



# **TIBCO® Product and Service Catalog**

## **Installation and Configuration**

*Version 5.1.0  
December 2022*



# Contents

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# Installation Overview

TIBCO® Product and Service Catalog (formerly known as TIBCO® Fulfillment Catalog) installation overview covers the following details:

- [Required Third Party Products](#)
- [Required TIBCO Products](#)
- [Operating System and Database Requirements](#)
- [Installation Guidelines](#)
- [Check the Environment Variables](#)
- [Installer Options](#)
- [Installation Modes](#)
- [Installation Related Files](#)

## Required Third-Party Products

The following table lists the required third-party products (for version details, see the TIBCO Product and Service Catalog readme file).

 **Note:** For version number details, see the product readme document.

### *Required Third-Party Products*

Component to Install	Supported Options	Reference
<b>JDK</b>	JDK 1.8 (Required for OPD) JDK 11	<i>TIBCO® MDM Installation and Configuration Guide</i>
<b>Application Server:</b> Configure a supported Application Server	JBoss Enterprise Application Platform 7.2.0 and Wildfly-26.0.0	<i>TIBCO® MDM Installation and Configuration Guide</i>

Component to Install	Supported Options	Reference
	Final	
<b>Tomcat</b>	Tomcat 8.5.x (Required)	<i>TIBCO® MDM Installation and Configuration Guide</i>
<b>Apache Ignite</b>	Apache Ignite 2.10.0 (Required)	<i>TIBCO® MDM Installation and Configuration Guide</i>

## Required TIBCO Products

The following table lists the required TIBCO Product and Service Catalog products and their purpose:



**Note:** For version number details, see the product readme document.

### Required TIBCO Products

Component	Purpose
TIBCO Enterprise Message Service™	<p>Enterprise Message Service™ is already included within TIBCO® MDM for the limited use of TIBCO Product and Service Catalog.</p> <p>Standards-based messaging software that can serve as the backbone of an SOA by providing Java Message Service (JMS) compliant communications across a wide range of platforms and application technologies.</p>
TIBCO MDM™	<p>Included within the TIBCO Product and Service Catalog Product License.</p> <p>Provides capability to ensure that your master data is consistent, complete, and accurate throughout your organization, enterprise systems, and partners. It provides a comprehensive approach to managing and synchronizing master data within your organization.</p> <p>TIBCO Product and Service Catalog is a plug-in for TIBCO MDM that enables you to easily manage and maintain complex product offerings.</p>

Component	Purpose
<b>Warning: Warning:</b> One-click installer is not supported by TIBCO Product and Service Catalog installation. For example, installers like TIB_mdm-JBOSS-PGRS_9.3.1_linux_x86_64.zip. If you want to use a PostgreSQL database, you must use the normal installer and install PostgreSQL explicitly.	

## Operating System and Database Requirements

TIBCO Product and Service Catalog supports the following set of operating systems and databases:

Operating System
Red Hat Enterprise Linux Server 7.x and 8.x 64-bit on x86-64
Database
Oracle 19c (Oracle 19.x), single and RAC
PostgreSQL 13.4

**i Note:** For more details on version details, see the product readme document.

## Installation Guidelines

The following table provides details about installation guidelines:

Installer Account	TIBCO Product and Service Catalog can be installed by a regular (non-root) user and a super-user (root). This product can be installed
-------------------	--

	<p>only where TIBCO MDM is installed.</p> <p>Product dependencies during the installation are resolved at the user level through the installation registry maintained in the user home directory.</p>
<b>Installing from a Network Drive</b>	If you intend to install the product from a network drive, you must ensure that the account used for installation has permission to access the network drive.
<b>Install Required Software First for All the Installations</b>	TIBCO recommends that you install TIB_MDM_9.3.1 before installing TIBCO Product and Service Catalog.
<b>Windowing Environment</b>	A windowing environment, such as CDE (X11 Windows), is required to run the installer in GUI mode. It is not required for a console installation or silent installation.

## Check the Environment Variables

The following table lists the environment variables with respective sample values and their description:

*Environment Variables and their Description*

<b>Environment Variable</b>	<b>Sample Value</b>	<b>Description</b>
NODE_ID	Member1	Points to the current cluster member.
MQ_HOME	/opt/MDM/mdm/9.3	Points to the installation directory.
MQ_LOG	\$MQ_HOME/log	The location where log files are generated.
MQ_COMMON_DIR	\$MQ_HOME/common	All standard configuration files



Environment Variable	Sample Value	Description
		for workflow and data validation as well as all customization are stored in this directory. This directory also holds all files generated during normal application processing.
MQ_CONFIG_FILE	\$MQ_HOME/config/ConfigValues.xml	You can set the values or parameters in this file by using the Configurator.
NLS_LANG	AMERICAN_AMERICA.UTF8	NLS parameters to specify the locale-dependent behavior of the client.
LANG	en_US.utf8	Language environment variable.
ORACLE_HOME	/home/oracle/app/product/<version>	The directory where ORACLE is installed. This is optional and only needed when you use an Oracle client.
EMS_HOME	/opt/tibco/ems/8.6	The directory where TIBCO Enterprise Message Service™ (messaging software) is installed
AC_HOME	\$MQ_HOME/plugins/ac/5.1	The directory where TIBCO Product and Service Catalog is installed.
PLUGIN_HOME	AC_HOME	-

# Installer Options

This topic lists the executable file names, TIBCO Product and Service Catalog components, and describes some of the options available during product installation.

## Executable File Names

Executable file names for TIBCO Product and Service Catalog vary by edition, version number, and platform. In this document, the executable file names are displayed using variables where needed, for example:

`TIB_cim-ac_<version>_<platform>`

where:

- `version` is the three-digit version number for the current TIBCO Product and Service Catalog release, for example, 5.1.0
- `platform` is an abbreviated form of the hardware platform for which the executable is intended, for example, `linux_x86_64`.

### Linux

Linux: `TIB_cim-ac_5.1.0_linux_x86_64.zip`.

## TIBCO Product and Service Catalog Components

The following are the components included in each edition:

TIBCO Product and Service Catalog Plugin—An application plug-in for managing and maintaining complex products, offerings, and services.

TIBCO Product and Service Catalog Plugin contains the following different artifact categories:

- Binary files
- TIBCO Product and Service Catalog metadata
- Validation rules for metadata

- Migration Scripts

## Typical or Custom Installation

Download the TIBCO Product and Service Catalog installation package or install the components from a compact disc. The installer prompts you to accept the license agreement and allows you to choose an option to perform either a typical install or a custom installation (full installer only).

- Typical installation has minimal prompts and installs standard components in default locations.
- Custom installation prompts you to choose the product suite components you wish to use, and then installs only those components.

## Installation Modes

The installer allows you to run the installation in the following modes:

### *Installation Modes*

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**GUI Mode** In the GUI mode, you can select the product and the product location. The GUI mode is used when you run the installer by double-clicking on the GUI mode icon.

For more details, see [Installing in GUI Mode](#).

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**Console Mode** In the Console mode, you can run the installer from the command prompt or terminal window in a non-Windows environment.

For more details, see [Installing in Console Mode](#).

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**Silent Mode** In the Silent mode, you can either install using default settings or using a response file that is saved during an earlier installation. Silent mode installs without user prompts.

For more details, see [Installing in Silent Mode](#).

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# Installation Related Files

This section provides information about the following topics:

- [Installer Disk Space Requirements in Temporary Area](#)
- [Installation Registry History and Log Files](#)

## Installer Disk Space Requirements in Temporary Area

This section describes the temporary disk space requirements for TIBCO Product and Service Catalog.

### UNIX Platform

The installer launcher extracts a Java Virtual Machine (JVM) in a temporary directory and then uses this JVM to launch itself. The size of the extracted JVM differs from platform to platform.

On UNIX platforms the following disk space is required in the temporary area:

- 256 MB (minimum) of free disk space in /tmp

If your system does not have sufficient free disk space in the above temporary area, you can still run the installer with a different temporary area by using the following option when starting the installer:

```
install_package_name.bin -is:tempdir /new_tmp
```

where /new\_tmp has sufficient free disk space.

### Disk Space Requirement in User Home Directory

On UNIX platforms when a regular (non-root) user installs a TIBCO product, the installation registry (two vpd files) is maintained in the user home directory. As more products are installed, entries are added to these vpd files.

The user home directory must have a minimum of 50-100 GB of free disk space.

## Installation Registry History and Log Files

Installation and uninstallation log files are in the \$HOME/.TIBCO directory within the installer user home directory. The files use the following format:

- .TIBCO/install\_<yyyy-mm-dd.hhmmss>/tibco\_universal\_installer.<username>\_install.log
- .TIBCO/uninstall\_<yyyy-mm-dd.hhmmss>/tibco\_universal\_installer.<username>\_uninstall.log

The installer and uninstaller log the history and maintain the registry files in the \$HOME/InstallShield directory.



**Caution: Caution:** Do not edit, rename, move, or remove the files in the \$HOME/InstallShield directory.

# Installing TIBCO Product and Service Catalog

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This section describes the installation and uninstallation of TIBCO Product and Service Catalog using TIBCO Universal Installer `TIBCOUniversalInstaller-<os platform>.bin`.

## Procedure

1. Set the environment variables `JBOSS_HOME` and `NODE_ID`.
2. Set the `JAVA_HOME` variable to `$TIBCO_HOME/tibcojre64/11.0`

 **Note:** `tibcojre64/11.0` is visible after the installation of TIBCO MDM.

3. Do not keep any `$JAVA_HOME/bin` in `PATH` before installation.
4. Extract JDK 11.0 at a location such as `/tmp/jdk` and set absolute path `/tmp/jdk/bin` in the `PATH` environment variable.
5. Remove the `/tmp/jdk bin` from `PATH` and set `$JAVA_HOME/bin` in the `PATH` environment variable after installation.
6. If the database is Oracle, you can set the environment variable as `ORACLE_HOME` if you use an Oracle client, or else can use the `ojdbc jar`.
7. If the database is Oracle, its services should be up and running as installation creates the seed data for TIBCO Product and Service Catalog.
8. Copy the `ECM.ear` file of TIBCO MDM 9.3.1.HF1 into `MQ_HOME`. The TIBCO MDM `ECM.ear` file can be copied from `$MQ_HOME/customEAR` if TIBCO MDM has been installed but not deployed to an application server. Otherwise, copy the TIBCO MDM `ECM.ear` file from the respective application server's deployment directory.

 **Important:** If you are installing TIBCO Product and Service Catalog for the first time, install and configure TIBCO MDM as per the documentation.

TIBCO Product and Service Catalog is a TIBCO MDM plug-in. TIBCO Universal Installer creates the TIBCO Product and Service Catalog directory and subdirectories in `$AC_`

HOME.

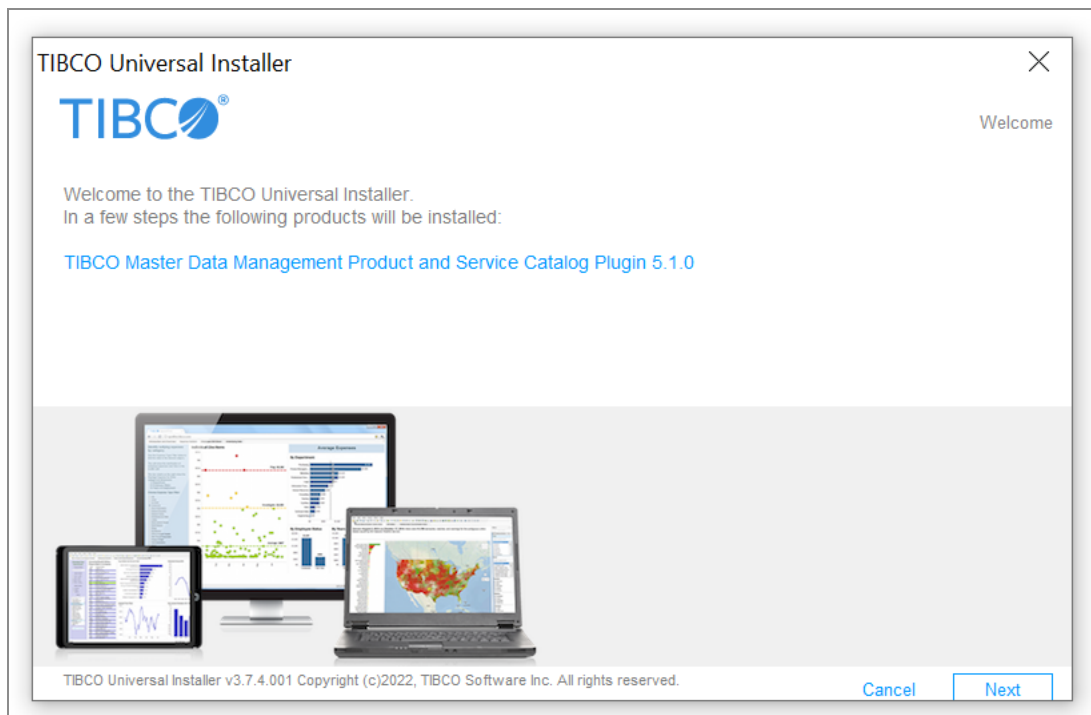
**i Note:** The value of \$AC\_HOME is \$MQ\_HOME/plugins/ac/5.1.

## Installing in GUI Mode

The following procedure lists the steps to install TIBCO Product and Service Catalog in the GUI mode:

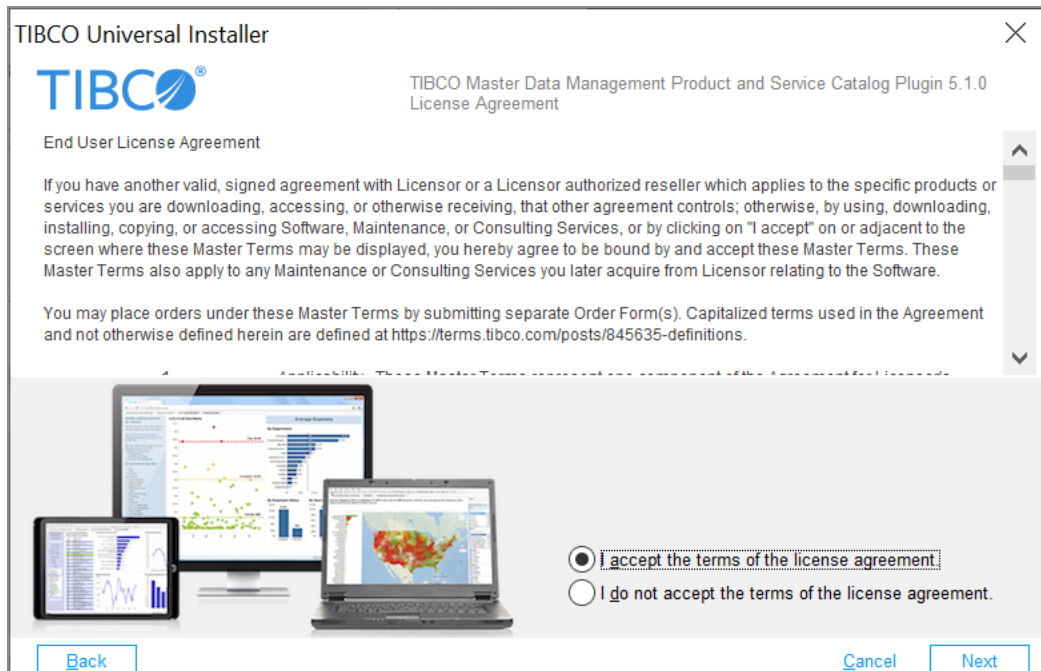
### Procedure

1. Open the physical media or download the TIBCO Product and Service Catalog product package.
2. Extract the TIBCO Product and Service Catalog product archive file to a temporary directory.
3. Navigate to the temporary directory and run **TIBCOUniversalInstaller**.
4. Review the information on the Welcome dialog box and click **Next**.

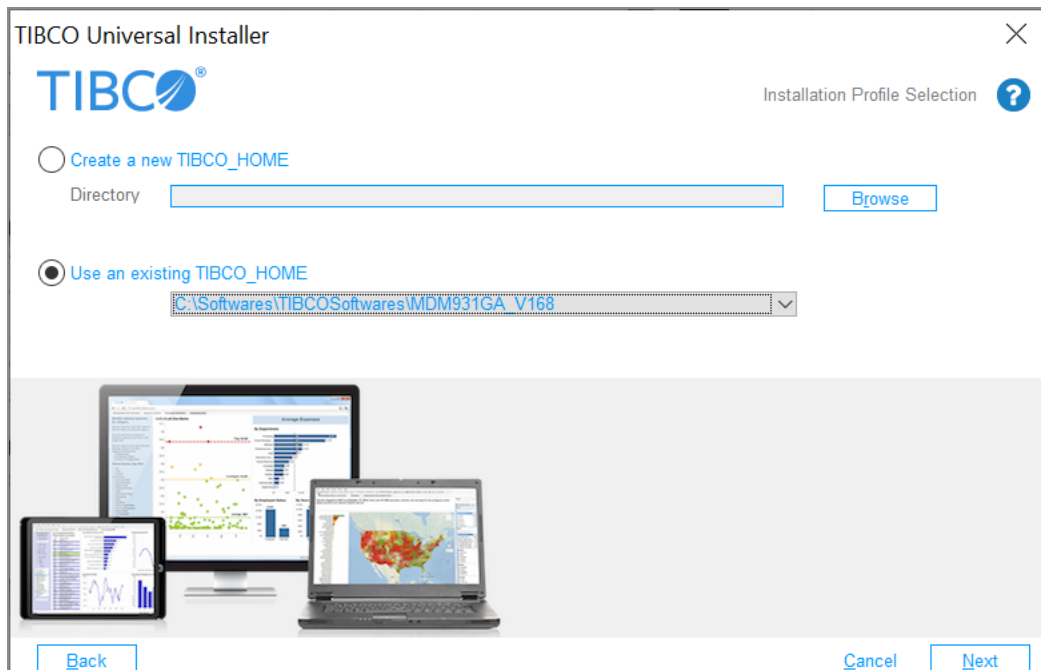


5. The License Agreement dialog box appears. Review the terms of the license

agreement and select **I accept the terms of the license agreement**. Then click **Next** to continue with the installation.

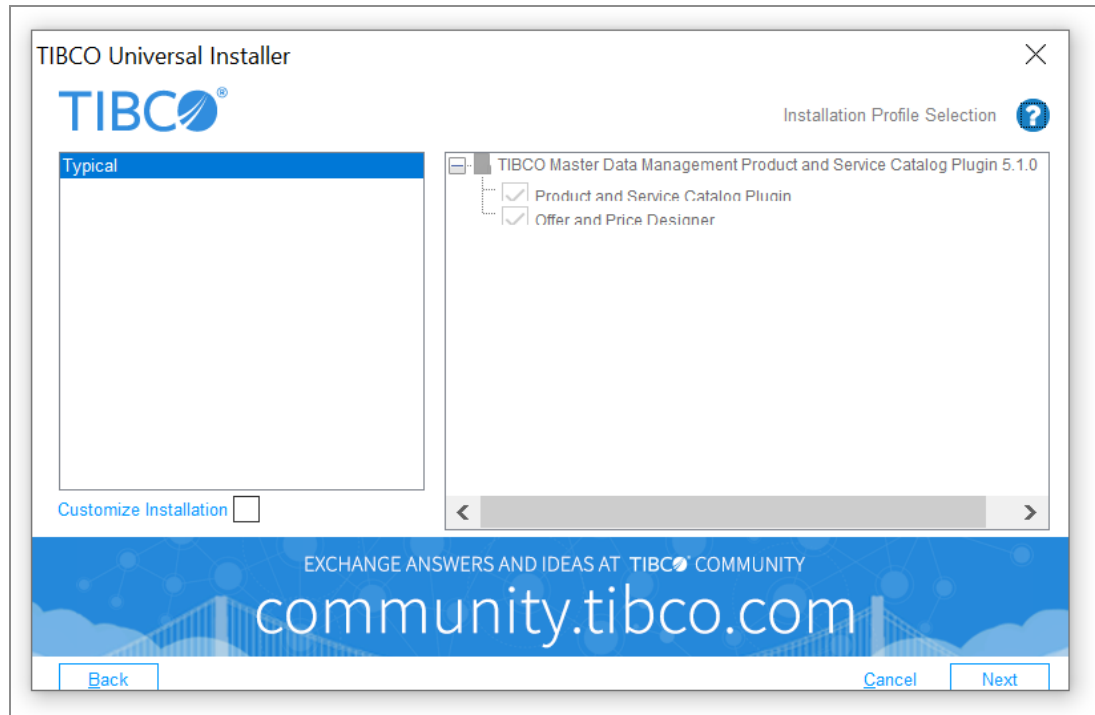


6. Select the environment where TIBCO MDM is installed and click **Next**. The Installation Type dialog box appears.

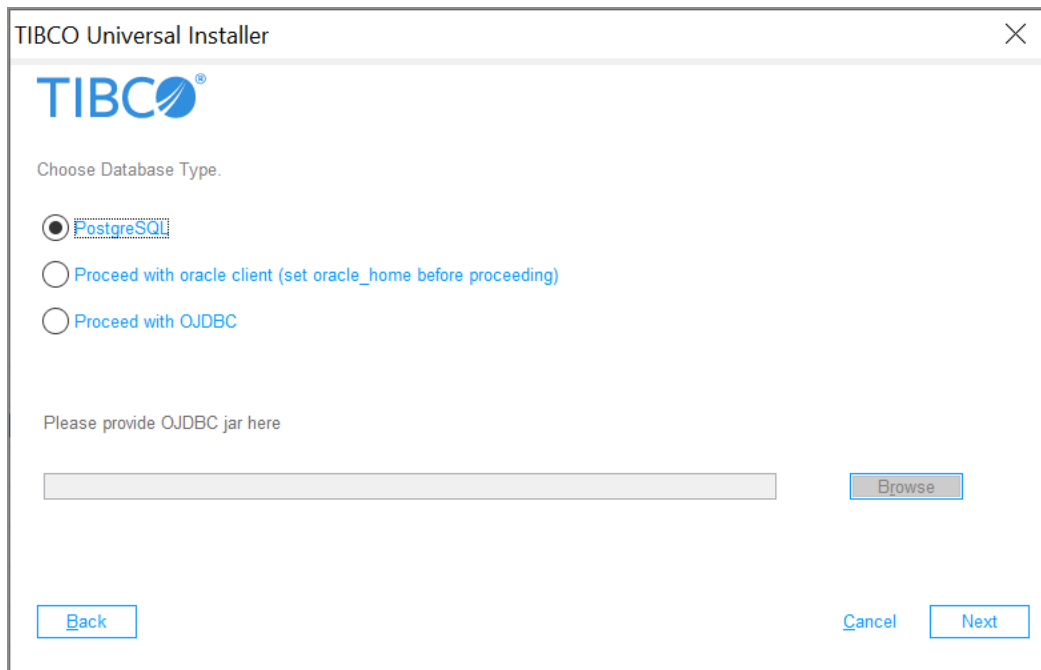




7. On the Installation Type dialog box, select one of the following available options:
  - a. Select the **Typical** option to install all the default features or
  - b. Select the **Custom** option to install the features of your choice.

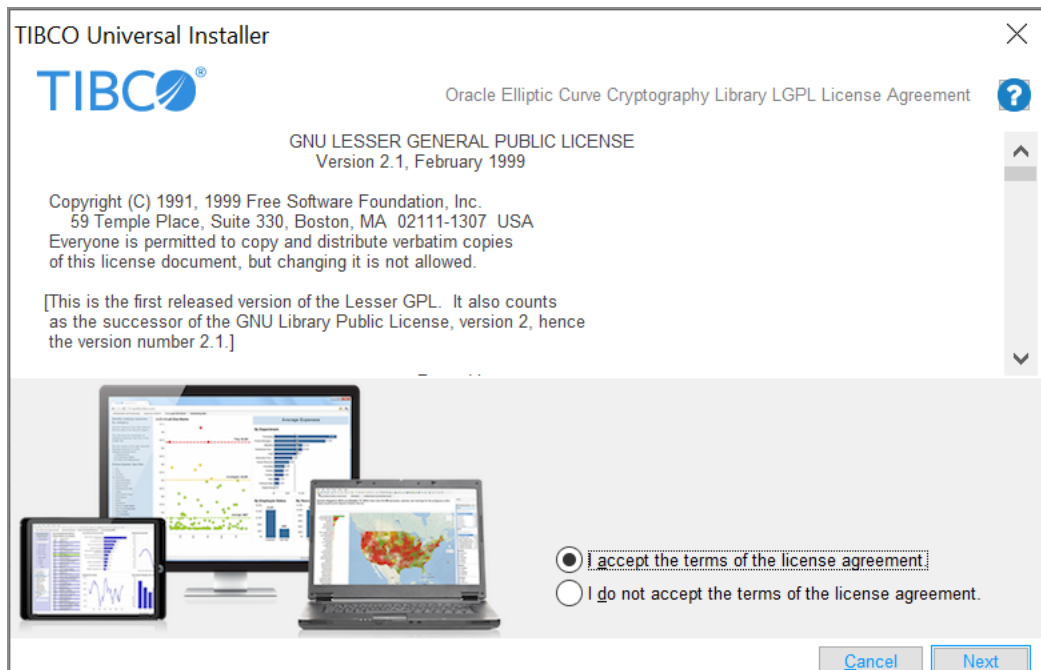


8. Select the database type and click **Next**.

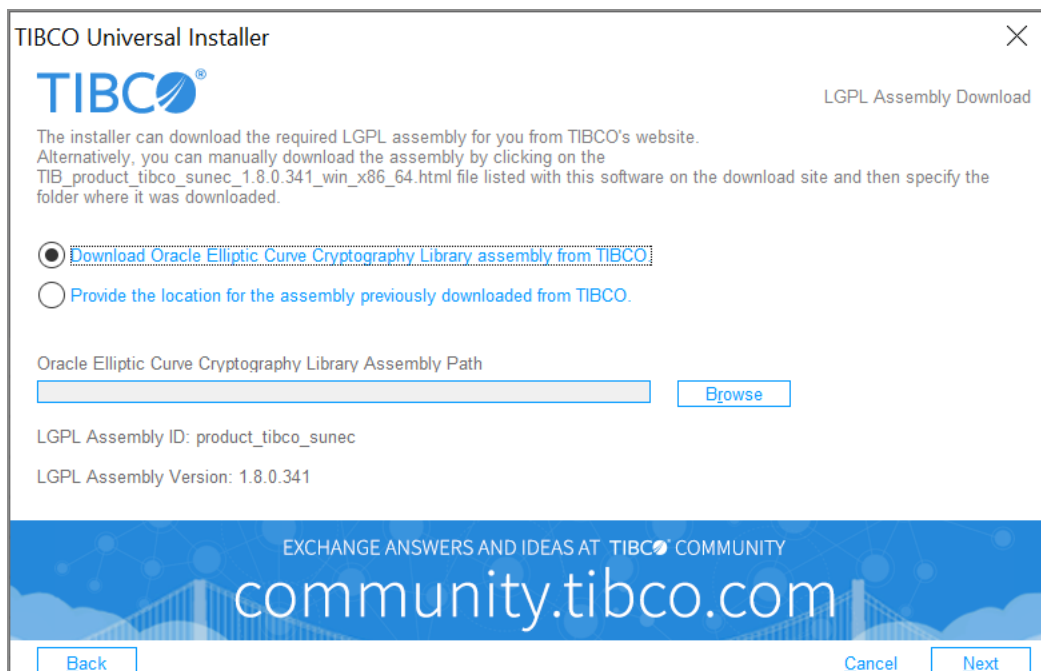


**i Note:** For the OJDBC option, you must provide the absolute path where the ojdb.jar is present.  
Example: /home/apps/installer/ojdbc8.jar

9. Follow the UI instructions and accept the license agreement. Then click **Next** to continue with the installation.

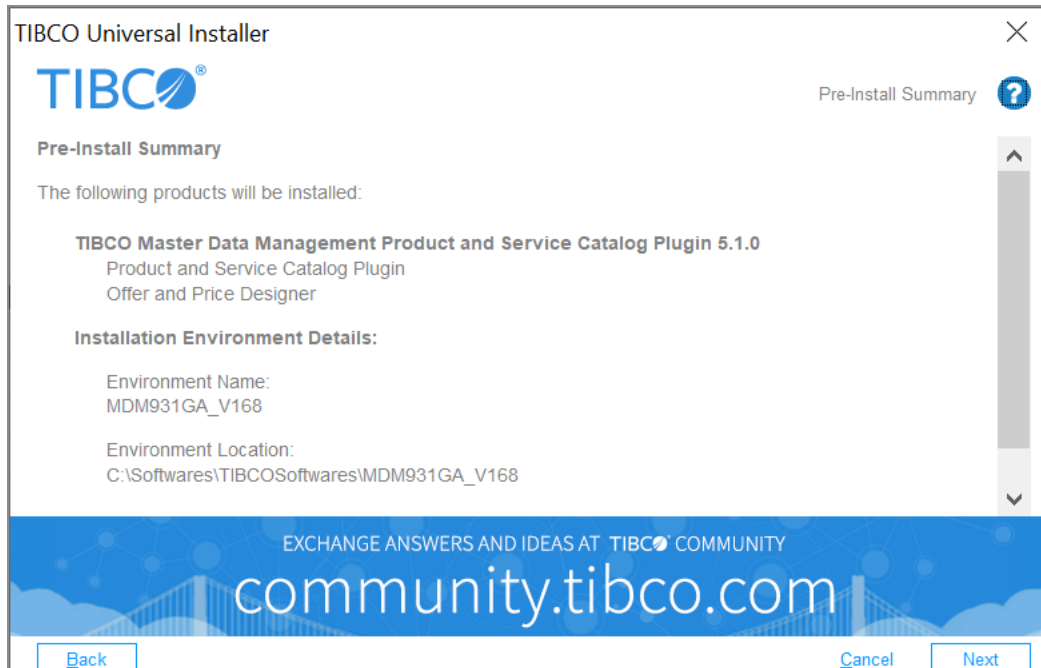


10. You can download the LGPL assembly from TIBCO's website or provide the location for the assembly if you have already downloaded it.



11. Click **Next**.
12. Select the TIBCO\_HOME path and click **Next**. After the installer configures your

installation choices, the **Pre-Install Summary** dialog box appears. Review the information displayed in the dialog box. If you want to change any of your choices, click **Back** to step back through the dialogs to the appropriate point. You can then proceed with the installation process.



13. Verify the list of features selected for installation and click **Install**.
14. When the installation is complete, the Post Install Summary dialog box is displayed. Click **Finish** to exit from the installer. Wait for the installer to delete the temporary files.

### What to do next

Complete the [Postinstallation Tasks](#). After performing the postinstallation tasks, run the Configurator. For more details, see [Configuration of TIBCO Product and Service Catalog](#).

## Installing in Console Mode

This section lists the steps to install TIBCO Product and Service Catalog in the Console mode:

### Procedure

1. Open the physical media or download the TIBCO Product and Service Catalog product package.
2. Extract the TIBCO Product and Service Catalog product archive file to a temporary directory.
3. Using a console window, navigate to the temporary directory that contains the universal installer and run the installer using the following command line:

```
bash-3.00$ ./TIBCOUniversalInstaller-<os platform>.bin -console
```

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

**i Note:** After installing TIBCO Product and Service Catalog, run the Configurator. For more details, see [Configuration of TIBCO Product and Service Catalog](#). Complete the post installation tasks. For more details, see [Post Installation Tasks](#).

## Installing in Silent Mode

The `TIBCOUniversalInstaller.silent` file is packaged in the directory that contains the universal installer. 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 then edit the file for silent mode.

If errors occur during installation, they are listed in the installation log file, which is located in the `User_Home/.TIBCO` directory.

To install TIBCO Product and Service Catalog in silent mode, perform the following steps:

### Procedure

1. Open the physical media or download the TIBCO Product and Service Catalog product package.
2. Extract the TIBCO Product and Service Catalog 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 name the file.
5. Using a text editor, open the `TIBCOUniversalInstaller.silent` file, and update the installation location and the list of features to install.
6. Run the installer. For example:

```
TIBCOUniversalInstaller-<os>.bin -silent
```

When the installation completes, a line similar to the following is written to the installer log file:

```
Install, com.tibco.installer.util.TIBCOInstaller, dbg.Debug, The  
installation has completed. Please check the log file for additional  
information.
```

7. Complete the post installation tasks. For more details, see [Post Installation Tasks](#).

**Note:** After installing TIBCO Product and Service Catalog, run the Configurator. For more details, see [Configuration of TIBCO Product and Service Catalog](#).

## Uninstalling TIBCO Product and Service Catalog

Use the following option to uninstall TIBCO Product and Service Catalog from the supported UNIX platform:

### Procedure

1. To uninstall TIBCO Product and Service Catalog from the supported UNIX platform, navigate to the `$TIBCO_HOME/tools/universal_installer` directory and run the `TIBCOUniversalInstaller-<os-type>.bin` script.

**Note:** Uninstaller uninstalls the files which are installed during the installation. It does not delete the seed data and repository metadata.

# Post Installation Tasks Performed by the Installer

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TIBCO Product and Service Catalog installer performs a set of tasks as a part of the postinstallation steps, which require no intervention. You must only check the logs if something fails during these tasks.

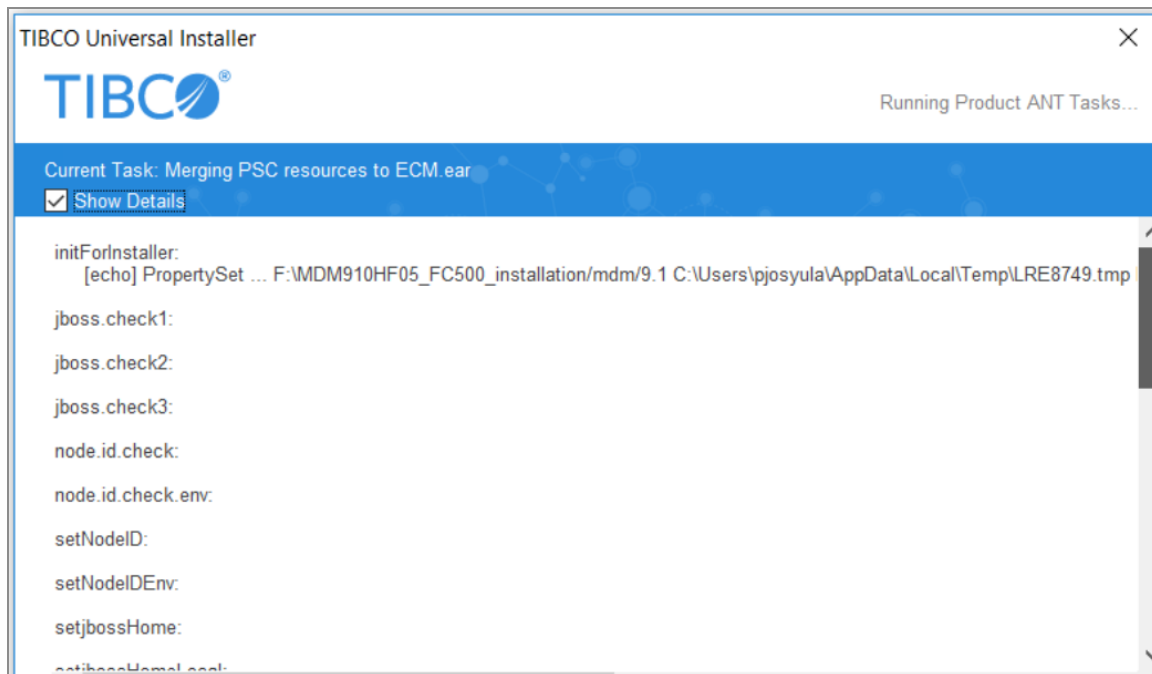
The list of post installation tasks that are performed by the installer are as follows:

- [Merge TIBCO Product and Service Catalog Resources into ECM.ear](#)
- [Application Server Setup](#)
- [Database Setup](#)
- [Merge Configuration Files](#)
- [Pre-Created Sample Enterprise](#)
- [TIBCO Enterprise Message Service Configuration](#)

## Merge TIBCO Product and Service Catalog Resources into ECM.ear

The installer merges the TIBCO Product and Service Catalog resources into the TIBCO MDM \$MQ\_HOME/ECM.ear file for deploying TIBCO Product and Service Catalog. The installer also deploys the merged ECM.ear file to the application server.

The following sample screen is displayed during installation:



## Application Server Setup

For the JBOSS EAP or Wildfly application server, the TIBCO Product and Service Catalog installer automatically creates **TIBCO Product and Service Catalog** module in the \$JBOSS\_HOME/modules that is used by the server to fetch the `acprop.jar` file for loading the properties files.

## Database Setup

There are a few database scripts used for adding TIBCO Product and Service Catalog specific seed data into the database.

You must create the seed data manually for PostgreSQL. For more details, see [Creating Seed Data for TIBCO PSC in PostgreSQL Database](#).



## Merge Configuration Files

Configurations specific to TIBCO Product and Service Catalog are merged into the respective TIBCO MDM configuration files.

The example for configuration files are:

- ConfigValues\_AC.xml
- allmenu.xml
- defaultdata.xml

## Pre-Created Sample Enterprise

TIBCO Product and Service Catalog has been pre-loaded with a sample PSC510 enterprise.

You can start using the system immediately after installation owing to the pre-created sample enterprise.

The sample enterprise name is PSC510, which is also the version number.

The credentials to log in to the sample enterprise are as follows:

Enterprise Name	PSC510
Username	sample
Password	Pscstest@12

## TIBCO Enterprise Message Service Configuration

The installer creates the required Enterprise Message Service topics for the TIBCO Product and Service Catalog. The installer connects to the EMS\_HOME which is set in the environment variable. The Enterprise Message Service hostname, port, username, and password are taken from the <MQ\_HOME>/config/ConfigValues.xml file.

# Post Installation Tasks

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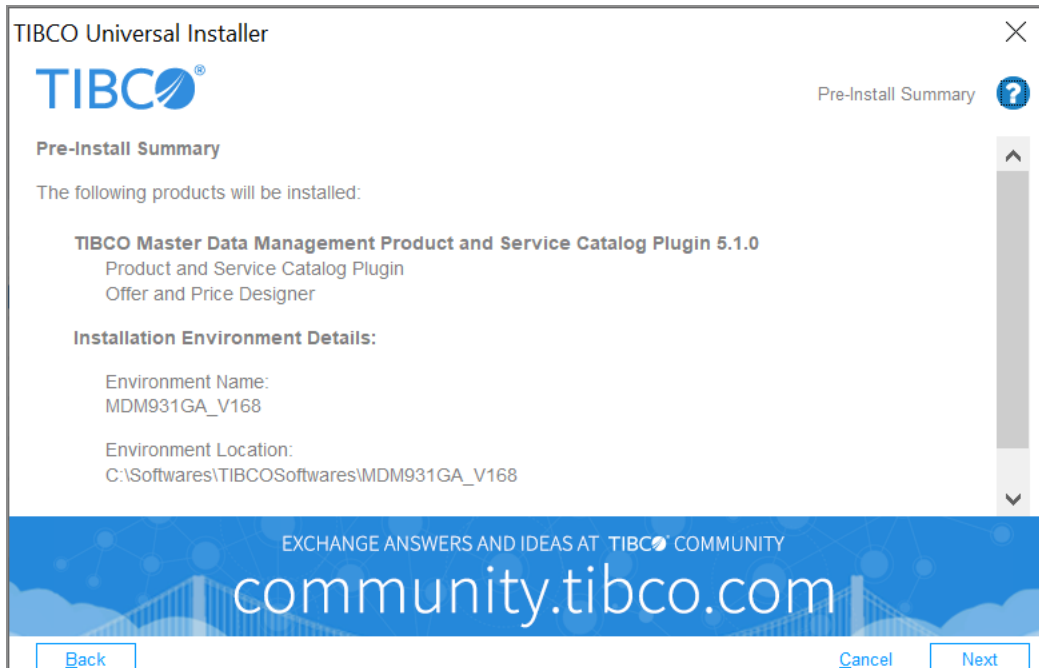
Perform the following steps after installing TIBCO Product and Service Catalog:

- [Verify the Installation](#)
- [Grant Privileges to the User](#)
- [Creating Seed Data for TIBCO PSC in PostgreSQL Database](#)
- [Best Practices for TIBCO Product and Service Catalog Installation](#)
- [Deploying Offer and Price Designer](#)
- [Configuration of TIBCO Product and Service Catalog](#)

## Verify the Installation

After the installation is complete, it is recommended to open the log file and check for any errors.

The log file location is shown in the following image:



If there is an error, then it means that the post installation tasks performed by the installer have not been completed successfully.

For more details on troubleshooting errors in the post installation logs, see [Installation FAQs and Troubleshooting](#).

## Grant Privileges to the User

You must have the "create table" privileges in the database. Run the grant Create Any Table to `<db_username>` command as a Database Administrator.

```
SQL> grant Create Any Table to <db_username>;
```

For instance, for the `<db_username>` as `cimuser`, the command to grant privilege is:

```
SQL> grant Create Any Table to cimuser;
```

# Creating Seed Data for TIBCO PSC in PostgreSQL Database

SQL scripts are used for adding TIBCO Product and Service Catalog specific seed data into the database. TIBCO Product and Service Catalog provides a utility for this task. The installer executes this utility automatically if the database is PostgreSQL as a part of the TIBCO MDM installation (one-click installer).

The procedure to create seed data must be performed only if the PostgreSQL database resides outside \$MQ\_HOME.

Perform the following steps to create seed data for TIBCO Product and Service Catalog in the PostgreSQL database:

## Procedure

1. Navigate to the location \$AC\_HOME/db/postgreSQL/install.
2. Run install\_ac.bat/install\_ac.sh file based on the platform (Windows or Linux).
3. Provide the inputs like PostgreSQL installation directory path, database name, host, port, username, and password.



**Important:** Check the logs for database script execution at \$AC\_HOME/db/postgreSQL/install/logs.

# Best Practices for TIBCO Product and Service Catalog Installation

You need to configure the following settings in the ConfigValues.xml file for TIBCO Product and Service Catalog installation:

- Set com.tibco.mdm.optimization.cacherbaccess to true.
- Set com.tibco.mdm.bundlecache to true.

# Deploying TIBCO Offer and Price Designer

This is an optional step.

Deploy the Offer and Price Designer war file in Tomcat.

## Procedure

1. Install Apache Tomcat 8.5.32. For more details, see Apache Tomcat installation guide.
2. Copy `opdesigner.war` from `$AC_HOME` to the `webapps` directory of the Tomcat installation (as mentioned in Step 1).
3. Create a `setenv.sh` file inside `<TOMCAT_INSTALLATION>/bin` and add following lines:

```
JAVA_OPTS="-Dfc.host=<<hostIP>> -Dfc.port=<<port>> -  
Dlogging.file=<<log file location>>"
```

4. Set the TIBCO Offer and Price Designer in lite or heavy mode by using `app.dataVolume` property in the `setenv.sh` file:

for lite mode, add the following line:

```
JAVA_OPTS="-Dapp.dataVolume=lite"
```

For heavy mode, add the following line:

```
JAVA_OPTS="-Dapp.dataVolume=heavy"
```

5. Start Tomcat.
6. Access the TIBCO Offer and Price Designer UI with the following URL:

`http://host:port/opdesigner`



**Note:** For more details, see *TIBCO TIBCO Product and Service Catalog - Offer and Price Designer User's Guide*.

# Configuration of TIBCO Product and Service Catalog

The Configurator is a web-based configuration application that allows you to configure various properties for TIBCO Product and Service Catalog. It can be used for the initial setup and maintenance of the TIBCO Product and Service Catalog application.

You can use the add-on plugin installer and the following artifacts are created:

- Enterprise
- Single user with Enterprise credentials as admin
- Repository metadata
- Process definitions and register the workflow
- Workflow and maps from the installation directory to the enterprise directory
- Validation file to its respective repository directory
- Admin privileges are assigned to the user. For example, assign permission to access Publish Catalog, Import from TIBCO Fulfillment Provisioning, Export PSC Data, and Import PSC Data

For more details on configuring TIBCO Product and Service Catalog version 5.1.0, see [Setting the Required Configurations for TIBCO Product and Service Catalog](#).

## Invoking Configurator

To invoke the configuration, perform the following steps:

### Procedure

1. On the command prompt, access the `$MQ_HOME/configurator/server/bin` directory.

**Note:** Before invoking Configurator, ensure that environment variable `NLS_LANG` is set to `AMERICAN_AMERICA.UTF8` and `LANG` to `en_US.utf8`. Confirm if the `PLUGIN_HOME` environment variable is set or not.

2. Start the server using the `start.sh` command.

**i Note:** To stop the Configurator, use the `stop.sh` command.

## Accessing Configurator

To access the configuration, perform the following steps:

### Procedure

1. Invoke the Configurator by using `http://<localhost>:<port>/config/index.html`.
2. Enter the username as *admin* and password as *euc!1dAl*. Click **Login**.

## Setting the Required Configurations for TIBCO Product and Service Catalog

### Before you begin

**i Note:** Ensure that the TIBCO Product and Service Catalog application is up and running.

### Procedure

1. Access TIBCO Product and Service Catalog Configurator.
2. Select **Tools** and click **Add-on Plug-in Installer**. The TIBCO MDM Plug-in add-on installer pop-up is displayed.
3. Select the Plug-in type as **TIBCO Product and Service Catalog5.1.0** and click **Next**.
4. Select the **Installation Mode**.
5. Click **Next**.
6. Specify the **Enterprise Name**, **User Name**, **Ent Password**, **PSC Server URL** with

**Portno**, and **Super Enterprise with Username and Password** as per the syntax and verify the \$MQ\_COMMON\_DIR path. Click **Next**.

**Add-on Plug-in Installer**

1. Specify Plug-in Details

2. Plug-in Installation Details

**Plug-in Installation Details** Specify the release version path of MQ\_COMMON\_DIR.

MQ\_COMMON\_DIR Path  
/home/postgres/tibco/mdm/9.1/common

Enterprise Name  
FC

User Name  
admin

Enterprise Password  
Tibco321

PSC Server URL with Portnumber e.g. <http(s)>://<PSC HostName or IPAddress>:<PSC Port number>  
http://localhost:9080

Super Enterprise with Username and Password e.g. <Super EnterpriseName>/<SuperAdminUsername>/<SuperAdminPassword>  
TIBCOCIM/tadmin/euc1dAI

Previous Finish Cancel

- Click **Finish**. The Configurator creates the enterprise with the provided username and password as admin. These details must be the same as those used in TIBCO MDM. For more details, see *TIBCO MDM System Administration*.

**Note:** You can use any username, but you must use the same username for TIBCO Product and Service Catalog.

- On the Installation Summary page, click **OK**.

Verify the following components:

- Verify the following configuration settings under the \$MQ\_COMMON\_DIR directory:
  - Maps (.xml) are created in the \$MQ\_COMMON\_DIR/<createdenterprisename>/maps directory.
  - Workflow files are created in the \$MQ\_COMMON\_DIR



DIR/<createdenterprisenam>/workflow directory.

- Rulebase file is created in \$MQ\_COMMON\_DIR/<createdenterprisenam>/rulebase directory

- Note:** After the installation, log in to TIBCO Product and Service Catalog. Verify the following:
- Whether the enterprise and default credentials (admin) were successfully created
  - Whether the repositories were created, and whether the process definition was configured
  - To integrate TIBCO Product and Service Catalog with TIBCO® Fulfillment Provisioning, provided you have TIBCO Fulfillment Provisioning configured on your computer, see the "Integration Between TIBCO Product and Service Catalog and Fulfillment Provisioning" section in the *TIBCO Product and Service Catalog User's Guide*.

## Creating TIBCO Product and Service Catalog Enterprise with Metadata Manually

To manually create TIBCO Product and Service Catalog Enterprise, with metadata, perform the following steps:

### Procedure

1. Log in to TIBCO MDM and create an Enterprise with the Administrator Role (user).

- Note:** For details on creating Enterprise and user, see *TIBCO MDM User's Guide*.

2. Log in to TIBCO MDM using newly created Enterprise and login credentials.
3. Go to the \$AC\_HOME/common/standard/rulebase directory, and copy all files to the \$MQ\_COMMON\_DIR/<Enterprise\_Internal\_Name>/rulebase directory.
4. Go to **System Operations > Import Metadata**.

5. Upload the `ProductAndServiceCatalog_Metadata.zip` file located at the `$AC_HOME/samples` location. Monitor events log and wait till the Event Status shows the success message.
6. Go to **Master Data > Repositories** to verify that all the repositories are created.

## Setting Configuration for Decoupling of Documentation

Just like the TIBCO MDM documentation, TIBCO Product and Service Catalog documentation is also decoupled from the product installation. Therefore, to integrate documentation in the application, select either online or offline for the `com.tibco.cim.help.url` (TIBCO MDM Help Configuration) property in Configurator. The default value is online.

- **Online:** Using this mode, you can access the documentation online when you are in the network. In the online mode, by default, the documentation is linked to the latest documentation site URL.
- **Offline:** Select this mode if you are off the network and want to access the documentation in the application. Stop the TIBCO MDM server if it is running, and then perform the following steps:

**i Note:** The following steps only mention the decoupling of TIBCO Product and Service Catalog documentation. For more details on decoupling TIBCO MDM documentation, see *TIBCO MDM Installation Guide*.

### Procedure

1. Copying Documentation Directory:
  - a. Go to <https://docs.tibco.com> and access TIBCO Product and Service Catalog documentation.
  - b. Click the **Versions** tab to access the release specific documentation assembly.
  - c. Click **Download All** to download all documentation including PDF and HTML Help.
  - d. Save the .zip file to your local directory.

- e. Extract contents of the documentation .zip directory.
- f. Go to \$MQ\_HOME and locate ECM.ear\EML.war.
- g. Create the doc subdirectory inside the help folder.
- h. Copy the html directory extracted from the documentation .zip directory inside the doc subdirectory.
- i. Deploy the modified ECM.ear file to the Application Server.

## 2. Specifying Configurations:

- a. Restart the Configurator.
- b. Click **Advanced** in the **Configuration Outline** section. A list of advanced configuration categories is displayed.
- c. Select the **UI Setting** category.
- d. Select **offline** from the TIBCO MDM Help Configuration property drop-down list.
- e. Click **Save**. The Save dialog box is displayed.
- f. Enter the description, if any.
- g. Click **Save**. The configuration changes are saved.

## 3. Hot Deploying on Application Server:

- a. Go to **Initial ConfigNodeID**
- b. Click **Save & Redeploy**. The Save & Redeploy dialog box is displayed. For Host Name, by default, **localhost** is displayed.
- c. Enter the description, if any.
- d. Click **Save**. The TIBCO MDM Help Configuration property is deployed at run time on the application server.

## 4. Verifying Help:

- a. Restart the TIBCO Product and Service Catalog server.
- b. Click **Help** on any screen, the TIBCO Product and Service Catalog documentation is displayed.

# Configuring TIBCO Product and Service Catalog for PostgreSQL

---

This topic explains the configuration of TIBCO Product and Service Catalog for use with PostgreSQL 13.4 version and later.

If you install TIBCO MDM using a standalone installer and if you install PostgreSQL 13.4 on your system, you must configure TIBCO Product and Service Catalog for PostgreSQL.

## Before you begin

Before configuring the TIBCO Product and Service Catalog for PostgreSQL 13.4 version, the following prerequisites have to be met:

- Install TIBCO MDM 9.3.1.HF1, which supports JBOSS EAP or Wildfly, and verify the installation logs to confirm a successful installation. For more details about TIBCO MDM 9.3.1 installation, see *TIBCO® MDM Installation and Configuration Guide* and the *TIBCO MDM 9.3.1 Readme* file.
- Configure JBOSS EAP/Wildfly. For more details related to configuring JBOSS EAP/Wildfly, see the topic "TIBCO MDM Installation on Application Servers" within the *TIBCO® MDM Installation and Configuration Guide*.
- Install TIBCO Enterprise Message Service 8.6 and create the channels for TIBCO MDM. For more details, see *TIBCO® MDM Installation and Configuration Guide*.
- Install PostgreSQL 13.4, verify the installation, and ensure that the folder structure conforms to the requirements of TIBCO MDM 9.3.1 database script creation.

## Procedure

1. Run the `install.sh` file within the `$MQ_HOME/db/postgreSQL/install/` location. Enter the necessary details, and verify whether the tables and seed data are proper or not.
2. Edit the `ConfigValues.xml` file, within the `$MQ_HOME/config/` location, and also edit the `standalone.xml` file within the `$JBOSS_HOME/standalone/configuration/` location and specify the database details. In the `ConfigValues.xml` file search for the group `DatabaseServerType` and enter the value `POSTGRES`. You can specify the

database details using the Configurator as well.

3. Start the following servers: EMS, PostgreSQL, and JBOSS EAP/Wildfly.
4. Login to the TIBCO MDM enterprise using the super admin enterprise name Tibcocim.

**i Note:** This step is performed only to verify if TIBCO MDM installation was successful.

5. Stop the JBOSS server.
6. Install TIBCO Product and Service Catalog and check the logs to see if the post installation activities were successful.
7. Ensure that the PostgreSQL server is up and running.
8. Create the TIBCO Product and Service Catalog seed data in the TIBCO MDM database.
  - a. Browse to the `$AC_HOME/db/postgreSQL/install`.
  - b. Run `install_ac.sh`.

**i Note:** The `install_ac.sh` file creates seed data only for the TIBCO Product and Service Catalog and not for the TIBCO MDM database.

9. Start/Restart the following servers on EMS, PostgreSQL, and JBOSS EAP/Wildfly. For more details on TIBCO Product and Service Catalog Enterprise, see [Creating TIBCO Product and Service Catalog Enterprise with Metadata Manually](#) .

# TIBCO Product and Service Catalog Upgrade

---

This topic describes the steps and precautions to be taken while upgrading to TIBCO Product and Service Catalog 5.1.0:

- TIBCO Fulfillment Catalog 4.1.0 to TIBCO Product and Service Catalog 5.1.0
- TIBCO Product and Service Catalog 5.0.0 to TIBCO Product and Service Catalog 5.1.0.

## Preparing TIBCO Product and Service Catalog for the Upgrade

Complete all the preparation steps before upgrading to TIBCO Product and Service Catalog 5.1.0.

### Before you begin

Back up the following artifacts so that the original state can be restored if required:

- MQ\_COMMON\_DIR directory: Since the existing metadata files (workflows, maps, rulebases, forms, templates, and so on) get overridden as a result of importing the metadata in an existing enterprise.
- Database Schema

### Procedure

1. Ensure that TIBCO MDM 9.1.2 has been upgraded to TIBCO MDM 9.3.1 HF-01.
2. Verify that the following environment variables are set and have the correct value for the TIBCO MDM 9.3.1 environment:
  - NODE\_ID
  - MQ\_HOME
  - MQ\_COMMON\_DIR

- EMS\_HOME
  - ORACLE\_HOME
  - JBOSS\_HOME
  - JAVA\_HOME
  - PGHOME (if using PostgreSQL)
3. Ensure that TIBCO Product and Service Catalog 5.1.0 is installed.
  4. Set the AC\_HOME environment variable to point to the version 5.1.0 installation.

## Upgrading TIBCO Product and Service Catalog

Complete the following steps to upgrade TIBCO Fulfillment Catalog 4.1.0 to TIBCO PSC 5.1.0 version or TIBCO PSC 5.0.0 to TIBCO PSC 5.1.0

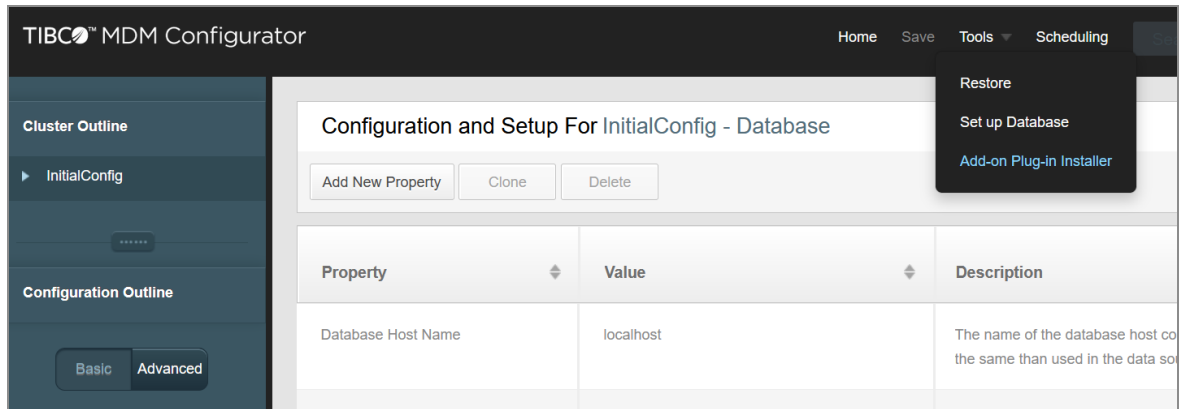
### Before you begin

Complete the following steps mentioned in the topic [Preparing TIBCO Product and Service Catalog for the Upgrade](#).

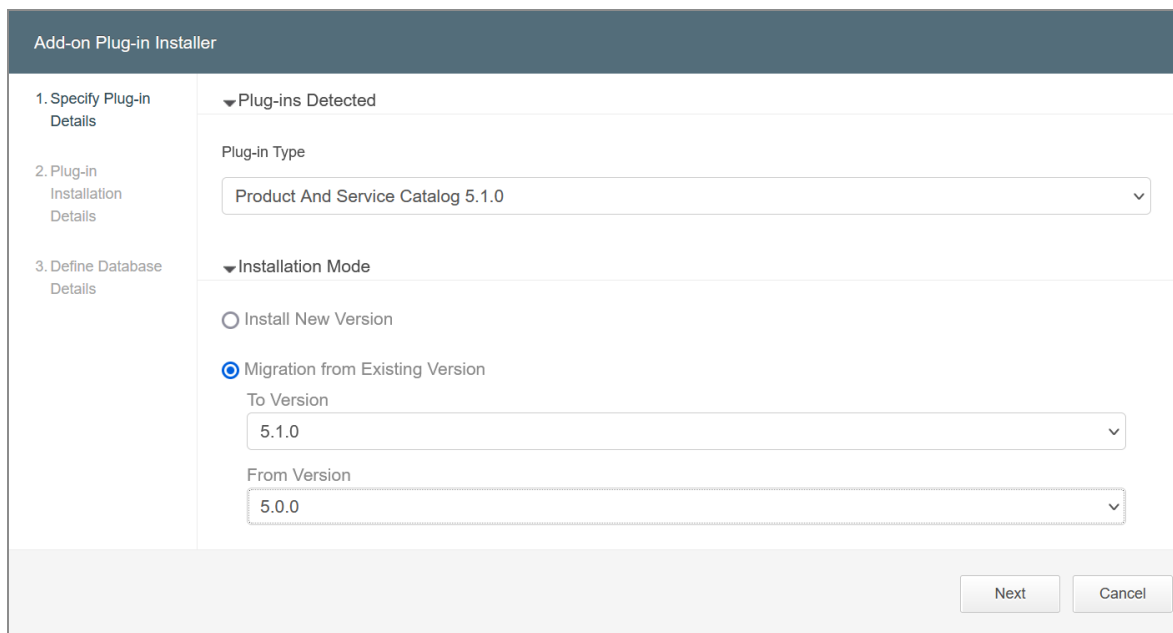
The following steps apply to the ORACLE database.

### Procedure

1. Start the TIBCO MDM 9.3.1.HF1 server.
2. Set the required environment variables for TIBCO MDM 9.3.1.HF1 and start TIBCO MDM 9.3.1.HF1 Configurator.
3. Open the Configurator UI on a compatible browser using the link `http://<SERVER_NAME>:<SERVER_PORT>/config/index.html`.
4. Select **Add-on Plug-in installer** from the **Tools** drop-down menu.



5. Select **TIBCO Product and Service Catalog 5.1.0 for Plug-in Type**.
6. Select **Migration to Existing Version** and choose **5.1.0** for the **To Version** field and **4.1.0** or **5.0.0** for the **From Version** field. Click **Next**.



Verify that the **MQ\_COMMON\_DIR Path** is pointing to the correct path and provide the enterprise name that is migrated, the enterprise user name (admin role) and password. Click **Next**.



**Add-on Plug-in Installer**

1. Specify Plug-in Details  
2. Plug-in Installation Details

**Plug-in Installation Details** Specify the release version path of MQ\_COMMON\_DIR.

MQ\_COMMON\_DIR Path

Enterprise Name

User Name

Enterprise Password

PSC Server URL with Portnumber e.g. <http(s)>://<PSC HostName or IPAddress>:<PSC Port number>

Super Enterprise with Username and Password e.g. <Super EnterpriseName>/<SuperAdminUsername>/<SuperAdminPassword>

Previous
Finish
Cancel



**Note:** If the enterprise name and the enterprise internal name are different, you must provide the enterprise name. After the migration is complete, clear the browser cache before accessing the TIBCO Product and Service Catalog UI.

## Result

Once the migration is successful, the UI displays the success message. In case the migration fails, you can download the log file and correct the erroneous value.

# Performing Post-Migration Steps

After successfully migrating TIBCO Product and Service Catalog, complete the post-migration steps.

**Before you begin**

Complete the migration of TIBCO Product and Service Catalog as described at [TIBCO Product and Service Catalog Upgrade](#).

**Procedure**

1. If there are any additional rulebases, workflows, metadata, and maps that were customized in the previous version, the same must be customized before using the enterprise in the upgraded installation.
2. Restart the TIBCO Product and Service Catalog.

## Migrating PostgreSQL to TIBCO PSC 5.1.0

To migrate from TIBCO FC 4.1.0 to TIBCO PSC 5.1.0 or TIBCO PSC 5.0.0 to TIBCO PSC 5.1.0 version, perform the following steps:

**Procedure**

1. Stop the TIBCO MDM 9.3.1 server.
2. Access one of the following directories:
  - <AC\_HOME>/db/postgreSQL/migration/Migrate4.1.0\_5.1.0/ (TIBCO FC 4.1.0 to TIBCO PSC 5.1.0)
  - <AC\_HOME>/db/postgreSQL/migration/Migrate5.0.0\_5.1.0/ (TIBCO PSC 5.0.0 to TIBCO PSC 5.1.0)
3. Run one of the following utilities:
  - /PostgresMig\_410\_to510.sh (TIBCO FC 4.1.0 to TIBCO PSC 5.1.0)
  - /PostgresMig\_500\_to510.sh (TIBCO PSC 5.0.0 to TIBCO PSC 5.1.0)
4. You are prompted for the following details:
  - Database instance
  - Database user name
  - Database password
  - Database host (IP address)

- Database port

You would be prompted for the following detail for sample enterprise creation:

```
Provide y or n for Sample enterprise creation (PSC510)
```

Choose *y* if the sample user is not present for the PSC sample enterprise.

The DB Migration log is generated at \$AC\_HOME/db/postgreSQL/migration/Migrate4.1.0\_5.1.0/Migration500\_510\_log.log or \$AC\_HOME/db/postgreSQL/migration/Migrate5.0.0\_5.1.0/Migration500\_510\_log.log path. Check the console and the logs to verify whether the utility has run without any errors. If you find errors, fix them and run the utility again.

5. Copy RulebaseCustomFunction.class from \$AC\_HOME/common/standard/rulebase to the respective enterprise \$MQ\_COMMON\_DIR/<enterprise name>/rulebase.
6. To migrate the metadata provided in the ./PostgresMig\_410\_to510.sh or ./PostgresMig\_500\_to510.sh utility, log in to the migrated enterprise.
7. From the **System Operations** menu, click **Import Metadata**. The **Import Metadata** page opens.
8. Click the **Choose File** button and import the file from the \$AC\_HOME/samples/ProductAndServiceCatalog\_Metadata.zip location.
9. Restart the TIBCO PSC server.

# Performance Tuning for TIBCO Product and Service Catalog Import

---

You can implement the following settings to tune the performance for large data set import using Direct Load:

- [Settings for the File ConfigValues.xml](#)
- [Settings for the JVM](#)
- [Settings for the File CacheConfig.xml](#)
- [Database Configuration to Improve the Performance](#)

## Settings for the File ConfigValues.xml

Configure the following settings for the ConfigValues.xml file:

- Set all the log levels to ERROR.
- Set `com.tibco.cim.jmxmonitor.details.enable` to false.
- Set `com.tibco.cim.init.AsyncCallQueueSenderManager.poolSize` to 12 (can be increased if the CPU usage of the application server and the database server results in a bottleneck).
- Set `com.tibco.cim.init.AsyncCallQueueReceiverManager.poolSize` to 12 (can be increased if the CPU usage of the application server and the database server results in a bottleneck).
- Set `com.tibco.cim.optimization.import.cyclictest` to false.
- Set `com.tibco.cim.optimization.import.mutationtest` to false.
- Set `com.tibco.cim.jmxmonitor.copytoas.enable` to false.
- Set `com.tibco.cim.cache.debug` to false.

- Set `com.tibco.fc.importcatalog.chunksize` to 500000.

**i Note:** The property setting is purely based on the maximum number of records in a CSV and database configuration. If your database can process high numbers in a single transaction, then you can set the parameter value as high as possible.

- Set `com.tibco.fc.importcatalog.delay` to 30.

**i Note:** The property defines the amount of wait time (in seconds) before the next ping for the event status is triggered. If number of records are few in every CSV, you can set the parameter to smaller values like 5.

- Set `com.tibco.fc.retry.count` to 600.

**i Note:**  
The property defines the maximum number of pings for event status before the import on the next repository or relationship is triggered. This parameter works along with `com.tibco.fc.importcatalog.delay` to define the maximum wait time before the next import is triggered.

If the value of `com.tibco.fc.retry.count` is set to 600 then the maximum wait time is  $600 * 30 = 18,000$  seconds, which is 300 minutes or five hours.

## Settings for the JVM

Configure the mentioned settings for the JVM:

```
JAVA_OPTS="-Xms8192m -Xmx8192m -Xloggc:${MQ_LOG}/gc.log -
XX:+HeapDumpOnOutOfMemoryError -XX:PermSize=512m -XX:MaxPermSize=2048m -
XX:+UseConcMarkSweepGC -XX:+CMSIncrementalMode -
XX:CMSInitiatingOccupancyFraction=60 -Djava.net.preferIPv4Stack=true -
Dorg.jboss.resolver.warning=true -Dsun.rmi.dgc.client.gcInterval=3600000 -
Dsun.rmi.dgc.server.gcInterval=3600000"
```

# Settings for the File CacheConfig.xml

Configure the mentioned settings for the CacheConfig.xml file:

- `<Memory>20480</Memory>` (the mentioned setting depends on the memory available on the host machine)
- Set `<ListSize>-1</ListSize>` for:
  - PRODUCTKEY
  - RECORD
  - RECORDMAXMODVERSION
  - MV\_VALUE

## Database Configuration to Improve the Performance

If you use the Oracle database, you must perform the following steps to improve the database performance:

### Procedure

1. Create multiple temp files of an appropriate size (not exceeding 250 MB), and assign one of the files as the default file.
2. Create multiple groups of redo logs.
3. Configure sga and pga with adequate size.
4. Before you run any imports, use the `EXEC DBMS_STATS.gather_database_stats` command to perform the *gather database stats* operation. (For more details, see [Oracle documentation](#)).



**Note:** For more details on performance tuning recommendations, see *TIBCO® MDM Performance Tuning Guide*.

# Installation FAQs and Troubleshooting

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The topic lists some common errors, along with their causes and solutions:

- [Enterprise Message Service Topic Creation Failed During Configuration](#)
- [Application Start-up Failed Due to Unsatisfied Link Error](#)
- [Error When Adding Record in Repository for a Created or an Upgraded Enterprise](#)
- [TIBCO MDM Related Error in the Log](#)
- [Merging TIBCO Product and Service Catalog Source Files into ECM.ear Failed](#)
- [Merging of ConfigValues\\_AC.xml and ConfigValues.xml Failed](#)
- [Merging of AllMenu.xml and defaultData.xml into TIBCO MDM Failed](#)
- [JBOSS Configuration Failed](#)
- [Database Configuration Failed](#)
- [JBOSS Application Server Starts With an Authentication Error](#)
- [Error When Creating an Enterprise From the Configurator](#)
- [Exception Occurs On Publishing, Exporting, or Importing a Model](#)
- [Error When Creating a New User for an Oracle Container](#)
- [The Install.sh File Does Not Work for PostgreSQL](#)
- [Some UI Functions Do Not Work For Certain Versions of Internet Explorer](#)
- [Exception Occurs When Importing Metadata](#)
- [Load Data Source and Import Records Are Triggered When Importing Metadata](#)
- [Error During TIBCO Product and Service Catalog Startup](#)
- [Error "Caused by: java.net.UnknownHostException: fc-db-service"](#)
- [Enterprise Message Service Topic Creation Failed](#)
- [New TIBCO Product and Service Catalog Pod Failed to Bootstrap](#)

- [No Match Message When Starting The TIBCO Universal Installer](#)
- [Unable to Access Online Context Help for TIBCO MDM 9.3.1 from TIBCO® Product and Service Catalog 5.1.0 UI](#)

## Enterprise Message Service Topic Creation Failure During Configuration

What should I do if the Enterprise Message Service topic creation fails when configuring TIBCO Product and Service Catalog?

If Enterprise Message Service is not installed on the same computer as TIBCO Product and Service Catalog, the topic creation fails. Create topics manually using the Enterprise Message Service Administration utility on the computer where Enterprise Message Service is installed. For more details, refer `$AC_HOME/bin/createtopic.txt`.

## Application Start-up Failed Due to Unsatisfied Link Error

What should I do if an application fails to start with the error `Unsatisfied Link Error` related to ActiveSpaces though all the environment variables are correctly defined?

Check if you have 64-bit JDK installed, because the libraries shipped with the Installer are 64-bit compatible. Alternatively, add the following JVM argument in the application server and restart the server:

`-d64`

To verify, you may check the log on the application server console for the following message:

Java VM: Java HotSpot(TM) **64-Bit** Server VM



## Error When Adding Record in Repository for a Created or an Upgraded Enterprise

What should I do if I get `java.sql.SQLException: ORA-00902: invalid datatype error` when adding record in repository for a created or an upgraded enterprise?

The above error occurs if Type Object is corrupted. Run the following command to recreate it:

```
CREATE OR REPLACE TYPE INSTRTBL  
AS TABLE OF VARCHAR2 (255)  
/
```

## TIBCO MDM Related Error in the Log

What should I do if I get the following message in the log: Please check if TIBCO MDM application is up and running?

This message is displayed when either TIBCO MDM server is down or enterprise credentials are incorrect. Ensure that the values for the Miscellaneous category are correctly set in the `$MQ_HOME/config/ConfigValues.xml` file. For example, the values of the Superadmin name, Superadmin username, Superadmin password, Machine, and port of cim application running properties are correctly provided, and the TIBCO MDM port must be running.

## Merging TIBCO Product and Service Catalog Source Files into ECM.ear Failed

What should I do if the merging of TIBCO Product and Service Catalog source files into ECM.ear fails?

Go to `$AC_HOME/bin` and run the `acustomutil.sh` utility. This utility also deploys the merged ECM.ear to the application server.

## Merging of ConfigValues\_AC.xml and ConfigValues.xml Failed

What should I do if the merging of \$AC\_HOME/ConfigValues\_AC.xml into ConfigValues.xml fails?

Go to \$MQ\_HOME/bin and run the XMLconfigPluginMerge.sh utility.

## Merging of AllMenu.xml and defaultData.xml into TIBCO MDM Failed

What should I do if the merging of TIBCO Product and Service Catalog AllMenu.xml and defaultData.xml into respective files of TIBCO MDM fails?

Perform the following steps:

### Procedure

1. Verify the installation logs in MenuConfiguration.log and rectify the problem.
2. Uninstall TIBCO Product and Service Catalog.
3. Go to \$MQ\_COMMON\_DIR and delete the FC410 directory.
4. Re-install TIBCO Product and Service Catalog.

## JBOSS Configuration Failed

What should I do if JBOSS configuration fails?

Perform the following steps:

### Procedure

1. Open the \$JBOSS\_HOME/standalone/configuration/standalone.xml file.
2. Add the highlighted property, shown in the following example, within the <system-properties> tag:

```

<system-properties>
    .. .. .
    .. .. .
    <property name="AC_HOME" value="<absolute AC_HOME path> "/>
</system-properties>

```

3. Check if the path \$JBOSS\_HOME/modules/system/layers/base/com/tibco/fulfillmentcatalog/main is available.
4. Add the details of fulfillmentcatalog module to standalone.xml.

```

<subsystem xmlns="urn:jboss:domain:ee:1.0">
    <global-modules>
        .. .. .
        <module name="com.tibco.fulfillmentcatalog"
slot="main"/>
    </global-modules>
</subsystem>

```

## Database Configuration Failed

What should I do if database configuration fails?

Perform the following steps:

### Procedure

1. Open \$AC\_HOME/db/oracle/install\_ac.sql if the database is Oracle. If the database is PostgreSQL, then open \$AC\_HOME/db/postgreSQL/install/install\_ac.sql.
2. Check if the install\_ac.sql includes create\_procs.sql or not. If create\_procs.sql is included perform step 3. If create\_procs.sql is not included perform the following steps:
  - a. Verify the installation logs and fix the problem.
  - b. Uninstall TIBCO Product and Service Catalog.
  - c. Go to \$MQ\_COMMON\_DIR and delete the FC410 directory.
  - d. Re-install TIBCO Product and Service Catalog.

3. Run the `install_ac.sql` file.

## JBOSS Application Server Starts With an Authentication Error

What should I do if starting the JBOSS application server results in the following error: SEC-5501: Cannot authenticate credentials with user name sample, domain MartQuestNet?

The error SEC-5501: Cannot authenticate credentials with user name sample, domain MartQuestNet means that there is information missing in the database corresponding to the sample enterprise PSC510. The reason for this are:

- There was an existing directory called PSC510 in `$MQ_HOME/common` before installing TIBCO Product and Service Catalog. In this case, the database script for adding data for sample enterprise is not executed. The recommended approach is to uninstall TIBCO Product and Service Catalog, remove the PSC510 from `$MQ_HOME/common` and then to re-install TIBCO Product and Service Catalog.
- The database configuration failed. To fix database configurations, see the response to the question [What should I do if database configuration fails](#).

## Error When Creating an Enterprise From the Configurator

When creating an enterprise from the configurator the following error is seen:

`java.lang.ClassNotFoundException:`

`com.tibco.mdm.configurator.addonPlugins.CatalogSeedData`. What should I do?

Even if you get this error, the enterprise is successfully created. Ignore the error.

## Exception Occurs On Publishing, Exporting, or Importing a Model

When I publish, export, or import a model, the following exception occurs: No permission to execute process records web service.:

com.tibco.ac.webservice.fc.services.FCServiceFaultException: FCServiceFaultException.  
What should I do?

Set the Allow 'Process records' Web Service feature in Resource Security on the UI.

## Error When Creating a New User for an Oracle Container

When creating a new user for an Oracle 19c container database through TIBCO MDM Configurator, the following error occurs: "ERROR:-ORA-01917: user or role 'USER' does not exist".

When creating the user, append the user credentials as C##USER and C##PASSWORD.

## The Install.sh File Does Not Work for PostgreSQL

The `install.sh` file did not work for the PostgreSQL database. What should I do?

Currently `install.sh` does not work on PostgreSQL database. You need to manually run all the `.sql` files for table creation.

## Some UI Functions Do Not Work For Certain Versions of Internet Explorer

A few UI functionalities do not work on the Internet Explorer 11.420 and Internet Explorer 11.447 versions of the browser. Why?

Currently, in the TIBCO Product and Service Catalog user interface, functionality like the menu to modify a record or to remove a record is not displayed. Additionally, on the Browse and Search screen, a product search does not fetch any records. Both issues occur if TIBCO Product and Service Catalog UI is accessed using the Internet Explorer browser versions 11.420 or 11.447. The issues do not occur if TIBCO Product and Service Catalog UI is accessed using the Internet Explorer browser version 11.662. We recommend you use Internet Explorer 11.672, Google Chrome, or Mozilla Firefox.

## Exception Occurs When Importing Metadata

When importing metadata the following message is displayed GEN-7022: Cannot open file Unknown exception in importseeddata activity. What should I do?

You must restart the JBOSS (application) server and re-import the metadata.

## Load Data Source and Import Records Are Triggered When Importing Metadata

When importing metadata, the Load Data Source and Import Records event are triggered for the plan fragment. What should I do?

You can ignore it as the event is triggered only if records are already present in the enterprise and the duplicate records get rejected.

## Error During TIBCO Product and Service Catalog Startup

What should I do if I see the following error during TIBCO Product and Service Catalog startup:

JMS-8401: Error interacting with JMS server; review JMS setup. Error code. Additional information: <Linked Exception: BEGIN>

ERROR [stderr] (ServerService Thread Pool - 95) Class: java.net.UnknownHostException

ERROR [stderr] (ServerService Thread Pool - 95) toString(): java.net.UnknownHostException: fc-ems-service

Provide Enterprise Message Service server IP value for EMS\_SERVER\_URL variable.

## Error "Caused by: java.net.UnknownHostException: fc-db-service"

What should I do if I see the error, Caused by: java.net.UnknownHostException: fc-db-service?

Provide cluster IP address value for MQ\_MDM\_DB\_HOST in fc-properties.properties instead of db-service-name.

## Enterprise Message Service Topic Creation Failed

What should I do if Enterprise Message Service topic creation fails?

1. Go to AC\_HOME/bin directory.
2. Run the createtopic.sh file with arguments. Syntax to run the createtopic utility is shown below:

```
> ./createtopic.sh <EMS_HOME> <EMS_HOST_AND_PORT> <EMS_USERNAME>  
<EMS_PASSWORD> <SCRIPT_LOCATION>
```

Where, script\_location is <AC\_HOME>/bin/createtopic.txt and EMS\_HOST\_AND\_PORT is tcp://<EMS\_HOSTNAME>:<EMS\_PORT>. For example,

```
> ./createtopic.sh /opt/tibco/ems/8.6 tcp://localhost:7222 admin  
admin /home/tibco/mdm/9.3.1/plugins/ac/5.0/bin/createtopic.txt
```

3. After the utility is run successfully, connect to Enterprise Message Service manually and run the command show topics where you can see the list of ac topics.

## New TIBCO Product and Service Catalog Pod Failed to Bootstrap

What should I do if a new TIBCO Product and Service Catalog pod fails to bootstrap?

Check the log statement of the failed pod. If it indicates Memory starvation or Out of Memory on Ignite server, try to re-start the Ignite pod.

## No Match Message When Starting The TIBCO Universal Installer

A message, NO MATCH is displayed when starting the TIBCO Universal Installer. What should I do?

This message does not affect the installation process. Ignore the message.

## Unable to Access Online Context Help for TIBCO MDM 9.3.1 from TIBCO® Product and Service Catalog 5.1.0 UI

What should I do to access online context help for TIBCO MDM 9.3.1?

### Procedure

1. Go to \$MQ\_HOME/config/
2. Open the ConfigValues.xml file.
3. Search for the term "Online help URL for MDM".
4. Update the value of <https://docs.tibco.com/go/mdm/9.3.1/> to <https://docs.tibco.com/go/mdm/9.3.1/>



# TIBCO Documentation and Support Services

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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 TIBCO® Product and Service Catalog is available on the [TIBCO® Product and Service Catalog Product Documentation](#) page.

- *TIBCO® Product and Service Catalog Release Notes*
- *TIBCO® Product and Service Catalog Installation and Configuration*
- *TIBCO® Product and Service Catalog Product Catalog Guide*
- *TIBCO® Product and Service Catalog User Guide*
- *TIBCO® Product and Service Catalog Web Services*
- *TIBCO® Product and Service Catalog Offer and Price Designer User Guide*
- *TIBCO® Product and Service Catalog Cloud Deployment*
- *TIBCO® Product and Service Catalog Security Guidelines*

## 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

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