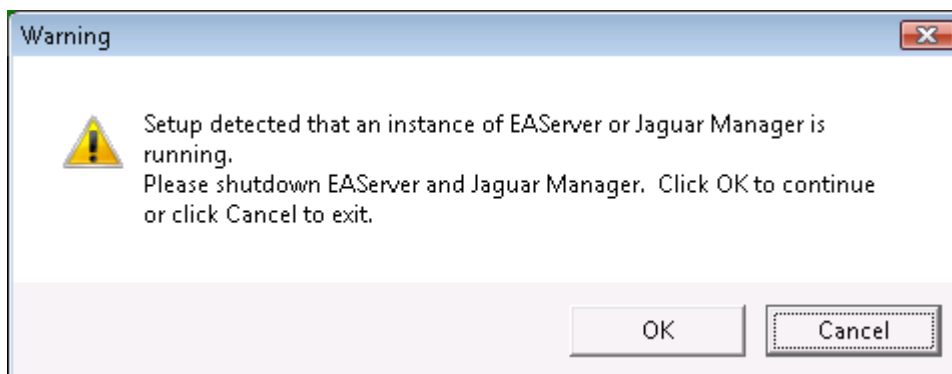
When the *OK* button is clicked, a message box opens indicating that the upgrade is preparing files, as shown in Figure 4-44.

Figure 4-44: Setup is preparing files



Before the upgrade is triggered, if the setup program detects that EAServer service is running, a warning message will pop up reminding you to terminate the jagsrv.exe or java.exe file, as shown in Figure 4-45.

Figure 4-45: Check Task Manager

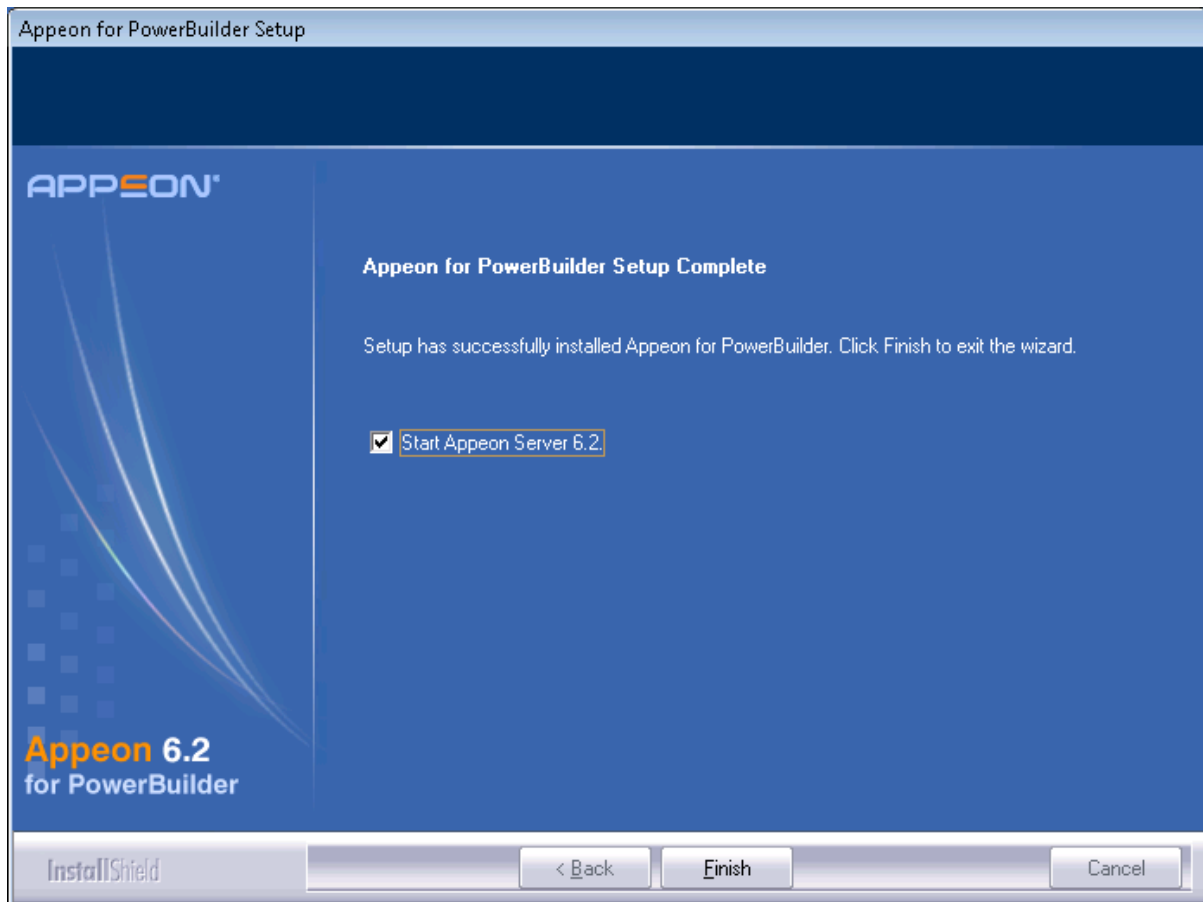


The upgrade process uninstalls Appeon Server 5.x or Appeon 6.0, backs up configurations and begins the installation of Appeon Server 6.2 based on the previously backup information. This will take several minutes.

Choose “Start Appeon Server 6.2”. They are selected by default. To manually start Appeon Server from the Windows shortcut later, uncheck the box. Click the *Finish* button and wait until the installation is complete.

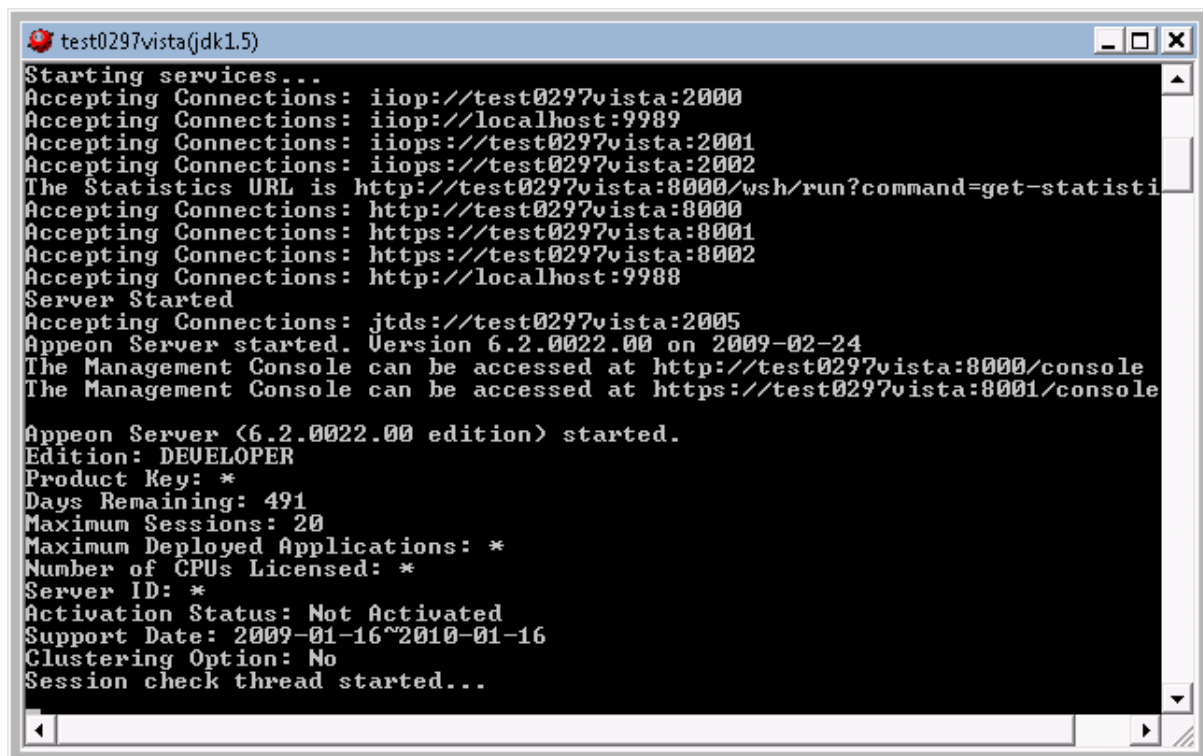
Note: For EAServer 5.x, you need to choose whether to select "Precompile AEM" and "Start Appeon Server 6.2"; but for EAServer 6.1 or 6.2, you only need to choose "Start Appeon Server 6.2".

Figure 4-46: Setup is complete



EAServer will start if *Start Appeon Server 6.2* is checked and you click the *Finish* button. Refer to Figure 4-47 for more information.

Figure 4-47: Start Appeon Server

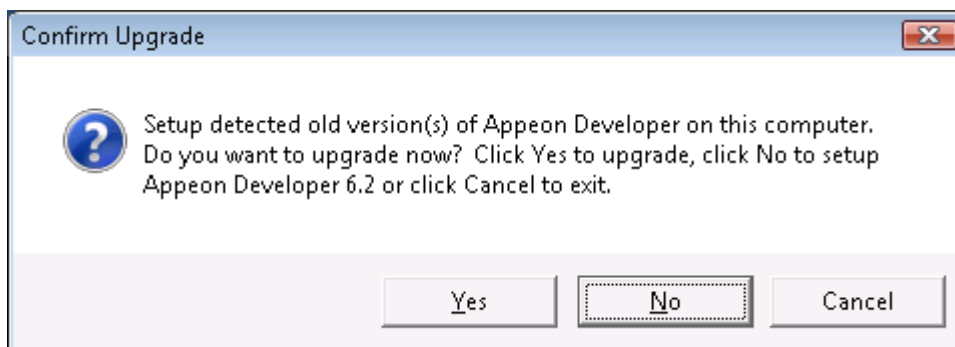


4.5.3.2 Upgrading Appeon Developer

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 4-48.

Figure 4-48: Confirm upgrade



Once you click the *OK* button, a message box opens indicating that Setup is preparing files, as shown in Figure 4-49.

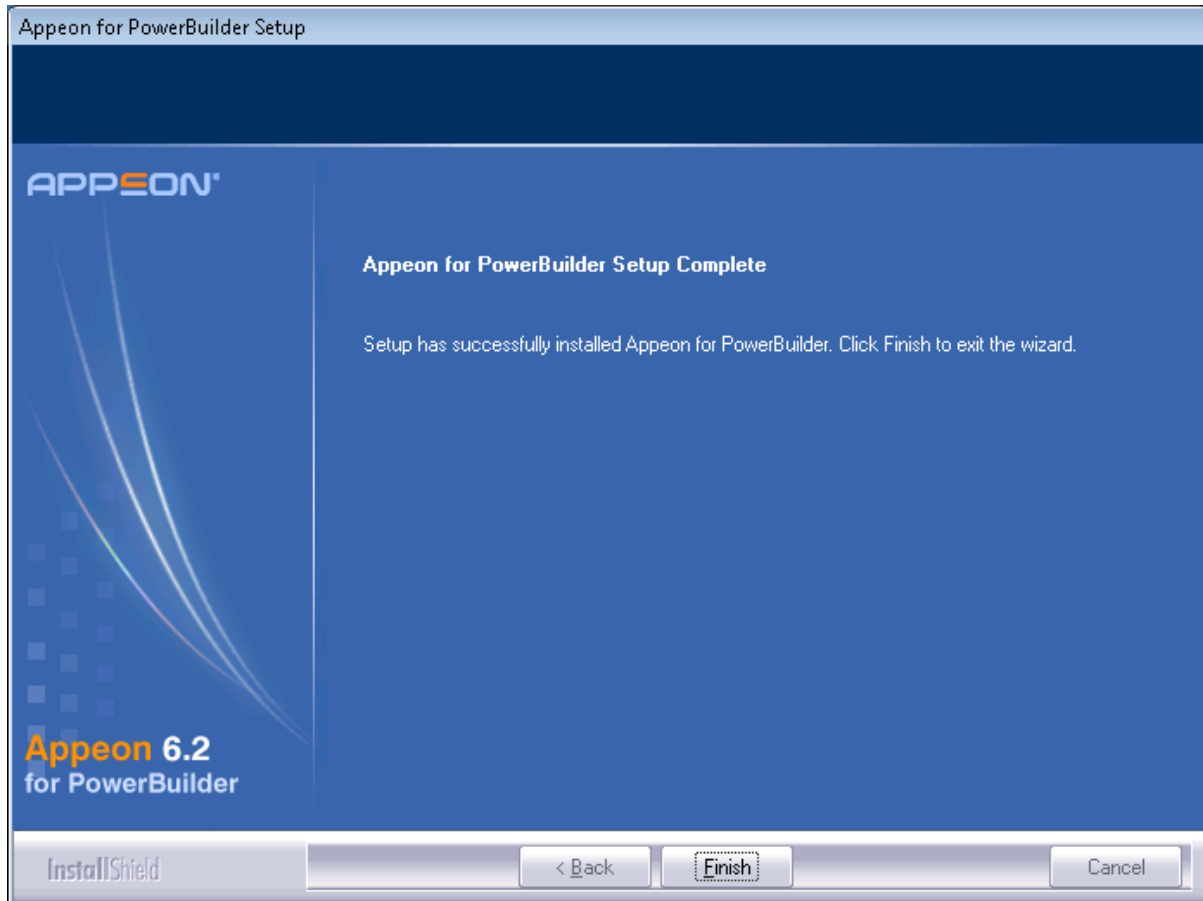
Figure 4-49: Setup is preparing files



The upgrade process uninstalls Appeon Developer 5.x or Appeon 6.0, backs up configurations then begins the installation of Appeon Developer 6.2 based on the backup information. This will take several minutes.

Wait until the upgrade is complete, as shown in Figure 4-50.

Figure 4-50: Setup is complete



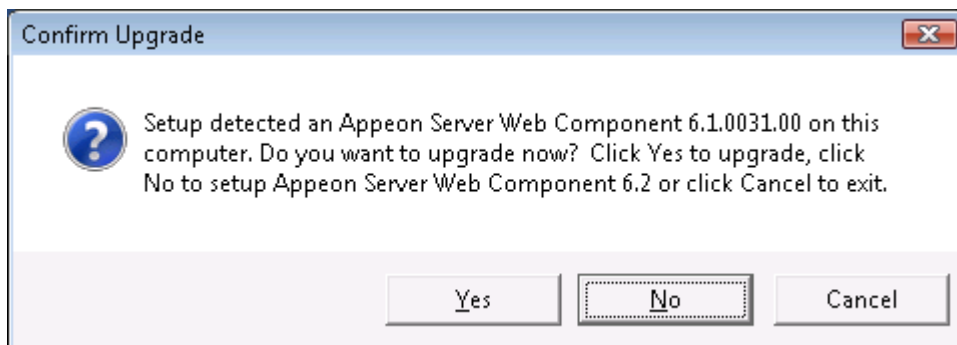
Step 3 – Click the *Finish* button.

4.5.3.3 Upgrading Appeon Server Web component

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

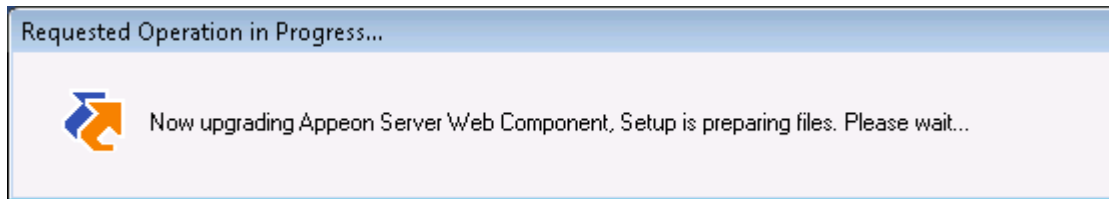
Step 2 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-51.

Figure 4-51: Confirm upgrade



Once you click the *OK* button, a message box opens indicating that Setup is preparing files, as shown in Figure 4-52.

Figure 4-52: Setup is preparing files

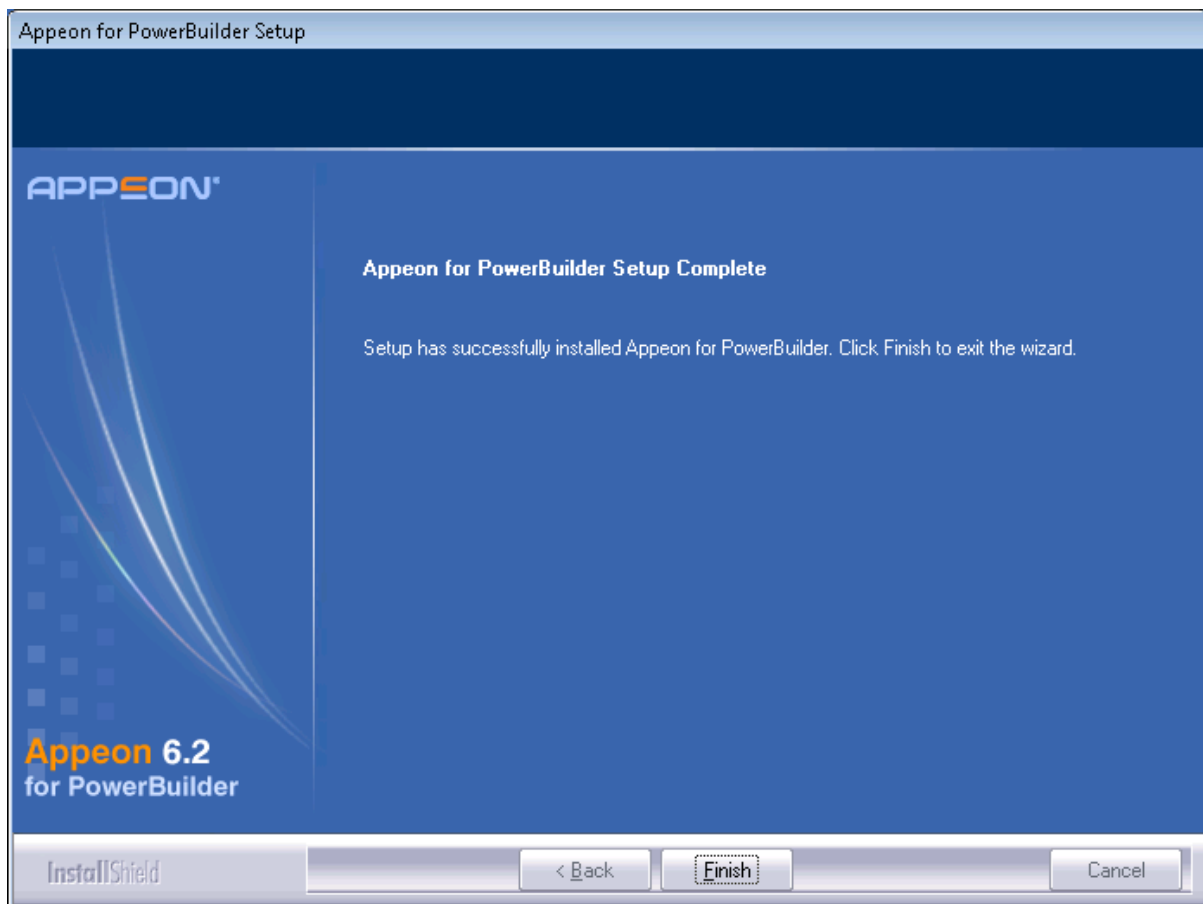


The upgrade process uninstalls Appeon Server Web Component 5.x or Appeon 6.0 and begins the installation of Appeon Server Web Component 6.2.

Wait until the upgrade is complete.

Step 3 – Click the *Finish* button to finish the installation, as shown in Figure 4-53.

Figure 4-53: Setup is complete



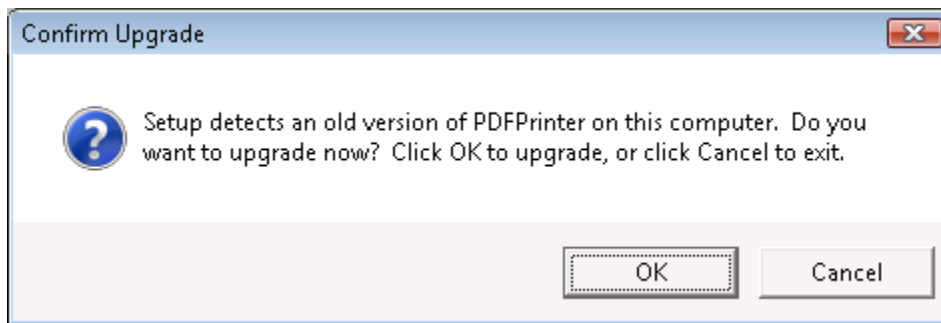
4.5.3.4 Upgrading Appeon PDFPrinter

Appeon provides the installation of server PDF printer and client PDF printer in one program. Follow the instructions below to upgrade Appeon PDFPrinter:

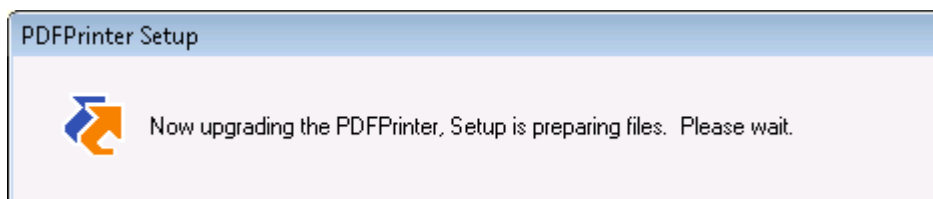
Step 1 – Double click the *Setup.exe* file to run the installation program.

Step 2 – Click *Install Appeon PDFPrinter*.

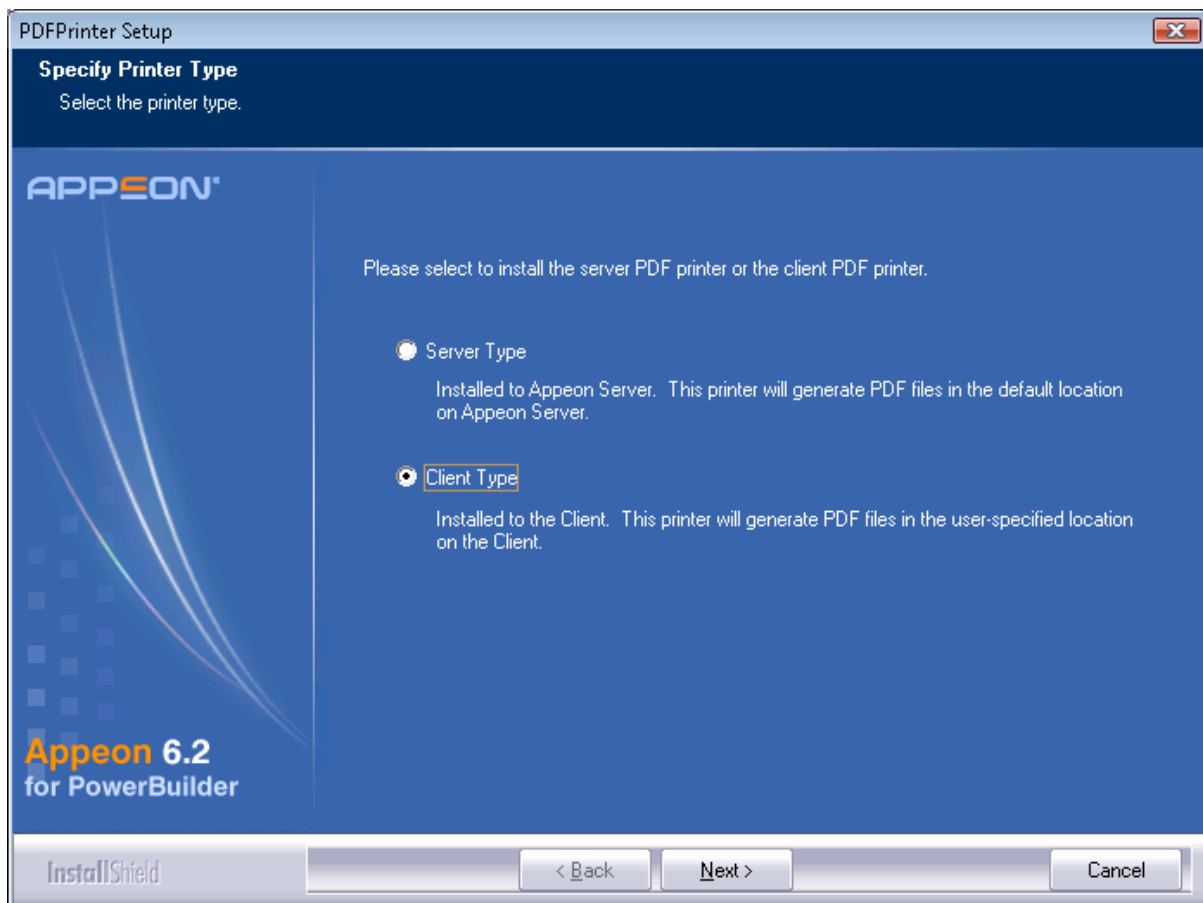
Step 3 – Click the *OK* button in the *Confirm Upgrade* message box, as shown in Figure 4-54.

Figure 4-54: Confirm upgrade

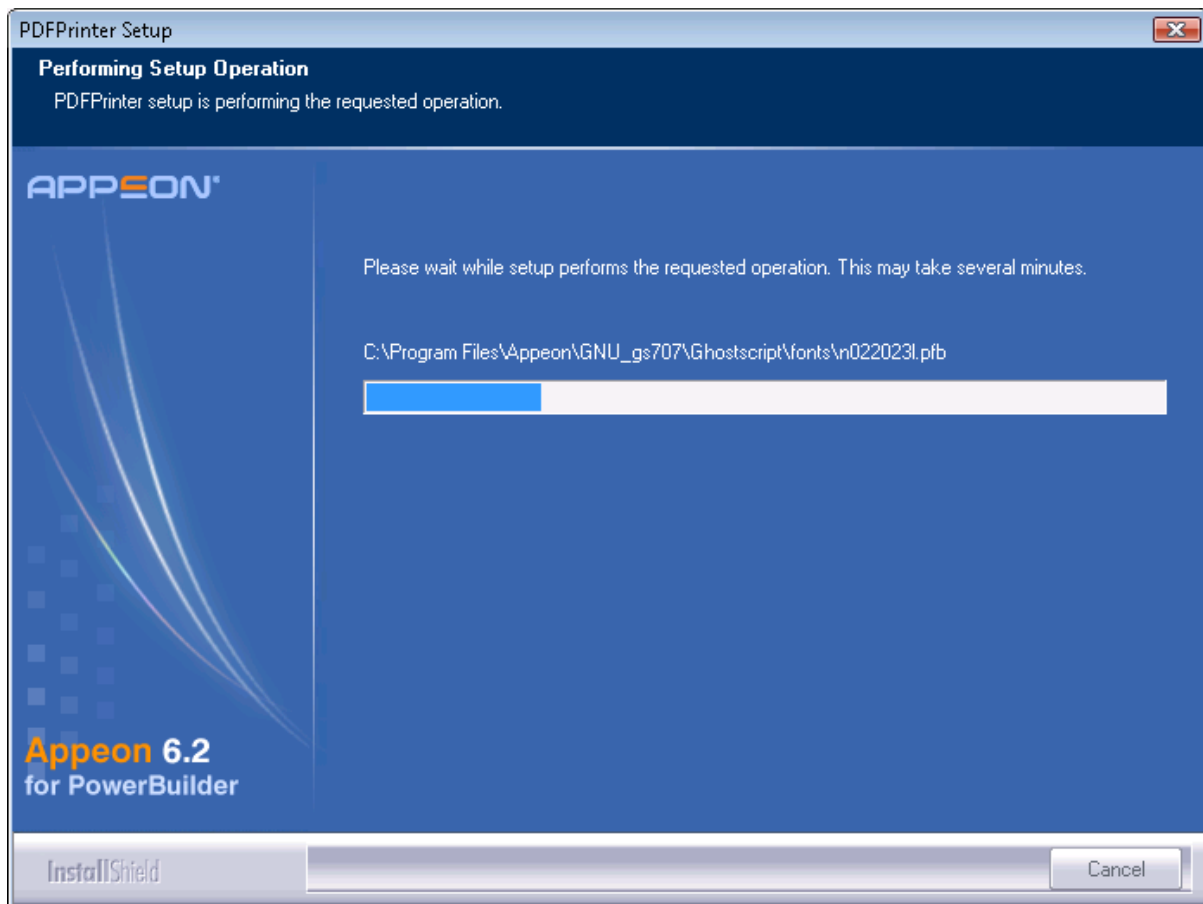
Once you click the *OK* button, a message box opens indicating that Setup is preparing files, as shown in Figure 4-55.

Figure 4-55: Setup is preparing files

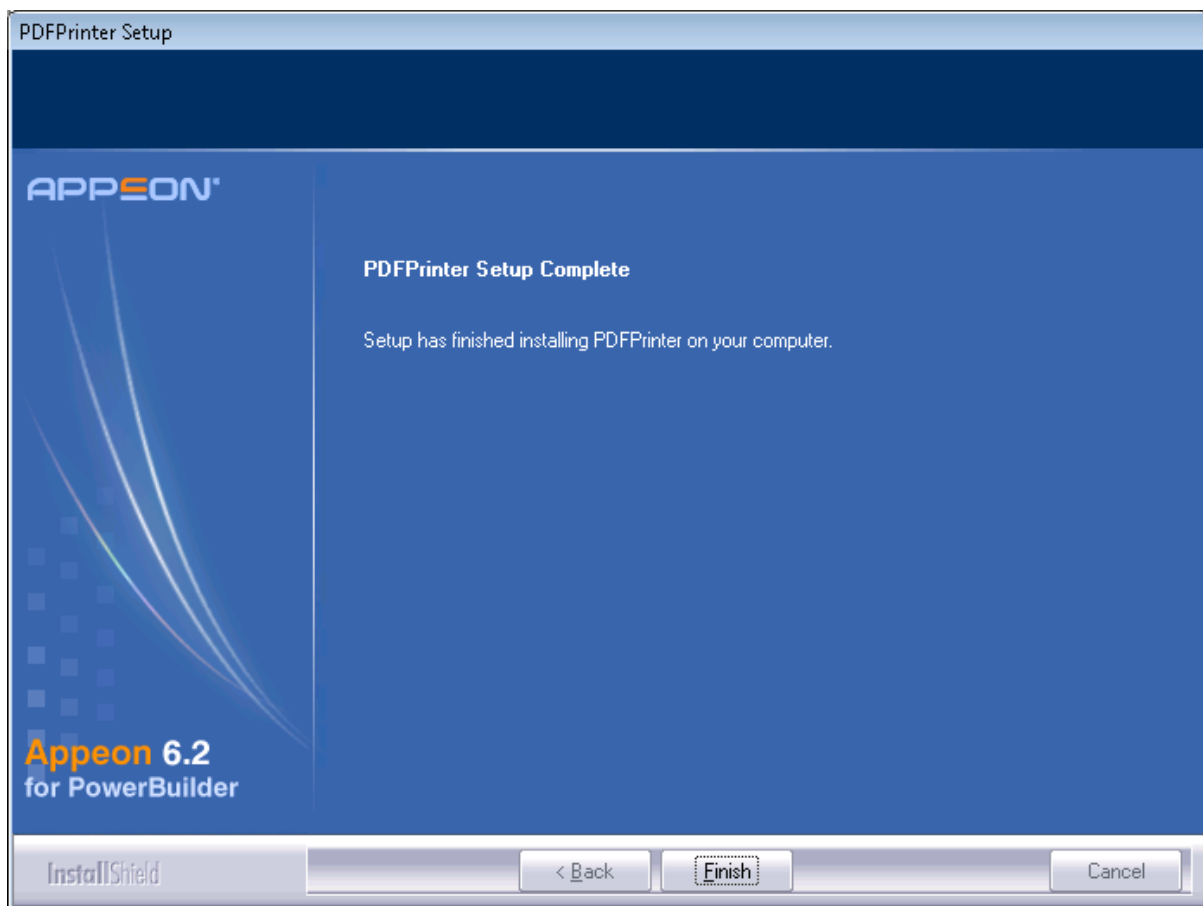
When all files are ready, the program will prompt you to select a printer type, as shown in Figure 4-56.

Figure 4-56: Specify printer type

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

Figure 4-57: Setup in progress

Wait until the installation is complete.

Figure 4-58: Setup is complete

Step 4 – Click the *Finish* button to finish the installation, as shown in Figure 4-58.

4.5.4 Upgrade configuration settings manually

After the product upgrade, most configurations made in Appeon 6.0/6.1 are retained and will continue to work in Appeon 6.2. However, because the configuration settings of Appeon 6.2 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 or mis-configured.

After verifying all settings, Web applications deployed with Appeon 6.0/6.1 and Appeon Demos must be redeployed in Appeon 6.2.

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 6.0/6.1. If the application contains server NVO(s), redeploy the NVO(s) to EAServer 6.3 in PowerBuilder and generate stub and skeleton for the server NVO(s) as required in the *Appeon Migration Guide*.

5 Configuring Appeon Server Cluster

5.1 Overview

Appeon 6.2 provides its own tools and plug-ins to configure an Appeon Server cluster and implement the load balancing and failover functionalities. An Appeon Server cluster is essentially a group of EAServers, each with Appeon Server and Appeon plug-in installed.

Notice that the server PDF printing functionality is unsupported in the Appeon Server cluster.

5.2 Configuration instructions

1. Install Appeon Server to multiple EAServers.
 - Set up a group of EAServers.
 - Install Appeon Server to each EAServer by following the installation instructions in Section 4.4.2: [Appeon Server installation](#), as Appeon does not support using EAServer synchronization to distribute Appeon Server from one EAServer to other EAServers.
2. Create Appeon Server cluster in AEM.
 - Run AEM and configure the *Cluster* tool in the *Server Properties* to add Appeon Servers into a cluster. Instructions are provided in the *Appeon Server Configuration Guide*.
3. Configure the Web server for the Appeon Server cluster.
 - Set up one or more separate third-party Web server(s).
 - Install the Appeon Server Web Component on each third-party Web server by following the installation instructions in Section 4.4.4: [Appeon Server Web Component installation](#).
 - Configure the third-party Web server(s) with the Appeon plug-in. For detailed instructions, refer to the *Web Server Configuration Guide* in Appeon Help.
4. Deploy the application to the Appeon Server cluster and Web server(s). For detailed instructions, refer to the *Appeon Developer User Guide*.

6 Post-Installation Configuration Tasks

The previous chapters provide instructions on how to set up Appeon system architecture, including installing Appeon for PowerBuilder components, as well as configuring Appeon Server cluster.

Once the system is set up and before you start deploying applications, the post-installation configuration tasks listed in Table 6-1 will help ensure that the deployed applications run as desired. *Post-installation configuration tasks* refer to configurations required for Appeon system architecture that affect the running of all applications but do not include configuration tasks performed in Appeon Developer and Appeon Enterprise Manager for specific applications.

Table 6-1: Post-installation tasks

Task	Description	Detailed Instructions Given in...
Client account configuration	Configuration required for the client. Windows login account may not have rights to download the Appeon Xcelerator plug-in.	Section 6.1 in this book
Internet Explorer configuration	Configuration required for the client. Sometimes settings in Internet Explorer can prevent the deployed application from running	Section 6.2 in this book
System language setting	Configuration required for the client, Appeon Server and database server. The Windows language settings can affect the characters that are displayed in the Appeon Web application or when DataWindows are printed to PDF.	Section 6.3 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 6.4 in this book
Database JDBC driver preparation	Configuration required for Appeon Server. You should copy the corresponding driver files for the database server in use to the %JAGUAR%\lib\ext\ folder in the machine hosting Appeon Server. %JAGUAR% indicates the EAServer installation path.	<i>JDBC driver preparation</i> section in the <i>Appeon Server Configuration Guide</i>
Configuration for supporting DataWindow Data Cache feature	The configuration is required for database server and Web server. The DataWindow Data Cache feature can cache DataWindow data that are frequently used on the Web server to improve runtime performance, but will not work until you fulfill the configuration requirements for database server(s) and Web server(s).	<i>DataWindow Data Cache</i> section in the <i>Appeon Server Configuration Guide</i>

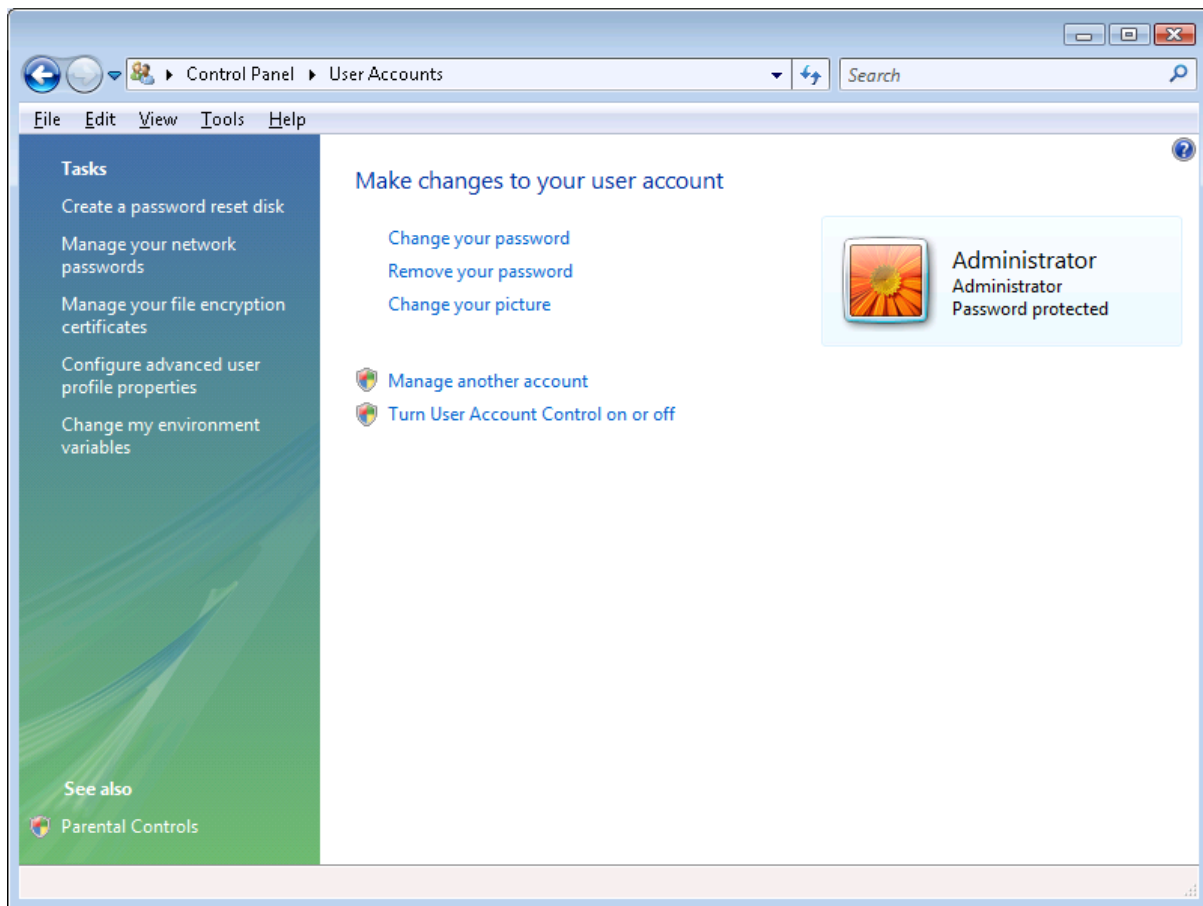
Configuration for supporting dynamic DataWindows	The configuration is required for database server. Additional configuration at the database server is required for support of dynamic DataWindows.	Section 6.5 in this book
Configuration for fixing an ASE issue	Appeon provides several SQL files for you 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”	Section 6.6 in this book

6.1 Windows account with administrator privileges

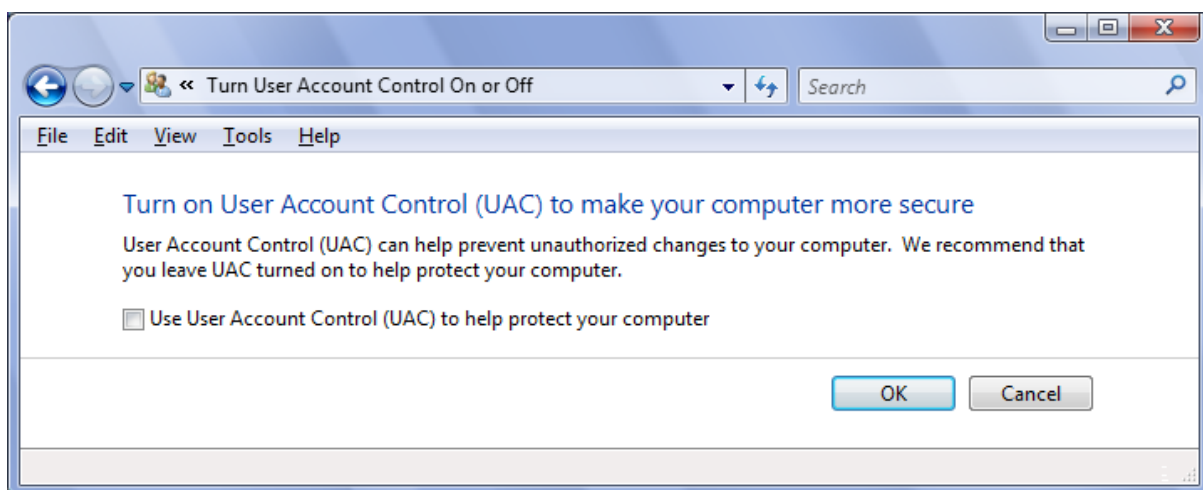
When you run an Appeon Web application for the first time, the Xcelerator plug-in must be downloaded to the client. If the login account of the Windows system does not have administrator rights, the Xcelerator plug-in download will be blocked and the application will fail to run.

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. For Windows Vista and Windows 2008 users, you need to turn off the User Account Control (UAC) feature. Following is an example of how to turn off this feature on Windows Vista. You can do similar on Windows 2008 to turn it off.

Step 1: Go to Control Panel | User Accounts, click *Turn User Account Control on or off* (see Figure 6-1).

Figure 6-1: User account

Step 2: De-select the option of *Use User Account Control (UAC) to help protect your computer* and click *OK* (see Figure 6-2).

Figure 6-2: Turn user account on or off

Step 3: Restart the computer.

If using Internet Explorer 7 whose settings are closely bundled with group, you need to also make sure that the group which contains the current login account has rights to download and register ActiveX controls.

6.2 Internet Explorer configuration

6.2.1 Overview

Internet Explorer settings can prevent the Appeon 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 Appeon.

6.2.2 Verifying Internet Explorer settings are correct

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

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

Click the Appeon Web demos in the list. If you have already signed into MySybase, you will be led directly to the Appeon 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 6.2.3: [Security settings](#) to configure Internet Explorer correctly.

6.2.3 Security settings

6.2.3.1 Choosing security level and zone

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

For Appeon Web 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 Appeon Xcelerator plug-in from being downloaded. Refer to Section 6.2.3.3 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 Appeon 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.

6.2.3.2 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*.

6.2.3.3 Specifying Custom level settings

If you plan to use a custom level, select the zone used to access and run Appeon 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 Appeon applications may fail, because settings of ActiveX control may be disabled. In this case, check that settings listed above are correctly set.

6.2.4 Add-on settings (for Internet Explorer 7)

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

6.2.4.1 Enabling Xcelerator add-on

After Appeon 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.

6.2.4.2 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 Appeon application. In this case, exit Internet Explorer and restart it in normal mode.

6.2.5 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 Appeon 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.

6.2.6 Internet Explorer advanced settings

Some options under the Advanced tab will prevent Appeon Web applications from running properly, such as when *Always send URLs as UTF-8* is disabled. If you cannot load an Appeon 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.

6.2.7 Additional configurations of IE 7 under Windows Vista

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

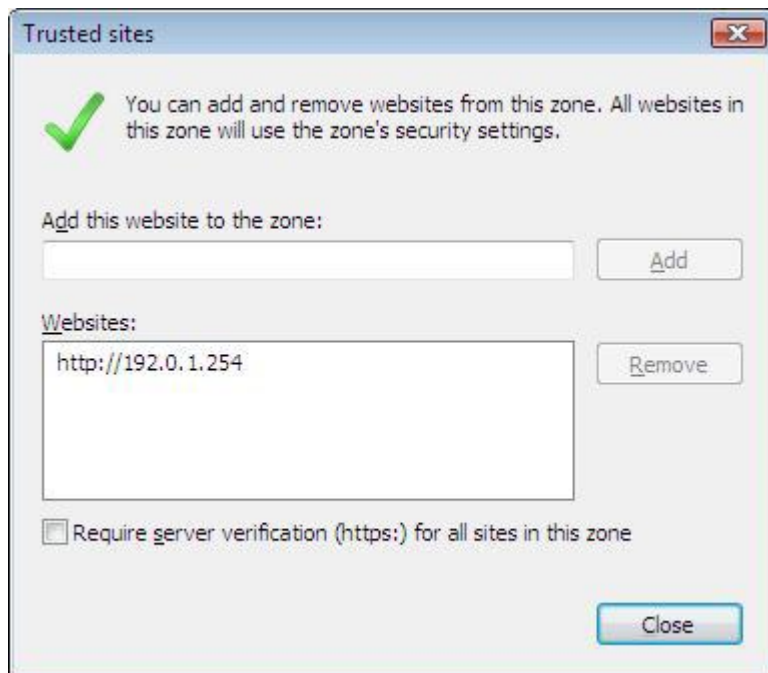
1st way (recommended): Add the application website to Trusted sites zone. Below are detailed steps.

Step1 – Click *Trusted sites* and then click the *Sites* button, as shown in the Figure 6-3.

Figure 6-3: Trusted sites zone settings

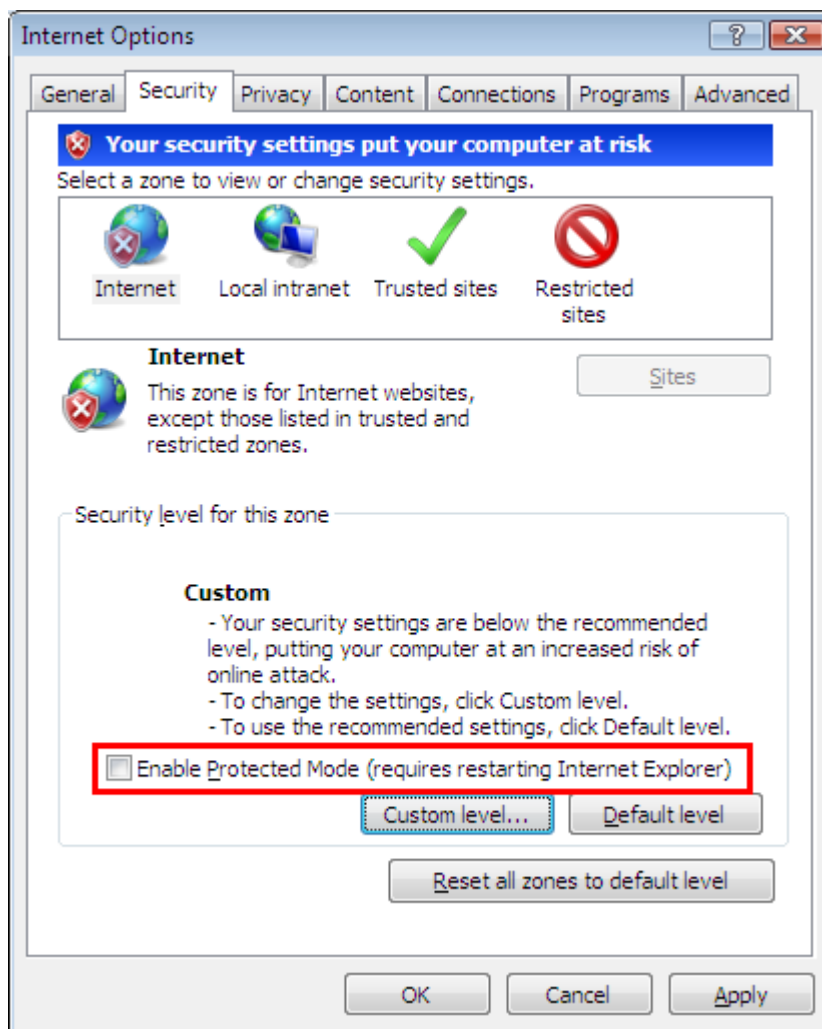


Step 2 – Add the application website to the Websites list.

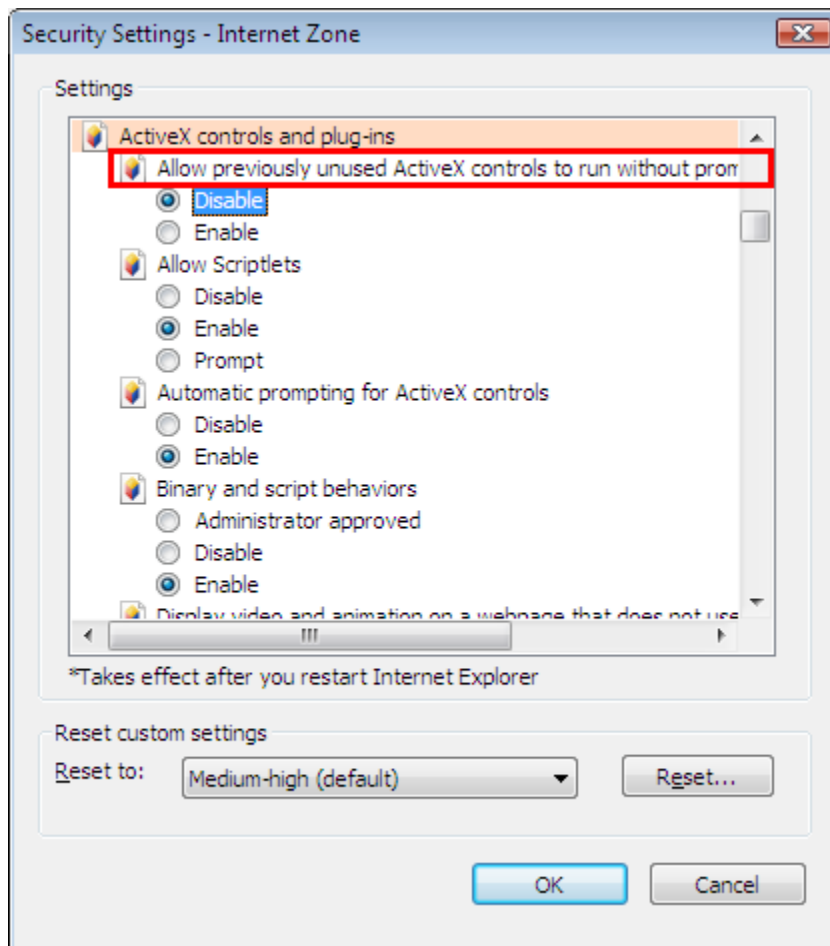
Figure 6-4: adding application website

2nd way: configure the security settings of Internet zone. Below are detailed steps.

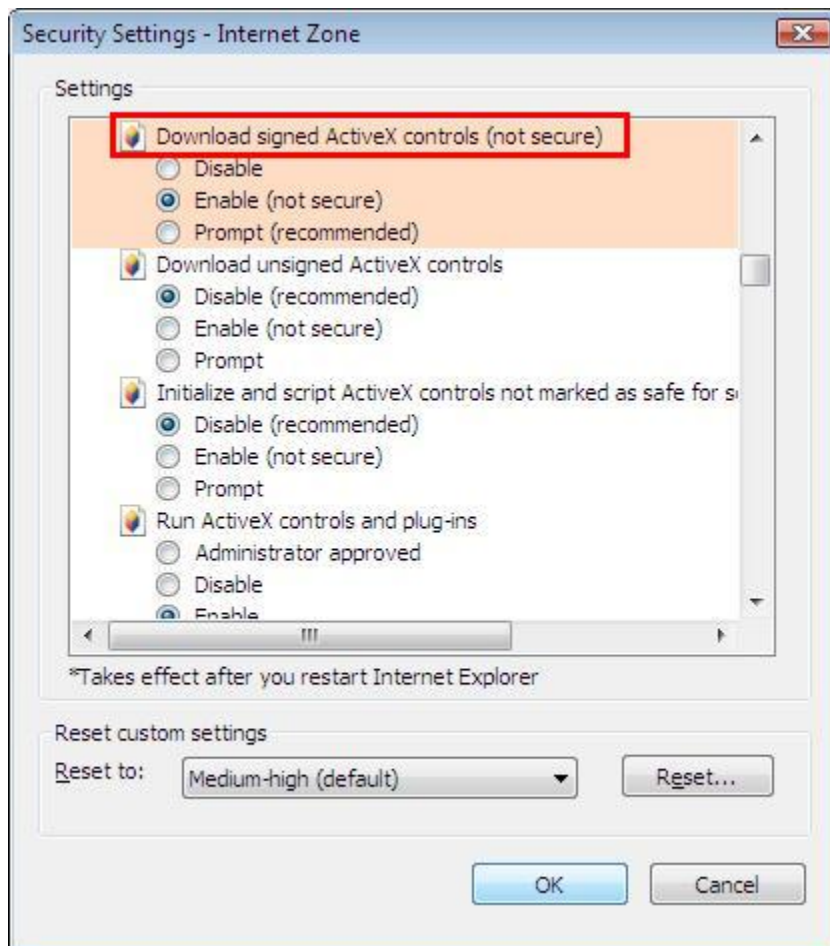
Step1 – Disable the “Enable Protected Mode” option.

Figure 6-5: Internet zone settings

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

Figure 6-6: Internet zone settings

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

Figure 6-7: Internet zone settings

6.3 System language settings

Sometimes the Windows language settings can affect the characters displayed in the Appeon Web application or when DataWindows are printed to PDF. 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 Appeon 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 Appeon-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.

6.4 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 or above. If the version number is older than 5.6.x.xxxx, please download the latest Windows Script Engine for JScript from <http://www.microsoft.com/downloads/>.

6.5 Configuration for supporting dynamic DataWindows

The following configuration at the database server is required for support of dynamic DataWindows: Find the following SQL files in the “\sql\dynamicsql” folder under the Appeon Server installation directory and install the corresponding SQL for the database you are using.

- install_appeon_syntaxfromsql_ASA.sql
- install_appeon_syntaxfromsql_ASE.sql
- install_appeon_syntaxfromsql_DB2.sql
- install_appeon_syntaxfromsql_IQ.sql
- install_appeon_syntaxfromsql_MSSQL.sql
- install_appeon_syntaxfromsql_ORACLE.sql

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

6.6 Configuration for ASE Chained mode issue

6.6.1 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.

6.6.2 Stored procedures provided for solving the issue

Appeon 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.

7 Uninstalling Appeon 6.2

7.1 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 6.2 for PowerBuilder.
- Launch Add/Remove Programs from the Windows Control Panel. Select the Appeon component and click *Change/Remove* to begin the uninstall process.

7.2 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:

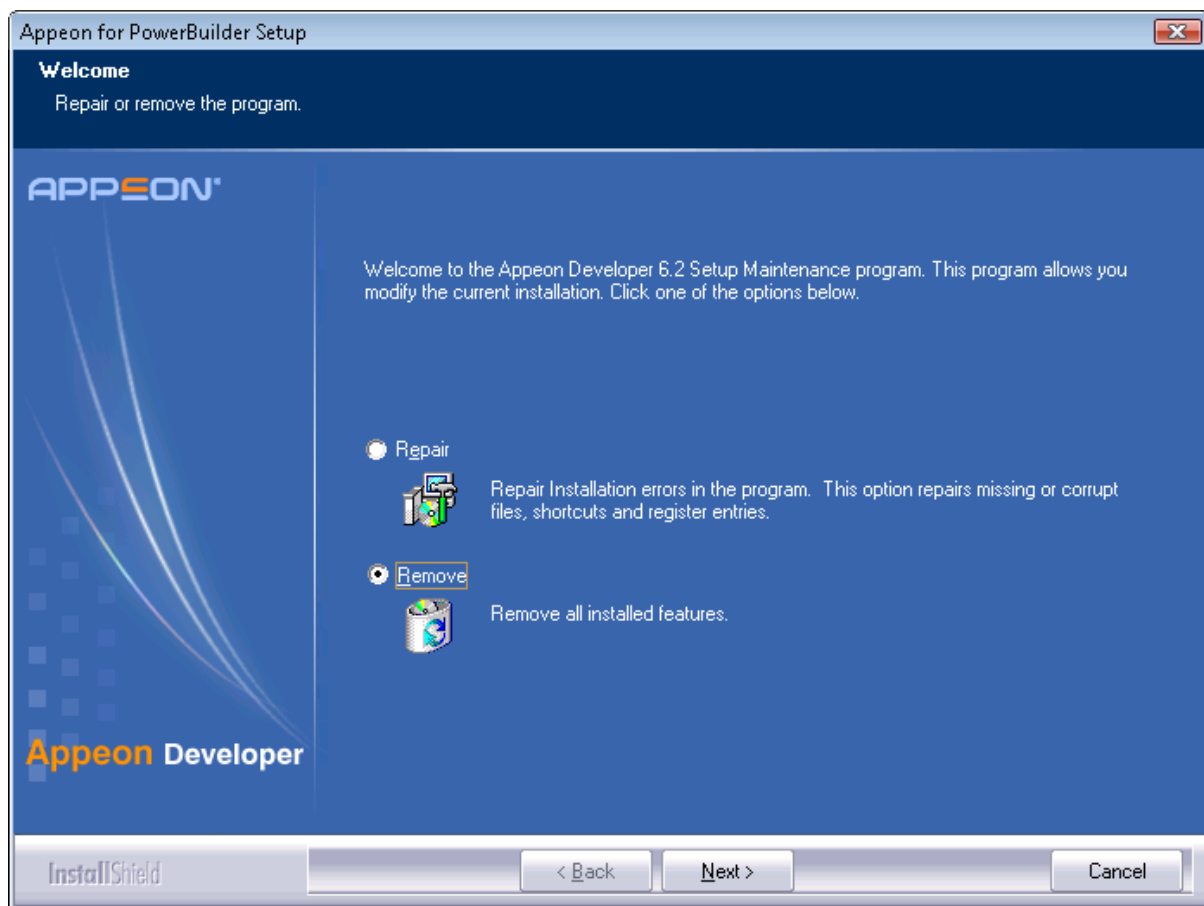
- EonADT62.exe
- pb90.exe, pb100.exe, pb105.exe, pb110.exe, and pb115.exe
- java.exe, jagsrv.exe and jagsrvagent.exe
- dbengx.exe and dbsrvx.exe

If *EonADT62.exe* is running when attempting to uninstall Appeon Developer on a machine running Windows 2000, 2003, 2008, XP, or Vista, 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 6.2 for PowerBuilder | Appeon Developer | Uninstall Appeon Developer to begin the uninstall process.

Step 4 – Choose *Remove* to delete all installed features. Click *Next* (Figure 7-1).

Figure 7-1: Welcome page

Step 5 – Confirm the removal of Appeon Developer. Click *OK* to uninstall (Figure 7-2 and Figure 7-3).

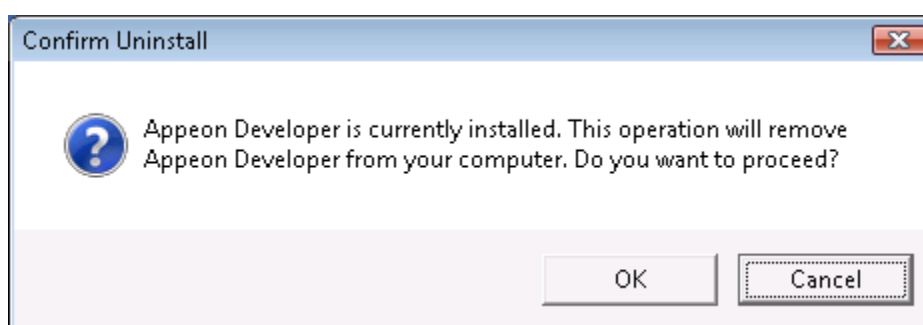
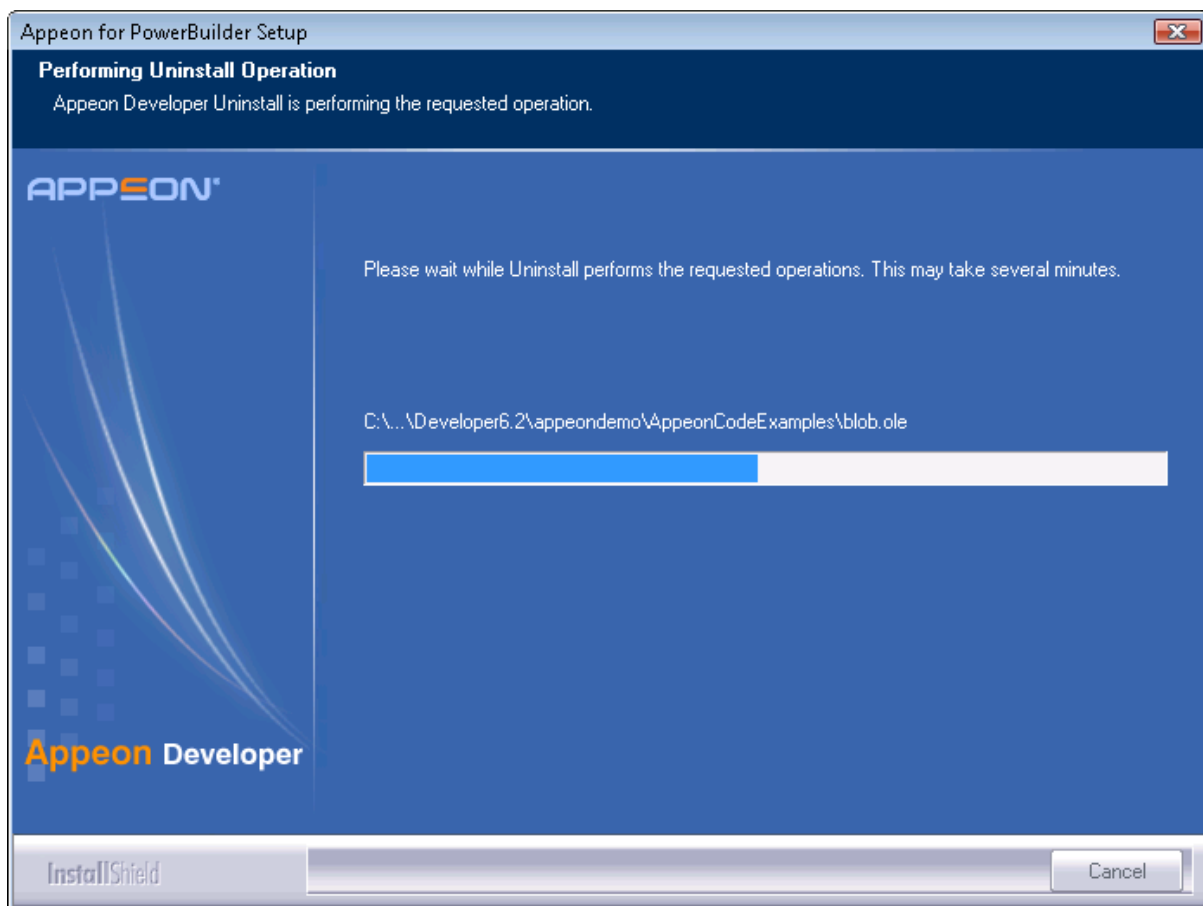
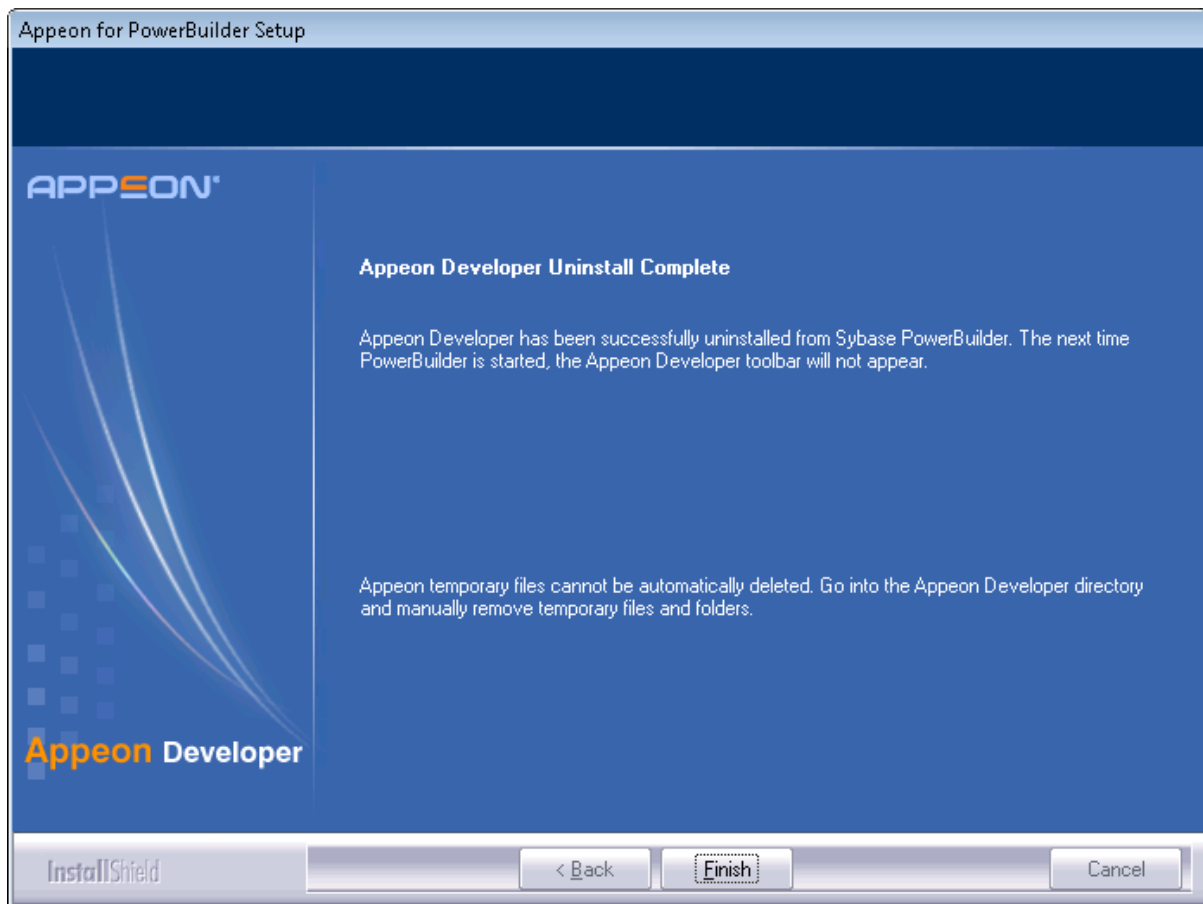
Figure 7-2: Confirm uninstall

Figure 7-3: Appeon Developer uninstall process

Step 6 – Click *Finish* to exit (Figure 7-4).

Figure 7-4: 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.

7.3 Uninstalling Appeon Server

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

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

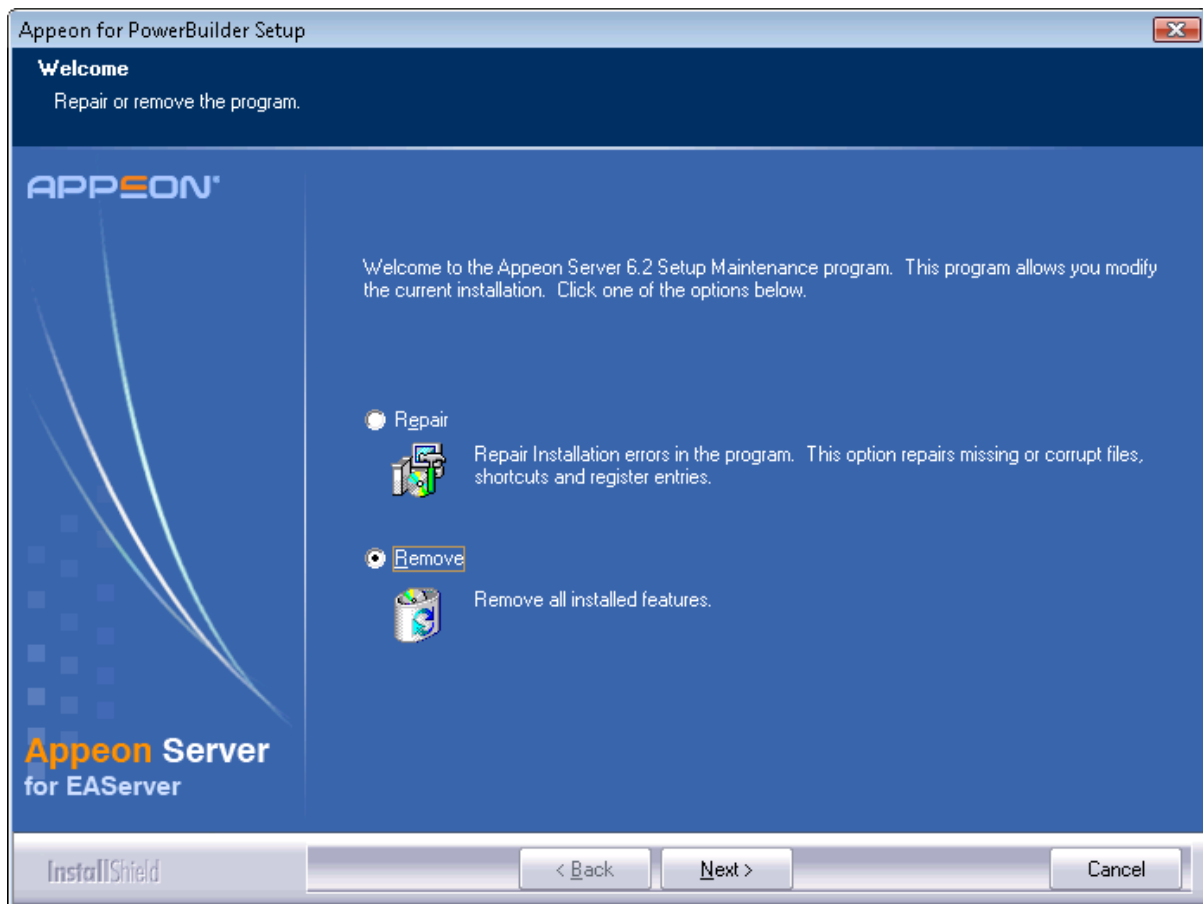
Step 2 – Verify that Appeon Server and all Sybase software have been shutdown.

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

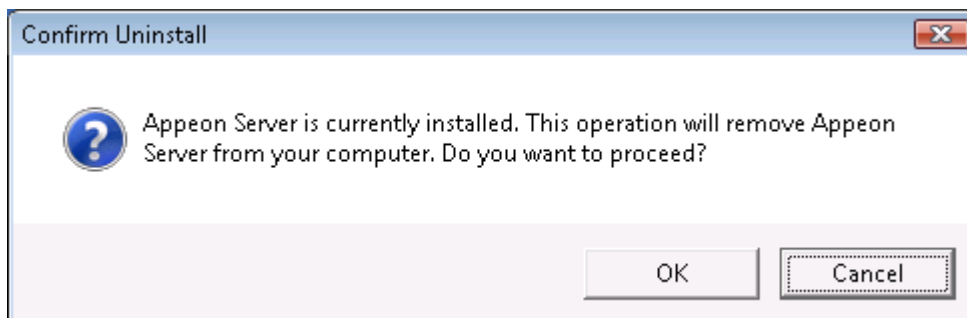
- EonADT62.exe
- pb90.exe, pb100.exe, pb105.exe, pb110.exe, and pb115.exe
- java.exe, jagsrv.exe and jagsrvagent.exe
- dbengx.exe and dbsrvx.exe

Step 3 – Select Windows Start menu | Programs | Appeon 6.2 for PowerBuilder | Appeon Server | Uninstall Appeon Server to begin the uninstall process.

Step 4 – Choose *Remove* to delete all installed features. Click *Next* (Figure 7-5).

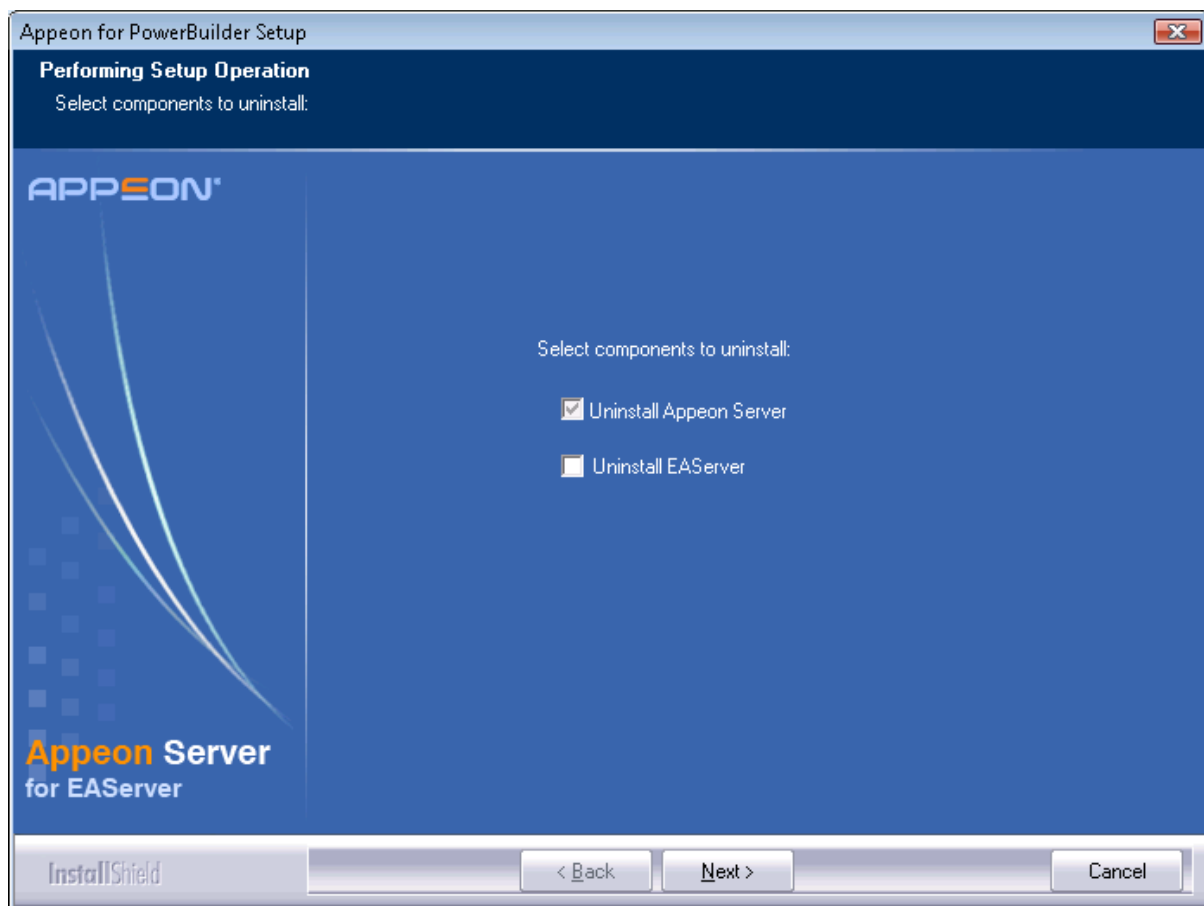
Figure 7-5: Welcome page

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

Figure 7-6: Confirm uninstall

Step 6 – Choose whether to uninstall EAServer 6.3 (Figure 7-7). Click *Next* and the selected options will be uninstalled.

This page will only be displayed if EAServer 6.3 was silently installed with the Appeon Server installation.

Figure 7-7: Uninstall options

It is recommended that you only uninstall Appeon Server. Keep EAServer for later use in the installation of Appeon Server.

If you choose to uninstall EAServer with Appeon Server, the whole uninstall process, including Appeon Server and the EAServer uninstall process, may take up to twenty minutes. The Appeon Server uninstall process will take place before the EAServer uninstall process (Figure 7-8, Figure 7-9 and Figure 7-10).

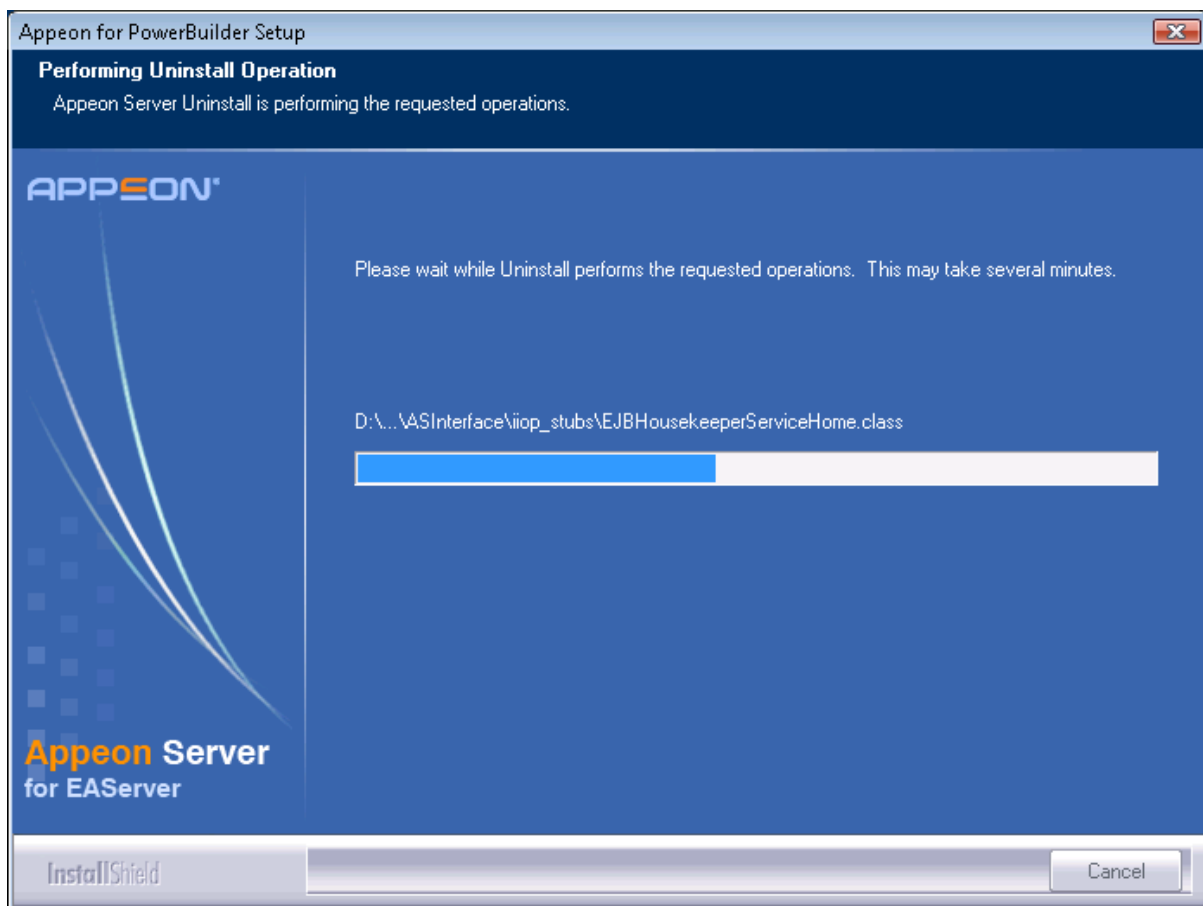
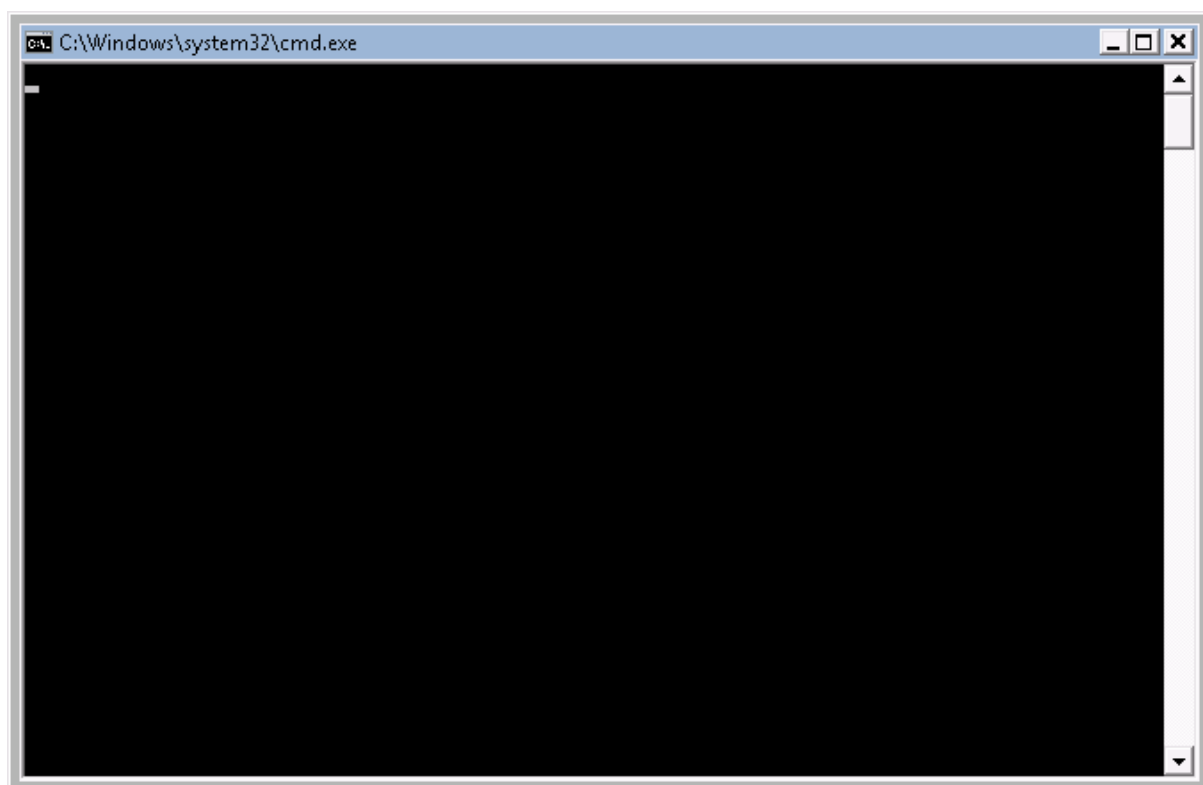
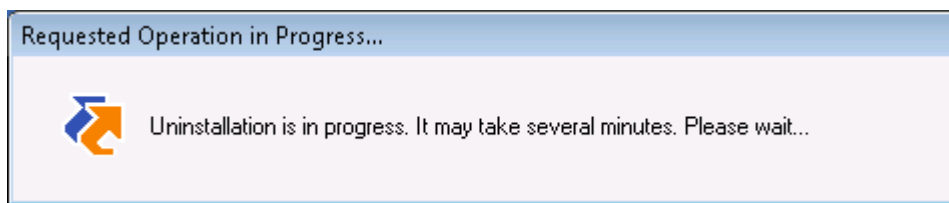
Figure 7-8: Appeon Server uninstall process**Figure 7-9: Command window for EAServer uninstall**

Figure 7-10: The Progress window

Step 7 – Click *Finish* to exit (Figure 7-11).

If you keep the “Undeploy application-appeonserver” option as selected, the program will first remove the appeonserver application from EAServer before it exits.

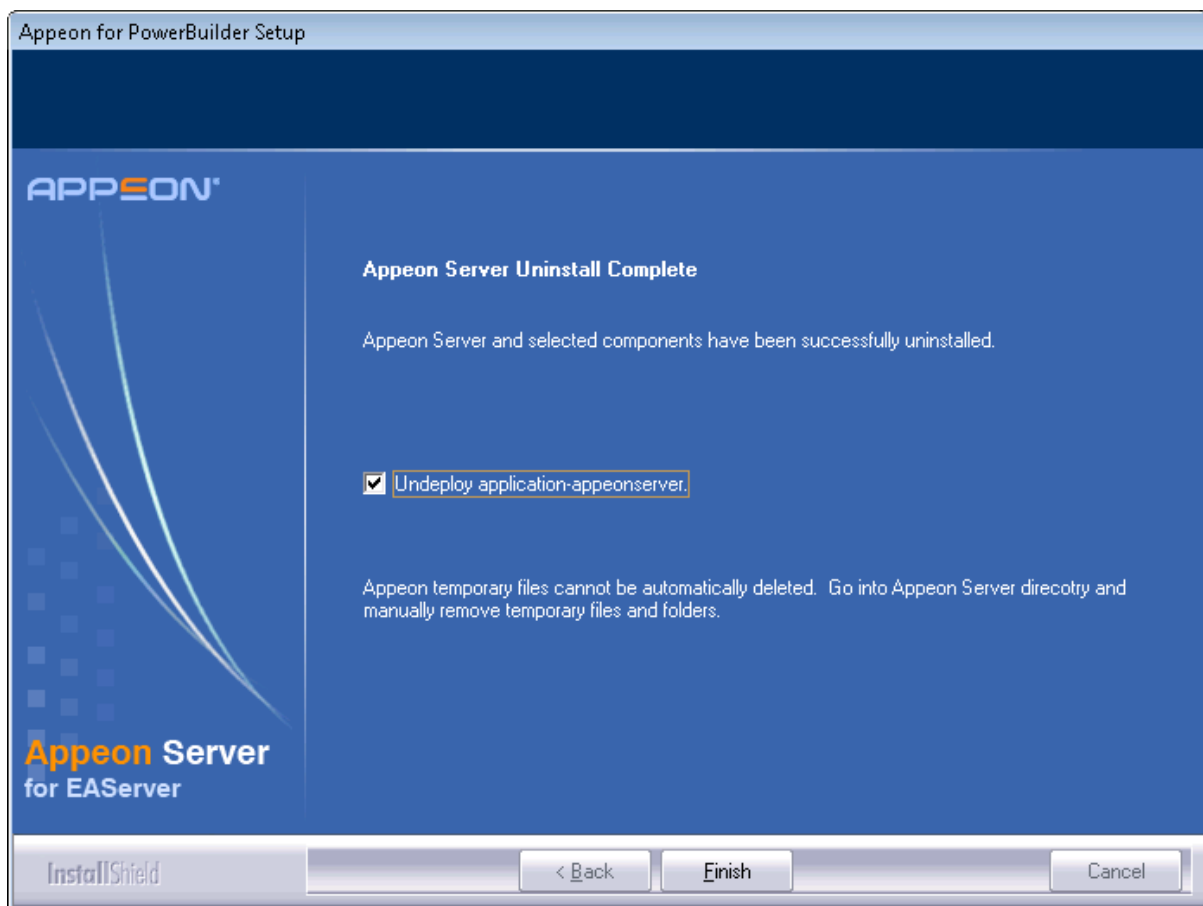
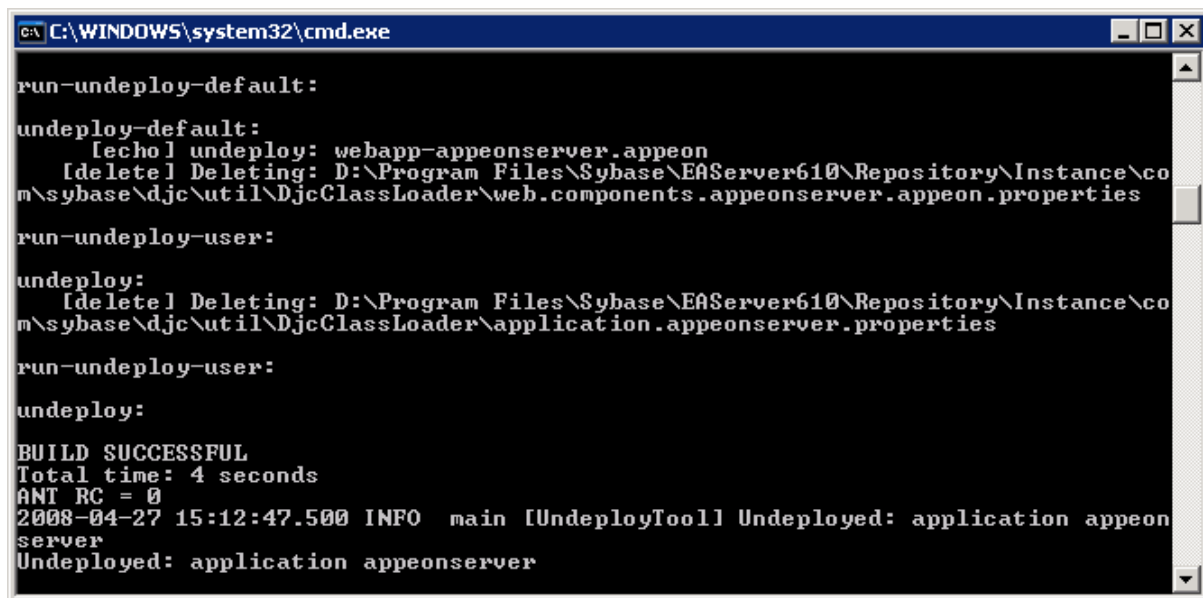
Figure 7-11: Appeon Server uninstall complete

Figure 7-12: Undeploy appeonserver application from EAServer


```

C:\WINDOWS\system32\cmd.exe

run-undeploy-default:
undeploy-default:
    [echo] undeploy: webapp-appeonserver.appeon
    [delete] Deleting: D:\Program Files\Sybase\EAServer610\Repository\Instance\com\sybase\djc\util\DjcClassLoader\web.components.appeonserver.appeon.properties
run-undeploy-user:
undeploy:
    [delete] Deleting: D:\Program Files\Sybase\EAServer610\Repository\Instance\com\sybase\djc\util\DjcClassLoader\application.appeonserver.properties
run-undeploy-user:
undeploy:
BUILD SUCCESSFUL
Total time: 4 seconds
ANT RC = 0
2008-04-27 15:12:47.500 INFO main [UndeployTool] Undeployed: application appeon
server
Undeployed: application appeonserver

```

7.3.1 Uninstalling EAServer 6.3 that is installed with Appeon Server

EAServer can be silently installed with Appeon Server or installed separately before Appeon Server. If you installed EAServer by running the independent setup program (before the Appeon Server installation), uninstall it by running the EAServer uninstall program. For detailed instructions, refer to the *EAServer Installation Guide*. If you install EAServer silently with Appeon Server, you can do either of the following to uninstall EAServer:

- Uninstall EAServer 6.3 with the Appeon Server uninstall program.

When uninstalling Appeon Server, you can choose whether to uninstall EAServer 6.3, which is installed with Appeon Server. For detailed instructions, refer to Section 7.3: [Uninstalling Appeon Server](#).

- Uninstall EAServer 6.3 separately, after Appeon Server uninstall.

If you choose not to uninstall EAServer 6.3 with Appeon Server during the Appeon Server uninstall, you can still uninstall it by running the EASuninstall.exe program file in the %JAGUAR%\uninstall2 folder, where %JAGUAR% is the EAServer installation path.

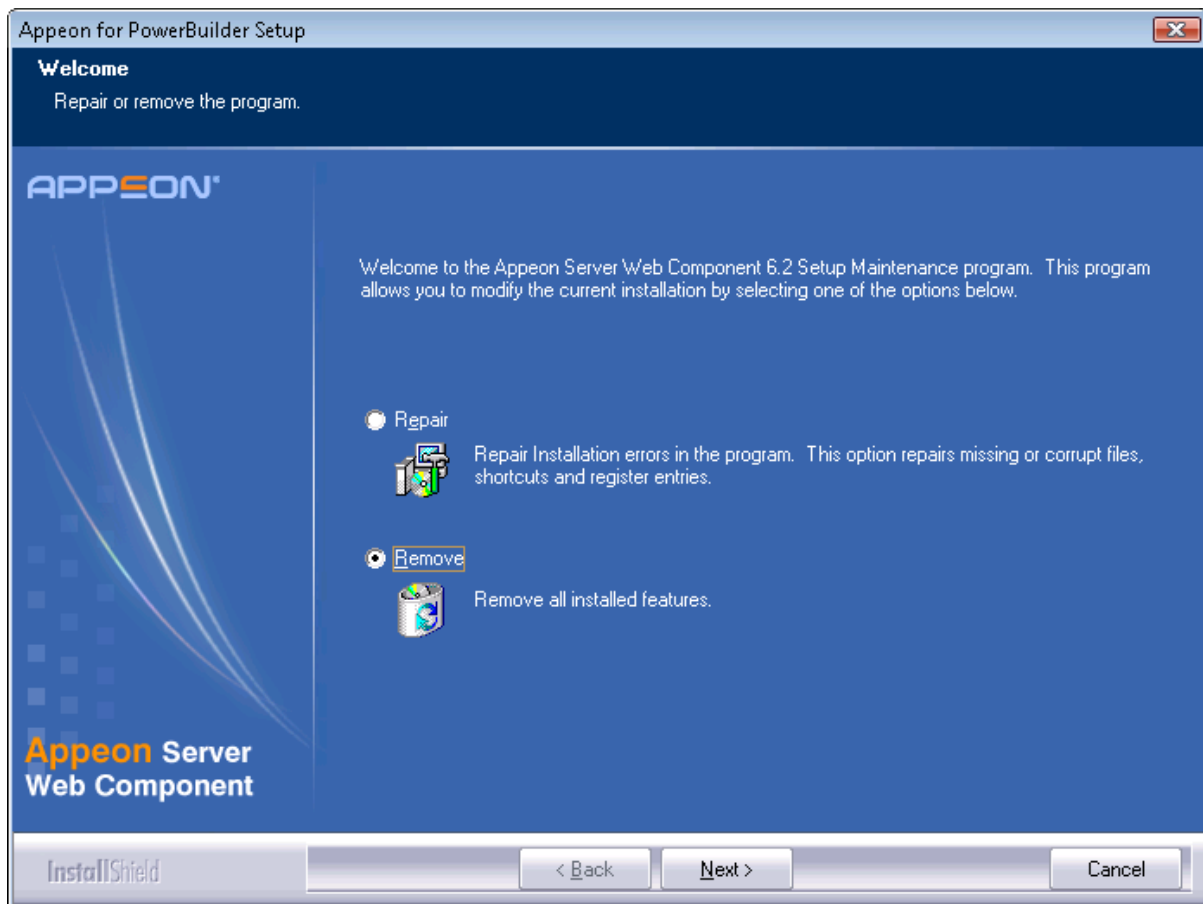
After EAServer is successfully uninstalled, some user created files might be left in the EAServer folder. You can manually remove these files.

7.4 Uninstalling Appeon Server Web Component (for third-party Web servers only)

Step 1 – Shut down all Windows programs as well as the Web server.

Step 2 – Select Windows Start menu | Programs | Appeon 6.2 for PowerBuilder | Appeon Web Component | Uninstall Appeon Web Component to begin the uninstall process.

Step 3 – Choose *Remove* to delete all installed features. Click *Next* (Figure 7-13).

Figure 7-13: Welcome page

Step 4 – Confirm the removal of the Appeon Server Web Component. Click *OK* to uninstall (Figure 7-14 and Figure 7-15).

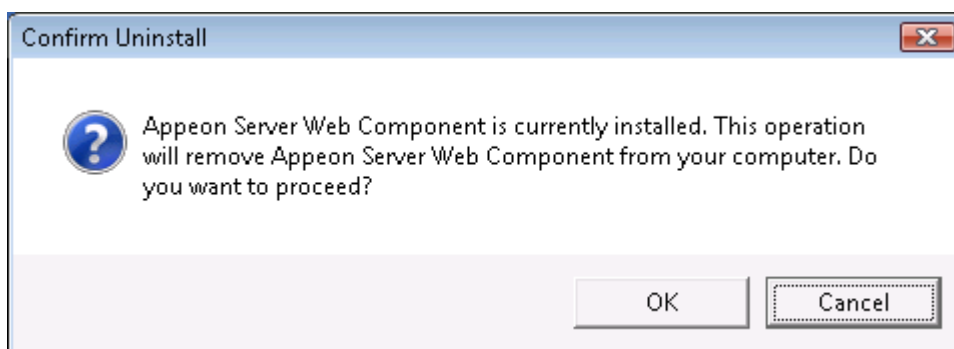
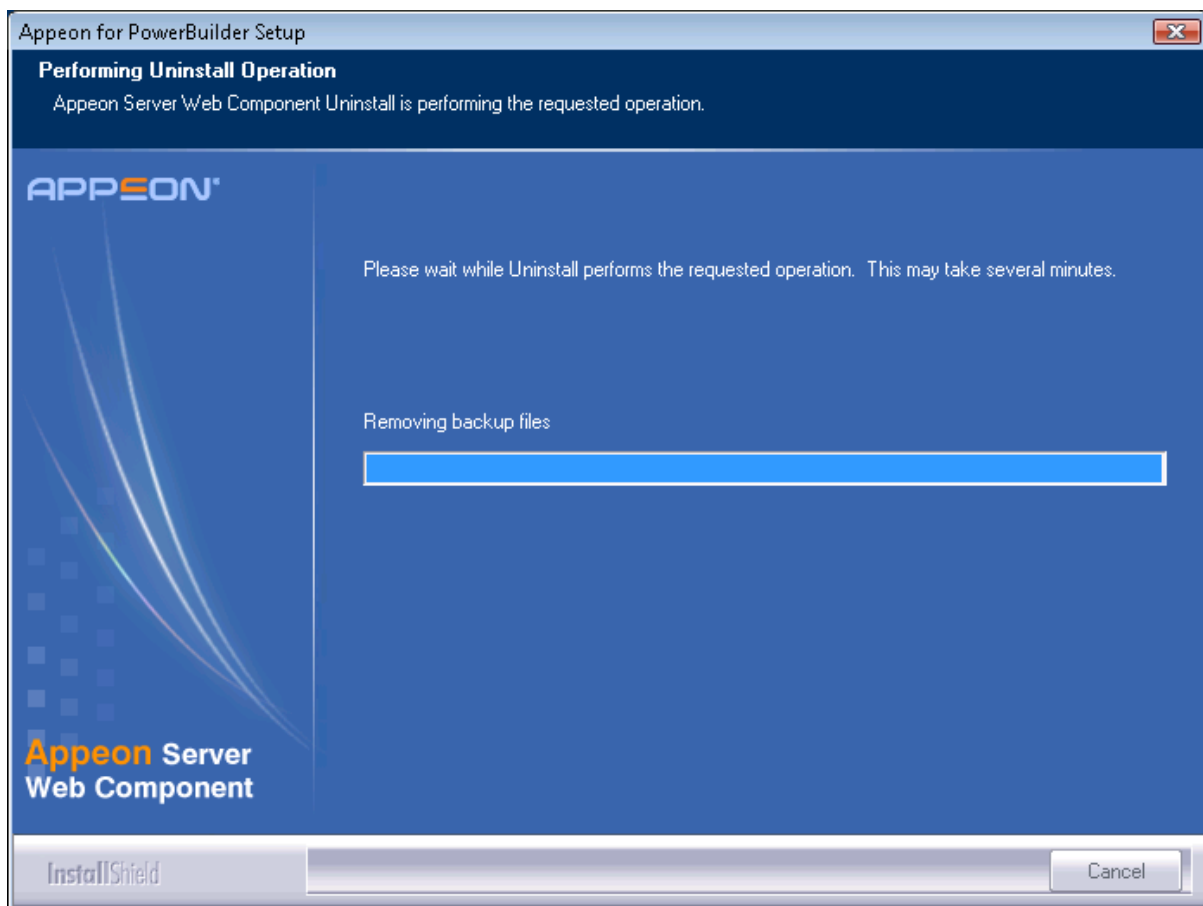
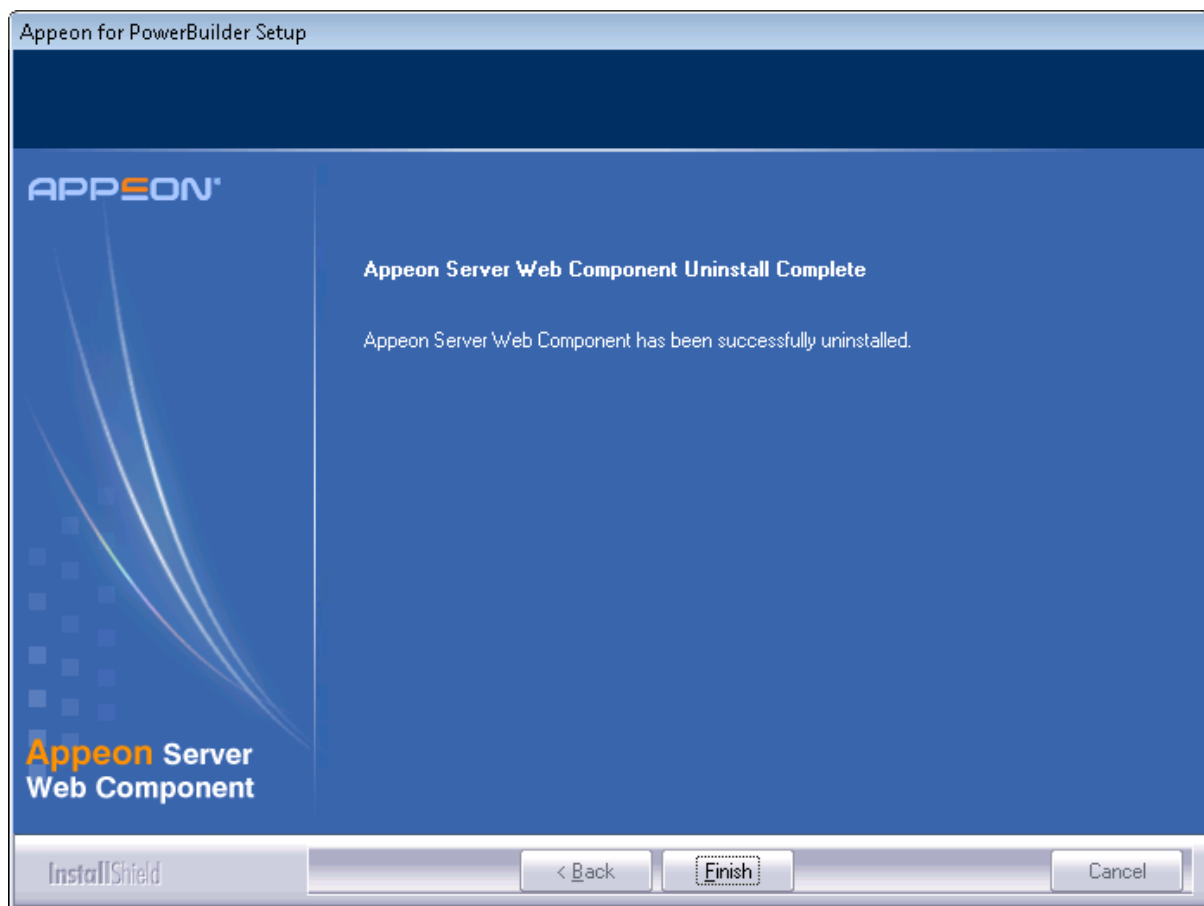
Figure 7-14: Confirm uninstall

Figure 7-15: Appeon Server Web Component uninstall process

Step 5 – Click *Finish* to exit (Figure 7-16).

Figure 7-16: Appeon Server Web Component uninstall complete

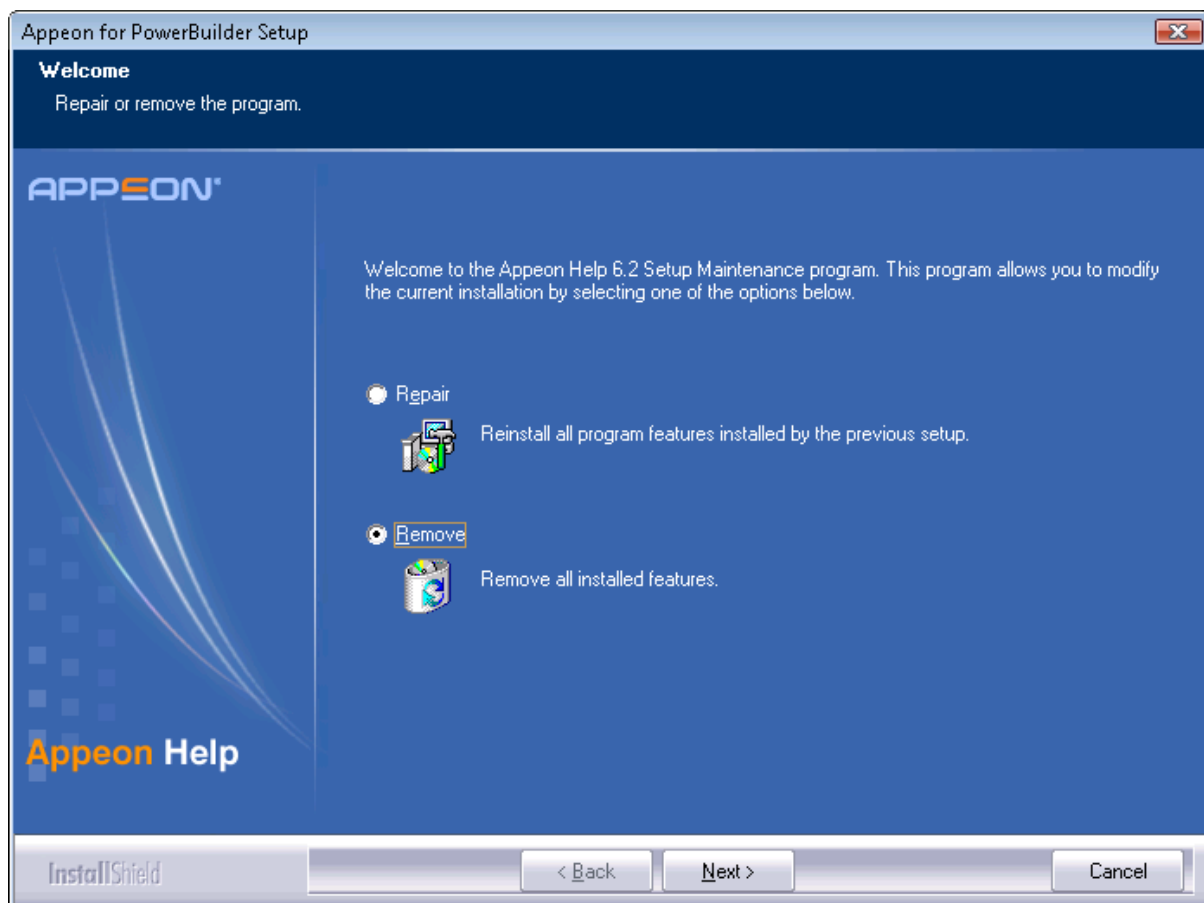
7.4.1 Web Component uninstall if multiple third-party Web servers are involved

Repeat the Web Component uninstall steps for each third-party Web server.

7.5 Uninstalling Appeon Help

Step 1 – Select Windows Start menu | Programs | Appeon 6.2 for PowerBuilder | Appeon Help | Uninstall Appeon Help to begin the uninstall process.

Step 2 – Choose *Remove* to delete all installed features. Click *Next* (Figure 7-17).

Figure 7-17: Welcome page

Step 3 – Confirm the removal of the Appeon Help. Click *OK* to uninstall (Figure 7-18 and Figure 7-19).

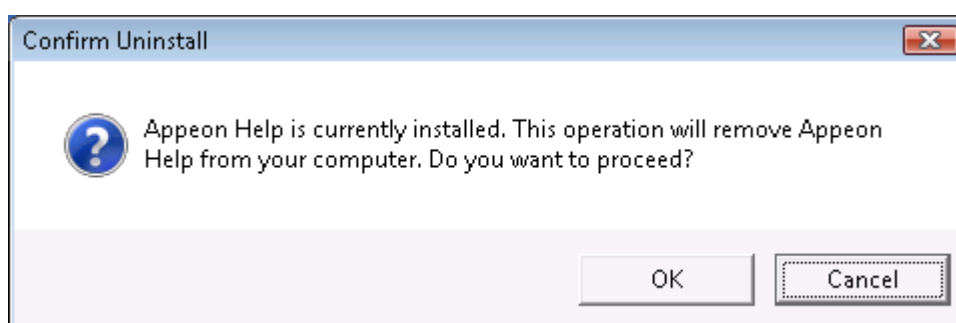
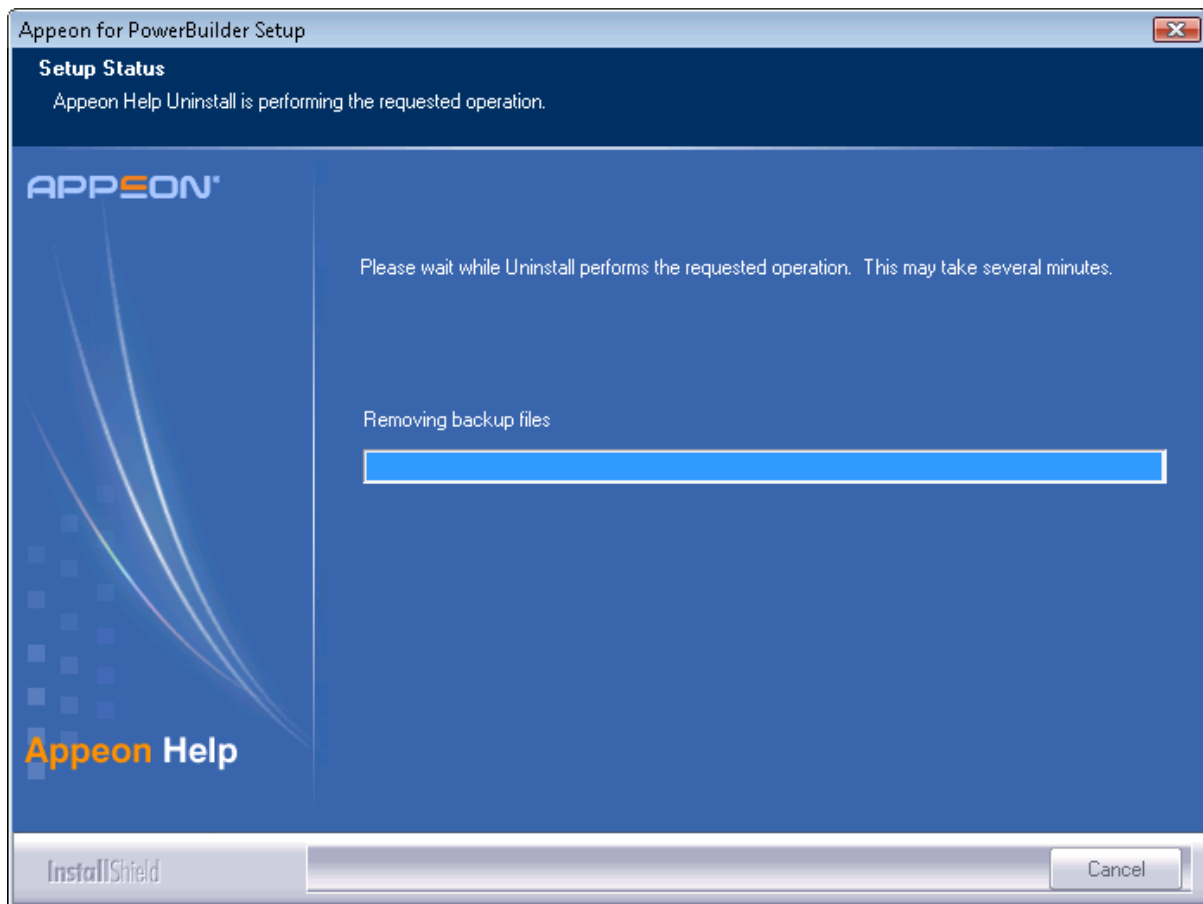
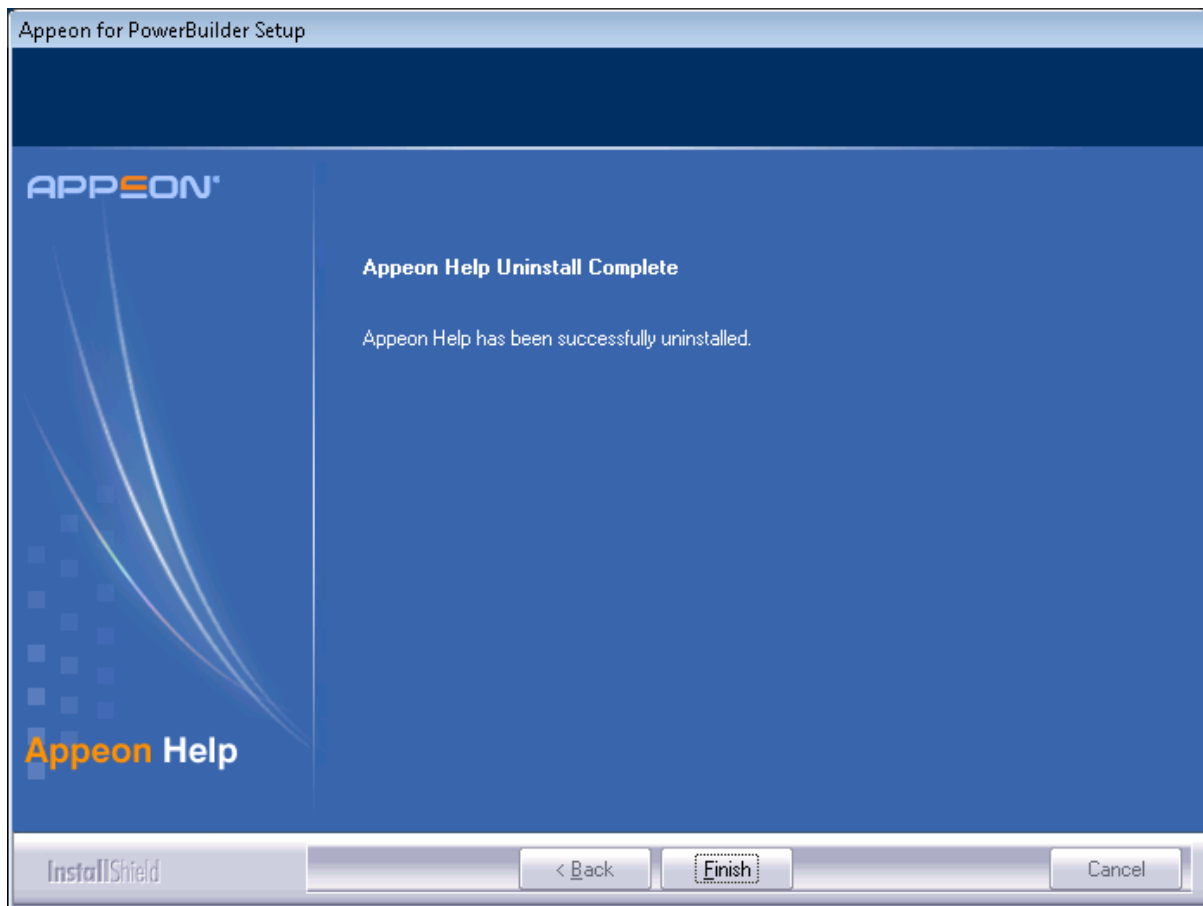
Figure 7-18: Confirm uninstall

Figure 7-19: Appeon Help uninstall process

Step 4 – Click *Finish* to exit (Figure 7-20).

Figure 7-20: Appeon Help uninstall complete

7.6 Uninstalling PDF printer

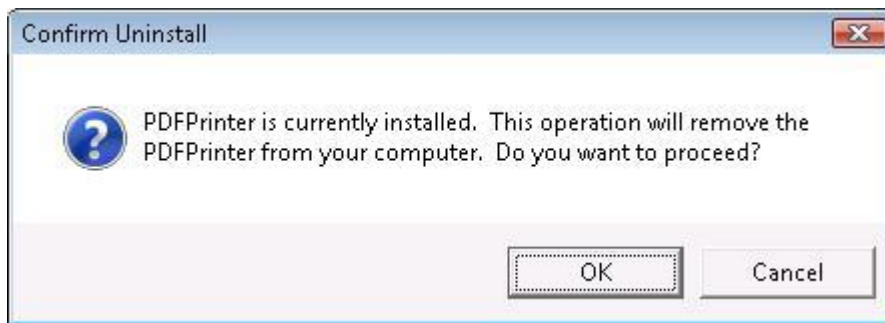
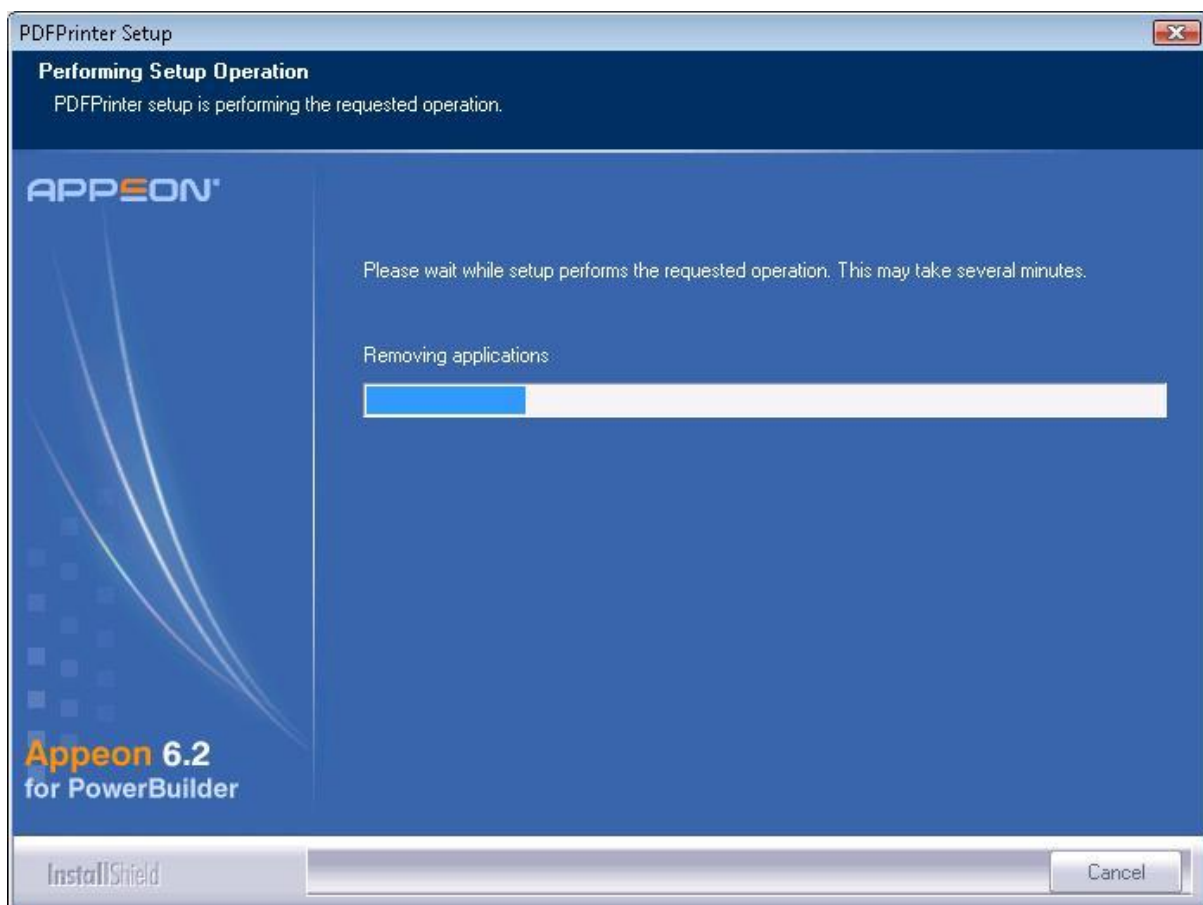
Before you uninstall the server PDF printer, verify that the printer name is “Appeon PDFPrinter” in the Settings | Printers window. If you have changed the name, be sure to change it back to “Appeon PDFPrinter”, otherwise, you will encounter problems with the uninstall process.

The following steps apply to uninstalling PDF Printer installed on the server or the client.

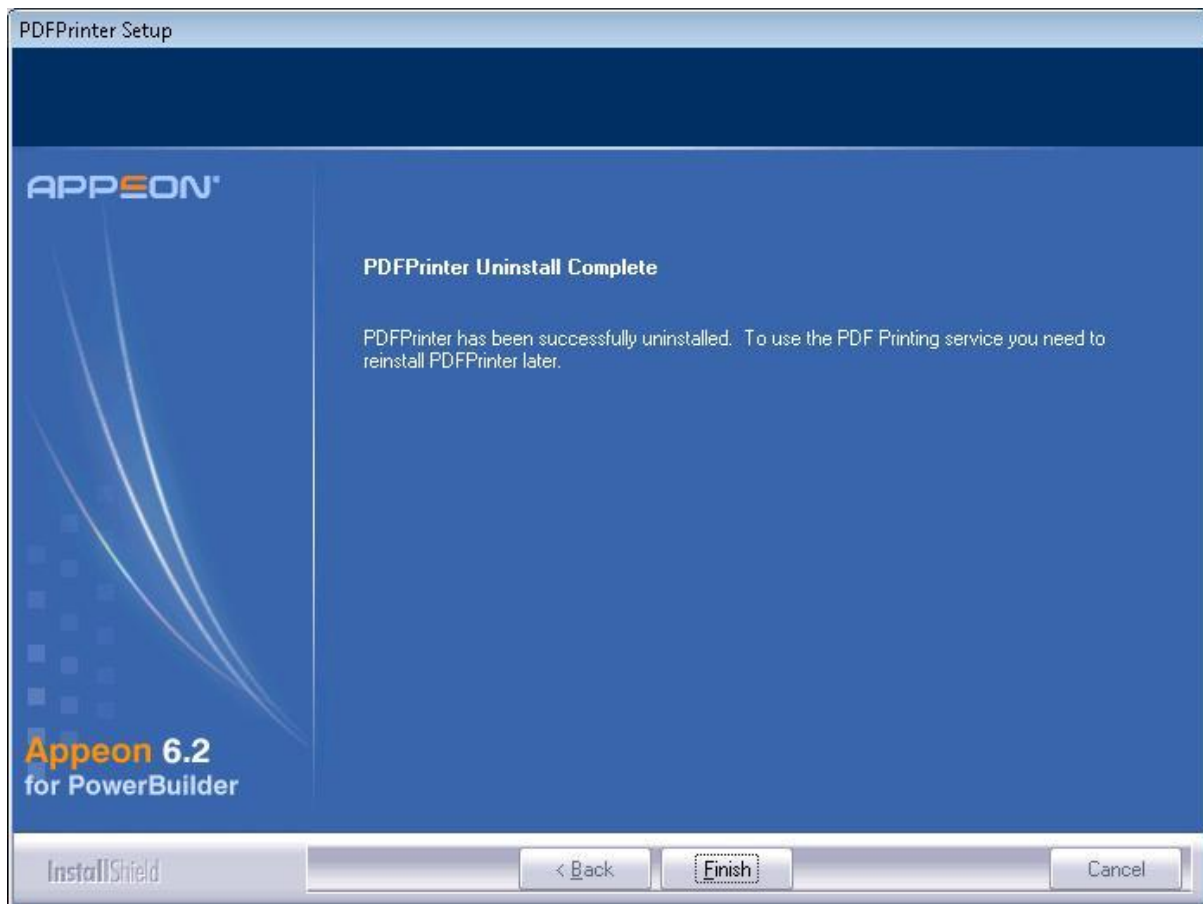
Step 1 – Shut down all Windows programs.

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 7-21 and Figure 7-22).

Figure 7-21: Confirm uninstall**Figure 7-22: PDFPrinter uninstall process**

Step 4 – Click *Finish* to exit (Figure 7-23).

Figure 7-23: PDFPrinter uninstall complete

8 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 Distributions in Getting Started.

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 8-1: Files required for technical support

File Type	File Name
EAServer configuration file	%JAGUAR%\Repository\Instance\com\sybase\djcs\server\ApplicationServer\instancename.properties %JAGUAR%\bin\run_server.bat %JAGUAR%\bin\djcs-setenv.bat
EAServer log file	%JAGUAR%\logs\instancename.log
Appeon Server configuration file	All files in the %JAGUAR%\appeon\repository\%instancename%\config folder.
Appeon Server log file	All files in the %JAGUAR%\appeon\repository\%instancename%\log folder.
Appeon Server Repository DB	%JAGUAR%\appeon\db\AppeonServer.db
Appeon license file	%JAGUAR%\appeon\license.appeon
Web server configuration file	httpd.conf

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) Web server path of EAServer is usually %JAGUAR%\html. 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.

Index

A

accessing Web applications problem,
workaround
checking the Empty Temporary Internet
Files folder when browser is closed
option, 68

deleting the temporary Internet files
manually, 68

Add-on settings for IE 7, 67

Appeon 6.2 new installation

Appeon Developer installation
installation instruction, 32
prerequisites, 31

Appeon Help installation, 40

Appeon Server installation
EAServer 6.3 install, 26
installation instruction, 18
prerequisites, 17

Appeon Server Web Component
installation, 37
installation instructions, 38
prerequisites, 38
verifying installations, 40

PDF printer installation, 43

PDFPrinter installation
configuration instructions, 52
installation instructions
additional installation notes for
server PDF printer, 50
installation instructions, 44
prerequisites, 44

Appeon 6.2 upgrade installation

upgrade instructions
upgrade Appeon Developer, 56

upgrade Appeon PDFPrinter, 58

upgrade Appeon Server, 54

upgrade Appeon Server Web
component, 57

upgrade instructions, 54

upgrade of configuration settings, 61

Appeon components, 5

Appeon Developer, 5

Appeon Help, 6

Appeon Server, 5

Appeon Server Web Component, 6

Appeon Developer installation verification
demo files

system DSN AppeonSample, 37

Appeon Developer uninstalling, 76

Appeon editions, 4

Appeon Server Cluster, 62

Appeon server requirements
hardware, 7
software, 7
third-party Web server, 8

Appeon Server uninstalling, 79

Appeon Server Web Component
installation
verifying the installation, 40

Appeon upgrade installation
prerequisites, 53

ASE Chained mode, 74

ASE Chained Mode, 74

audience, 1

B

before installing Appeon Developer

- checking Developer PC, 31
- shutting down certain Window programs, 32
- uninstalling the previous Appeon version, 31
- upgrading PowerBuilder, 31
- before installing Appeon Server
 - checking ASE EJB, 18
 - stopping certain processes, 18
- before installing Appeon Server Web Component to a third-party Web server
 - installing and configuring Sybase Redirector Plug-in, 40
 - shutting down certain program, 38
 - using compatible Web server, 38
- before installing Appeon Server Web Component to a third-party Web server:, 38
- before installing Web component
 - preparations for installing Web component to multiple Web server, 38

C

- checking the version of JScript.dll, 74
- client PC requirements
 - hardware, 7
 - software, 7
- configuration for installation
 - disabling Static Page Caching, 74
- configurations for IE 7 under Windows Vista, 68
- Configuring Appeon Server Cluster, 62

D

- Database server requirements, 8
- developer PC requirements
 - hardware, 8
 - software, 8

- dynamic DataWindows support, 74

H

- how to use this book, 1

I

- if you need help, 2
- installation methods, 13
- Installation Requirements
 - system language settings, 74
- installation scenarios
 - Developer PC installation, 11
 - remote Appeon Server installation, EAServer HTTP server, 11
 - remote Appeon Server installation, third-party Web server, 12
- installation scenarios
 - Appeon Server Cluster, 12
- Installing to non-EAServer Web servers, 38
- Internet Explorer configuration
 - Internet Explorer settings, 66
 - security settings, 66
- Internet Explorer configuration
 - caching recommendation, 68
- Internet Explorer configuration
 - caching recommendation
 - temporary Internet files folder, Advanced tab, 68
- Internet Explorer configuration
 - caching recommendation
 - temporary Internet files, General tab, 68
- Internet Explorer configuration
 - caching recommendation
 - disk space to use, 68
- Internet Explorer configuration
 - IE advanced settings, 68

J

JScript.dll, checking the version, 74

L

language setting

 regional options, your locale, 73

 system locale, 73

P

PDF printer uninstalling, 90

Post-Installation configuration, 63

R

related documents, 1

S

section 508 compliance, 3

security settings

 custom level settings, 67

 default level settings, 66

 security level and zone, 66

starting the installation, 13

Stored procedures provided for solving
 ASE Chained Mode issue, 75

supporting dynamic DataWindows, 74

system architecture, 3

system architecture

 Client PC, 4

system architecture

 Developer PC, 4

system architecture

 Web Server, 4

system architecture

 Application Server, 4

system architecture

 Database Server, 4

system language settings, 73

T

technical support, 93

U

uninstalling Appeon Developer, 76

Uninstalling Appeon Help, 87

uninstalling Appeon Server, 79

uninstalling EAServer, 84

uninstalling PDF printer, 90

uninstalling Web Component from
 multiple third-party Web servers, 87

uninstalling Web component from non
 EAServer Web server, 37, 84

W

Web component uninstall from non
 EAServer Web server, 84

Windows account with administrator
 rights, 64