TIBCO iProcess® Workspace (Windows)

Installation

Software Release 11.6
January 2016

Two-Second Advantage®

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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 (Windows).

Topics

- Related Documentation, page x
- Typographical Conventions, page xii
- Connecting with TIBCO Resources, page xiv

Related Documentation

This section lists documentation resources you may find useful.

TIBCO iProcess Workspace (Windows) Documentation

The following documents form the TIBCO iProcess Workspace (Windows) and TIBCO iProcess Modeler documentation set, which are supplied with the TIBCO iProcess Workspace (Windows) software:

- *TIBCO iProcess Workspace (Windows) Installation Guide* Read this manual for instructions on site preparation and installation.
- *TIBCO iProcess Workspace (Windows) 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.
- *TIBCO iProcess Suite Documentation Library* This library contains all the manuals for TIBCO iProcess Workspace (Windows), TIBCO iProcess Modeler, and other TIBCO products in TIBCO iProcess Suite. The manuals for TIBCO iProcess Workspace (Windows) and TIBCO iProcess Modeler are the followings:
  - *TIBCO iProcess Workspace (Windows) User's Guide*
  - *TIBCO iProcess Modeler Getting Started*
  - *TIBCO iProcess Modeler Procedure Management*
  - *TIBCO iProcess Modeler Basic Design*
  - *TIBCO iProcess Modeler Advanced Design*
  - *TIBCO iProcess Modeler Integration Techniques*
  - *TIBCO iProcess Expressions and Functions Reference Guide*
  - *TIBCO iProcess Workspace (Windows) Manager's Guide*

Other TIBCO Product Documentation

You may find it useful to read the documentation for the following TIBCO products:

- TIBCO ActiveMatrix BusinessWorks™
- TIBCO Business Studio™
- TIBCO Enterprise Message Service™

- TIBCO Hawk®
- TIBCO Rendezvous®

Third-party Documentation

You may find it useful to read the documentation for the following third-party products:

- Microsoft® Windows®

Typographical Conventions

The following typographical conventions are used in this manual.

Table 1 General Typographical Conventions

Convention	Use
`code font`	Code font identifies commands, code examples, filenames, pathnames, and output displayed in a command window. For example: Use `MyCommand` to start the foo process.
`bold code font`	Bold code font is used in the following ways: • 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]`
italic font	Italic font is used in the following ways: • To indicate a document title. For example: See *TIBCO ActiveMatrix BusinessWorks Concepts*. • To introduce new terms For example: A portal page may contain several portlets. *Portlets* are mini-applications that run in a portal. • To indicate a variable in a command or code syntax that you must replace. For example: `MyCommand` *PathName*
Key combinations	Key name separated by a plus sign indicate keys pressed simultaneously. For example: Ctrl+C. Key names separated by a comma and space indicate keys pressed one after the other. For example: Esc, Ctrl+Q.
	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.

Table 1 General Typographical Conventions (Cont'd)

Convention	Use
⚠	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 TIBCO Community

TIBCO Community is an online destination for TIBCO customers, partners, and resident experts. It is a place to share and access the collective experience of the TIBCO community. TIBCO Community offers forums, blogs, and access to a variety of resources. To register, go to the following web address:
https://community.tibco.com

How to Access TIBCO Documentation

You can access TIBCO documentation here:

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 Installation Introduction

This chapter explains installation modes, requirements, and other options you need to be aware of before the installation.

Topics

- Installation Overview, page 2
- Installation Requirements, page 4

Installation Overview

This section provides an overview of the TIBCO iProcess Workspace (Windows) installer.

- Installation Modes, page 2
- Installation Types, page 2

Installation Modes

The installer can run in the following modes on Microsoft Windows platforms.

- GUI Mode
- Silent Mode

GUI Mode

In GUI mode, the installer presents panels that allow you to make choices about product selection, product location, and so on.

To invoke the installer in GUI mode, double-click the executable.

For detailed information, see Installation in GUI Mode on page 10.

Silent Mode

In Silent mode, the installer uses a response file that was saved during an earlier installation. Silent mode installs without prompting you for information.

For detailed information, see Installation in Silent Mode on page 17.

Installation Types

The following four installation types are available for TIBCO iProcess Workspace (Windows) installation.

- **Administrator** The Administrator installation type installs TIBCO iProcess Workspace (Windows) and TIBCO iProcess Administrator.
- **Custom** The Custom installation type is recommended for advanced users. Choosing this installation type allows you to specify which components to install, such as TIBCO iProcess Workspace (Windows), TIBCO iProcess Modeler, iProcess Workspace Plug-ins, TIBCO iProcess Administrator, and so on. This option also enables you to uninstall existing installed components.

- **Modeler** The Modeler installation type installs TIBCO iProcess Workspace (Windows), TIBCO iProcess Administrator, and TIBCO iProcess Modeler.
- **User** The User installation type installs TIBCO iProcess Workspace (Windows) only.

Installation Requirements

This section describes the installation requirements for this product.

- Supported Platforms, page 4
- Basic System Requirements, page 5
- POSIX Threads (pthreads), page 5

Supported Platforms

The following Microsoft Windows (x86) platforms are supported:

- Microsoft Windows 8 (32-bit and 64-bit)
- Microsoft Windows 8.1 (32-bit and 64-bit)
- Microsoft Windows 10 (64-bit)
- Microsoft Windows Server 2012 (64-bit)
- Microsoft Windows Server 2012 R2 (64-bit)
- Microsoft Windows Server 2008 (32-bit and 64-bit)
- Microsoft Windows Server 2008 R2 SP1 (64-bit)
- Microsoft Windows 7 SP1 (32-bit and 64-bit)

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.

Basic System Requirements

Before installing TIBCO iProcess Workspace (Windows), make sure your system meets the system requirements listed in Table 2. See Microsoft Windows documentation for more information about system requirements.

Table 2 System Requirements

Component	Requirement
Printer memory	64 MB of printer memory is required to print procedures.
Disk space	56 MB of free space on the hard disk is required.
File system	NTFS FAT partitions are not supported by iProcess Workspace (Windows).

POSIX Threads (pthreads)

On a Windows system, version 2.7.0 of the POSIX Threads (pthreads) library must be available on the system PATH of the computer where you intend to install TIBCO iProcess Workspace (Windows), before installation begins.

TIBCO has validated Version 2.7.0 with iProcess Workspace (Windows). If you want to use a later version of the library, contact TIBCO Support to confirm whether or not that version is supported by your iProcess Engine version.

When you install or upgrade TIBCO iProcess Workspace (Windows) 11.5, you have to use the latest version of the pthreads library. The `WIS` and `WQS` processes might consume extremely high levels of CPU resources because you use an older version of the pthreads library with TIBCO iProcess Workspace (Windows) 11.5. For TIBCO iProcess Suite version 11.5, the pthread.dll library has been rebuilt; versions that were provided with previous releases of TIBCO iProcess Workspace (Windows) are incompatible with TIBCO iProcess Workspace (Windows) 11.5.

If you upgrade TIBCO iProcess Workspace (Windows) to version 11.5, you must download the latest version of pthreads from TIBCO Software Product Download Site and replace the older one in the appropriate folder.

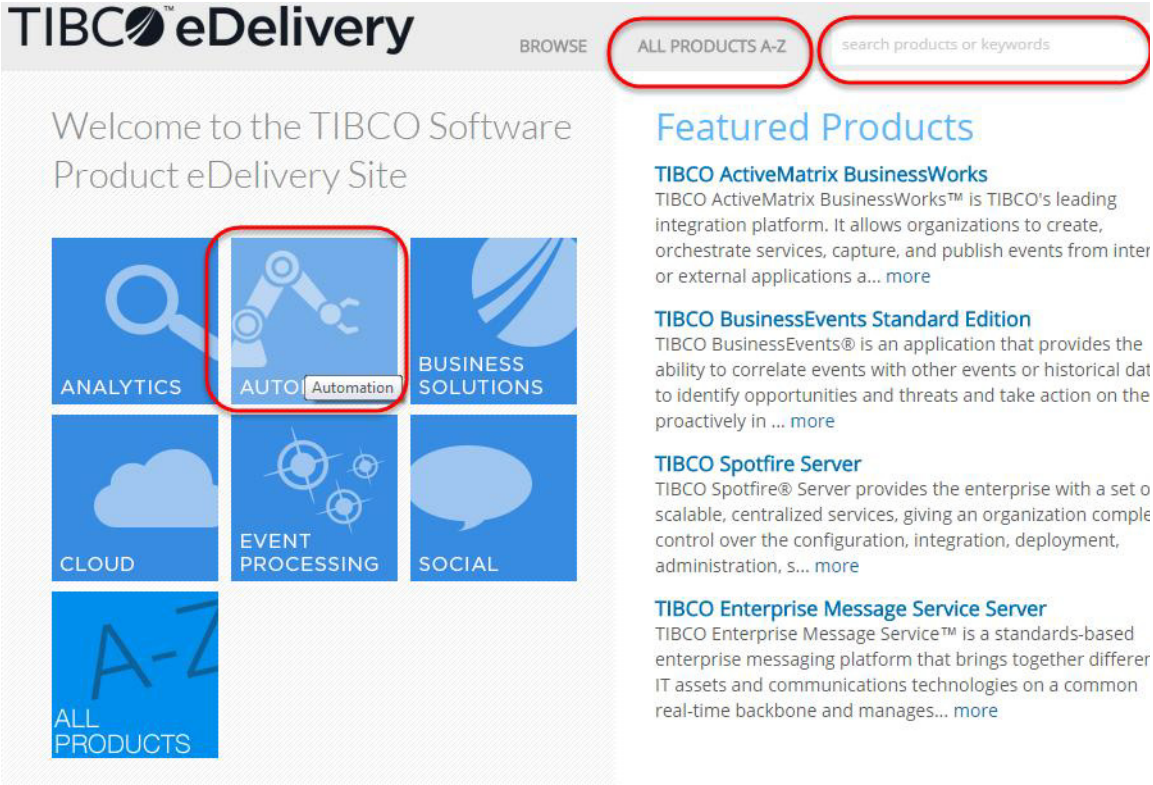
Downloading the pthreads Library

If you do not already have a POSIX Threads (pthreads) library, you can obtain the POSIX Threads (pthreads) for Windows distribution set from TIBCO Software Inc. by downloading it as follows:

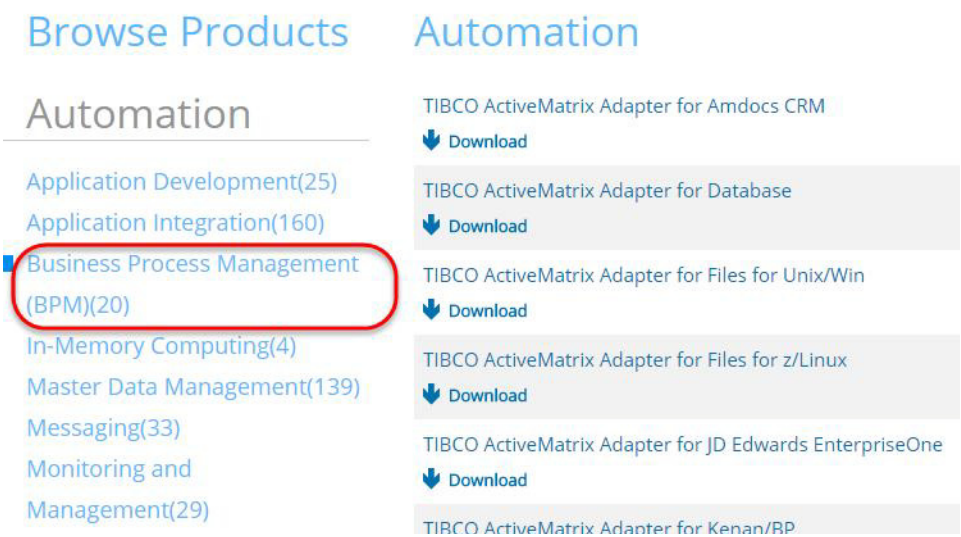
1. Go to the TIBCO Software Product Download Site (https://edelivery.tibco.com) website.

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

2. To navigate to the product, you can find the product in one of the following ways:
   - Search the product name in the search field.
   - Click **All PRODUCTS A-Z**.
   - Click **AUTOMATION**.



3. If you navigate to the product by clicking **AUTOMATION**, click **Business Process Management (BPM)** in the following page.



4. Click **Download** under TIBCO iProcess Workspace (Windows) and then click the product version you want to download.
5. Download the `pthread.dll` file.
6. Copy the `pthread.dll` file to the following folder:
   — For Windows (32-bit), copy the `pthread.dll` file from the POSIX Threads (pthreads) for Win32 distribution set to the `%systemroot%\system32` folder on the computer where you intend to install iProcess Workspace (Windows) and make sure that the computer's `PATH` system environment variable includes the `%systemroot%\system32` folder.
   — For Windows (64-bit), copy the `pthread.dll` file from the POSIX Threads (pthreads) for Win32 distribution set to the `C:\WINDOWS\SysWOW64` folder on the computer where you intend to install iProcess Workspace (Windows) and make sure that the computer's `PATH` system environment variable includes the `%systemroot%\SysWOW64` folder.

If a supported version of the `pthread.dll` library is not available on the system PATH when you run the installer, the installer immediately exits with an error message. See The Installer Encounters an Error Trying to Locate pthread.dll on page 30 for details.

Chapter 2 Installing TIBCO iProcess Workspace (Windows)

This chapter explains how to install or upgrade TIBCO iProcess Workspace (Windows).

You must log on to Microsoft Windows as a user who is a member of the *Administrators* group. Otherwise, you are not able to run the installer.

Topics

- Installation in GUI Mode, page 10
- Installation in Silent Mode, page 17

Installation in GUI Mode

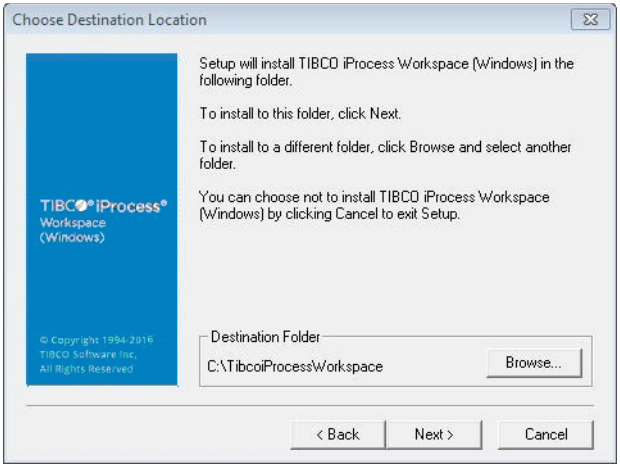
To install TIBCO iProcess Workspace (Windows) in GUI mode, complete the following steps:

1. Log on to Microsoft Windows as a user who is a member of the *Administrators* group.
2. Open the physical media or download the TIBCO iProcess Workspace (Windows) installation package from a network server.
3. Extract the product's file to a temporary directory and navigate to the temporary directory.

   Make sure that you have already copied the `Pthread.dll` file to the appropriate directory. For detailed information, see POSIX Threads (pthreads) on page 5.

4. Run `Setup.exe`. The Choose Setup Language dialog is displayed.
5. Select the language you want displayed in the text of the installation from the drop-down list and click the **OK** button. The Welcome dialog appears.
6. Review the information in the Welcome dialog and click the **Next** button. The Software License Agreement dialog appear.
7. Review the entire TIBCO Software Inc. End User License Agreement.
   - Click the **No** button if you do not agree to the terms of the license agreement, and then exit from the installation process.
   - Click the **Yes** button if you agree to the terms of the license agreement. The Choose Destination Location dialog appears, as shown in Figure 1.

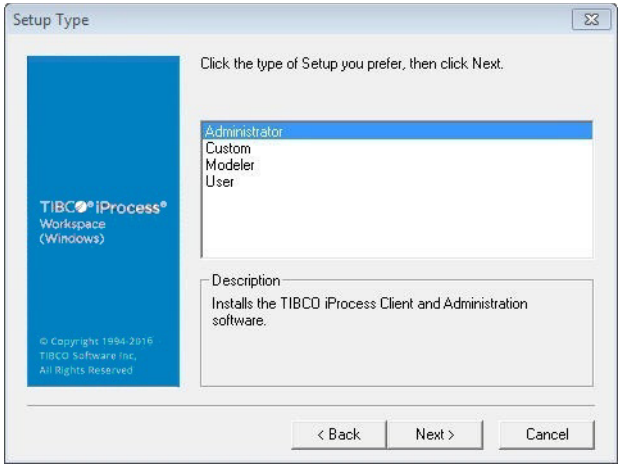
Figure 1 Choose Destination Location Dialog



8. Click the **Browse...** button to specify a Destination Folder where you want to install iProcess Workspace (Windows).
   - If this is a new installation, go to step 9.
   - If you have already installed iProcess Workspace (Windows) in your chosen destination folder, a dialog appears and displays a message asking if you want to upgrade your previous installed iProcess Workspace (Windows).

     Click the **Yes** button to upgrade your installation. The Select TIBCO iProcess Configuration dialog appears. You can either select an existing configuration set from the TIBCO iProcess Configurations list to update, or enter a new configuration name.
9. Click the **Next** button, the Setup Type dialog appears, as shown in Figure 2.

Figure 2 Setup Type Dialog



10. Select one of the following installation types in the Setup Type dialog:

    — **Administrator** Select this setup type to install TIBCO iProcess Workspace (Windows) and TIBCO iProcess Administrator.

    — **Modeler** Select this setup type to install TIBCO iProcess Workspace (Windows), TIBCO iProcess Administrator, and TIBCO iProcess Modeler.

    — **User** Select this setup type to install TIBCO iProcess Workspace (Windows) only.

    — **Custom** Select this setup type if you want to specify which components to install, such as TIBCO iProcess Workspace (Windows), TIBCO iProcess Modeler, iProcess Workspace Plug-ins, TIBCO iProcess Administrator, and so on.

    Click the **Next** button, the Select Components dialog appears, as shown in Figure 3. Select the components that you want to install. See Table 3 for detailed information.

Figure 3 Select Components Dialog

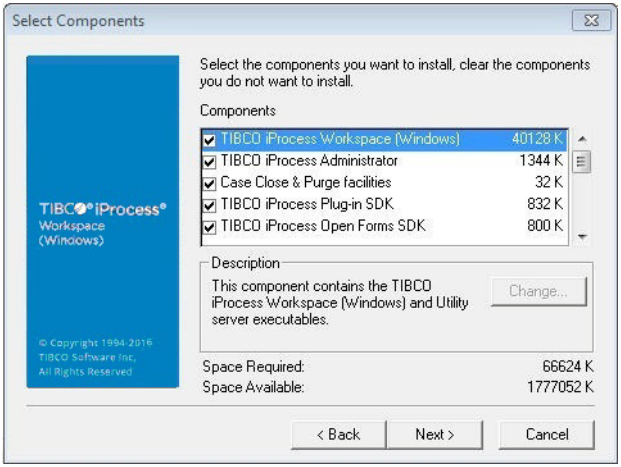


Table 3 Installed Components

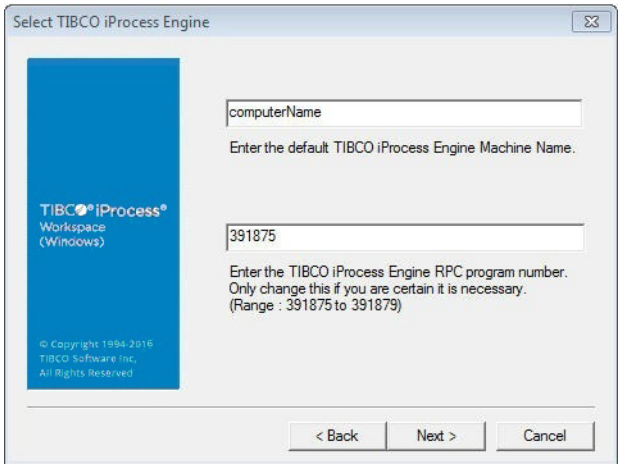
Component	Description
TIBCO iProcess Workspace (Windows)	Check the **TIBCO iProcess Workspace (Windows)** checkbox to install TIBCO iProcess Workspace (Windows) and Utility Server. **Note:** You cannot select this option.
TIBCO iProcess Administrator	Check the **TIBCO iProcess Administrator** checkbox to install TIBCO iProcess Administrator.
Case Close & Purge Facilities	Check the **Case Close and Purge facilities** checkbox to install the Case Administration features.
TIBCO iProcess Plug-in SDK	Check the **TIBCO iProcess Plug-in SDK** checkbox to install the SDK for developing your own EAI plug-ins.
TIBCO iProcess Open Forms SDK	Check the **TIBCO iProcess Open Forms SDK** checkbox to install the SDK that allows you to create your own Forms application for use with the iProcess.
TIBCO iProcess Modeler	Check the **TIBCO iProcess Modeler** checkbox to install the iProcess Modeler. **Note:** You cannot unselect this option if you have selected the EAI Plug-ins option, because the EAI Plug-ins option is dependent on the TIBCO iProcess Modeler option.

Table 3 Installed Components (Cont'd)

Component	Description
EAI Plug-ins	Check the **EAI Plug-ins** checkbox to install the available iProcess Workspace Plug-ins. Click the **Change** button in the Description area, the Select Sub-components dialog appears. Select each of the following sub-components that you want to install. —**EAI COM** - TIBCO iProcess COM Client Plug-in —**EAI MAIL** - TIBCO iProcess Email Client Plug-in —**EAI SCRIPT** - TIBCO iProcess Script Client Plug-in —**EAI DB** - TIBCO iProcess Database Client Plug-in

11. Click the **Next** button, the Select TIBCO iProcess Engine dialog appears, as shown in Figure 4.

Figure 4 Select TIBCO iProcess Engine Dialog



Enter the details of the iProcess Engine that you want to connect to by default when you start iProcess Workspace (Windows):

— Enter the Machine Name of the computer where the iProcess Engine has been installed.

  If you do not fill in any Machine Name here, the installer uses the value of the COMPUTERNAME environment variable. (This is the name of the computer on which you are installing iProcess Workspace (Windows)).

— Enter the RPC Program Number of the iProcess Engine that you want to connect to.

Most iProcess Engines use RPC numbers in the range from 391875 to 391879 inclusive, and using numbers in this range needs to prevent clashes with other applications. If you enter a number outside this range, a warning message appears. You can choose to use the number you have entered, or to enter another.

Alternatively, you can change the RPC program number using the iProcess Preference Editor `swpref.exe` after installation, if you know that your iProcess Engine uses a different RPC program number. For detailed information, see "Using the iProcess Preference Editor" in *TIBCO iProcess Workspace (Windows) Manager's Guide*.

12. Click the **Next** button, the Select Program Folder dialog appears. You can specify a folder name for TIBCO iProcess Workspace (Windows) in the Program Folders field or select an existing folder from the Existing Folders list. After installation, you can see this specified folder when selecting All Programs from the Start menu.

If you want to keep an earlier version of TIBCO iProcess Workspace (Windows) on the same computer, TIBCO suggests that you use a different folder to avoid conflicts.

13. Click the next button, the Start Copying Files dialog appears. Review your installation options in this dialog:

— If you want to change any of your choices, click **Back** to move back to the appropriate dialog.

— If you are satisfied with your choices, click the **Next** button. The installer then installs TIBCO iProcess Workspace (Windows) on your computer.

14. Complete the installation. After completing the installation, the Install Complete dialog appears.

    If the installer has installed any system files, you need to restart your computer before using iProcess Workspace (Windows). A dialog appears to inform you of this and gives you the option to restart either now or later.

15. Click the **Finish** button to exit the installation program.

No program folders or shortcuts are created for TIBCO iProcess Modeler. You can only start TIBCO iProcess Modeler from TIBCO iProcess Workspace (Windows). See *TIBCO iProcess Workspace (Windows) User's Guide* for more information.

Installation in Silent Mode

If you want to install TIBCO iProcess Workspace (Windows) in silent mode, you must have previously installed it in GUI mode on a computer and generated a response file that provides all the configuration information. You can subsequently use this response file as a script to run a similar installation automatically, without having to manually enter values in the dialogs. Installation in silent mode makes it easier to roll out TIBCO iProcess Workspace (Windows) across a network, using either simple batch files or network management software.

Make sure that the machine you use to create the response file is in the same state as the machines where you want to perform the installations in silent mode. Otherwise, you may have a problem with extra dialogs.

For example, if you create the response file on a machine that has a previous installation of iProcess Workspace (Windows) then an extra dialog is displayed asking if you want to upgrade this installation. If you then try and perform a silent installation with this response file on a machine that does not have a previous installation of iProcess Workspace (Windows) then the responses in the response file will not match the dialogs displayed in the installation program.

The following procedure explains how to install TIBCO iProcess Workspace (Windows) in silent mode.

- Creating a Response File, page 17
- Performing a Silent Installation, page 18

Creating a Response File

To generate a response file, complete the following steps:

1. Open a command prompt and type the following command:

   setupDir`\setup.exe -r -f1`*responseFileDir*`:\setup.iss`

   where:

   — *setupDir* is the directory where you run the installer in GUI mode.

   — *responseFileDir* is the directory where you want to store your generated response file.

   For example:

   ```
   E:\TIBCO\setup.exe -r -f1C:\setup.iss
   ```

2. Run `setup.exe`, entering the required values to all the prompts as normal. See Installation in GUI Mode on page 10. The installer records your responses in the specified `Setup.iss` file.
3. Start TIBCO iProcess Workspace (Windows) to make sure that it has been correctly installed.

Performing a Silent Installation

To perform an installation in silent mode, complete the following steps:

1. Prepare a response file `Setup.iss`. For detailed information, see Creating a Response File on page 17.
2. Log on to Windows as a user who is a member of the `Administrators` group.
3. Open a command prompt and type the following command:

   setupDir`\setup.exe -s -f1"`*responseFileDir*`:\setup.iss" -f2"`*logfileDir*`:\setup.log" /SMS`

   where:

   — *setupDir* is the directory from which you ran the installer in GUI mode.

   — *responseFileDir* is directory containing the response file.

   — *logfileDir* is the full path of a log file you want to create. You can review the log file to determine whether the silent installation worked. For detailed information about the log file, see Viewing the Log File. If you do not use the `-f2` parameter, the `Setup.log` file will be created in the directory where Windows is installed by default.

   — `SMS` is used to make sure that the silent installation is complete before the installer and any network connections close.

   Strings must be included in quotes, for example "`c:\setup.iss`".

4. Press the **Enter** key on the keyboard. The installer installs iProcess Workspace (Windows), automatically getting the necessary information from the response file.
5. Start iProcess Workspace (Windows) to make sure that it has been correctly installed.

Viewing the Log File

The log file contains three sections:

- **[InstallShield Silent]** identifies the version of InstallShield Silent used in the silent installation. It also identifies the file as a log file.
- **[Application]** identifies which application and version have been installed. This section is only created if the [ResponseResult] section contains the result code **0**, indicating that the installation was successful.
- [**ResponseResult**] contains one of the following result codes shown in Table 4, indicating whether or not the silent installation succeeded.

Table 4 Response Result Codes

Value	Description
0	Success.
-1	General error.
-2	Invalid mode.
-3	Required data not found in the response file.
-4	Not enough memory available.
-5	File does not exist.
-6	Cannot write to the response file.
-7	Unable to write to the log file.
-8	Invalid path to the response file.
-9	Not a valid list type (string or number).
-10	Data type is invalid.
-11	Unknown error during setup.
-12	Dialogs are out of order.
-51	Cannot create the specified folder.
-52	Cannot access the specified file or folder.
-53	Invalid option selected.

Chapter 3 Uninstalling TIBCO iProcess Workspace (Windows)

This chapter describes how to uninstall TIBCO iProcess Workspace (Windows).

Topics

- Pre-removal Considerations, page 22
- Uninstalling iProcess Workspace (Windows), page 23

Pre-removal Considerations

Before uninstalling your iProcess Workspace (Windows), TIBCO reminds you:

- The uninstallation procedure uninstalls any all components that have been installed by the iProcess Workspace (Windows) installation, such as TIBCO iProcess Modeler or TIBCO iProcess Workspace Plug-ins.
- You must uninstall any additional iProcess Workspace (Windows) components that you have installed separately. For example, TIBCO iProcess Java Plug-in or any plug-in that you have crated before uninstalling iProcess Workspace (Windows). For detailed information about how to uninstall these components, see the installation guides for them.

Uninstalling iProcess Workspace (Windows)

To uninstall TIBCO iProcess Workspace (Windows) from your computer, complete the following steps:

1. Open the **Control Panel** window on your computer.
2. Double-click the **Add or Remove Programs** button and select the **TIBCO iProcess Workspace (Windows)** *version* item from the list, where *version* is the version number of your iProcess Workspace (Windows) installation. Then click the **Change/Remove** button to perform the uninstallation process.

On Windows 7, double-click the **Programs and Features** button and double-click **TIBCO iProcess Workspace (Windows)** *version* from the list, where *version* is the version number of your iProcess Workspace (Windows) installation to perform the uninstallation process.

Appendix A Post-installation Tasks

This appendix lists the post-installation tasks.

Topics

- Configuring Data of Remote Procedure Calls (RPC) Servers, page 26

Configuring Data of Remote Procedure Calls (RPC) Servers

TIBCO iProcess Workspace communicates with TIBCO iProcess Engine by making Remote Procedure Calls (RPC). You need to configure the data of RPC servers before setting up connection between TIBCO iProcess Workspace and TIBCO iProcess Engine servers.

For more information, see "TIBCO iProcess Workspace and TIBCO iProcess Engine Network Communication" in *TIBCO iProcess Engine Architecture Guide*.

To configure the data of RPC servers, perform the following steps in the Registry Editor after installing TIBCO iProcess Workspace (Windows):

1. Start the Registry Editor from the machine where you install TIBCO iProcess Workspace (Windows) and navigate to the *RegistryLocation*`\Staffware plc\Staffware Client\Default\RPC Servers` directory.

   Where *RegistryLocation* is either the `\HKEY_LOCAL_MACHINE\Software` directory in the 32-bit machine, or the `\HKEY_LOCAL_MACHINE\Software\Wow6432Node` directory in the 64-bit machine.

2. Right-click the **RPC Servers** folder or the right panel, and then select **New** > **String Value** from the menu that is displayed.

3. Rename the **New Value** in the Name column that you have just created, and then double click it. The Edit String dialog is displayed.

4. In the Value data field of the Edit String dialog, specify the data of the server.

Separate the data value with comma. For example, `127.0.0.1,391875,1,server`.

The data of the server includes the following parts:

Data	Description
IP or host name	The IP address or host name of the machine where the server locates.
RPC number	The RPC number of the server. The RPC number is in the `SWDIR\swdefs` file.

Data	Description
Enable Password field	• Set 1 to enable the Password field in the Login For System Administration dialog, which is displayed when you log in to TIBCO iProcess Administrator. • Set 0 to disable the Password field n the Login For System Administration dialog, which is displayed when you log in to TIBCO iProcess Administrator.
Description	The description for the iProcess Engine server.
Internet Protocol Version	• 1 (IPv6) • 0 or Null (IPv4)

5. Click the **OK** button to finish the configuration.

After configuring the RPC servers data, the server is available to communicate. When you log in to TIBCO iProcess Administrator through the Login For System Administration dialog, the description of the server is displayed in the drop-down list of the Server field. See "Logging In to TIBCO iProcess Administrator" in *TIBCO iProcess Workspace Manager's Guide* for more information.

Appendix B Troubleshooting

This appendix describes how to deal with errors that you may encounter when installing TIBCO iProcess Workspace (Windows).

If the information in this appendix does not help you to resolve the problem, or if you are in any way unsure as to how to proceed, contact TIBCO Support for further assistance.

Topics

- The Installer Encounters an Error Trying to Locate pthread.dll, page 30

The Installer Encounters an Error Trying to Locate pthread.dll

Problem Description

When you run the installer, the installer exits immediately with one of the following error messages:

- `Failed to locate the 'pthread.dll' component`
- `The minimum 'pthread.dll' component version required is 2.7.0. The version available on the system is 2.6.0`
- `Failed to load the 'pthread.dll' component as no version information could be found in it`
- `Failed to determine the version of the 'pthread.dll' component.`

accompanied by the following message:

```
POSIX Threads (pthreads) for Win32 is required in order for the
software to run correctly.  Please refer to the Installation
Guide for information on where to get hold of this component and
how to install it.
```

What to Do

To resolve this problem:

1. Obtain the POSIX Threads (pthreads) library for Windows distribution set library from TIBCO Software Inc. and make it available on your system PATH. For detailed information, see POSIX Threads (pthreads) on page 5.
2. Run the installer again.

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