



TIBCO Hawk[®] Microagent for TIBCO ActiveMatrix BusinessWorks[™] 6

Installation

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Installation Overview and Requirements

TIBCO Universal Installer is used to install and uninstall TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6.

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*.

Name

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

You must install into an existing *TIBCO_HOME*, where TIBCO ActiveMatrix BusinessWorks™ 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. 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 site (<https://edelivery.tibco.com>) with the product software.

To download from the TIBCO eDelivery site (<https://edelivery.tibco.com>), you need a user name and password. If you did not receive a user name and password, contact TIBCO Technical 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>
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® Operational Intelligence Hawk® RedTail products.</p> <p>A graphic environment such as CDE or X Windows is required to run the installer in GUI mode.</p>
macOS	<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 dialogs that you can use 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, the installer prompts you for information about the installation environment and other configuration settings.

Before you begin

- Download and install TIBCO ActiveMatrix BusinessWorks™. For details, see [TIBCO ActiveMatrix BusinessWorks™ documentation](#).

Procedure

1. Open the physical media or download the package from the TIBCO eDelivery site (<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. 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. On the **Welcome** dialog, click **Next**.
5. Read the license agreement, select **I Accept The Terms of The License Agreement**, and click **Next**.

If you do not agree to the terms of the license agreement, click **Cancel** to exit the installation process.
6. In the **TIBCO Installation Home** dialog, select **Use an existing TIBCO_HOME**, and then choose the appropriate `TIBCO_HOME` from the list.



Note: The selected `TIBCO_HOME` must contain TIBCO ActiveMatrix BusinessWorks™ installation; otherwise, the dependency check for the installation fails. For the minimum required versions, see *Readme* for Hawk Microagent for TIBCO ActiveMatrix BusinessWorks 6.

7. Review the Pre-Install Summary , and click **Install**.
8. Review the Post-Install Summary, and click **Finish** to complete the installation and exit the universal installer.

Installing in Console Mode

In console mode, TIBCO Universal Installer runs from a command line.

Procedure

1. Open the physical media or download the package from the TIBCO eDelivery site (<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.exe -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_hkbw6_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.

If you make a copy of the default response file, and rename 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 site (<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. 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 using the appropriate command line 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.

Installer Log File

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

The location of the log file depends on the platform:

Platform	Filepath	Description
Windows	<i>User_ Home \.TIBCO\install_ identifier</i>	<p>Here, identifier is the date and time at which the product was installed, and a unique number used to identify this particular installation.</p> <p>For example:</p> <p>C:\Documents and Settings\franko\.TIBCO\install_03-02-2014.132827</p>
Linux	<i>\$HOME /.TIBCO/install_ identifier</i>	<p>Here, identifier is the date and time at which the product was installed, and a unique number used to identify this particular installation.</p> <p>For example:</p> <p>/home/user1/.TIBCO/install_03-02-2014.134908</p>
MacOS	<i>Users/user_ home/.TIBCO/install_ identifier</i>	<p>Here, identifier is the date and time at which the product was installed, and a unique number used to identify this particular installation.</p> <p>For example:</p> <p>/Users/susieb/.TIBCO/install_03-02-2014.183398</p>

Uninstallation

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

Uninstalling in Console Mode

Procedure

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

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 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 dialog, click **Next**.
 6. On the **Uninstallation Type** dialog, select one of the following options, and then click **Next**.
 - **Custom Uninstall**
Used to remove specific products.
 - **Typical Uninstall**
Used to remove all products in the selected `TIBCO_HOME`.
 7. (Only for **Custom Uninstall**) 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**.

What to do next

If you have uninstalled all the software in `TIBCO_HOME`, delete the folders in the installation environment and user home.

TIBCO Documentation and Support Services

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

How to Access TIBCO Documentation

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

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

Product-Specific Documentation

The following documentation for this product is available on the [TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 Product Documentation](#) page:

- *TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 Release Notes*
- *TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 Installation*
- *TIBCO Hawk® Microagent for TIBCO ActiveMatrix BusinessWorks™ 6 User's Guide*

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

`TIBCO_HOME/release_notes/TIB_hkbw6_6.7.2_docinfo.html`

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

How to Contact TIBCO Support

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

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

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

How to Join TIBCO Community

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

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