TIBCO® Enterprise Administrator
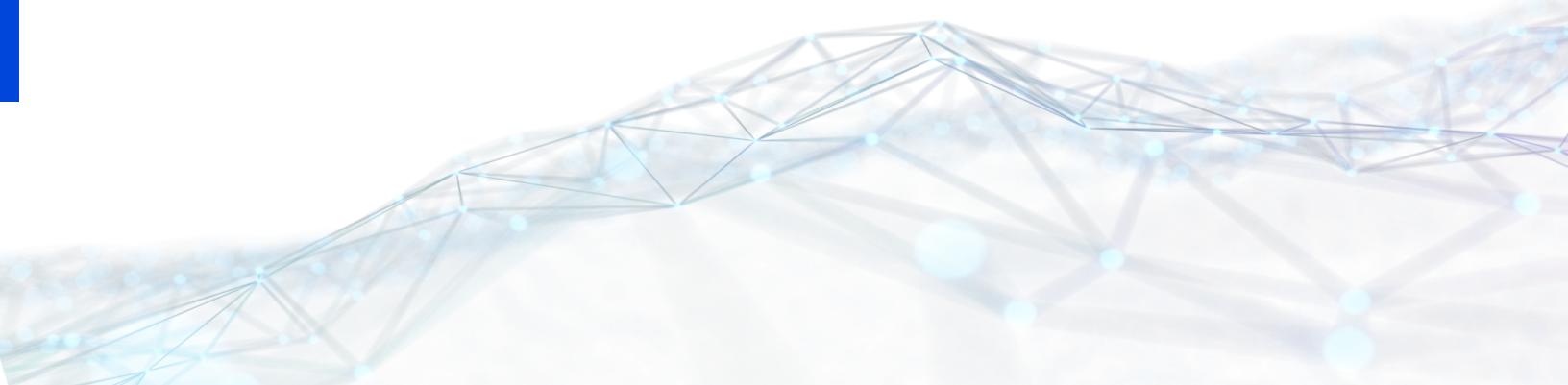
Agent for TIBCO Enterprise Message Service™ Guide

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Contents

Overview of the TIBCO Enterprise Administrator Agent for TIBCO Enterprise Message Service

TIBCO® Enterprise Administrator (TEA) provides a centralized administrative interface to manage and monitor multiple TIBCO products deployed in an enterprise. A product is exposed to TIBCO Enterprise Administrator with the help of an agent. The TEA agent for TIBCO Enterprise Message Service™ is installed when you install TIBCO Enterprise Administrator. This agent helps register the TIBCO Enterprise Message Service™ server with the TIBCO Enterprise Administrator server and helps you monitor the health of the TIBCO Enterprise Message Service server from within the TEA user interface. You can register multiple EMS servers with a single TEA agent for TIBCO Enterprise Message Service. The TEA agent for TIBCO Enterprise Message Service can be configured for manual or auto-registration with the TEA server.

You can use the TEA agent for TIBCO Enterprise Message Service to navigate through the EMS server and view the information about EMS server destinations, connections, security, and configuration from within the TEA user interface. You can also create topics or queues by using Python scripts or shell scripts.

TEA Administrative Interfaces

The TEA server provides three distinct user interfaces to the end user to communicate with the TEA agent for TIBCO Enterprise Message Service: Web UI, Command- Line-based Shell interface, and Python Scripting.

1. Web UI: The TEA server provides a default UI to manage and monitor products. TIBCO Enterprise Message Service is shown as a product card in the Web UI. You can drill down the product to see the artifacts of the product. You can then administer and monitor the product from the TEA Web UI.

2. Shell Interface: The TEA server provides a command-line utility called the TIBCO Enterprise Administrator shell. It is a remote shell based on the SSH protocol. The

shell is accessible by using a terminal program such as Putty. The scripting language is similar to bash from UNIX, but has important differences. You can use the shell to perform almost all the tasks offered by the server UI.

3. Python Scripting: You can use Python scripting to perform any activity you performed by using the Web UI. Python scripting is especially useful when you must repeat a task for multiple users or use control structures to work through some conditions in your environment. Although you can use the shell utility to use the command-line UI, the shell UI does not support conditional statements and control structures. Python scripting proves to be useful in such cases.

This document discusses the Web UI interface. However, you can use the other two interfaces to perform all the tasks that you performed by using the Web UI. For more information on using these interfaces, refer to *TIBCO Enterprise Administrator User Guide*.

Installing the EMS Server

The EMS server can be installed on the same machine as the TEA agent for TIBCO Enterprise Message Service or on different machines. For the TEA agent for TIBCO Enterprise Message Service to interact with EMS server, it must access the EMS client JAR files. Ensure that the EMS client JAR files are installed on the same machine where you have installed TEA server.

Installing TIBCO Enterprise Administrator

The TEA agent for TIBCO Enterprise Message Service is included in the TIBCO Enterprise Administrator installation package. You must install TEA to use the TEA agent for TIBCO Enterprise Message Service. Install TEA under *<EMS_HOME>*to include *<EMS_HOME>* in its own class path.
If you install TEA in a location other than in *<EMS_HOME>*, you must provide the *EMS_HOME* location in the `ems-agent.tra` file located in the `bin` folder of the TEA agent for TIBCO Enterprise Message Service home.

Procedure

1. Open the `ems-agent.tra` file located in `<TEA_HOME>\tea\agents\ems\<EMS_agent_version>\bin` folder.

2. Uncomment the *tibco.env.EMS_HOME* property.

3. Set it to the path where the TEA agent for TIBCO Enterprise Message Service is installed. For example, `tibco.env.EMS_HOME=C:/tibco/ems/8.5`.

    > **ⓘ** **Note:** Ensure that you include the version number in the path.

4. Save the file and exit.

Verifying the Configuration for TEA agent for TIBCO Enterprise Message Service

Before you start the TEA agent for TIBCO Enterprise Message Service, you must verify that the configuration for the TEA agent for TIBCO Enterprise Message Service is set correctly.

To do so, perform the following steps:

Procedure

1. Open the `<TEA_CONFIG_HOME>\tibco\cfgmgmt\ems-agent\conf\ems.conf` file.

2. Verify that the port on which the TEA agent for TIBCO Enterprise Message Service listens is correctly set. By default, it is set to *ems.agent.http.port=8077*. You can change the port here, if needed.

3. Verify that the TEA server URL points to the machine where TEA is installed. This allows for autoregistration of the TEA agent for TIBCO Enterprise Message Service with the TEA server . By default, it is set to `ems.teaserver.url=http://localhost:8777/tea`.

4. Make sure that the port number set in the TEA server URL matches with the port number that is set in the `tea.http.port` property in the `<TEA_CONFIG_HOME>\tibco\cfgmgmt\tea\conf\tea.conf` file.

Before Using the TEA agent for TIBCO Enterprise Message Service

You must set some options to configure the runtime environment.

Changing the Host, Port, or URL for TEA agent for TIBCO Enterprise Message Service

If you would like to change the host, port, or URL for the TEA Agent for TIBCO Enterprise Message Service™, you must do so in the `ems.conf` file.

Procedure

1. Open the `<TEA_CONFIG_HOME>\tibco\cfgmgmt\ems-agent\conf\ems.conf` file.

2. Edit the values for one or all of these properties in the `ems.conf` file to reflect the change you want to make:

   - `ems.agent.host.name`: Set it to the host name or IP address of the machine on which the TEA agent for TIBCO Enterprise Message Service is installed.

   - `ems.agent.http.port`: By default, this property is set to port 8079 on which the TEA agent for TIBCO Enterprise Message Service listens, but in case this port is already in use, you can set this property to a different port number for the TEA agent for TIBCO Enterprise Message Service to listen on.

   - `ems.agent.web.ui.resources`: Set the location of EMS web resources URI. The web UI resources required for TEA agent for TIBCO Enterprise Message Service are loaded from the web resources URI.

   - `.ems.teaserver.url`: Set the URL to access the TEA server.

   - `ems.agent.autoregister`: Set the flag to specify whether you want to auto-register the TEA agent for TIBCO Enterprise Message Service. By default, it is set to true.

   - `ems.agent.hotfix.resources.folder`: Set this property to indicate whether or not the TEA agent for TIBCO Enterprise Message Service has a Hotfix resource folder.

3. Save the file and exit.

Changing the Log Levels of Configured Loggers

Procedure

1. Open the `<TEA_HOME>\tibco\cfgmgmt\ems-agent\conf\logging.xml` file.

2. Edit it as necessary.

3. Save and exit.

Verifying Whether or Not TEA agent for TIBCO Enterprise Message Service Has a Hotfix Resource Folder

Procedure

1. Open the `<TEA_CONFIG_HOME>\tibco\cfgmgmt\ems-agent\conf\ems.conf` file.

2. Look for the `ems.agent.hotfix.resources.folder` property. This property indicates whether or not the TEA agent for TIBCO Enterprise Message Service has a Hotfix resource folder.

3. Save and exit.

Starting the TEA agent for TIBCO Enterprise Message Service

Ensure that the CLASSPATH dependency has been satisfied by making sure that the `ems-agent.tra` file points to the location where EMS server is installed. Then start the TEA agent for TIBCO Enterprise Message Service.

On Windows, navigate to `<TEA_HOME>\tea\agents\ems\1.3\bin` and double-click `ems-agent.exe`.

On UNIX, navigate to `<TEA_HOME>/tea/agents/ems/1.3/bin` and run `./ems-agent`

The TEA agent for TIBCO Enterprise Message Service automatically registers with the TEA server. To verify that it has autoregistered, go to the TEA landing page in a browser. You can see a product card for the TIBCO Enterprise Message Service server that is registered with the TEA agent for TIBCO Enterprise Message Service under Products. If your TEA landing page was already open, refresh the page and the TIBCO Enterprise Message Service server card is displayed.

Registering an EMS Server with its TEA Agent

You can register multiple EMS servers with a single TEA agent for TIBCO Enterprise Message Service. The EMS servers can be co-located on the same server as the TEA agent for TIBCO Enterprise Message Service or could be located on different machines.

Before you begin

The TEA agent for TIBCO Enterprise Message Service must be registered with the TEA server.

Registering an EMS server from the TEA Shell

Procedure

1. Open a shell window and log in by using your TEA server credentials.

2. Change directory to `EMS`.

3. Run the following command: `registerserver <EMS-server-alias-name> <URL> <username> <password>`

Registering an EMS server from the TEA User Interface

Procedure

1. On the TEA landing page, click the product card for TIBCO Enterprise Message Service.

2. Click **Register Server**.

   You also have the capability to register EMS servers that have been discovered through Hawk. To do so, click the **Register servers via Hawk** button instead.

3. **Server Name**: Enter a name for the EMS server you want to register. Each EMS server that you register with the TEA agent for TIBCO Enterprise Message Service must have a unique name.

4. **URL**: Enter the URL for the EMS server you want to register.

5. **Username** and **Password**: Enter the username and password for the EMS server.

6. **Fault Tolerant**: Select this check box if you want to register a pair of fault tolerant EMS servers. The TEA agent for TIBCO Enterprise Message Service only supports fault-tolerance in pairs of EMS servers. For more details about this topic, see Registering Fault Tolerant EMS Servers.

7. **SSL Settings**: Click this link and configure the SSL parameters if you are registering SSL-enabled EMS servers. For more details about this topic, see Registering SSL Enabled EMS Servers.

8. **Add to groups**: Click this link if you would like to add the EMS server that you are registering to a group that exists or if you would like to create a new group and add the server to the newly created group. For more details about this topic, see Assigning EMS Servers to a Logical Group.

9. Click **Register Server**.

   You must see a product card appear for the newly registered EMS server. Each card gives some high-level information about the EMS server it represents.

Registering Fault Tolerant EMS Servers

The TEA agent for TIBCO Enterprise Message Service can register EMS servers that have been set up for fault-tolerance. The TEA agent for TIBCO Enterprise Message Service only supports fault tolerance in pairs of EMS servers.

You can set up a pair of EMS servers for fault tolerance by configuring one server as the primary server and another one as the secondary server. On startup, the first server to start reaches the active state and the other the standby state. The active server accepts client connections, and interacts with clients to deliver messages. If the active server fails, the standby server becomes active and resumes operation in its place.

Before you begin
- The two EMS servers must be set up for fault tolerance before registering them with the TEA agent for TIBCO Enterprise Message Service.

- The server URL in `tibemsd.conf` file must explicitly contain the IP address or "localhost" in it, for example tcp://**localhost**:7222, or you must explicitly mention the

IP address instead of "localhost". If you omit the IP address or localhost from the URL, the servers fail to register with the TEA server.

- Both the EMS servers must be running when registering them with the TEA agent for TIBCO Enterprise Message Service.

To register a pair of fault tolerant EMS servers with the TEA agent for TIBCO Enterprise Message Service, follow these steps:

Procedure

1. Make sure that the primary and secondary EMS servers have been set up for fault tolerance. If not, follow the instructions in the "Fault Tolerance" topic in the *TIBCO Enterprise Message Service User Guide*.

2. Start the EMS servers by running the following command from their `bin` directory:
    `tibemsd.exe -config <path-to-tibemsd.conf.`

3. Start the TEA server.

4. Start the TEA agent for TIBCO Enterprise Message Service from `<TIBCO_HOME>\tea\agents\ems\<version>\bin` directory.

5. Register the EMS servers with the TEA agent for TIBCO Enterprise Message Service as follows:

    a. In the TEA web user interface, click the **TIBCO Enterprise Message Service** product card to open the Server Management page.

    b. Click the **Register Server** button.

    c. Select the **Fault Tolerant** check box.

    d. **Server Name**: Enter the name of the EMS server.

    e. **Primary URL**: Enter the URL for the EMS server that has been configured as the primary server. Make sure this URL matches the URL set in the `tibemsd.conf` file in the EMS server exactly. The IP address or hostname of the server must explicitly appear in the URL.

    f. **Secondary URL**: Enter the URL for the secondary EMS server. Make sure this URL matches the URL set in the `tibemsd.conf` file in the EMS server exactly.

    g. **Username** and **Password**: Enter the user name and password for the TIBCO Enterprise Message Service servers.

    h. Click **Register Server**.

> **ⓘ** **Note:** If the EMS server is configured using the JSON mode, in the TEA UI, you cannot expand the server tree in the standby mode. However, this is not the case with the active mode.
>
> If the EMS server is configured by using the classic configuration, that is by using the `conf` file, in the TEA UI, you can drill down the server tree both in the standby and active modes.

Registering SSL-Enabled EMS Servers

TIBCO Enterprise Message Service supports the Secure Sockets Layer (SSL) protocol. The TEA agent for TIBCO Enterprise Message Service helps you register SSL-enabled EMS servers.

Before you begin
- The EMS server must be configured to use the SSL protocol.

- The EMS server must be running.

Procedure
1. Make sure that the EMS server has been configured to use the SSL protocol. If not, for details about configuring SSL support on an EMS server, see the "SSL Support in TIBCO Enterprise Message Service" topic in the *TIBCO Enterprise Message Service User Guide*.

2. On the Server Management page click **Register Server**.

3. In the Register Server dialog, click the **SSL Settings** link to open the SSL Parameters dialog.

4. Enter the information in the following fields:

   Client Identity: Upload the client's digital certificate.

   Trusted Certificate: Upload the root certificate of the CA that issued the server certificate.

   Expected Server's Hostname: The hostname that appears in the CN field of the server's certificate. If the CN field was not set in the certificate, enter the hostname of

the server. This value will be used if you select the **Verify Server's Hostname** check box.

Private Key Password: Enter the password for the client's private key.

Cipher Suites: Enter a colon-separated list of the names of the cipher suites that the client is allowed to use.

Verify Server's Hostname: Select this field if you want the client to verify the hostname of the server with the value for the CN field in the server's certificate.

Verify Server Certificate: Select this field if you want the client to verify the server's certificate or identity.

5. Click **Done.**

6. Click **Register Server**.

Assigning EMS Servers to a Logical Group

TEA supports grouping EMS servers into logical groups in the TEA agent for TIBCO Enterprise Message Service. An EMS server can be a part of one or more groups.
You can add an EMS server to an existing group or create a new group and add it to the new group. You can add the server to a group when registering it with the TEA agent for TIBCO Enterprise Message Service or add it to a group after you have registered it with the TEA agent.

Assigning an EMS server to a group while registering it with the TEA server

You can assign the server to an existing group or create a new group and assign it to the new group.

Procedure

1. On the **Server Management** page, expand the **Add to groups** link.

2. To add the server to an existing group, select the check box next to each group to which you want the server to be added.

   or

   To create a new group, click the **Create new group** link and enter a name for the **new group** in the new group text box and click **Create**. Select the check box next to the new group name to add the server to the new group.

3. Click the **Register Server** button.

Assigning an EMS server to a group after registering it with the TEA server

You can assign the server to an existing group or create a new group and assign it to the new group. On the Server Management page, if there are any existing groups, they are visible as pull-down menus next to the **All** tab.

To add the server to an existing group, do the following:

Procedure

1. Open the **Server Management** page and navigate to the **All** tab if not already there. All EMS servers registered with the TEA agent for TIBCO Enterprise Message Service are displayed under this tab.

2. Click the downward-facing arrow on the top right corner of the server that you want to assign to a group.

3. Click Groups from the dropdown menu. All the available groups are listed with check boxes next to them.

4. Select the check boxes next to the groups to which you want the server to be added.

To create a new group from the Server Management page, do the following:

Procedure

1. On the **Server Management** page, click the **+** icon (Add a group), at the end of the **All** tab row.

2. Enter a name for the new group and optionally a description for the group in the **Create a new group** dialog.

3. Click **Create**.

Navigating through the Registered TEA agent for TIBCO Enterprise Message Service

After an EMS server is registered with TEA agent for TIBCO Enterprise Message Service, you can navigate through the server and view the statistics for the Topics, Queues and other artifacts in the EMS server.
To create queues and topics, refer to Using Python Scripts to Create Queues and Topics and Using the TEA Shell to Create Queues and Topics sections.

Before you begin
The EMS server must be registered with the TEA agent for TIBCO Enterprise Message Service.

Viewing the Dashboard

Click the card for the TIBCO Enterprise Message Service on the TEA landing page to open the dashboard where you can see all EMS servers that are registered with the TEA agent for TIBCO Enterprise Message Service.

To view this in a tabular format, click the button with lines on it in the upper right corner of the Server Management screen.

Navigating an EMS Server

Use the side navigation bar to navigate into the EMS server. You can click **Destination**, **Connection**, **Security**, or **Configuration** icons in the side navigation bar.

Destination - The Destination category contains links for the following items:

- Topics

- Queues

- Durables

- Bridges

Connection - The Connection category contains links for the following items:

- Transports

- Routes

- Factories

Security - The Security category contains links for the following items:

- Users

- Groups

- ACLs

Configurations - The Configuration category contains links for the following items:

- Stores

- Properties

- Fault Tolerance

Selecting one of the links in any category opens the page for that link. For example, if you select Queues under Destination, the Queues page opens. The Queues page lists all the queues available in the EMS server. If you click on a particular queue, it opens a page, which lists the properties for that queue along with the monitoring properties for that queue.

Searching for a Particular Artifact Using a Pattern

Currently, after you display a list of topics or queues or destinations, you can sort the list by Temporary or System type by clicking on the **Temporary** or **System** button. If you want to search for a specific topic, queue or destination within the list, you can do so by entering a pattern for that artifact. Click **Lookup**. For more information about Patterns, see the *TIBCO Enterprise Message Service User Guide*.

Working through Topics and Queues

The Destination button on the left navigation bar contains links to access the Topics page and the Queues page in addition to links to the Durables and Bridges pages. After you get to the page, you can drill down further to see more details. For example, if you choose to

see the Topics page, you can drill down into an individual topic by clicking on a topic name in the list.

Viewing Topics and Queues

To view and navigate through topics and queues in the TEA agent for TIBCO Enterprise Message Service user interface, perform the following steps:

Procedure

1. Click the Destinations icon in the left navigation bar.

2. Select **Topics** or **Queues**. Depending on what you choose the user interface displays either the Queues page or the Topics page.

3. Click the name of a topic or queue (depending on what page you chose to view) and it takes you to another page which lists the properties for that queue or topic along with the monitoring properties for that queue or topic.

Sorting Topics and Queues

If the Topics or Queues page contains a large list, you can filter the list by clicking the **Temporary** or **System** buttons to show only the Temporary or System topics or queues.

Searching for a specific Topic or Queue

If you know the name or part of the name of a topic or queue you can search for that specific topic or queue by entering its Pattern in the **Pattern** text box and clicking the **Lookup** button. For details on Patterns, see the *TIBCO Enterprise Message Service™ User Guide*.

Creating or Deleting Topics and Queues

You can create or delete Topics and Queues and also purge Queues in one of two ways:

- Using Python scripts that come bundled with the TEA agent for TIBCO Enterprise Message Service. For more information about using Python scripts, refer to Using Python Scripts to Create and Delete Queues and Topics.

- Using the TEA shell command-line. For more information about using the TEA shell commands, refer to Using the TEA Shell to Create Queues and Topics.

Using Python Scripts to Create and Delete Queues and Topics

You can use the TEA web user interface to view the EMS artifacts. You can use Python scripting to create, delete, and purge queues and topics on an EMS server, which is registered with the TEA agent for TIBCO Enterprise Message Service.

Before you begin

You must have Python configured on your system. For details on configuring Python on your system, see the *TIBCO Enterprise Administrator User Guide*.

The TEA agent for TIBCO Enterprise Message Service comes bundled with sample Python scripts that you can use as a starting point for the task that you want to accomplish.

Procedure

1. Open the Python scripts located in `<TIBCO_HOME>\tea\agents\ems\1.3\samples`.

2. Edit the scripts as required.

3. Save the scripts.

4. Run a script from its location with the following command: `python <scriptname>.py`

Using the TEA Shell to Create Queues and Topics

You can use the TEA shell command line interface to create Queues and Topics under Destination. The TEA shell is based on remote SSH. For details about using the TEA shell, see the "Shell Commands" section in the *TIBCO Enterprise Administrator User Guide*.

Before you begin

You must have a terminal program, such as PuTTY, installed on your machine.

You can use the following commands:

- `createemsqueue`*<queue-name>*
- `purgeemsqueue`*<queue-name>*
- `deleteemsqueue`*<queue-name>*
- `createemstopic`*<topic-name>*
- `purgeemstopic`*<topic-name>*
- `deleteemstopic`*<topic-name>*

The steps below walk you through an example for creating a queue called "NewQueue" in an EMS server destination. "MyServer" is the name of the EMS server where "NewQueue" gets created.

Procedure

1. Connect to the EMS server using the terminal program and open a shell window.

2. Change directories to `EMS/MyServer/destinations/queues`.

3. Enter the command to create the new queue and press **Enter**:

   ```
   createEmsQueue NewQueue
   ```

   You must see a message saying `"Queue "NewQueue" created successfully"`.

4. Navigate to the TEA user interface and refresh the screen where all queues are listed. Your newly created queue is listed there.

Unregistering an EMS Server from its TEA Agent

You can unregister an EMS server from the TEA agent for TIBCO Enterprise Message Service from within the TEA user interface.

Unregistering an EMS Server Using the TEA Shell

To register the EMS server using the TEA Shell, perform the following steps:

Procedure
1. Open a Shell window and log in using your TEA server credentials.

2. Change directory to `EMS`.

3. Run the following command: `unregisterserver`*<TIBCO Enterprise Message Service™ server-alias-name>* .

Unregistering an EMS Server from the TEA User Interface

Procedure
1. On the TEA landing page, click TIBCO Enterprise Message Service Server to see all the EMS servers that are registered with the TEA agent for TIBCO Enterprise Message Service.

2. Click the TIBCO Enterprise Message Service server that you want to unregister.

3. Click the **Unregister Server** link.

Data Folder

The TEA agent for TIBCO Enterprise Message Service uses a `data` folder in which it creates its temporary files. This folder is located in `<TEA_HOME>\tibco\cfgmgmt\ems-agent` folder. If for any reason, you would like to restart the TEA agent for TIBCO Enterprise Message Service, delete the contents of this folder before restarting your agent.

Agent Management

You can use the Web UI to register TEA agents and URL agents. The URL agents are not TEA agents; however, they might be web applications that you want to port as TEA agents. Every agent that is added to the TIBCO Enterprise Administrator is displayed on the landing page. You can perform basic administrative tasks collectively on these agents such as reconnecting or unregistering agents.

Registering TEA Agent for TIBCO Enterprise Message Service

The TEA agent for TIBCO Enterprise Message Service autoregisters itself with the TEA server. However, there may be circumstances, when you must explicitly register the agent.

Before you begin
Ensure that the TEA server and the TEA agent for TIBCO Enterprise Message Service are running.

Procedure
1. Login to TIBCO Enterprise Administrator. The default username and the password is `admin`. The landing page is displayed.

2. Click the Agents card on the right.

    The Agent Management Pane is displayed.

3. Select the TEA agent for TIBCO Enterprise Message Service and click **Register New**.

4. Provide the following details:

    • Agent Name

    • Agent URL

    • Agent Description

> ⚠ **Caution:** When registering agents, ensure that the agent IDs do not collide.

5. Click **Register**.

   The TEA agent for TIBCO Enterprise Message Service is visible in the Agent Management pane. The landing page also shows an icon for every registered agent. Your landing page looks different from the one displayed depending on the agents registered.

> ⚠ **Caution:** Some things to watch out for:
>
> a. Ensure that you avoid registering two agents with the same IDs. The TEA server does not validate whether two agents have registered with the same ID.
>
> b. If there are two agents for the same object type, ensure that they have the same operation name and number. This is to ensure that when you invoke an operation, you can select the agent on which you want to execute the operation from the drop-down list.
>
> c. If the agent is not immediately visible in the pane, try refreshing the browser.
>
> d. If the URL used during registration is invalid, the 404-Page not Found error occurs.

> ⓘ **Note:** The scope of the document limits to a discussion on the TEA agent for TIBCO Enterprise Message Service. This document does not cover the TEA Web UI in detail. If you want to learn to use the three interfaces provided by TEA, see *TIBCO Enterprise Administrator User Guide*.

Reconnecting an Agent

You can collectively reconnect agents using TIBCO Enterprise Administrator.

Before you begin

Ensure that the TEA server and the Admin agent are running.

Procedure

1. Click the **Agents** card.

   The Agent Management Pane is displayed.

2. From the **Agents** tab, select the agents you want to reconnect. Click **Reconnect**.

   A confirmation window is displayed.

3. Click **Reconnect** to confirm.

   The agents are reconnected with the server.

Unregistering an Agent

You can collectively unregister agents using the TIBCO Enterprise Administrator.

Before you begin

Ensure that the TEA server and the agents are running.

Procedure

1. Click the Agents card.

   The Agent Management pane is displayed.

2. From the Agents tab, select the agents you want to unregister. Click **Unregister**.

   A confirmation window is displayed.

3. Click **Unregister** to confirm.

   The agents are unregistered from the server.

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 Product Documentation website, mainly in HTML and PDF formats.

The Product Documentation website is updated frequently and is more current than any other documentation included with the product.

Product-Specific Documentation

The documentation for this product is available on the TIBCO® Enterprise Administrator Product Documentation page.

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

`TIBCO_HOME`/release_notes/TIB_tea_2.4.2_docinfo.html where *TIBCO_HOME* is the top-level directory in which TIBCO products are installed. On Windows, the default *TIBCO_HOME* is C:\tibco. On UNIX systems, the default *TIBCO_HOME* is /opt/tibco.

How to Contact Support for TIBCO Products

You can contact the Support team in the following ways:

- To access the Support Knowledge Base and getting personalized content about products you are interested in, visit our product Support website.

- To create a Support case, you must have a valid maintenance or support contract with a Cloud Software Group entity. You also need a username and password to log in to the product Support website. If you do not have a username, you can request one by clicking **Register** on the website.

How to Join TIBCO Community

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

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