



TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM

Installation

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Installation Overview

You can install TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM 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 a local update site managed by your organization.

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

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*).

i 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.
TIBCO® Enterprise Administrator	Optional.

Software	Description
	TIBCO Enterprise Administrator consists of a TIBCO Enterprise Administrator server, a web user interface for the server, and a shell interface, with which you can manage the applications that you create in TIBCO Business Studio for BusinessWorks.

Installing by Using the TIBCO Universal Installer

You can install the ActiveMatrix BusinessWorks™ Plug-in for MDM 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.

i 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 Components and Profiles](#)
- [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.
<i>TIBCO_HOME</i>	It is the top-level installation directory for TIBCO products. The installation environment of TIBCO ActiveMatrix BusinessWorks™ is referenced as TIBCO_HOME. On Microsoft Windows, the default value of TIBCO_HOME is C:\Program Files\tibco\bw\versionnumber.
Name	Identifies the name of the folder where the product is installed.

Installation Components and Profiles

Different installation components are associated with different functions. Using the TIBCO Universal Installer, you can select installation components during the installation.

The following installation components are available for the plug-in:

Component	Description
TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM Design	<p>This component includes the palettes, shared resources, and samples that show how the plug-in interacts with ActiveMatrix BusinessWorks. You can configure your own business process in TIBCO Business Studio for BusinessWorks with an Eclipse user interface.</p> <p>Note: This component cannot be installed alone without the runtime component.</p>
TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM Runtime	<p>This component passes and converts data to and from vendor applications. The parameters of data exchange are stored in projects that are created by using the plug-in palette.</p>

Installation components are grouped into different installation profiles. One installation profile is associated with one or more installation components. When you select a profile, the components grouped to the selected profile are installed. By default, the **Typical** installation profile is selected, therefore, the Design and Runtime installation components are installed.

The following installation profiles are available for the plug-in:

Installation Profile	Installed Components
Runtime	When this profile is selected, the ActiveMatrix BusinessWorks Plug-in for MDM Runtime component is installed.
Typical	When this profile is selected, all the installation components are installed. By default, Typical is selected.

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 [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. Download the installation package from [TIBCO eDelivery](#). To download the installation package, the TIBCO account credentials (username and password) are required. If you do not have a username 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.

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**. For more information, see [Installation Components and Profiles](#).
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 for MDM User 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. Download the installation package from [TIBCO eDelivery](#). To download the installation package, the TIBCO account credentials (username and password) are required. If you do not have a username 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.

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 for MDM User 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_bwpluginmdm_<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. Download the installation package from [TIBCO eDelivery](#). To download the installation package, the TIBCO account credentials (username and password) are required. If you do not have a username 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.

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>"
```

i 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 for MDM User Guide*.

Installing by Using an Update Site

You can install the plug-in in the following ways. For details about installation procedures, see the *Installation* guide provided with the respective plug-in.

Installation method	Description	Reference
Public update site	You can install the plug-in from within TIBCO Business Studio for BusinessWorks by using the public update site.	Installing from a Public Update Site
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
BusinessWorks Plug-ins Manager	You can install the plug-in from within TIBCO Business Studio for BusinessWorks using the BusinessWorks Plug-ins Manager.	Installing from a Public Update Site

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

You can install ActiveMatrix BusinessWorks Plug-in for MDM 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 it in an appropriate location, such as a local update site or a directory.

The default package name has the TIB_<plugin_name>_<version>_p2installer.zip format.

- 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 <studio_version> > Studio for Designers
Linux	Run the TIBCO Business Studio for BusinessWorks executable file in the <i>TIBCO_HOME/studio/<studio_version>/eclipse</i> 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 an update site you want to work with.

i 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, 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**.

i 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.

Support for TIBCO BusinessWorks Container Edition

By using TIBCO BusinessWorks™ Container Edition, you can run TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM inside the container. You can create an application archive (EAR file) for the SOAP, REST, and Docker activities of ActiveMatrix BusinessWorks™ Plug-in for MDM.

For information about the activities, see *TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM User Guide*.

Software Requirements

The following table lists the software products required to run ActiveMatrix BusinessWorks ActiveMatrix BusinessWorks™ Plug-in for MDM as a BusinessWorks Container Edition container:

Software Requirements	Description
ActiveMatrix BusinessWorks™ Plug-in for MDM	<ul style="list-style-type: none">If ActiveMatrix BusinessWorks™ Plug-in for MDM is not installed, download it from the TIBCO eDelivery website and install it. <p>For the installation steps, see the ActiveMatrix BusinessWorks™ Plug-in for MDM documentation.</p> <ul style="list-style-type: none">If ActiveMatrix BusinessWorks™ Plug-in for MDM is installed, perform the steps listed in Installing TIBCO BusinessWorks Container.
BusinessWorks Container Edition	<ul style="list-style-type: none">If BusinessWorks Container Edition is not installed, download it from the TIBCO eDelivery website and install it. <p>For the installation steps, see the TIBCO BusinessWorks Container Edition documentation.</p>

Software Requirements	Description
	<ul style="list-style-type: none"> If you have BusinessWorks Container Edition installed, perform the steps listed in Installing TIBCO BusinessWorks Container.
Docker	<p>Before adding the ActiveMatrix BusinessWorks™ Plug-in for MDM to BusinessWorks Container Edition, install Docker on the machine (if you do not have Docker installed) and perform the initial setup based on your operating system.</p> <p>For the installation procedure, see Docker documentation.</p> <div data-bbox="500 709 1390 846"> <p>Note: When you obtain third-party software or services, it is your responsibility to ensure that you understand the license terms associated with such third software or services and comply with such terms.</p> </div>

Installing TIBCO BusinessWorks Container Edition

Procedure

1. Download and install the TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM where BusinessWorks Container Edition is installed.

Note: To download the installation package, a user name and password are required. If you do not have a user name and password, contact TIBCO Support.

2. Download and copy TIB_bwppluginmdm_version_bwce-runtime.zip file to the TIBCO_HOME/bwce/version/docker/resources/addons/plugins directory ActiveMatrix BusinessWorks™ Plug-in for MDM.
3. Download and copy bwce-runtime-version.zip file to the TIBCO_HOME/bwce/version/docker/resources/bwce-runtime directory for BusinessWorks Container Edition runtime.

To add the `bwce-runtime.zip` file to BusinessWorks Container Edition runtime for the Docker or Docker based platforms, see the information about creating the BusinessWorks Container Edition application Docker image in the chapter that explains developing an application for Docker in *TIBCO BusinessWorks Container Edition Application Development*.

Creating Base Image

You can create BusinessWorks Container Edition base image on BusinessWorks Container Edition runtime.

Procedure

1. Navigate to `TIBCO_HOME/bwce/version/docker` directory.
2. Run the following command:

```
docker build -t bwce:latest .
```



Note: You must enter a space after the `latest` tag name and before the period.

3. Run the following command to list the Docker images

```
docker images
```

Confirm that the `bwce` image is available and tagged as `latest`.

For ways to extend the base image, see *TIBCO BusinessWorks™ Container Edition Application Development Guide*.

Creating Enterprise Archive (EAR) file

Create an Enterprise Archive (EAR) file to run the activity inside the container to retrieve the result of a query.

Before you begin

1. Start BusinessWorks Container Edition.
2. Create a project.
3. Configure the MDM Connection shared resource.
4. By using the MDM palette, add an activity.

For information on these steps, see the "Getting Started" section in the *TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM User Guide*.

Procedure

1. In the Project Explorer pane, right-click the *project.application* and select **Create Enterprise Archive (EAR)**.
2. In the Create Enterprise Archive (EAR) window, enter the following details:
 - In the EAR Location field, click **Browse** and select the directory where you want to save the newly created EAR file. For example *TIBCO_HOME/bwce/version/docker*.
 - In the EAR File Name field, specify the EAR file name. Example: *bwpluginmdmbwce_1.0.0*.
3. Click **Finish**.

What to do next

On the command line, enter the following command:

```
docker# ls -l
```

The newly created EAR file name is displayed.

Creating Docker Image for EAR File

You can create the Docker image for the application that is created for the ActiveMatrix BusinessWorks™ Plug-in for MDM activity.

Before you begin

To generate the Docker image, the EAR file name must match with the EAR file name

specified in the Dockerfile located at *TIBCO_HOME/bwce/version/docker*.

To verify the EAR file name inside the Docker image, on the command line, enter the following command:

```
vi Dockerfile
```

If the EAR file name does not match with the name in the Dockerfile, you can either update the Dockerfile or change the EAR file name in BusinessWorks Container Edition.

1. Take a backup of the Dockerfile located at *TIBCO_HOME/bwce/version/docker*.
2. Edit the Dockerfile as follows:

```
FROM bwce:latest
LABEL maintainer="TIBCO Software Inc."
ADD bwpluginmdmbwce_1.0.0.ear /
```

Procedure

1. To build the Docker image, run the following command:

```
docker build -t tagname .
```

For example, `docker build -t bwpluginmdmbwce:1.0.0 .`



Note: You must enter a space after the tag name (before the period) because the EAR file contains resources, directories, and files that you might want to include in the Docker image.

2. Run the following command to verify whether the Docker image is successfully created:

```
docker images
```

The newly created Docker image is displayed in the list of Docker images.

What to do next

To run the Docker image, enter the following command on the command line:

```
docker run --network host -i bwpluginmdmbwce:1.0.0
```

OR

```
docker run -i IMAGE_ID
```

All the required variables are set. BusinessWorks Container Edition is started and the newly created application is mounted, deployed, and run.

Activity Output Verification

You can verify the output for the plug-in activity by logging in to TIBCO® MDM or by enabling debug logging on the console.

- **From TIBCO® MDM:**

1. On the Event Logs page, check event logs.
2. On the Browse and Search page, browse the records in specific repositories to confirm the results.
3. Verify all attribute values and related records to confirm that the activity operation are completed successfully.

- **From the console:** By default, the output is not displayed on the console for the activities that perform read operations. You must enable debug logging to return the output for the plug-in activity on the console to write it to the log file. For information, see the "Setting Up Log Levels" section in *TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM User Guide*.

For the REST activities, you can verify an XML and JSON output.

Docker Commands

On the command line, based on the action you want to perform, you can enter one or more Docker commands for the plug-in applications.

To perform the following commands, navigate to the Docker directory. For example `TIBCO_HOME/bwce/version/docker`.

Action	Commands
To note the container ID	<pre>docker ps container ID</pre>
To stop the running container	<pre>docker stop container ID</pre>
To remove the running container	<pre>docker rm container ID</pre>
To clear the system of all Docker images and to regain some disk space (removes all unused images, containers, cache contents, and so on.)	<pre>docker system prune -a</pre>
To check that all old images and containers are removed	<pre>docker ps docker images</pre>

Troubleshooting Issues during Validation

You might come across the following issues when validating ActiveMatrix BusinessWorks™ Plug-in for MDM for BusinessWorks Container Edition:

Issue	Resolution
<p>When the container is not connected to a network, the following error is displayed:</p> <pre>Connection refused</pre>	<p>Run the following command with --network options:</p> <pre>docker run --network host -i bwpluginmdmbwce_1.0.0</pre>
<p>Applications for the REST activities failed to start with the following error:</p> <pre><CausedBy> javax.xml.parsers.FactoryConfigurationError: Provider for class javax.xml.parsers.DocumentBuilderFactory cannot be created <CausedBy> java.lang.RuntimeException: Provider for class javax.xml.parsers.DocumentBuilderFactory cannot be created</pre>	<p>In the runtime activity code, add the following code:</p> <pre>@Override public void execute(N input, ProcessContext<N> processContext, AsyncActivityController asyncActivityController)thr ows ActivityFault{ ClassLoader startingClassLoader = Thread.currentThread ().getContextClassLoader(); Thread.currentThread ().setContextClassLoader (this.getClass ().getClassLoader()); }</pre>

Uninstalling by Using the TIBCO Universal Installer

You can uninstall the plug-in by using the TIBCO Universal Installer. It is done 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 <code>TIBCO_HOME</code> 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.

i 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_bwpluginmdm_<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">bwpluginname</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>"
```

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

Uninstalling by Using an Update Site

You can uninstall the plug-in in the following ways. For details about uninstallation procedures, see the *Installation* guide provided with the respective plug-in.

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 <studio_version> > Studio for Designers
Linux	Run the TIBCO Business Studio for BusinessWorks executable file in the <i>TIBCO_HOME/studio/<studio_version>/eclipse</i> 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 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.

Troubleshooting Installation

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

Depending on the platform applicable to your plug-in, select the location of the installer log file. The installer log file, `tibco_universal_installer.username_install.log`, is available at the following locations:

Platform	Location
Microsoft Windows	<code>C:\Users\username\.TIBCO\install_timestamp</code>
Linux	<code>user_home_dir/.TIBCO/install_timestamp</code>

The installer log file captures the following information:

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

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

TIBCO Documentation and Support Services

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

How to Access TIBCO Documentation

Documentation for TIBCO products is available on the [Product Documentation website](#), mainly in HTML and PDF formats.

The [Product Documentation website](#) is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The documentation for this product is available on the [TIBCO ActiveMatrix BusinessWorks™ Plug-in for MDM Documentation](#) page.

How to Contact Support for TIBCO Products

You can contact the Support team in the following ways:

- To access the Support Knowledge Base and getting personalized content about products you are interested in, visit our [product Support website](#).
- To create a Support case, you must have a valid maintenance or support contract with a Cloud Software Group entity. You also need a username and password to log in to the [product Support website](#). If you do not have a username, 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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