

# Appeon Installation Guide for JBoss

Appeon® 6.5.1 for PowerBuilder®  
WINDOWS

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# 1 About This Book

## 1.1 Audience

This book is for users who want to install Appeon® 6.5.1 for PowerBuilder® (on JBoss 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 6.5.1 for PowerBuilder (on JBoss Windows) and its system architecture.

Chapter 3: Installation Requirements

The system requirements for installing Appeon 6.5.1 for PowerBuilder (on JBoss Windows).

Chapter 4: Installing Appeon 6.5.1

Instructions for installing 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 6.5.1

Instructions for uninstalling Appeon 6.5.1 for PowerBuilder (on JBoss 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 6.5.1.

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 6.5.1.
- **New Features Guide (or What's New in Appeon):**  
Introduces new features and changes in Appeon 6.5.1.  
What's New in Appeon is an HTML version of the New Features Guide.

## 1.4 If you need help

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

## 2 Introduction

### 2.1 Overview

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

From the native source code of PowerBuilder applications, Apeon for PowerBuilder can generate *bona fide* n-Tier Web applications that precisely replicate the Client/Server user interface with HTML running in standard Microsoft Web browsers. These Web applications offer the rich user experience of the original PowerBuilder applications and deliver the superior Quality Of Service (QOS) of the n-Tier Web architecture and J2EE platform, as well as greater availability, scalability, security and reliability.

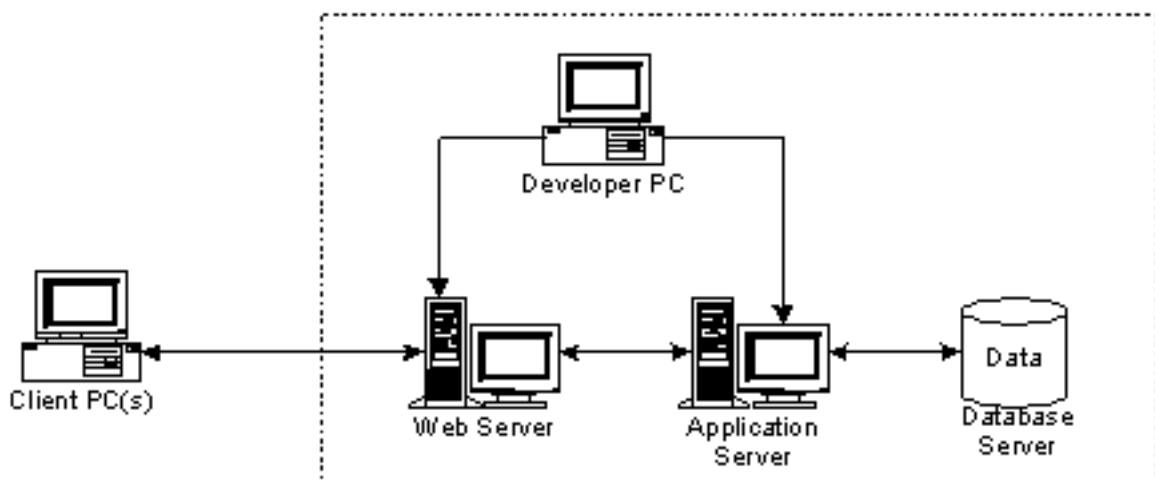
Apeon for PowerBuilder allows the entire Web application conversion process to be executed within the PowerBuilder IDE. It does not require the developer to write a single line of HTML, Java, .NET or JavaScript code. Only standard PowerBuilder programming skills are required.

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

### 2.2 System architecture

Apeon 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 Apeon Server computers to provide load balancing and failover.

**Figure 2.1: Apeon for PowerBuilder system architecture**



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

**Table 2.1: Tiers in the Appeon Web architecture**

<b>Tier</b>	<b>Purpose</b>	<b>Appeon Component</b>	<b>Third-party Software</b>
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	JBoss HTTP Server or any JBoss-compatible Web server, such as Apache or IIS.
Application Server	Hosts the DataWindows and n-Tier components 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	JBoss
Database Server	Hosts the application database.	None	JDBC-compliant RDBMS supported by Appeon. Please see <a href="#">Database server requirements</a> for more information.

## 2.3 Appeon editions

Appeon 6.5.1 for PowerBuilder (on JBoss Windows) contains the following editions.

**Table 2.2: Appeon editions**

<b>Edition</b>	<b>Platform</b>	<b>Component</b>	<b>Description</b>
Enterprise Edition	Windows	<ul style="list-style-type: none"> <li>• Appeon Server</li> <li>• Appeon Server Web Component</li> <li>• Appeon Help</li> </ul>	1) Appeon Developer is not provided.



<b>Edition</b>	<b>Platform</b>	<b>Component</b>	<b>Description</b>
			2) The Appeon Server clustering service is provided in Enterprise Edition only.
Workgroup Edition	Windows	<ul style="list-style-type: none"> <li>• Appeon Server</li> <li>• Appeon Server Web Component</li> <li>• Appeon Help</li> </ul>	Appeon Developer is not provided.
Developer Edition	Windows	<ul style="list-style-type: none"> <li>• Appeon Developer</li> <li>• Appeon Server</li> <li>• Appeon Server Web Component</li> <li>• Appeon Help</li> </ul>	The maximum number of online users is 5.
Trial Edition	Windows	<ul style="list-style-type: none"> <li>• Appeon Developer</li> <li>• Appeon Server</li> <li>• Appeon Server Web Component</li> <li>• Appeon Help</li> </ul>	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 component 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 JBoss HTTP server, therefore, if you are using one JBoss AS 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 and/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, 8.0, or 9.0
- 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 1 GB RAM

### 3.2 Appeon Server requirements

#### 3.2.1 Software requirements

- Windows OS that is supported by JBoss AS
- JBoss Application Server 5.1.0.GA, or 7.0.2.Final

#### 3.2.2 Hardware requirements

- Pentium-class processor(s) running at 2 GHz or faster
- At least 1 GB RAM (2 GB RAM recommended)
- 150 MB hard drive space (for JBoss AS 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, 8.0, or 9.0
- Microsoft Windows 2000 SP4, Windows Server 2003 SP2, Windows XP SP3, Windows Vista SP2, Windows Server 2008 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), 12.0 (build 3517), or 12.5 (build 2511)

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 1 GB RAM
- 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 6.5.1 for PowerBuilder 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
- Teradata 13.00.00.27 or later with Teradata 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 6.5.1

### 4.1 Overview

Appeon 6.5.1 for PowerBuilder (on JBoss 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 server 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.	JBoss on Windows operating system.
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 JBoss 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.

#### 4.2.2 Developer PC

**Table 4.2: Developer PC installation**

Scenarios	Requirements	Appeon Components
One physical machine,	Computer 1:	Computer 1:

<b>Scenarios</b>	<b>Requirements</b>	<b>Appeon Components</b>
Computer 1, serves as Developer PC, Web server, application server and database server	Microsoft Windows Server 2003 or 2008, or Windows 7 Microsoft Internet Explorer Sybase PowerBuilder JBoss AS Sybase ASA (Optional) Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix, IBM DB2, or Teradata depending on application database	Appeon Developer Appeon Server

### 4.2.3 Remote Appeon Server using JBoss HTTP server

**Table 4.3: Remote Appeon Server installation**

<b>Scenarios</b>	<b>Requirements</b>	<b>Appeon Components</b>
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 JBoss AS Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix, IBM DB2, or Teradata depending on application database	Computer 2: Appeon Server

### 4.2.4 Remote Appeon Server using a third-party Web server

**Table 4.4: Remote Appeon Server installation**

<b>Scenarios</b>	<b>Requirements</b>	<b>Appeon Components</b>
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	Computer 1: Appeon Developer

Scenarios	Requirements	Appeon Components
	Sybase ASA	
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 2: Microsoft Windows Server 2003 or 2008, or Windows 7 JBoss AS Sybase ASA, Sybase ASE, Sybase IQ, Oracle, Microsoft SQL Server, Informix, IBM DB2, or Teradata depending on application database	Computer 2: Appeon Server

#### 4.2.5 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, IBM DB2, or Teradata 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 JBoss servers.	Computers 4 to n: Microsoft Windows Server 2003 or 2008, or Windows 7 JBoss AS	Computers 4 to n: Appeon Server (After installing Appeon Server to each JBoss server, configure the Appeon Servers as a cluster. Refer to <a href="#">Configuring Appeon Server Cluster</a> for details)



## 4.3 Appeon 6.5.1 installation

Appeon 6.5.1 for PowerBuilder (on JBoss Windows) provides only new installation, and provides no upgrade installation. If your computer has an earlier version of Appeon installed, you must uninstall the version, prepare the environment for Appeon 6.5.1 installation, and then use the installation program to install.

The only exception is: if you are using Appeon for JBoss 6.5.002600, you can directly upgrade it to the current build of Appeon 6.5.1, without needing to uninstall it first.

### 4.3.1 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.

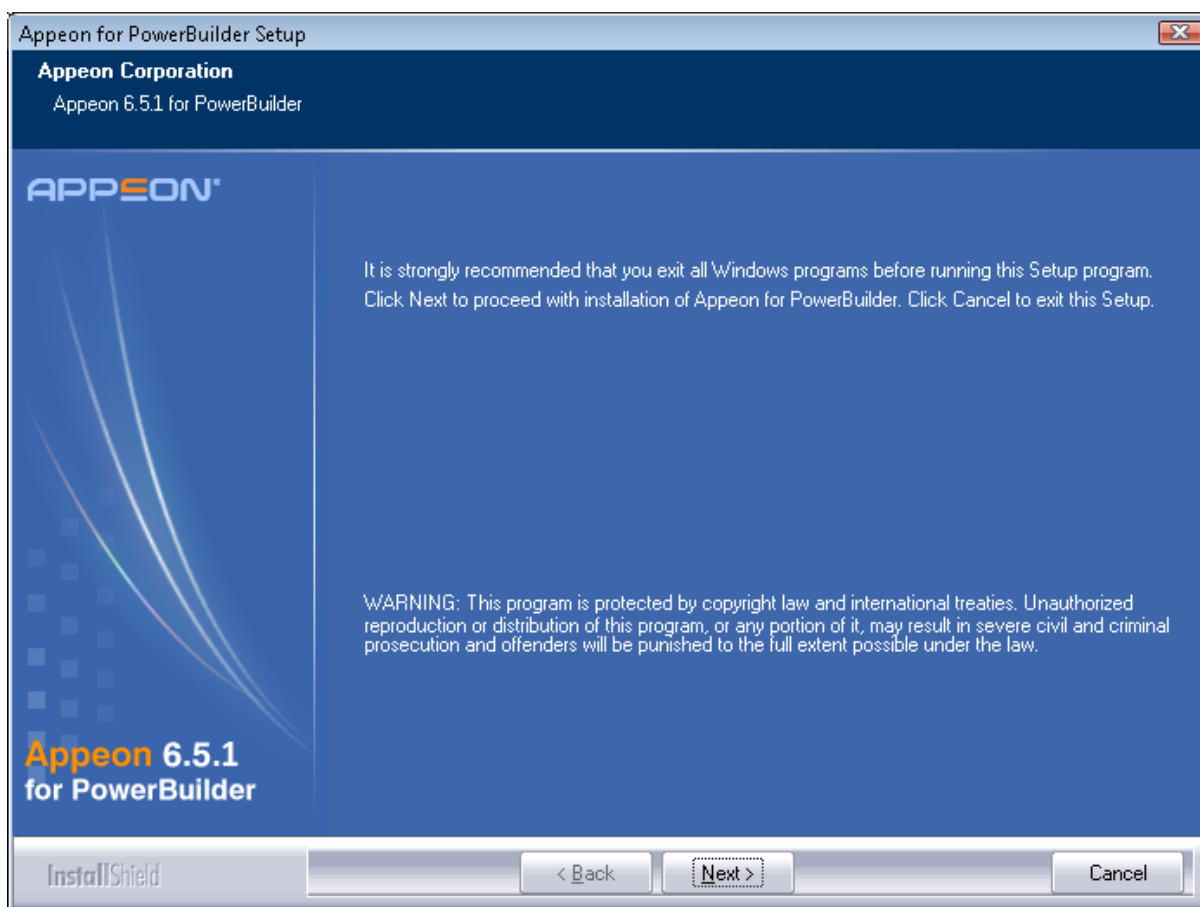
- **Install Now:** Click this button to start installing the product.
- **Readme for Installation:** Click this link to read the key system requirements and installation information for this version.
- **Exit:** Click this button to exit the Setup program.

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".

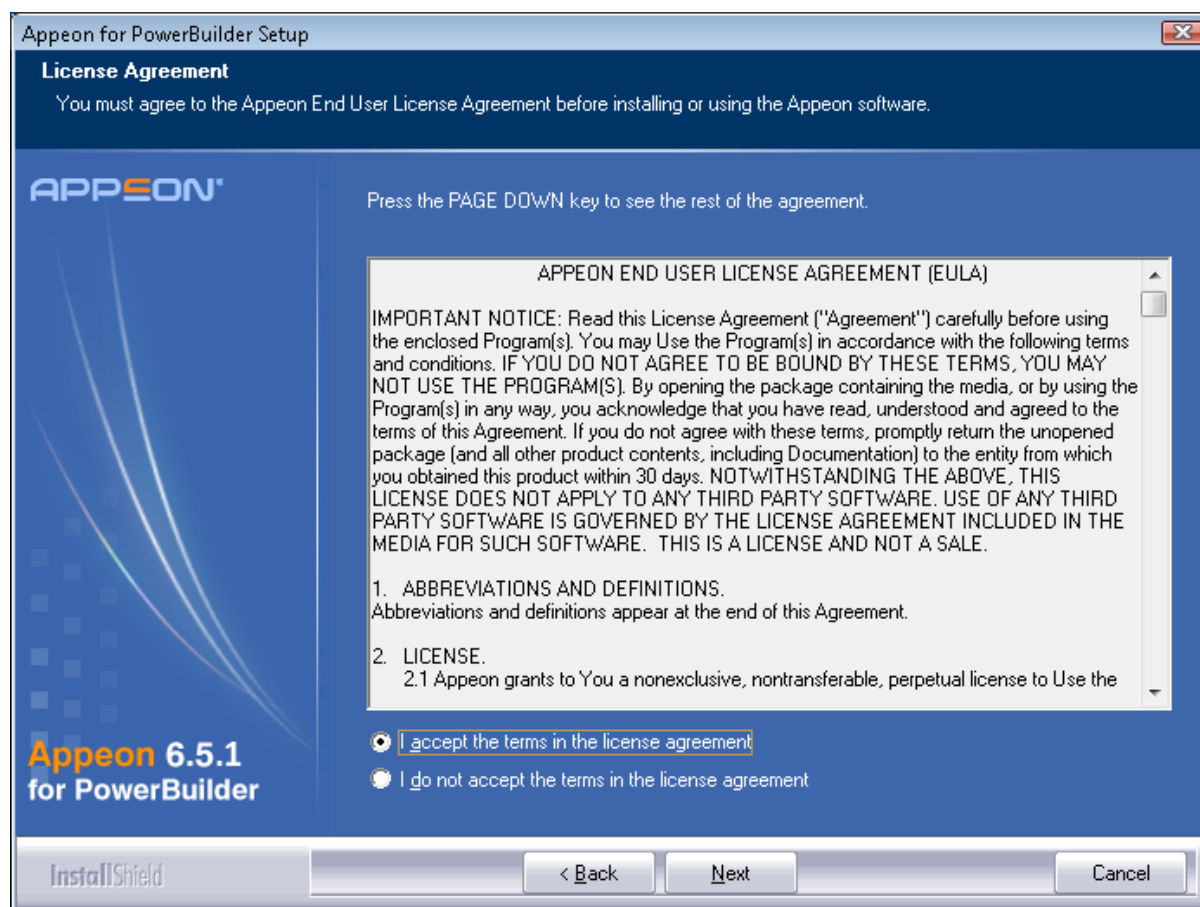
Step 2: Click *Install Now*.

**Figure 4.1: Install Appeon for PowerBuilder**

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

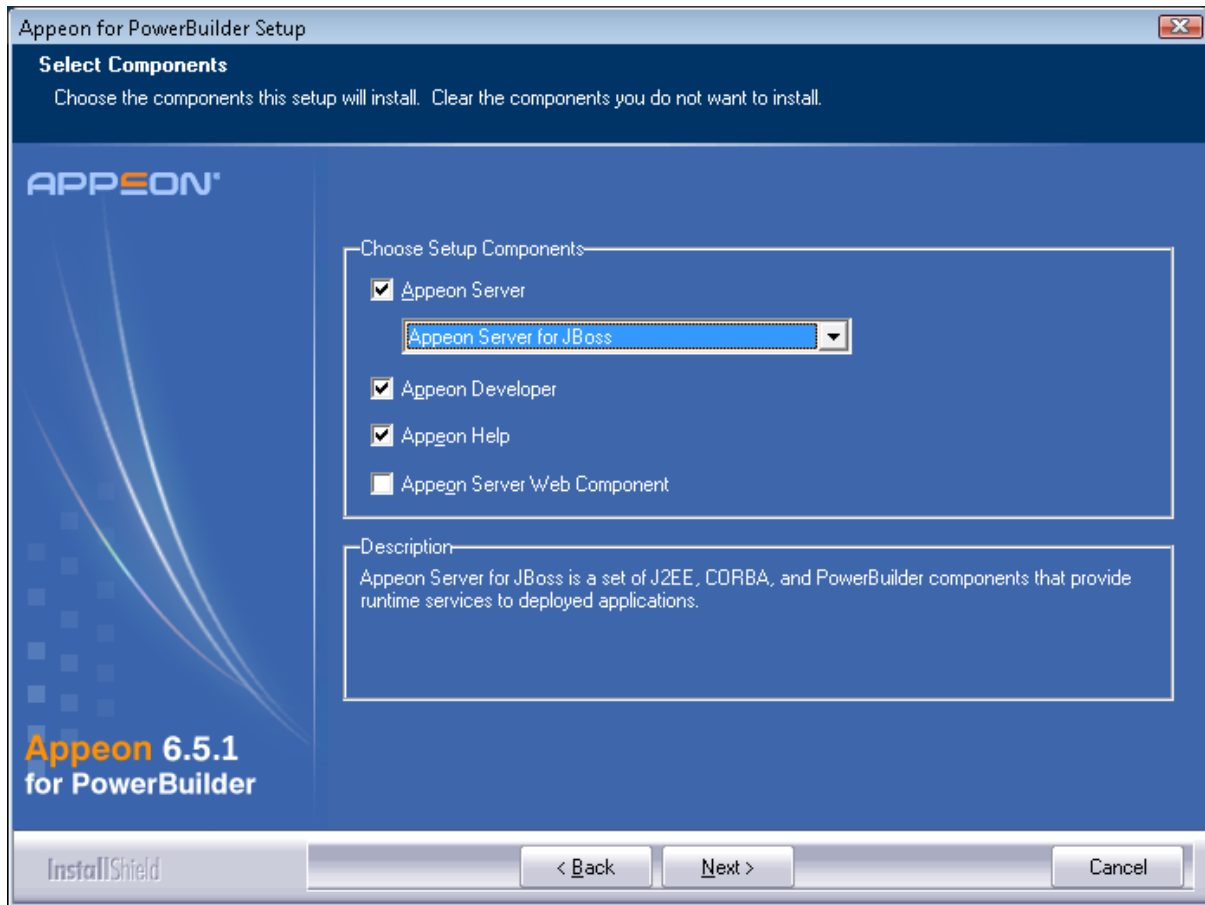
**Figure 4.2: Introduction page**

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 JBoss, 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 JBoss" to install Appeon Server to the JBoss application server, 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](#).

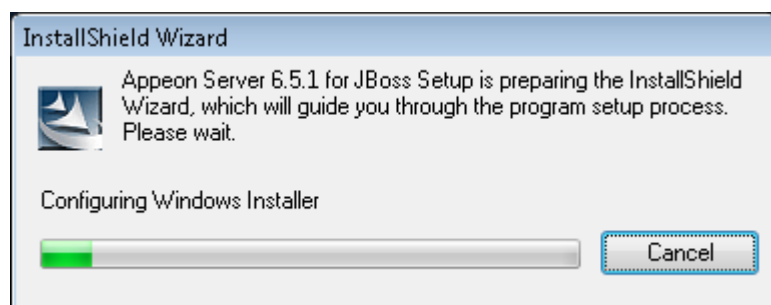
If you are using one JBoss server as both the Appeon Server and the Web server, then you will not need to install Appeon Server Web Component, because it is included in Appeon Server and will be installed automatically during Appeon Server installation.

### 4.3.2 Appeon Server installation

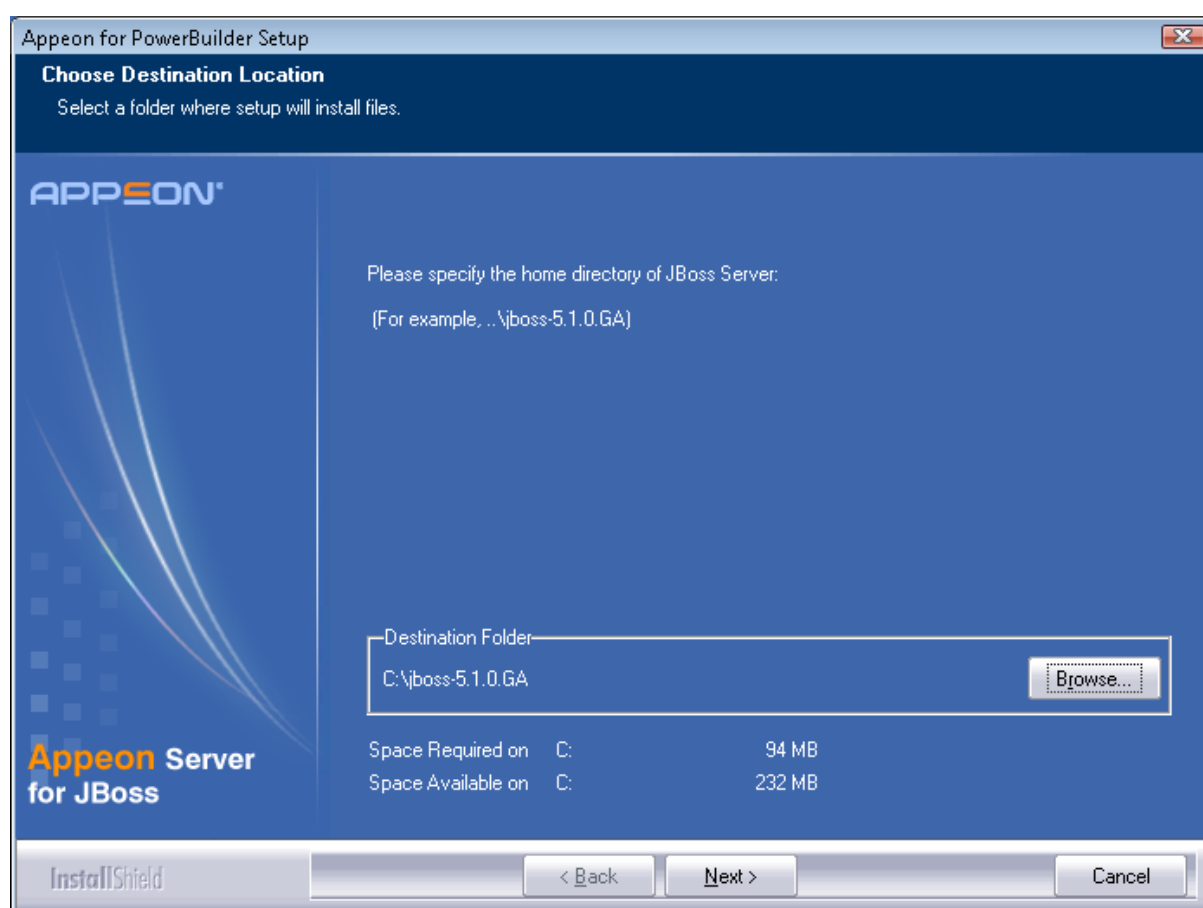
Follow the instructions below to install Appeon Server to the JBoss Application Server:

Step 1: Verify that JBoss Application Server, as well as any other programs you may be running, is stopped.

Step 2: Launch the Appeon for PowerBuilder Setup program and select to install Appeon Server for JBoss (see [Starting the installation](#)). Wait until Appeon Server completes the preparation.

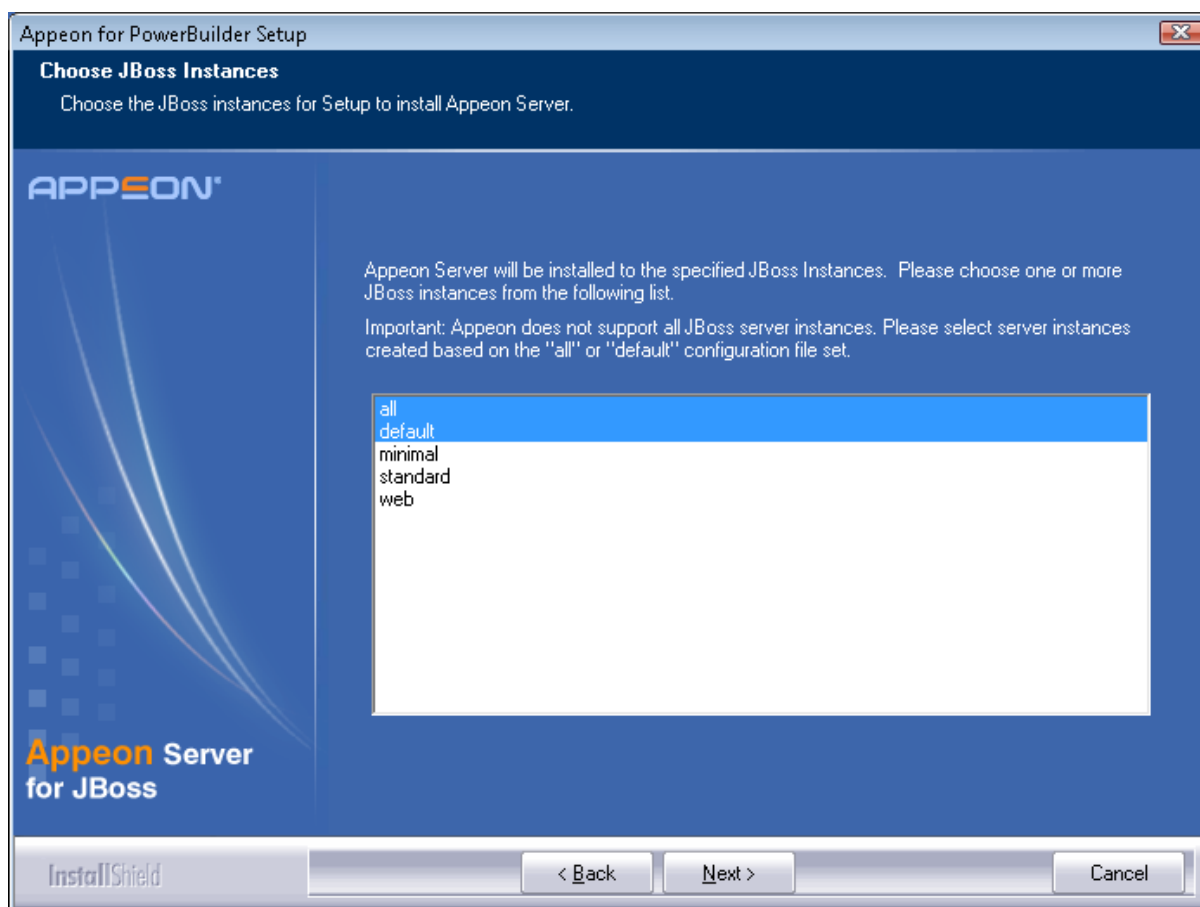
**Figure 4.5: Apeon Server preparing to install**

Step 3: Click *Browse* to specify the home directory of the JBoss Application Server where Apeon Server will be installed, for example, C:\jboss-5.1.0GA. Click *Next*.

**Figure 4.6: Specify installation directory**

Step 4: Choose one or more JBoss instance(s) from the following list. An Apeon Server EAR package (apeonserver.ear) will be deployed to the specified JBoss instance(s).

Please notice that not every JBoss instance is supported by Apeon, only instances created from the "all" or "default" configuration set are supported.

**Figure 4.7: Choose JBoss instance**

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

**Figure 4.8: Configure AEM**

Appeon for PowerBuilder Setup

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

APPEON

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

Username:

Password:

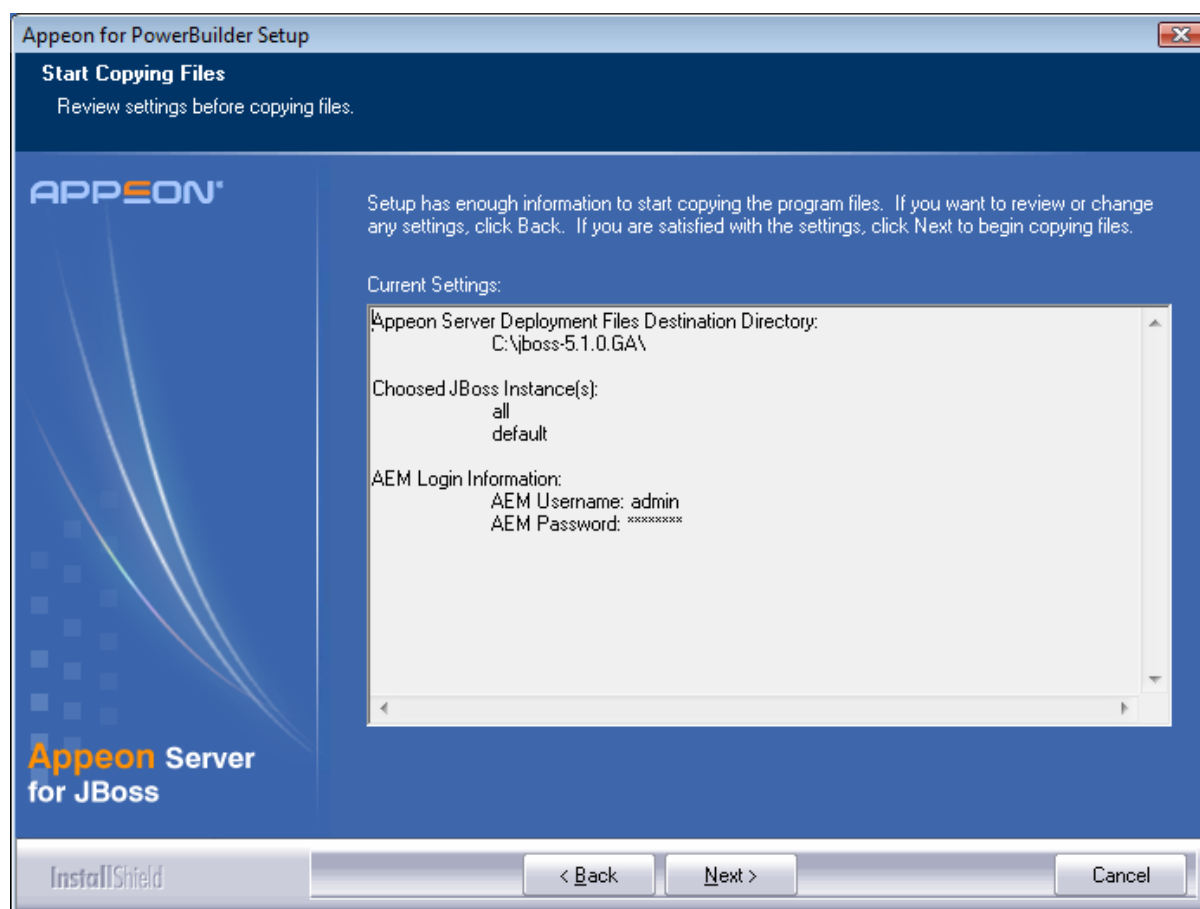
Confirm Password:

InstallShield

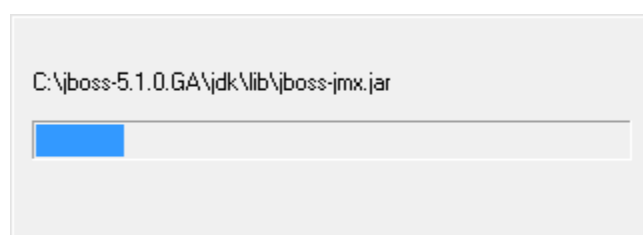
Step 6: Check the summary of settings.

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



**Figure 4.9: 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.

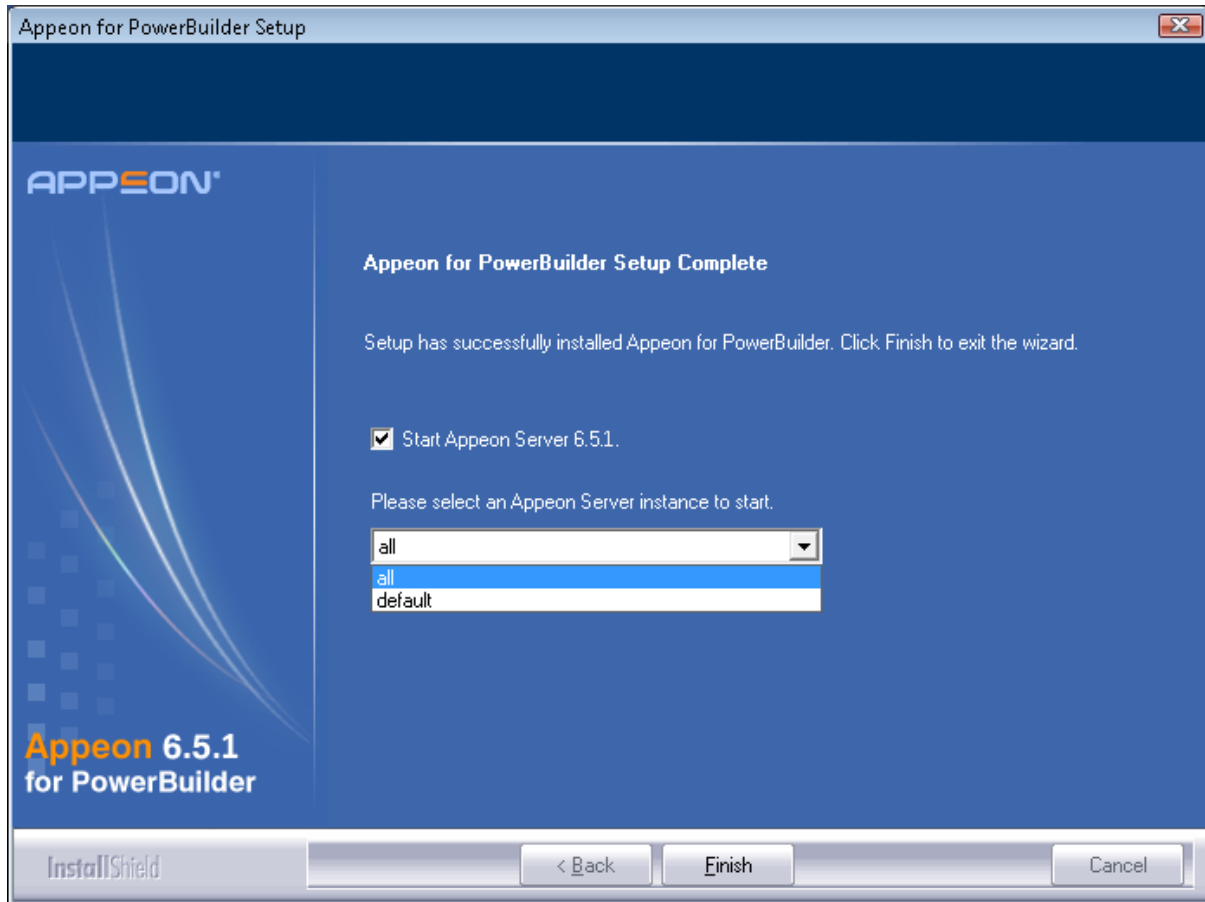
**Figure 4.10: Appeon Server installation process**

Step 7: Wait until Appeon Server installation is completed.

Appeon Server has been successfully installed to the specified JBoss Application Server home directory and an Appeon Server EAR package (appeonserver.ear) has been successfully deployed to the selected JBoss server instance(s).

Step 8: Choose whether to "Start Appeon Server 6.5.1". It is selected by default. Then choose an Appeon Server instance to start. To manually start Appeon Server from the Windows shortcut later, uncheck the box, then click *Finish* to end the installation of Appeon Server.

For details about starting Appeon Server, refer to [Starting/Stopping Appeon Server](#).

**Figure 4.11: Appeon Server finish page**

### 4.3.3 Appeon Developer installation

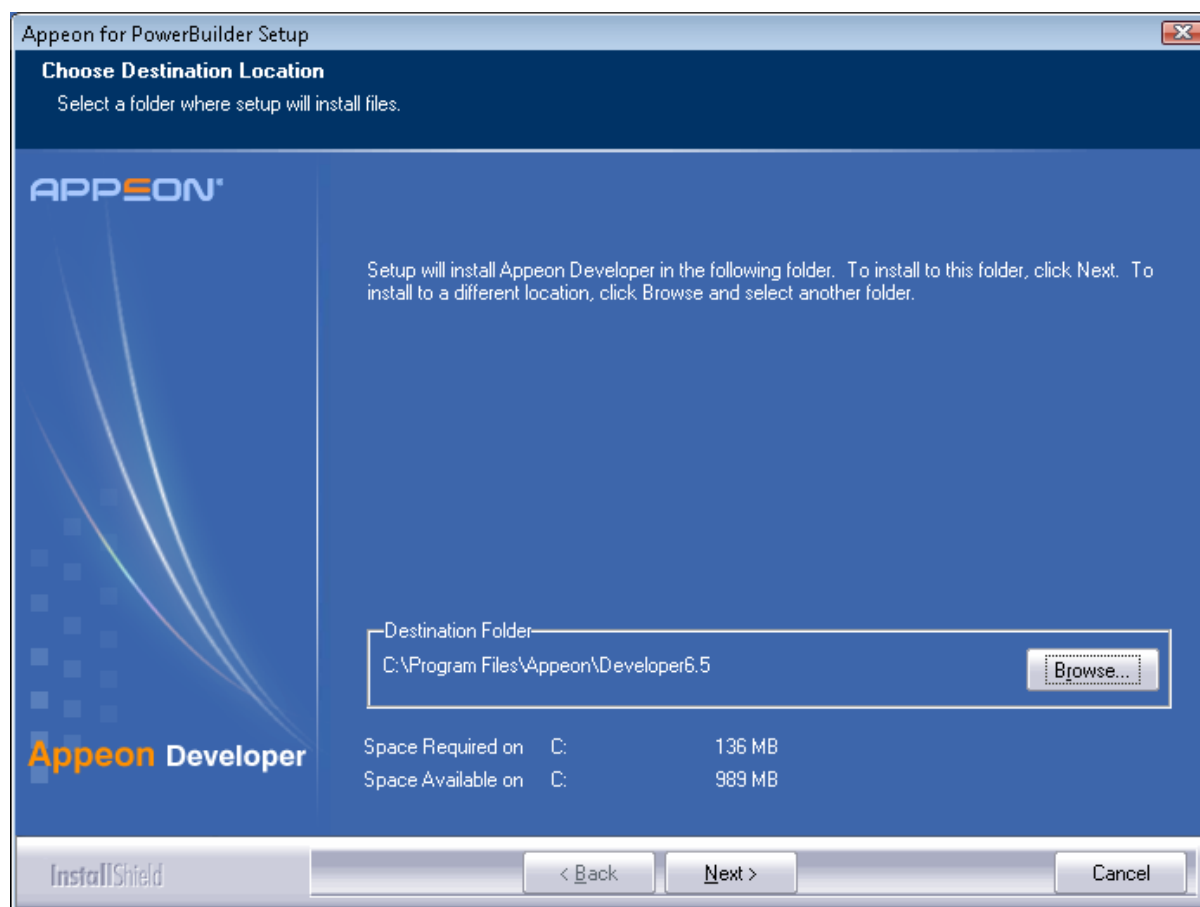
#### 4.3.3.1 Prerequisites

- 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, 12.0, or 12.5 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: EonADTxx.exe, java.exe, jagsrv.exe, jagsrvagent.exe, and pbxxx.exe. If these processes are running, be sure to end them.

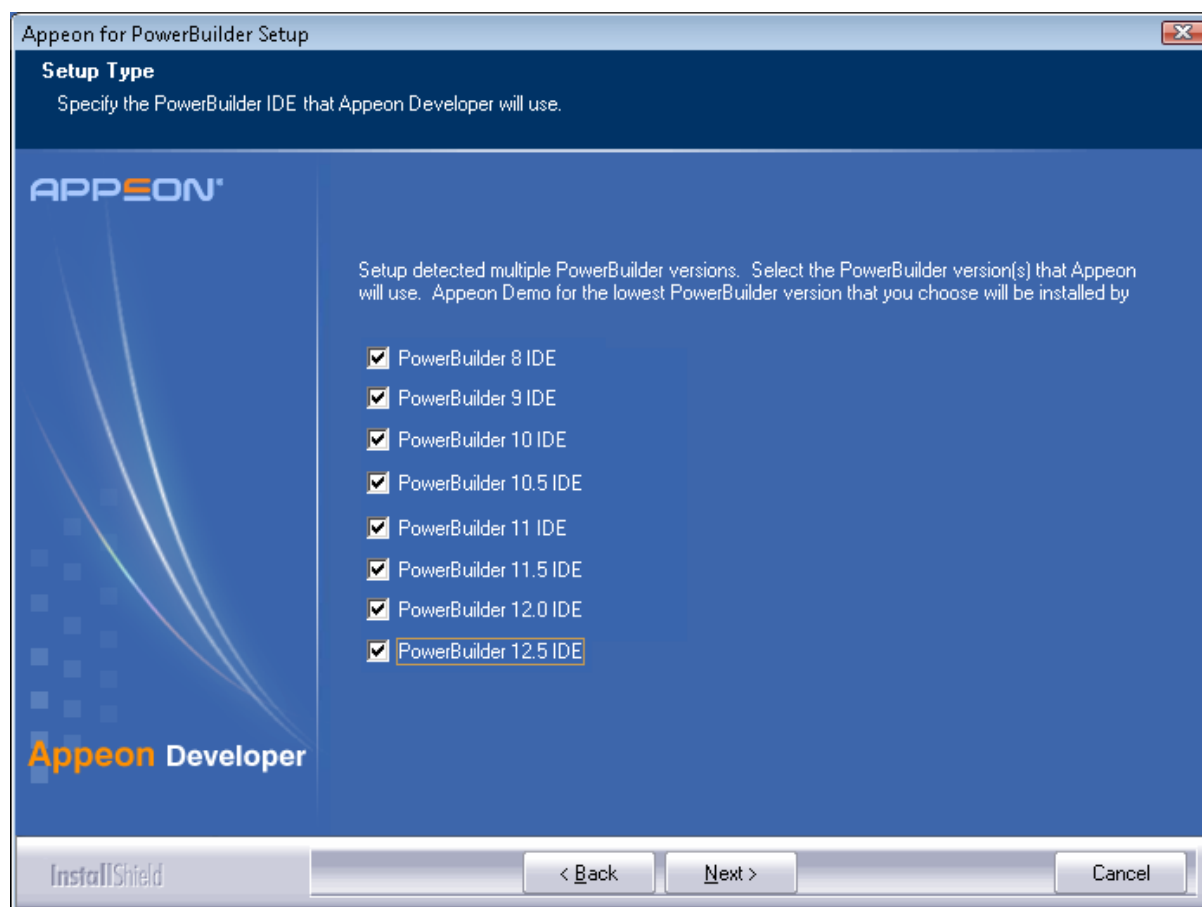
#### 4.3.3.2 Installation instructions

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 4.12: Appeon Developer location**

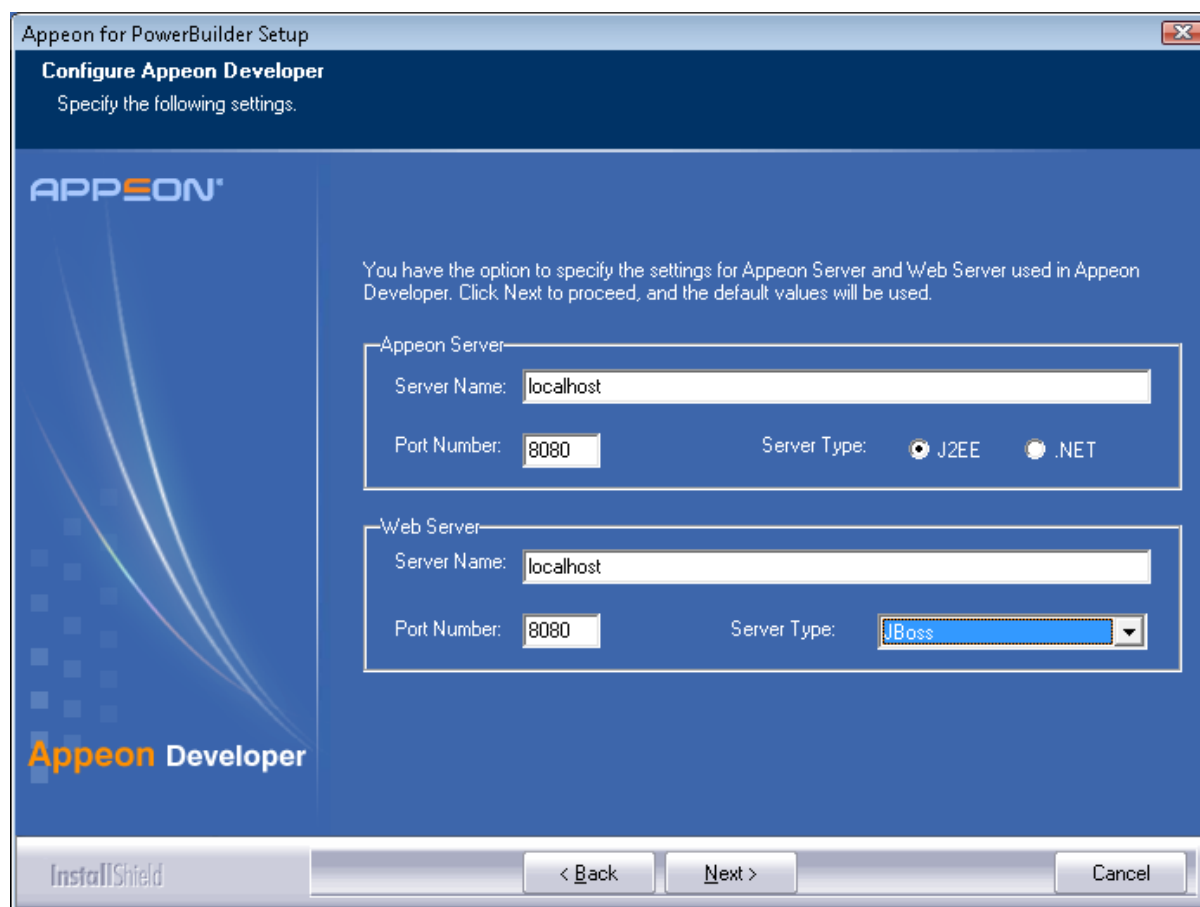
Step 3: If you have more than one PowerBuilder installed, you will be given a choice of which version(s) to integrate into Appeon Developer.

**Figure 4.13: 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 JBoss, you must select J2EE as Server Type of Appeon Server. Click *Next*.

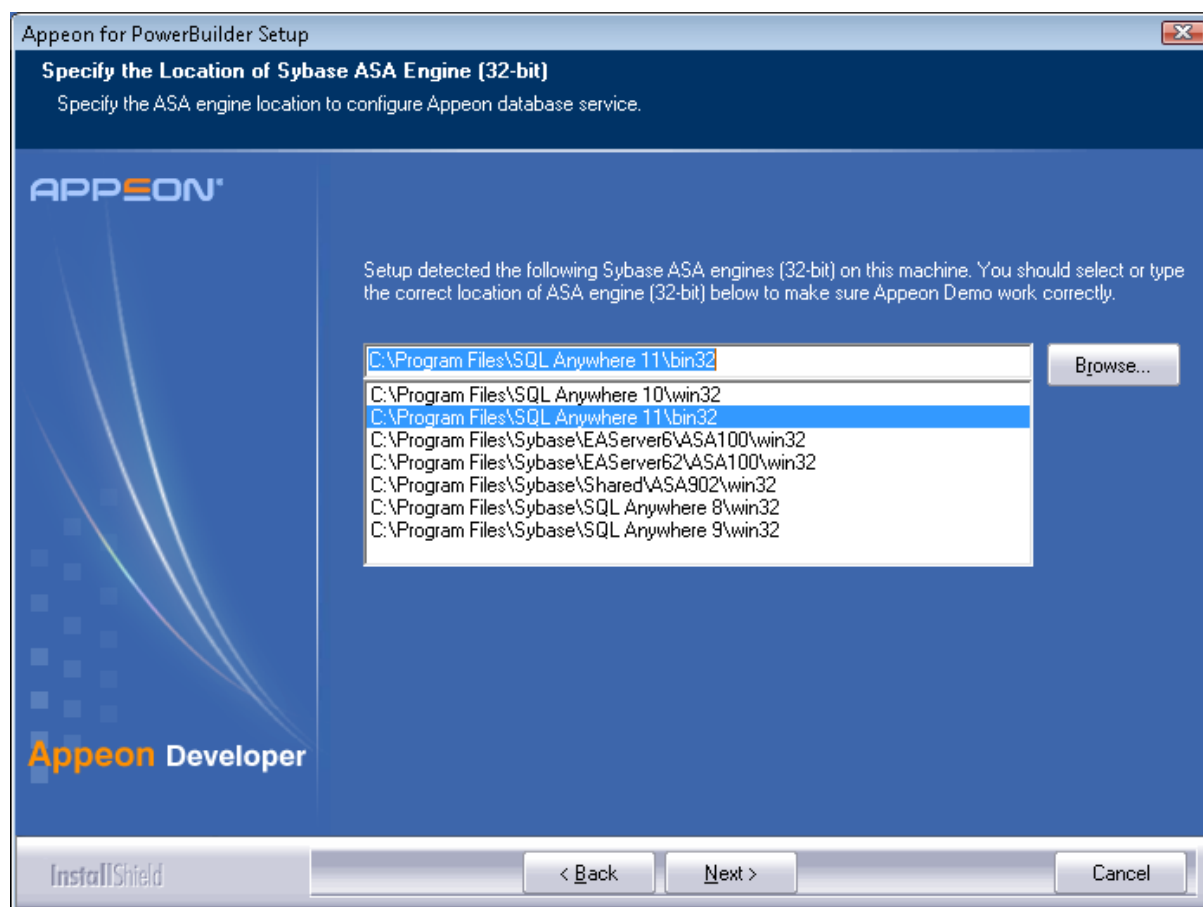
If you want to use an Appeon Server that has been already installed to the same machine where Appeon Developer is being installed, use the default values. If you want to use a remote Appeon Server, specify the server name and port number of the remote server. The installation program can automatically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

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

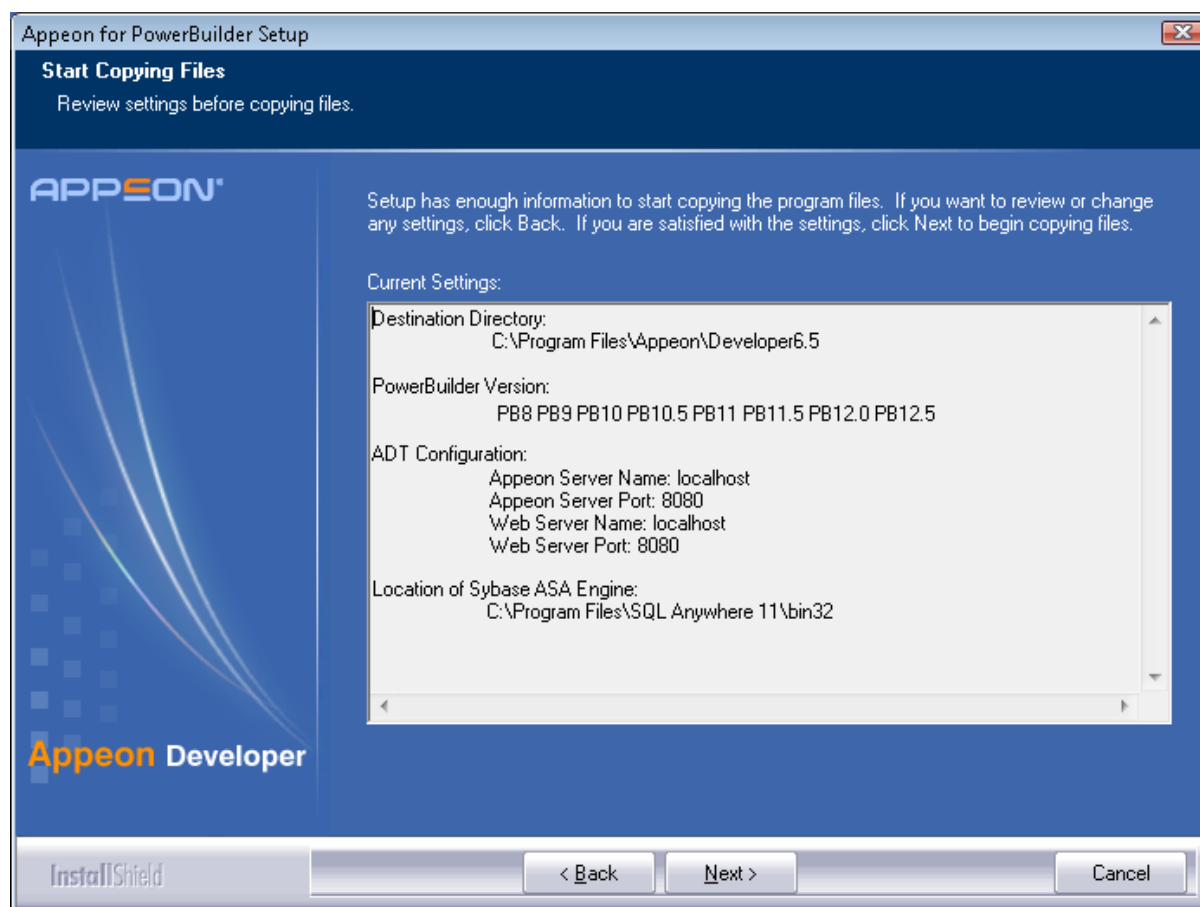
**Figure 4.14: Configure Appeon Developer**

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

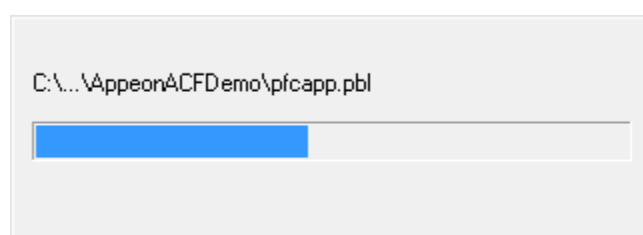
Depending on the version of Appeon Server (32-bit or 64-bit), Setup lists all copies of ASA engines (32-bit or 64-bit) detected in your machine.

**Figure 4.15: ASA for Appeon Demo**

Step 6: Check the summary of settings.

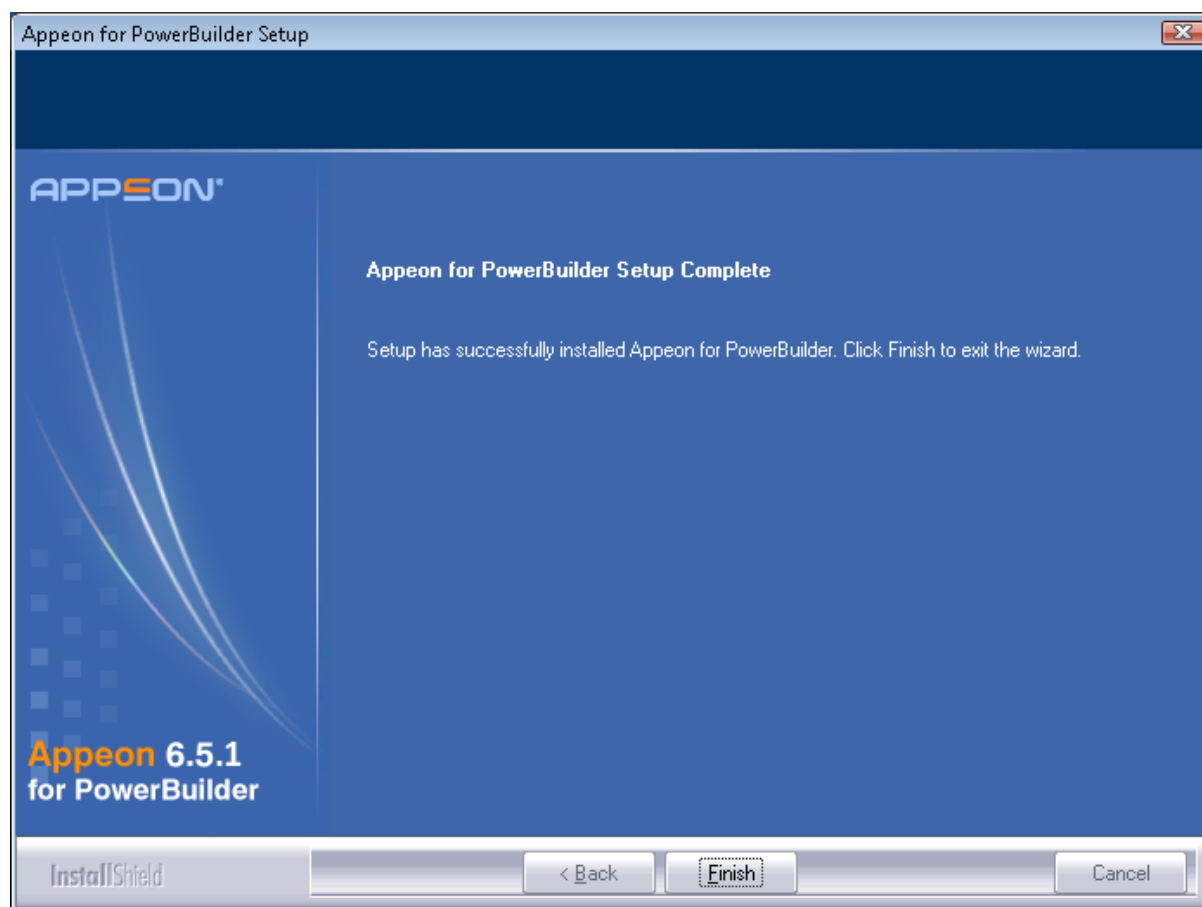
**Figure 4.16: Summary of settings**

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

**Figure 4.17: Appeon Developer installation progress**

Step 7: Wait until the installation is complete.

Step 8: Click *Finish* to exit.

**Figure 4.18: Setup Complete**

#### 4.3.4 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.

##### 4.3.4.1 Prerequisites

- Install a third-party Web server that is compatible with the JBoss redirector plug-in. For a list of compatible third-party Web servers, refer to [\(Optional\) Third-party Web server requirements](#).
- Stop the Web server and any other Windows programs before beginning the installation process.

##### 4.3.4.1.1 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.



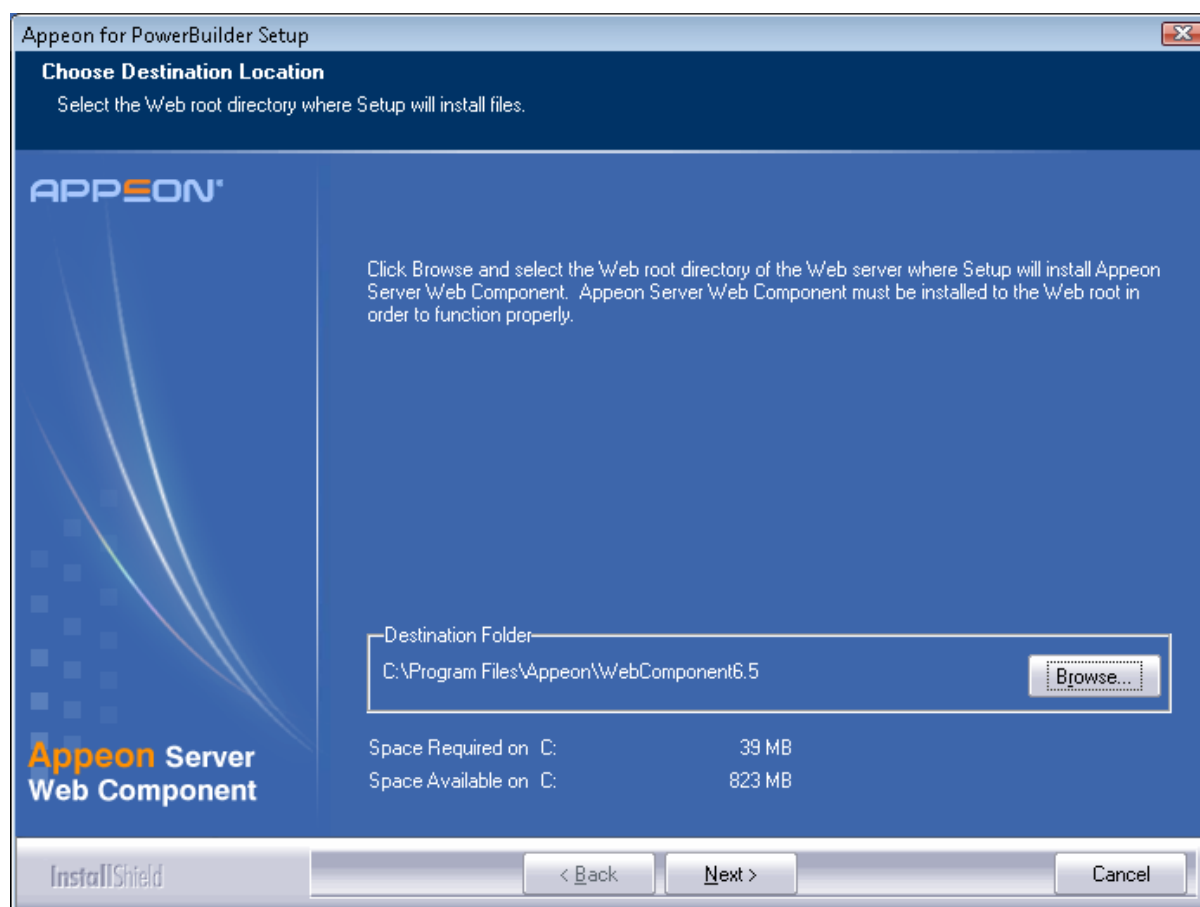
#### 4.3.4.2 Installation instructions

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

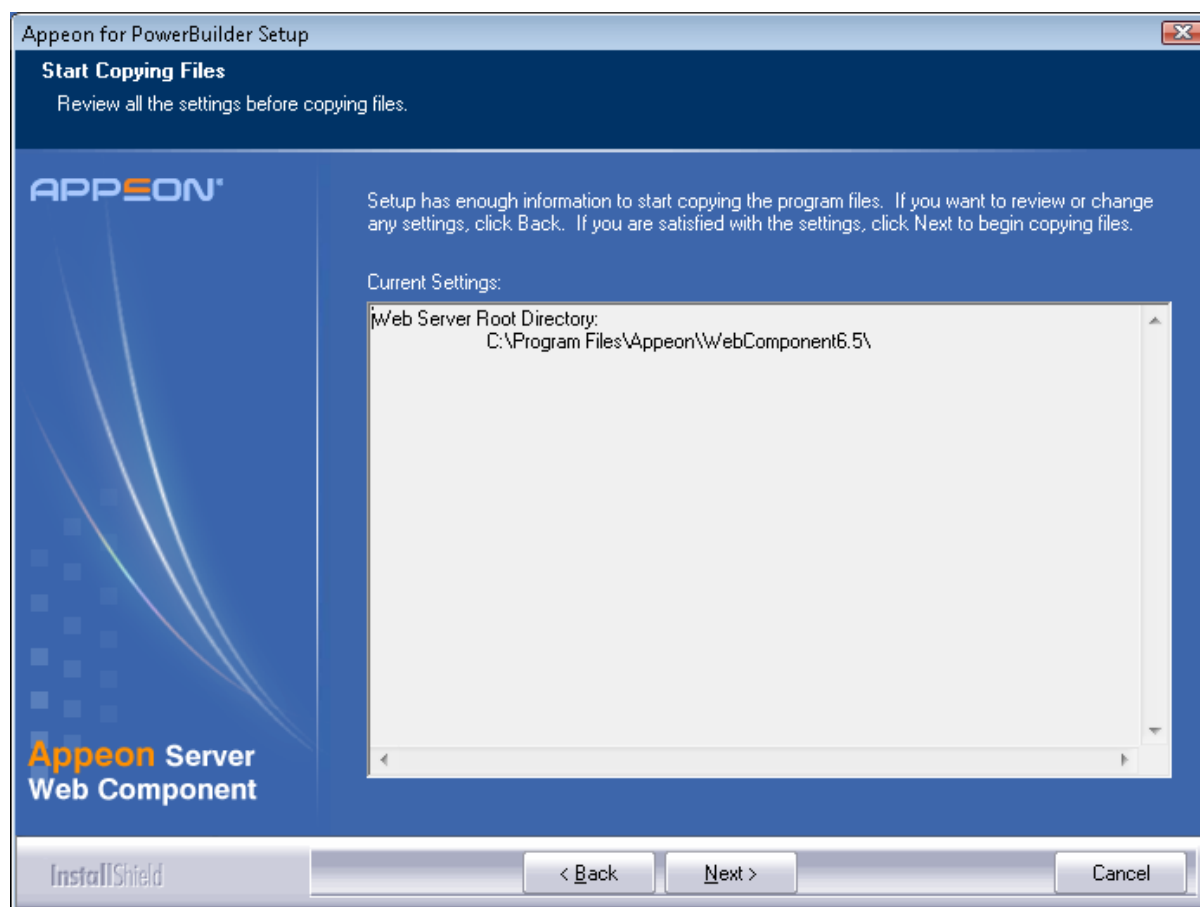
Step 2: Click *Browse* to select the Web root for the Web server (for example, "C:\Program Files\Apache Group\Apache2\htdocs" for Apache 2.0 Web server).

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.

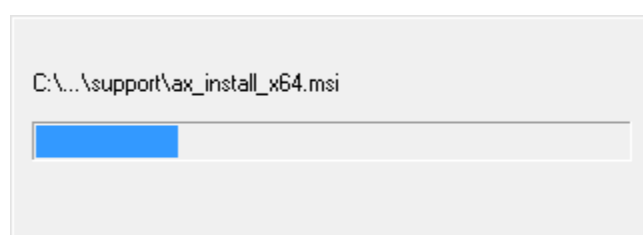
**Figure 4.19: Appeon Server Web Component location**



Step 3: Check the summary of settings.

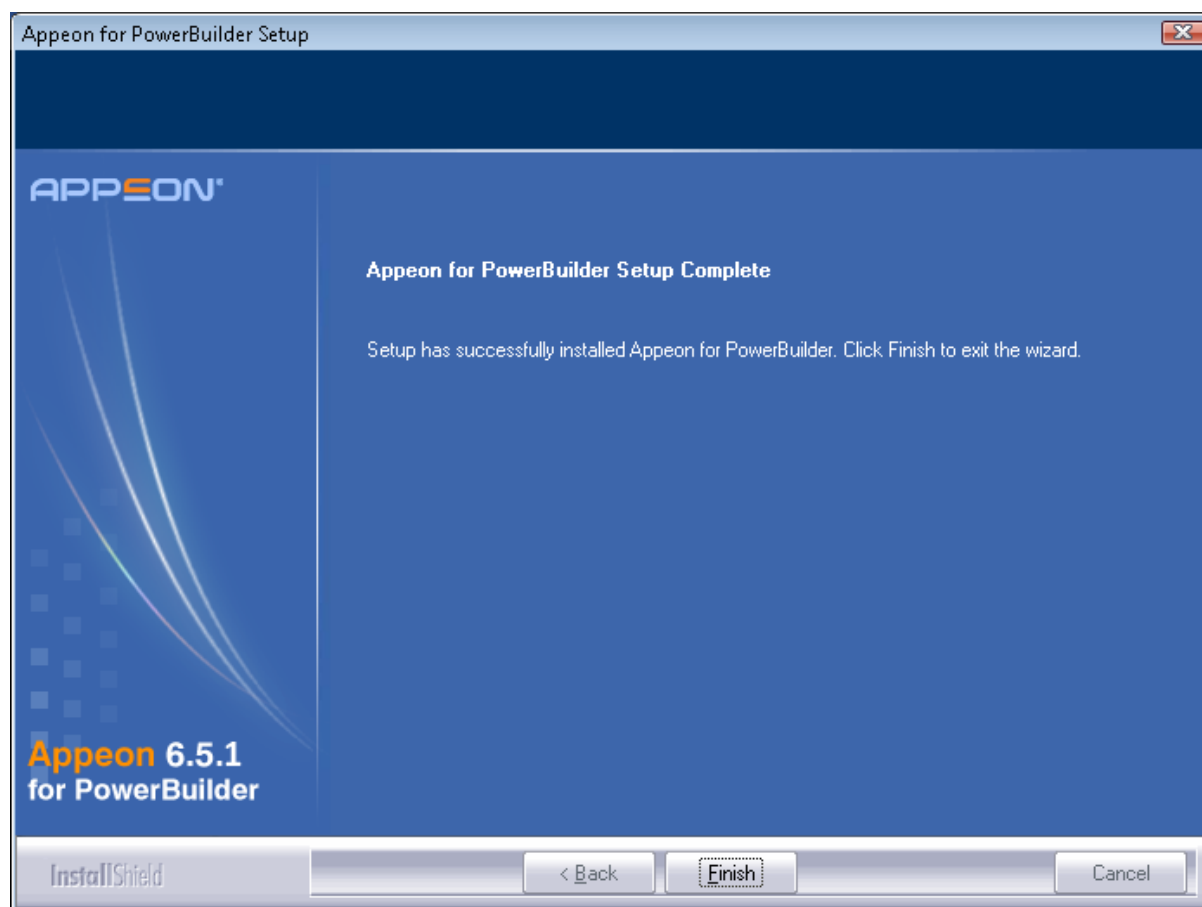
**Figure 4.20: Summary of settings**

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

**Figure 4.21: Appeon Server Web Component installation progress**

Step 4: Wait until the installation is complete.

Step 5: Click *Finish* to exit.

**Figure 4.22: Setup Complete**

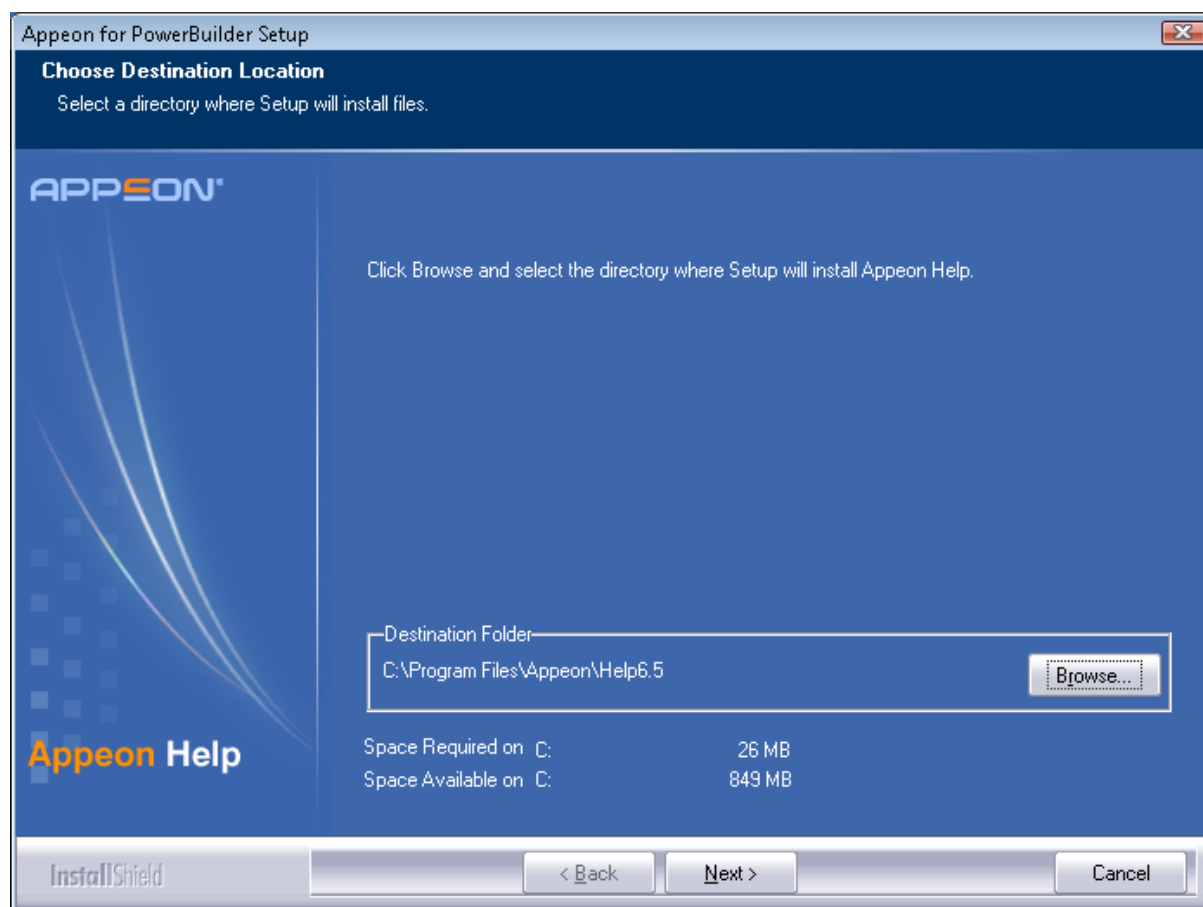
#### 4.3.4.2.1 Installing and configuring the Web server redirector plug-in

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.

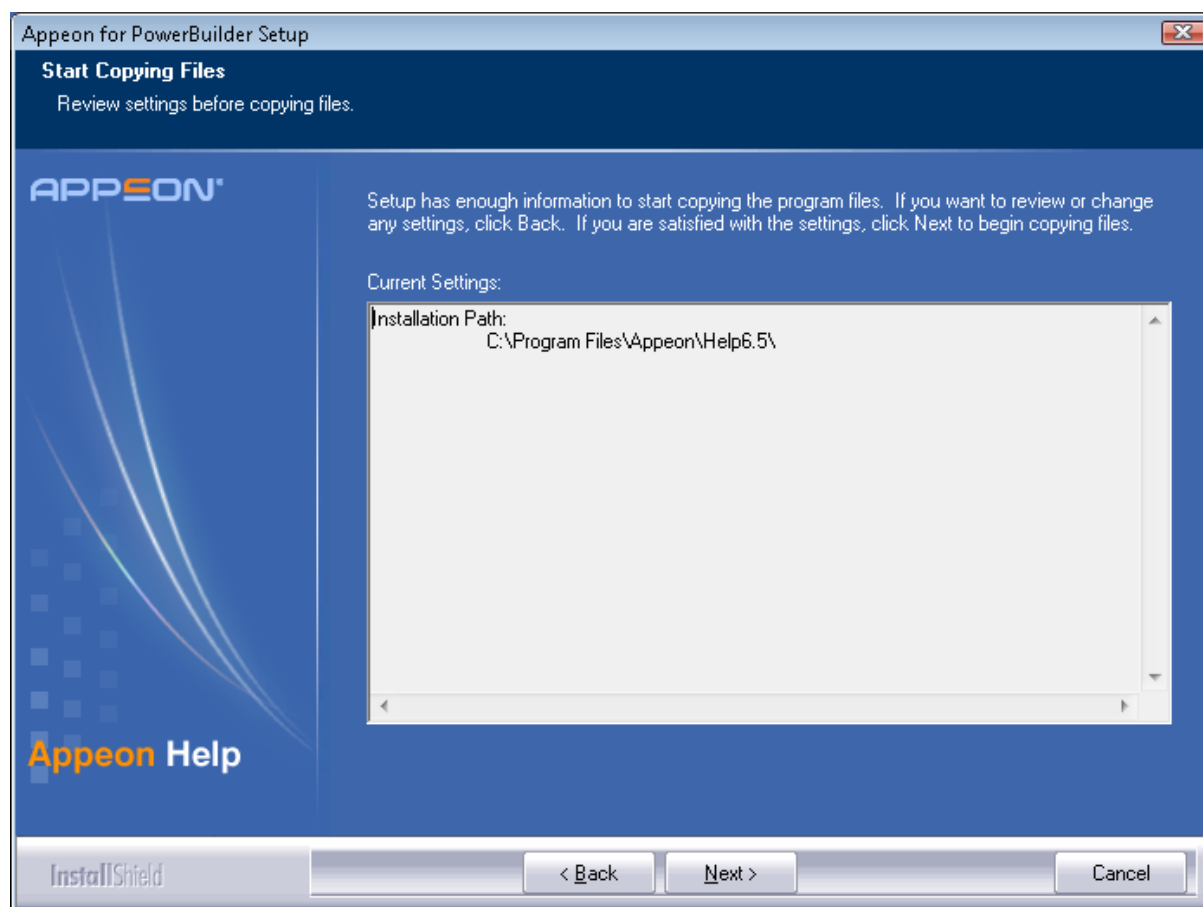
#### 4.3.5 Appeon Help installation

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

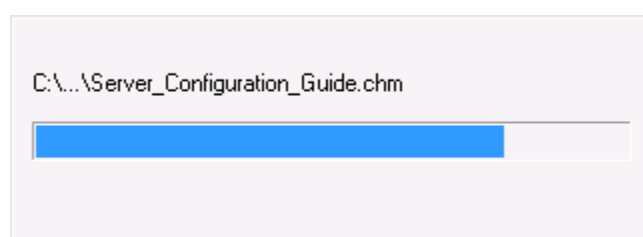
Step 2 -- Use the default "C:\Program Files\Appeon\Help6.5" as the installation directory for Appeon Help, or click *Browse* to select another folder.

**Figure 4.23: Help location**

Step 3 -- Check the summary of settings.

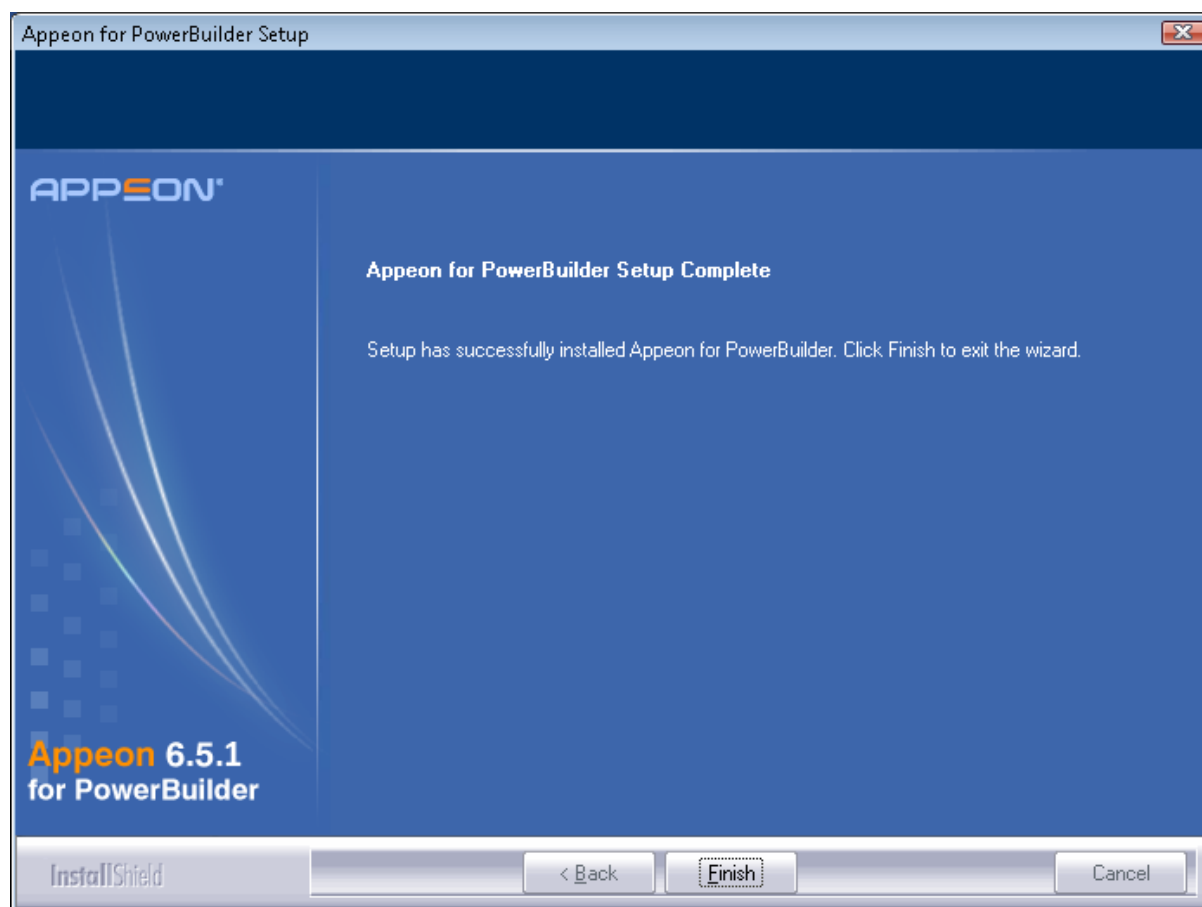
**Figure 4.24: Summary of settings**

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

**Figure 4.25: Appeon Help installation process**

Step 4 -- Wait until the installation is complete.

Step 5 -- Click *Finish* to exit.

**Figure 4.26: Setup complete**

## 4.4 Starting/Stopping Appeon Server

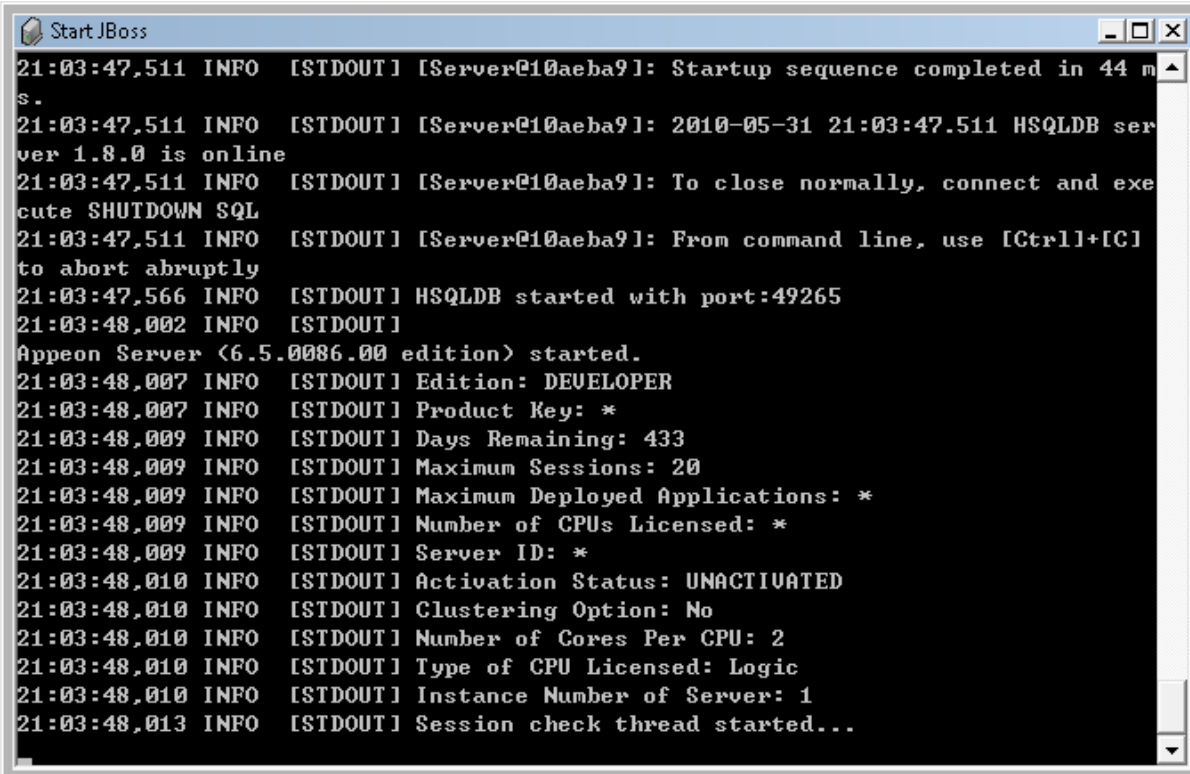
### 4.4.1 Starting Appeon Server

Once Appeon Server has been installed and integrated into JBoss, starting JBoss server will automatically start Appeon Server. To start JBoss/Appeon Server:

Open the Windows Start menu and select: Programs | Appeon 6.5 for PowerBuilder | Appeon Server for JBoss | Instances | *InstanceName* | Start JBoss.

For Windows Vista, 2008, or 7 with UAC turned on, 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 "Start JBoss" shortcut menu and then select "Run as administrator" to start JBoss AS/Appeon Server.

When the server startup process is completed, the following message will appear in the command window.

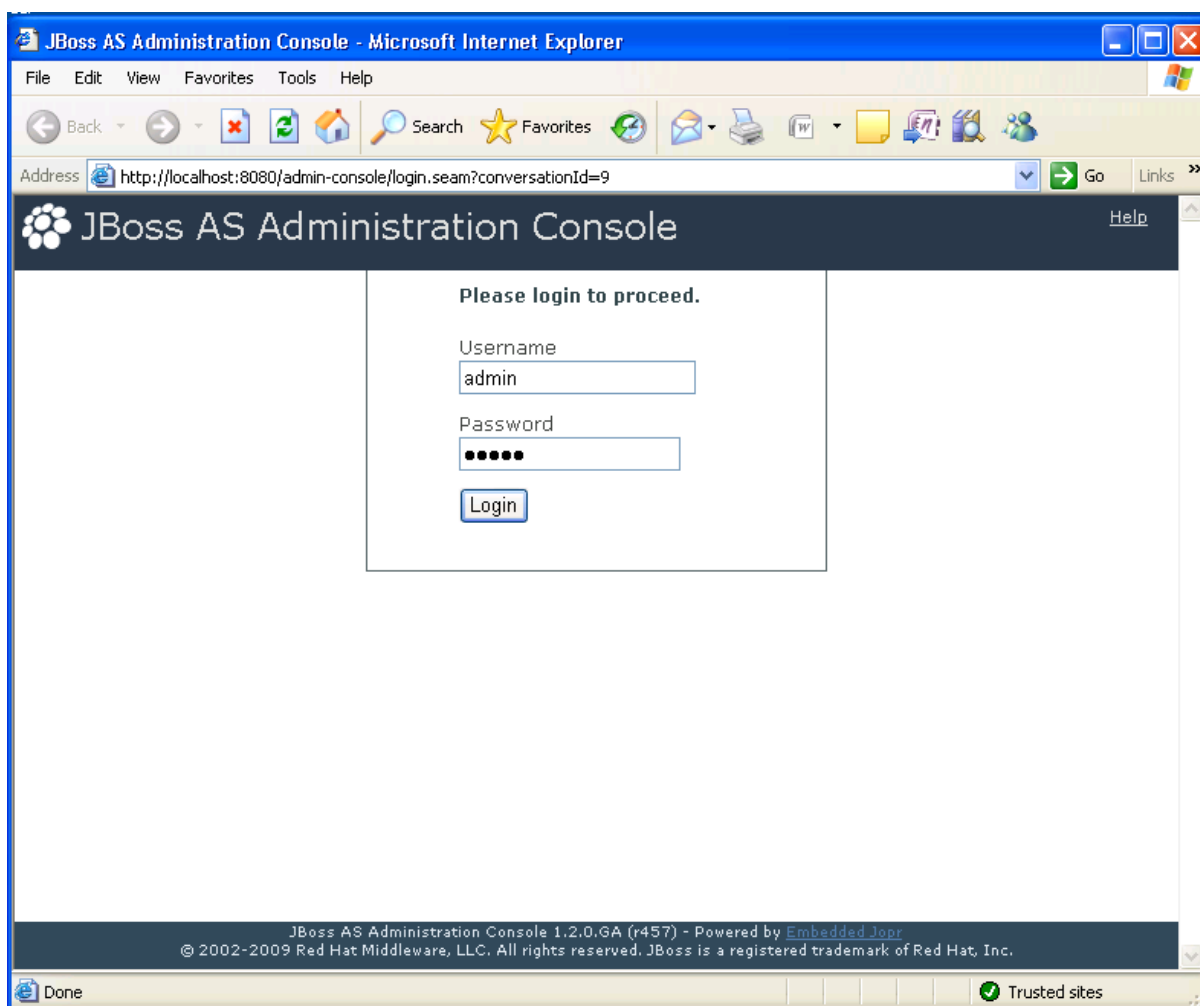
**Figure 4.27: Startup complete**

```
Start JBoss
21:03:47,511 INFO [STDOUT] [Server@10aeba9]: Startup sequence completed in 44 m
s.
21:03:47,511 INFO [STDOUT] [Server@10aeba9]: 2010-05-31 21:03:47.511 HSQLDB ser
ver 1.8.0 is online
21:03:47,511 INFO [STDOUT] [Server@10aeba9]: To close normally, connect and exe
cute SHUTDOWN SQL
21:03:47,511 INFO [STDOUT] [Server@10aeba9]: From command line, use [Ctrl]+[C]
to abort abruptly
21:03:47,566 INFO [STDOUT] HSQLDB started with port:49265
21:03:48,002 INFO [STDOUT]
Appeon Server <6.5.0086.00 edition> started.
21:03:48,007 INFO [STDOUT] Edition: DEVELOPER
21:03:48,007 INFO [STDOUT] Product Key: *
21:03:48,009 INFO [STDOUT] Days Remaining: 433
21:03:48,009 INFO [STDOUT] Maximum Sessions: 20
21:03:48,009 INFO [STDOUT] Maximum Deployed Applications: *
21:03:48,009 INFO [STDOUT] Number of CPUs Licensed: *
21:03:48,009 INFO [STDOUT] Server ID: *
21:03:48,010 INFO [STDOUT] Activation Status: UNACTIUATED
21:03:48,010 INFO [STDOUT] Clustering Option: No
21:03:48,010 INFO [STDOUT] Number of Cores Per CPU: 2
21:03:48,010 INFO [STDOUT] Type of CPU Licensed: Logic
21:03:48,010 INFO [STDOUT] Instance Number of Server: 1
21:03:48,013 INFO [STDOUT] Session check thread started...
```

#### 4.4.2 Logging in to JBoss Server Administration Console

Step 1: From the computer on which the JBoss server is running, open the Windows Start menu and select: Programs | Appeon 6.5 for PowerBuilder | Appeon Server for JBoss | Instances | *InstanceName* | JBoss Manager.

The logon page of "JBoss AS Administration Console" appears.

**Figure 4.28: Logon page**

Step 2: Input user name and password to log in to the Administration Console.

The "JBoss AS Administration Console" main page appears.





# 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 JBoss servers, 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 JBoss servers.
  - Set up a group of JBoss servers.
  - Install Appeon Server to each JBoss server by following the installation instructions in [Appeon Server installation](#).
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 Apeon system architecture, including installing Apeon for PowerBuilder components, as well as configuring Apeon Server cluster. Once the Apeon 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 Apeon system architecture that affect the running of all applications but do not include configuration tasks performed in Apeon Developer and Apeon Enterprise Manager for specific applications.

**Table 6.1: Post-installation tasks**

<b>Task</b>	<b>Description</b>	<b>Detailed Instructions Given in...</b>
Configuration for the client machine	The IE security settings and Windows login user privileges may prevent downloading the Apeon Xcelerator plug-in.	<a href="#">Configuration for client machine</a>
System language setting	Configuration required for the client, Apeon Server and database server.  The operating system language settings can affect the characters that are displayed in the Apeon Web application.	<a href="#">System language settings</a>
Database JDBC driver preparation	Configuration required for Apeon Server.  You should copy the corresponding driver files for the database server in use to the JBoss server installation folder in the machine hosting Apeon Server.	<i>JDBC driver preparation in the Apeon Server Configuration Guide</i>
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.	<i>DataWindow Data Cache in the Apeon Server Configuration Guide</i>
Configuration for supporting dynamic DataWindows	Configuration required for database server.  Configuration at the database server is required for support of dynamic DataWindows.	<i>Dynamic DataWindow in the Apeon Features Help</i>

Task	Description	Detailed Instructions Given in...
Configuration for fixing an ASE issue	<p>Appeon provides several SQL files for you modifying the chain modes of stored procedures in ASE database to avoid the following error:</p> <p>"Select error: Stored procedure... may be run only in unchained transaction mode"</p>	<p><i>ASE Chained mode issue in the Appeon Troubleshooting Guide</i></p>

## 6.2 Configuration for client machine

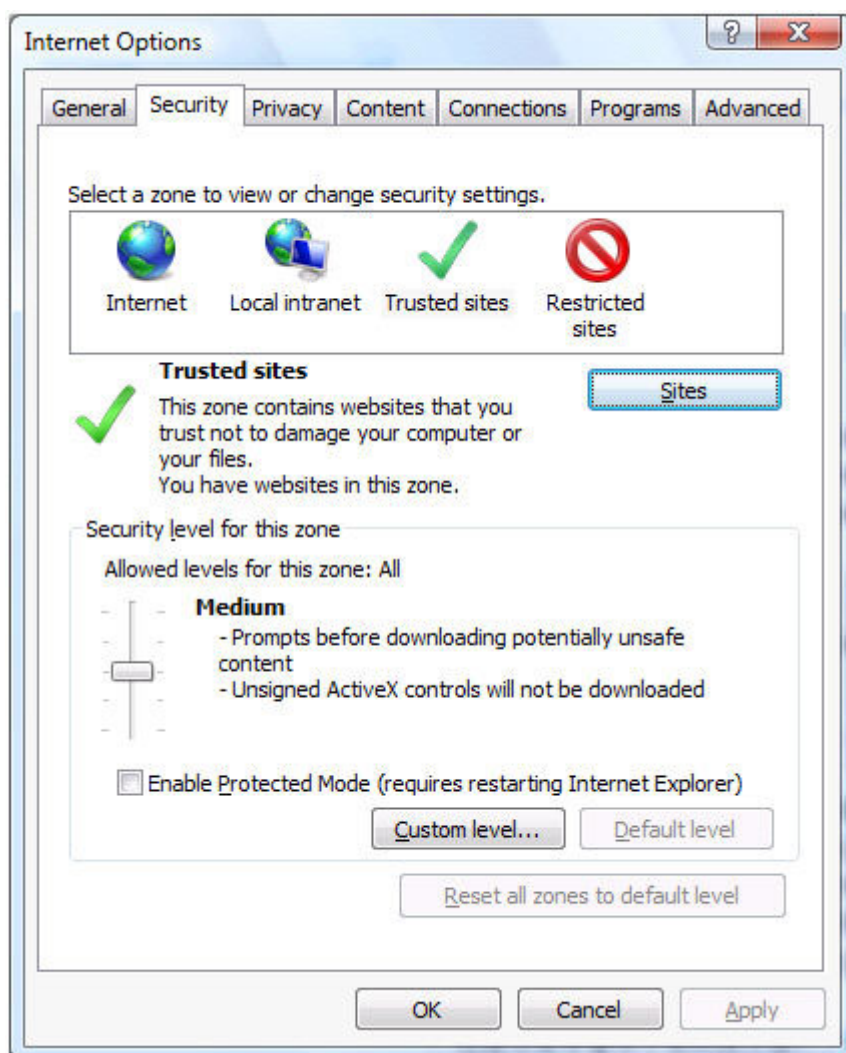
Running Appeon Web application on the client machine is dependent on the Appeon Xcelerator plug-in (ActiveX controls). To ensure (only for the first time) the Appeon ActiveX controls can be downloaded and installed, the following configuration on the client machine is required.

### 6.2.1 Configuring IE security settings

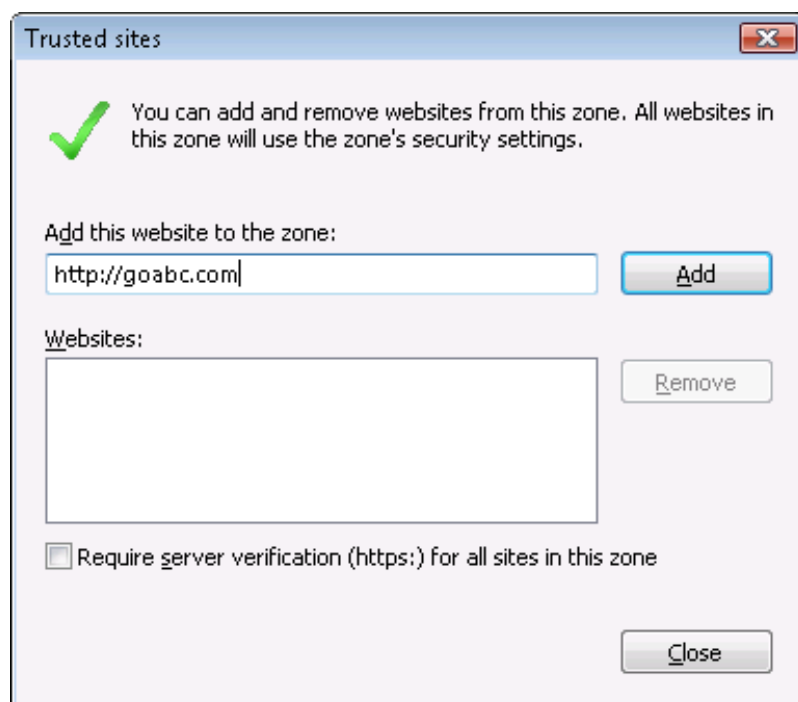
We recommend you add the URL of Appeon Web application to the Trusted Sites zone in Internet Explorer, because the default security settings of this zone are appropriate for downloading and installing the Appeon ActiveX controls. However, if you do not want to add the URL to the Trusted Sites zone, you will need to make sure the security settings (listed in Step 4 below) are enabled for the appropriate zone. The following are detailed steps to add the URL to the Trusted Sites zone.

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 user privileges for installing the ActiveX control.

- If using IE 8.0 or 9.0 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.
- If using IE 8.0 or 9.0 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 download and register the ActiveX control successfully.

Please read the appropriate section for the IE version you are using.

**A useful tip:** In very rare cases, even after making the required configurations, you still get errors such as "Apeon Xcelerator plug-in cannot be loaded" or "Internet Explorer cannot open the Internet site http://<Web site>. Operation aborted.", you can try this to resolve the error: right click the *Internet Explorer* icon on desktop, choose *Run as administrator*; after the Web application runs successfully, restart IE in the normal way.

### 6.2.2.1 Using IE 8.0 or 9.0

If you are using IE 8.0 or 9.0, 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 Windows XP and Windows 2003) you are on.

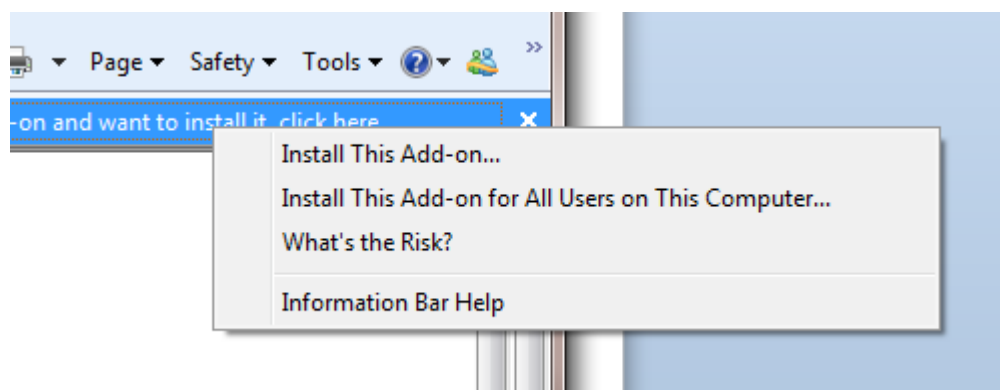
Exception: If on Windows XP/2003, first log in as an Administrator group member, then follow the prompts in IE information bar to complete the install of ActiveX control, then log off and log in again as a normal user.

The following are detailed steps to install the ActiveX control from the IE information bar:

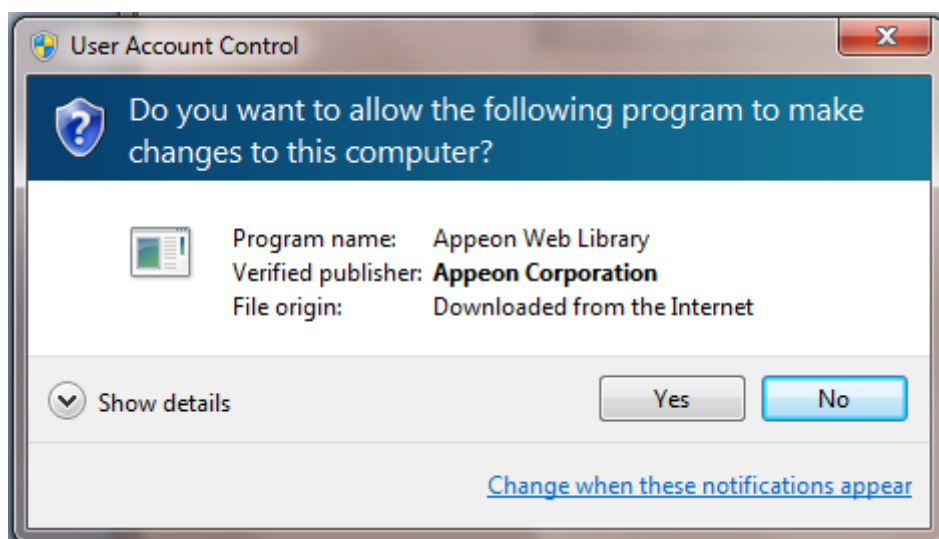
Step 1: Click the IE information bar, the yellow message bar at the top, that says, "This website wants to install the following add-on: 'Apeon Web Library' from 'Apeon Corporation'. If you trust the website and the add-on and want to install it, click here...".

Step 2: Select "Install This Add-on for All Users on This Computer...". This will complete the installation of the first Apeon ActiveX control. (Note: you will need to do this step one more time, as there are two Apeon ActiveX controls to install.)

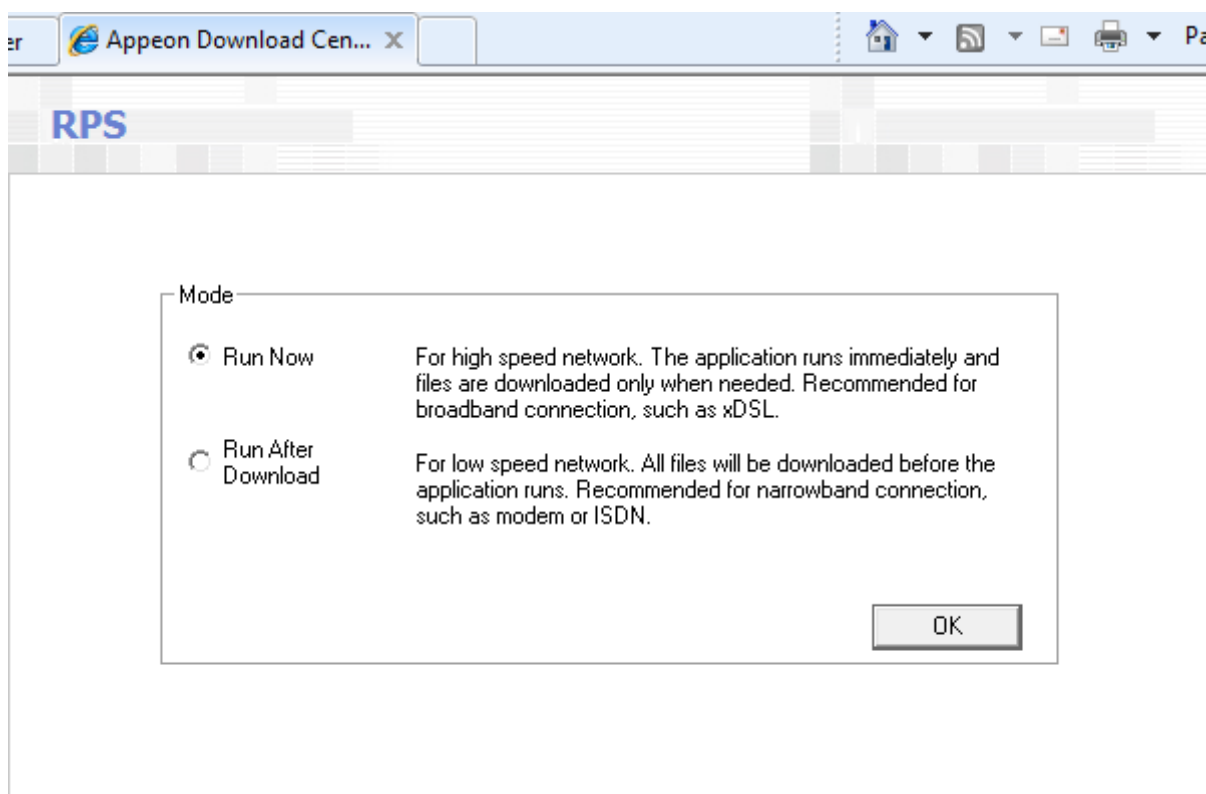
**Figure 6.3: IE information bar**



Step 3: Click *Yes* if Windows display the following "User Account Control" screen confirming that you want to install the component.

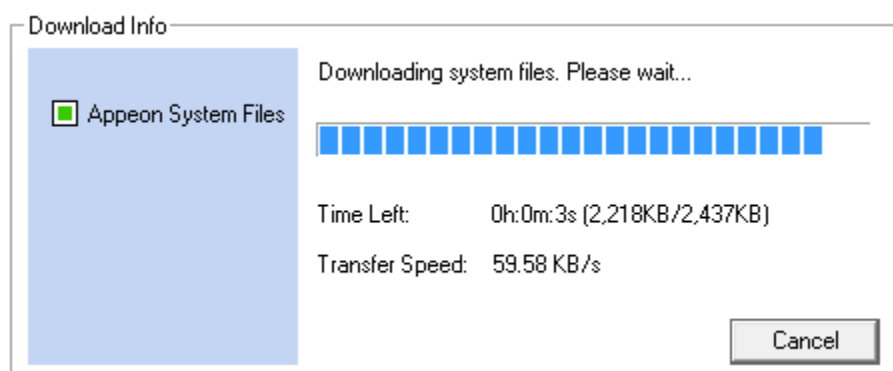
**Figure 6.4: UAC window**

The installation will proceed and when it is successful, the following web page will be displayed.

**Figure 6.5: Appeon download center**

Step 4: Click the *OK* button and the system will begin the download process.



**Figure 6.6: Download file**

Step 5: After this process is complete, you will see the "Apeon Xcelerator plug-in cannot be loaded" screen again. Click the IE information bar and select "Install This Add-on for All Users on This Computer..." one more time (this will install the second plug-in). This time you will see a spiraling wait icon and at the bottom left side on the status bar, you will see several program files being loaded. Once this process is completed, the application is ready to be used.

#### 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.

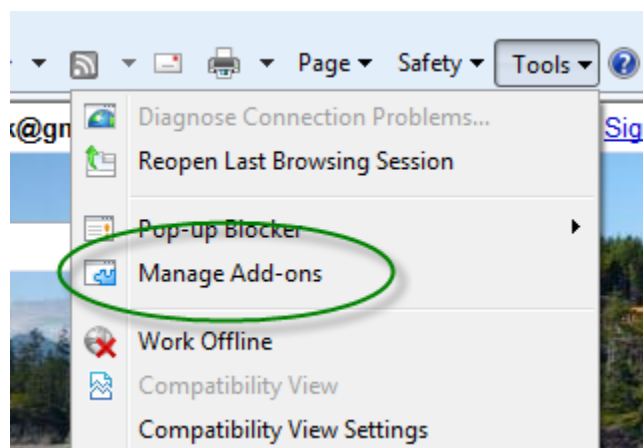
**Figure 6.7: User Account Control**

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 Apeon ActiveX control. In this case, exit IE and restart it in normal mode.

### 6.2.3 Verifying Apeon ActiveX control installation

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

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

**Figure 6.8: Manage add-ons**

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

**Figure 6.9: Verify ActiveX control status**

Name	Publisher	Status	File date	Version	Load t
Adobe PDF Link Helper	Adobe Systems, Incorpo...	Enabled	02/27/2009 12:07 P...	9.1.0.163	0.03 s
Adobe PDF Reader	Adobe Systems, Incorpo...	Enabled	02/27/2009 12:07 P...		
<b>Apeon Corporation</b>					
EonDownloadCenter Class	Apeon Corporation	Enabled	07/01/2010 9:16 PM	6.5.106.0	
EonUISpace Class	Apeon Corporation	Enabled	07/01/2010 9:17 PM	6.5.0106.0	
<b>Apple Inc.</b>					
QuickTime Object	Apple Inc.	Enabled	09/09/2010 4:01 PM	QuickTime...	
<b>Control name is not available</b>					
Web Test Recorder	Control name is not avai...	Enabled		4.0.31106.0	

### 6.3 System language settings

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

- The language of the data in the database used by the application matches the operating system language settings on the machine where Apeon Server is installed.
- The language of the data in the database used by the application matches the Windows language settings on each Client machine where the Web application will be viewed.
- The language of the data in the database used by the Apeon-deployed Web application matches Windows language settings on the machine where Apeon 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 6.5.1

### 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:

- EonADTxx.exe
- pbxxx.exe
- java.exe, jagsrv.exe and jagsrvagent.exe
- dbengx.exe and dbsrvx.exe

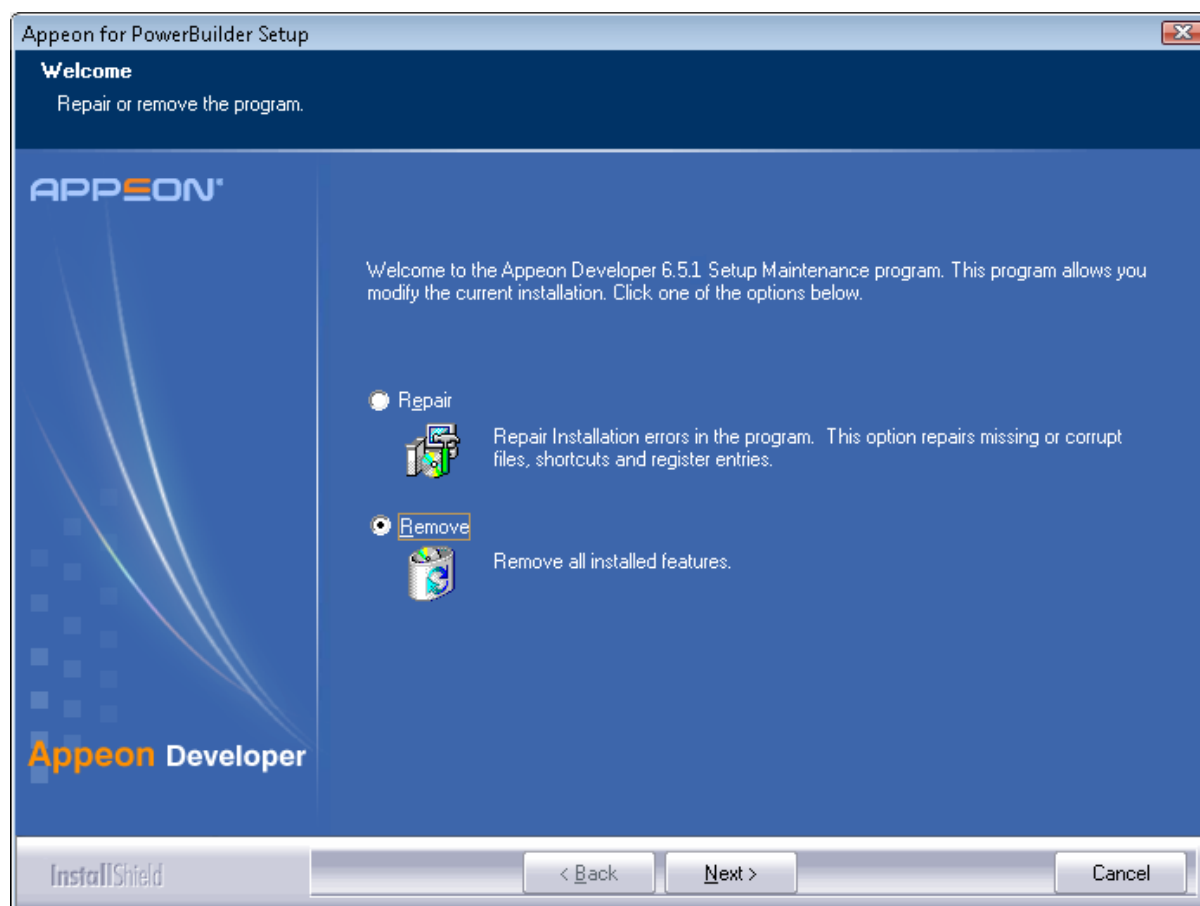
If *EonADTxx.exe* is running when attempting to uninstall Appeon Developer, Appeon Setup will detect that the processes are running and an error message will appear.

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.

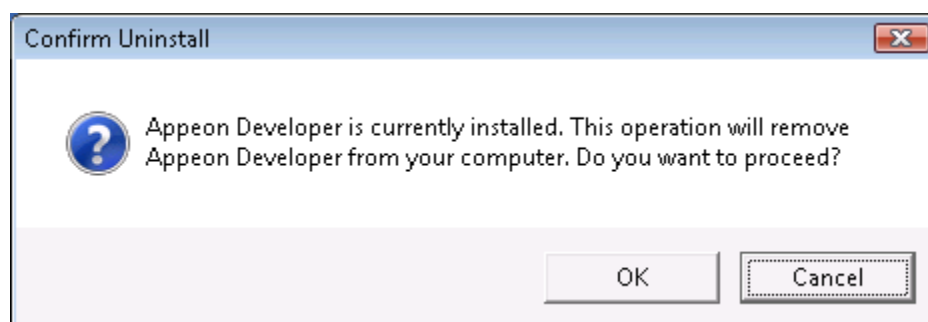
Step 4 -- Choose Remove to delete all installed features. Click *Next*.

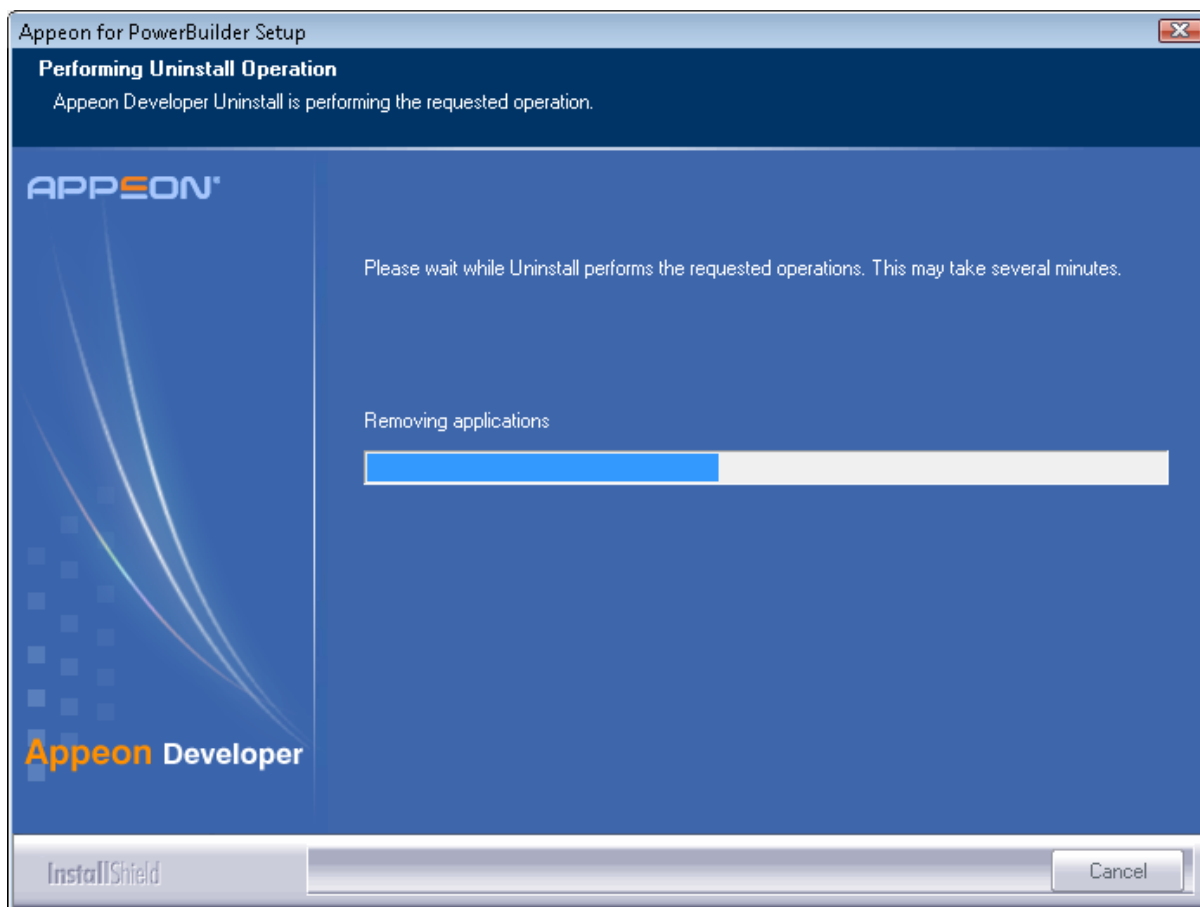
**Figure 7.1: Repair or remove Appeon Developer**



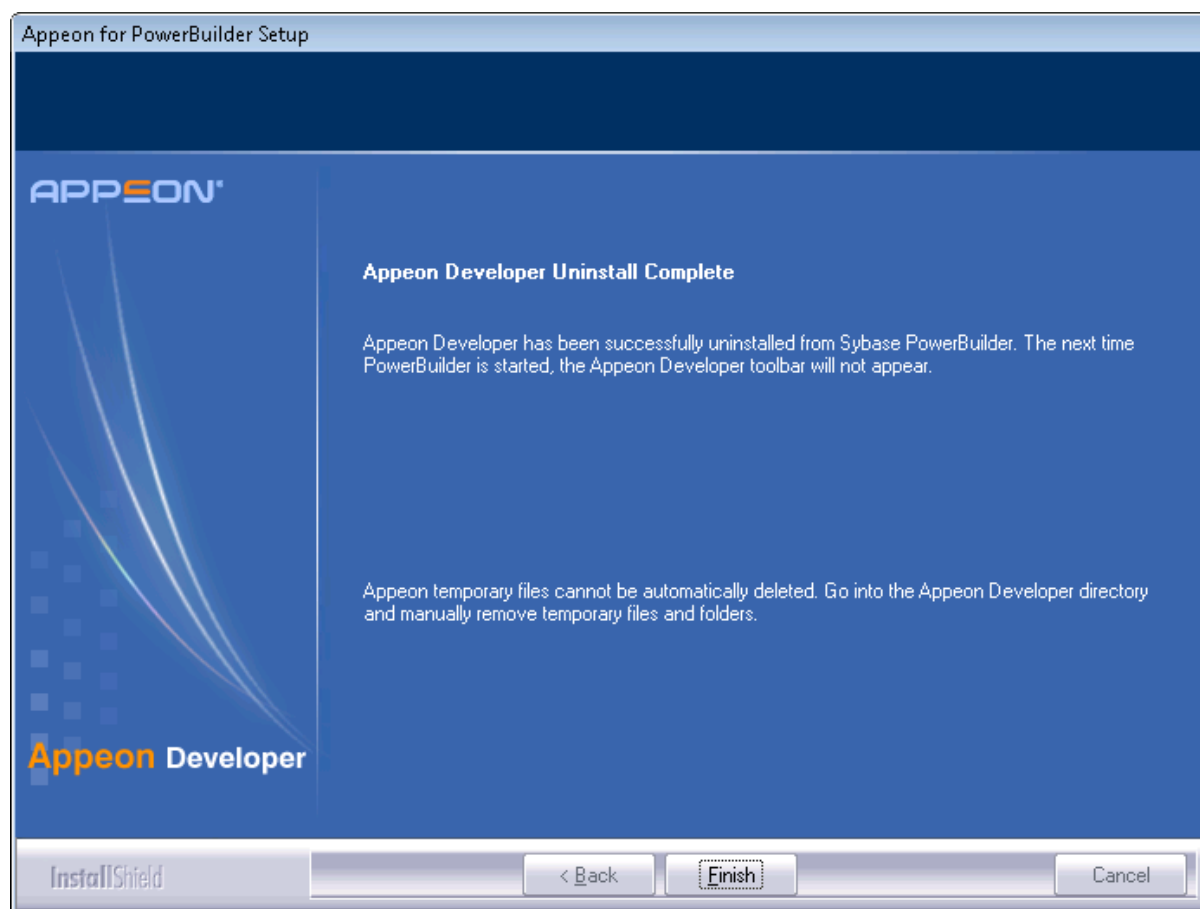
Step 5 -- Confirm the removal of Appeon Developer. Click *OK* to uninstall.

**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.

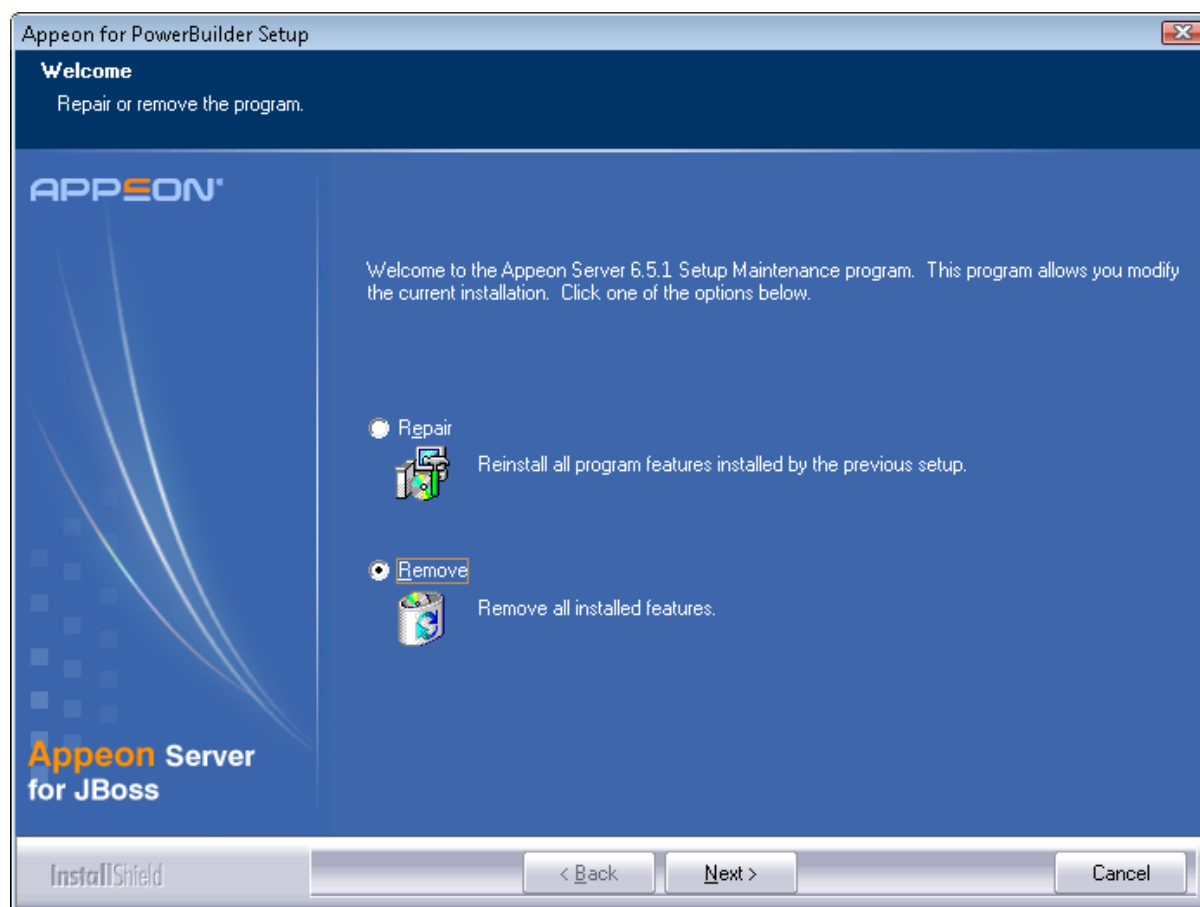
### 7.3 Uninstalling Appeon Server

Step 1: Shut down Appeon Server and JBoss.

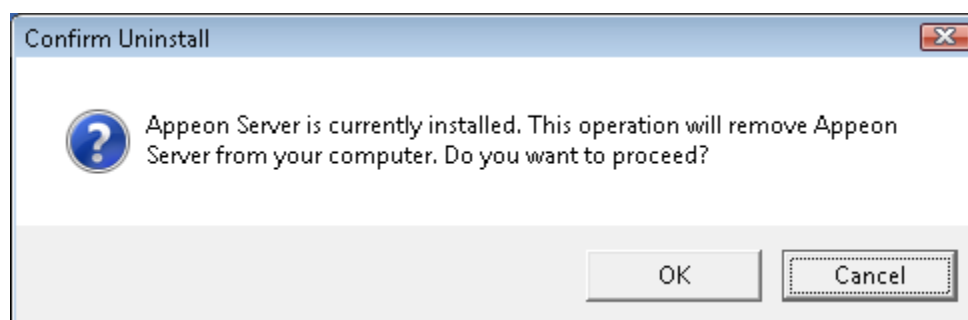
Step 2: Select Windows Start menu | Programs | Appeon 6.5 for PowerBuilder | Appeon Server for JBoss | Uninstall Appeon Server to begin the uninstall process.

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



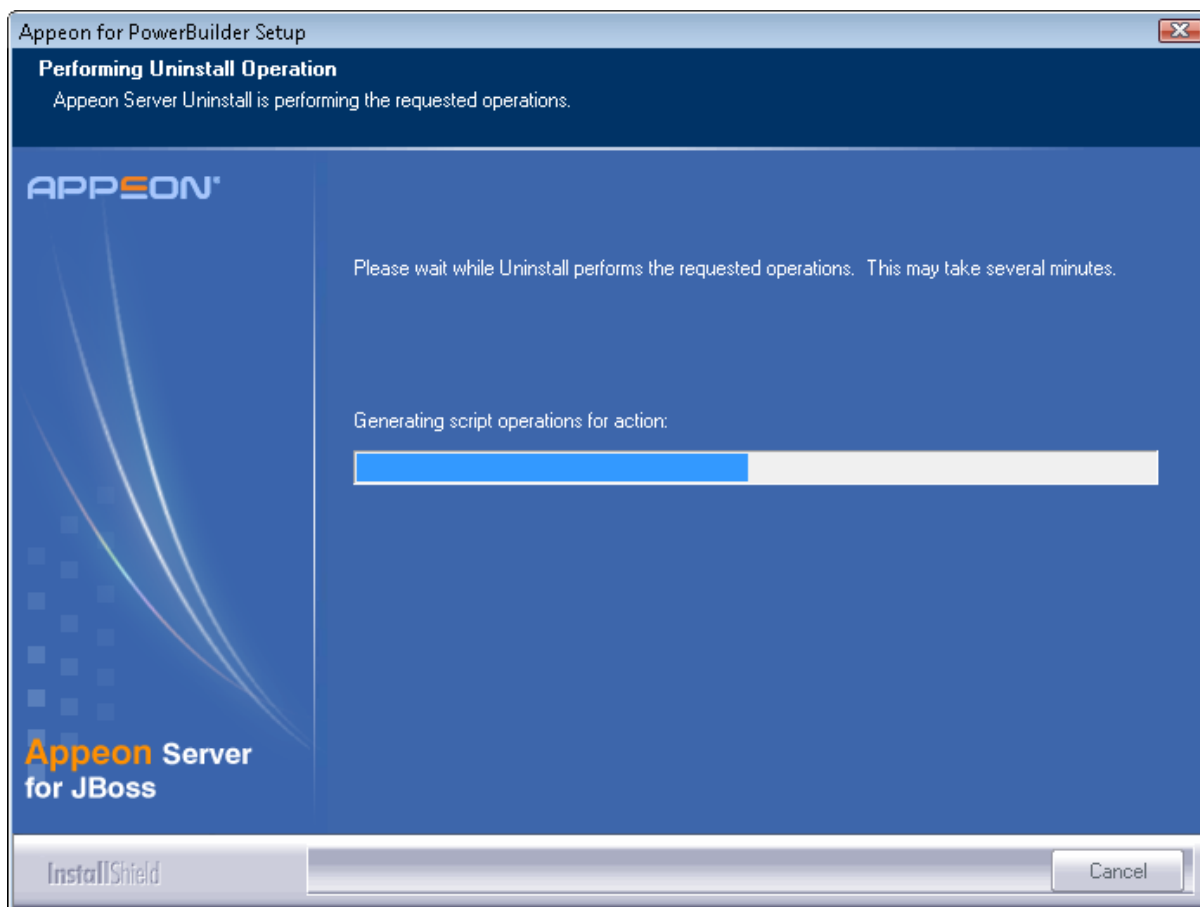
**Figure 7.5: Repair or remove Appeon Server**

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

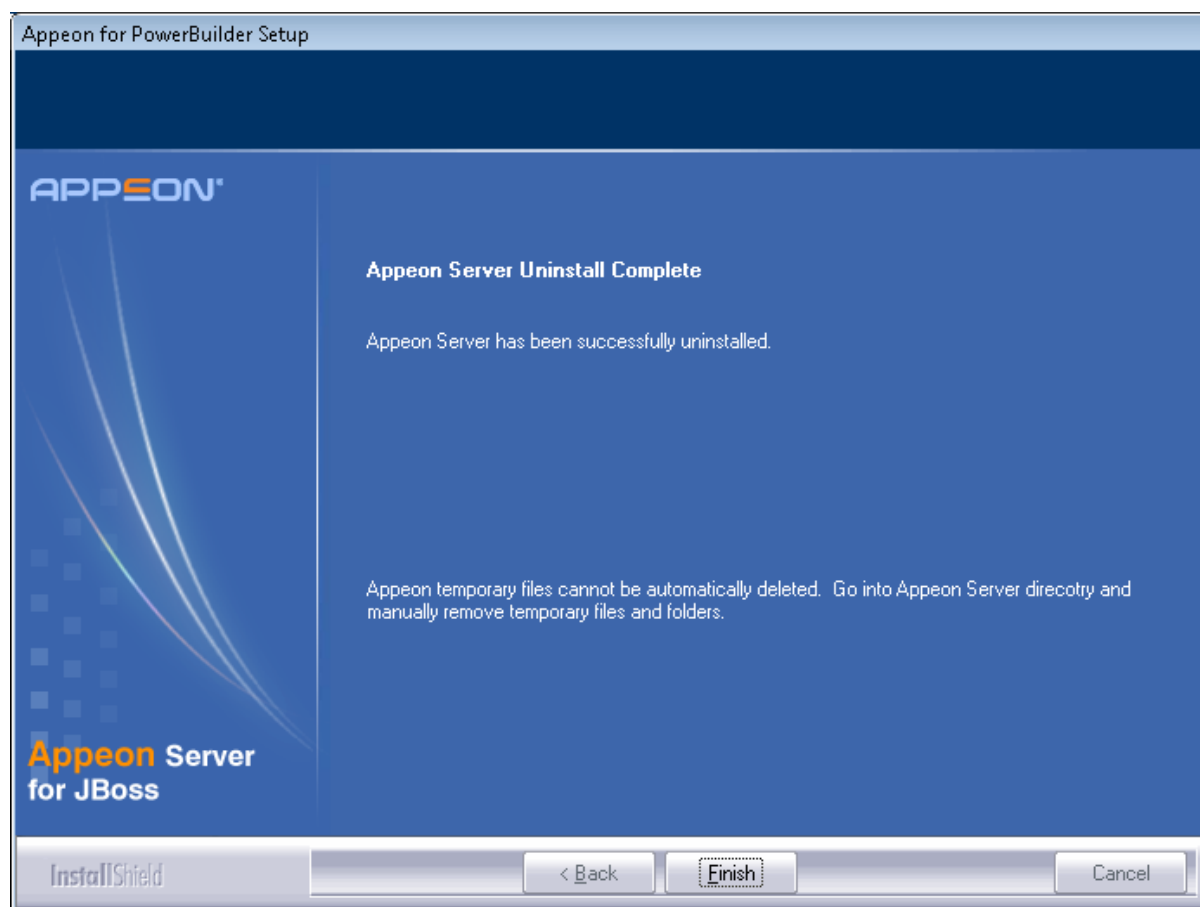
**Figure 7.6: Confirm uninstall**

Step 5: Wait until Appeon Server is completely uninstalled.

**Figure 7.7: Appeon Server uninstall process**



Step 6: Click *Finish* to exit.

**Figure 7.8: Appeon Server uninstall complete**

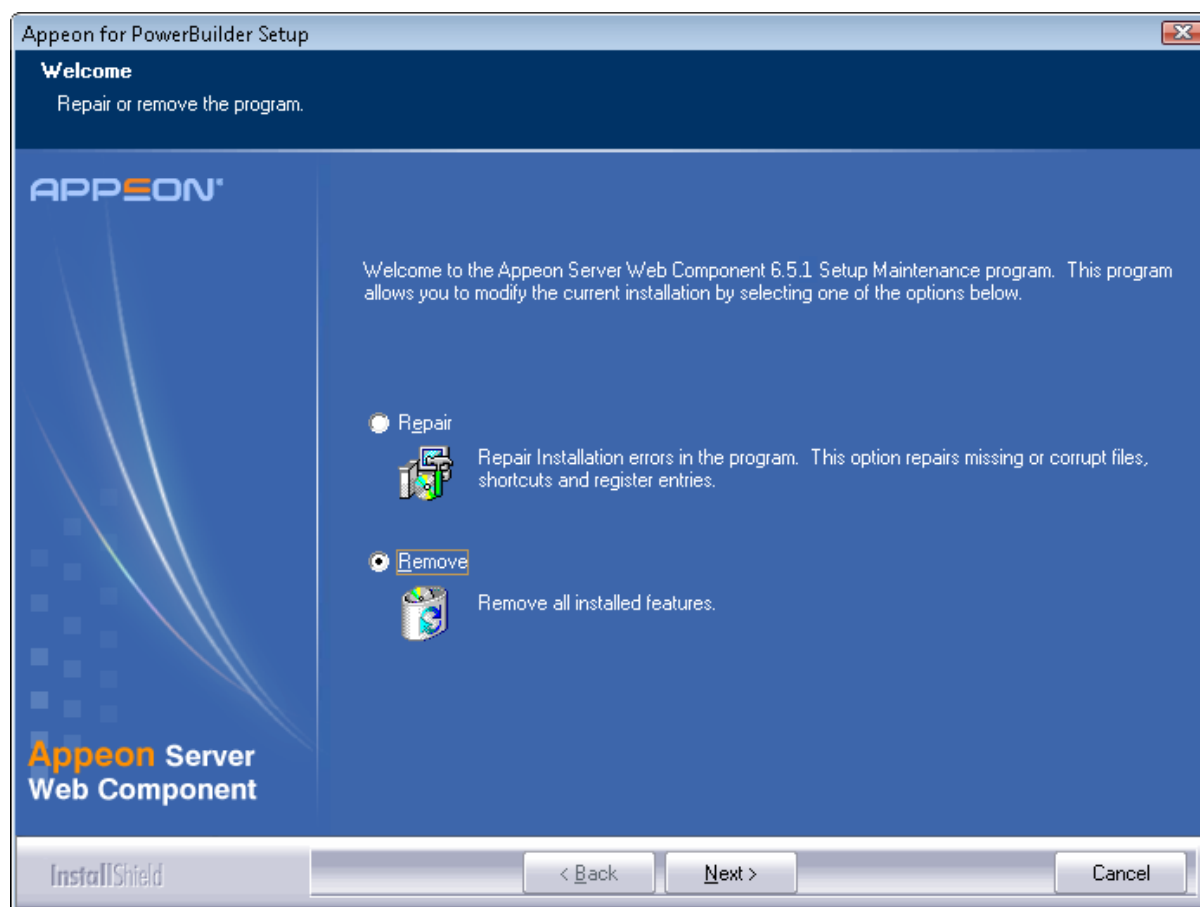
Step 7: After the uninstall process is complete, remove any files or folders left in the Appeon installation folder.

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

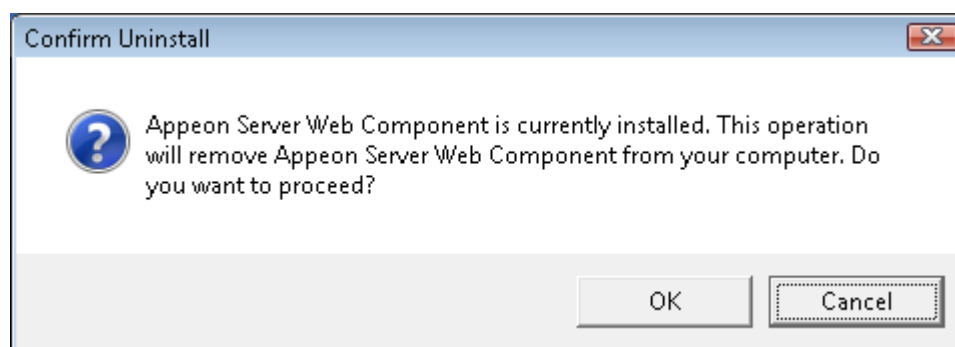
Step 1: Stop all Windows programs as well as the Web server.

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*.

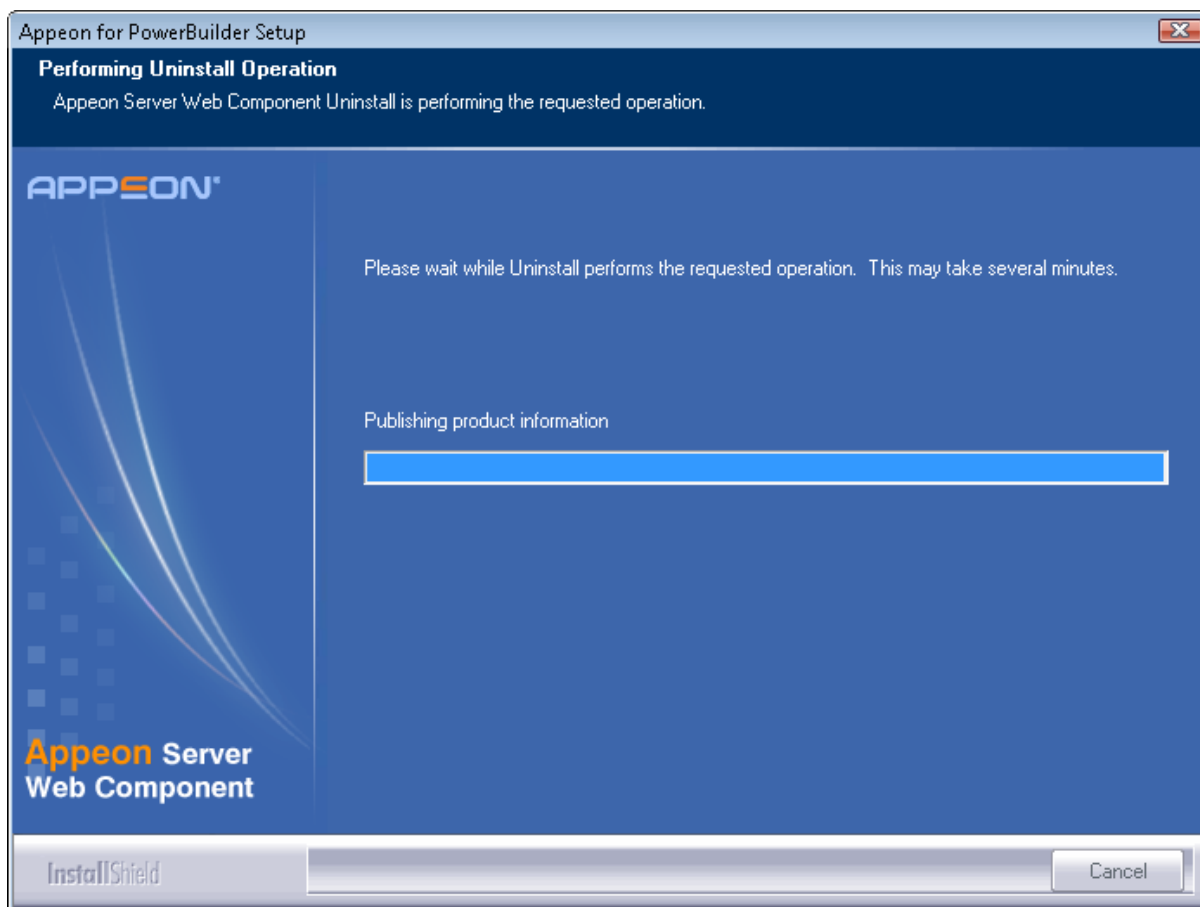
**Figure 7.9: Repair or remove Appeon Server Web Component**

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

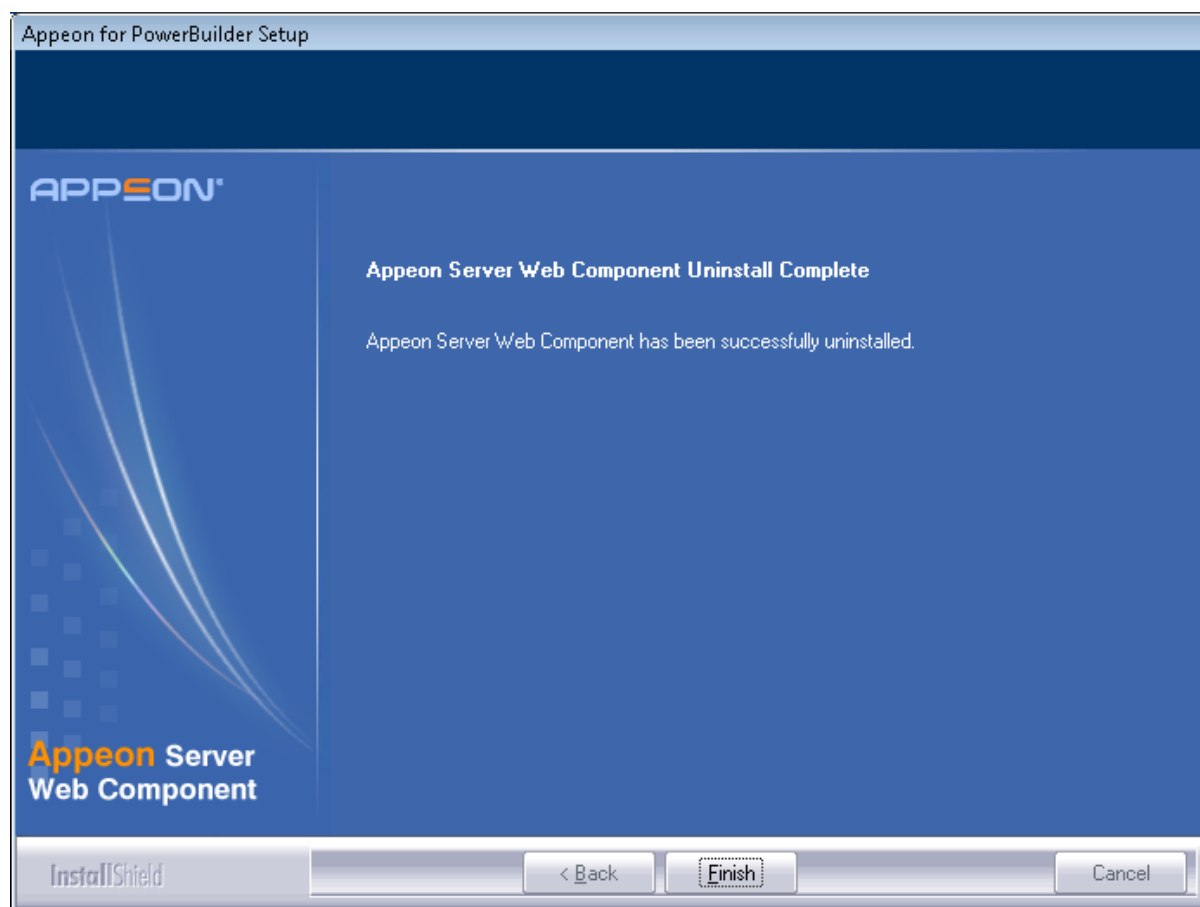
**Figure 7.10: Confirm uninstall**

Step 5: Wait until the uninstallation is complete.

**Figure 7.11: Perform Appeon Server Web Component uninstall**



Step 6: Click *Finish* to exit.

**Figure 7.12: Appeon Server Web Component uninstall complete**

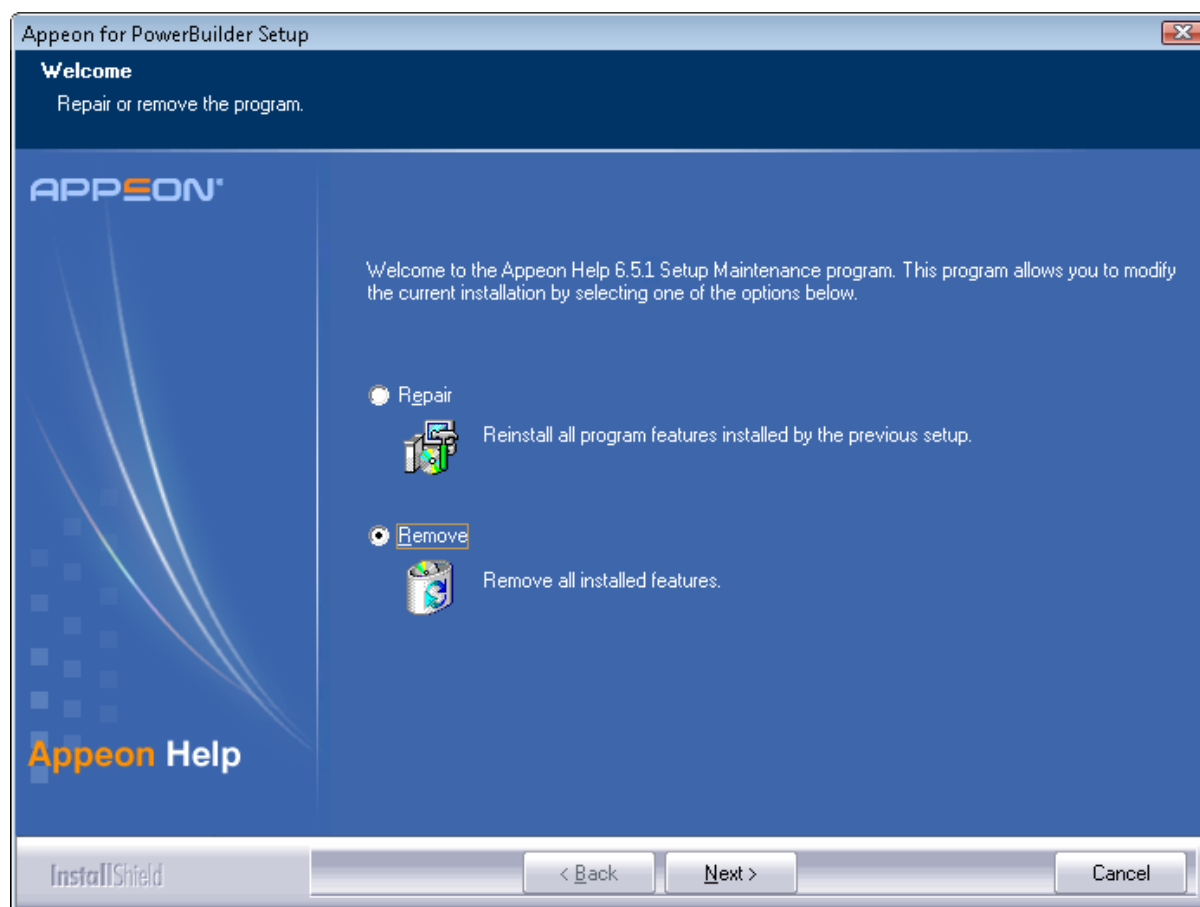
#### 7.4.1 Uninstalling Web Component if multiple third-party Web servers are involved

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

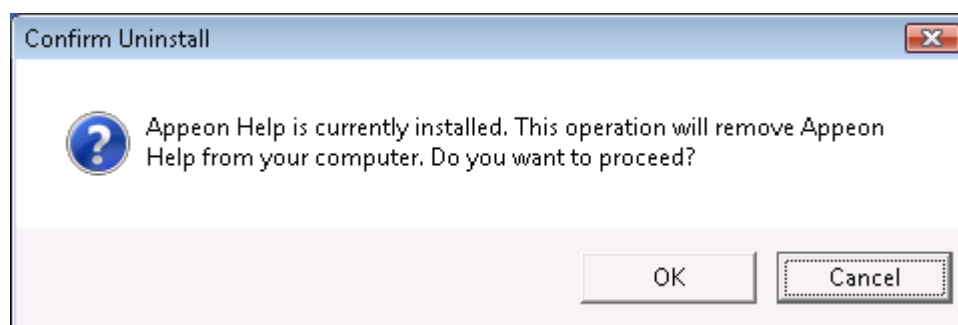
#### 7.5 Uninstalling Appeon Help

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

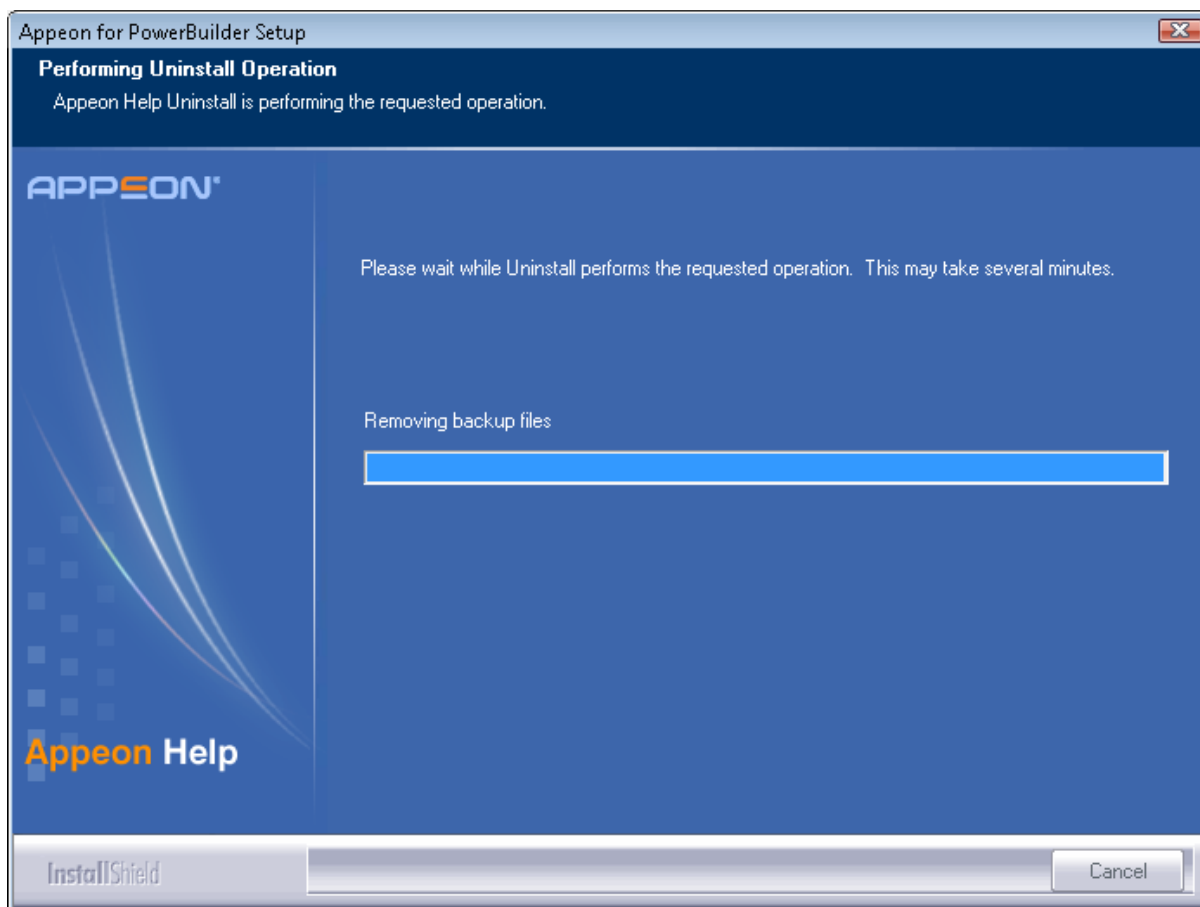
Step 2 -- Choose *Remove* to delete all installed features. Click *Next*.

**Figure 7.13: Repair or remove Appeon Help**

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

**Figure 7.14: Confirm uninstall**

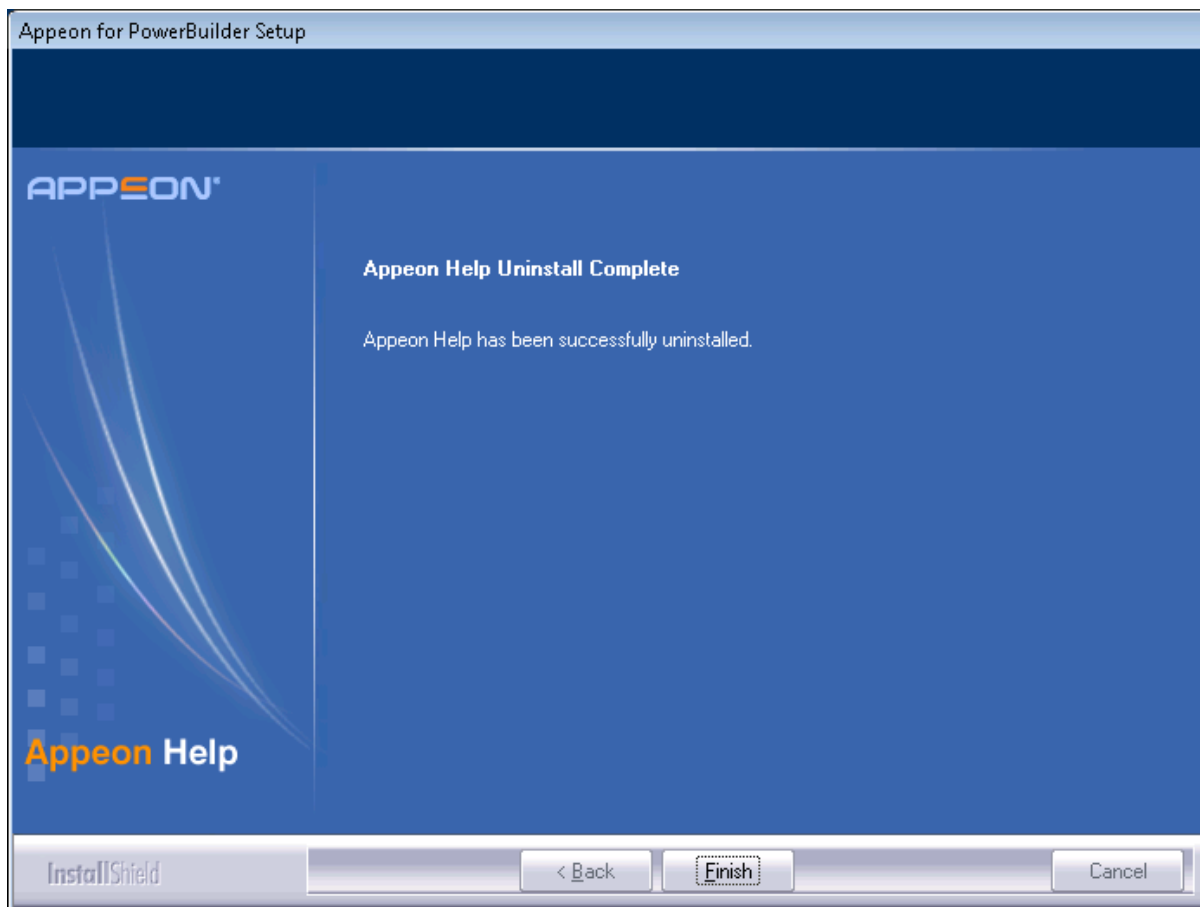
**Figure 7.15: Perform Appeon Help uninstall**



Step 4 -- Click *Finish* to exit.



**Figure 7.16: 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
JBoss configuration file	%JBOSS_HOME%\bin\run.bat %JBOSS_HOME%\bin\run.conf %JBOSS_HOME%\bin\service.bat All XML files in the %JBOSS_HOME%\server\instance\conf folder %JBOSS_HOME%\ indicates the home path of the JBoss AS, for example, C:\JBoss-5.1.0.GA.
JBoss log file	All files in %JBOSS_HOME%\server\instance\log folder.
Appeon Server configuration file	All files in the %JBOSS_HOME%\appeon\repository\instance\config folder.
Appeon Server log file	All files in the %JBOSS_HOME%\appeon\repository\instance\log folder.
Appeon Server Repository DB	%JBOSS_HOME%\appeon\repository\instance\appeondb.script
Appeon license file	%JBOSS_HOME%\appeon\license.appeon

<b>File Type</b>	<b>File Name</b>
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) The Web server Web root of JBoss is usually %JBOSS_HOME%\server\instance\deploy\ 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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