



# **TIBCO Flogo<sup>®</sup> Connector for SugarCRM Installation**

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# TIBCO Documentation and Support Services

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## 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. To access the latest documentation, visit <https://docs.tibco.com>.

## Product-Specific Documentation

The following documentation for this product is available on the [TIBCO Flogo® Connector for SugarCRM](#) Product Documentation page.

- *TIBCO Flogo® Connector for SugarCRM Release Notes*
- *TIBCO Flogo® Connector for SugarCRM Installation*
- *TIBCO Flogo® Connector for SugarCRM User's Guide*

## How to Contact TIBCO Support

You can contact TIBCO Support in the following ways:

- For an overview of TIBCO Support, visit <http://www.tibco.com/services/support>.
- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the TIBCO Support portal at <https://support.tibco.com>.
- 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 <https://support.tibco.com>. If you do not have a user name, you can request one by clicking Register on the website.

## How to Join TIBCO Community

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

# Installing the Connector

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Install the TIBCO Flogo® Connector for SugarCRM connector using the `installmgr` scripts that are bundled with TIBCO Flogo® Enterprise.

## Prerequisites

- Before you install the connector, you must have the supported version of TIBCO Flogo® Enterprise installed and running on your computer. See the Readme for the supported versions.
- Familiarize yourself with SugarCRM before you install this connector. For more information, see the SugarCRM product documentation.

## Procedure

1. Download the TIBCO Flogo® Connector for SugarCRM installation file for your platform, `TIB_flogo-<product>_<version>_<platform>.zip`, from the TIBCO™ eDelivery site.
2. Place the downloaded `TIB_flogo-<product>_<version>_<platform>.zip` file in `<FLOGO_HOME>/tools` directory.
3. Open a command prompt or terminal window.
4. Navigate to the `<FLOGO_HOME>/tools` directory.
5. Run the following command for your platform:
  - **On Windows:**

```
installmgr.bat install connector TIB_flogo-<product>_<version>_<platform>.zip
```
  - **On Linux and Macintosh:**

```
./installmgr.sh install connector TIB_flogo-<product>_<version>_<platform>.zip
```
6. Enter Y when prompted with **Do you accept above EULA(Y/N)?**  
The connector is installed in the `<FLOGO_HOME>` directory. You should see a message saying Connector successfully installed.

# Uninstalling the Connector

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Use the `installmgr` script to uninstall the connector.

To uninstall the connector, follow these steps:

## Procedure

1. Open a command prompt or terminal window.
2. Navigate to the `<FLOGO_HOME>/tools` directory.
3. Run the following command:
  - **On Windows:** `installmgr.bat uninstall connector <CATEGORY>`  
For example, `installmgr.bat uninstall connector SugarCRM` where SugarCRM is the `<CATEGORY>`.
  - **On Linux and Macintosh:** `./installmgr.sh uninstall connector <CATEGORY>`