Appeon Installation Guide for EAServer

Appeon® 6.5 for PowerBuilder®

WINDOWS

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1 About This Book

1.1 Audience

This book is for users who want to install Appeon® 6.5 for PowerBuilder® (on 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 6.5 for PowerBuilder (on EAServer Windows) and its system architecture.

Chapter 3: Installation Requirements

The system requirements for installing Appeon 6.5 for PowerBuilder (on EAServer Windows).

Chapter 4: Installing Appeon 6.5

Instructions for installing and upgrading Appeon Server, Appeon Developer, Appeon Help, 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 6.5

Instructions for uninstalling Appeon 6.5 for PowerBuilder (on 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 6.5.

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 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 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 6.5.

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

  Introduces new features and changes in Appeon 6.5.

  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.

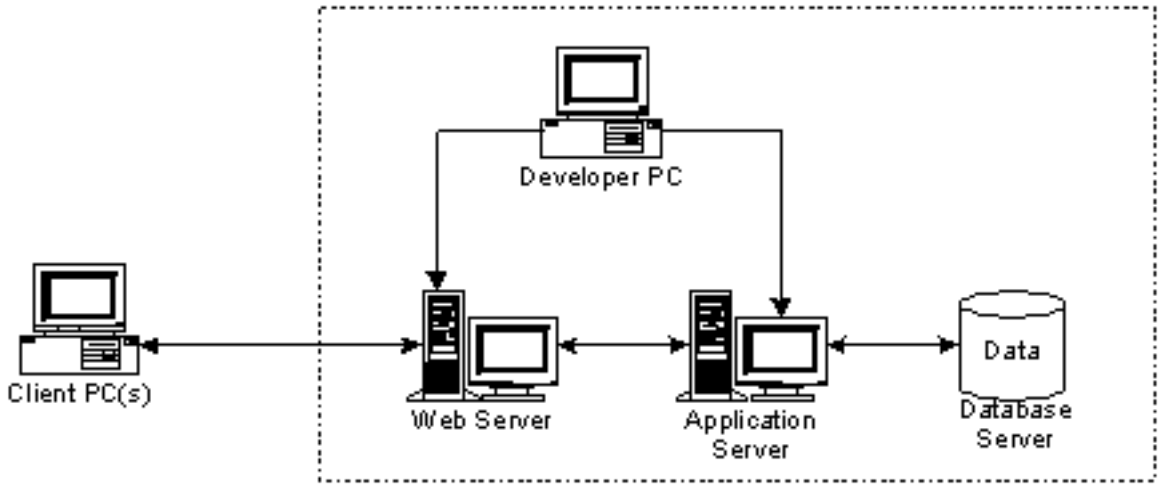
Appeon for PowerBuilder allows the entire Web application conversion process to be executed within the PowerBuilder IDE. It does not require the developer to write a single line of HTML, Java, .NET or JavaScript code. Only standard PowerBuilder programming skills are required.

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 System architecture

Appeon for PowerBuilder works with standard n-Tier Web architecture. 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 a cluster of Appeon Server 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	None	The default Microsoft Internet Explorer Web browser
Developer PC	Deploys your PowerBuilder application to the testing and production Web environments with the n-Tier architecture.	Appeon Developer	PowerBuilder Internet Explorer
Web Server	Hosts the presentation layer of Appeon Web applications, responds to incoming requests from Client PC 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, and security authentication.	Appeon Server	EAServer
Database Server	Hosts the application database.	None	JDBC-compliant RDBMS supported by Appeon. Please see Database server requirements for more information.

2.3 Appeon editions

Appeon 6.5 for PowerBuilder (on EAServer Windows) contains the following editions.

Table 2.2: Appeon editions

Edition	Platform	Component	Description
Enterprise Edition	Windows	• Appeon Server • Appeon Server Web Component • Appeon Help • EAServer	1) Appeon Developer is not provided. 2) The Appeon Server clustering service is provided in Enterprise Edition only.

Edition	Platform	Component	Description
Workgroup Edition	Windows	• Appeon Server • Appeon Server Web Component • Appeon Help • EAServer	Appeon Developer is not provided.
Developer Edition	Windows	• Appeon Developer • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer	The maximum number of online users is 5.
Trial Edition	Windows	• Appeon Developer • Appeon Server • Appeon Server Web Component • Appeon Help • EAServer	1) Trial Edition has a 30-day time bomb. 2) The maximum number of online user is 5.

2.4 Appeon components

2.4.1 Appeon Developer (Windows only)

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.

2.4.2 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, and security for Appeon Web applications.

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

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

During the Appeon Server installation, the Appeon Server Web Component is automatically installed to the EAServer HTTP server, therefore, 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.

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

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

If you use a third-party Web server or physically separate the Web server and the Appeon Server, for example, for load balancing purpose, you will need to install Appeon Server Web Component to the Web server and configure the Web server with the redirector plug-in. For detailed instructions on configuring the Web server, refer to *Web Server Configuration Guide* in Appeon Help.

2.4.4 Appeon Help (Windows only)

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
- Microsoft Windows 2000 SP4, Windows Server 2003 SP2, Windows XP SP3, Windows Vista SP2, Windows Server 2008 SP2, or Windows 7
- (Optional) Adobe Acrobat Reader 6.0 or above (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

- (Recommend) Windows Server 2003 SP2, or Windows Server 2008 SP2
- (Optional) Windows Server 2000 SP4, Windows XP SP3, Windows Vista SP2, or Windows 7
- Sybase EAServer 6.3.1.04

  Appeon offers to install EAServer during the Appeon Server installation, (EAServer is bundled with Appeon Server and it is called a "silent install" in this document). You can also install it separately before installing Appeon Server.
- Sybase PowerBuilder® Virtual Machine (PBVM) 9.0.3 (build 8784), 10.2.1 (build 9914), 10.5.2 (build 7826), 11.2 (build 8669), 11.5 (build 3127), or 12.0 (build 3517)

  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
- At least 1 GB RAM (2 GB RAM recommended)

- 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 requirements

- Apache 1.3, 2.0, or 2.2, or Microsoft IIS 5.0, 6.0, 7.0, or 7.5
- 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
- Microsoft Windows 2000 SP4, Windows Server 2003 SP2, Windows Server 2008 SP2, Windows XP SP3, Windows Vista SP2, or Windows 7
- Sybase PowerBuilder 9.0.3 (build 8784), 10.2.1 (build 9914), 10.5.2 (build 7826), 11.2 (build 8669), 11.5 (build 3127), or 12.0 (build 3517)

  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 7/8/9/10/11/12 or IBM DB2 database.
- (Optional) Sybase Adaptive Server Anywhere 7.0.4, 8.0.2, 9.0, 10.0.1, 11.0, or 12.0 (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 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 6.5 for PowerBuilder (on EAServer) can run with any of the following database servers and drivers:

- Sybase Adaptive Server Anywhere 7.0.4, 8.0.2, 9.0, 10.0.1, 11.0, or 12.0 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

  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
- 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

For instructions on downloading and installing the driver files, refer to the *JDBC driver preparation* section in the *Appeon Server Configuration Guide*.

4 Installing Appeon 6.5

4.1 Overview

Appeon 6.5 for PowerBuilder for EAServer Windows consists of the following components.

Table 4.1: Appeon components

Component	Description	Installed on
Appeon Developer	An add-in that provides the Web deployment option to PowerBuilder.	PowerBuilder on Windows operating system.
Appeon Server	A set of EAServer components that provide runtime services for the Appeon Web applications, such as data connectivity, DataWindows support, transaction management, and security. Appeon Server also includes Appeon Enterprise Manager (AEM) and Appeon Server Web Component.	EAServer on Windows operating system. 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 operating system.

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.

4.2.1 Developer PC

Table 4.2: Developer PC installation

Scenarios	Requirements	Appeon Components
One physical machine, Computer 1, serves	Computer 1: Microsoft Windows Server 2003 or 2008, or Windows 7	Computer 1: Appeon Developer

Scenarios	Requirements	Appeon Components
as Developer PC, Web server, application server and database server	Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA (Optional) Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database	Appeon Server

4.2.2 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, 7, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	Computer 1: Appeon Developer
Computer 2 serves as Web server, application server and database server.	Computer 2: Microsoft Windows Server 2003 or 2008, or Windows 7 Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database	Computer 2: Appeon Server

4.2.3 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, 7, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	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	Computer 2:	Computer 2:

Scenarios	Requirements	Appeon Components
server and database server.	Microsoft Windows Server 2003 or 2008, or Windows 7 Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database	Appeon Server

4.2.4 Appeon Server Cluster

Table 4.5: Appeon Server cluster installation

Scenarios	Requirements	Appeon Components
In this example, N (N>=4) computers are used: Computer 1 is used for Developer PC.	Computer 1: Microsoft Windows 2000, 2003, 2008, 7, XP, or Vista Microsoft Internet Explorer Sybase PowerBuilder Sybase ASA	Computer 1: Appeon Developer
Computer 2 is the database server.	Computer 2: Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix or IBM DB2 depending on application database	Computer 2: None
Computer 3 is the Web server.	Computer 3: Microsoft IIS or Apache	Computer 3: Appeon Server Web Component
Computers 4 to n are a group of EAServers.	Computers 4 to n: Microsoft Windows Server 2003 or 2008, or Windows 7	Computers 4 to n: Appeon Server (After installing Appeon Server to each EAServer, configure the Appeon Servers as a cluster. Refer to Configuring Appeon Server Cluster for details)

4.3 Two installation methods

Appeon 6.5 for PowerBuilder 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 6.5 installation, and then use the installation program to install. The installation program takes the new installation method.

- If your computer has Appeon 6.0, 6.1 or 6.2 installed, the installation program automatically takes the upgrade installation method.

4.4 Appeon 6.5 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 installing the product.

- Readme for Installation: Click this link to read the key system requirements and installation information for this version.

- Exit: Click this button to exit the Setup program.

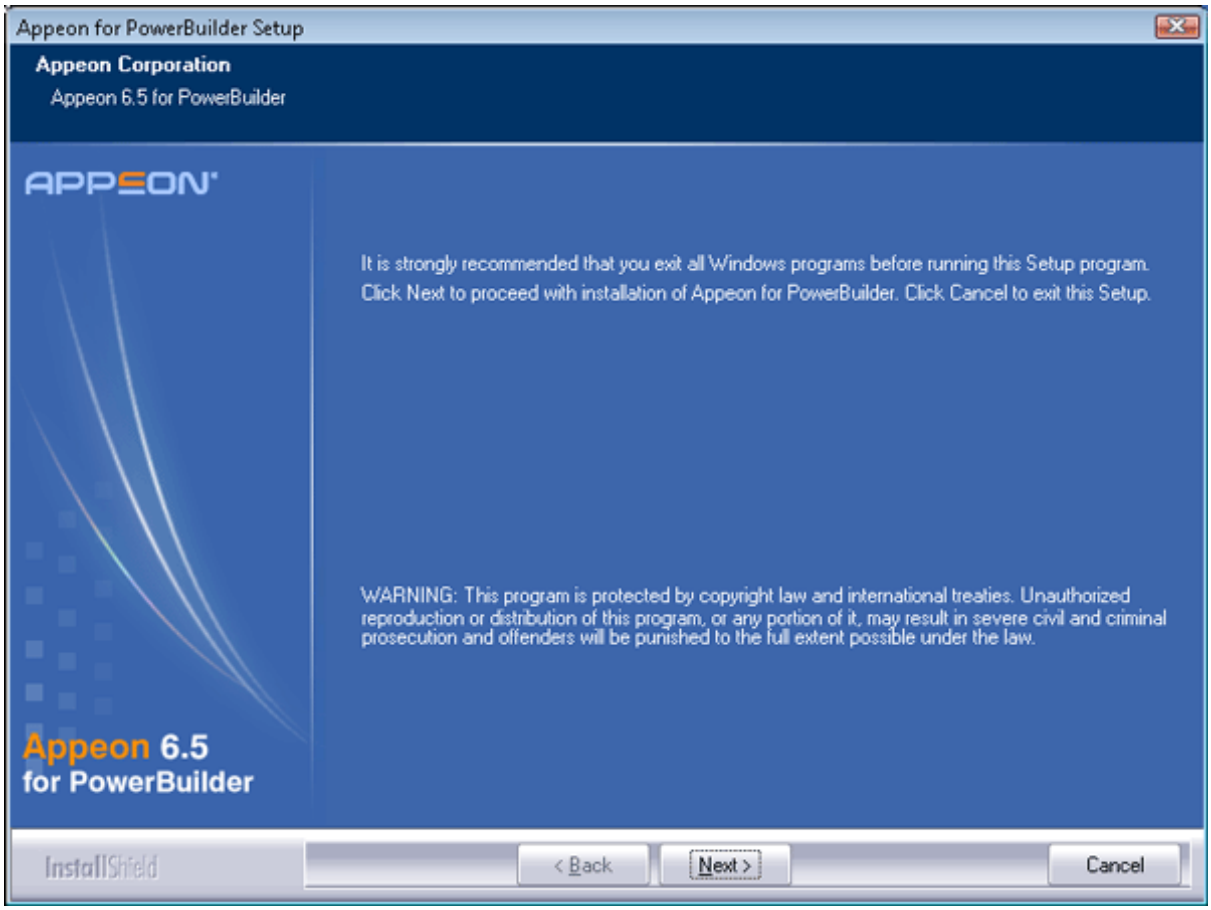
Note: Make sure there is enough space on the C: drive for storing temporary files for installation. Otherwise an error message will pop up, saying "1607: Unable to install InstallShield Scripting Runtime".

Step 2: Click *Install Now*.

Figure 4.1: Install Appeon for PowerBuilder

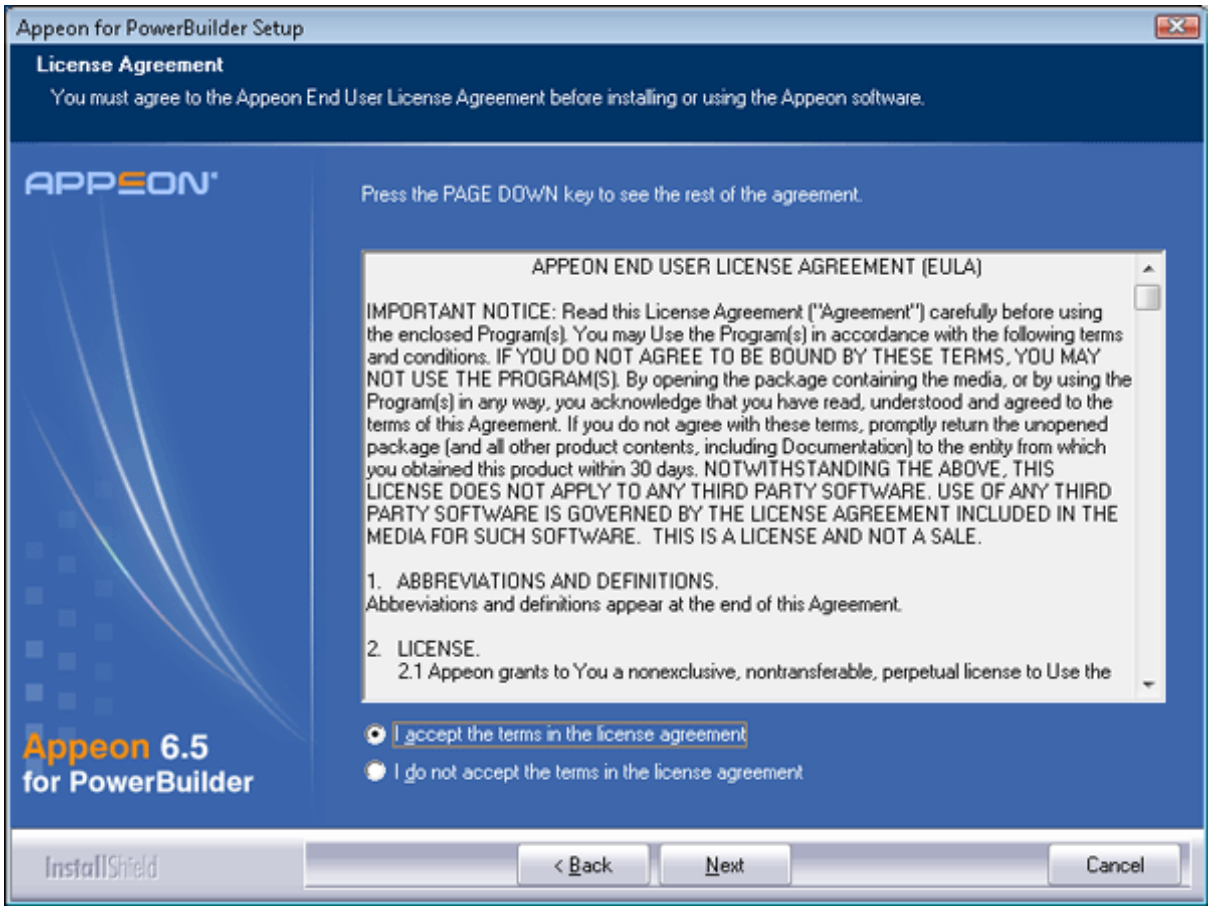
Step 3: Click *Next* on the Appeon for PowerBuilder introduction screen.

Figure 4.2: Introduction page



Step 4: Accept the terms in the license agreement page and click *Next*.

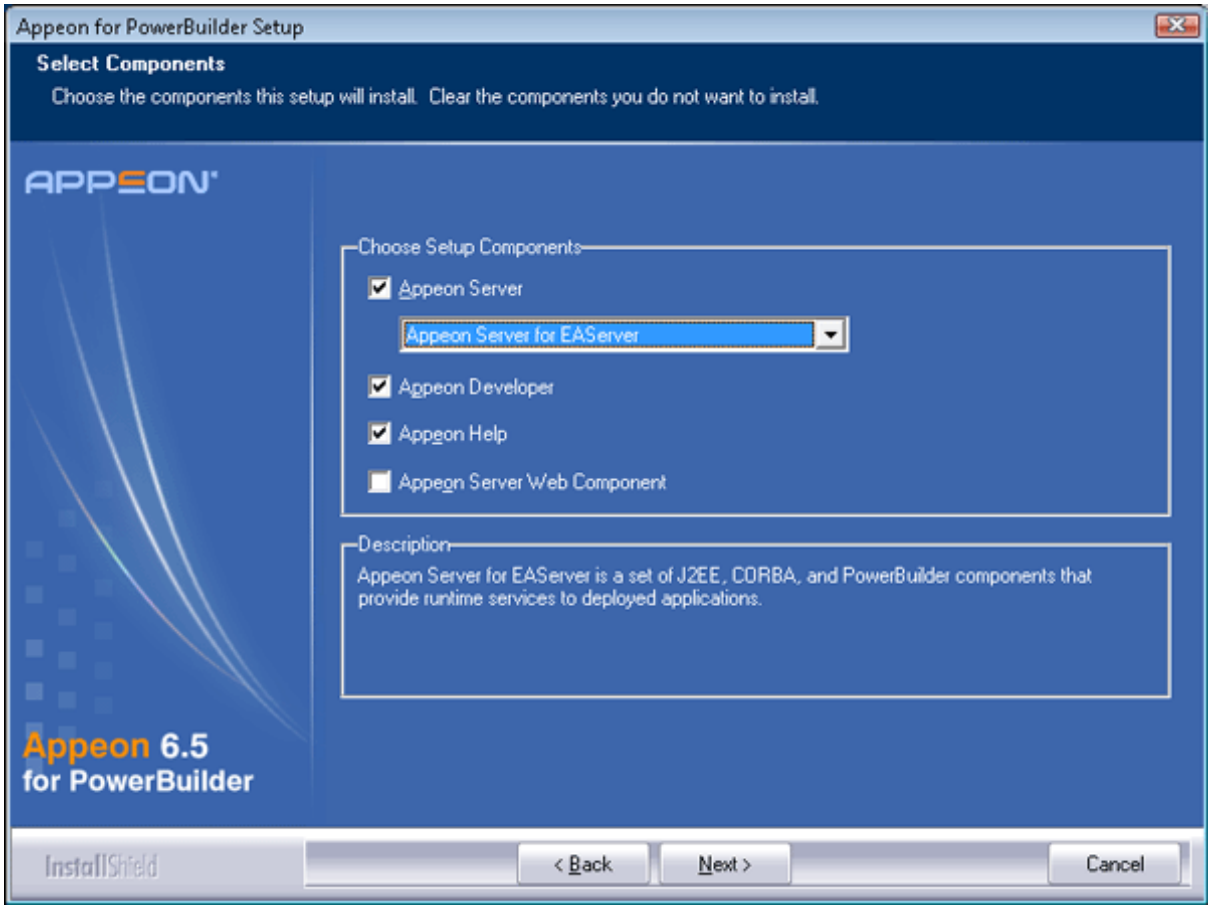
Figure 4.3: License Agreement page



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

For Developer Edition and Trial Edition, if more than one application servers such as EAServer, WebLogic, WebSphere etc. are installed on the same computer, you can repeatedly run the setup program to install Appeon Server to these application servers, for example, you can first run the setup program and select "Appeon Server for EAServer" to install Appeon Server to EAServer, you can then run the setup program again and select "Appeon Server for WebLogic" to install Appeon Server to the WebLogic application server.

Figure 4.4: Select components



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

- For Appeon Server installation instructions, refer to Appeon Server installation.
- For Appeon Developer installation instructions, refer to Appeon Developer installation.
- For Appeon Help installation instructions, refer to Appeon Help installation.
- For Appeon Server Web Component installation instructions, refer to Appeon Server Web Component installation.

  If you are using one EAServer as both the Appeon Server and the Web server, then you will not need to install Appeon Server Web Component, because it is included in Appeon Server and will be installed automatically during Appeon Server installation.

4.4.2 Appeon Server installation

4.4.2.1 Prerequisites

- 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.

- 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*.

- 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.

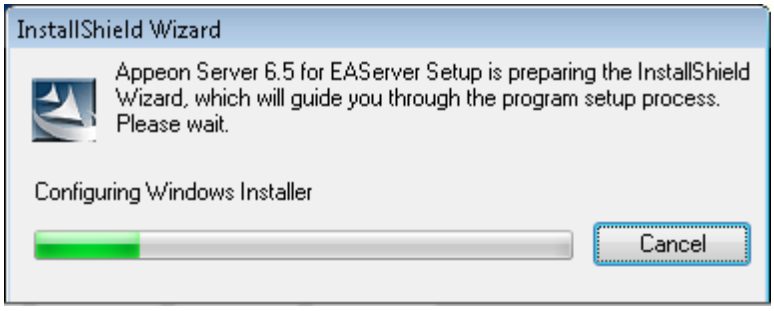
- Verify in Windows Task Manager that the following processes are not running in the processes tab: EonADT*xx*.exe, java.exe, jagsrv.exe, jagsrvagent.exe, and pb*xxx*.exe. If these processes are running, be sure to end them by clicking the *End Process* button on the Windows Task Manager. You will get a Task Manager warning; acknowledge this warning and proceed by clicking *Yes*.

- 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

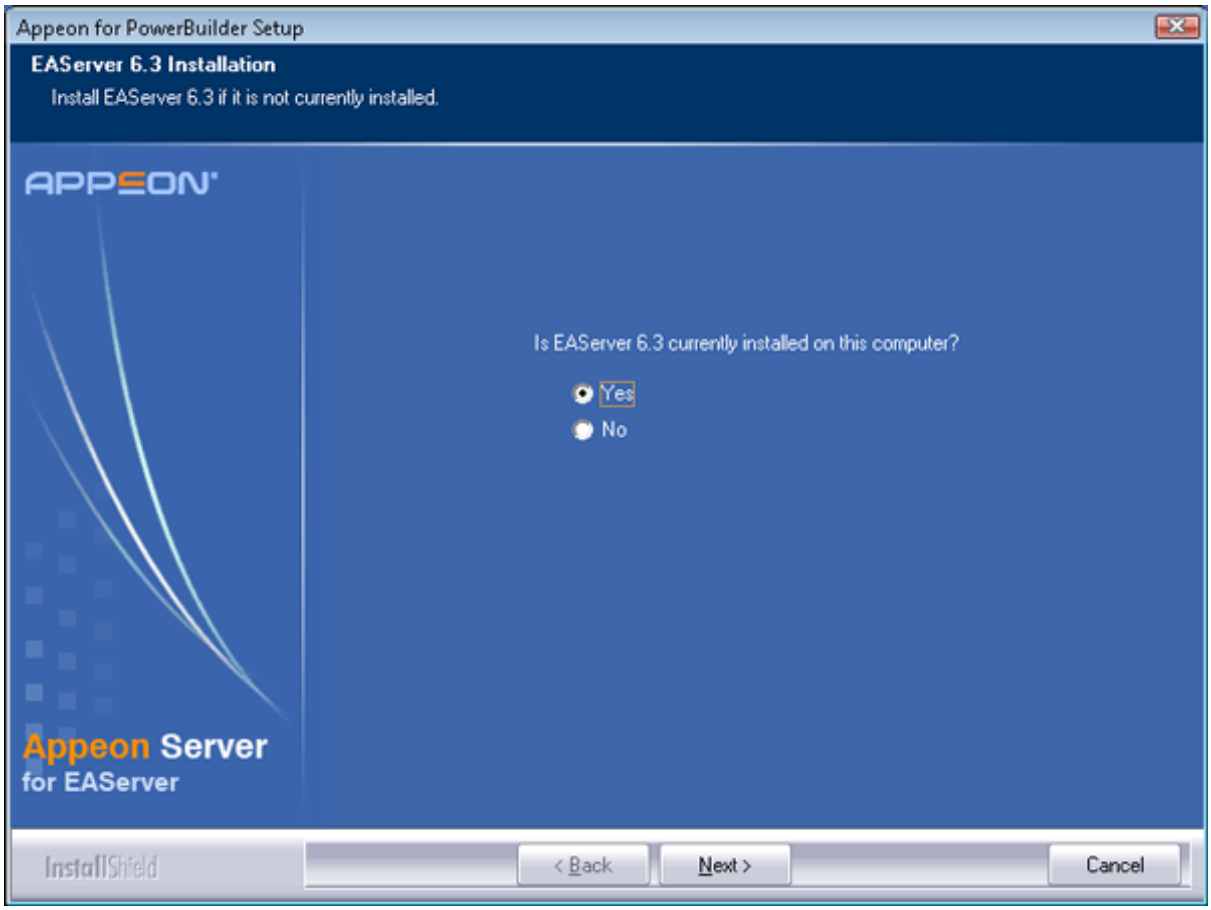
Step 1: Launch the Appeon for PowerBuilder Setup program and select to install Appeon Server for EAServer (see Starting the installation). Wait until Appeon Server completes the preparation.

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: EAServer installation



- Select "Yes" if EAServer 6.3 has been installed on your computer.
- 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 EAServer silent install for details.

The subsequent steps assume that you have selected "Yes".

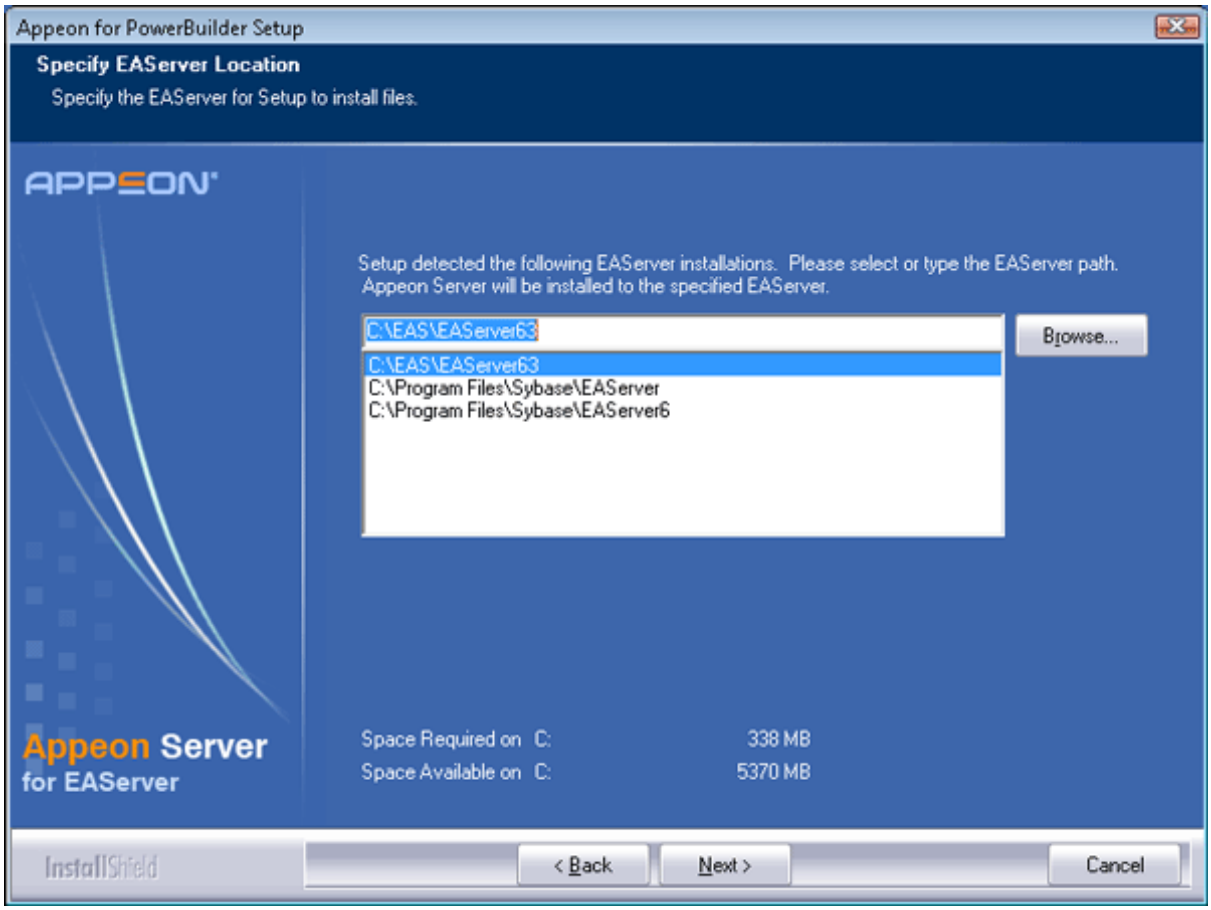
Step 3: Specify the path of EAServer where Appeon Server will be integrated and click *Next*.

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\EAServer63". If you specify a long path, for example, "C:\Program files\sybase\EAServer63", Appeon Server may not start with EAServer, hence will not work properly.

Figure 4.7: EAServer location

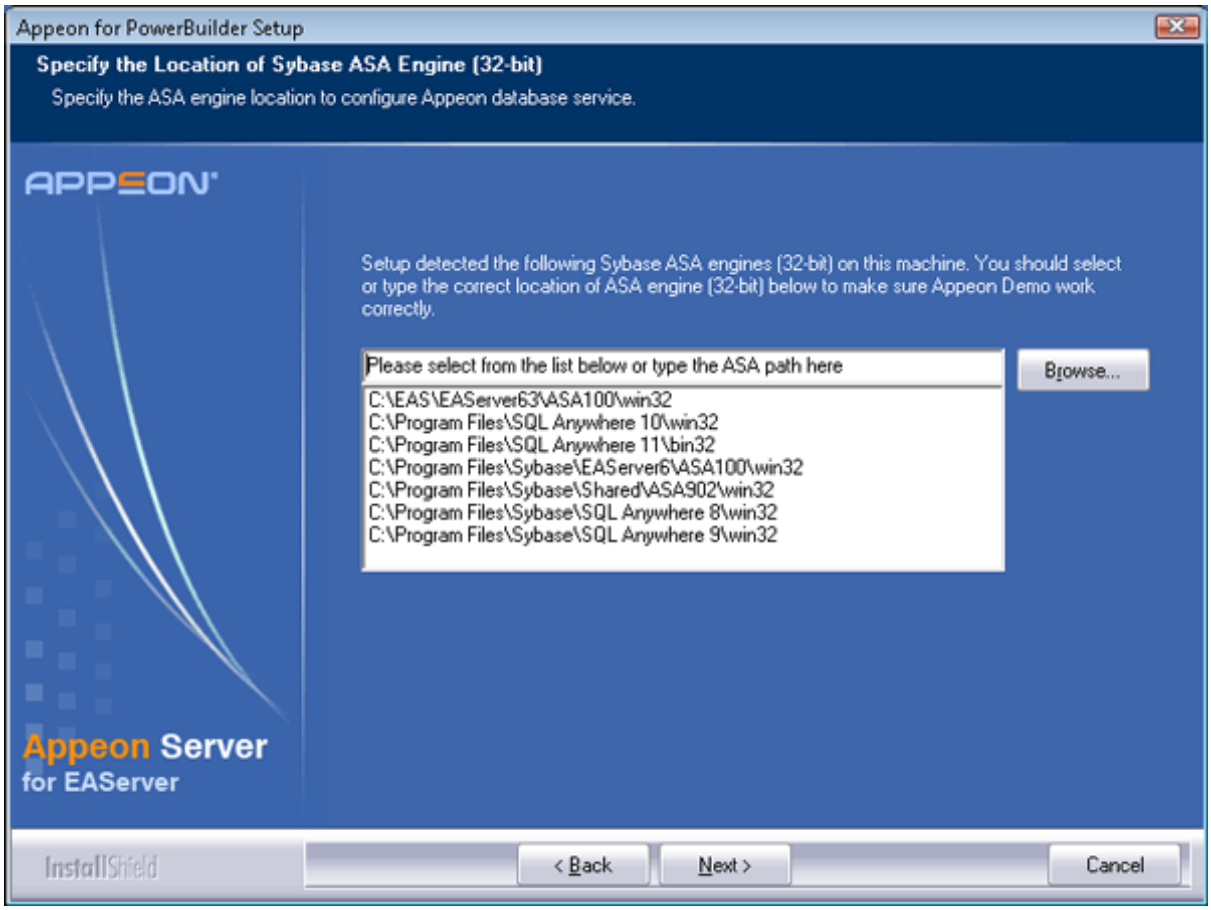


Step 4: Specify the path for the ASA and click *Next*.

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.

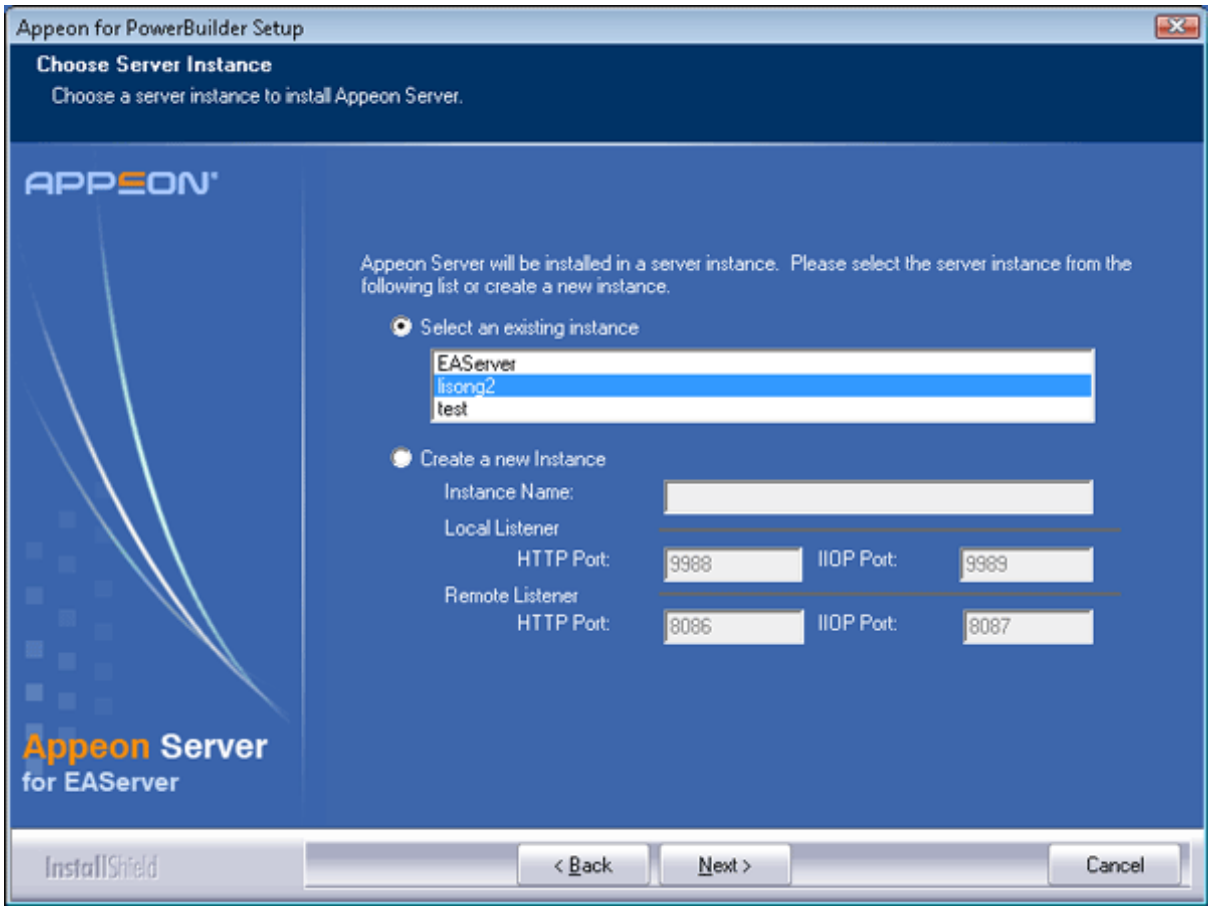
Figure 4.8: ASA location



Step 5: Select a server instance from the list. Click Next to proceed.

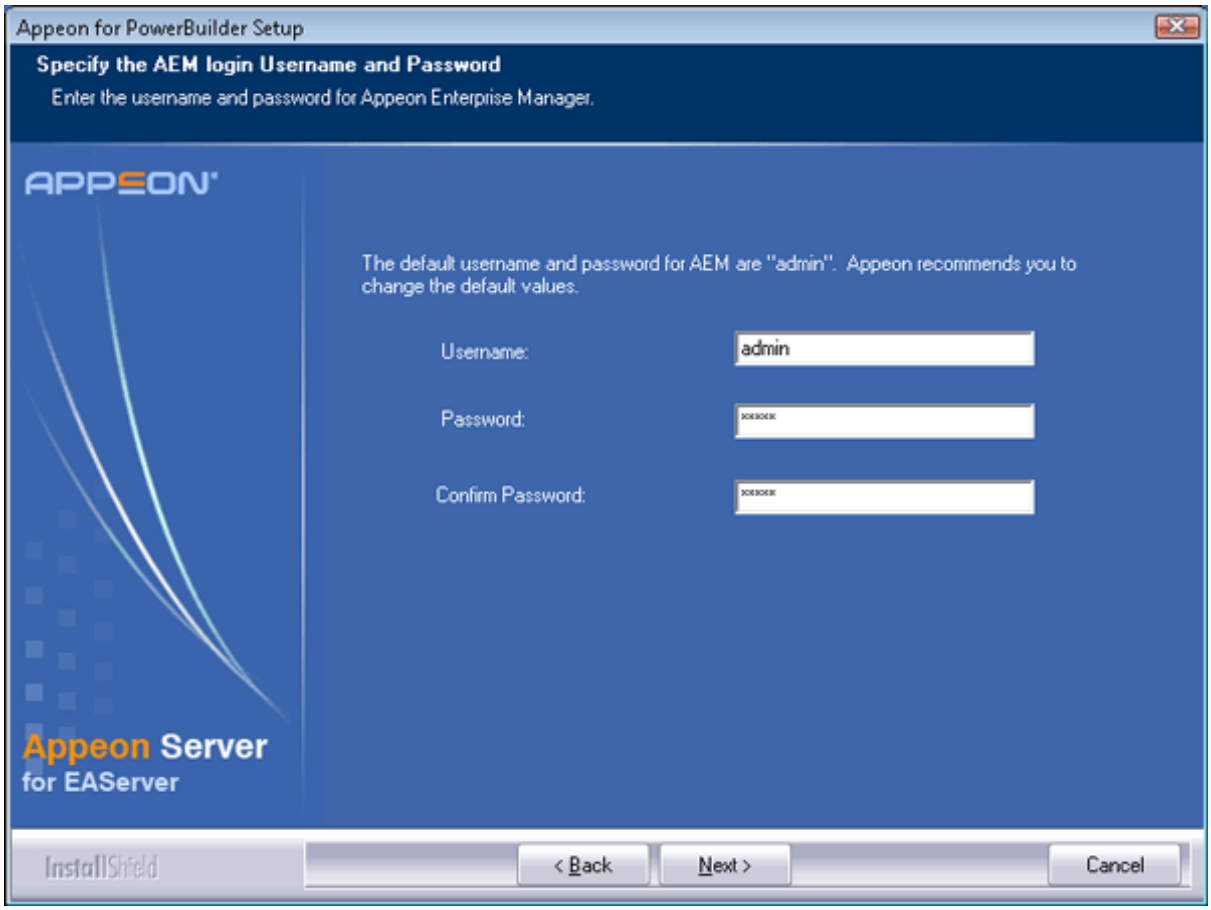
Appeon Server can be installed to an existing instance or the new instance.

Figure 4.9: Choose server instance



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

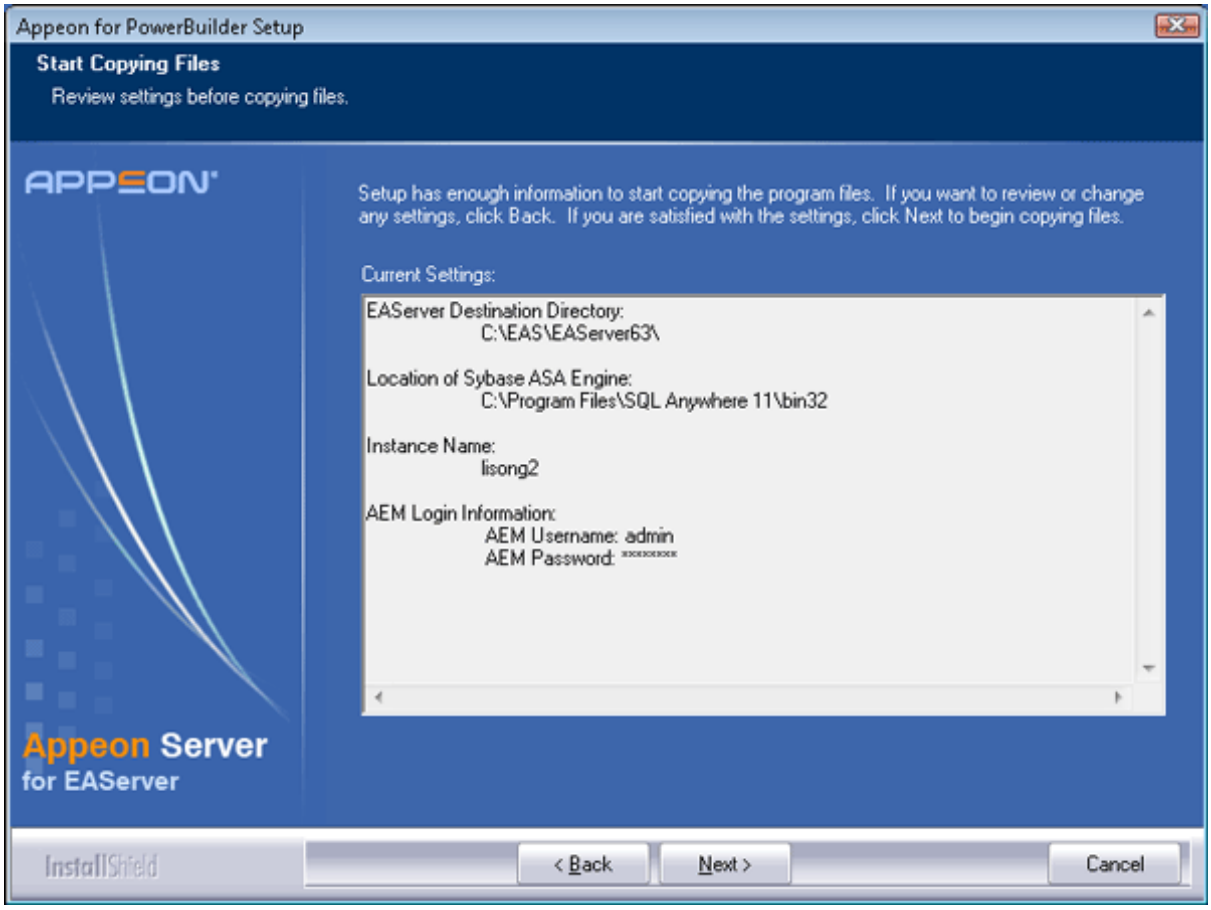
Figure 4.10: Configure AEM



Step 7: Check the summary of settings.

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

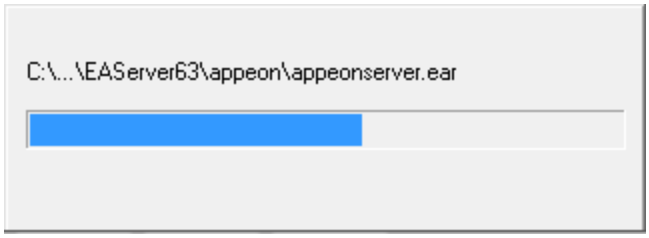
Figure 4.11: Summary of settings



At the click of the *Next* button, the installation program begins copying files to your computer, as shown in the figure below.

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



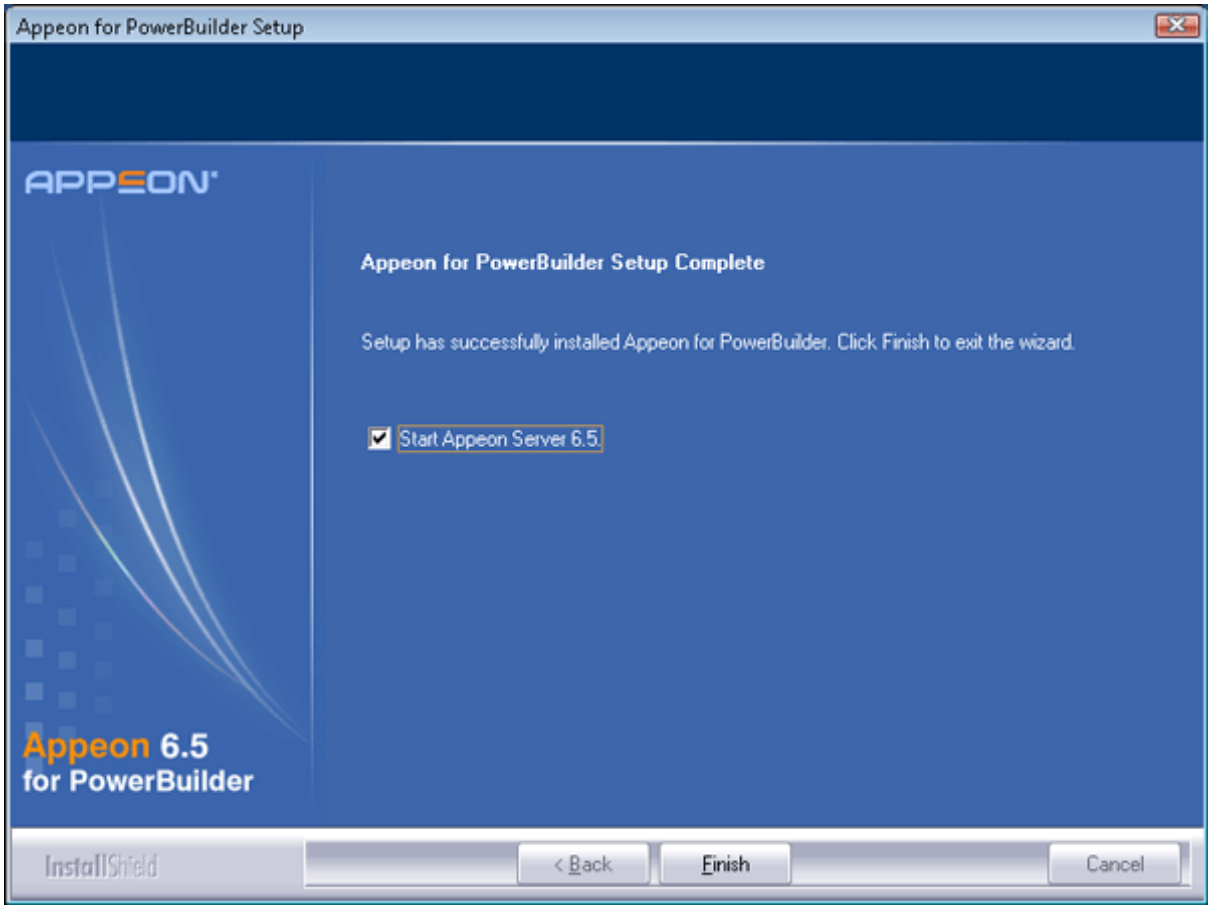
Step 8: Choose whether to "*Start Appeon Server 6.5*". It is selected by default. To manually start Appeon Server from the Windows shortcut later, uncheck the box. Click the *Finish* button and wait until the installation is complete.

Important

To manually start Appeon Server from the Windows shortcut:

If Appeon Server is installed on Windows Vista, 2008, or 7, and if you are running on a non-Administrator Windows account (such as an Administrators group member or a User group member), please right click the Windows shortcut menu and then select "Run as administrator" to start Appeon Server.

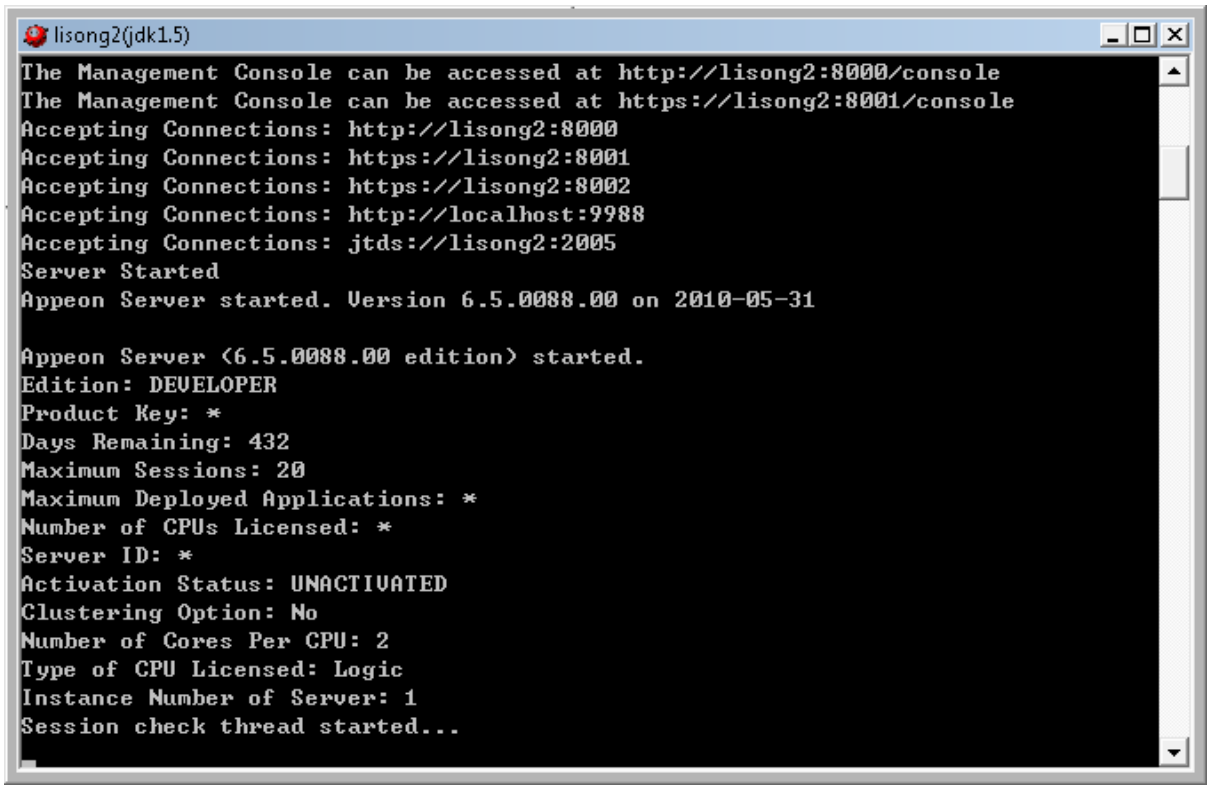
Figure 4.13: Appeon Server finish page



Step 9: Click *Finish* to end the installation of Appeon Server.

EAServer will start if *Start Appeon Server 6.5* is checked and you click the *Finish* button. Refer to the following figure for more information.

Figure 4.14: Start Appeon Server



Note that 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.

4.4.2.3 EAServer silent install

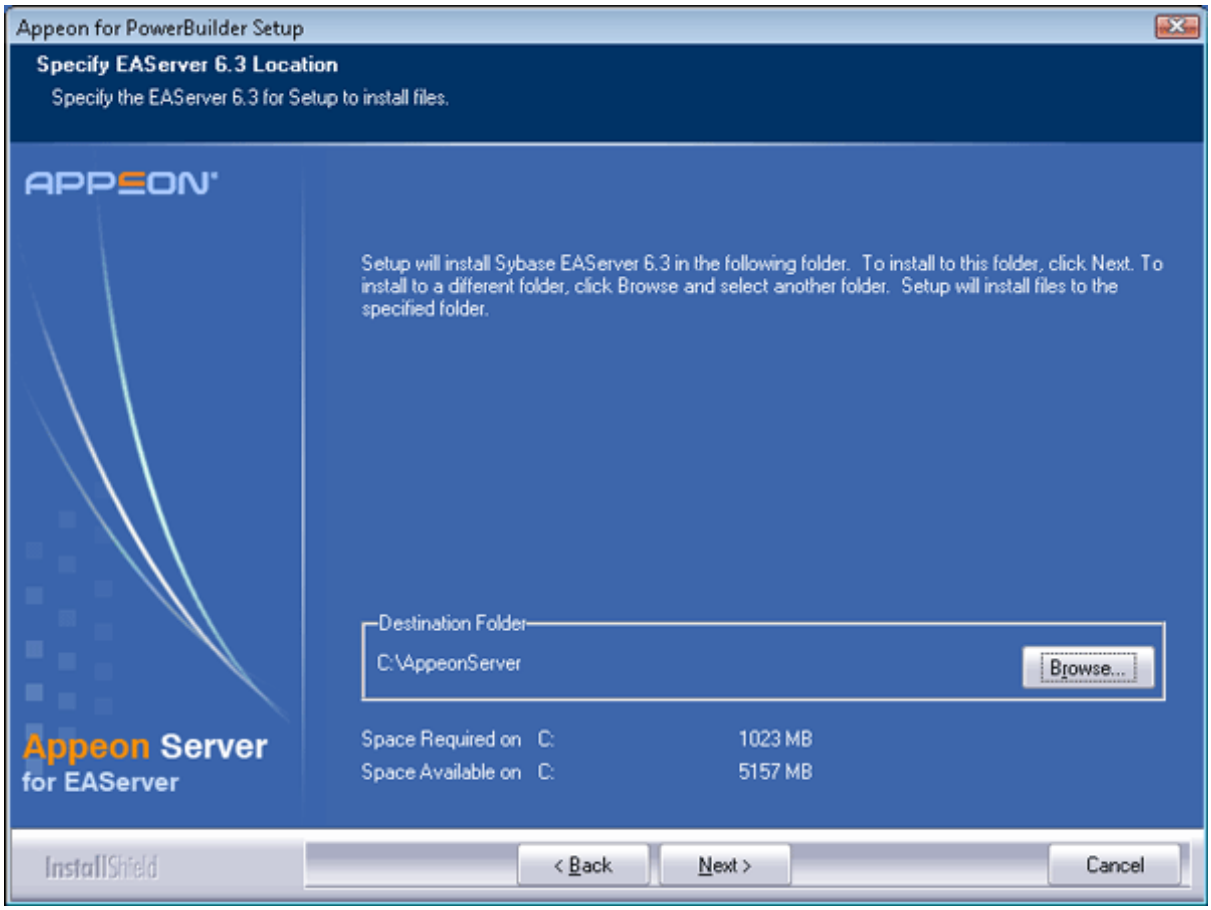
If you select "No" in response to the question "Is EAServer 6.3 currently installed on the computer", the installation program will prompt you to select the installation directory of EAServer 6.3 and then perform the silent installation of EAServer 6.3.

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 the following figure.

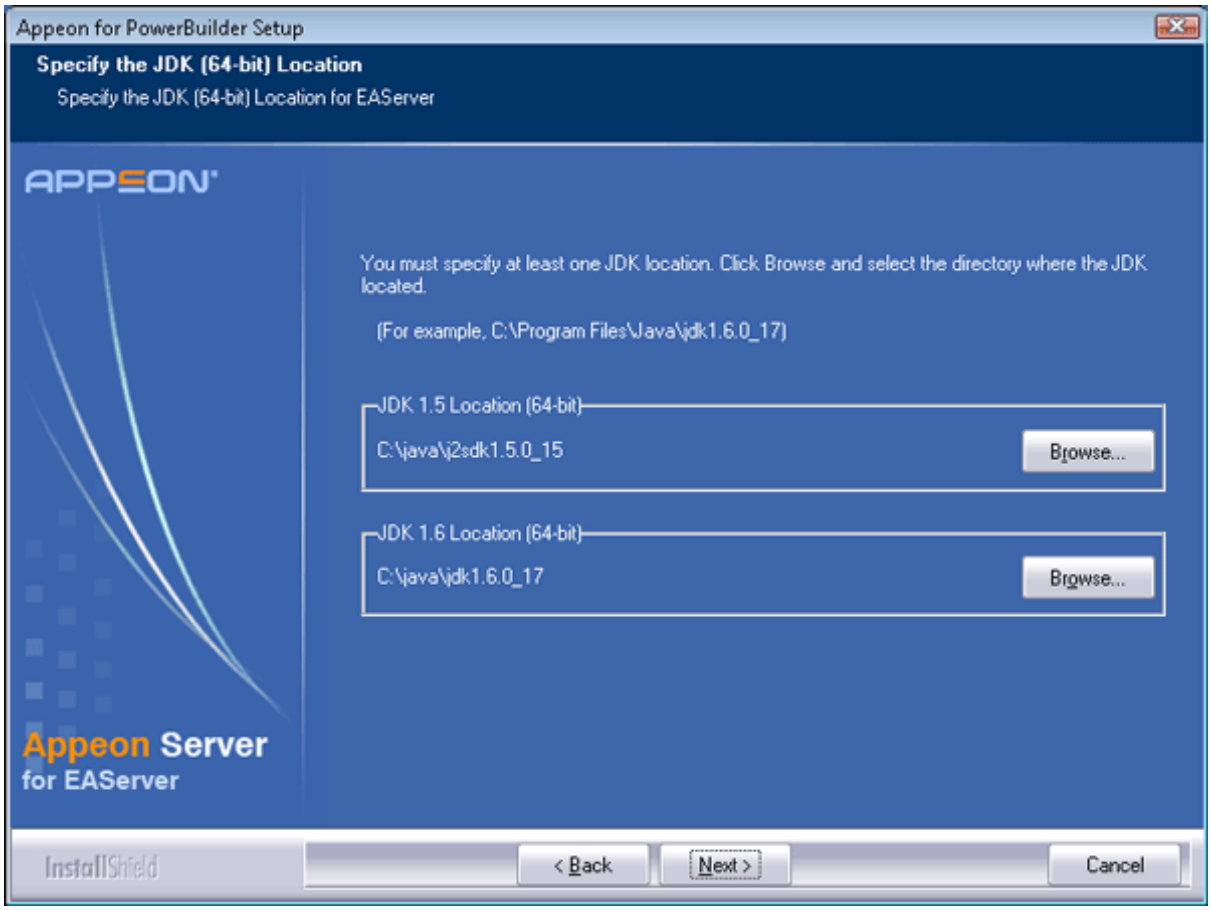
If the destination folder is C:\EAServer 63, EAServer 6.3 will be installed to C:\EAServer 63\EAServer, and Appeon Server will be installed to C:\EAServer 63\EAServer\appeon.

Figure 4.15: Choose location



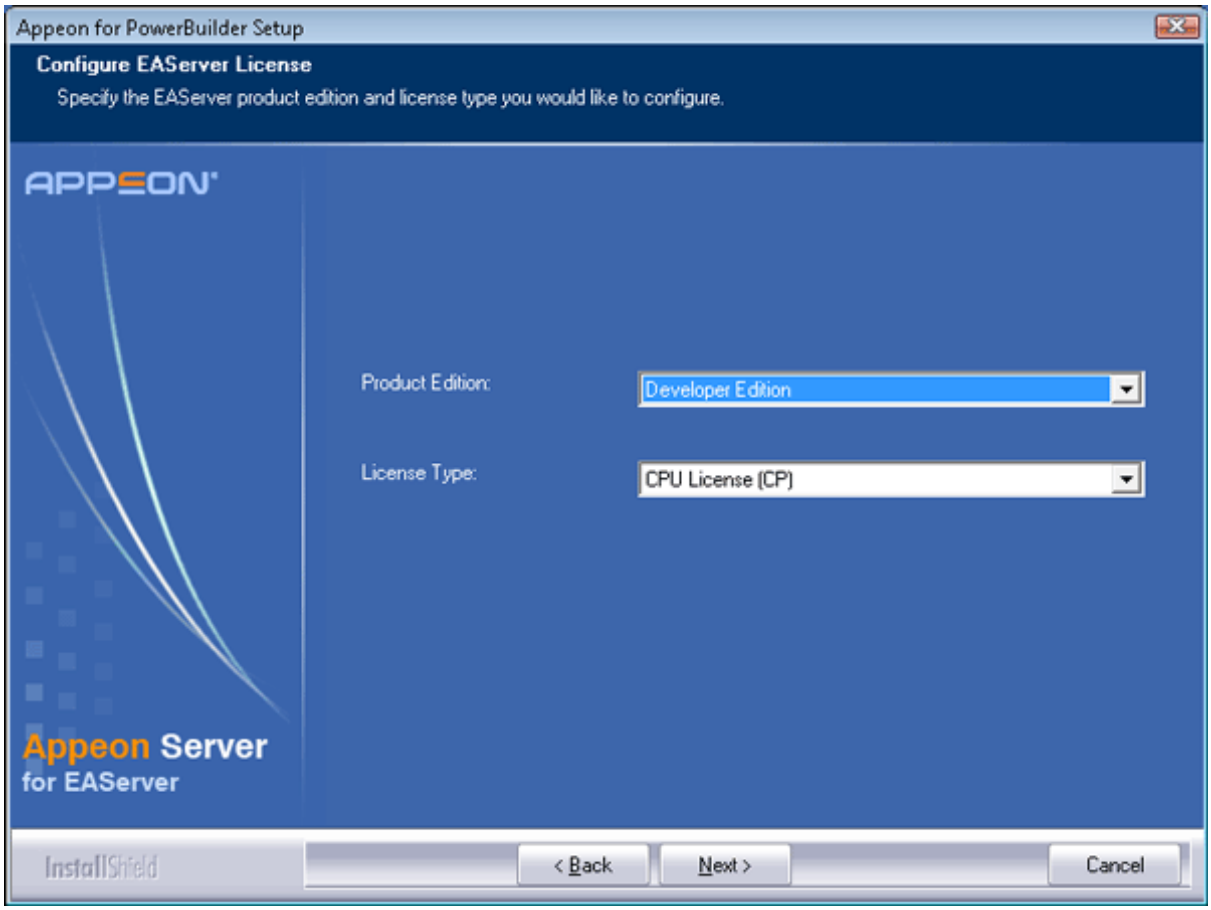
Step 2 -- (64-bit machine only) Specify at least one JDK location if you are running on a 64-bit machine.

Figure 4.16: JDK location



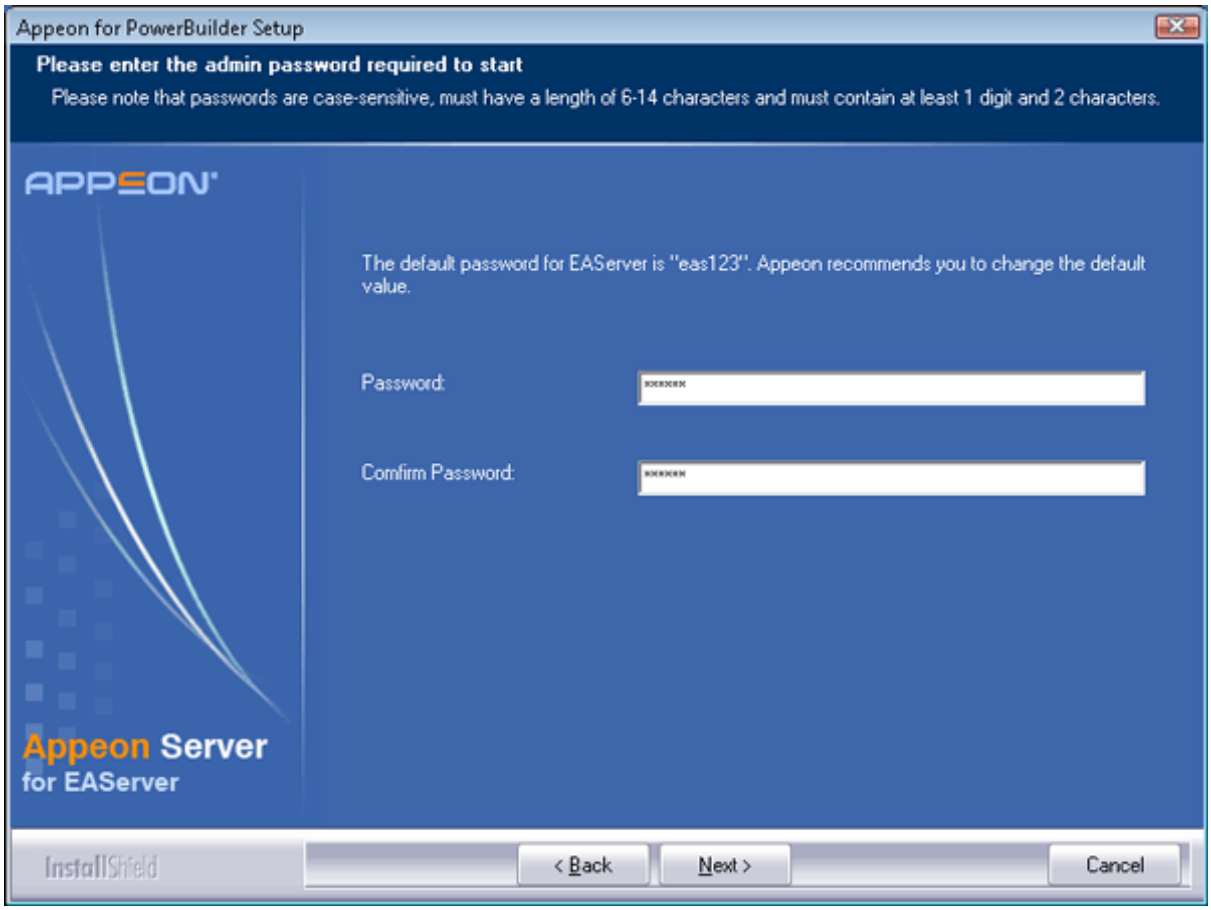
Step 3 -- Select the production edition and license type of EAServer.

Figure 4.17: EAServer license



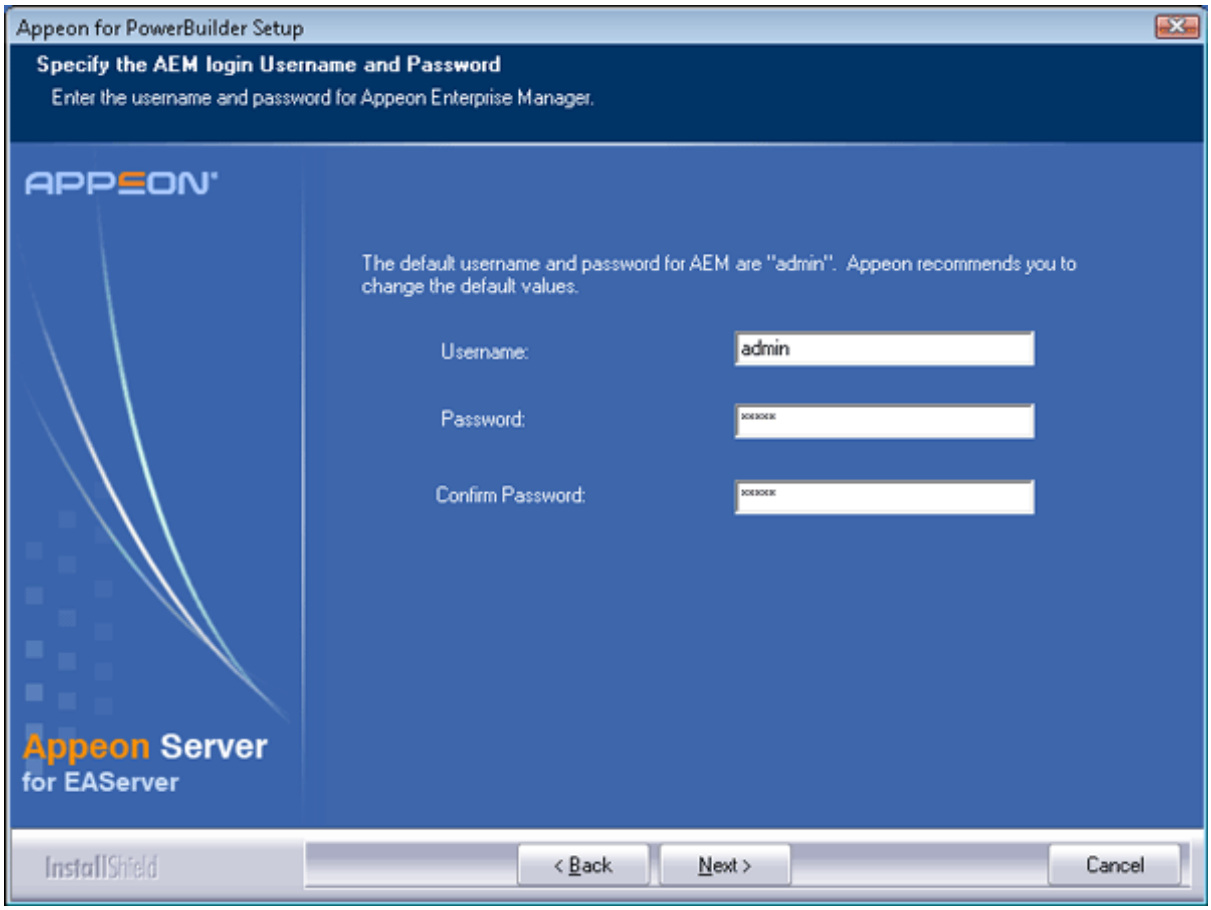
Step 4 -- Set the password for logging into EAServer. The default password is "eas123". Appeon recommends you change it by inputting the new password in the following window, the password must have at least six characters combining at least one digit and two letters.

Figure 4.18: Set EAServer password



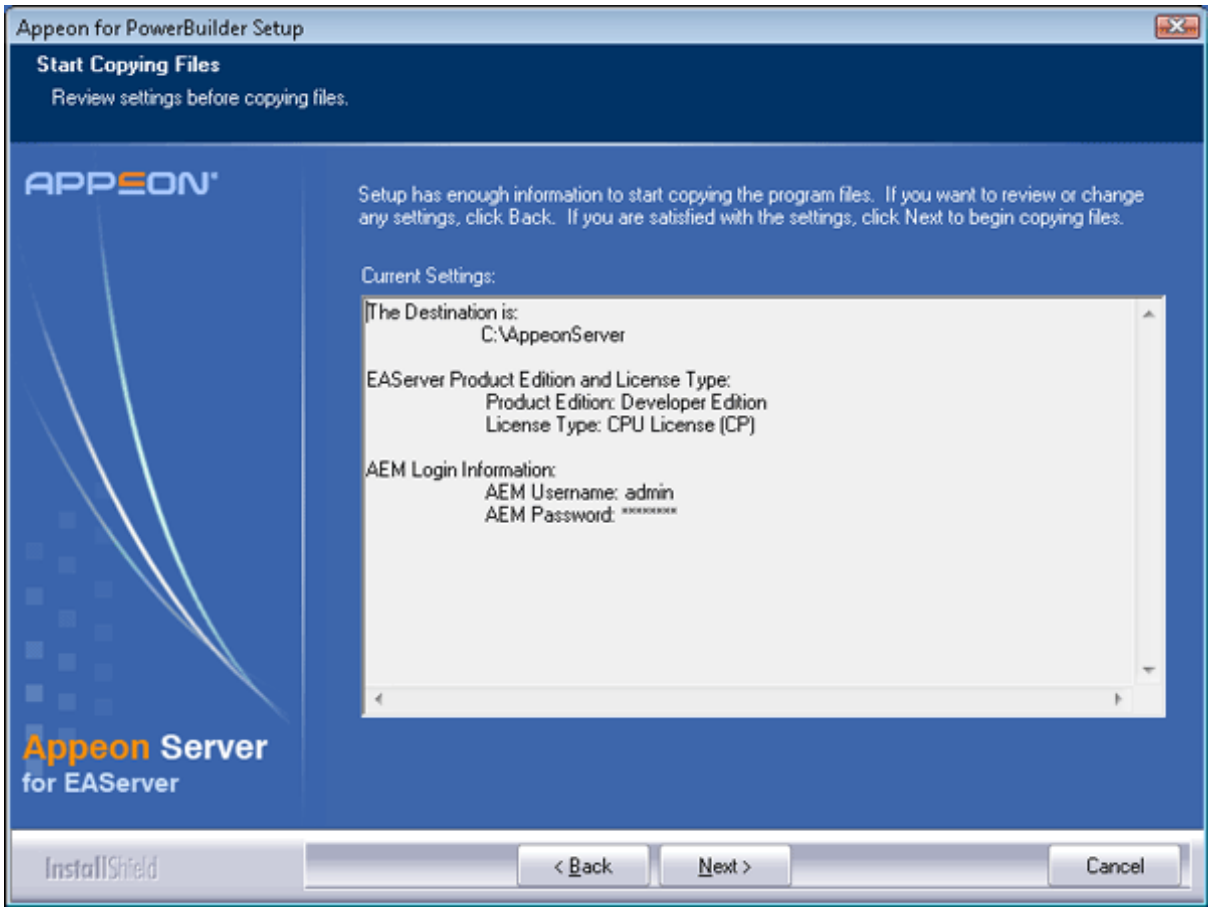
Step 5 -- Specify the user name and password for Appeon Enterprise Manager (AEM).

Figure 4.19: Configure AEM



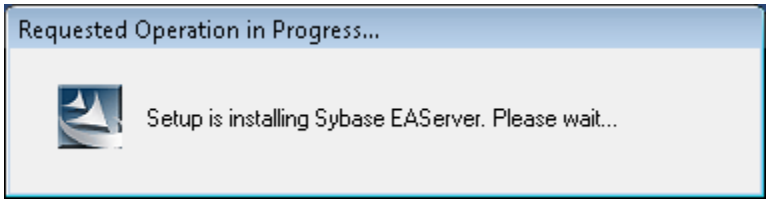
Step 6 -- Check the summary of settings. Click *Back* to change any unwanted settings or click *Next* to have Setup begin copying files.

Figure 4.20: 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 4.21: EAServer installation process



4.4.2.4 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.

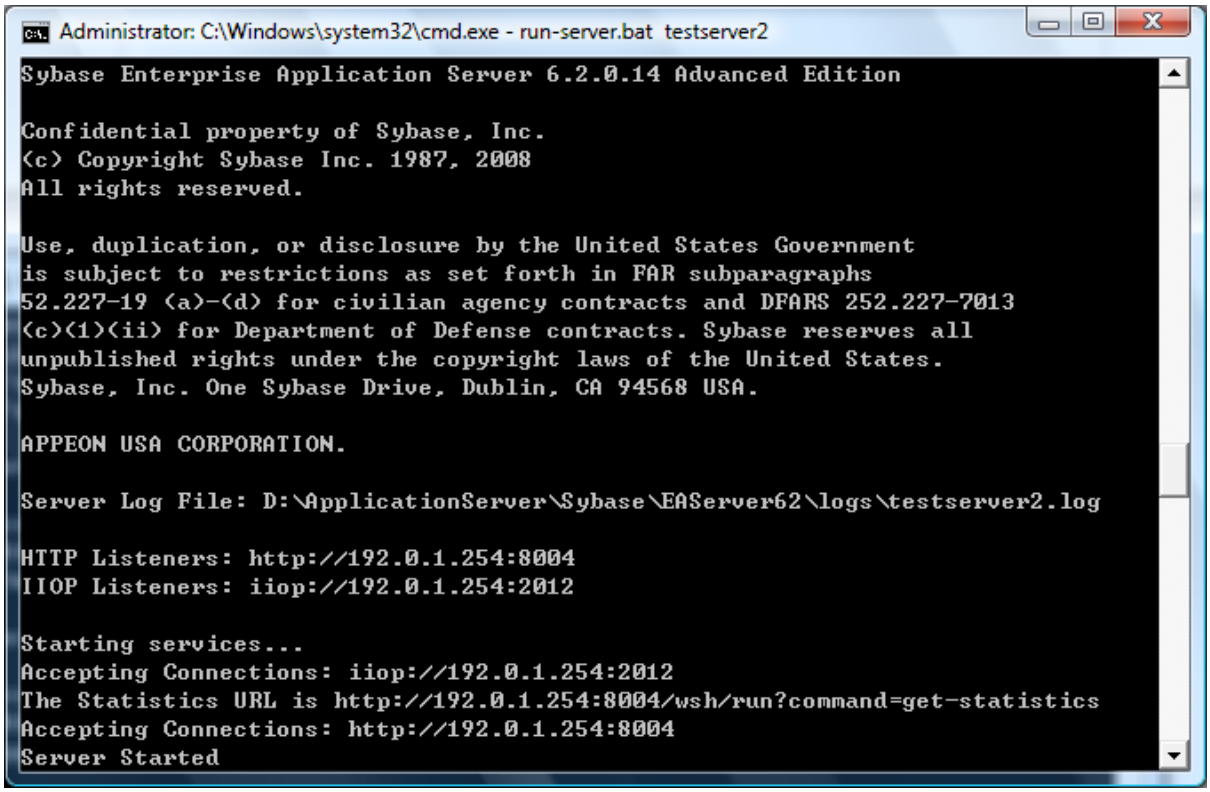
4.4.2.5 Installing Appeon Server to EAServer instances

During the Appeon Server installation, you can only install Appeon Server to one EAServer instance, but you may want to install Appeon Server to other EAServer instances on that

machine, so that the machine hardware resources can be better utilized. The following section will talk about how to manually install Appeon Server to other instances on the EAServer console. Before this, you must have already installed Appeon Server to an EAServer instance which will be used later as the template to install to other instance.

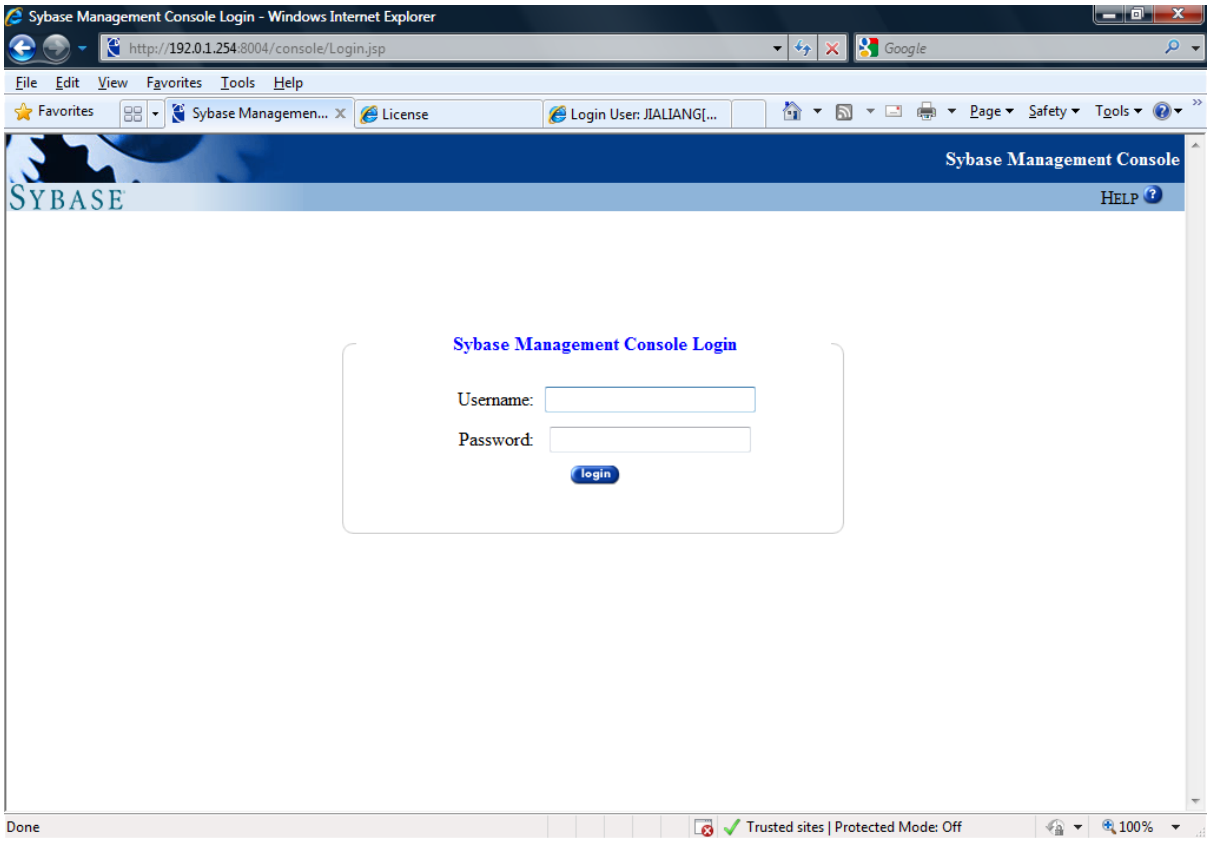
Step 1 -- Start the default instance of EAServer 6.3.

Figure 4.22: Start EAServer default instance



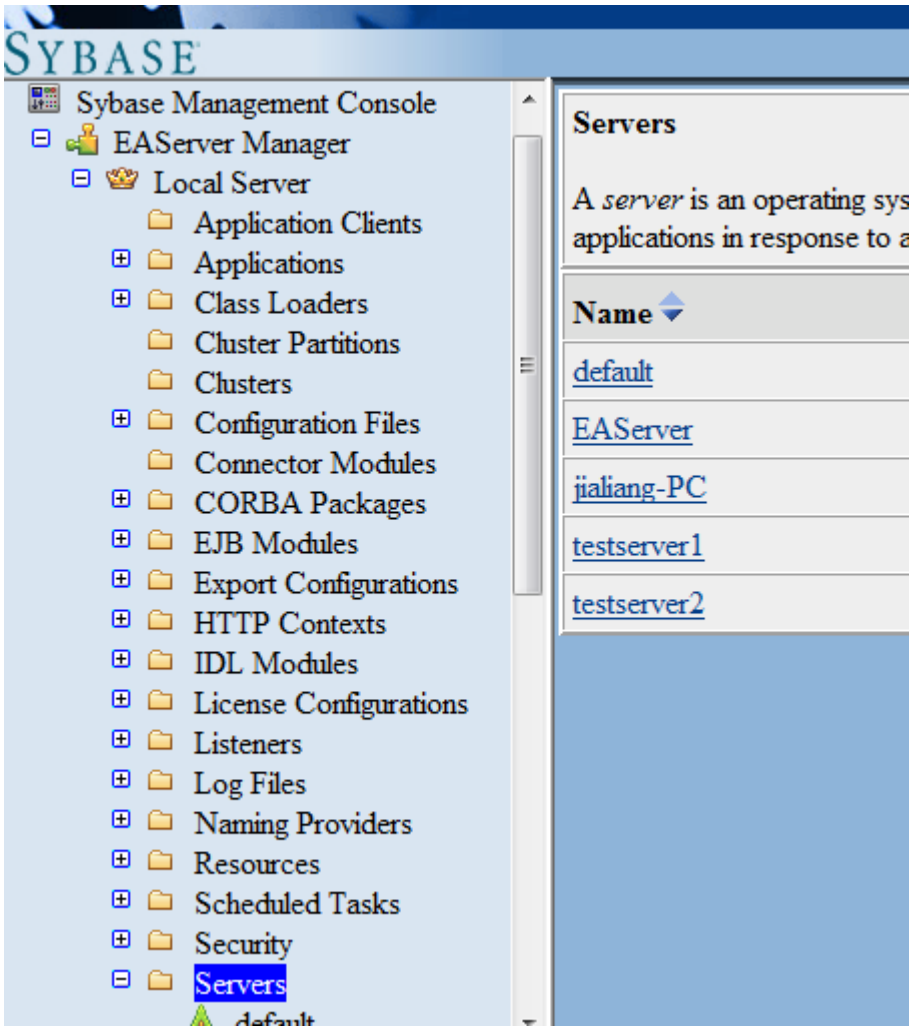
Step 2 -- Log into the EAServer Web console.

Figure 4.23: EAServer Web console login page



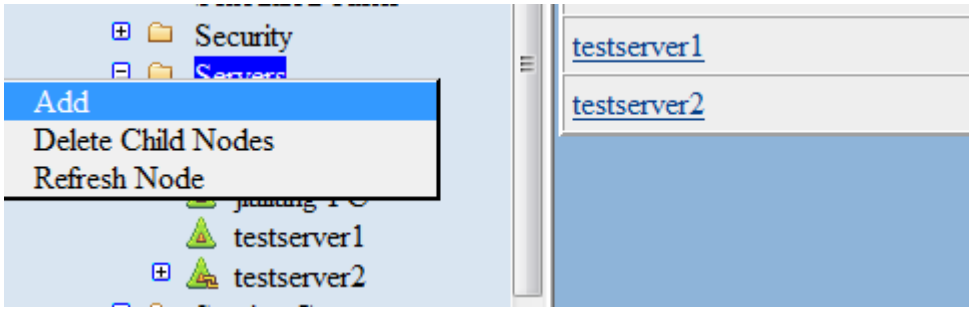
Step 3 -- On the console tree, click Sybase Management Console | EAServer | Local Server | Server.

Figure 4.24: EAServer console tree



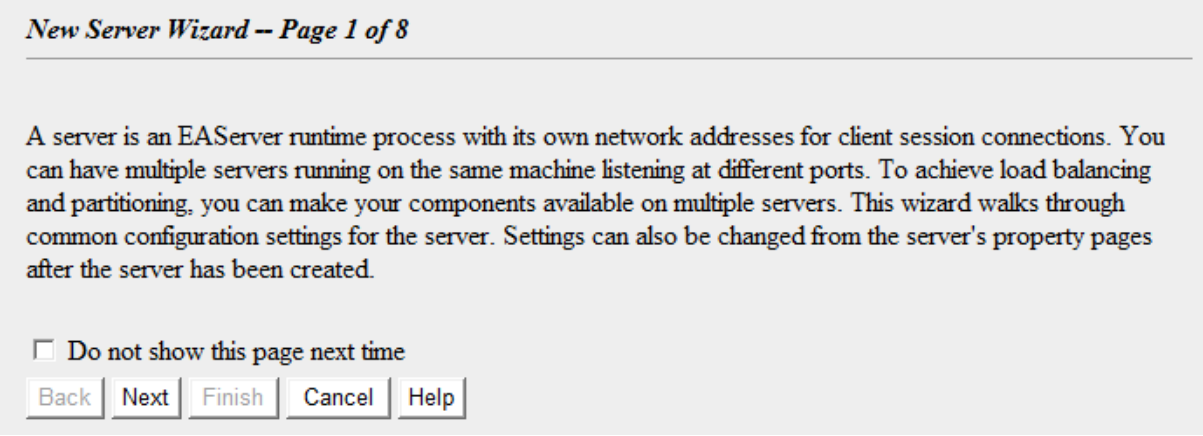
Step 4 -- Left-click the Server node and select Add from the popup menu.

Figure 4.25: Add a server



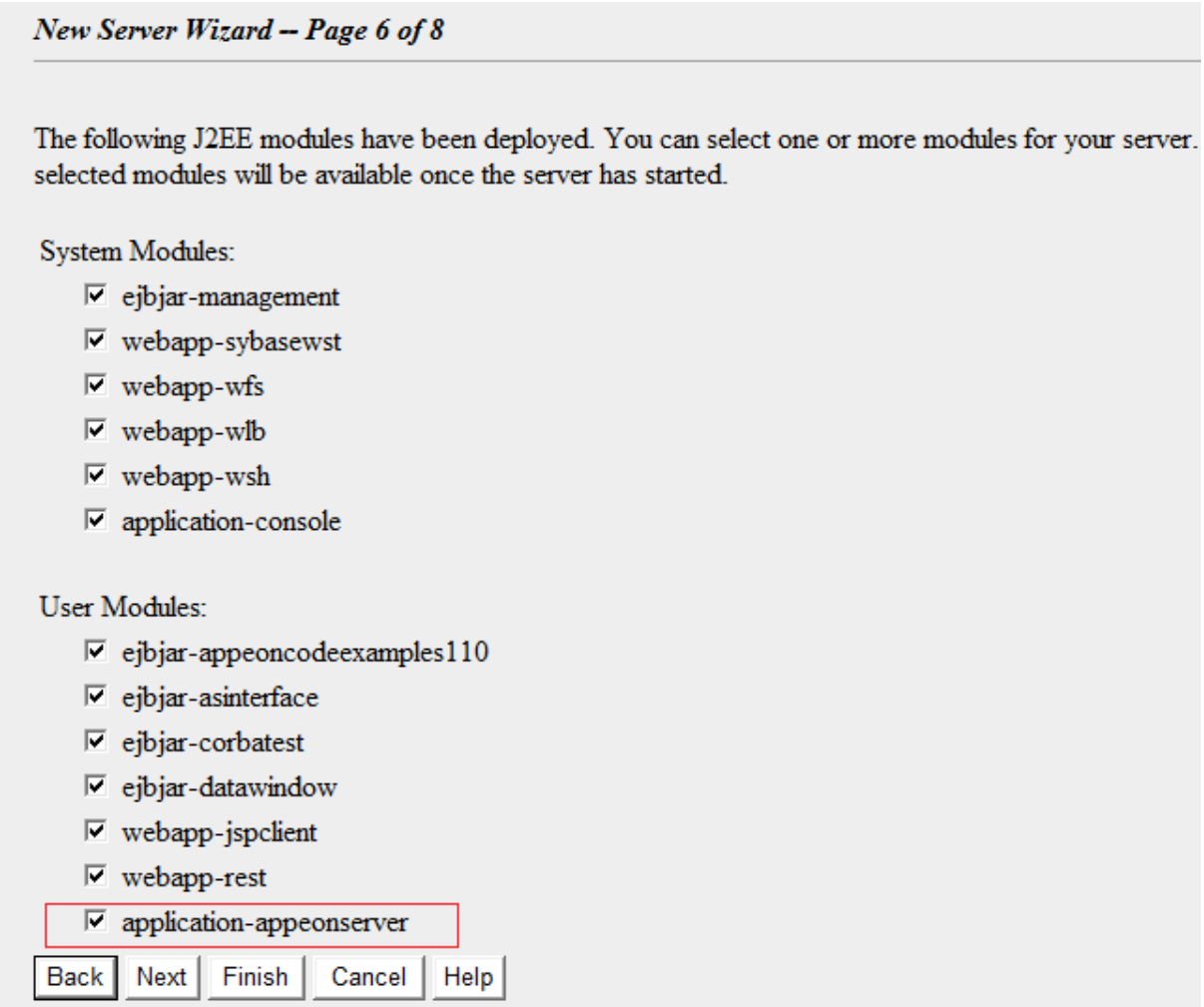
Step 5 -- Follow the instructions on the New Server Wizard to add an EAServer instance and deploy Appeon Server to it.

Figure 4.26: New Server Wizard - page 1 of 8



Note: In New Server Wizard -- Page 6 of 8, you must select application-appeonserver. This will install Appeon Server to the new EAServer instance.

Figure 4.27: New Server Wizard - page 1 of 8



Step 6 -- After adding the EAServer instance and deploying Appeon Server to it, you can start the new instance by running %EAServer%/bin/Run-server.bat instancename.

4.4.3 Appeon Developer installation

4.4.3.1 Prerequisites

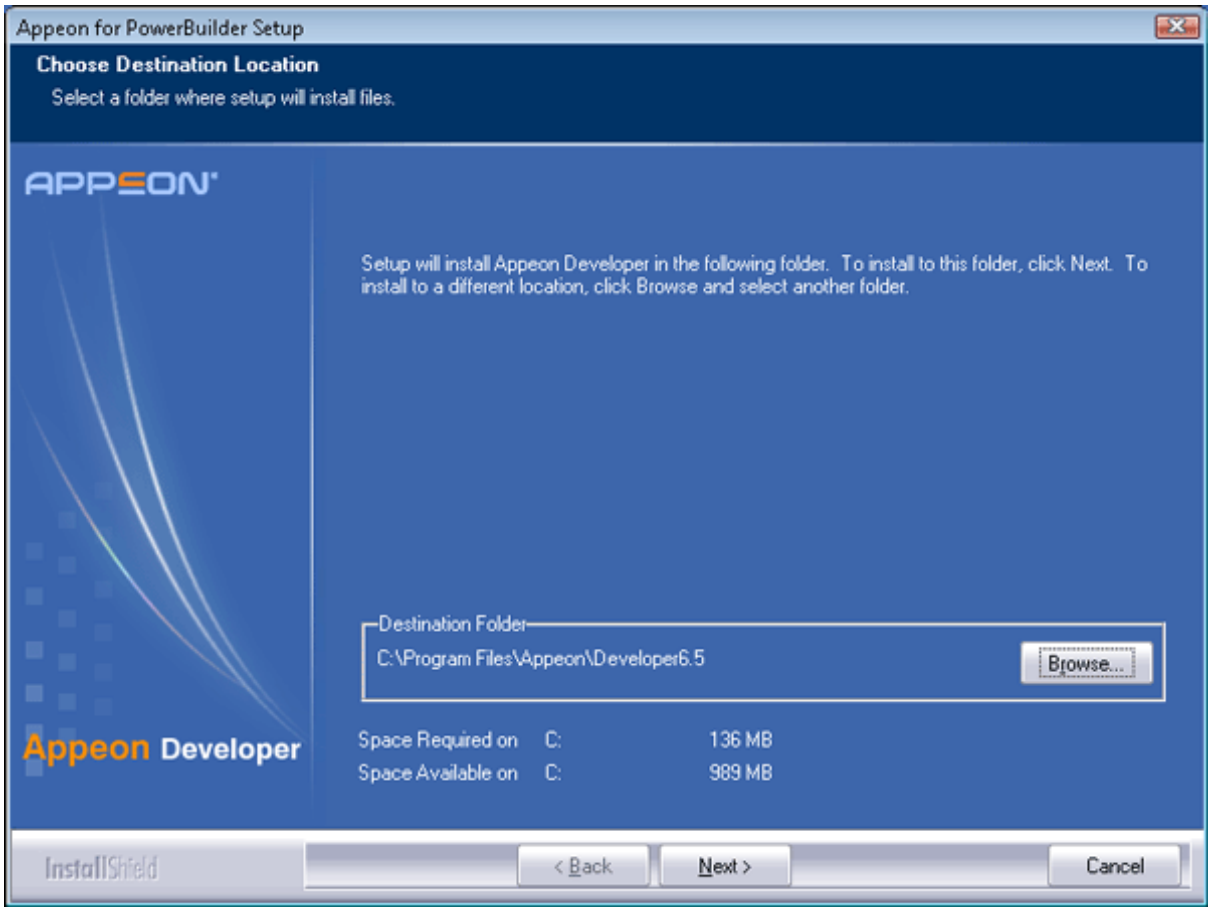
- The Developer PC meets the system requirements in Appeon Developer requirements. Verify that PowerBuilder 9.0.3, 10.2.1, 10.5.2, 11.2, 11.5, or 12.0 is installed or updated by running the PowerBuilder Setup program. You cannot install or update the software by copying files and folders from another 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: EonADT*xx*.exe, java.exe, jagsrv.exe, jagsrvagent.exe, and pb*xxx*.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).

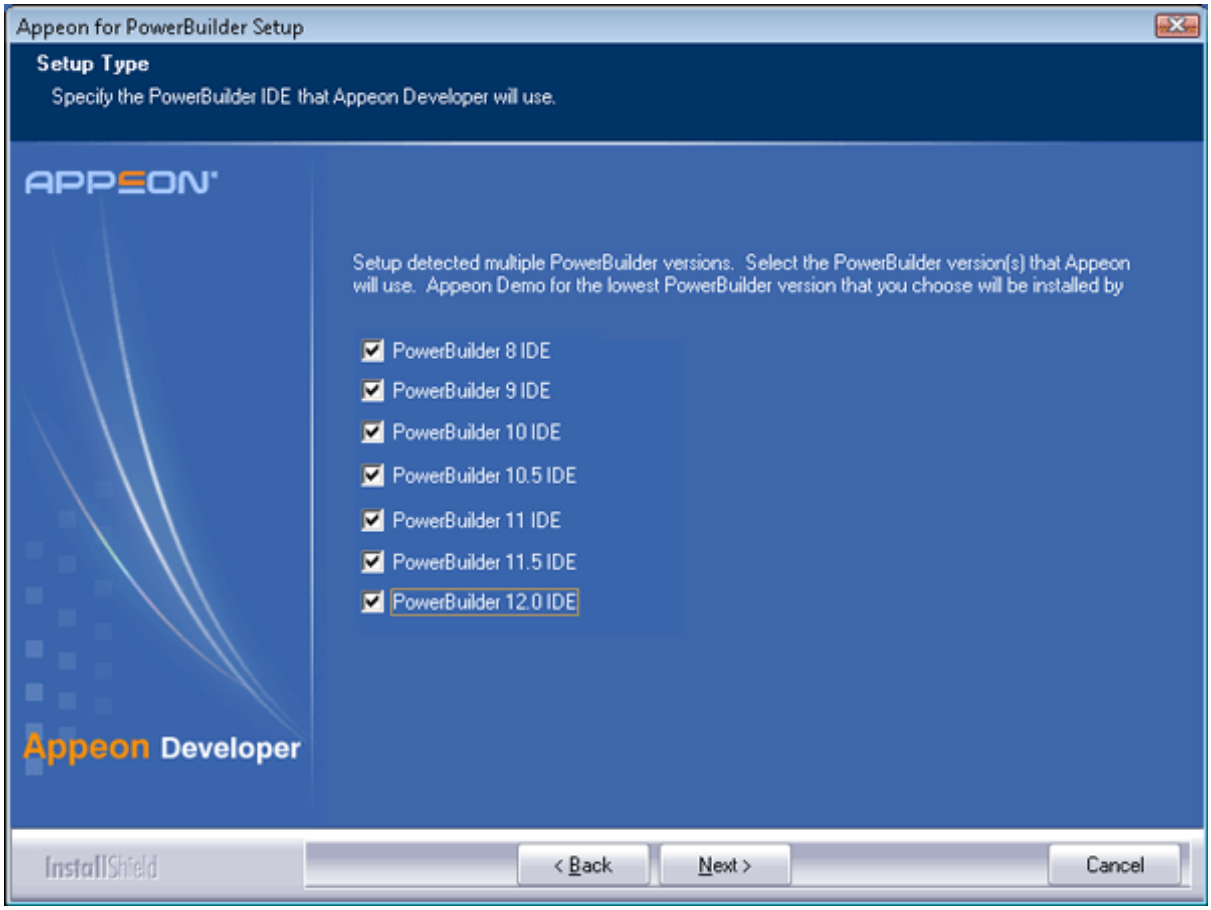
Step 2: Click *Next* to install Appeon Developer to the default location, or click *Browse* to select another location.

Figure 4.28: 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 4.29: PowerBuilder IDE

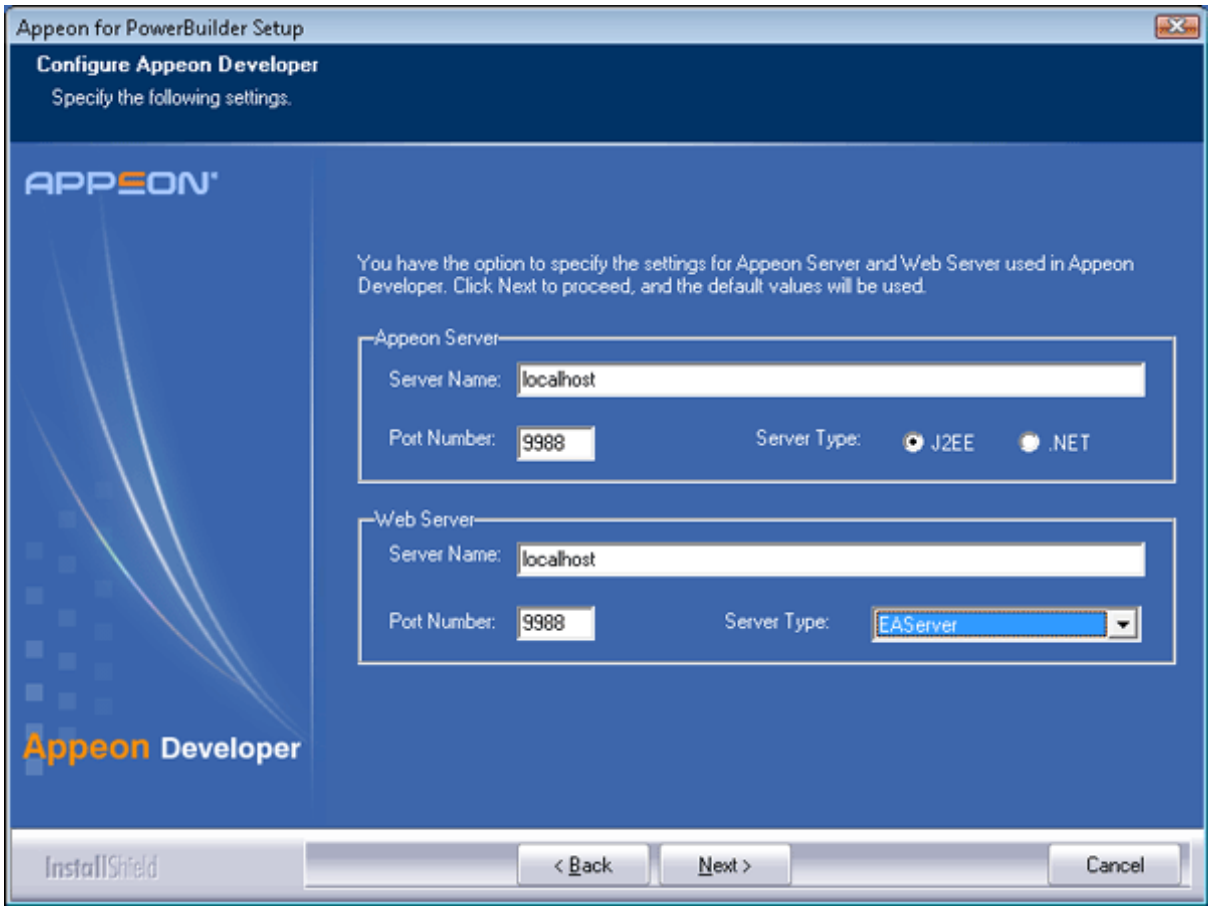


Step 4: Specify the server name, port number, and server type for Appeon Server and Web server used in Appeon Developer. Note that for Appeon Server installed to EAServer, you must select J2EE as Server Type of Appeon Server. Click *Next*.

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.

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

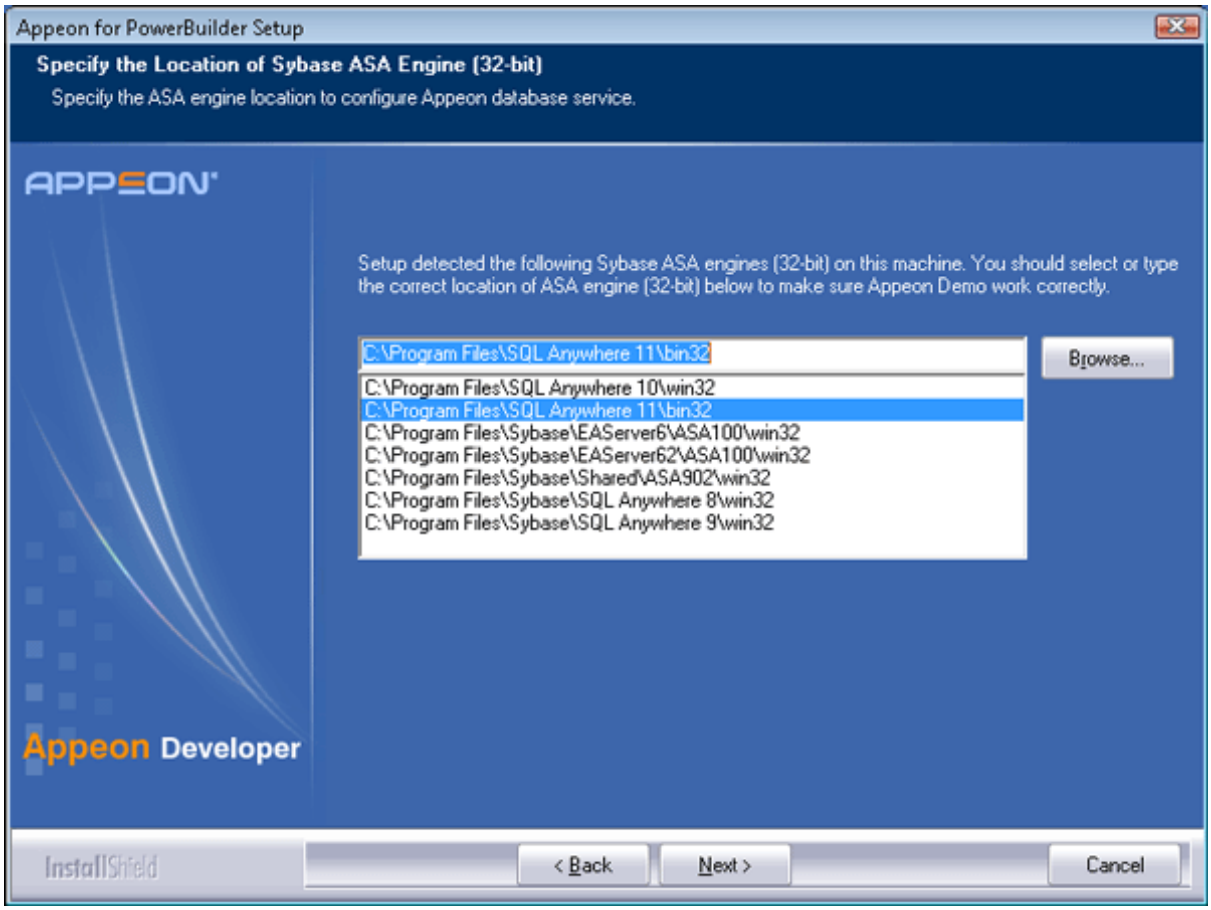
Figure 4.30: Configure Appeon Developer



Step 5: Select the ASA engine location for running Appeon Demos.

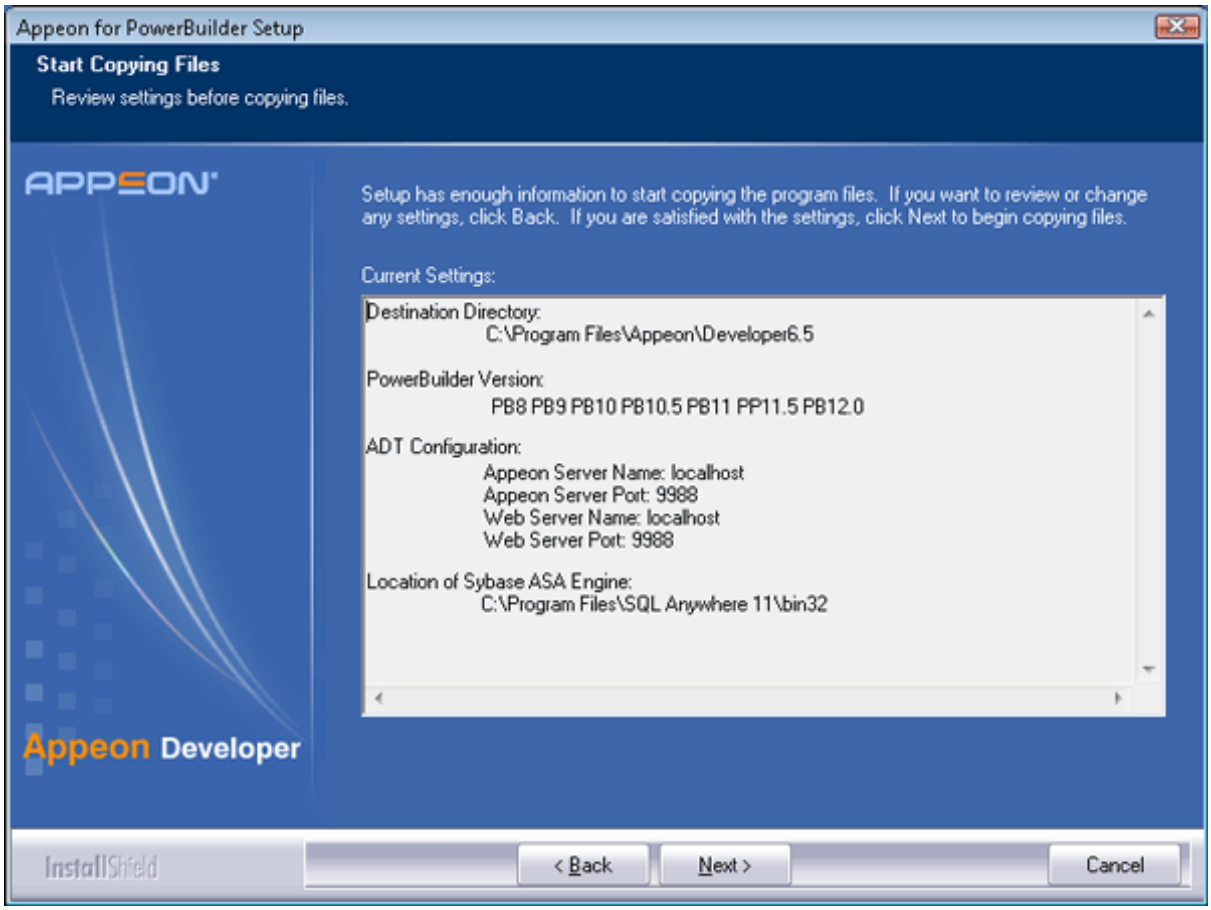
Depending on the version of Appeon Server (32-bit or 64-bit), Setup lists all copies of ASA engines (32-bit or 64-bit) detected in your machine.

Figure 4.31: ASA for Appeon Demo



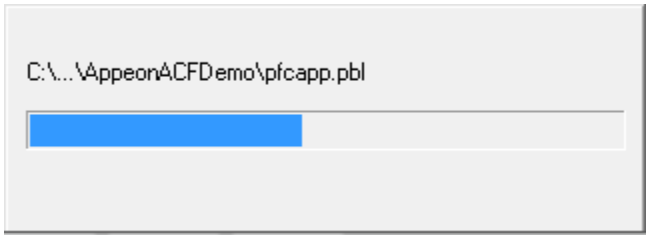
Step 6: Check the summary of settings.

Figure 4.32: Summary of settings



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

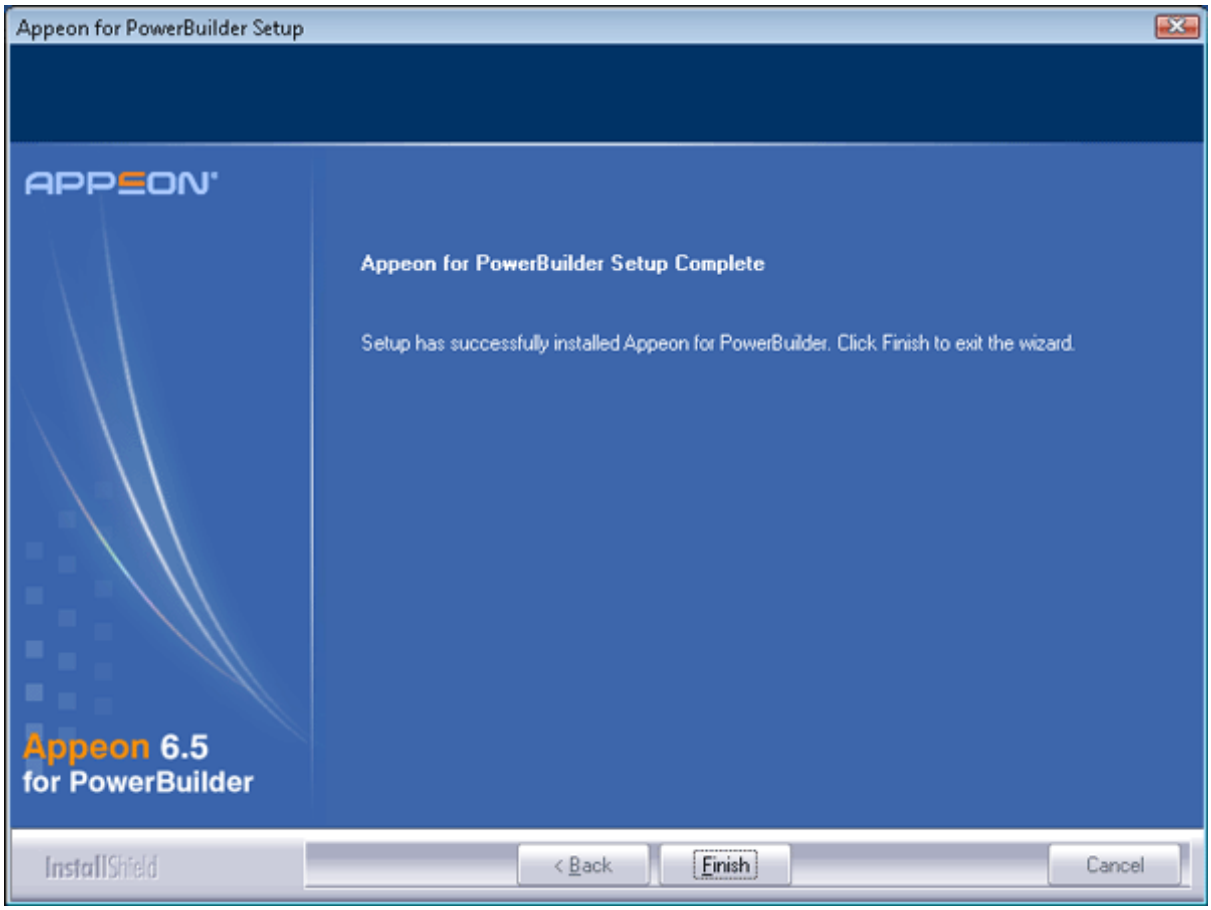
Figure 4.33: Appeon Developer installation progress



Step 7: Wait until the installation is complete.

Step 8: Click *Finish* to exit.

Figure 4.34: Setup Complete



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, you will need to 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, 7, 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 (Optional) Third-party Web server requirements.
- Stop the Web server, the Sybase EP Management Agent service, and any other Windows programs before beginning the installation process.

4.4.4.1.1 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 Web server.

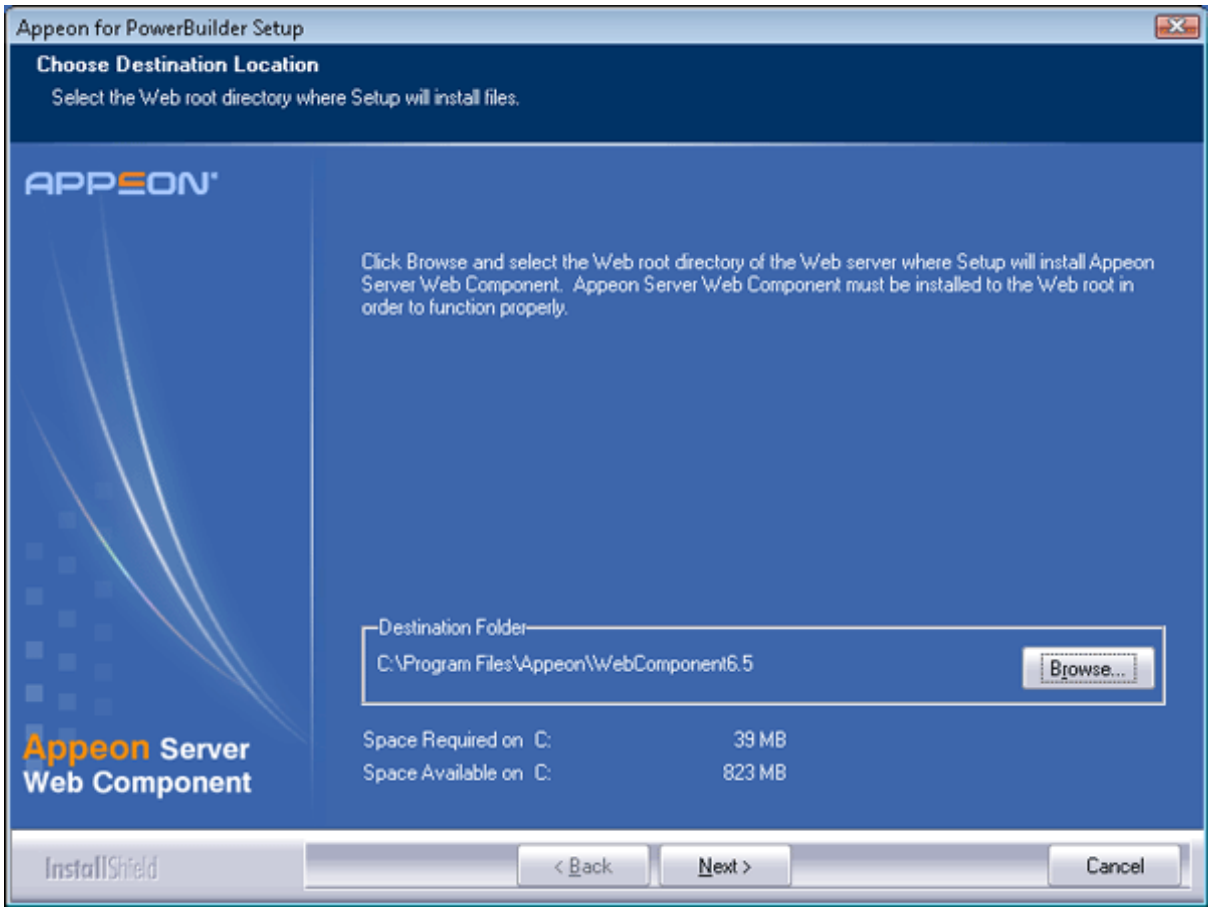
4.4.4.2 Installation instructions

Step 1: Launch the Appeon for PowerBuilder Setup program and select to install Appeon Server Web Component (see Starting the installation).

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).

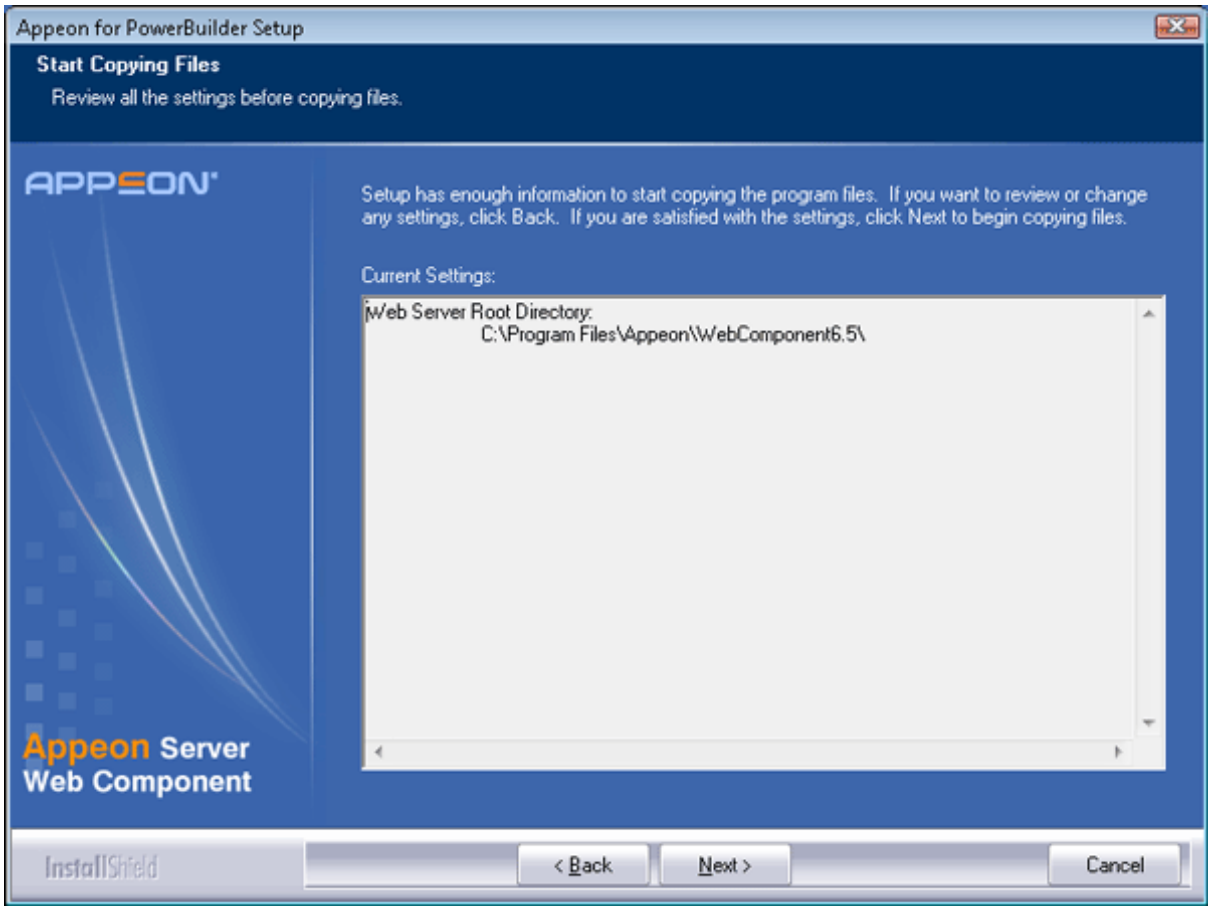
If Appeon Server Web Component is installed to the default path: "C:\Program Files \Appeon\WebComponent6.5", instead of the Web root of the Web server, you would need to manually copy it to the Web server Web root later in order to run the Web application.

Figure 4.35: Appeon Server Web Component location



Step 3: Check the summary of settings.

Figure 4.36: Summary of settings



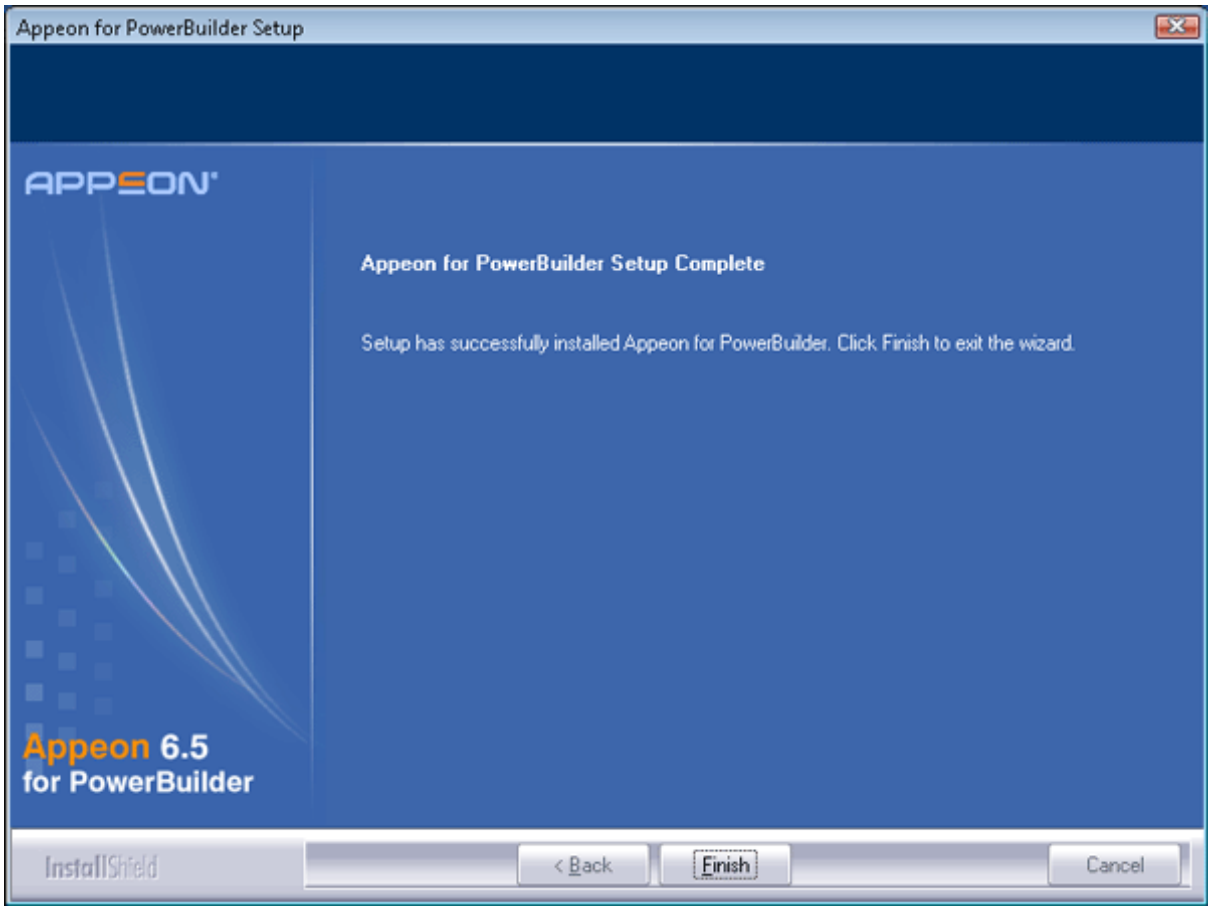
Click *Back* to change any unwanted settings or click *Next* and Setup will begin copying files.

Figure 4.37: Appeon Server Web Component installation progress

Step 4: Wait until the installation is complete.

Step 5: Click *Finish* to exit.

Figure 4.38: Setup Complete



4.4.4.2.1 Installing and configuring the Web server redirector plug-in

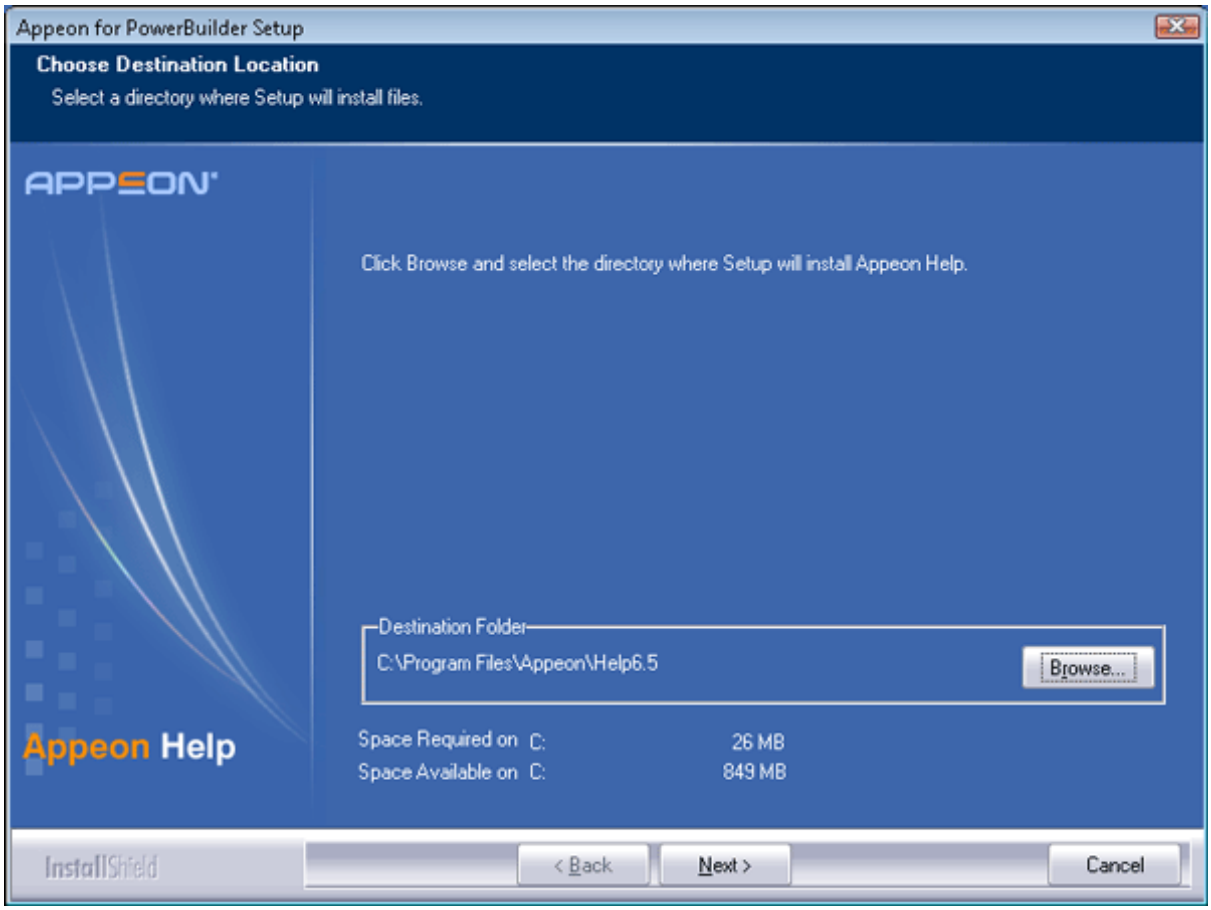
To ensure the third-party Web server works with Appeon Server, install and configure the corresponding redirector plug-in for the Web server. Instructions for installing and configuring the redirector plug-in are provided in the *Web Server Configuration Guide* in Appeon Help.

4.4.5 Appeon Help installation

Step 1 -- Launch the Appeon for PowerBuilder Setup program and select to install Appeon Help (see Starting the installation).

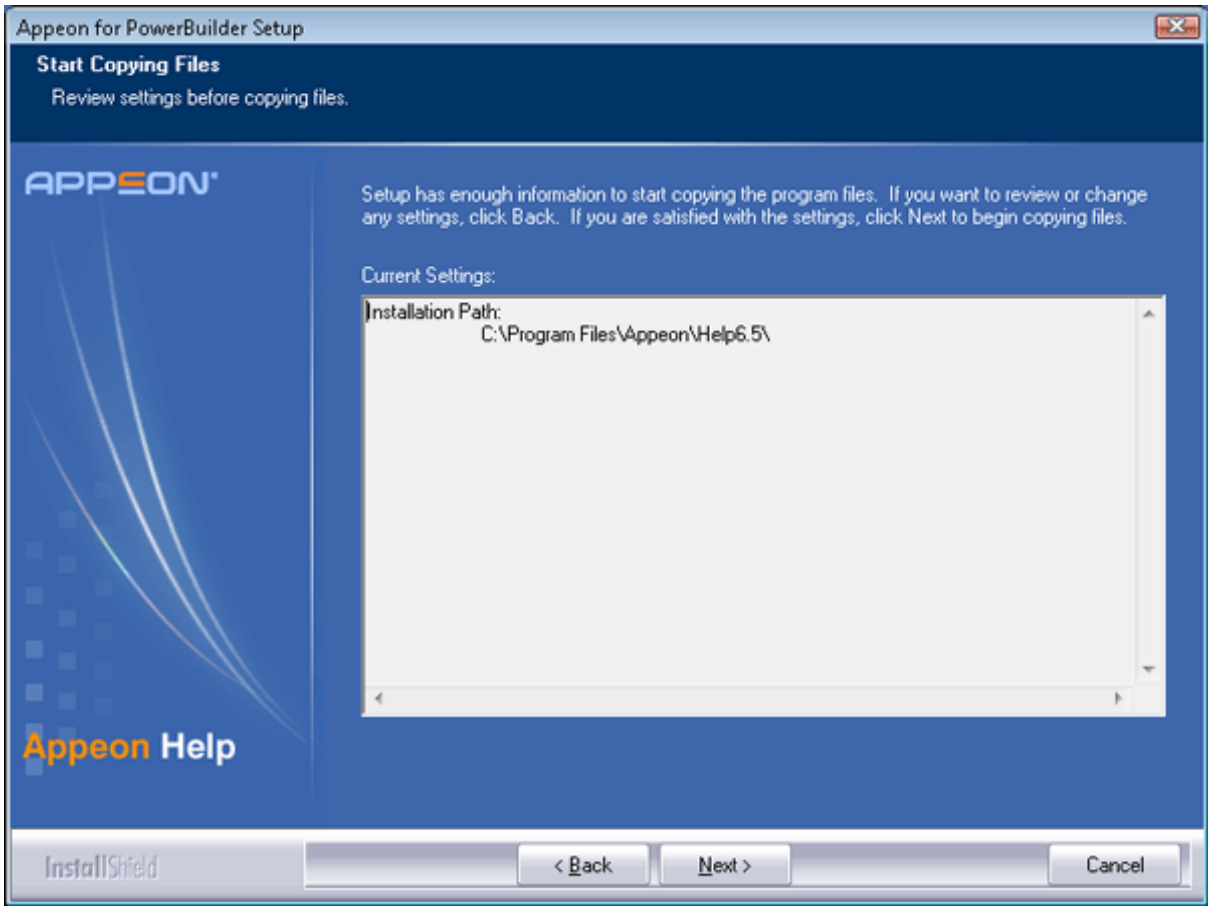
Step 2 -- Use the default "C:\Program Files\Appeon\Help6.5" as the installation directory for Appeon Help, or click *Browse* to select another folder.

Figure 4.39: Help location



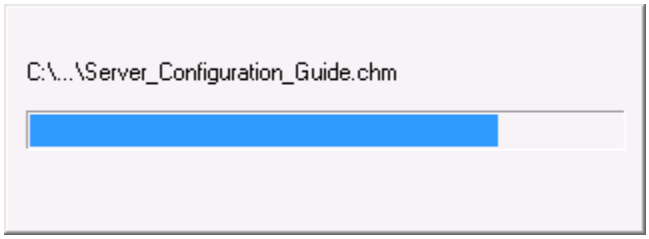
Step 3 -- Check the summary of settings.

Figure 4.40: Summary of settings



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

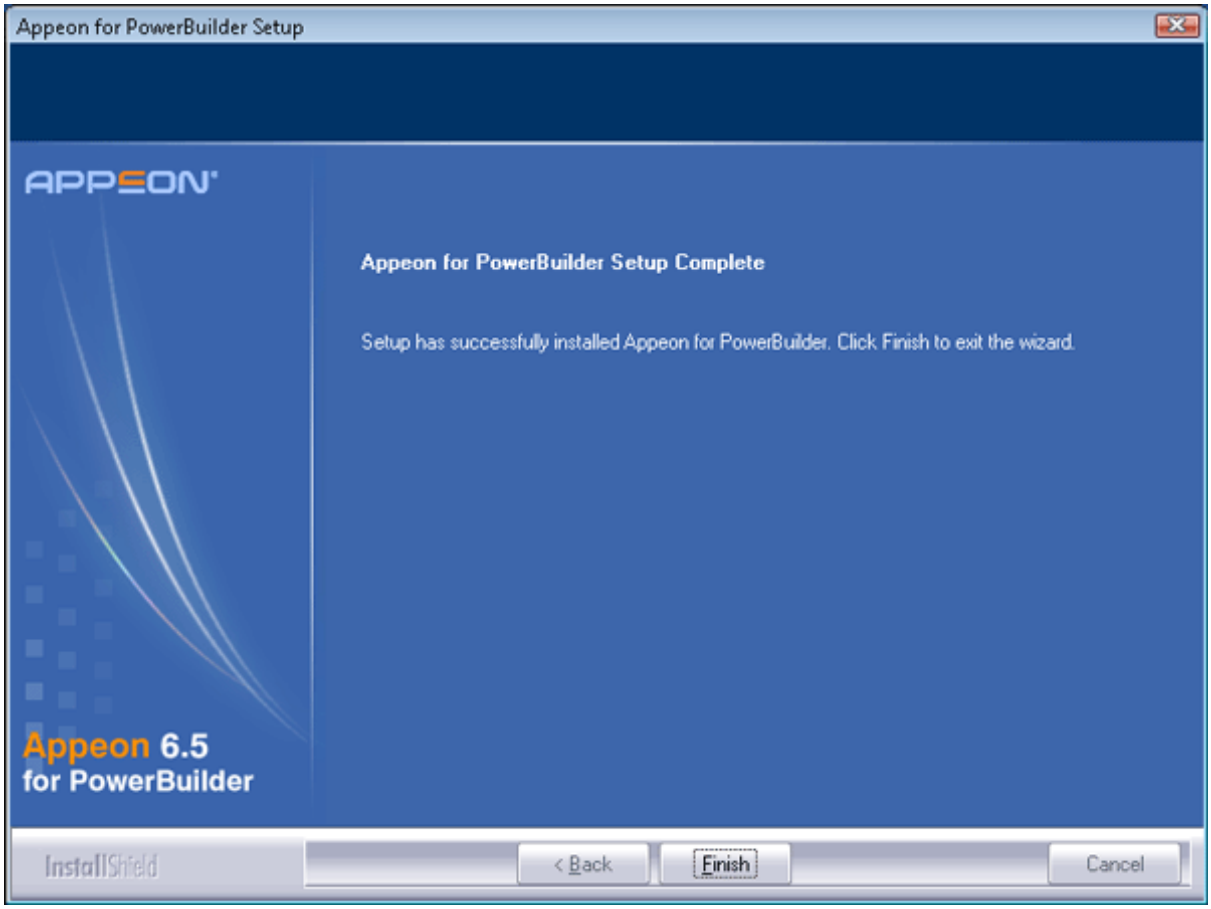
Figure 4.41: Appeon Help installation process



Step 4 -- Wait until the installation is complete.

Step 5 -- Click *Finish* to exit.

Figure 4.42: Setup complete



4.5 Appeon 6.5 upgrade installation

4.5.1 Overview

You can upgrade to Appeon 6.5 from Appeon 6.0, 6.1 or 6.2, but you cannot upgrade from Appeon 5.x or an earlier version. If you are using Appeon 5.x or an earlier version, uninstall it and then install Appeon 6.5.

Note that Web applications deployed with Appeon 6.0, 6.1 or 6.2 and the demo applications must be redeployed with Appeon 6.5 after the upgrade.

4.5.1 Before you upgrade

Before upgrading Appeon 6.0, 6.1 or 6.2 to Appeon 6.5, upgrade the system environment as required in Installation requirements. The following highlights key installation requirements added in Appeon 6.5.

- Upgrade the PowerBuilder version and PBVM version to 8.0.4, 9.0.3, 10.2.1, 10.5.2, 11.2, 11.5, or 12.0.
- Do not install Appeon Developer to Windows NT, but to Windows 2000 SP4, Windows Server 2003 SP2, Windows Server 2008 SP1, Windows XP SP3, Windows Vista, or Windows 7.

- If using Windows XP as the operating system for 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 Appeon 6.5 new installation before upgrading each of the Appeon components.

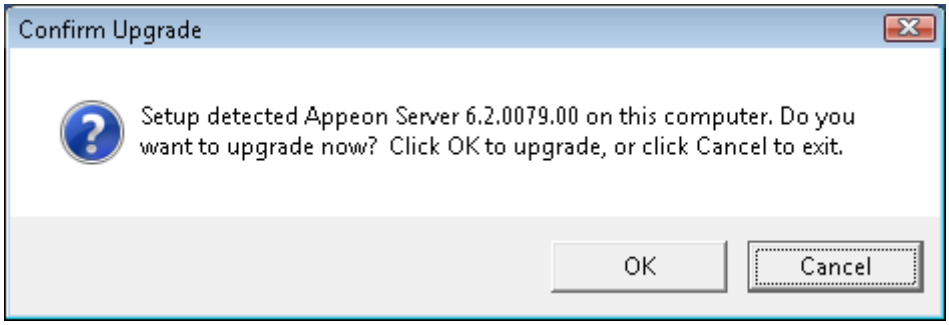
4.5.2 Upgrade from Appeon for PowerBuilder 6.0/6.1/6.2 to 6.5

4.5.2.1 Upgrading Appeon Server

Step 1 -- Launch the Appeon for PowerBuilder Setup program and select to install "Appeon Server for EAServer" (see Starting the installation).

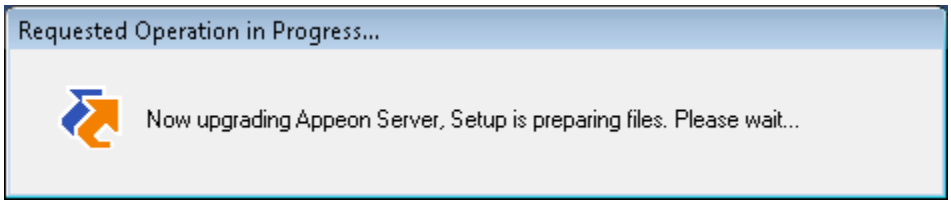
Step 2 -- Click the *OK* button in the *Confirm Upgrade* message box.

Figure 4.43: Confirm upgrade



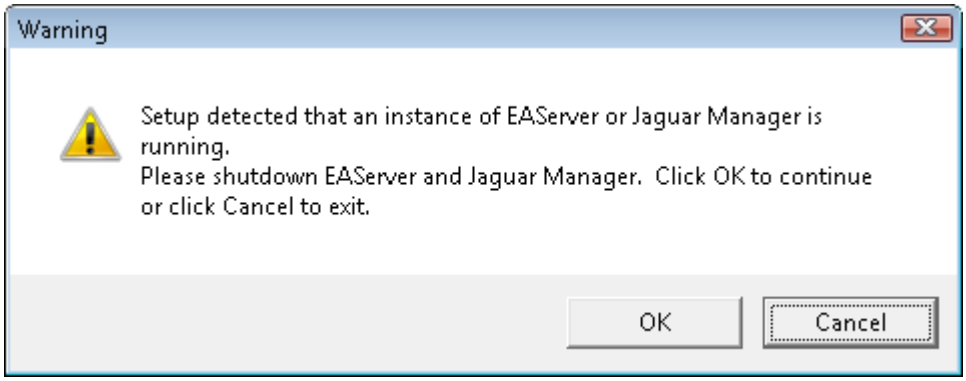
When the *OK* button is clicked, a message box opens indicating that the upgrade is preparing files.

Figure 4.44: Setup is preparing files



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

Figure 4.45: Check Task Manager

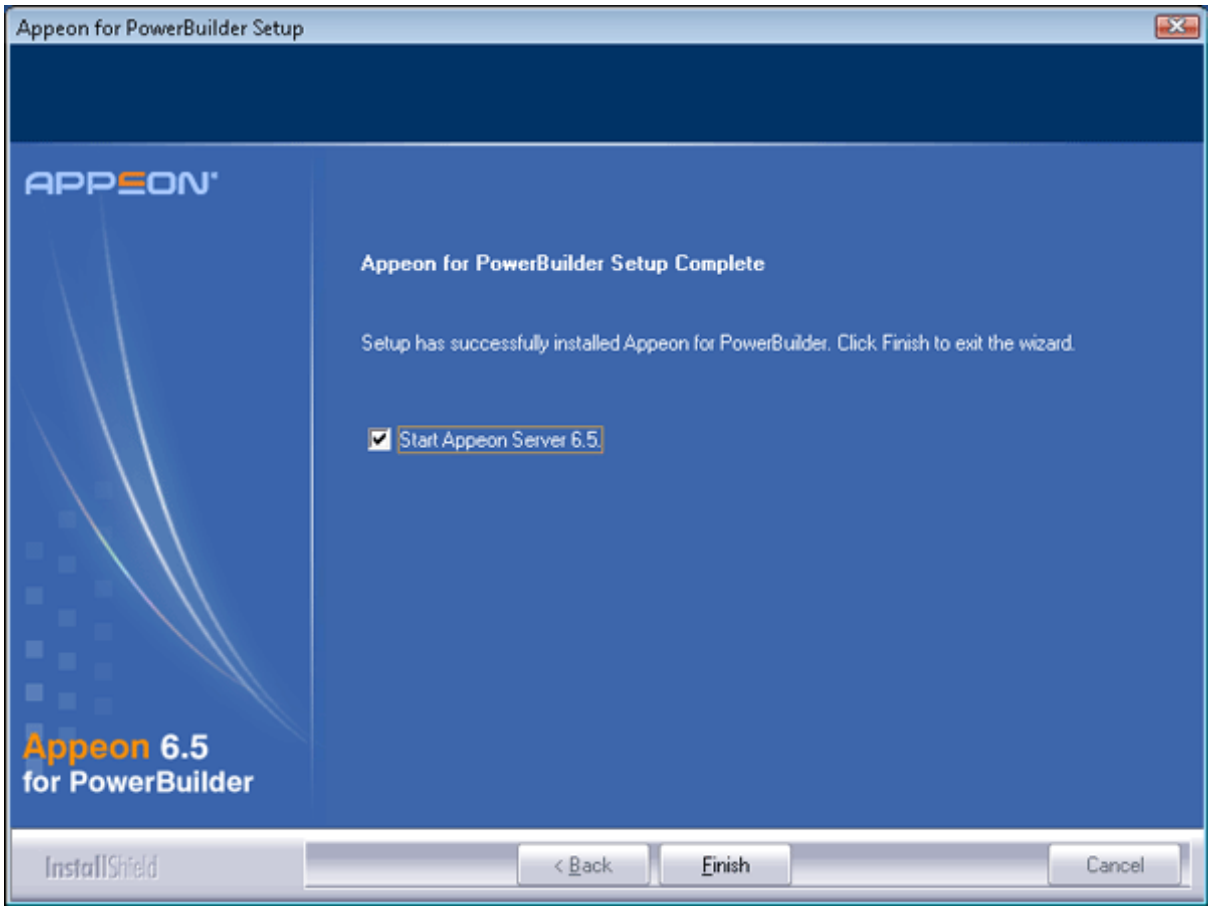


The upgrade process uninstalls Appeon Server 6.0/6.1/6.2, backs up configurations and begins the installation of Appeon Server 6.5 based on the backup information. This will take several minutes.

Step 3 -- When setup is complete, choose whether to "*Start Appeon Server 6.5*". 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.

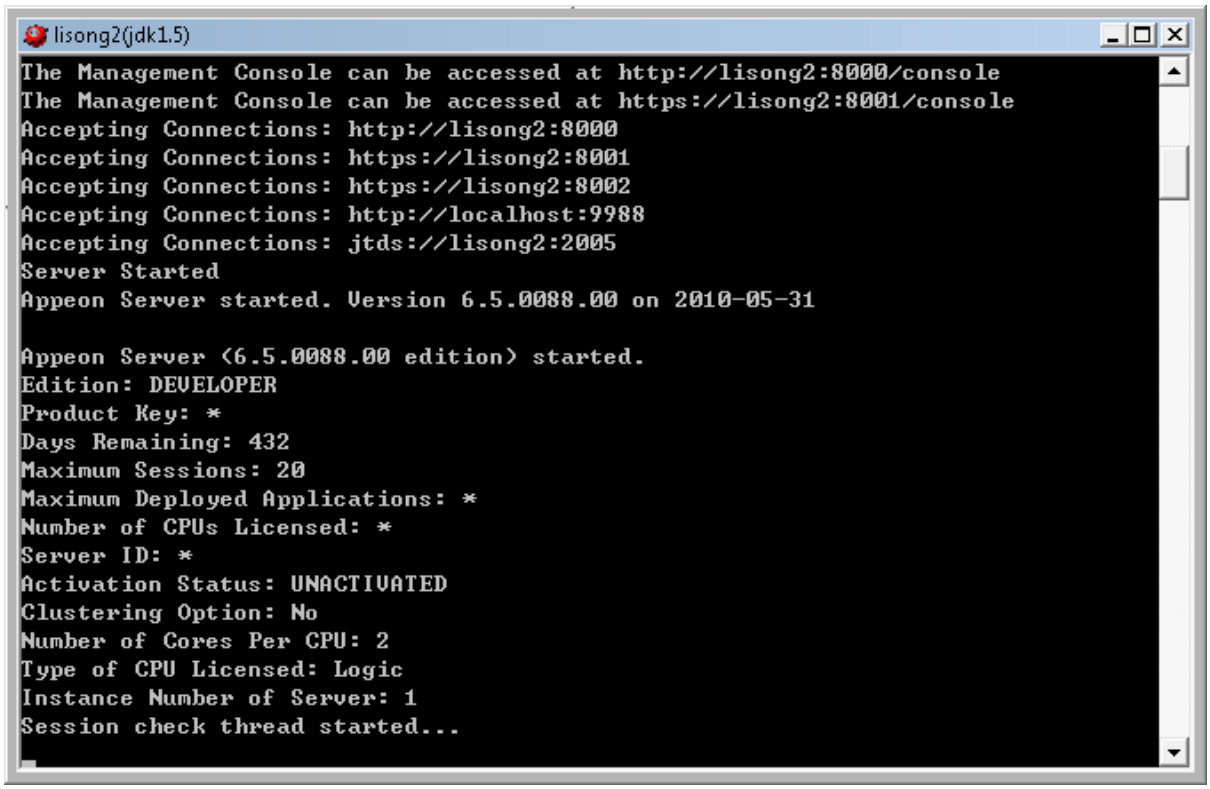
Note: For EAServer 5.x, you can also choose whether to "*Precompile AEM*".

Figure 4.46: Setup is complete



EAServer will start if "*Start Appeon Server 6.5*" is checked and you click *Finish*.

Figure 4.47: Start Appeon Server

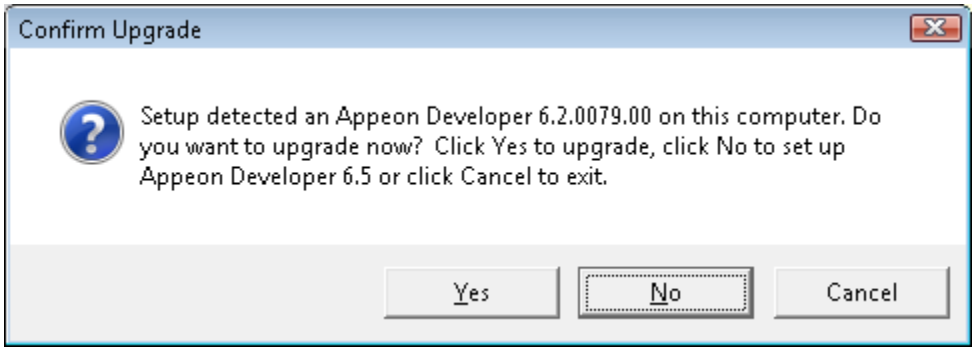


4.5.2.2 Upgrading Appeon Developer

Step 1 -- Launch the Appeon for PowerBuilder Setup program and select to install "Appeon Developer" (see Starting the installation).

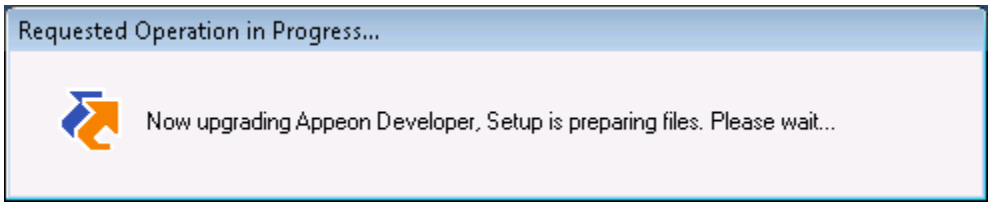
Step 2 -- Click the *OK* button in the *Confirm Upgrade* message box.

Figure 4.48: Confirm upgrade



Once you click the *OK* button, a message box opens indicating that Setup is preparing files.

Figure 4.49: Setup is preparing files



The upgrade process uninstalls Appeon Developer 6.0/6.1/6.2, backs up configurations then begins the installation of Appeon Developer 6.5 based on the backup information. This will take several minutes.

Wait until the upgrade is complete.

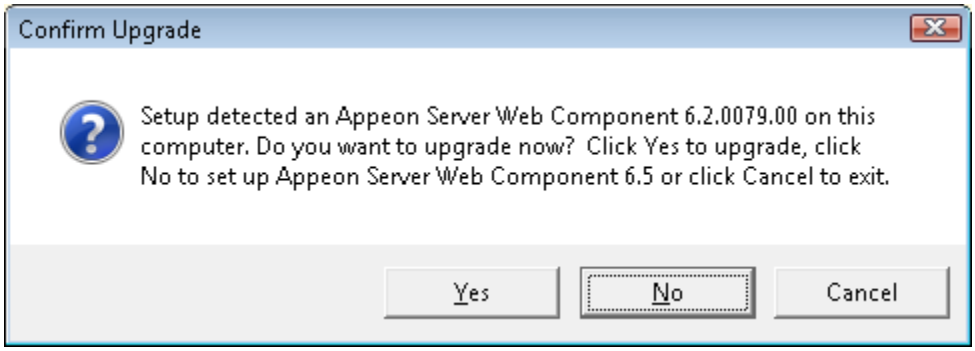
Step 3 -- Click the *Finish* button.

4.5.2.3 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).

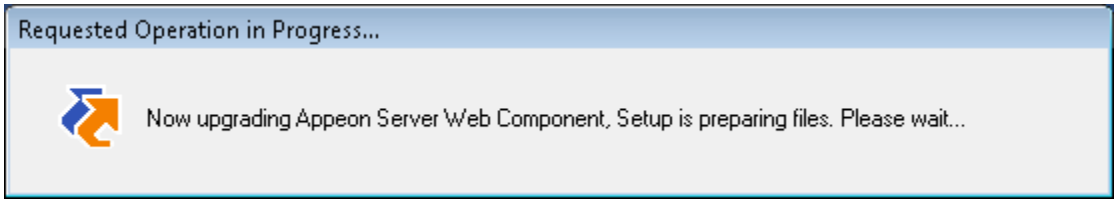
Step 2 -- Click the *OK* button in the *Confirm Upgrade* message box.

Figure 4.50: Confirm upgrade



Once you click the *OK* button, a message box opens indicating that Setup is preparing files.

Figure 4.51: Setup is preparing files



The upgrade process uninstalls Appeon Server Web Component 6.0/6.1/6.2 then begins the installation of Appeon Server Web Component 6.5. This will take several minutes.

Wait until the upgrade is complete.

Step 3 -- Click the *Finish* button.

4.5.3 Upgrade configuration settings manually

After the product upgrade, most configurations made in Appeon 6.0/6.1/6.2 are retained and will continue to work in Appeon 6.5. However, because the configuration settings of Appeon 6.5 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 6.0/6.1/6.2 and Appeon Demos must be redeployed in Appeon 6.5.

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 6.0/6.1/6.2.
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 *Appeon Migration Guide*.

5 Configuring Appeon Server Cluster

5.1 Overview

Appeon 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.

5.2 Configuration instructions

Following are high level steps for configuring an Appeon Server cluster. For detailed instructions, you may need to go through the documents and sections as specified below.

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 Appeon Server installation. 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). For a list of compatible third-party Web servers, refer to (Optional) Third-party Web server requirements.
   - Install the Appeon Server Web Component on each Web server by following the installation instructions in Appeon Server Web Component installation
   - Configure the 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, please refer to the *Appeon Developer User Guide*.

6 Post-Installation Configuration Tasks

6.1 Overview

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 Appeon system is set up and before you start deploying applications, the post-installation configuration tasks listed in the following table 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...
Configuration for the client machine	The IE security settings and Windows login user privileges may prevent downloading the Appeon Xcelerator plug-in.	Configuration for client machine
System language setting	Configuration required for the client, Appeon Server and database server. The operating system language settings can affect the characters that are displayed in the Appeon Web application.	System language settings
Database JDBC driver preparation	Configuration required for Appeon Server. You should copy the corresponding driver files for the database server in use to the EAServer installation folder in the machine hosting Appeon Server.	*JDBC driver preparation* in the *Appeon Server Configuration Guide*
Configuration for supporting DataWindow Data Cache feature	Configuration 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). This feature is not available for Web servers running Unix\Linux.	*DataWindow Data Cache* in the *Appeon Server Configuration Guide*
Configuration for supporting dynamic DataWindows	Configuration required for database server. Configuration at the database server is required for support of dynamic DataWindows.	*Dynamic DataWindow* in the *Appeon Features Help*

Task	Description	Detailed Instructions Given in...
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"	*ASE Chained mode issue* in the *Appeon Troubleshooting Guide*

6.2 Configuration for client machine

Running Appeon Web application on the client machine is dependent on the Appeon Xcelerator plug-in (ActiveX controls). To ensure (only for the first time) the Appeon ActiveX controls can be downloaded and installed, the following configuration on the client machine is required.

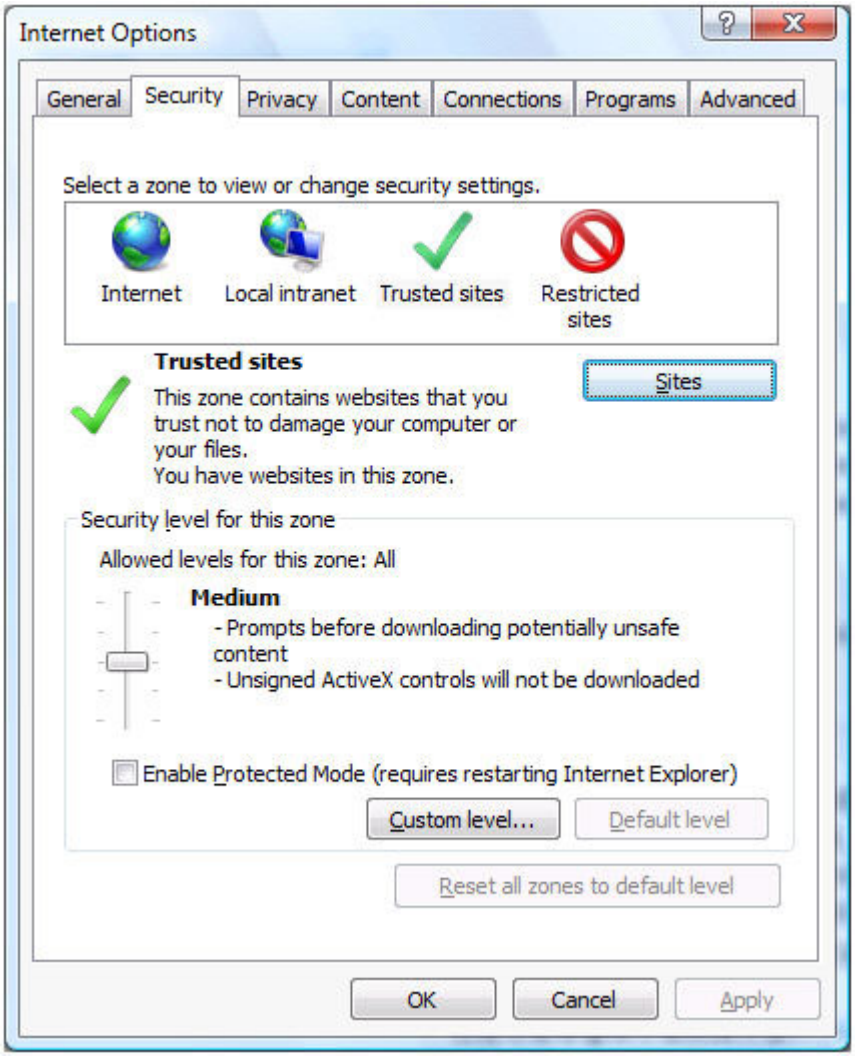
6.2.1 Configuring IE security settings

We recommend you add the URL of Appeon Web application to the Trusted Sites zone in Internet Explorer, because the default security settings of this zone are appropriate for downloading and installing the Appeon ActiveX controls. The following are detailed steps.

Step 1: In Internet Explorer, on the *Tools* menu, click *Internet Options*.

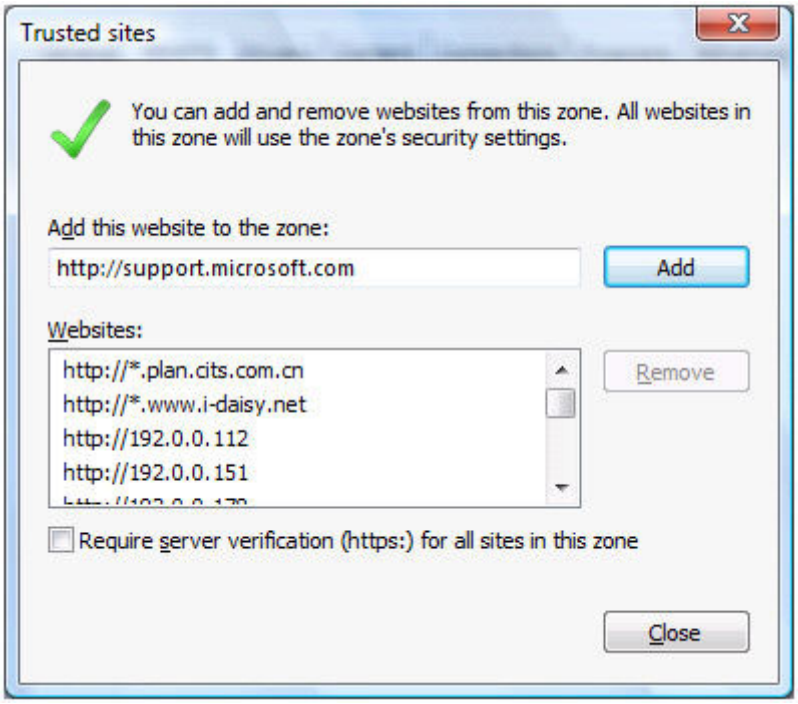
Step 2: In the Internet Options window, select the *Security* tab. Then select the *Trusted sites* Web content zone, and click the *Sites* button.

Figure 6.1: IE security settings



Step 3: In the Trusted sites window, input the URL of the Web application to the "Add this website to the zone" box. Click *Add* then click *Close* to return to the Internet Options window.

Figure 6.2: Trusted sites



Step 4: In the Internet Options window, make sure the *Trusted sites* Web content zone is selected, then click the *Custom Level* button, and double check the following settings are enabled (they are enabled by default, but we recommend you make sure):

- Download signed ActiveX controls
- Run ActiveX controls and plug-Ins
- Script ActiveX controls marked safe for scripting
- Active scripting

Step 5: Click *OK* to save the settings and close IE.

6.2.2 Logging in as administrator or normal user

Different Internet Explorer versions require different privileges for installing the ActiveX control. If using IE 8.0 on Windows Vista/7/2008, you do not need administrative privileges to download and register the ActiveX control. You can log into the machine as a normal user. However, if using IE 8.0 on Windows XP/2003, or if using IE 7.0 or earlier, you must log in as a member of the Administrator group so you have the permissions to successfully download and register the ActiveX control. Please read the sections for the IE version you are using.

6.2.2.1 Using IE 8.0

If you are using IE 8.0, you can follow the prompts in IE information bar and install the ActiveX control successfully, no matter which user account (administrator or normal user) you use, and no matter which Windows operating system (except on Windows XP and Windows 2003) you are on.

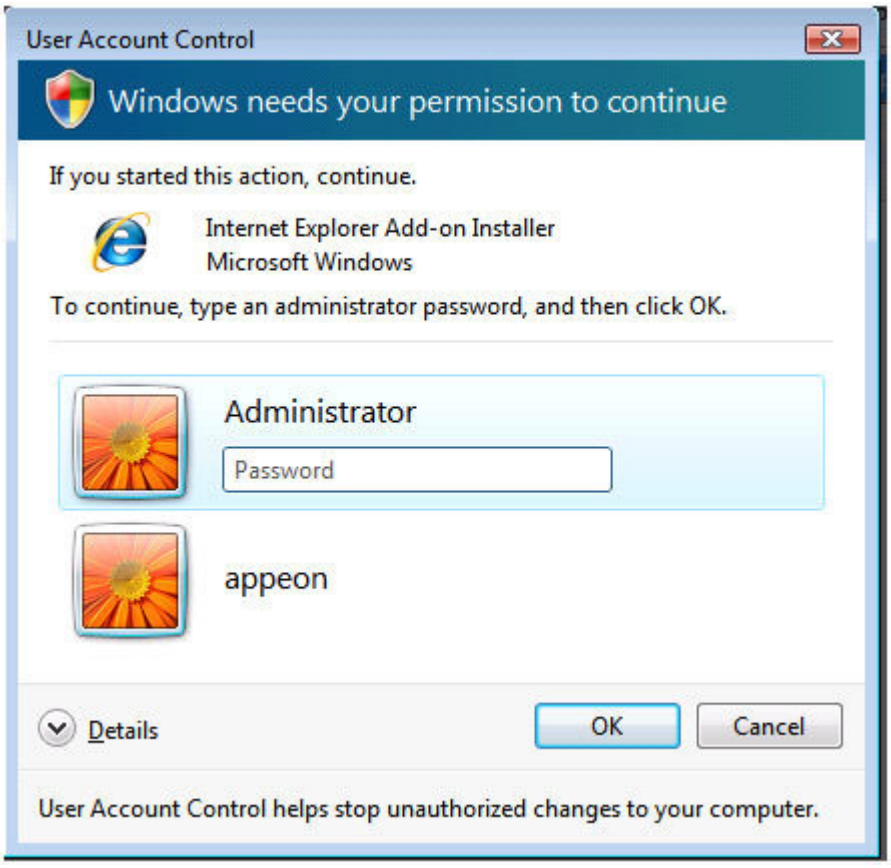
Exception: If on Windows XP/2003, first log in as an Administrator group member, then follow the prompts in IE information bar to complete the install of ActiveX control, then log off and log in again as a normal user.

6.2.2.2 Using IE 7.0 (or earlier)

If you are using IE 7.0 or earlier, you need to first log in as an Administrator group member, then follow the prompts in IE information bar to complete the install of ActiveX control, then log off and log in again as a normal user.

For Windows Vista, 2008, or 7, if UAC is on, when you follow the prompts in the IE information bar to install the ActiveX control, a window as below may appear, you need to input the administrator password and click *OK*; then the ActiveX control will be installed successfully.

Figure 6.3: User Account Control



If you are using IE 7, make sure IE is not started in "No-Add-ons" mode, as IE browser started in this mode will not be able to run the Appeon ActiveX control. In this case, exit IE and restart it in normal mode.

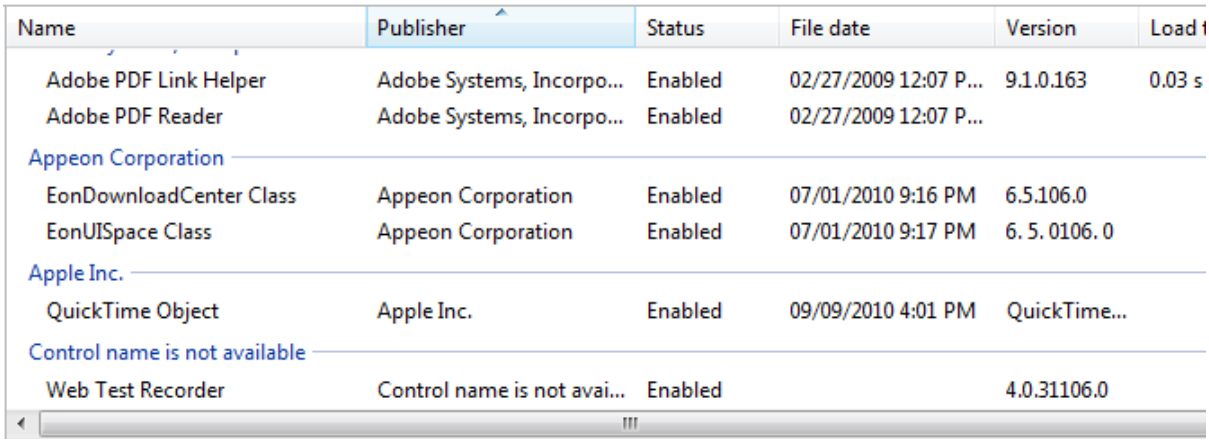
6.2.3 Verifying Appeon ActiveX control installation

We recommend you verify the installation of Appeon ActiveX controls, especially after you upgrade Internet Explorer or Appeon for PowerBuilder. The following are detailed steps.

Step 1: In Internet Explorer, on the *Tools* menu, click *Manage Add-ons*.

Step 2: From the list of add-ons, there are two listed for Appeon Corporation: EonDownloadCenter Class and EonUISpace Class. Make sure their status are Enabled.

Figure 6.4: Verify ActiveX control status



6.3 System language settings

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

- The language of the data in the database used by the application matches the operating system 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 Windows language settings on the machine where Appeon Developer is installed.

To set the language settings in Windows operating system:

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.

To set the language settings in Unix\Linux operating system:

Step 1 -- Change to the etc/default folder and edit the init file.

Step 2 -- Set the value of the LANG command to the appropriate language. You can use command "locale -a" to view the locale languages supported by the operating system.

7 Uninstalling Appeon 6.5

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 6.5 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:

- EonADT*xx*.exe
- pb*xxx*.exe
- java.exe, jagsrv.exe and jagsrvagent.exe
- dbeng*x*.exe and dbsrv*x*.exe

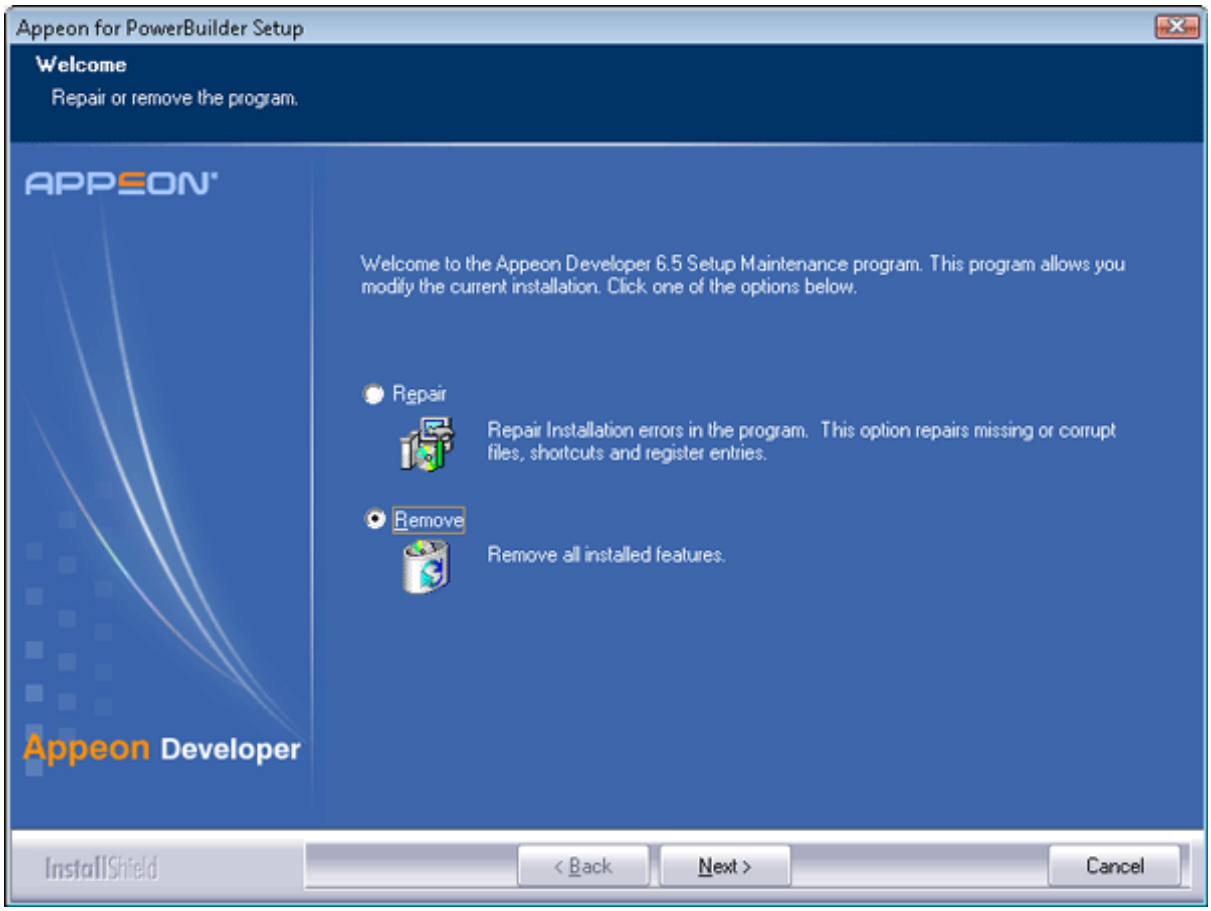
If *EonADT*xx.*exe* is running when attempting to uninstall Appeon Developer, Appeon Setup will detect that the processes are running and an error message will appear.

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 6.5 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: Repair or remove Appeon Developer



Step 5 -- Confirm the removal of Appeon Developer. Click *OK* to uninstall.

Figure 7.2: Confirm uninstall

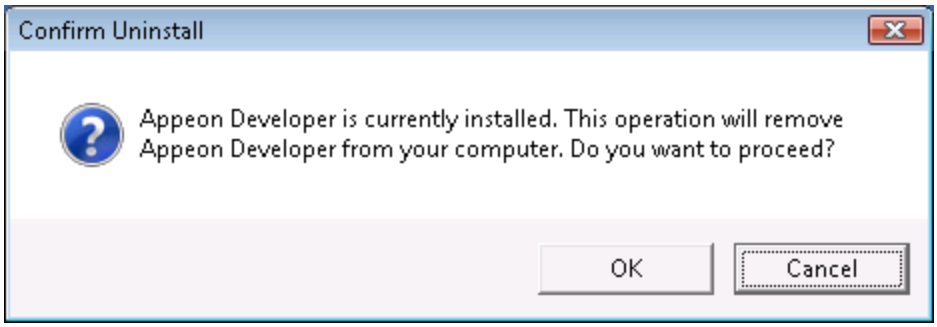
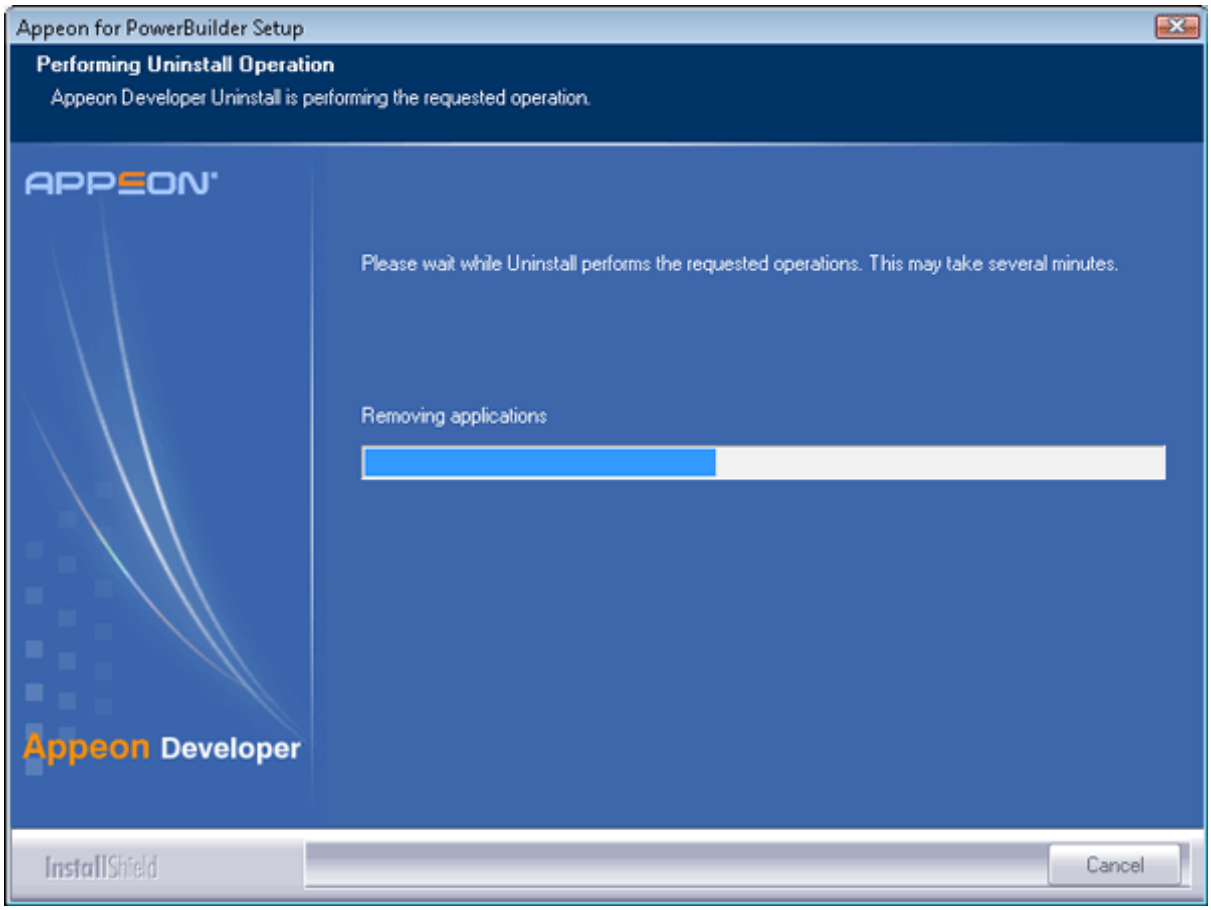
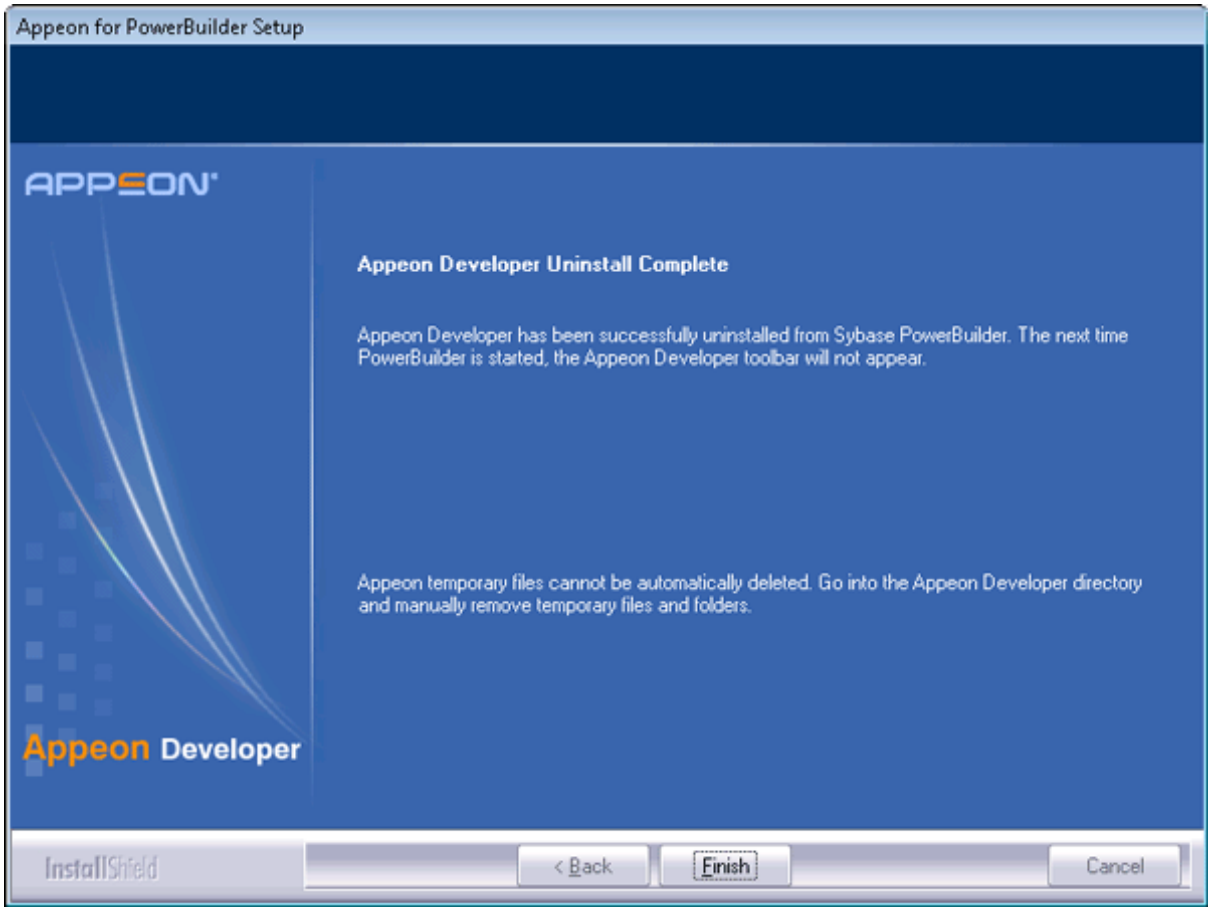


Figure 7.3: Perform Appeon Developer uninstall



Step 6 -- Click *Finish* to exit.

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 especially the Sybase software.

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

Step 2: Verify that Appeon Server has been shut down.

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

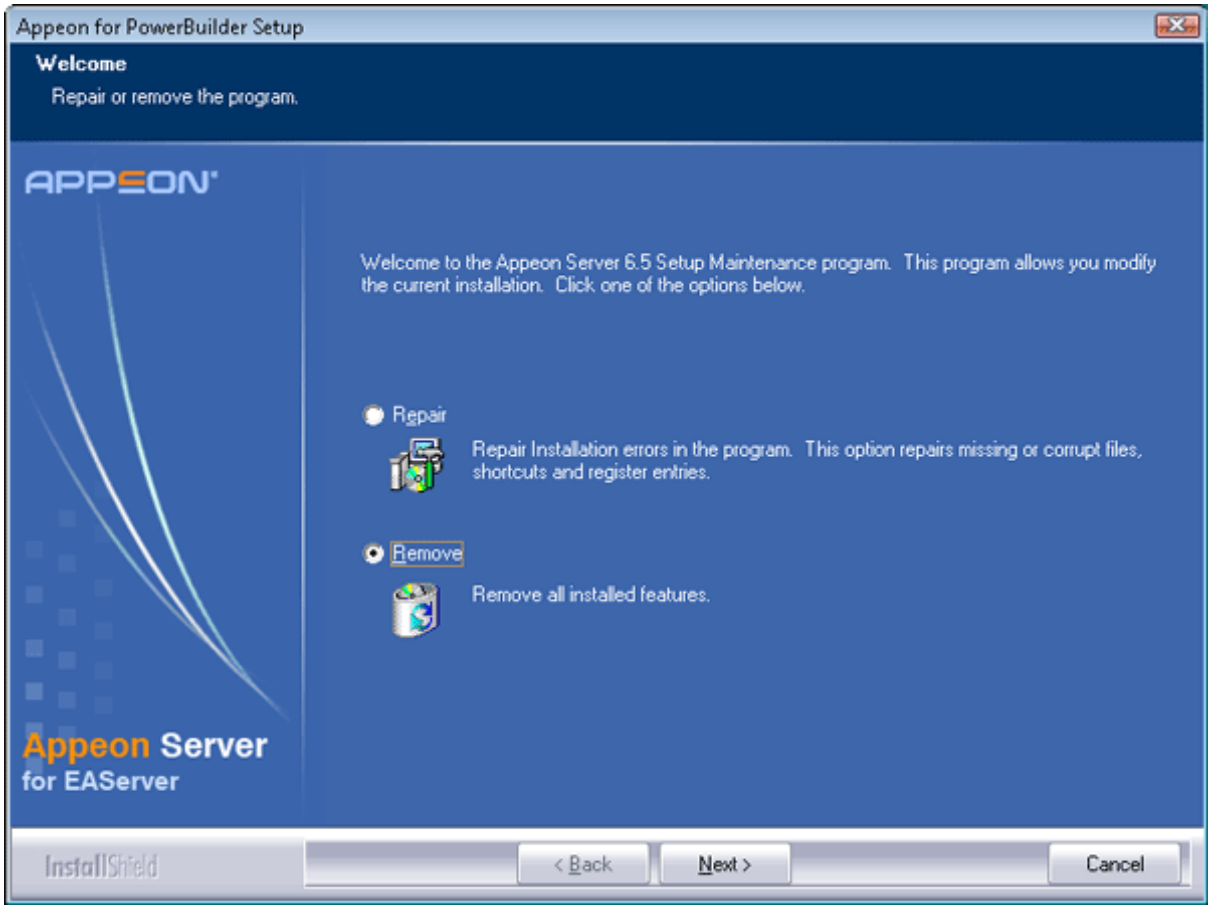
- EonADT*xx*.exe
- pb*xxx*.exe
- java.exe, jagsrv.exe and jagsrvagent.exe

- dbeng*x*.exe and dbsrv*x*.exe

Step 3: Select Windows Start menu | Programs | Appeon 6.5 for PowerBuilder | Appeon Server for EAServer | Uninstall Appeon Server to begin the uninstall process.

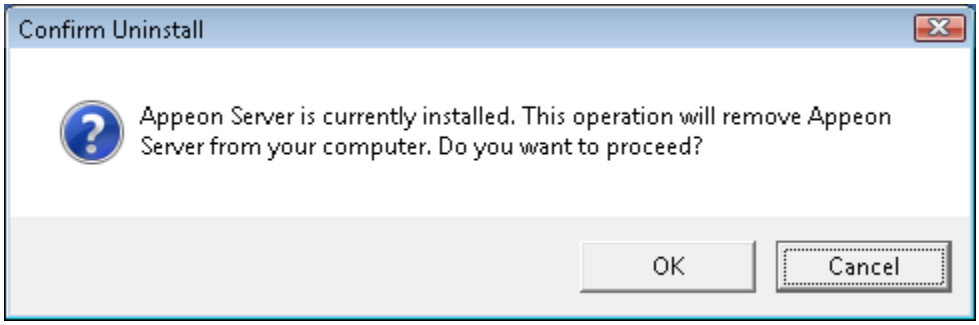
Step 4: Choose *Remove* to delete all installed features. Click *Next*.

Figure 7.5: Repair or remove Appeon Server



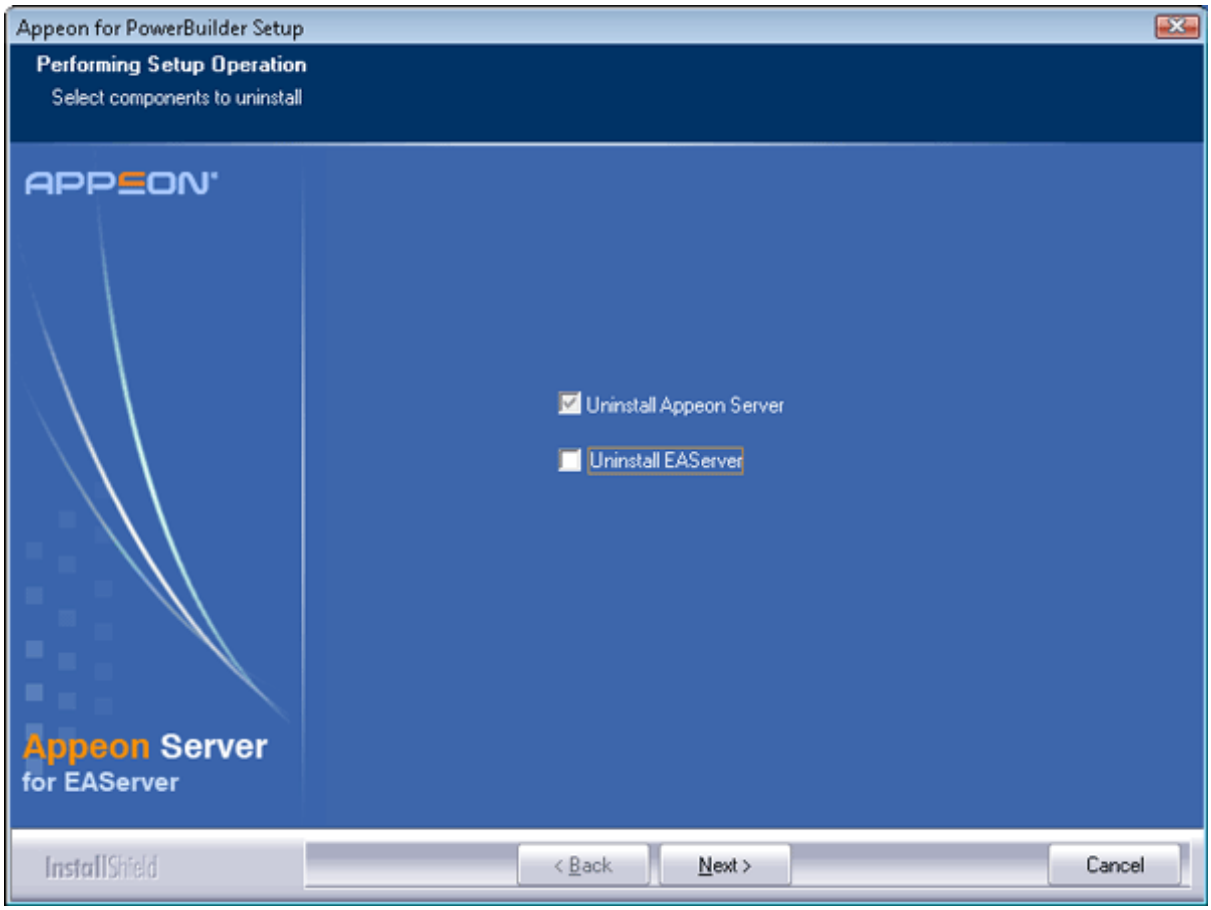
Step 5: Confirm the removal of Appeon Server. Click *OK* to uninstall.

Figure 7.6: Confirm uninstall



Step 6: Choose whether to uninstall EAServer 6.3. Click *Next* and the selected options will be uninstalled. This screen will be displayed only if EAServer 6.3 was silently installed with the Appeon Server installation.

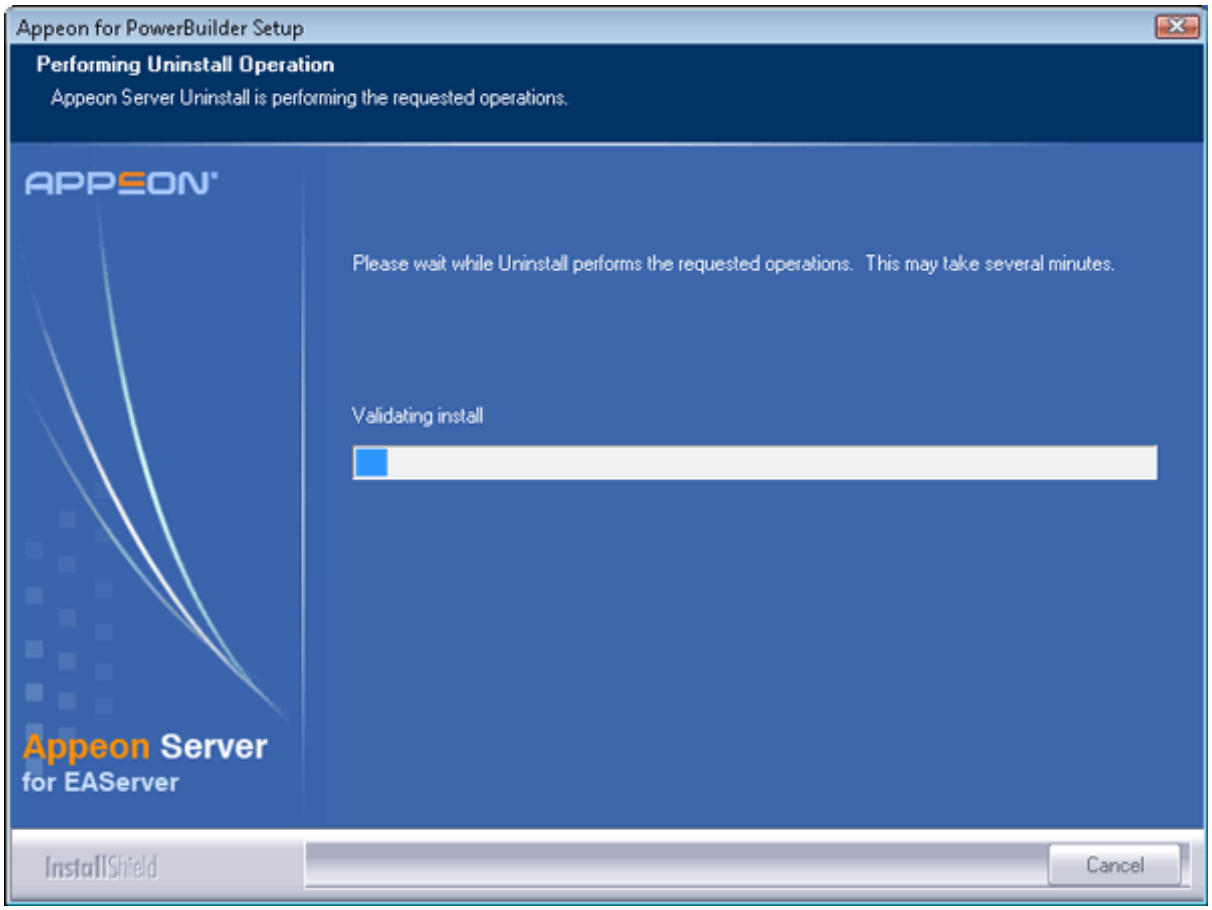
Figure 7.7: Uninstall options



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.

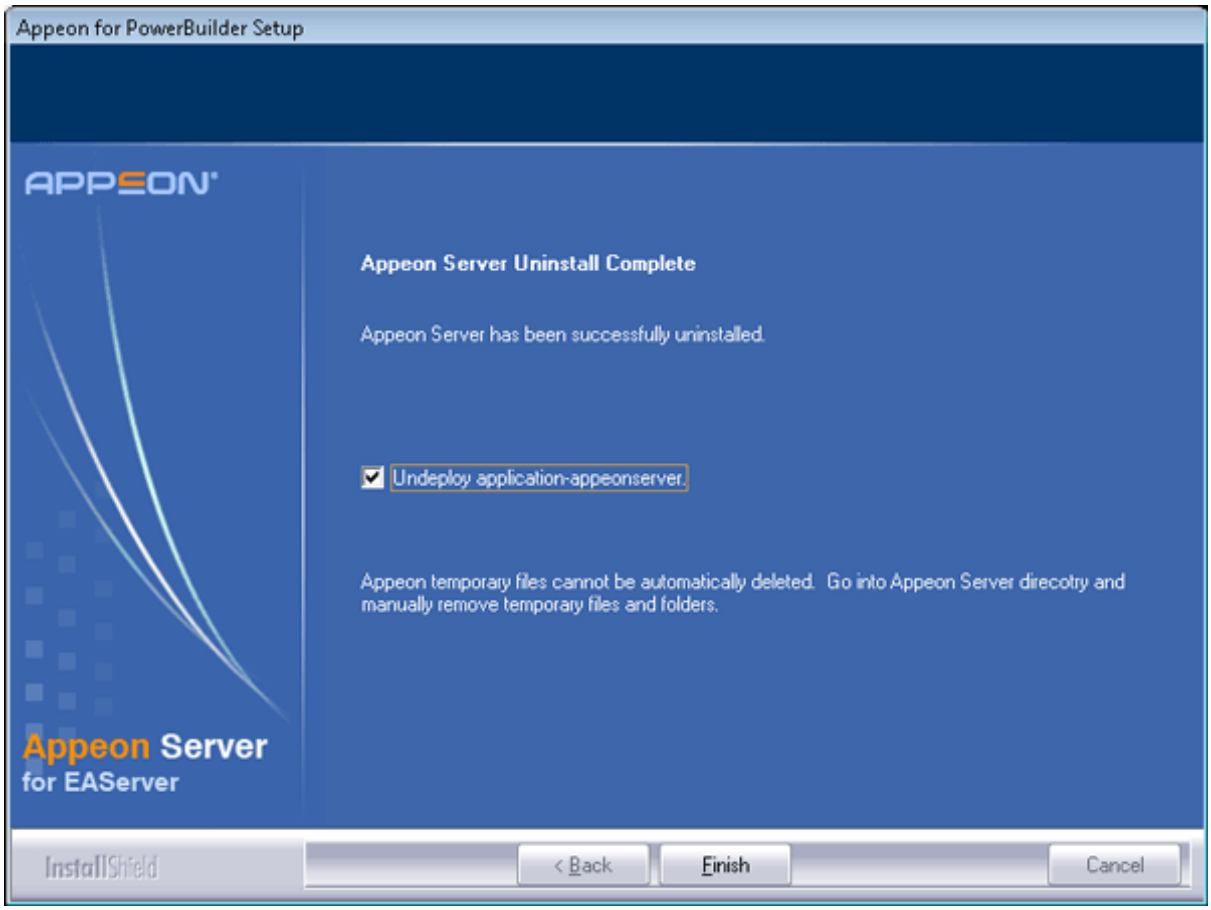
Figure 7.8: Appeon Server uninstall process



Step 7: Click *Finish* to exit.

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

Figure 7.9: Appeon Server uninstall complete



7.3.1 Uninstalling EAServer 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 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 Uninstalling Appeon Server.

- Uninstall EAServer 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.

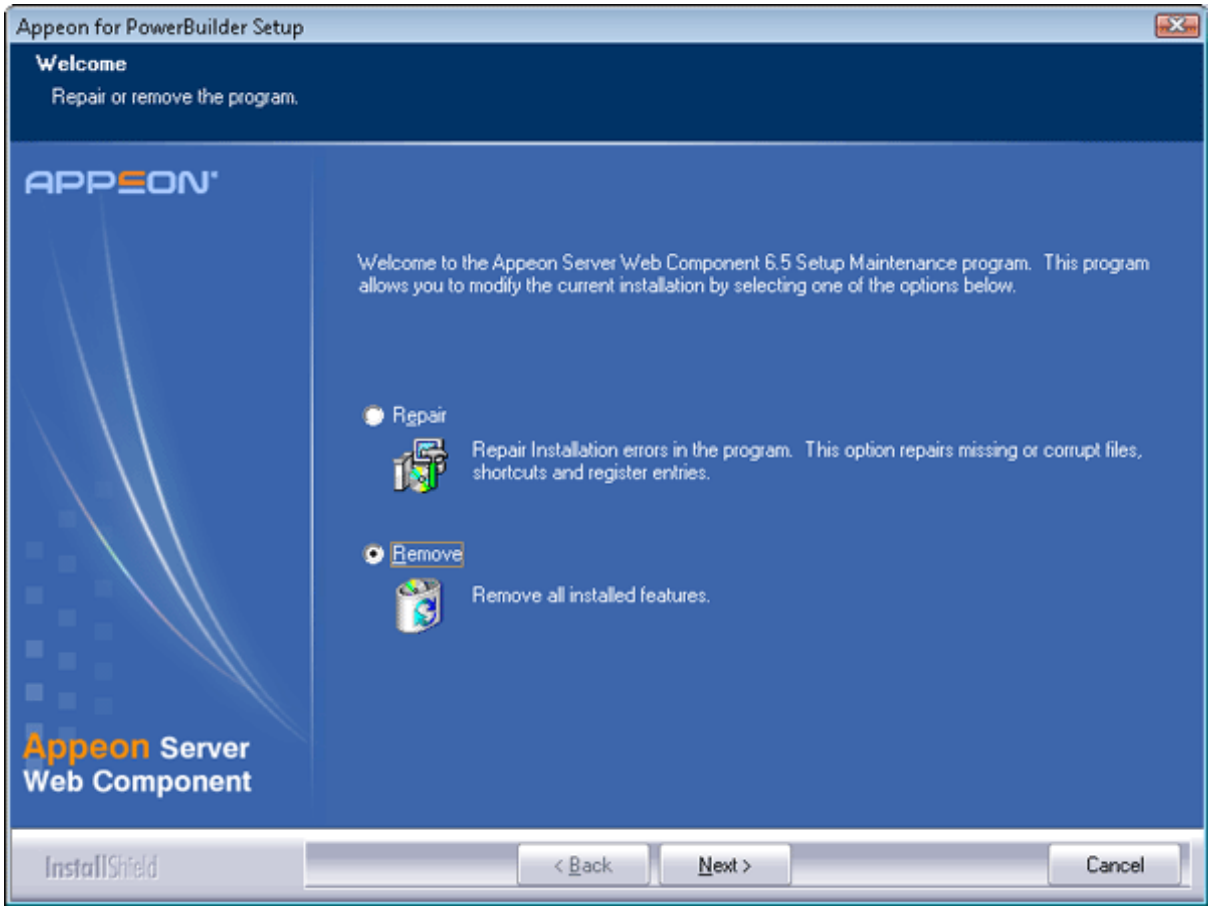
7.4 Uninstalling Appeon Server Web Component (for third-party Web servers only)

Step 1: Stop all Windows programs as well as the Web server.

Step 2: Select Windows Start menu | Programs | Appeon 6.5 for PowerBuilder | Appeon Web Component | Uninstall Appeon Web Component to begin the uninstall process.

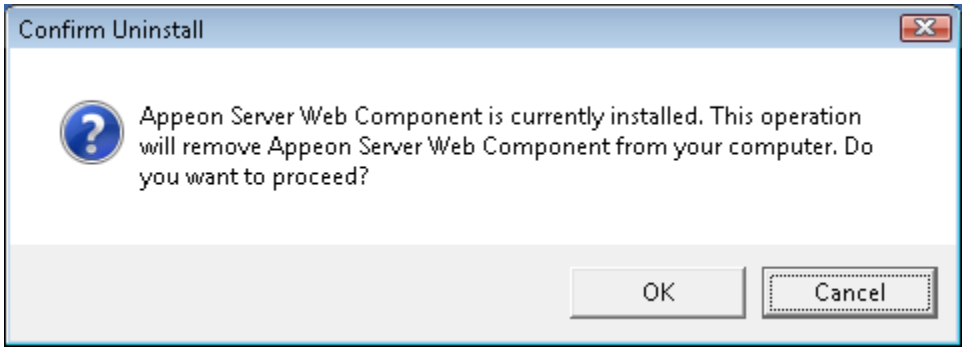
Step 3: Choose Remove to delete all installed features. Click *Next*.

Figure 7.10: Repair or remove Appeon Server Web Component



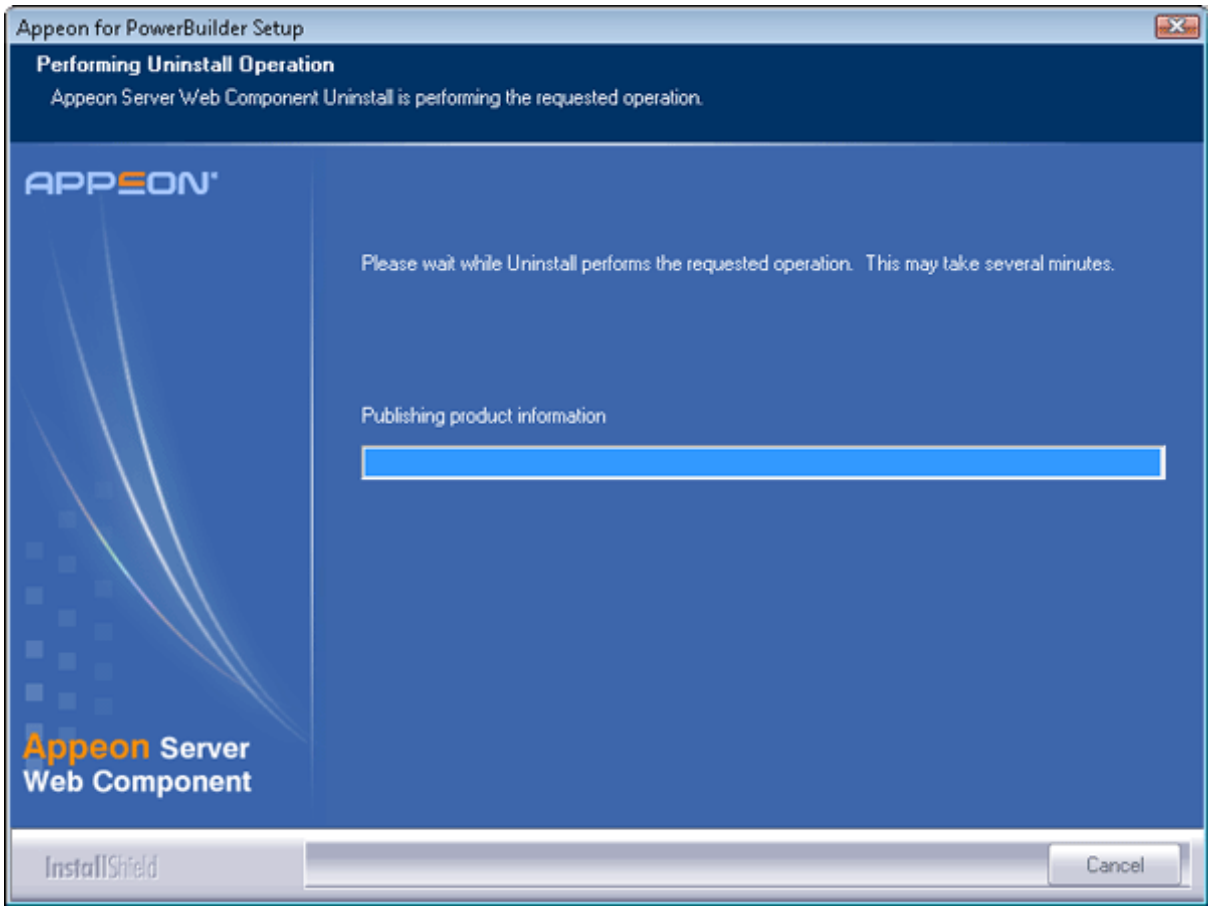
Step 4: Confirm the removal of Appeon Server Web Component. Click *OK* to uninstall.

Figure 7.11: Confirm uninstall



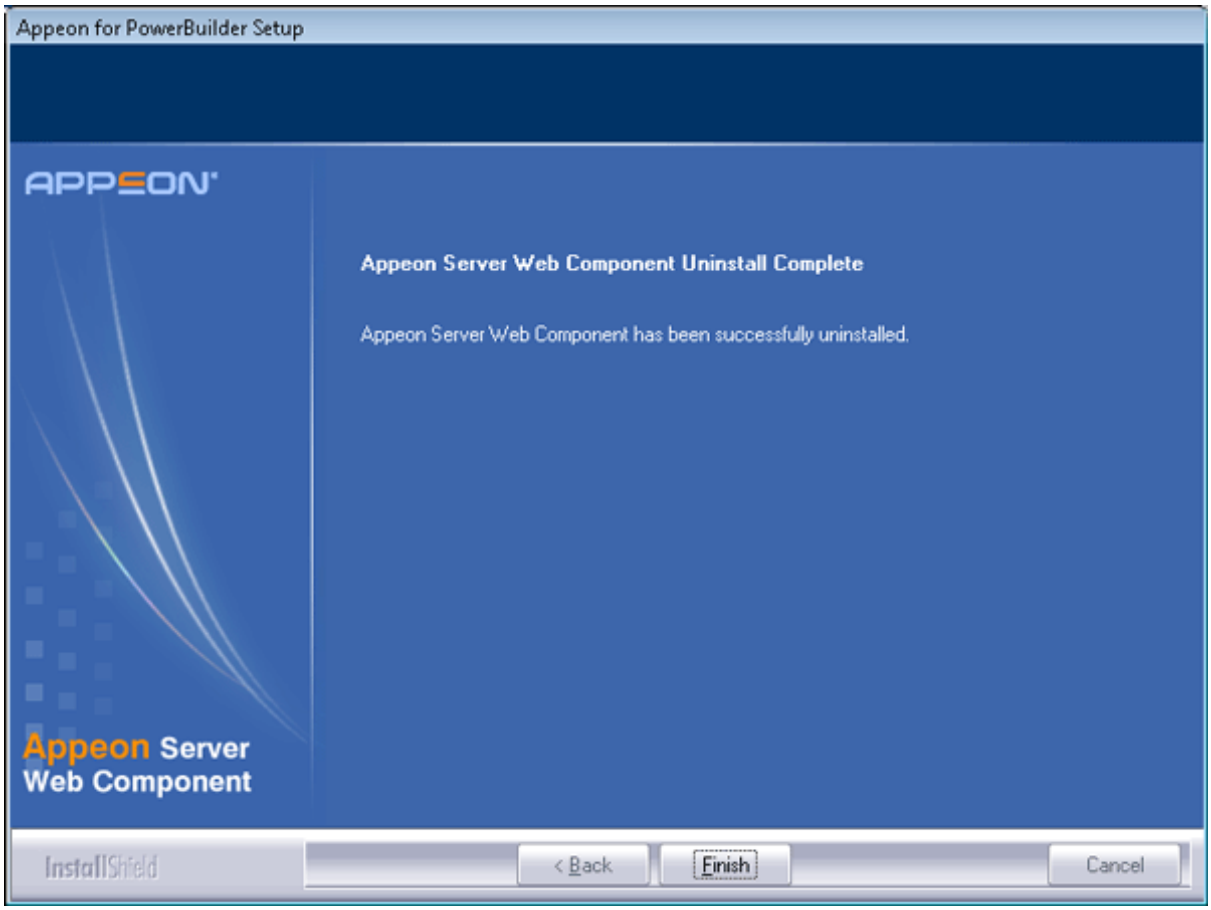
Step 5: Wait until the uninstallation is complete.

Figure 7.12: Perform Appeon Server Web Component uninstall



Step 6: Click *Finish* to exit.

Figure 7.13: Appeon Server Web Component uninstall complete



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

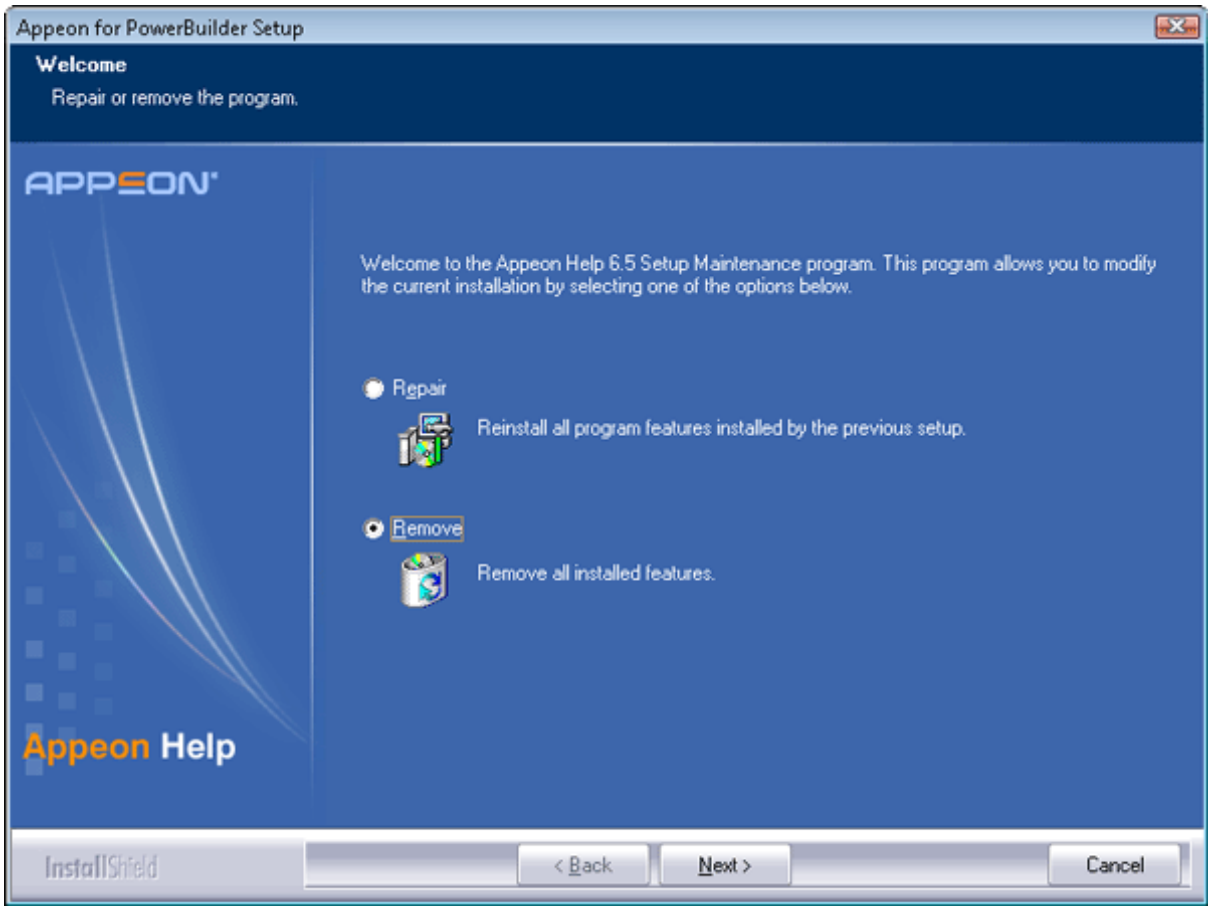
Repeat the Web Component uninstall steps for each third-party Web server.

7.5 Uninstalling Appeon Help

Step 1: Select Windows Start menu | Programs | Appeon 6.5 for PowerBuilder | Appeon Help | Uninstall Appeon Help to begin the uninstall process.

Step 2: Choose *Remove* to delete all installed features. Click *Next*.

Figure 7.14: Repair or remove Appeon Help



Step 3: Confirm the removal of the Appeon Help. Click *OK* to uninstall.

Figure 7.15: Confirm uninstall

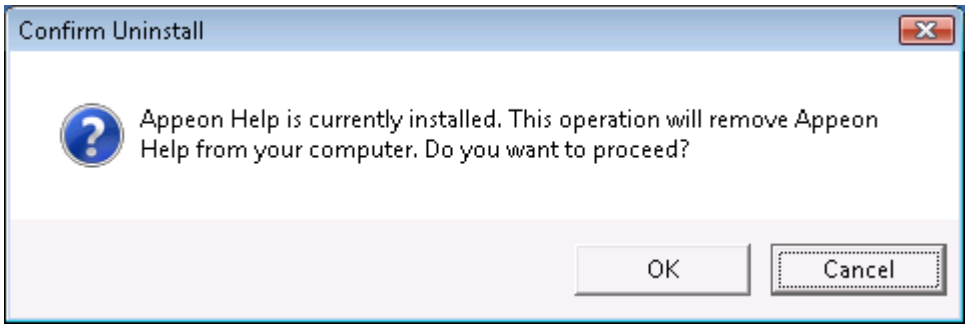
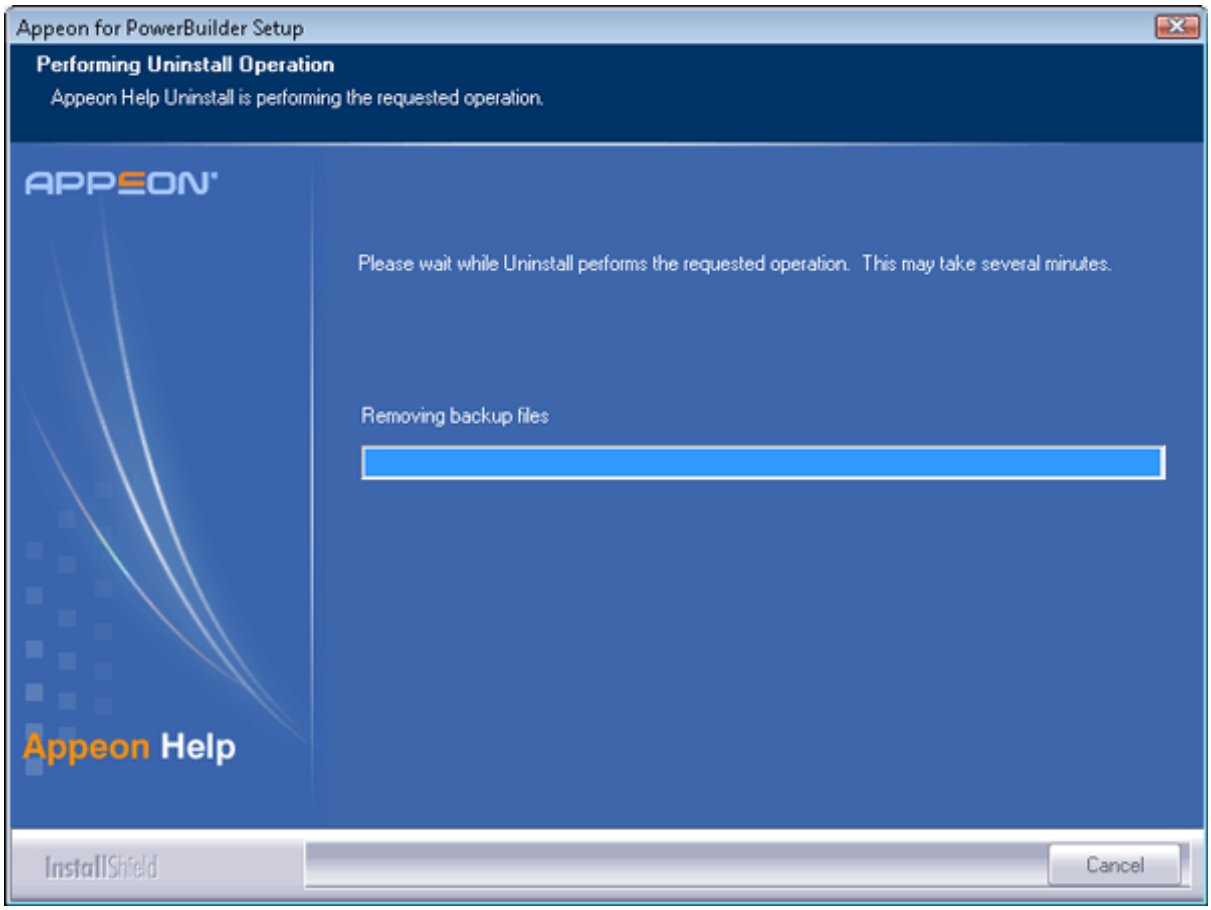
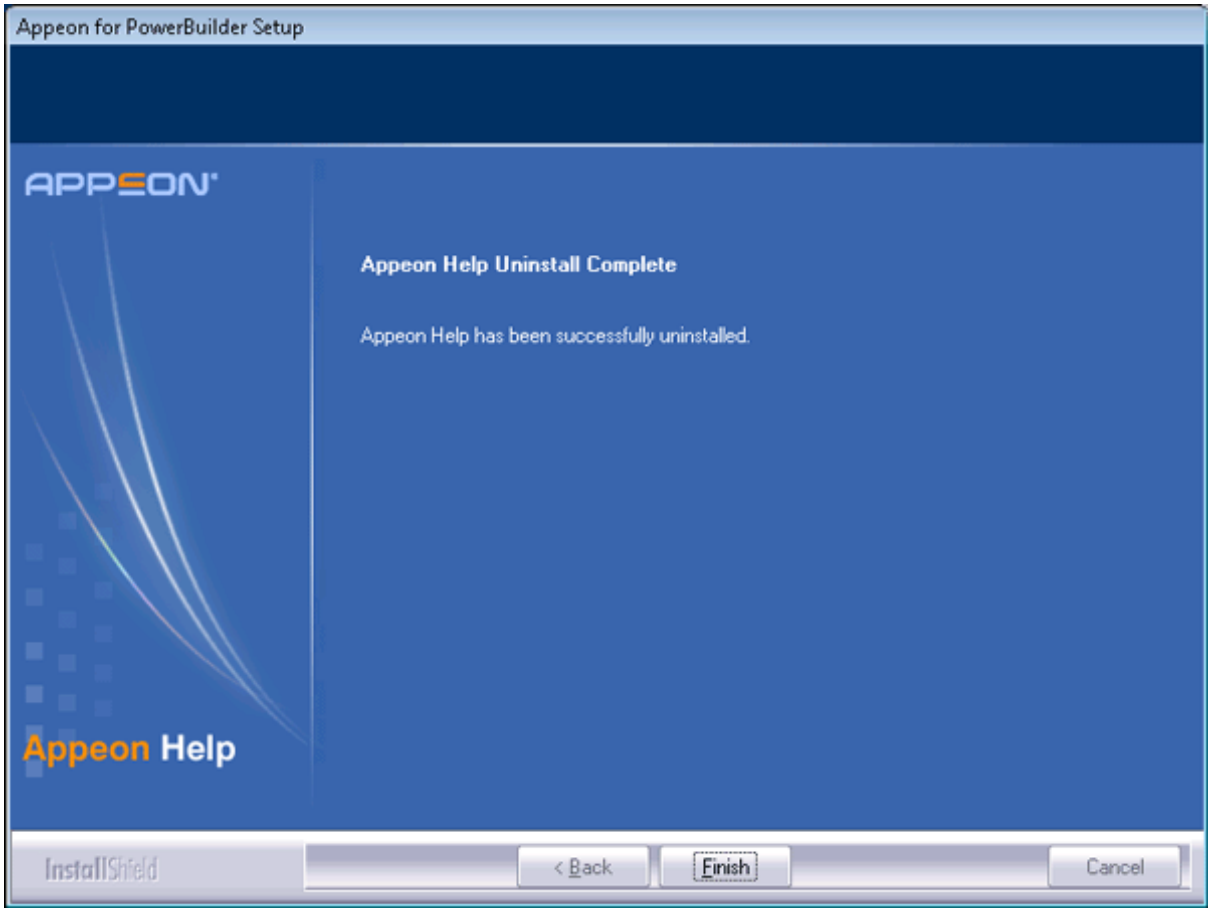


Figure 7.16: Perform Appeon Help uninstall



Step 4: Click *Finish* to exit.

Figure 7.17: Appeon Help 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 the *Distributions* section in *Introduction to Appeon*.

Get support for Sybase Distribution

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

Get support for Appeon Distribution

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

Table 8.1: Files required for technical support

File Type	File Name
EAServer configuration file	%JAGUAR%\Repository\Instance\com\sybase\djc\server \ApplicationServer*instancename*.properties %JAGUAR%\bin\run_server.bat %JAGUAR%\bin\djc-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

File Type	File Name
	Web server path\application name\all DataWindows on window.xml Notes: 1) The 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.

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