TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit

Installation

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Installation Overview

You can install TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit either by using the TIBCO Universal Installer or an update site.

- Installing by Using the TIBCO Universal Installer

  You can install the plug-in by using the TIBCO Universal Installer, in the following modes: GUI, console, and silent. To skip to the procedure, see Installation Modes and Procedures

- Installing by Using an Update Site

  You can install the plug-in from within TIBCO Business Studio™ for BusinessWorks™ by using the public update site maintained by TIBCO, using a local update site managed by your organization, or BusinessWorks Plug-ins Manager.

The plug-in must be installed into an existing installation environment where TIBCO ActiveMatrix BusinessWorks™ is already installed. The installation environment of ActiveMatrix BusinessWorks™ is referenced as *TIBCO_HOME*.

Note:

- If a previous version of the plug-in is already installed in *TIBCO_HOME* where the new version is to be installed, you must uninstall the previous version before installing the new version.
- TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.

Installation Requirements

Before you install the plug-in, ensure that your system meets all the hardware and software requirements and you have appropriate privileges to run the installer.

Installation Account and Permission Requirements

To install on Microsoft Windows, Linux, or macOS, you must have appropriate privileges. Privileges differ for various platforms.

Note: Use the same installer account to install all ActiveMatrix BusinessWorks products.

Platform	Account Privileges
Microsoft Windows	Only users with administrator privileges can install the plug-in. If you do not have administrator privileges, the installer automatically exits. To install the product on a network drive, ensure that the account used for installation has permission to access the network drive.
Linux	Any type of user, regular (non-root) user and super-user (root), can install on Linux. A graphic environment such as CDE or X Windows is required to run the installer in GUI mode.
macOS	Any type of user, regular (non-root) user and super-user (root), can install on macOS.

System Requirements

Ensure that your system meets the hardware and software requirements before installing the plug-in.

Platform

Before you run the installer, ensure that the appropriate platform is supported. For information about supported operating system platforms, versions, and the required patches, see the Readme file.

Disk Space

The installer requires some space in the local directory before installation, and additional space in the local directory to run the installer. Ensure that sufficient space is available in the directory that you want to use as the installation environment (*TIBCO_HOME*).

Note: While installing the product, avoid running other processes that use disk space in the installation environment directory. If another process uses disk space while the installer is copying files, the installer might fail and display a failure message.

Software Requirements

Ensure that you have installed the required software before you run the installer. For information about supported products and versions, see the Readme file.

The following table lists required and optional TIBCO products:

Software	Description
TIBCO ActiveMatrix BusinessWorks™	Required. ActiveMatrix BusinessWorks supports your integration project throughout the project life cycle. It includes a common graphical user interface for configuration, process design, and deployment.

Installing by Using the TIBCO Universal Installer

You can install the ActiveMatrix BusinessWorks™ Plug-in Development Kit by using the TIBCO Universal Installer, in the following modes: GUI, console, and silent.

Ensure that your system meets all the requirements described in the Installation Requirements section.

> **Note:** The plug-in must be installed in the same installation environment where ActiveMatrix BusinessWorks is installed. Stop all running processes in the installation environment before the installation.

Using the TIBCO Universal Installer, you can select the installation environment and the installation component.

If you are using the TIBCO Universal Installer for the first time to install the plug-in, review the following topics before the installation:

- Installation Environment
- Installation Modes and Procedures

Installation Environment

An installation environment isolates product installations. A product installed in one installation environment cannot access components in other installation environments.

An installation environment is the top-level installation directory for TIBCO products. An installation environment consists of the following properties:

Property	Description
Directory	Identifies the directory where the product is installed.

Property	Description
TIBCO_HOME	It is the top-level installation directory for TIBCO products.
Name	Identifies the name of the folder where the product is installed.

Installation Modes and Procedures

You can run the TIBCO Universal Installer in GUI, console, or silent mode. Each mode is supported on all platforms. Ensure that your system meets all the requirements described in the Installation Requirements.

Note: The plug-in must be installed in an existing installation environment where ActiveMatrix BusinessWorks is installed. Stop all running processes in the installation environment before the installation.

Installation Mode	Description	Reference
GUI	In GUI mode, the installer contains panels where you can select a product, product location, and so on. To invoke the installer in GUI mode, double-click the executable file.	Installing in GUI Mode
Console	In console mode, you can run the installer on a command line. This is useful if your machine does not have a GUI environment.	Installing in Console Mode
Silent	In silent mode, the installer installs the product without prompting you for information. The installer uses either default or custom settings that are saved in a response file.	Installing in Silent Mode

Installing in GUI Mode

In GUI mode, the installer prompts you for information regarding the installation environment, installation profile, and other installation information.

Before you begin

1. Ensure that ActiveMatrix BusinessWorks is already installed. The plug-in must be installed in the same installation environment where ActiveMatrix BusinessWorks is installed.
2. From TIBCO eDelivery, download the installation package. To download the installation package, the TIBCO account credentials (user name and password) are required. If you do not have a user name and password, contact TIBCO Support.
3. Extract the content of the package to a local directory.
4. Stop all running processes in the installation environment before the installation.

Procedure

1. Navigate to the directory where you extracted the package.
2. To start the installation, run the executable file of the TIBCO Universal Installer for the required platform.
3. On the **Welcome** page of the installation wizard, click **Next**.
4. Accept the license agreement and click **Next**.
5. On the **Installation Profile Selection** page, select **Use an existing *TIBCO_HOME*** and choose the installation environment where ActiveMatrix BusinessWorks is installed and then click **Next**. For more information, see Installation Environment.
6. On the **Installation Profile Selection** page, select an installation profile to specify the installation components to be installed. Or select the **Customize Installation** check box to select the installation components. Click **Next**.
7. On the **Pre-Install Summary** page, review the information and click **Next**.
8. On the **Post-Install Summary** page, review the installation details and click **Finish**.

What to do next

Open TIBCO Business Studio for BusinessWorks and create a project to start using the plug-in. For more information, see the *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development*

Kit Developer's Guide.

Installing in Console Mode

In console mode, you can run the installer from the command line. The installer prompts for values on a console window and you can move through the installation by responding to the prompts.

Before you begin

1. Ensure that ActiveMatrix BusinessWorks is already installed. The plug-in must be installed in the same installation environment where ActiveMatrix BusinessWorks is installed.
2. From TIBCO eDelivery, download the installation package. To download the installation package, the TIBCO account credentials (user name and password) are required. If you do not have a user name and password, contact TIBCO Support.
3. Extract the content of the package to a local directory.
4. Stop all running processes in the installation environment before the installation.

Procedure

1. On a command line, navigate to the local directory where you extracted the installation package.
2. To start the installation, run the following command:

   ```
   <TIBCO Universal Installer executable file> -console
   ```

3. Respond to the messages on the command line.

   The installation options are the same as GUI mode. For more information, see Installing in GUI Mode.

4. When the installation is completed, press Enter to exit the installer.

What to do next

Open TIBCO Business Studio for BusinessWorks and create a project to start using the plug-in. For more information, see the *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Developer's Guide*.

Installing in Silent Mode

In silent mode, you can run the installer without user input by pointing the installer to an existing response file. A default response file named `TIBCOUniversalInstaller_bwpdk_<version>.silent` is packaged with the TIBCO Universal Installer. Before launching the silent installation, you must edit the response file with the information about your environment. It is recommended to make a copy of the default response file then edit that file and use it for the installation.

- If you invoke the installer with the `-silent` argument, the installer reads the input from the default response file.
- If you invoke the installer with the `-silent -V responseFile=<filename>` argument, the installer reads the input from the specified response file.

Before you begin

1. Ensure that ActiveMatrix BusinessWorks is already installed. The plug-in must be installed in the same installation environment where ActiveMatrix BusinessWorks is installed.
2. From TIBCO eDelivery, download the installation package. To download the installation package, the TIBCO account credentials (user name and password) are required. If you do not have a user name and password, contact TIBCO Support.
3. Extract the content of the package to a local directory.
4. Stop all running processes in the installation environment before the installation.

Procedure

1. On the command line, navigate to the local directory where you extracted the installation package.
2. To start the installation, run the following command:

```
<TIBCO Universal Installer executable file> -silent -V responseFile="<my_response_filename>"
```

> **Note:** If you copy the response file to another directory, not the local directory containing the installer, then provide the absolute path of the response file.

What to do next

Open TIBCO Business Studio for BusinessWorks and create a project to start using the plug-in. For more information, see the *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Developer's Guide*.

Installing by Using an Update Site

You can install the ActiveMatrix BusinessWorks plug-in in the following ways.

Installation method	Description	Reference
Install from the public update site	You can install the plug-in from within TIBCO Business Studio for BusinessWorks by using the public update site.	Installing the Plug-in by Using the Public Update Site
Install from a local update site or directory	You can install the plug-in from within TIBCO Business Studio for BusinessWorks by using a local update site or a shared directory managed by your organization.	Installing the Plug-in by Using a Local Update Site or Directory
Install using BusinessWorks Plug-ins Manager	You can install the plug-in from within TIBCO Business Studio for BusinessWorks using the BusinessWorks Plug-ins Manager.	Installing the Plug-in by Using BusinessWorks Plug-ins Manager

Installing the Plug-in by Using the Public Update Site

You can install ActiveMatrix BusinessWorks Plug-in Development Kit from within TIBCO Business Studio for BusinessWorks by using the public update site maintained by TIBCO.

Before you begin

Ensure that design time is supported for your operating system platform.

Procedure

1. Depending on the platform applicable to your plug-in, start TIBCO Business Studio for BusinessWorks:

Platform	Step
Microsoft Windows	Click **Start > All Programs > TIBCO > *TIBCO_HOME* > TIBCO Business Studio <*version*> > Studio for Designers**
Linux or macOS	Run the TIBCO Business Studio for BusinessWorks executable file located in the *TIBCO_HOME*/studio/<*version*>/eclipse directory.

   For the list of platforms supported by your plug-in, see the Readme file.

2. On the menu bar, click **Help > Install New Software** to open the installation wizard.
3. On the **Install** page, enter the URL of the public update site, http://update.tibco.com/eclipse/bw/<version>, in the **Work with** field, for example, `http://update.tibco.com/eclipse/bw/6.7`.

   You can save the URL by adding it to the list of available software sites using the TIBCO Business Studio for BusinessWorks menu **Window > Preferences > Install/Update > Available Software Sites**.
4. From the list of available plug-ins, select the plug-in you want to install. Click **Next**.

   Note: You can select more than one plug-in from the list to install multiple plug-ins at the same time.
5. On the **Install Details** page, review the components you want to install. Click **Next**.
6. On the **Review Licenses** page, review and accept the license agreement.
7. To start the installation, click **Finish**.

What to do next

Restart TIBCO Business Studio for BusinessWorks to verify that the plug-in is installed successfully.

Installing the Plug-in by Using a Local Update Site or Directory

You can install ActiveMatrix BusinessWorks Plug-in Development Kit from within TIBCO Business Studio for BusinessWorks by using a local site or directory maintained by your organization.

Before you begin

- Ensure that you downloaded the software package from the TIBCO download site and stored in an appropriate location, such as a local update site or a directory. The default package name has the format `TIB_<plugin_name>_<version>_p2installer.zip`.
- Ensure that design time is supported for your operating system platform.

Procedure

1. Depending on the platform applicable to your plug-in, start TIBCO Business Studio for BusinessWorks:

Platform	Step
Microsoft Windows	Click **Start > All Programs > TIBCO > *TIBCO_HOME* > TIBCO Business Studio <*version*> > Studio for Designers**
Linux or macOS	Run the TIBCO Business Studio for BusinessWorks executable file located in the *TIBCO_HOME*`/studio/<`*version*`>/eclipse` directory.

   For the list of platforms supported by your plug-in, see the Readme file.

2. On the menu bar, click **Help > Install New Software** to open the installation wizard.
3. On the **Install** page, click **Add** to add a new update site you want to work with.

> **Note:** You can add only one update site at a time. Repeat the following steps to add multiple repositories that contain the downloaded software packages.

a. In the **Add Repository** dialog box, click **Local** or **Archive** to locate the plug-in installation package you want to install, and then click **OK**.

b. The selected plug-in installation package is added to the **Location** field. Click **OK**. The plug-in installation package is added to the list of available software on the Install page.

4. On the **Install** page, select the plug-in you want to install. Click **Next**.

> **Note:** You can select more than one plug-in from the list to install multiple plug-ins at the same time.

5. On the **Install Details** page, review the components you want to install. Click **Next**.
6. On the **Review Licenses** page, review and accept the license agreement.
7. To start the installation, click **Finish**.

What to do next

Restart TIBCO Business Studio for BusinessWorks to verify that the plug-in is installed successfully.

Installing the Plug-in by Using BusinessWorks Plug-ins Manager

You can install the plug-in from within TIBCO Business Studio for BusinessWorks by using BusinessWorks Plug-ins Manager. TIBCO recommends that you use the same mode for installing and uninstalling the plug-in.

Before you begin

To install the plug-in by using the plug-ins manager, read the following considerations:

- You must have version 6.7.0 or later of ActiveMatrix BusinessWorks.
- Ensure that design time is supported for your operating system platform.

The software package must be available at the update site:

`http://update.tibco.com/eclipse/bw/<version>`

Here, the *version* at the end of the address reflects the version of ActiveMatrix BusinessWorks you are using. For example, `http://update.tibco.com/eclipse/bw/6.7`.

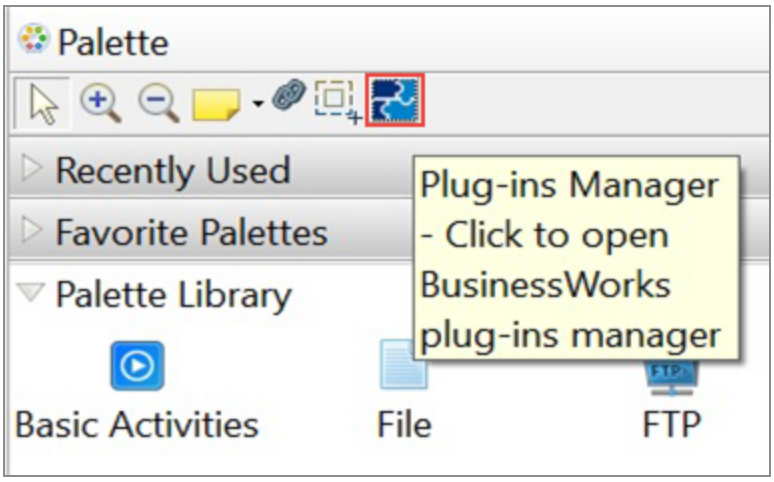
Procedure

1. Depending on the platform applicable to your plug-in, start TIBCO Business Studio for BusinessWorks:

Platform	Step
Microsoft Windows	Click **Start > All Programs > TIBCO > *TIBCO_HOME* > TIBCO Business Studio <*version*> > Studio for Designers**
Linux or macOS	Run the TIBCO Business Studio for BusinessWorks executable file located in the *TIBCO_HOME*/studio/<*version*>/eclipse directory.

   For the list of platforms supported by your plug-in, see the Readme file.

2. Open BusinessWorks Plug-ins Manager in one of the following ways:
   - On the menu bar, click **Help > BusinessWorks Plug-ins Manager**.
   - When a process is open, in the **Palette** section (right pane), click the **Plug-ins Manager** icon .



   The BusinessWorks Plug-ins Manager dialog box opens, listing all the plug-ins available on the public update site.

   To open the documentation of a plug-in, on the plug-in tile, click the **View documentation** icon or right-click and select the relevant option.

3. In the BusinessWorks Plug-ins Manager dialog box, select one or more plug-ins that you want to install, and then click **Install**.

   The list of plug-ins is displayed based on your selection of options on the **Options** tab.

4. In the Install wizard, perform the following steps:

   a. On the **Install** page, confirm that the required plug-ins are selected for installation and click **Next**.

   b. On the **Install Details** page, review the plug-in details and click **Next**.

   c. To continue, accept the terms of agreement and click **Finish**.

What to do next

Restart TIBCO Business Studio for BusinessWorks to verify that the plug-in is installed successfully.

Uninstalling by Using the TIBCO Universal Installer

You can uninstall the plug-in using the TIBCO Universal Installer, in the following modes: GUI, console, and silent.

Note:
- TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.
- Before uninstalling the plug-in, stop all running processes in the installation environment.

- Uninstalling in GUI Mode
- Uninstalling in Console Mode
- Uninstalling in Silent Mode

Uninstalling in GUI Mode

You can uninstall all the products or specific products from a selected *TIBCO_HOME* when using the TIBCO Universal Installer to uninstall the plug-in in GUI mode.

Note:
- TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.
- Before uninstalling the plug-in, stop all running processes in the installation environment.

Procedure

1. Navigate to the `TIBCO_HOME/tools/universal_installer` directory.
2. Run the executable file of the TIBCO Universal Installer for the required platform.
3. On the **TIBCO Installation Manager** page, select **Uninstall Products from a TIBCO Home Location**.
4. From the **TIBCO Home Location** list, select the *TIBCO_HOME* where the product is installed. Click **Next**.
5. On the **Welcome** page, click **Next**.
6. On the **Uninstallation Type** page, select an uninstallation option and click **Next**.

Option	Description
Custom Uninstall	You can select the products to be removed.
Typical Uninstall	You cannot select the products. All the products in the selected *TIBCO_HOME* are removed.

7. If you select **Custom Uninstall** in the previous step, select the check box next to the product to be uninstalled in the **Product Uninstall Selection** page. Click **Next**.
8. On the **Pre-Uninstall Summary** page, review the product to be uninstalled. Click **Uninstall**.
9. On the **Post-Uninstall Summary** page, click **Finish** to complete the uninstallation process and exit the installer.
10. If you have uninstalled all the software in the selected *TIBCO_HOME*, delete the folders in the installation environment and user home.

What to do next

After you have uninstalled all the software in the selected *TIBCO_HOME*, delete the residual folders (if any) in the installation environment and user home.

Uninstalling in Console Mode

If you are not working in a GUI environment, you can uninstall the software in console mode.

Note:

- TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.
- Before uninstalling the plug-in, stop all running processes in the installation environment.

Procedure

1. On a command line, navigate to the `TIBCO_HOME/tools/universal_installer` directory.
2. To start the uninstallation, run the following command:

   ```
   <TIBCO Universal Installer executable file -console
   ```

3. Respond to the messages on the command line.

   The uninstallation options are the same as GUI mode. For more information, see Uninstalling in GUI Mode.

4. When the uninstallation is completed, press Enter to exit the installer.

Uninstalling in Silent Mode

In silent mode, you can uninstall the product from the command line.

Note:

- TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.
- Before uninstalling the plug-in, stop all running processes in the installation environment.

Before you begin

1. Navigate to the local directory where you extracted the installation package.
2. Copy the `TIBCOUniversalInstaller_bwpdk_<version>.silent` response file to the `TIBCO_HOME/tools/universal_installer` directory, rename the file to `mysilent.silent`, and remove the existing entries in the `mysilent.silent` file.
3. Add the following parameters to the `mysilent.silent` file by using the `<entry key="keyname">keyvalue</entry>` syntax:

```
<entry key="uninstallProductID">bwpdk</entry>
<entry key="uninstallProductVersion">6.x.x</entry>
<entry key="uninstallTIBCOHome">c:/tibco</entry>
```

Procedure

1. Navigate to the `TIBCO_HOME/tools/universal_installer` directory.
2. Run the following command:

```
<TIBCO Universal Installer executable file> -silent -V responseFile="<my_response_filename>"
```

Note: If you copy the response file to another directory, not the local directory containing the installer, then provide the absolute path of the response file.

3. You can also use the command-line options to override the value in the silent file. The following options are supported:
   - `-V uninstallTIBCOHome="<TIBCO_HOME path>"`

- `-V uninstallProductID="<productID>"`
- `-V uninstallProductVersion="<product version>"`
- `-V uninstallAllProducts="true"`

Command-Line Options	Description
`uninstallTIBCOHome`	The path to the *TIBCO_HOME* where you want to run the uninstaller. This value is validated before the uninstallation can proceed in silent mode.
`uninstallProductID`	The ID of the product that you want to uninstall as defined in the feature `config` or `_installInfo` xml file. A wildcard "*" can be used to uninstall all products. The `uninstallAllProducts="true"` option must be used to uninstall all products.
`uninstallProductVersion`	The version of the product that you specified with the `uninstallProductID` value. If not specified, all versions matching the `uninstallProductID` are removed.
`uninstallAllProducts`	This option must be used in addition to setting `uninstallProductID="*"` in the silent file to uninstall all products.

Uninstalling by Using an Update Site

You can uninstall TIBCO ActiveMatrix BusinessWorks™ in the following ways.

Uninstallation method	Description	Reference
Uninstall using the public update site	You can uninstall the plug-in from within TIBCO Business Studio for BusinessWorks by using the public update site.	Uninstalling the Plug-in by Using the Public Update Site or Local Update Site
Uninstall using BusinessWorks Plug-ins Manager	You can uninstall the plug-ins from within TIBCO Business Studio for BusinessWorks by using the BusinessWorks Plug-ins Manager.	Uninstalling the Plug-in by Using BusinessWorks Plug-ins Manager

Uninstalling the Plug-in by Using the Public Update Site or Local Update Site

You can uninstall the plug-in from within TIBCO Business Studio for BusinessWorks by using the public update site maintained by TIBCO.

Note: TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.

Before you begin

Depending on the platform applicable to your plug-in, start TIBCO Business Studio for BusinessWorks:

Platform	Step
Microsoft Windows	Click **Start > All Programs > TIBCO > *TIBCO_HOME* > TIBCO Business Studio <*version*> > Studio for Designers**
Linux or macOS	Run the TIBCO Business Studio for BusinessWorks executable file located in the *TIBCO_HOME*/studio/<*version*>/eclipse directory.

For the list of platforms supported by your plug-in, see the Readme file.

Procedure

1. On the menu bar, select **Help > About TIBCO Business Studio for BusinessWorks**.
2. Click **Installation Details**.

   The **TIBCO Business Studio for BusinessWorks(TM) Installation Details** dialog box is displayed.
3. Select the plug-in to uninstall and click **Uninstall**.
4. On the **Uninstall Details** page, review the items to uninstall and click **Finish**.

What to do next

Restart TIBCO Business Studio for BusinessWorks to verify that the plug-in is uninstalled successfully.

Uninstalling the Plug-in by Using BusinessWorks Plug-ins Manager

You can uninstall the plug-in from within TIBCO Business Studio for BusinessWorks by using BusinessWorks Plug-ins Manager.

Note: TIBCO recommends that you use the same mode for uninstallation that you used for installing the plug-in. Using different methods for installation and uninstallation might cause some problems during uninstallation.

Before you begin

Depending on the platform applicable to your plug-in, start TIBCO Business Studio for BusinessWorks:

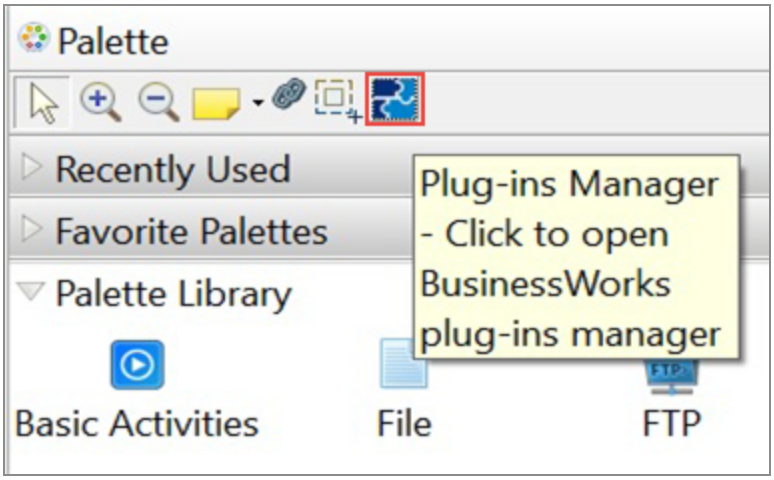
Platform	Step
Microsoft Windows	Click **Start > All Programs > TIBCO > *TIBCO_HOME* > TIBCO Business Studio *<version>* > Studio for Designers**
Linux or macOS	Run the TIBCO Business Studio for BusinessWorks executable file located in the *TIBCO_HOME*/studio/*<version>*/eclipse directory.

For the list of platforms supported by your plug-in, see the Readme file.

Procedure

1. On the menu bar, click **Help > BusinessWorks Plug-ins Manager**.

   Optionally, click the **Plug-ins Manager** icon in the Palette section.

   The BusinessWorks Plug-ins Manager dialog box opens, listing all the plug-ins available on the public update site.

2. On the **Options** tab, select the **Show only installed plug-ins** check box and select the plug-ins to uninstall.

3. Click **Uninstall**.

   The **Uninstall Details** dialog box is displayed.

4. In the **Uninstall Details** dialog box, review the components to uninstall.
5. To start the plug-ins uninstallation, click **Finish**.

What to do next

Restart TIBCO Business Studio for BusinessWorks to verify that the plug-in is uninstalled successfully.

Troubleshooting Installation

If you encounter problems with the installation or uninstallation, first ensure that your system meets all requirements. Next, check the installer log for potential problems.

The installer log file, `tibco_universal_installer.`*`username`*`_install.log`, is available at the following locations:

Platform	Location
Microsoft Windows	`C:\Users\`*`username`*`\.TIBCO\`*`install_timestamp`*
Linux	*`user_home_dir`*`/.TIBCO/`*`install_timestamp`*
macOS	`Users/`*`user_home_dir`*`/.TIBCO/`*`install_timestamp`*

The installer log file captures the following information:

- Detailed information regarding the user that invoked the installer, hostname, operating system details, and so on
- List of assemblies installed
- Information related to the Ant scripts executed by the installer

To change the location of the installer log file, specify the option `-V logFile="myLogFile"` when you run the installer.

TIBCO Documentation and Support Services

For information about this product, you can read the documentation, contact TIBCO Support, and join TIBCO Community.

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the TIBCO Product Documentation website, mainly in HTML and PDF formats.

The TIBCO Product Documentation website is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The following documentation for this product is available on the TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Product Documentation page:

- *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Release Notes*
- *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Installation*
- *TIBCO ActiveMatrix BusinessWorks™ Plug-in Development Kit Developer's Guide*

To directly access documentation for this product, double-click the following file:

`TIBCO_HOME/release_notes/TIB_bwpdk_6.3.1_docinfo.html`

where *TIBCO_HOME* is the top-level directory in which TIBCO products are installed. On Windows, the default *TIBCO_HOME* is `C:\tibco`. On UNIX systems, the default *TIBCO_HOME* is `/opt/tibco`.

How to Contact TIBCO Support

Get an overview of TIBCO Support. You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support website.
- For creating a Support case, you must have a valid maintenance or support contract

with TIBCO. You also need a user name and password to log in to TIBCO Support website. If you do not have a user name, you can request one by clicking **Register** on the website.

How to Join TIBCO Community

TIBCO Community is the official channel for TIBCO customers, partners, and employee subject matter experts to share and access their collective experience. TIBCO Community offers access to Q&A forums, product wikis, and best practices. It also offers access to extensions, adapters, solution accelerators, and tools that extend and enable customers to gain full value from TIBCO products. In addition, users can submit and vote on feature requests from within the TIBCO Ideas Portal. For a free registration, go to TIBCO Community.

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