TIBCO iProcess® Workspace (Windows)

Installation

Version 11.9.0
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Contents

Installation Overview

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

- Installation Modes
- Installation Types

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.

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.

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

- Basic System Requirements

- POSIX Threads (pthreads)

Supported Platforms

The following Microsoft Windows platforms are supported:

- Microsoft Windows 10 (64-bit)

- Microsoft Windows Server 2016 (64-bit)

- Microsoft Windows Server 2016 (64-bit) on AWS

- Microsoft Windows Server 2016 (64-bit) on Azure

- Microsoft Windows Server 2019 (64-bit)

Basic System Requirements

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

System Requirements

Component	Requirement
Printer memory	64 MB of printer memory is required to print procedures.

Component	Requirement
Disk space	56 MB of free space on the hard disk is required.
File system	NTFS FAT partitions are not supported by TIBCO iProcess Workspace (Windows).
Microsoft .Net Framework 3.5	Install this or higher version before starting TIBCO iProcess Workspace (Windows) installation. Refer to Microsoft docs for installing the .Net framework.

POSIX Threads (pthreads)

When you install or upgrade to TIBCO iProcess Workspace (Windows) on a Windows system, you must have the following files before installation begins:

- pthread.dll version 2.7.0 (32-bit)
- pthread.dll version 2.9.1 (64-bit)
- msvcr100.dl

> **ⓘ** **Note:** TIBCO has validated Version 2.7.0 with TIBCO 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) to 11.8, you must use the latest versions 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) 11.8. For TIBCO iProcess Suite version 11.8, 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) 11.8.
>
> If you upgrade TIBCO iProcess Workspace (Windows) to version 11.8, 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**.
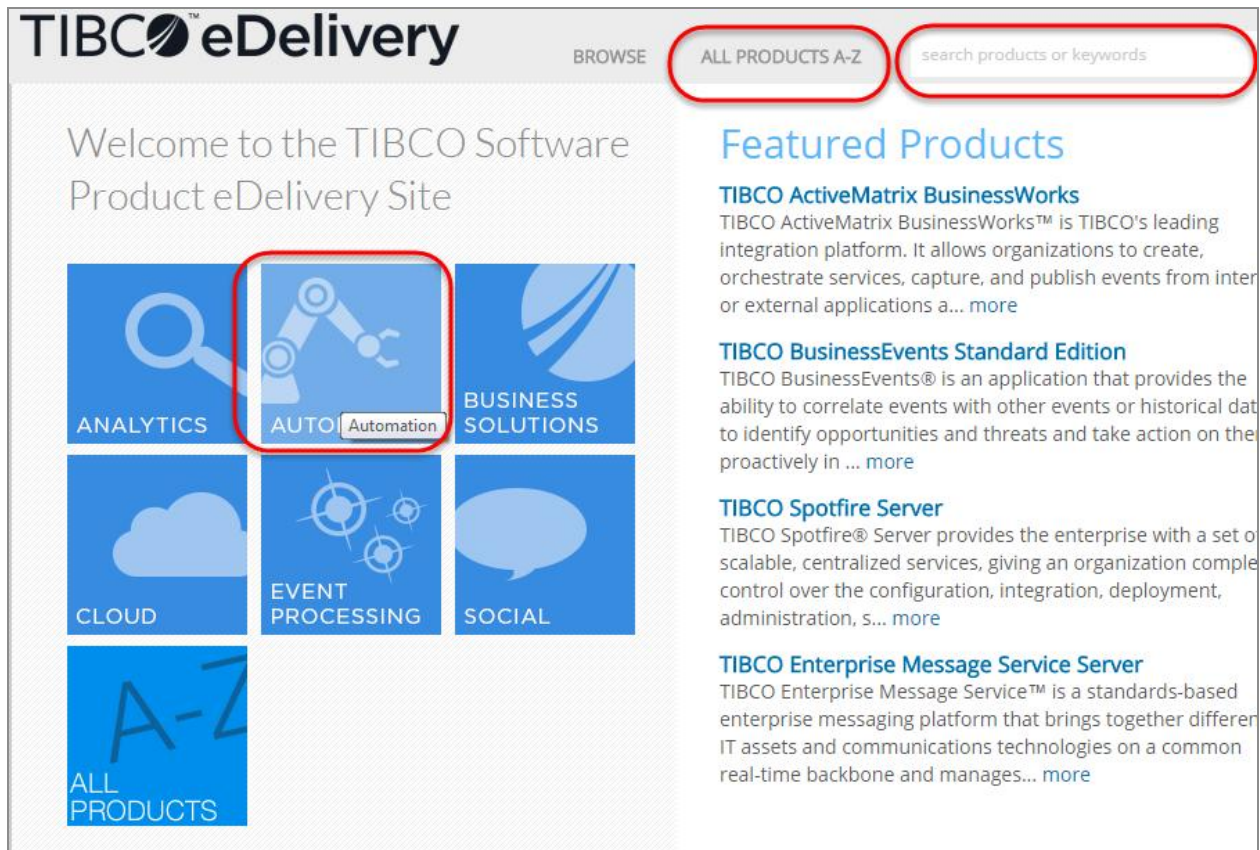
3. If you navigate to the product by clicking **AUTOMATION**, click **Business Process Management (BPM)** in the following page.

4. Click **Download** under TIBCO iProcess Workspace (Windows) and then click the product version you want to download.

5. Download the zip file (IPE_Win_1180_pthread_installer.zip). It contains the pthread_installer.bat script and the two pthread.dll files.

6. Extract and run the script to copy the dll files into %windir% folder. This script will copy the files as follows:

   — x86\pthread.dll to "%windir%\SysWOW64"

   — x64\pthread.dll to "%windir%\system32"

   — x64\msvcr100.dll to "%windir%\system32".

> ⚠️ **Warning:** 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 for details.

Installing TIBCO iProcess Workspace (Windows)

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

> **ℹ** **Note:** 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.

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.

> **ℹ** **Note:** Make sure that you have already copied the `Pthread.dll` file to the appropriate directory. For detailed information, see POSIX Threads (pthreads).

4. Run `Setup.exe`. The Welcome dialog box appears.

5. Review the information in the Welcome dialog and click the **Next** button. The Software License Agreement dialog appear.

6. 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 box
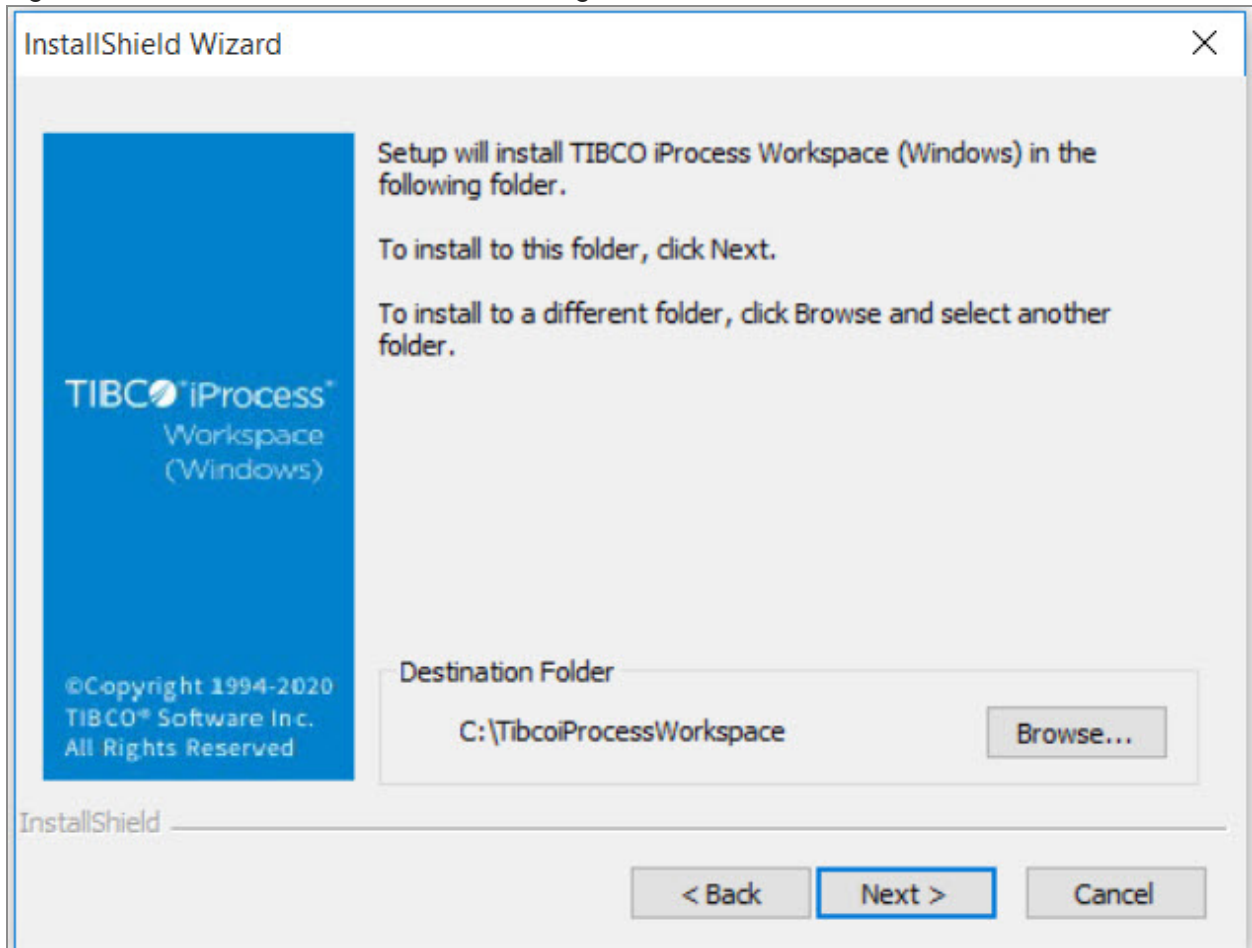
7. Click the **Browse...** button to specify a Destination Folder where you want to install iProcess Workspace (Windows).

    — If this is a new installation, go to step 8.

    — 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 box appears. You can either select an existing configuration set from the TIBCO iProcess Configurations list to update, or enter a new configuration name.

8. Click the **Next** button. The Choose Setup Language dialog box is displayed.
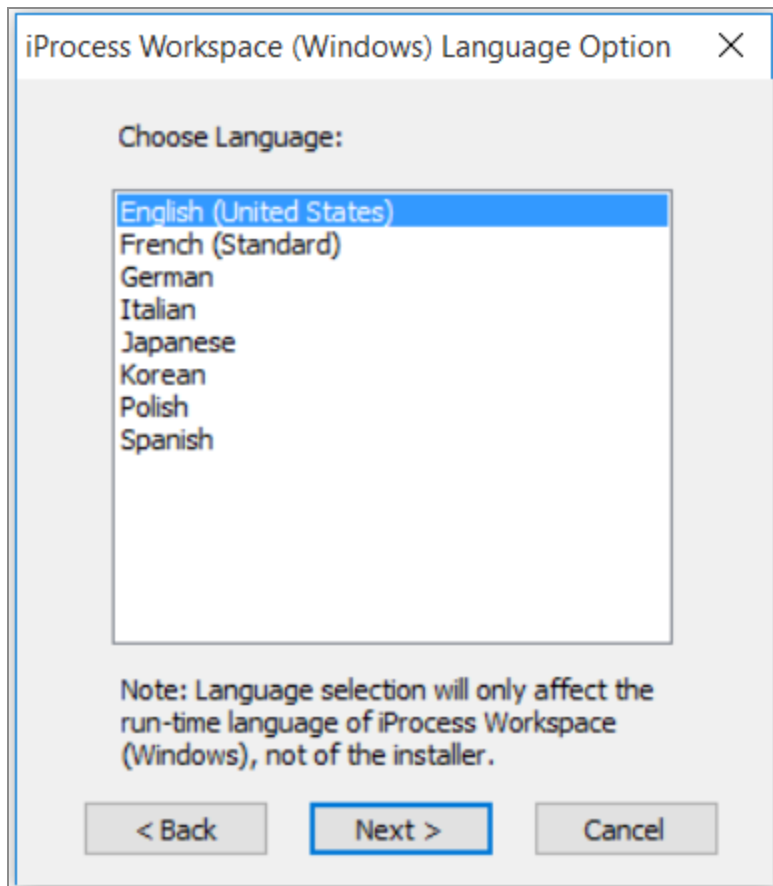
9. Select the language you want displayed in the text of the installation from the drop-down list and click the **OK** button. The Setup Type dialog box appears, as shown in Figure 2.

Figure 2: Setup Type dialog box
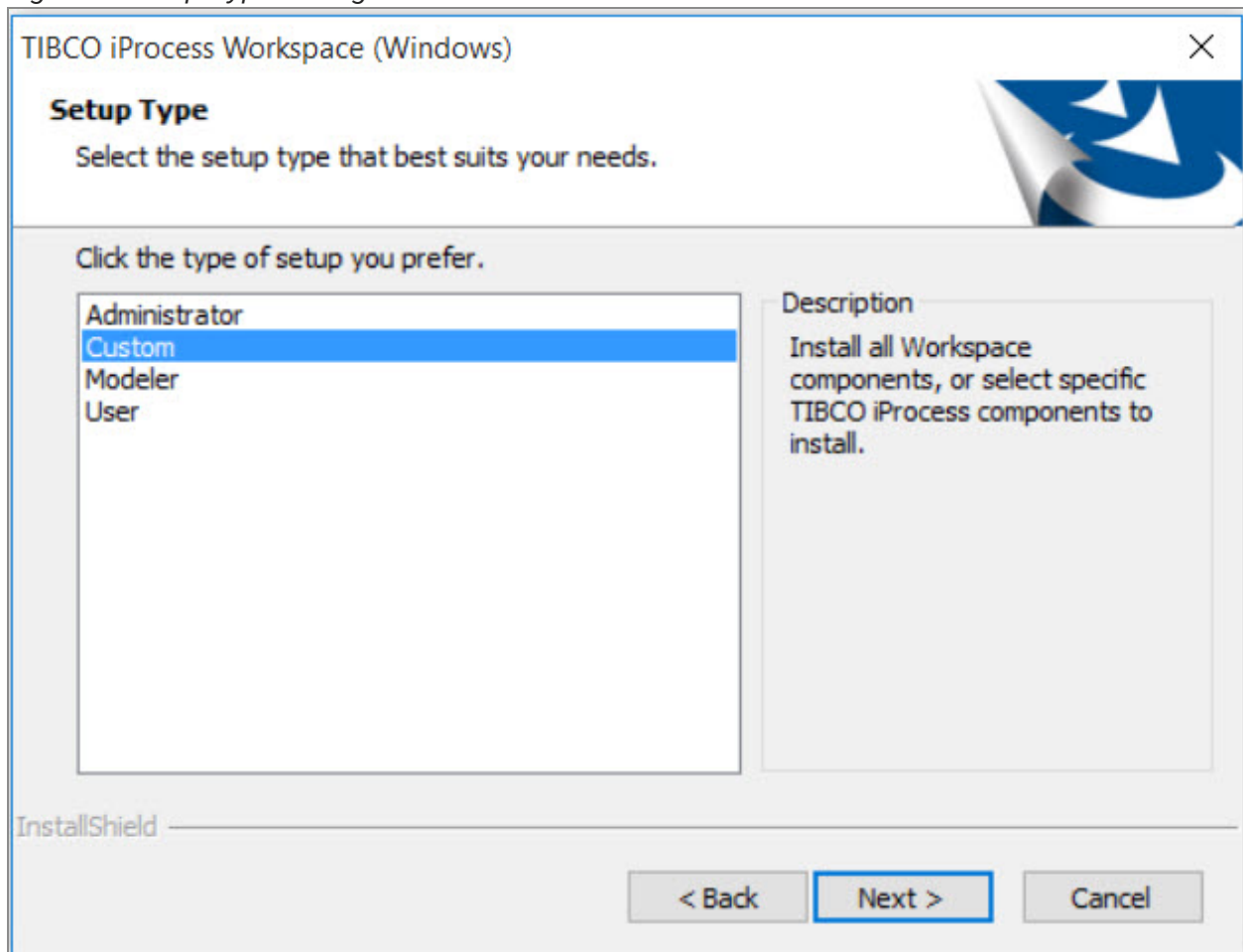
> ℹ **Note:** Please note that selecting the language does not change the language of the installer. It only changes the display language of the final installed application. The installer will only run in English.

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

— **Modeler** Select this setup type to install , 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 box appears, as shown in Select Components dialog box. Select the components that you want to install. See Installed Components for detailed information.

Figure 3: Select Components dialog box
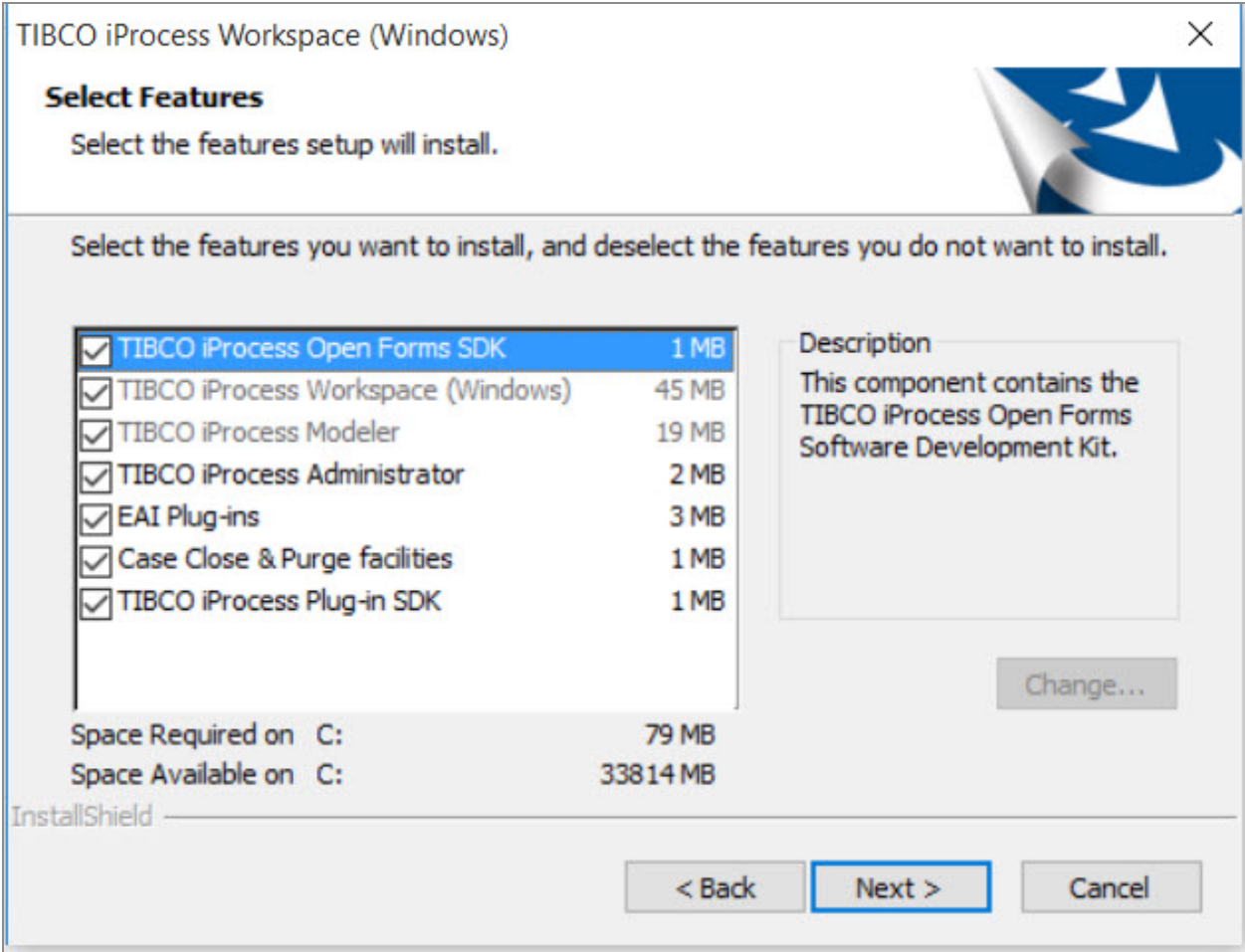
Installed Components

TIBCO iProcess Workspace (Windows)	Check the **TIBCO iProcess Workspace (Windows)** check box to install TIBCO iProcess Workspace (Windows) and Utility Server. **Note:** You cannot select this option.
TIBCO iProcess Administrator	Check the **TIBCO iProcess Administrator** check box to install TIBCO iProcess Administrator.
Case Close &	Check the **Case Close and Purge facilities** check box to install

|	
Purge Facilities	the Case Administration features.
TIBCO iProcess Plug-in SDK	Check the **TIBCO iProcess Plug-in SDK** check box to install the SDK for developing your own EAI plug-ins.
TIBCO iProcess Open Forms SDK	Check the **TIBCO iProcess Open Forms SDK** check box 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** check box to install the iProcess Modeler. **Note:** You cannot clear this option if you have selected the EAI Plug-ins check-box, because the EAI Plug-ins option is dependent on the TIBCO iProcess Modeler option.
EAI Plug-ins	Check the **EAI Plug-ins** check box to install the available iProcess Workspace Plug-ins. Click the **Change** button in the Description area, the Select Sub-components dialog box 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
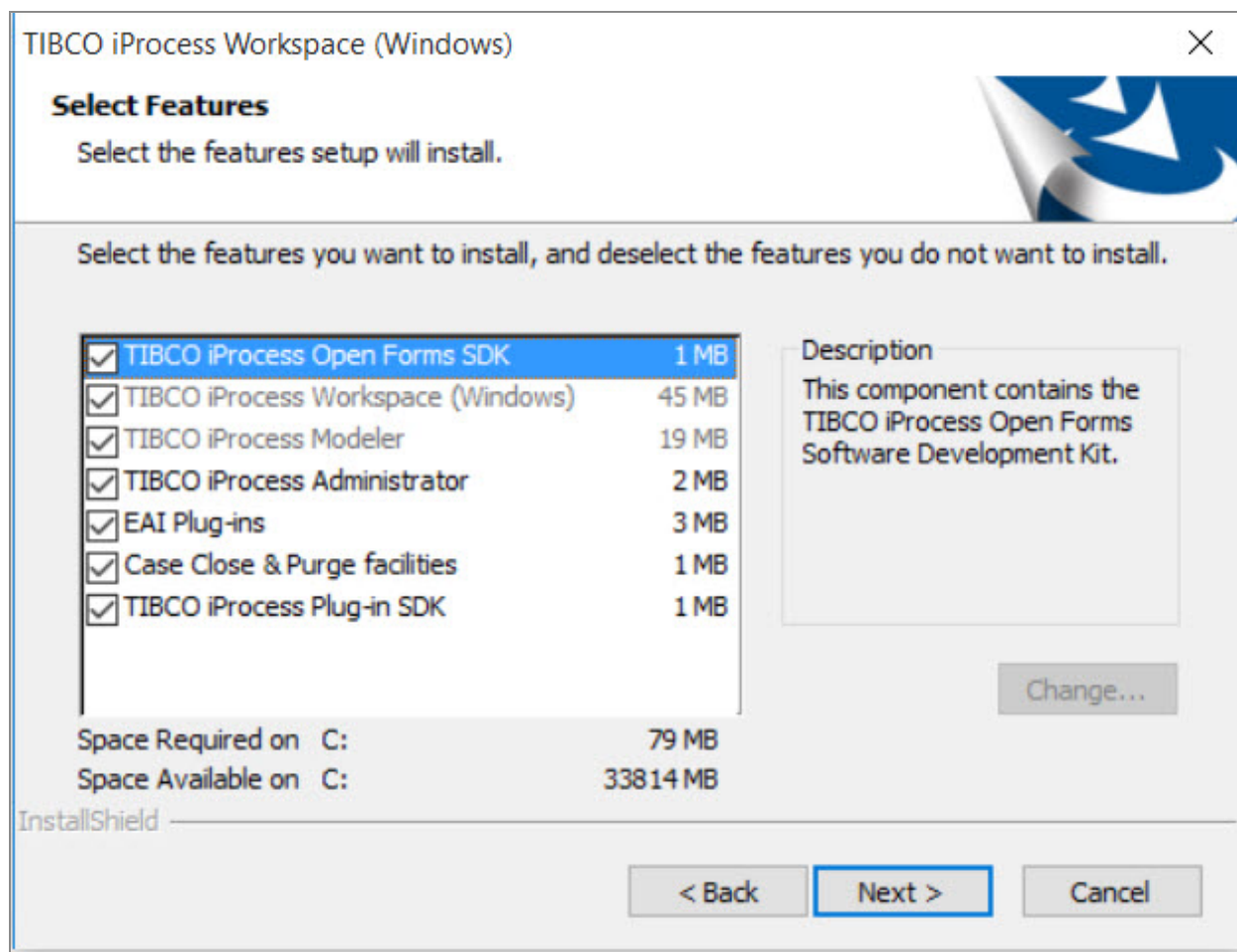
11. Click the **Next** button, the Select TIBCO iProcess Engine dialog box appears, as shown in Select TIBCO iProcess Engine dialog box.

Figure 4: Select TIBCO iProcess Engine dialog box
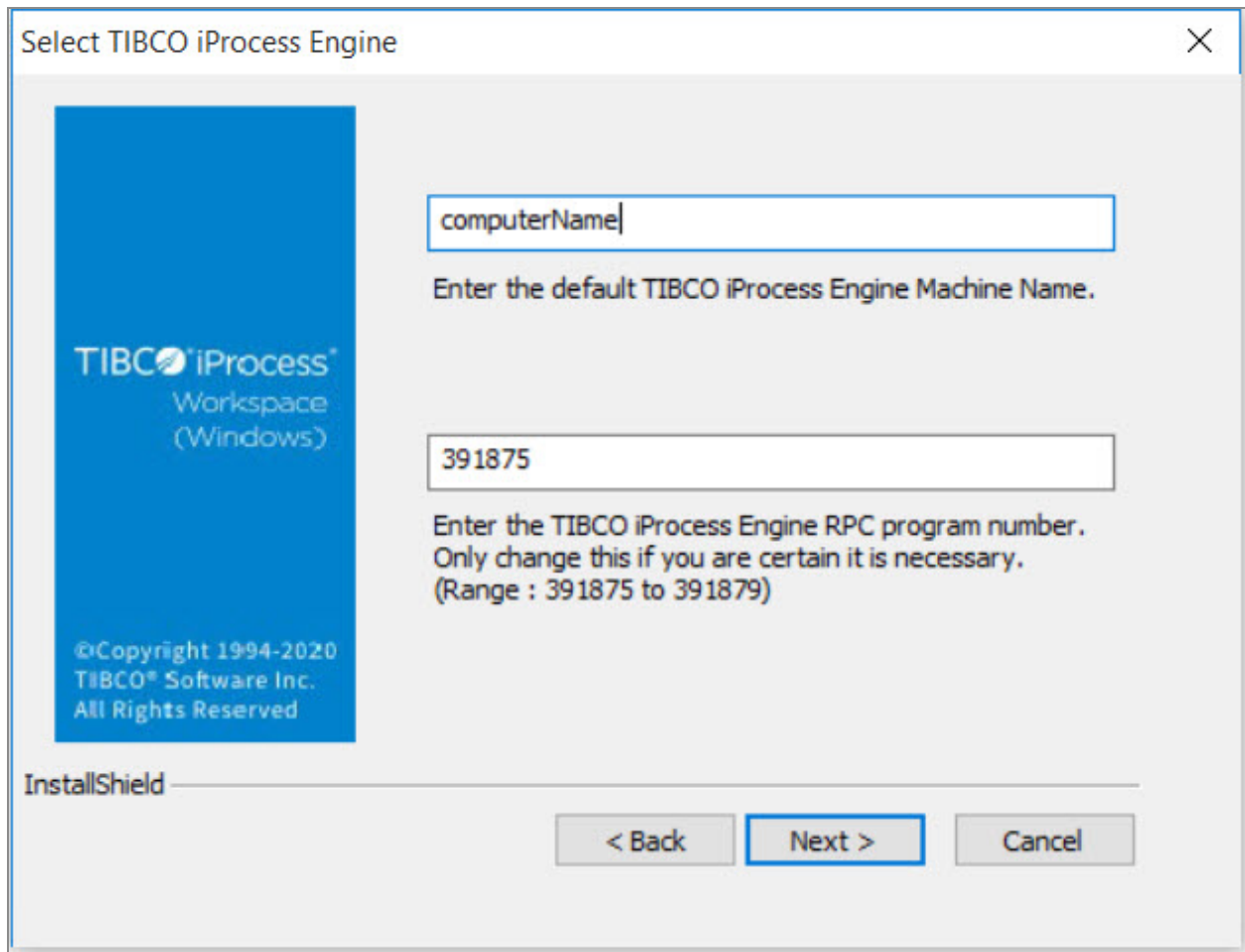
Enter the details of the iProcess Engine that you want to connect to by default when you start TIBCO iProcess Workspace (Windows):

— 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 TIBCO iProcess Workspace (Windows)).

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

> ℹ **Note:** 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 box 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.

> ℹ **Note:** 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 box appears. Review your installation options in this dialog box:

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

    — 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 box appears.

> ℹ **Note:** If the installer has installed any system files, you need to restart your computer before using iProcess Workspace (Windows). A dialog box 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.

> **(i)** **Note:** 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.

> **(i)** **Note:** 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 box 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
- Performing a Silent Installation

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. 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.

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.

> ℹ **Note:** 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 Response Result Codes, indicating whether or not the silent installation succeeded.

Response Result Codes

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.

Uninstalling TIBCO iProcess Workspace (Windows)

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

Pre-removal Considerations

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

- The uninstallation procedure uninstalls any or all components that have been installed by the iProcess Workspace (Windows) installation, such as TIBCO iProcess Modeler.

- 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 created before uninstalling iProcess Workspace (Windows). For more information about how to uninstall these components, see the installation guides.

Uninstalling

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 TIBCO iProcess Workspace (Windows) installation. Then click the **Change/Remove** button to perform the uninstallation process.

> **Note:** On Windows 10, 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 TIBCO iProcess Workspace (Windows) installation to perform the uninstallation process.

Post-installation Tasks

This section lists the post-installation tasks.

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*`\TIBCO iProcess\TIBCO iProcess Workspace (Windows)\Default\RPC Servers` directory.

   Where *RegistryLocation* is the `\HKEY_LOCAL_MACHINE\Software` directory.

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 box is displayed.

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

> **ⓘ** **Note:** 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.
Enable Password field	• Set 1 to enable the Password field in the Login For System Administration dialog box, 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 box, 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 box, 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.

Troubleshooting

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

> **Note:** 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.

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).

2. Run the installer again.

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 iProcess® Workspace (Windows) Product Documentation page:

- *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® Workspace (Windows) Installation*

  Read this manual for instructions on site preparation and installation.

- *TIBCO iProcess Suite Documentation Library*

  This library contains all the manuals for TIBCO iProcessWorkspace (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 following:

  - *TIBCO iProcess Workspace (Windows) User 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*

- *TIBCO iProcess COM Plug-in User Guide*

- *TIBCO iProcess Database Plug-in User Guide*

- *TIBCO iProcess Email Plug-in User Guide*

- *TIBCO iProcess Script Plug-in User Guide*

- *TIBCO iProcess Plug-in SDK User Guide*

Other TIBCO Product Documentation

When working with TIBCO iProcess® Workspace (Windows), you may find it useful to read the documentation of the following TIBCO products:

- TIBCO ActiveMatrix BusinessWorks™

- TIBCO Business Studio™

- TIBCO Enterprise Message Service™

- TIBCO Hawk®

- TIBCO Rendezvous®

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.

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