



TIBCO Hawk[®] Microagent for TIBCO FTL[®]/TIBCO eFTL[™]

Installation

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Installation Overview

You can use TIBCO Universal Installer to install and uninstall TIBCO Hawk[®] Microagent for TIBCO FTL[®]/TIBCO eFTL[™].

Hawk[®] Microagent for TIBCO FTL/TIBCO eFTL enables you to monitor TIBCO FTL[®] and TIBCO eFTL[™] application using TIBCO Hawk in enterprise and container environments. TIBCO FTL[®] is an application-to-application messaging system designed for low latency and high performance. TIBCO eFTL[™] extends TIBCO FTL[®] messaging to platforms such as web browsers and mobile devices. TIBCO eFTL is an add-on component for TIBCO FTL. For more information about TIBCO FTL installation and concepts, see [TIBCO FTL Documentation](#). For more information about TIBCO eFTL installation and concepts, see [TIBCO eFTL Documentation](#).

Installation Environment

An installation environment isolates product installations. A product installed into an installation environment does not 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:

- **Directory:**

Identifies the name of the directory where TIBCO products are installed. This directory is referred to as *TIBCO_HOME*. On Microsoft Windows, the default value of *TIBCO_HOME* is C:\tibco.

- **Name:**

Identifies the installation environment. On Microsoft Windows, the name is a component of the path to the product shortcut in the **Start > All Programs** menu.

 **Note:** You must install Hawk[®] Microagent for TIBCO FTL/TIBCO eFTL in an existing *TIBCO_HOME* where TIBCO Hawk is already installed.

Installation Requirements

Before you run the installer, ensure that you meet all the hardware and software requirements and that you have appropriate privileges to run the installer.

Hardware and Software Requirements

For information about the hardware and software requirements, supported platforms, and other important information, see the product readme file.

The readme file can be obtained either on the TIBCO Documentation website (<https://docs.tibco.com>) or from the TIBCO eDelivery website (<https://edelivery.tibco.com>) with the product software.

To download from the TIBCO eDelivery website (<https://edelivery.tibco.com>), you need a user name and password. If you did not receive a user name and password, contact TIBCO Support.

Installer Account

Ensure that you have appropriate privileges, depending on the platform on which you are installing.

| Platform | Account Privileges |
|-------------------|---|
| Microsoft Windows | <p>You must have administrator privileges for the machine on which this product is installed. If you do not have administrator privileges, the installer exits. To continue, either log out of the system and log in as a user with the required privileges, or request that your system administrator assign the privileges to your account.</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> |

| Platform | Account Privileges |
|----------|--|
| Linux | <p>Any type of user, regular (non-root) user and superuser (root), can perform the installation.</p> <p>When installing this product on Linux platforms, ensure that the same installer account is used to install all TIBCO Hawk® products.</p> <p>A graphic environment such as CDE or X Windows is required to run the installer in GUI mode.</p> |
| Mac OS | <p>Any type of user, regular (non-root) user and superuser (root), can perform the installation.</p> |

Installation Modes and Procedures

You can run TIBCO Universal Installer in GUI, console, or silent mode. Each mode is supported on all platforms.

GUI Mode

In GUI mode, the installer presents a wizard that guides you through the installation and can be used to select a product, product location, and so on.

Console Mode

In console mode, you can run the installer on a command line. This is useful if your machine does not have a GUI environment.

Silent Mode

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 GUI Mode

When you run the installer in GUI mode, it prompts you for information about the installation environment, and allows other customization.

To install this product in GUI mode:

Procedure

1. Open the physical media or download the package from the TIBCO eDelivery website (<https://edelivery.tibco.com>). To access the TIBCO eDelivery website, you need a user name and password. If you do not already have a user name and password, contact TIBCO Support.
2. Extract the contents of the package to a temporary directory.
3. Start TIBCO Universal Installer:
 - On Microsoft Windows, double-click `TIBCOUniversalInstaller.exe`.

- On Linux, run `TIBCOUniversalInstaller-platform_acronym.bin`.
 - On Mac OS, double-click `TIBCOUniversalInstaller-mac.command`.
4. Follow the installer-led instructions till you reach the **TIBCO Installation Home** page.
 5. On the **TIBCO Installation Home** page, click **Use an existing TIBCO_HOME**, and then select the appropriate `TIBCO_HOME` from the list and click **Next**. For more information, see [Installation Environment](#).
 6. In the **Installation Profile Selection** page, select one or more installation profiles to specify the installation components to be installed, or select the **Customize Installation** check box to explicitly select the installation components, and then click **Next**.
 7. Review the information in the **Pre-Install Summary** page, and then click **Install** to start the installation process.

When the installation completes, review the information in the **Post-Install Summary** page, and then click **Finish** to complete the installation process and exit the installer.

Installing in Console Mode

In console mode, the TIBCO Universal Installer runs from the CLI.

Procedure

1. Open the physical media or download the package from the TIBCO eDelivery site ([https:// edelivery.tibco.com](https://edelivery.tibco.com)). To download, you need a user name and password. If you did not receive a user name and password, contact TIBCO Technical Support.
2. Extract the contents of the package to a temporary directory.
3. On a command line, navigate to that temporary directory.
4. Run the appropriate command to start the installation:
 - Microsoft Windows: `TIBCOUniversalInstaller.cmd -console`
 - Linux: `./TIBCOUniversalInstaller-platform_acronym.bin -console`
 - Mac OS: `./TIBCOUniversalInstaller-mac.command -console`
5. Respond to the messages on the command line. For information about responding to

the messages, refer to [Installing in GUI Mode](#).

6. When the installation completes, press **Enter** to exit the installer.

Installing in Silent Mode

In silent mode, the installer runs without user input. Instead, the installer reads installation parameters from a response file.

A default response file is included with the product. You must edit the response file with information about your environment before launching the silent installation. The default response file has the following name:

```
TIBCOUniversalInstaller_product_ID_version.silent
```

It is good practice to make a copy of the default response file, then edit that file and use it for the installation.

If you invoke the Universal Installer with only the `-silent` argument, the installer reads the input from the default response file. After making a copy of the default response file and renaming it, you must provide the name of the response file on the command line:

```
-silent -V responseFile="response_file_name.silent"
```

Procedure

1. Open the physical media or download the package from the [TIBCO eDelivery website](#). To download, you need a user name and password. If you have not received a user name and password, contact TIBCO Support.
2. Extract the contents of the package to a temporary directory.
3. Navigate to that temporary directory.
4. Make a copy of the default response file, open the copy with a text editor, then update the parameters as needed. The response file contains comments that describe each of the parameters.
5. Start the installer by using the appropriate command for your platform:
 - Microsoft Windows:

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

- Linux:

```
TIBCOUniversalInstaller-platform_acronym.bin -silent -V  
responseFile="response_file_name.silent"
```

- Mac OS:

```
TIBCOUniversalInstaller-mac.command -silent -V  
responseFile="response_file_name.silent"
```

i Note: If you copy the response file to a directory other than the temporary directory containing the installer, provide the absolute path to the response file.

Configuration of Hawk® Microagent for TIBCO FTL/TIBCO eFTL

You must perform the following configuration tasks after installation of Hawk® Microagent for TIBCO FTL/TIBCO eFTL.

Configuring TIBCO Hawk to Use the Microagent

Perform the following steps to configure the microagent in your TIBCO Hawk installation:

Procedure

1. In the `hawkagent.cfg` file, uncomment the `-hma_plugin_dir` property and ensure that the property has the value `CONFIG_FOLDER/plugin`. This option specifies the directory that is searched when loading the microagent plug-ins. For more information, see the *TIBCO Hawk Installation and Configuration* guide.
2. Copy the `hawkftl.hma` and `ftlserverconfig.yaml` files from `TIBCO_HOME/hawk/<version>/plugin/ftl` to `CONFIG_FOLDER/plugin` directory.
3. Edit the `ftlserverconfig.yaml` file and specify the url, username and password of the FTL server. If the servers are in fault tolerance mode, you can specify multiple server details. Specify server details of the secondary servers by uncommenting the `url`, `username` and `password` fields.
4. In the `hawkftl.hma` file verify that the file has correct trace log configurations. If you are configuring an SSL connection to the TIBCO FTL server, set the additional SSL arguments in the `hawkftl.hma` file. For more information on configuration parameters, see [Configuration Parameters](#).
5. Restart the TIBCO Hawk Agent.

Configuration Parameters

The following table lists configuration fields in the `hawkftl.hma` file:

| Parameter | Description |
|------------------------|--|
| -methodTimeout | Time (in seconds) for which the microagent waits for the FTL server to respond to queries. |
| serverInMicroagentName | Includes the server url with the microagent name. To monitor multiple FTL servers on one Hawk agent, you must set the value of this parameter as true. Default value: False |
| --ftlServerConfigFile | Location of the YAML file that contains TIBCO FTL server details. Default value: <CONFIG_FOLDER>/plugin/ftlserverconfig.yaml |
| -traceDir | Path of the plugin trace directory. Default value: <CONFIG_FOLDER>/logs |
| -traceFilename | Name of the trace file. Default value: hawkftl.log |
| -traceLevel | Specifies the level of diagnostic trace output. The desired trace level is specified by adding the following values together: Default value: 7, that is info. Allowed values are: 2 - Indicates warning level trace messages should be enabled. 4 - Indicates error level trace messages should be enabled. 7 - Indicates info level trace messages should be enabled. |

| Parameter | Description |
|----------------------------|---|
| | 8 - Indicates debug level trace messages should be enabled. |
| -sslEnabled | To enable secure communication, set this parameter to true. Default value: false. |
| -truststorePath | Trust store file (.p12, jks, pem) path. |
| -trustStorePassword | Trust store password. Password can be in encrypted format. You can use the tibhawkpassword utility at <HAWK_HOME>/bin to encrypt the password. Use the password without double quotes. For more information, see <i>TIBCO Hawk Installation, Configuration, and Administration Guide</i> . |
| -trustStoreType | Type of the truststore file. The supported truststore types are PEM, PKCS12, and JKS. |
| -skipCertificateValidation | Flag to indicate whether certificate validation must be skipped. Default value: false. |

The following table lists the configuration parameters in the `ftlserverconfig.yaml` file. If the FTL servers are in fault tolerance mode, you can specify more than one server details in this file.

| Parameter | Description |
|-----------|--|
| url | TIBCO FTL server URL |
| username | Username for the FTL server |
| password | Password for the FTL server. You can use the tibhawkpassword utility at <HAWK_HOME>/bin to encrypt the password. Use the password with double quotes. For more information, see <i>TIBCO Hawk Installation, Configuration, and Administration Guide</i> . |

Configuring the Microagent in TIBCO® Operational Intelligence Hawk® RedTail

If you are running TIBCO FTL in a containerized environment, you can monitor your FTL applications using TIBCO® OI Hawk® RedTail. TIBCO OI Hawk RedTail is a tool for monitoring distributed applications on both on-premises and container-based PaaS platforms by using rulebases and microagents. To add Hawk® Microagent for TIBCO FTL/TIBCO eFTL plug-in to the Hawk agent container perform the following steps:

Before you begin

- Download and install TIBCO OI Hawk RedTail software package from the [TIBCO Software Product Download Site](#). For more information about TIBCO OI Hawk RedTail, see [TIBCO® Operational Intelligence Hawk® RedTail documentation](#).
- Download and install Hawk® Microagent for TIBCO FTL/TIBCO eFTL in the same TIBCO_HOME where you have installed TIBCO OI Hawk RedTail.

Procedure

1. Copy hawkftl.jar and all the dependent jars from `<TIBCO_HOME>/<version>/plugin/ftl/lib` folder to `<TIBCO_HOME>/<version>/redtail/hkceagent/plugin/ftl` folder.
2. Copy hawkftl.hma and ftlserverconfig.yaml files from `<TIBCO_HOME>/<version>/plugin/ftl/` folder to `<TIBCO_HOME>/<version>/redtail/hkceagent/plugin/` folder.
3. Create logs folder in the `<TIBCO_HOME>/<version>/redtail/hkceagent/plugin/ftl` directory.
4. In the hawkftl.hma file, update the relative path of the jars. For example:

```
<classpath>
<path>/redtail/hkceagent/plugin/ftl/lib/hawkftl.jar</path>
<pathdir>/redtail/hkceagent/plugin/ftl/lib/ext</pathdir>
</classpath>
```

5. In the `hawkftl.hma` file, update FTL server details `yaml` file location and log file location. For example:

```
<arg>--ftlServerConfigFile</arg>  
<arg>/redtail/hkceagent/plugin/ftlserverconfig.yaml</arg>  
<!--Trace Configuration -->  
<arg>-traceDir</arg>  
<arg>/redtail/hkceagent/plugin/logs</arg>
```

6. In the `<TIBCO_HOME>/<version>/redtail/hkceagent/plugin/ftlserverconfig.yaml` file, update TIBCO FTL server details.
7. Rebuild the Hawk agent Docker image by running the script `<TIBCO_HOME>/<version>/redtail/build-images/build-scripts/build-hkceagent.sh`.
8. Run the containers. While running the containers, ensure that the `hma_plugin_dir` environment variable of hawk agent is set to value `/redtail/hkceagent/plugin`.
9. If Hawk RedTail Console is running, you can confirm if the plug-in is loaded in Hawk agent by checking the list of microagents in the Hawk RedTail Console. Check if the methods of the plug-in microagent are listed and if you can invoke and subscribe them.

Installer Log File

An installer log file captures installation environment details such as the user who invoked the installer, host name, operating system details, and list of assemblies installed.

The location of the log file depends on the platform:

Windows

`User_Home\.TIBCO\install_identifier`

where *identifier* is the date and time the product was installed, and a unique number used to identify this particular installation.

For example:

`C:\Documents and Settings\franko\.TIBCO\install_03-01-2020.132827`

Linux

`$HOME/.TIBCO/install_identifier`

where *identifier* is the date and time the product was installed, and a unique number used to identify this particular installation.

For example:

`/home/user1/.TIBCO/install_03-01-2020.134908`

Mac OS

`Users/user_home/.TIBCO/install_identifier`

where *identifier* is the date and time the product was installed, and a unique number used to identify this particular installation.

For example:

`/Users/susieb/.TIBCO/install_03-01-2020.183398`

Uninstallation of Hawk® Microagent for TIBCO FTL/TIBCO eFTL

TIBCO Universal Installer is used to uninstall TIBCO products. You can uninstall in GUI mode or console mode.

Uninstalling in GUI Mode

You can use TIBCO Universal Installer to uninstall all products in a particular *TIBCO_HOME*, or to uninstall specific products from a *TIBCO_HOME*.

Procedure

1. Navigate to the *TIBCO_HOME/tools/universal_installer* directory.
2. Start the TIBCO Universal Installer:
 - On Microsoft Windows, double-click `TIBCOUniversalInstaller.exe`.
 - On Linux, run `TIBCOUniversalInstaller-platform_acronym.bin`.
 - On Mac OS, double-click `TIBCOUniversalInstaller-mac.command`.
3. Select **Uninstall Products from a TIBCO Home Location**.
4. In the **TIBCO Home Location** field, select the *TIBCO_HOME* in which the product is installed, and then click **Next**.
5. On the Welcome page, click **Next**.
6. On the Uninstallation Type page, select one of the following options, and then click **Next**.
 - **Custom Uninstall**
Select this option If you want to uninstall only a few products.
 - **Typical Uninstall**
Select this option to remove all the products in the *TIBCO_HOME* you selected

and proceed to step 8.

7. Select the products to uninstall, and click **Next**.
8. Review the products to uninstall, and click **Uninstall**.
9. On the Post Uninstall Summary dialog, click **Finish** to exit the uninstallation wizard.

If you have uninstalled all the software in *TIBCO_HOME*, delete the folders from the installation environment and *TIBCO_HOME*.

Uninstalling in Console Mode

In console mode, you can uninstall the product from the CLI.

Procedure

1. On a command line, navigate to the *TIBCO_HOME/tools/universal_installer* directory.
2. Run the following command to start the uninstallation:
 - Microsoft Windows: `TIBCOUniversalInstaller.exe -console`
 - Linux: `./TIBCOUniversalInstaller-platform_acronym.bin -console`
 - Mac OS: `./TIBCOUniversalInstaller-mac.command -console`
3. Respond to the messages on the CLI.
4. When the uninstallation is completed, press Enter to exit the installer.

TIBCO Documentation and Support Services

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

How to Access TIBCO Documentation

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

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

Product-Specific Documentation

Documentation for TIBCO Hawk® Microagent for TIBCO FTL®/TIBCO eFTL™ is available on the [TIBCO Hawk® Microagent for TIBCO FTL®/TIBCO eFTL™ Product Documentation](#) page.

The following documents for this product can be found in the TIBCO Documentation site:

- *TIBCO Hawk® Microagent for TIBCO FTL®/TIBCO eFTL™ Release Notes*
- *TIBCO Hawk® Microagent for TIBCO FTL®/TIBCO eFTL™ Installation*
- *TIBCO Hawk® Microagent for TIBCO FTL®/TIBCO eFTL™ User's Guide*

How to Contact TIBCO Support

Get an overview of [TIBCO Support](#). You can contact TIBCO Support in the following ways:

- For accessing the Support Knowledge Base and getting personalized content about products you are interested in, visit the [TIBCO Support](#) website.
- For creating a Support case, you must have a valid maintenance or support contract with TIBCO. You also need a user name and password to log in to [TIBCO Support](#) website. If you do not have a user name, you can request one by clicking **Register** on the website.

How to Join TIBCO Community

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

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