

TIBCO ActiveMatrix®

Management Agent for WCF

Installation

Software Release 1.2.0
July 2009

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Preface

TIBCO ActiveMatrix® Management Agent for WCF extends policy management to web services deployed using Microsoft WCF (Windows Communication Foundation) in IIS (Microsoft Internet Information Services) Server. WCF web services can also be deployed as a stand alone application and Management Agent for WCF can extend policy management on these services. The management agent is a plug-in component within WCF components, and cooperates with TIBCO ActiveMatrix® Policy Manager.

WCF Service Probe helps to integrate TIBCO ActiveMatrix® Service Performance Manager with TIBCO ActiveMatrix® Management Agent for WCF to monitor and manage WCF (Window Communication Foundation) services.

Readers of this document must already be familiar with TIBCO ActiveMatrix Policy Manager software, TIBCO ActiveMatrix Service Performance Manager software and with Windows Communication Foundation (WCF) software.



This software may be available on multiple operating systems. However, not all operating system platforms for a specific software version are released at the same time. Please see the readme.txt file for the availability of this software version on a specific operating system platform.

Topics

- [Changes from the Previous Release of this Guide, page vi](#)
- [Related Documentation, page vii](#)
- [Typographical Conventions, page ix](#)
- [How to Contact TIBCO Support, page xi](#)

Changes from the Previous Release of this Guide

This section itemizes the major changes from the previous release of this guide.

WCF Service Probe

This release features the WCF Service Probe for monitoring the web services in the TIBCO ActiveMatrix Service Performance Manager console. For details, refer to the *TIBCO ActiveMatrix Management Agent for WCF User's Guide*.

Related Documentation

This section lists documentation resources you may find useful.

TIBCO ActiveMatrix Management Agent for WCF Documentation

The following documents form the TIBCO ActiveMatrix Management Agent for WCF documentation set:

- *TIBCO ActiveMatrix Management Agent for WCF Installation* This book presents instructions for installing the product.
- *TIBCO ActiveMatrix Management Agent for WCF User's Guide* This book describes ActiveMatrix Management Agent for WCF software, and presents instructions for configuring and using the product.
- *TIBCO ActiveMatrix Management Agent for WCF Samples* This book includes instructions for sample example that is included in the release.
- *TIBCO ActiveMatrix Management Agent for WCF Release Notes* Read the release notes for a list of new and changed features. This document also contains lists of known issues and closed issues for this release.

Other TIBCO Product Documentation

You may find it useful to read the documentation for the following TIBCO products:

- TIBCO ActiveMatrix® Policy Manager
- TIBCO EMS Transport Channel for WCF
- TIBCO ActiveMatrix® Service Grid
- TIBCO ActiveMatrix® Registry
- TIBCO Enterprise Message Service™
- TIBCO Administrator™
- TIBCO ActiveMatrix® Service Performance Manager

Third Party Documentation

Microsoft IIS 6.0
Documentation

<http://www.microsoft.com/technet/prodtechnol/WindowsServer2003/Library/IIS/003ed2fe-6339-4919-b577-6aa965994a9b.msp?mfr=true>

Microsoft WCF Documentation [http://msdn.microsoft.com/en-us/library/aa388579\(vs.85\).aspx](http://msdn.microsoft.com/en-us/library/aa388579(vs.85).aspx)

Web Services Standards Management Agent for WCF supports web services standards sponsored by the following standards bodies:

- World Wide Web Consortium web services activity <http://www.w3.org/2002/ws/>
 - WSDL 1.1 <http://www.w3.org/TR/wsdl>
- OASIS web services committees http://www.oasis-open.org/committees/tc_cat.php?cat=ws
- Web Services Interoperability <http://www.ws-i.org/>

Typographical Conventions

The following typographical conventions are used in this manual.

Table 1 General Typographical Conventions

Convention	Use
<i>TIBCO_HOME</i>	All TIBCO products are installed under the same directory. This directory is referenced in documentation as <i>TIBCO_HOME</i> . The value of <i>TIBCO_HOME</i> depends on the operating system. For example, on Windows systems, the default value is C:\tibco.
code font	Code font identifies commands, code examples, filenames, pathnames, and output displayed in a command window. For example: Use MyCommand to start the foo process.
bold code font	Bold code font is used in the following ways: - In procedures, to indicate what a user types. For example: Type admin. - In large code samples, to indicate the parts of the sample that are of particular interest. - In command syntax, to indicate the default parameter for a command. For example, if no parameter is specified, MyCommand is enabled: MyCommand [enable disable]
<i>italic font</i>	Italic font is used in the following ways: - To indicate a document title. For example: See <i>TIBCO ActiveMatrix BusinessWorks Concepts</i>. - To introduce new terms For example: A portal page may contain several portlets. <i>Portlets</i> are mini-applications that run in a portal. - To indicate a variable in a command or code syntax that you must replace. For example: MyCommand <i>pathname</i>
Key combinations	Key name separated by a plus sign indicate keys pressed simultaneously. For example: Ctrl+C. Key names separated by a comma and space indicate keys pressed one after the other. For example: Esc, Ctrl+Q.
	The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.

Table 1 General Typographical Conventions (Cont'd)

Convention	Use
	The tip icon indicates an idea that could be useful, for example, a way to apply the information provided in the current section to achieve a specific result.
	The warning icon indicates the potential for a damaging situation, for example, data loss or corruption if certain steps are taken or not taken.

Table 2 Syntax Typographical Conventions

Convention	Use
[]	An optional item in a command or code syntax. For example: <pre>MyCommand [optional_parameter] required_parameter</pre>
	A logical OR that separates multiple items of which only one may be chosen. For example, you can select only one of the following parameters: <pre>MyCommand param1 param2 param3</pre>
{ }	A logical group of items in a command. Other syntax notations may appear within each logical group. For example, the following command requires two parameters, which can be either the pair param1 and param2, or the pair param3 and param4. <pre>MyCommand {param1 param2} {param3 param4}</pre> In the next example, the command requires two parameters. The first parameter can be either param1 or param2 and the second can be either param3 or param4: <pre>MyCommand {param1 param2} {param3 param4}</pre> In the next example, the command can accept either two or three parameters. The first parameter must be param1. You can optionally include param2 as the second parameter. And the last parameter is either param3 or param4. <pre>MyCommand param1 [param2] {param3 param4}</pre>

How to Contact TIBCO Support

For comments or problems with this manual or the software it addresses, please contact TIBCO Support as follows.

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

<http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit this site:

<https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have a user name, you can request one.

Chapter 1 **Installation**

This chapter presents the steps required to install Management Agent for WCF software and WCF Service Probe.

Topics

- [Installation Checklist, page 2](#)
- [Ensure Prerequisites, page 3](#)
- [Installation on Windows, page 8](#)
- [Select the Installation Package, page 9](#)
- [Install TIBCO ActiveMatrix Management Agent for WCF and WCF Service Probe, page 10](#)
- [Verifying Installation, page 16](#)

Installation Checklist

Table 3 is a checklist of steps for installing and configuring Management Agent for WCF software. Table 3 summarizes each step briefly; further details are available in subsequent sections of this book.

Table 3 Installation Checklist

Step	Notes
1. Ensure Prerequisites, page 3	
2. Check platform information: Installation on Windows, page 8	
3. Select the Installation Package, page 9	
4. Install TIBCO ActiveMatrix Management Agent for WCF and WCF Service Probe, page 10	Install Management Agent for WCF software on each WCF host computer.
5. Configure WCF Service Probe	Configure WCF Service Probe to monitor the WCF services. For instructions, see <i>TIBCO ActiveMatrix Management Agent for WCF User's Guide</i> .
6. Enabling Management Agent for WCF	Enable Management Agent for WCF to register and manage WCF services. For instructions, see <i>TIBCO ActiveMatrix Management Agent for WCF User's Guide</i> .
7. Configure Management Agent for WCF	For instructions, see <i>TIBCO ActiveMatrix Management Agent for WCF User's Guide</i> .

Ensure Prerequisites

Before installing Management Agent for WCF software, ensure that the following prerequisite software is correctly installed and configured.

Windows Server 2003 Tools

You must install the following tools on Windows Server 2003. The latest tools can be downloaded from www.microsoft.com/downloads.

- **Windows Server 2003 Service Pack 1 32-bit Support Tools**—The support tools contain `httpcfg` and `getsid` commands that are used to set access control list (ACL) for HTTP port that will be used by Management Agent for WCF. Download it from <http://www.microsoft.com/downloads/details.aspx?FamilyId=6EC50B78-8BE1-4E81-B3BE-4E7AC4F0912D&displaylang=en>.
- **Windows Server 2003 Resource Kit Tools**—The resource kit contains `winhttpcertcfg` command to grant authority to a certificate. Download it from <http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyId=9d467a69-57ff-4ae7-96ee-b18c4790cffd>.

Microsoft Web Services Enhancements (WSE) V2.0 SP2

Install the Microsoft Web Services Enhancements by downloading it from www.microsoft.com/downloads.

Database

Install one of the following database and create a database to be used with Management Agent for WCF on the same machine:

- [Microsoft SQL Server 2005](#)
- [Oracle 10g Release 1 \(10.1\) and Release 2 \(10.2\)](#)

Microsoft SQL Server 2005

Optionally, install the Microsoft SQL Server 2005 Enterprise Edition and create a database as follows:

1. Launch application **SQL Server Management Studio**.
2. Connect to the database engine using Windows Authentication.

3. Select top level database engine in the **Object Explorer** pane on the left side.
 - a. Right click database engine and select **Properties** from the pop-up menu.
A **Server Properties - <engine name>** dialog is displayed.
 - b. Click the **Security** option in the **Select a page** pane on the left side.
The Security settings are displayed in the right side pane.
 - c. For the **Server Authentication** option, select **SQL Server and Windows Authentication mode** and click **OK**.
 - d. Select the **Databases** folder in the **Object Explorer** pane on the left side.
The existing databases displayed in the right side pane.
 - e. Right-click in the right side pane and select **New Database...** option from the pop-up menu.
A **New Database** dialog is displayed.
 - f. Specify a name for the database. For example, agentServiceDB.
 - g. Click **OK**.

Oracle 10g Release 1 (10.1) and Release 2 (10.2)

Install the Oracle and create a database as follows:

1. Create an Oracle DB user with following settings:

Role = CONNECT

System Privileges = CREATE TABLE

Quotas = USERS (Default) - <some> value as per requirement

2. Install Oracle Client on machine on which Management Agent for WCF is running.

3. Open the file

`$ORACLE_HOME\product\10.2.0\client_1\NETWORK\ADMIN\tnsnames.ora`
for editing.

4. Add the following entry for the database connection:

```

USR1DB =
  (DESCRIPTION =
    (ADDRESS = (PROTOCOL = TCP)(HOST = <hostname>)(PORT = 1521))
    (CONNECT_DATA =
      (SERVER = DEDICATED)
      (SERVICE_NAME = USR1DB)
    )
  )

```


5. Save and close the file.

Microsoft Management Console 3.0 (MMC)

You can download the latest installer for Microsoft Management Console 3.0 from <http://support.microsoft.com/kb/907265>.

After the installation is complete, run the `mmcperf` utility to register MMC 3.0 libraries to GAC.

To run the `mmcperf` utility,

1. Change to `C:\WINDOWS\system32` directory.
2. Double-click the `mmcperf.exe` utility.

This utility installs MMC 3.0 DLLs to GAC.

Microsoft Internet Information Services Server (IIS) 6.0

To host WCF services, optionally install Microsoft IIS server.

To install Microsoft IIS server,

1. Select **Start -> Settings -> Control Panel**.
2. In **Control Panel**, double-click **Add or Remove Programs**.

The **Add or Remove Programs** dialog is displayed.

3. Click the **Add/Remove Windows Components** option in the left pane.
4. In the **Windows Components Wizard** dialog, select **Application Server** component on Windows 2003.
5. Click **Next** and **Finish**.
6. Create a virtual directory.
7. Host all the WCF services in the virtual directory and configure in `web.config` in that subdirectory.

Once installed, the Management Agent for WCF can be enabled only after you query for these services.

TIBCO ActiveMatrix Policy Manager

The Management Agent for WCF compatible with Policy Manager 3.0.



Optional - You must install TIBCO ActiveMatrix Policy Manager for *managing* the web services.

Each management agent instance must communicate with a Policy Manager instance.

You must install and configure Policy Manager on a network host computer before installing Management Agent for WCF.

Ensure that each WCF host computer can access the Policy Manager host computer.

In addition, Policy Manager includes an administrative console plug-in, which you must install either in ActiveMatrix Administrator (included with ActiveMatrix Service Grid), or in TIBCO Administrator (required by TIBCO BusinessWorks).

TIBCO ActiveMatrix Service Performance Manager

The Management Agent for WCF and WCF Service Probe is compatible with Service Performance Manager 1.2.



Optional - You must install TIBCO ActiveMatrix Service Performance Manager to *monitor* the web services.

JMS

JMS is optionally required if web services communicate using JMS as a transport or WCF Service Probe component is installed.

If using TIBCO Enterprise Message Service™ 4.3 or newer as the JMS provider:

This software must be installed on both production and development machines.



The only feature of EMS required by TIBCO EMS Transport Channel for WCF is the C# Client. The C# Client must also be installed in the Windows Global Assembly Cache (GAC).

The way you install the C# Client and install it in the GAC depends on the version of EMS you are using, as follows:

- **EMS version 4.4.3** - If you are using this version of EMS, you can perform a "Custom" installation of EMS, and select the C# Client from the list of features that can be installed. (Performing a "Typical" installation will also install the C# Client.)

After installing the C# Client, you must install the C# Client's DLL (**TIBCO.EMS.dll**) in the GAC. This can be done either by using the Windows Global Assembly Cache Utility (**gacutil**) — *see the link below for more information about the GAC*. Or you can drag and drop the TIBCO.EMS.dll file from the EMSInstallDir\clients\cs folder to the C:\WINDOWS\assembly folder. The assembly folder is a special folder where the .NET Framework stores assemblies for the GAC.



You must drag and drop the file into the assembly folder — you cannot copy it.

- **EMS version 5.x** - If you are using this version of EMS, the only requirement is that you install the "runtime" version, which automatically installs the C# Client's DLL (**TIBCO.EMS.dll**) in the GAC.

For additional information about the GAC, see:

[http://msdn.microsoft.com/en-us/library/ex0ss12c\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/ex0ss12c(VS.80).aspx)

TIBCO EMS Transport Channel for WCF

This is optionally required if web services communicate using JMS as transport.

Installation on Windows

Before starting the installation procedure, review the topics in this section to determine that your system meets the basic requirements and that you have the prerequisite software installed.

Windows Prerequisites

This section lists additional prerequisites for installing Management Agent for WCF on Windows systems.

Table 4 Supported Platforms for Windows

Platform	Edition/Service Pack	Disk Space (MB)
Windows	2003 SP2	63

Installer Account

You must install Management Agent for WCF from a user account with administrator privileges.

Select the Installation Package

Download the appropriate installation package for your platform, or locate it on the distribution DVD. [Table 5](#) lists the installation package names for each platform.

Table 5 Installation Packages

Platform	Installation Package
Windows 2003	TIB_amma-wcf_<version_num>_win_x86.zip

Install TIBCO ActiveMatrix Management Agent for WCF and WCF Service Probe

Install Management Agent for WCF using one of the following modes:

- [Install in GUI Mode on page 10](#)
- [Install in Console Mode on page 14](#)
- [Install in Silent Mode on page 14](#)



Certain dlls get registered in GAC depending on the check boxes selected during the installation process such as, `Tibco.MessageInspector` when Management Agent for WCF is installed. This is applicable to all installation modes. These dlls are located in `C:\WINDOWS\assembly` folder.

Install in GUI Mode

To install Management Agent for WCF using GUI mode, do these steps.

1. Open the physical media or download the Management Agent for WCF product package.
2. Extract the Management Agent for WCF product archive file to a temporary directory.
3. Navigate to the temporary directory that contains the universal installer.
4. Run the `TIBCOUniversalInstaller` executable.
5. The Welcome screen appears. Click **Next**.
6. The License Agreement screen appears. After reading through the license text, click **I accept the terms of the license agreement** and then click **Next**.

7. The Installation Environment screen appears.



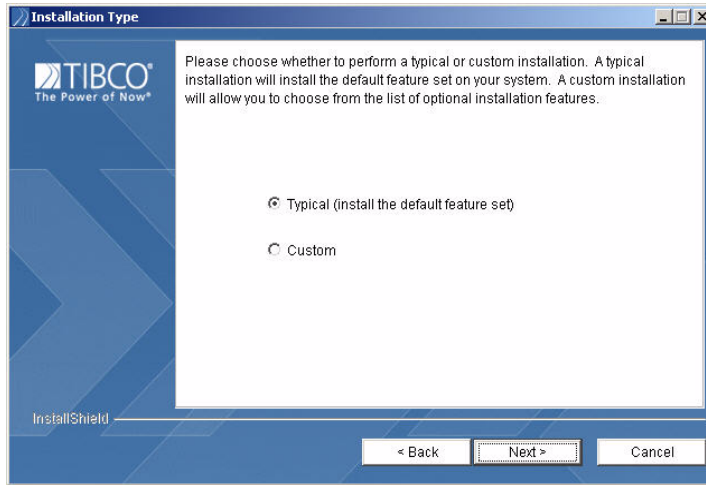
The default installation environment is *TIBCO_HOME*. We recommend you to install this product in the default *TIBCO_HOME* where all the other ActiveMatrix products are installed.



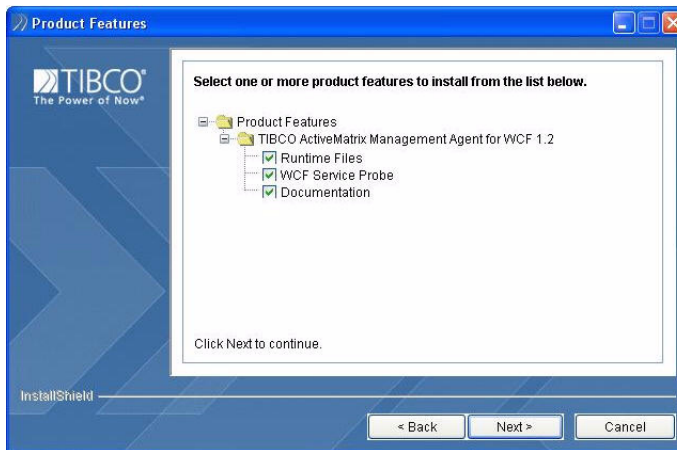
You cannot install this product under multiple *TIBCO_HOME* directories. In other words, you can choose a different *TIBCO_HOME* than the one used by other TIBCO products, but you cannot install multiple instances of Management Agent for WCF under different *TIBCO_HOME*.

Click **Next**.

8. Install standard management agent features by clicking **Typical** or choose the features to install by clicking **Custom**. After making your choice, click **Next**.

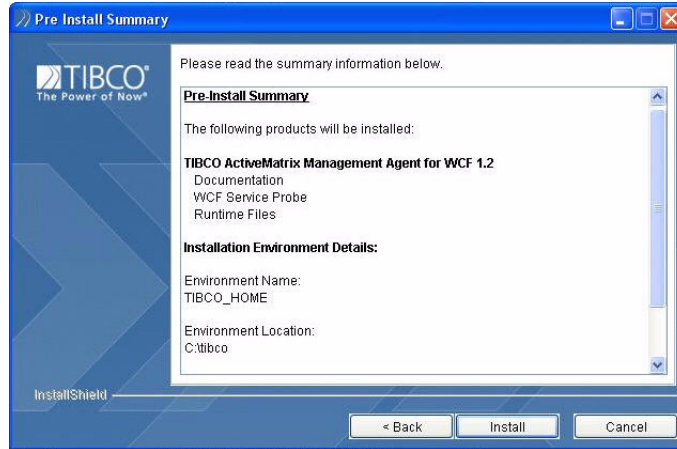


9. If you selected Custom, in [step 8](#), a screen similar to the following appears. If you did not select Custom, proceed to [step 10](#). Clear the check box next to the features you do not want to install, and click **Next**.



- Runtime files will be installed automatically even if you only select WCF Service Probe.
- On selecting only Documentation, then Runtime files will not be installed.

10. The installer prepares the features for installation. A pre-install summary screen appears. Click **Install**.



- Click **Yes to All** to close any pop up windows that display during installation.
11. Click **Finish** to close the installer window.

Install in Console Mode

The following procedure explains how to install the software in console mode.

1. Open the physical media or download the Management Agent for WCF package.
2. Extract the Management Agent for WCF archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory that contains the universal installer.
4. Run the installer using this command line:

```
TIBCOUniversalInstaller -console
```

5. Complete the installation by responding to the console window prompts.

Install in Silent Mode

The following procedure explains how to install a Management Agent for WCF product in silent mode. The `TIBCOUniversalInstaller.silent` file is packaged in the directory that contains the universal installer. You must edit the file with information for your environment before launching the silent installation. The file includes comments that describe the installation properties you can set.

While you can use the `TIBCOUniversalInstaller.silent` file, it is a good practice to copy the file to a different name and edit that file for the silent install.

If errors occur during installation, they will be listed in the installation log file (see the `User_Home\.TIBCO` directory).

1. Open the physical media or download the Management Agent for WCF product package.
2. Extract the Management Agent for WCF product archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory that contains the universal installer.
4. Copy the `TIBCOUniversalInstaller.silent` file and rename the copy.
5. Using a text editor, open the copied file and update the install location, and features to install.
6. Run the installer using this command line:

```
TIBCOUniversalInstaller.cmd -silent -V  
responseFile="myFile.silent"
```

If you are using the `TIBCOUniversalInstaller.silent` file (rather than a copy), you need not supply the file name and can use this command line:

```
TIBCOUniversalInstaller.cmd -silent
```

A line similar to the following is written to the installer log file when installation completes:

```
... Install, com.tibco.installer.util.TIBCOInstaller,  
dbg.Debug, Executing Event:::OnEndInstall
```

Installer Log File

The installer writes its log file to the `User_Home\.TIBCO` directory. For example, on Windows, the installer writes its log to the `C:\Documents and Settings\user-name\.TIBCO` directory.

Verifying Installation

You can verify the installation by checking one of the following steps:

1. Click **Start > Programs > TIBCO > TIBCO ActiveMatrix Management Agent for WCF** and make sure that Documentation and other menus exist.
2. Browse to *TIBCO_HOME*, the folder where TIBCO ActiveMatrix products are installed. Typically, *TIBCO_HOME* is `c:\tibco`. You can see the following directory structure as shown in [Figure 1](#).

Figure 1 Directory Structure



3. Check for the following after the installation is complete:
 - Microsoft.Net 3.0 framework. Confirm this by browsing through the Add/Remove Programs.
 - The following dlls get registered in GAC when Agent is installed:
 - Tibco.MessageInspector version 1.2.0.5
 - The following dlls get registered in GAC when WCF Service Probe is installed:
 - Tibco.MessageInspector version 1.2.0.5
 - Tibco.CL.EventFormat 1.0.0.5
 - Tibco.CL.JMSTraceListener 1.0.0.5
 - Tibco.Neo.Common 1.0.0.6

Chapter 2 **Uninstallation**

This chapter presents instructions for uninstalling Management Agent for WCF software—or partially uninstalling it, to correct an erroneous configuration.

Topics

- [Before Uninstalling, page 18](#)
- [Uninstalling, page 20](#)

Before Uninstalling

Before you start uninstalling Management Agent for WCF, do the following:

1. Login as an administrator.
2. Navigate to the *TIBCO_HOME\amma-wcf\<version_num>\bin* directory.
3. Launch Management Agent for WCF Snap-in in MMC by double-clicking the *Tibco.PolicyAgent.SnapIn.msc* file.

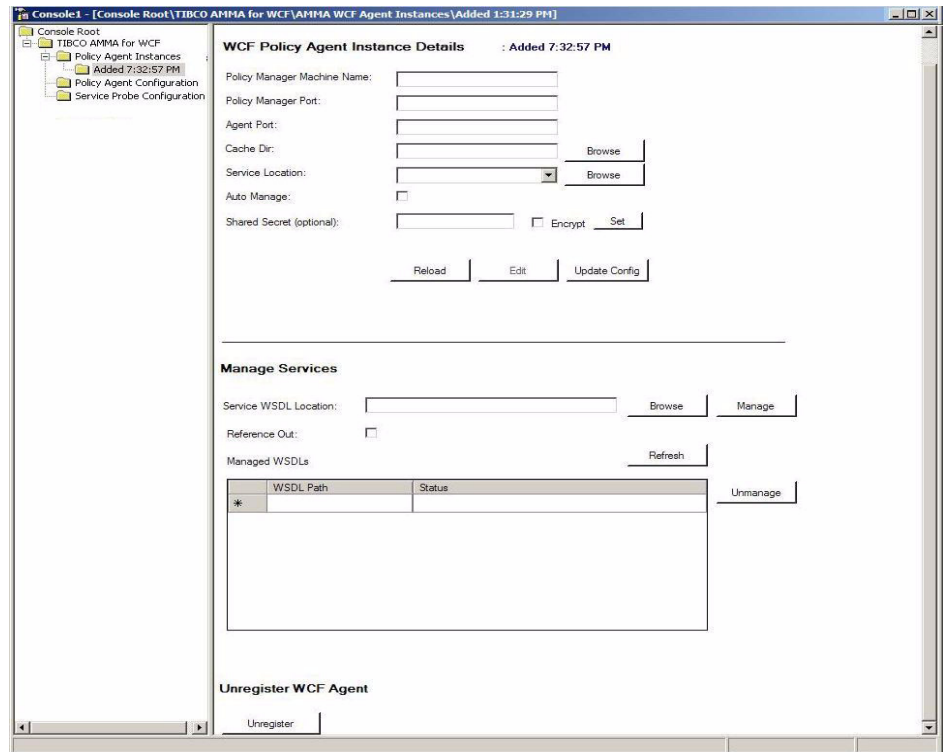
The configuration of policy agent displays the following options:

- **Policy Agent Instances**
- **Policy Agent Configuration**
- **Service Probe Configuration**

4. In the left pane, expand **Policy Agent Instances** folder.
 - a. Select an Agent Instance in the left pane.

It opens the corresponding **WCF Policy Agent Instance Details** in the right pane.

Figure 2 AMMA WCF Agent Instances



- b. Unregister the agent by clicking the **Unregister** button below the **Unregister WCF Agent** task.
- c. Repeat the above steps to unregister all the AMMA WCF Agent Instances.
5. In the TIBCO ActiveMatrix Management Agent for WCF console, double-click the **Policy Agent Configuration** option from the left panel.
6. Locate the **Update MACHINE.CONFIG** task and click **Remove**.
It removes MACHINE.CONFIG modifications related to Management Agent for WCF.



Uninstall Snap-In. Make sure that after you unregister the agent, you run the `iisreset` command to remove the agent from W3wp process.

Uninstalling

Management Agent for WCF

To **uninstall Management Agent for WCF** software, perform these steps:

1. Stop IIS server and services in a console mode.
2. Uninstall Management Agent for WCF software.
 - a. Navigate to *TIBCO_HOME\uninstall* and run the *universal_uninstall* script.
 - b. To uninstall the entire product, select Typical Uninstall.



You cannot do the uninstallation at the component level.

- c. Select the Management Agent for WCF product.
 - d. Click **Next** to uninstall.
3. Delete the directory *TIBCO_HOME\amma-wcf* (along with any subdirectories that remain).

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