

TIBCO iProcess[®] Workspace Plug-ins

Installation

*Software Release 11.6
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Preface



This software may be available on multiple operating systems. However, not all operating system platforms for a specific software version are released at the same time. Please see the readme file for the availability of this software version on a specific operating system platform.

This manual describes how to install TIBCO iProcess Workspace Plug-ins.

Topics

- [Related Documentation, page vi](#)
- [Documentation Conventions, page viii](#)
- [Connecting with TIBCO Resources, page x](#)

Related Documentation

This section lists documentation resources for TIBCO iProcess Workspace Plug-ins you may find useful.

TIBCO iProcess Workspace Plug-ins Documentation

- *TIBCO iProcess Workspace Plug-ins Installation* Read this manual for instructions on site preparation and installation.
- *TIBCO iProcess Workspace Plug-ins Release Notes* Read the release notes for a list of new and changed features. This document also contains lists of known issues and closed issues for this release.

If you are installing from physical media, you can find the Release Notes and Readme in the Docs folder.

If you are installing from a network server, you should ask your network administrator where the Release Notes and Readme are stored.

TIBCO iProcess User Documentation Library

See the following guides for more information concerning TIBCO iProcess Workspace Plug-ins:

- *TIBCO iProcess Java Plug-in User's Guide* This document explains how to define and use EAI Java steps in your iProcess procedures. EAI Java steps can be customized to perform the necessary business actions you require in your procedure (such as calling methods in Enterprise Java Beans or simply manipulating data via a Java object). The TIBCO iProcess Java Plug-in software consists of a client plug-in (which is part of the iProcess Workspace Plug-ins), a server plug-in (which is part of the iProcess Technology Plug-ins), and an SDK.
- *TIBCO iProcess® Connector for ActiveMatrix BusinessWorks™ User's Guide* This document explains how to use the iProcess Connector for ActiveMatrix BusinessWorks plug-ins, an efficient and easy to use interface between TIBCO ActiveMatrix BusinessWorks™ and the iProcess Engine. The iProcess Connector for ActiveMatrix BusinessWorks consists of a client plug-in (which is part of the iProcess Workspace Plug-ins), a server plug-in (which is part of the iProcess Technology Plug-ins), and an ActiveMatrix BusinessWorks plug-in (which is also part of the iProcess Technology Plug-ins).

- *TIBCO iProcess® Modeler Integration Techniques* This document explains how to use EAI steps in your procedures to control updates to external systems and iProcess case data under transaction control.




Documentation Conventions

The following typographical conventions are used in this manual.

Table 1 General Typographical Conventions

Convention	Use
<i>ENV_NAME</i> <i>TIBCO_HOME</i>	<p>TIBCO products are installed into an installation environment. A product installed into an installation environment does not access components in other installation environments. Incompatible products and multiple instances of the same product must be installed into different installation environments.</p> <p>An installation environment consists of the following properties:</p> <ul style="list-style-type: none">• Name Identifies the installation environment. This name is referenced in documentation as <i>ENV_NAME</i>. On Microsoft Windows, the name is appended to the name of Windows services created by the installer and is a component of the path to the product shortcut in the Windows Start > All Programs menu.• Path The folder into which the product is installed. This folder is referenced in documentation as <i>TIBCO_HOME</i>.
code font	<p>Code font identifies commands, code examples, filenames, pathnames, and output displayed in a command window. For example:</p> <p>Use MyCommand to start the foo process.</p>
bold code font	<p>Bold code font is used in the following ways:</p> <ul style="list-style-type: none">• In procedures, to indicate what a user types. For example: Type admin.• In large code samples, to indicate the parts of the sample that are of particular interest.• In command syntax, to indicate the default parameter for a command. For example, if no parameter is specified, MyCommand is enabled: MyCommand [enable disable]

Table 1 General Typographical Conventions (Cont'd)

Convention	Use
<i>italic font</i>	<p>Italic font is used in the following ways:</p> <ul style="list-style-type: none"> • To indicate a document title. For example: See <i>TIBCO ActiveMatrix BusinessWorks Concepts</i>. • To introduce new terms. For example: A portal page may contain several portlets. <i>Portlets</i> are mini-applications that run in a portal. • To indicate a variable in a command or code syntax that you must replace. For example: <code>MyCommand <i>PathName</i></code>
Key combinations	<p>Key name separated by a plus sign indicate keys pressed simultaneously. For example: Ctrl+C.</p> <p>Key names separated by a comma and space indicate keys pressed one after the other. For example: Esc, Ctrl+Q.</p>
	The note icon indicates information that is of special interest or importance, for example, an additional action required only in certain circumstances.
	The tip icon indicates an idea that could be useful, for example, a way to apply the information provided in the current section to achieve a specific result.
	The warning icon indicates the potential for a damaging situation, for example, data loss or corruption if certain steps are taken or not taken.

Connecting with TIBCO Resources

How to Join TIBCOCommunity

TIBCOCommunity is an online destination for TIBCO customers, partners, and resident experts, a place to share and access the collective experience of the TIBCO community. TIBCOCommunity offers forums, blogs, and access to a variety of resources. To register, go to <http://www.tibcommunity.com>.

How to Access TIBCO Documentation

Documentation for this and other TIBCO products is available on the TIBCO Documentation site:

<https://docs.tibco.com>

Documentation on the TIBCO Documentation site is updated more frequently than any documentation that might be included with the product. To ensure that you are accessing the latest available help topics, please visit us at <https://docs.tibco.com>.

How to Contact TIBCO Support

For comments or problems with this manual or the software it addresses, contact TIBCO Support as follows:

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

<http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit this site:

<https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have a user name, you can request one.

Chapter 1 **Introduction**

This chapter provides an overview of the installation program for the TIBCO iProcess Workspace Plug-ins.

Topics

- [Product Overview, page 2](#)
- [Installation Overview, page 3](#)
- [Installation Requirements, page 5](#)
- [Installation with More Than One iProcess Engine, page 8](#)

Product Overview

The TIBCO iProcess Workspace Plug-ins includes the following plug-ins:

- *TIBCO iProcess Java Client Plug-in* - This plug-in allows the process designer to add EAI Java steps to an iProcess procedure using the iProcess Modeler. This enables you to design an iProcess procedure that can make calls to a custom Java object to perform some additional work.
- *TIBCO iProcess Client Plug-in for ActiveMatrix BusinessWorks* - This plug-in provides a set of steps that allow an iProcess procedure to invoke a TIBCO ActiveMatrix BusinessWorks process definition.
- *TIBCO iProcess XML Transform Client Plug-in* - This plug-in enables you to define Transform steps in your iProcess procedures.

When installing these plug-ins, you must install them on the same machine as TIBCO iProcess Workspace (Windows).

Installation Overview

The TIBCO iProcess Workspace Plug-ins installer can be used to perform tasks other than just to install new plug-ins on your system. When you invoke the installer program, you are presented with the following choices for the installation:

☒ **New Installation**

Create a new installation of one or more features

☐ **Re-install / Repair / Upgrade An Existing Installation**

Re-install, repair or upgrade an existing installation of one or more features

☐ **Reconfigure An Existing Installation**

Reconfigure an existing installation of one or more features

These choices are used to perform the following types of installation:

- **New Installation** - This is used to install new TIBCO iProcess Workspace Plug-ins on your system.

Note that you can install multiple instances of the TIBCO iProcess Workspace Plug-ins. Each of the multiple plug-ins would be associated with a different instance of TIBCO iProcess Workspace (Windows). (One of the first steps in the installation procedure is to specify TIBCO iProcess Workspace (Windows) to which the new plug-in is to be associated.)

- **Re-install/Repair/Upgrade An Existing Installation** - This type of installation would be used in two scenarios:

- To “re-install/repair” an existing installation. This returns all of the configuration settings to their original values, i.e., the values that were specified when the plug-ins were originally installed.

Note that a consequence of this selection is that if you had installed any patches/hot fixes since the previous major version was installed, the updates installed by the patches/hot fixes will be lost.

- To “upgrade” the existing installation. This is used if you had previously installed, for instance, version 10.7.0, then want to upgrade to the current version. This type of installation will present the same dialogs as a new installation, although settings in the dialogs will show the settings that were specified when the plug-ins were originally installed.

Depending on the version of the TIBCO iProcess Workspace Plug-ins that are already installed on your system, you may be asked to first uninstall the existing plug-in, then re-run the installer to install the new version of the plug-in. For information about uninstalling the plug-ins, see [Uninstalling the TIBCO iProcess Workspace Plug-ins on page 21](#).

- **Reconfigure An Existing Installation** - This type of installation allows you to change some of the configuration settings that were specified in an earlier installation. It basically presents the same dialogs as a new installation, allowing you to make changes.

All three of the installation types present the same dialogs that allow you to make choices about product selection, product location, and configuration settings. For details about the information to enter in these dialogs, see the step-by-step procedure in [Running the Installer on page 14](#).

Logging

If errors occur during the installation of the TIBCO iProcess Workspace Plug-ins, you can find error information in the following log file:

— *installDir*\logs\TibcoiProcessPluginsInstaller.log

where:

- *installDir* is the directory where the iProcess Workspace Plug-ins are installed.

After installation, each of the Workspace Plug-ins generates its own runtime log file, as follows:

— *ClientInstall*\eaijava\eaijava.guid.log
 — *ClientInstall*\eai_bw\eai_bw.guid.log
 — *ClientInstall*\logs\eai_transform.guid.log
 — *ClientInstall*\logs\eai_order.guid.log
 — *ClientInstall*\logs\eai_orch.guid.log

where:

- *ClientInstall* is the directory in which the iProcess Workspace (Windows) is installed
- *guid* is a number unique for each process

For example:

C:\TIBCOiProcessWorkspace\eaijava\eaijava.5132e81e17fdf00f0000013501430b5c.log

Installation Requirements

This section describes the installation requirements for this product:

- [Disk Space Requirements](#)
- [Supported Platforms](#)
- [Software Requirements](#)

Disk Space Requirements

The following table provides the amount of disk space required for each plug-in.

Component	Minimum Disk Space
iProcess Java Client Plug-in	25 MB
iProcess Client Plug-in for ActiveMatrix BusinessWorks	50 MB
iProcess XML Transform Client Plug-in	15 MB

Supported Platforms

The TIBCO iProcess Workspace Plug-ins can be installed on machines running the following operating systems:

- Windows 7 Professional (32-bit and 64-bit)
- Windows 8 (32-bit and 64-bit)
- Windows 8.1 (32-bit and 64-bit)
- Windows 10 (64-bit)
- Windows Server 2008 (32-bit and 64-bit)
- Windows Server 2008 R2 (64-bit)
- Windows Server 2012 (64-bit)
- Windows Server 2012 R2 (64-bit)



See the readme file for this product for applicable Service Pack levels and for any further supported operating systems.



Microsoft has discontinued standard support for Windows Server 2008 and Microsoft Windows Server 2008 R2. Extended support is still available, but must be purchased from Microsoft.

TIBCO will continue to support iProcess Engine on Windows Server 2008 and Microsoft Windows Server 2008 R2. However, if a problem with iProcess Engine is reported to TIBCO Support, and the problem is traced to Windows Server 2008 or Microsoft Windows Server 2008 R2, TIBCO Support will not be able to assist further with the resolution of that problem.

TIBCO therefore recommends that you install iProcess Engine on Microsoft Windows Server 2012, Microsoft Windows Server 2012 R2, Windows 7, Windows 8, Windows 8.1, or Windows 10 instead of Windows Server 2008 and Microsoft Windows Server 2008 R2.

Software Requirements

The following subsections provide information about software requirements for the TIBCO iProcess Workspace Plug-ins:

- [TIBCO iProcess Workspace \(Windows\)](#)
- [Java Runtime Environment](#)
- [Character Encoding](#)

TIBCO iProcess Workspace (Windows)

The TIBCO iProcess Workspace Plug-ins requires TIBCO iProcess Workspace (Windows) Version 11.6.0 and above (which includes TIBCO iProcess Modeler).

Java Runtime Environment

You must have a JRE/JVM installed on your system prior to installing the iProcess Workspace Plug-ins. This release of iProcess Workspace Plug-ins only supports Java version 1.8.

If you do not already have one of these versions of Java installed, it can be downloaded from Oracle.



If you have to use a different version of the JRE / JVM for any reason, TIBCO strongly recommends that you contact TIBCO Support before doing so to determine if the version of Java you want to use is fully compatible with the TIBCO iProcess Workspace Plug-ins.

Character Encoding

Java provides two groups of character encoding sets:

- **Basic** - supports European languages only
- **Extended** - extends Basic to add support for non-European languages

For a complete list of all character encoding sets supported in each Java version, see the following reference:

Java	Reference
1.8	http://docs.oracle.com/javase/8/docs/technotes/guides/intl/encoding.doc.html

Use this reference to determine the minimum Java version/encoding set combination you need.



You must ensure that you use a Java version/encoding set combination that supports all the character encoding sets you require.

- If you have not yet installed a version of Java or JRE - before you install one of the supported versions of Java, you should consider which character encoding sets you require. This will have an impact on which version of Java you choose and also on the type of Java installation you perform. For example, if you plan on using a character set that is in the Java 6.0 Extended set, you must ensure that when you install Java, you install the complete international version (with both the Basic and Extended character encoding sets). Windows may or may not install the complete international version depending on the language setting of the operating system. To ensure that you get the complete set on Windows, you can perform a Custom installation and explicitly select full support.
- If you already have a version of Java or JRE - you should review your character encoding set requirements using the documents on the Oracle web site. Then, use the information in this section to ensure that the version you have will provide you with the character encoding set support you need.

Installation with More Than One iProcess Engine

The assumption is that the iProcess Client Plug-in for ActiveMatrix BusinessWorks (delivered and installed as part of the iProcess Workspace Plug-ins) will be used with one instance of the iProcess Engine and iProcess Server Plug-in for ActiveMatrix BusinessWorks.

This is because the introspection of the definition of a BusinessWorks step created using the iProcess Client Plug-in for ActiveMatrix BusinessWorks comes from the server, via JMX. Therefore, the same server needs to be running for the JMX Server to be active in order to support the client introspection requests.

The JMX Server is identified by the *client_install/jmsdb.properties* file, where *client_install* is the location where you installed the iProcess Workspace Plug-ins. Therefore if the client is required to connect to a different server, you must manually amend *jmsdb.properties* to specify the new server, or else run the installer selecting the **Reconfigure An Existing Installation** option (see [page 4](#) for details of this option).

Chapter 2 **Pre-Installation Tasks**

This chapter describes the tasks that you need to perform *before* you install the TIBCO iProcess Workspace Plug-ins.

Topics

- [Check For Any Late Breaking Information, page 10](#)
- [Plan the Order of Installation, page 11](#)

Check For Any Late Breaking Information

Status

If you are...	This task is...
Installing a new plug-in	Required
Upgrading an existing plug-in	Required
Re-installing or repairing an existing plug-in	Required
Re-configuring an existing plug-in	N/A

Description Before you install a plug-in you should check if there are any restrictions, known issues or other late-breaking information that may affect your installation, but that was not known about when this installation guide was published.

- Procedure** To check for late-breaking information:
1. Read the Release Notes and Readme documents that are supplied with the plug-in software.

If you are installing from physical media, you can find these files in the docs directory on the media.

If you are installing from a network server, you should ask your network administrator where these files are stored.
 2. Consult the “Late Breaking News” section of the **TIBCO Support Web**, at (<http://www.tibco.com/services/support/tibco-support-web/default.jsp>).

Plan the Order of Installation



You may be installing other products on the same computer as iProcess Workspace Plug-ins. If so, and if you are using Java 1.8 (see [Java Runtime Environment on page 6](#)), then iProcess Workspace Plug-ins may fail if another product has been installed after it.

If you are installing either or both of the following products:

- TIBCO iProcess[®] Decisions Client Plug-in;
- TIBCO iProcess[®] Web Services Client Plug-in;

ensure that iProcess Workspace Plug-ins is installed *last*.

Chapter 3 **Installing the Plug-ins**

This chapter provides the steps necessary to perform an installation of the TIBCO iProcess Workspace Plug-ins. The only type of installation is a graphical installation. Console and silent installation are not supported.

Topics

- [Running the Installer, page 14](#)

Running the Installer

To install the TIBCO iProcess Workspace Plug-ins, perform the following steps:

1. Log in to the machine on which you want to install the TIBCO iProcess Workspace Plug-ins.
2. Run the TIBCO iProcess Workspace Plug-ins **setupClient.exe** program.
The Welcome dialog is displayed.
3. Review the information in the Welcome dialog, then click **Next** to proceed.
The TIBCO Software Inc. End User License Agreement is displayed.



Note that you can cancel the installation at any point by clicking the **Cancel** button in any dialog.

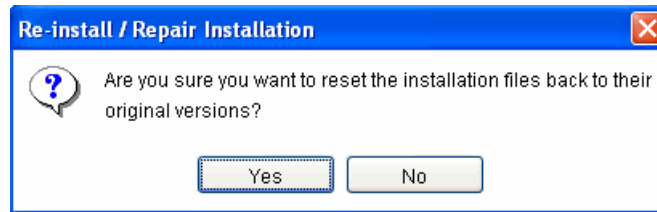
4. Review the terms of the license agreement:
 - if you agree to the terms, click **I accept the terms of the license agreement** to continue with the installation, then click **Next**.
 - If you do not agree to the terms of the license agreement, click **I do not accept the terms of the license agreement** and exit from the installation process by clicking the **Cancel** button.

The Installation Mode dialog is displayed.

5. Choose the type of installation you are performing by clicking the appropriate radio button, then click the **Next** button. The available types are:
 - New installation
 - Re-install, repair, or upgrade an existing installation
 - Reconfigure an existing installation

For information about these types of installations, see [Installation Requirements on page 5](#).

If you select the “**Re-install, repair,...**” type of installation, the following dialog is displayed, warning you that configuration settings will be reset to their original values in this type of installation.



Note that a consequence of performing a “**Re-install, repair,...**” type of installation is that if you had installed any patches/hot fixes since the previous major version was installed, the updates installed by the patches/hot fixes will be lost. TIBCO recommends that you backup your system before performing this type of installation.

6. If you are sure you want to re-install the original files, click **OK** to continue, or **No** to return to the Installation Mode dialog.

The Destination dialog is displayed, which contains the iProcess Workspace field:

iProcess Workspace

Note that the TIBCO iProcess Workspace (Windows) must be installed prior to installing the plug-ins — see [Software Requirements on page 6](#) and enter it in the iProcess Workspace field.



Note that the client-side iProcess software was renamed from the TIBCO iProcess Client (Windows) to the TIBCO iProcess Workspace (Windows) effective version 10.6.

7. Ensure that the iProcess Workspace field contains the path to the TIBCO iProcess Workspace (Windows) to which you want to associate this installation of the TIBCO iProcess Workspace Plug-ins, then click **Next**.

You can change this path if you want to associate the plug-ins you are installing to another instance of the TIBCO iProcess Workspace (Windows).

The Features dialog is displayed:

Select the installation features of the TIBCO iProcess(R) Workspace Plug-ins

Features

- ☒ TIBCO iProcess(R) Java Client Plug-In
The feature relating to the TIBCO iProcess(R) Workspace
- ☒ TIBCO iProcess(R) Client Plug-in for ActiveMatrix BusinessWorks(TM)
The feature relating to the TIBCO iProcess(R) Workspace
- ☐ TIBCO iProcess(R) XML Transform Client Plug-in
TIBCO iProcess(R) XML manipulation feature

The checkboxes in the Features dialog allow you to select the TIBCO iProcess Workspace Plug-ins that you want to install.

If you are performing a “New Installation”, but one or more of the plug-ins had previously been installed for the TIBCO iProcess Workspace (Windows) you specified in the iProcess Workspace field, the entry for the previously installed plug-in(s) will be grayed out so that you cannot select that plug-in. (In this case, you can re-install or reconfigure the installed plug-in — see [Installation Requirements on page 5](#).)

Note that there are no subsequent installation dialogs for the iProcess XML Transform Client Plug-in.



If you have selected the “**Re-install, repair,...**” type of installation (see [page 14](#)), this dialog will display version numbers for those plug-ins which are already installed on your system. Note that these will be the numbers of the versions already installed - for example, 10.7.0.0 - not the current version that you are now installing.

8. Check the appropriate checkboxes for the plug-ins you want to install, re-install, repair, upgrade, or re-configure, then click **Next**.

The Client Plug-in General Configuration dialog is displayed:

Configure the TIBCO iProcess(R) Workspace Plug-in's Environment

Update System Path ☒

Java Environment Alternate location

Java Environment (Alternate Location) C:\Program Files (x86)\Java\jre6 Browse

Use HTTP Proxy Server ☐

Proxy Server Port Number

This dialog is used to collect information about the Java environment to be used when initializing the client plug-ins, and the configuration of the HTTP proxy (if you use one).



Only a 32-bit Java environment is supported.

9. Enter information in the fields of the Client Plug-in General Configuration dialog, then click **Next** when completed. The following table describes each field:

Field	Description
Update System Path	<p>Check the Update System Path checkbox if you want your system PATH environment variable to be updated to include a reference to the Java Runtime Environment (JRE) location.</p> <p>Note: If you do not have the path to the Java DLL (jvm.dll) in your system PATH environment variable, you must select this box, otherwise the TIBCO iProcess Workspace Plug-ins will not install correctly.</p>

Field	Description
Java Environment	<p>Select the directory of the Java Runtime Environment you want to use. The drop-down list will list the available JRE on your system. If the JRE you want to use is not in the list, select Alternate location from the drop-down list. This causes the Java Environment (Alternate Location) field to become active (see below).</p> <p>Note: The directory that is displayed must point to the library folder underneath the JRE installation directory. For example, if the JRE is installed in C:\Program Files\Java\j2re1.8.0_66, the Java Environment field should contain C:\Program Files\Java\j2re1.8.0_66\bin\client.</p> <p>For more information about JREs, see Java Runtime Environment on page 6.</p>
Java Environment (Alternate Location)	<p>This field allows you to specify an alternate JRE path if the one you want to use is not listed in the Java Environment field drop-down list.</p> <p>To activate this field, select Alternate location from the Java Environment field drop-down list, then enter the desired path, or click the Browse button to browse to the desired path.</p>
Use HTTP Proxy Server	<p>Check this checkbox if you use a proxy server to connect to the Internet for HTTP requests. If you do not use a proxy server, leave this checkbox unchecked. If you check this box, the Proxy Server and Port Number fields become enabled (see below).</p>
Proxy Server	<p>Enter the path to the proxy server you are using for HTTP connections (if applicable).</p> <p>(You must check the Use HTTP Proxy Server checkbox to enable this field — see above.)</p>
Port Number	<p>Enter the port number used by the proxy server you are using for HTTP connections (if applicable).</p> <p>(You must check the Use HTTP Proxy Server checkbox to enable this field — see above.)</p>

— If you are installing the TIBCO iProcess Client Plug-in for ActiveMatrix BusinessWorks, continue with this step, otherwise proceed to [step 11](#).

The Server Plug-in Connection dialog is displayed:

Configure the TIBCO iProcess(R) Workspace Plug-in's Environment

Server Plug-in Connection

Server	<input type="text" value="127.0.0.1"/>
Port Number	<input type="text" value="10021"/>

This dialog is used to specify connection information to the iProcess Server Plug-in for ActiveMatrix BusinessWorks.

10. Enter information in the fields of the Server Plug-in Connection dialog, then click **Next** when completed. The following table describes each field:

Field	Description
Server	<p>Specify the name or the IP address of the machine where the iProcess Server Plug-in for ActiveMatrix BusinessWorks is installed. This is used for remote JMX connections from within the iProcess Client Plug-in for ActiveMatrix BusinessWorks.</p> <p>You can specify 127.0.0.1 if the iProcess Server Plug-in for ActiveMatrix BusinessWorks is installed on your local machine.</p>
Port Number	<p>Specify the port number that the iProcess Server Plug-in for ActiveMatrix BusinessWorks is using.</p> <p>Note: No other process should be using this port.</p>

The Pre-Installation Summary dialog is displayed.

11. Review the information in the Pre-Installation Summary dialog, then click the **Install** button when satisfied.

The installer will install the appropriate files and inform you when it is finished.

12. Click the **Finish** button to complete the installation of the TIBCO iProcess Workspace Plug-ins.

Chapter 4

Uninstalling the TIBCO iProcess Workspace Plug-ins

This section describes how to uninstall the individual plug-ins of the iProcess Workspace Plug-ins.

Topics

- [Uninstalling a Single Instance of the TIBCO iProcess Workspace Plug-ins, page 22](#)
- [Uninstalling Multiple Instances of the TIBCO iProcess Workspace Plug-ins, page 23](#)

Uninstalling the TIBCO iProcess Workspace Plug-ins

This section describes:

- [Uninstalling a Single Instance of the TIBCO iProcess Workspace Plug-ins](#)
- [Uninstalling Multiple Instances of the TIBCO iProcess Workspace Plug-ins](#)

Uninstalling a Single Instance of the TIBCO iProcess Workspace Plug-ins

To uninstall a single instance of the TIBCO iProcess Workspace Plug-ins from your computer, following these steps:

1. Log in as either an administrator or as a user who has administrative privileges.
2. From the **Control Panel**, select **Add or Remove Programs**.
3. In the Add or Remove Programs dialog, select:

— **TIBCO iProcess(R) Workspace Plug-ins**

Note that the entry in the Add or Remove Programs dialog is followed by the iProcess Workspace installation directory name — the directory name might be truncated if it is a long name.



If you have installed both iProcess Technology Plug-ins and iProcess Workspace Plug-ins on the same Windows machine, or if you have installed more than one instance of either Process Technology Plug-ins or iProcess Workspace Plug-ins, there will be duplicate entries in the Add or Remove Programs dialog. Whichever version was installed second will have an identifying number in brackets and will also display the name of the directory in which it is installed; the first entry will not display a directory name.

In addition, on Windows XP systems the directory name is truncated so the complete path may not be visible.

If the information displayed leaves you uncertain as to which version you want to delete, run the **uninstall.exe** program and exit if it is the wrong one.

4. Click **Change/Remove**.

The Welcome dialog is displayed.

5. Review the information in the Welcome dialog, then click **Next** to proceed.

A dialog is displayed that allows you to choose which of the TIBCO iProcess Workspace Plug-ins you want to uninstall.

6. Select the appropriate plug-in(s) you want to uninstall, then click **Next**.
The Summary dialog is displayed.
7. Review the information about the plug-in(s) that will be uninstalled, then click **Uninstall**.
The uninstaller will inform you when it is finished.
8. Click **Finish** to complete the removal.

Uninstalling Multiple Instances of the TIBCO iProcess Workspace Plug-ins



If you have more than one instance of one of the TIBCO iProcess Workspace Plug-ins installed, the Add or Remove Programs dialog will list all versions installed. However, you should **not** uninstall them using **Add or Remove Programs**. An anomaly in InstallShield can cause problems if multiple versions are uninstalled in this way. Instead, they should be uninstalled using the procedure shown below.

To safely remove the correct instance of the plug-in, complete the following steps:

1. Log in as either an administrator or as a user who has administrative privileges.
2. Via Windows Explorer, navigate to the “uninstaller” folder that was created when the TIBCO iProcess Workspace Plug-ins were installed. This folder was added to the TIBCO iProcess Workspace (Windows) installation directory when the plug-ins were installed:

— *ClientInstall*_uninstCombinedInstaller

where *ClientInstall* is the installation directory for the iProcess Workspace (Windows) to which the TIBCO iProcess Workspace Plug-ins you want to uninstall are associated.

3. Run the **uninstall.exe** program in the uninstaller folder.
The Welcome dialog is displayed.
4. Review the information in the Welcome dialog, then click **Next** to proceed.
A dialog is displayed that allows you to choose which of the TIBCO iProcess Workspace Plug-ins you want to uninstall.
5. Select the appropriate plug-in(s) you want to uninstall, then click **Next**.
The Summary dialog is displayed.
6. Review the information about the plug-in(s) that will be uninstalled, then click **Uninstall**.

The uninstaller will inform you when it is finished.

7. Click **Finish** to complete the removal.