

Using the Software AG Installer

October 2021

This document applies to Software AG Installer and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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Document ID: SAG-INSTLR-20211001

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About this Guide

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This guide explains how to prepare your machine to use this release of Software AG Installer, and how to use Software AG Installer and Software AG Uninstaller to install and uninstall your products.

This release of Software AG Installer supports installation of several different releases of Software AG products. This guide, therefore, is intended for use with the Software AG product installation guides for all supported product releases. The product installation guides provide product-specific preparation, installation, and uninstallation instructions. However, features offered by this release of Software AG Installer might not be available when you install products that were released before that date.

Document Conventions

Convention	Description
Bold	Identifies elements on a screen.
Narrowfont	Identifies service names and locations in the format <i>folder.subfolder.service</i> , APIs, Java classes, methods, properties.
<i>Italic</i>	Identifies: Variables for which you must supply values specific to your own situation or environment. New terms the first time they occur in the text. References to other documentation sources.
Monospace font	Identifies: Text you must type in. Messages displayed by the system. Program code.
{ }	Indicates a set of choices from which you must choose one. Type only the information inside the curly braces. Do not type the { } symbols.
	Separates two mutually exclusive choices in a syntax line. Type one of these choices. Do not type the symbol.
[]	Indicates one or more options. Type only the information inside the square brackets. Do not type the [] symbols.
...	Indicates that you can type multiple options of the same type. Type only the information. Do not type the ellipsis (...).

Online Information and Support

Software AG Documentation Website

You can find documentation on the Software AG Documentation website at <https://documentation.softwareag.com>.

Software AG Empower Product Support Website

If you do not yet have an account for Empower, send an email to empower@softwareag.com with your name, company, and company email address and request an account.

Once you have an account, you can open Support Incidents online via the eService section of Empower at <https://empower.softwareag.com/>.

You can find product information on the Software AG Empower Product Support website at <https://empower.softwareag.com>.

To submit feature/enhancement requests, get information about product availability, and download products, go to [Products](#).

To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the [Knowledge Center](#).

If you have any questions, you can find a local or toll-free number for your country in our Global Support Contact Directory at https://empower.softwareag.com/public_directory.aspx and give us a call.

Software AG Tech Community

You can find documentation and other technical information on the Software AG Tech Community website at <https://techcommunity.softwareag.com>. You can:

- Access product documentation, if you have Tech Community credentials. If you do not, you will need to register and specify "Documentation" as an area of interest.
- Access articles, code samples, demos, and tutorials.
- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.
- Link to external websites that discuss open standards and web technology.

Data Protection

Software AG products provide functionality with respect to processing of personal data according to the EU General Data Protection Regulation (GDPR). Where applicable, appropriate steps are documented in the respective administration documentation.

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Software AG Installer and Uninstaller

This chapter explains Software AG Installer concepts and the features offered by this release of the installer.

Important:

Each release of the Software AG Installer supports installation of many different releases of Software AG products. However, features offered by this release of the Software AG Installer might not be available when you install products that were released before this release. To see the release date for any Software AG Installer, see the installer's About information.

Software AG Installer Client 10.11 can install releases 10.3 (October 2018) and later. If you need to install releases 10.1 (October 2017) or earlier, go to the Software AG Empower Download Center and download Software AG Installer that supports those releases.

For detailed instructions on using the installer, see the other chapters in this guide.

Installation Methods

The Software AG Installer offers the methods below for installing products.

- You can install the latest releases of products directly from the Software AG Empower Product Support website on one machine. Empower always offers only the latest product releases.
- You can download products from Empower into an *installation image* and then install some or all products from the image on one or more machines.
- You can record an *installation script* of yourself installing products from Empower or from an installation image, and then install the products with no user input on one or more machines.

Install Products from Empower

You can install products by running the Software AG Installer and connecting to Empower. You might use this method if you want to install the latest releases of products, and you want to install on a single machine, and the machine on which you want to install can go outside your corporate firewall.

When you install from Empower, the installer automatically manages dependencies for the products you select. When you select a product to install, the installer automatically selects additional products that are required by the selected product for you, and does not allow you to unselect them without also unselecting the dependent products. The installer also asks for machine- and product-specific information such as target installation directory and product port values, license files, and database connection parameters.

Install Products Using an Installation Image

You can download products from Empower into an installation image and then use that image to install products on one or more machines. When you install from the image, you can choose to

install only the subset of products you want on each machine. You might use this method in these cases:

- When machines on which you want to install cannot go outside your corporate firewall (that is, cannot connect to Empower).
- You want to store a specific release of each product so you can install the same product releases on multiple machines over time. Empower provides only the latest releases of products, so the release of a product that is available now might be replaced by a later release in the future. An installation image always contains the releases of the products that you downloaded into it from Empower.

Important: Software AG recommends creating images so you can ensure consistency across product installations over time.

- You want to install some or all of the same products on multiple machines, and you want to avoid the time required to download from Empower.

You create an image by running the Software AG Installer, connecting to Empower, and selecting products to download into the image. You can create an image for any operating system from any operating system; for example, you can create an image for a Solaris system from a Windows system. When you create an image, therefore, the installer ignores the local machine. This means that:

- When you select a product to include in the image, the installer does not automatically select additional products that are required by the selected product. Instead, the installer lists the required products and asks whether to select them for you. If the target installation directories are empty, you would accept the offer. If you know that the target installation directories already contain all or some of the required products and you want to reduce the size of the image, you can accept the offer and then deselect already installed products, or refuse the offer and make the necessary selections yourself.
- The installer does not ask for machine-specific information such as target installation directory or product port values. You will provide the machine-specific information when you install from the image on each target machine.
- The installer does not request product-specific information such as product port values, license files, and database connection parameters during image creation. You will provide product-specific information when you install from the image on each target machine.

The installer saves images as zip files. Each zip file includes an HTML file named ImageContents.html that you can open to see the contents of the image.

Install Products Using an Installation Script

You can record yourself installing products from Empower or from an installation image and then use the recording, or script, to install products on one or more machines. The script automatically installs all products in the script on each machine. You might use this method if you want to install identical product installations on multiple machines, or if you want to automate product installation.

When you create a script while installing from Empower, the script contains your Empower user name and password and references the latest releases of your products. When you install from the script, the referenced product releases must be available or the script will fail.

When you create a script while installing from an image, the script references the releases of your products that are in the image and contains the location of the image. When you install from the script, the image must be in the same location or the script will fail.

When you create a script, you specify all machine-specific values, such as target installation directory and product port values, and all product-specific values, such as license files and database connection parameters. Because scripts run with no user input, you cannot change these values when you install from the script. If these values are not accurate for all target machines, the script will fail.

You can edit an existing script. You can create a script by editing an existing script and saving it under a new name.

Install Products or Create Images Faster

When you install products from the installer (not through an image of script) and when you create an installation image, the installer downloads the products from Empower. If you already have existing images that contain some of the products you want to install or include in the new image, you can improve performance by identifying the existing images to the installer. The installer will retrieve those products from the existing images rather than download them from Empower.

You can specify any existing image that contains the products you want. It does not matter which operating systems the image was created for.

Generate Images for Multiple Operating Systems from an Image Generation Script

You can generate images for multiple operating systems from an *image generation script* script. Image generation scripts contain only a list of products you select. The list should be a master list from which you can create various images, so when you create the script you select the operating system that supports the greatest number of your products. For most products, that operating system is Microsoft Windows 64-bit.

Image generation scripts do not specify release numbers for the products. When you generate an image from an image generation script, the installer connects to Empower and downloads the latest releases of the selected products at that point in time into the image.

Note:

You cannot use an image generation script to install products; it is not an installation script. The only purpose of an image generation script is to enable you to generate images for multiple operating systems.

Uninstallation Methods

You can uninstall products using these methods:

- You can uninstall specified products from the local machine.
- You can uninstall all products from the local machine.
- You can create an uninstallation script for specified products and run it on multiple machines with identical installations.

Installation and Uninstallation Modes

You can run the Software AG Installer and Software AG Uninstaller using different modes, as follows:

- Graphical user interface (GUI). You can use GUI mode to install or uninstall using the installer, an image, or a script on all operating systems supported by Software AG products. UNIX systems must have an X Windows environment.

Note:

The Software AG Installer does not support running in compatibility mode on Windows systems. For example, the installer does not support running in Windows XP compatibility mode on Windows Vista or Windows 7.

- Console mode. You can use console mode to install or uninstall locally or remotely using the installer, an image, or a script on all non-Windows operating systems supported by Software AG products. You can also use console mode to install or uninstall using a script on Windows operating systems.

JDK Support

The Software AG Installer installs a separate JDK for the products in the *Software AG_directory/jvm* directory and configures the products and the Software AG Uninstaller to use it. For information on supported JDKs, see the product system requirements on the Software AG Documentation website.

Important:

Do not apply maintenance updates from the vendor of the installed JDK. If an update to the installed JDK is required, Software AG will provide the update in the form of a fix.

If you want your products to be able to run in FIPS mode, or use algorithms such as 256-bit AES, your JVM must use Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files.

The table below explains how to obtain JCE Unlimited Strength Jurisdiction Policy Files.

For Software AG Products Released at this Time	Obtain JCE Unlimited Strength Jurisdiction Policy Files
October 2018 and later	JDKs installed by the Software AG Installer contain the files. No action is necessary.

For Software AG Products Released at this Time	Obtain JCE Unlimited Strength Jurisdiction Policy Files
October 2015 through October 2017	Do one of the following: <ul style="list-style-type: none">■ Install Java Package Fix 11 to get the files.■ Download the files from the appropriate website to the directory specified in the vendor documentation.
Before October 2015	Download the files from the appropriate website to the directory specified in the vendor documentation.

Ports

By default, Software AG Installer uses SSL connection with port 443 to download files over the internet. If a network issue occurs, you can manually specify the download server in Advanced options and use plain HTTP connection for download.

Logging

By default, the Software AG Installer writes errors that occur during installation to a file named `installLog.txt` in the *Software AG_directory* /install/logs directory. If errors occur during uninstallation, the Software AG Uninstaller writes them to a file named `uninstallLog.txt` and stores the file in the same directory. You can increase or decrease the amount of information that is written, specify a different file name and directory, and choose to write to standard out and standard error in addition to the log file.

The Software AG Installer writes product, version, and build information to an audit history log file named `history.txt` in the *Software AG_directory* /install/history directory.

The Software AG Installer writes provisioning operations information to a log file named `sag-osgi.log` in the *Software AG_directory* /install/profile/logs directory.

EU General Data Protection Regulation (GDPR)

The Software AG Installer connects to the Software Download Center on Empower to download your products. The installer collects and stores IP addresses and Empower user names on the Software Download Center so it can track problems that occur during installation of products. To request removal of this personal data from the Software Download Center, contact Software AG Global Support.

2 Critical Requirements and Recommendations for Successful Installation and Uninstallation

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Machine Requirements

- Make sure the machine on which you are going to run the installer has at least 1GB of available virtual memory, and at least 200MB of free disk space in its system temp (Windows) or temporary (UNIX) directory.
- If you are going to create an installation image, make sure the machine on which you are going to run the installer has at least twice the size of the installation image in free disk space in the file system that will contain the image file. For example, if you are going to create the 1GB image `MyImage.zip` in `C:\MyDirectory`, file system `C:\` must have at least 2GB free disk space available. This is because the installer downloads the products to a directory with the same name as the image (for example, `C:\MyDirectory\MyImage`) before adding the products to the image, so if you lose your connection to Empower, you can resume where you left off. To predict the image size, see the numbers for Free Space Required (for the image) and Free Space Available (in the file system) in the product selection tree after you select the products to include in the image.
- Make sure the machine on which you are going to run the installer has enough free disk space in its system temp (Windows) or temporary (UNIX) directory. If you are going to install from an installation image, you need 200MB of free disk space in that directory. If you are going to install from an installation image, you need 200MB plus the size of the image of free disk space in that directory. For example, if the image is 200MB, the directory must have at least 400MB of available disk space.
- If you are going to install on a Windows system:
 - Make sure the machine on which you are going to run the installer has the latest Windows updates. On Windows 8.1 and Windows Server 2012 R2, installation will fail if the Microsoft update KB2919355 from April 2014 is not present. On Windows 8.1, installation will fail if the Microsoft update KB3020370 from May 2015 is not present.
 - You can only install Software AG products on a local hard drive. You cannot install the products on a network-mounted drive.
- If you are going to install or uninstall on a UNIX system, and you are going to do so using the GUI, your local machine must be equipped with an X11 display server.

Note:

Results from using different X11 display servers may vary. If you experience problems with one X11 display server, Software AG recommends trying another. MobaXterm, for example, has been used successfully with the Software AG Installer.

- If you are installing on a Linux system, Software AG recommends turning off Security Enhanced Linux (SELinux).
- Before installing on a macOS system with ARM64 Chip, ensure that the Rosetta Emulator Software is installed.

To check whether the software package `'com.apple.pkg.RosettaUpdateAuto'` is already installed use the following command: `pkgutil --pkgs | grep Rosetta`

If the package is not installed, you can install it with the following command (administrator privileges required): `softwareupdate --install-rosetta --agree-to-license`

- Before installing on RHEL8, ensure that the rpm 'libnsl' is installed, because it might not be installed by default.

To check whether the libnsl is already installed use the following command : `rpm -q libnsl`

If libnsl is not installed, you can install it with the following command (administrator privileges required): `yum install libnsl`

Access Requirements

- If you are going to install on a Windows system, create a user account for performing the installation, give the account Windows system administrator privileges, and install as that user. The installation user will own all files you install.
- If you are going to install on a UNIX system, create a non-root user account for performing the installation and install as that user. The installation user will own all files you install.
- If you are going to install new products into an existing Software AG installation directory (that is, a directory that contains Software AG products from the same release), use the same user account to install the new products.
- The user account must have full read and write permissions to the directory in which you are going to install your products.
- Use the same user account to uninstall products.

Installer/Uninstaller and Installation/Uninstallation Requirements

- To avoid problems with shared system resources, run only one installer instance at a time on the machine. Make sure the entire product installation is complete and the installer instance is shut down before starting any other installer instance on the machine.
- To avoid product or file conflicts, do not run the installer and the Software AG Update Manager at the same time.
- Do not modify or remove files that are installed or created by the Software AG Installer or Software AG Update Manager unless specifically instructed to do so by Software AG. Do not modify or remove files from the *Software AG_directory*\install or UpdateManager directory; these directories contain important metadata that is used by the installer and the Software AG Update Manager.
- The installer installs a JDK for the products. Do not apply maintenance updates from the vendor of the JDK. If an update is required, Software AG will provide the update in the form of a fix.

- Only install products from a single release in an installation directory. Do not mix products from different releases in the same installation directory. Doing so is not supported, and you will experience problems or be unable to access functionality.
- Create installation images of your products and store them on your internal network. Create an image for each operating system on which you plan to install that is covered by your license agreement. Storing images enables you to ensure consistency across installations over time; the installer provides only the latest product releases, while installation images contain the product releases you download into them. In addition, installing from images helps you reduce WAN traffic and improve installation speeds.
- Uninstall products using the uninstaller that came with the installer you used to install the products. For example, if you used the April 2015 Software AG Installer to install products, use the April 2015 Software AG Uninstaller to uninstall the products.
- This guide provides general instructions for installing and uninstalling. See your product installation guide for additional, product-specific installation and uninstallation instructions.

Troubleshooting Downloads

- Product jar files and product files downloaded from Empower are verified using SHA256 checksums.
- The installer performs a write check before downloading files. On some systems using Kaspersky anti-virus software, the write check might fail. If possible, disable your anti-virus software. If you are installing on Windows using `SoftwareAGInstalleryyyymm.exe`, set the `-skipWriteCheck` parameter. If UAC is enabled on the machine, launch a command shell using Run as Administrator and execute `SoftwareAGInstalleryyyymm.exe` from inside the shell.
- During file download, activity might appear at times to stop completely. The cause might be that your virus scanner is scanning the files the installer is downloading. The download will resume after the virus scanner finishes scanning the files.
- If your network interferes with the downloading of files, you might have problems connecting to Empower or see error messages about corrupted Zip files. Try the following:
 - Most download issues are caused by interference from a security appliance such as a virus scanner. Ask your network administrator whether he can make an adjustment to allow the download to work properly. Also check whether a proxy must be used to download files properly in the installer. Ask the network administrator to check the security settings for your proxy or firewall; they might be incompatible with the installer. If so, ask your IT department for temporary access to a port outside the firewall to download the files.
 - Run the installer again and select the Verbose logging level on the Advanced Options Logging tab. The Installer uses SSL, which allows the installation to continue despite security appliances because the streams are encrypted; the encrypted streams should not trigger anti-virus, anti-malware, or other scanners. Also test whether your network is handling SSL traffic properly; public websites are available to help with this diagnoses. The verbose log will give you a great deal of troubleshooting information, but even if you cannot spot the problem, you will need to provide the verbose log to Software AG Global Support.

- If you have access to another network, try running the same installation on the other network. If the installation succeeds, create an installation image to use on machines in the network that is experiencing problems.
- If you are still having trouble after trying these options, contact Software AG Global Support for help. If the issue cannot be resolved after exploring all possibilities, or if you need an installation image urgently, Software AG Global Support can contact Software AG Logistics to provide your products on a DVD or through a private FTP site.

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Start the Installer on a Windows System

1. Log on to the machine as the installation user you created earlier.
2. Open your installation email from Software AG.
 - a. Follow the instructions to download the Software AG Installer from the Software Download Center on Empower.

Important:

On a Hebrew Windows system, move the exe file to a directory whose path does not include Hebrew characters. If you cannot do this, you must instead use the instructions in [“Start the Installer on a Mac OS X, UNIX, or Linux System” on page 22](#) to install.

- b. Copy the product license files attached to the email to the machine on which you are going to install.
3. Shut down all non-Software AG applications that are running on the machine on which you are going to install. If these applications are not shut down, product files might become corrupted.
4. If you are going to install new products into an existing Software AG installation directory (that contains products from the same release), shut down running products in that directory so the installer can update key files that are locked by the operating system. For instructions, see the product documentation.
5. Open Windows Explorer, go to the directory that contains the downloaded installer, and double-click the SoftwareAGInstalleryyyymm.exe file.

If your temporary directory contains thousands of files, the startup process might take one minute or longer. The installer will display `Initializing system resources` during this time. If you want to speed up this process, delete the files in your temporary folder.

As you move through the wizard, the installer stores some of the files it requires in the default system temp directory. If you cancel the installer and later restart it on the same machine, the installer will use the stored files rather than downloading them from the installer server again, to improve performance. After installation concludes successfully, the installer will delete the stored files.

Start the Installer on a Mac OS X, UNIX, or Linux System

1. Log on to the machine as the installation user you created earlier.
2. Open your installation email from Software AG.
 - a. Follow the instructions to download the Software AG Installer from the Software Download Center on Empower.

Note:

If you download the bin file and you want to transfer it to another machine using FTP, use the binary file transfer mode\ type. If you use another mode\ type, the bin file might become corrupted.

- b. Copy the product license files attached to the email to the machine on which you are going to install.
3. Shut down all non-Software AG applications that are running on the machine on which you are going to install. If these applications are not shut down, product files might become corrupted.
4. If you are going to install new products into an existing Software AG installation directory (that contains products from the same release):
 - Shut down running products in that directory so the installer can update key files that are locked by the operating system. For instructions, see the product documentation.
 - Check whether a file named afterInstallAsRootLog.txt exists in the Software AG installation directory. If it does, execute the *Software AG_directory /bin/beforeInstallAsRoot* script.
5. The user file-creation mode mask (umask) can affect the file permissions for newly created files and directories. Make sure the umask you are using for installation will not prevent users from accessing and executing these files.
6. If you are going to install on a remote machine, do the following:
 - a. Allow the remote machine to access your local machine's X11 display. If your local machine is a UNIX system, you can use the command `xhost +remote_machine` . If your local machine runs a X11 emulation on Windows, you might have to set a property in your emulation software.
 - b. Log on to the remote machine and set the shell variable DISPLAY to the value of your local machine's X11 display. For example, if you are using a sh, ksh, or bash shell, you can use `export DISPLAY=local_machine:0.0`. If you are using a csh or tcsh shell, you can use `setenv DISPLAY local_machine:0.0`.
 - c. Start the installer in the same shell.
 - d. On Mac OS X, you can only install in GUI mode in the Mac OS X desktop, or in console mode in a terminal session. There is no way to use a remote X11 display like with other UNIX systems.
7. Take the action below to start the installer, based on the file you downloaded from Empower.

Operating System	File	Actions
Mac OS X	dmg	Double-click the file.
UNIX, Linux	bin	Run the command below. The bin file is a self-extracting archive that extracts its content into the machine's temporary directory. <pre>chmod 755 SoftwareAGInstalleryyyyymmdd-operating_system.bin</pre>

Operating System	File	Actions
------------------	------	---------

	sh SoftwareAGInstalleryyyyymmdd-operating_system.bin	
--	--	--

You might receive Java messages when you start the installer. For example, you might receive warning messages about system preferences, or about unlocking connections. You can ignore these messages.

If your temporary directory contains thousands of files, the startup process might take one minute or longer. The installer will display `Initializing system resources` during this time. If you want to speed up this process, delete the files in your temporary folder.

To change the temporary directory for Software AG Installer and the bin file extract location, set the following environment variable before running the bin file:

```
TMPDIR=<temporary-directory>
export TMPDIR
```

To specify custom Java options, set the following environment variable before running the bin file:

```
SAG_JAVA_OPTIONS=<custom-options>
export SAG_JAVA_OPTIONS
```

As you move through the installer wizard, the installer stores some of the files it requires in the default temporary directory. If you cancel the installer and later restart it on the same machine, the installer will use the stored files rather than downloading them from the installer server again, to improve performance.

After installation concludes successfully, the installer will delete the stored files in the default temporary directory and, if you used the bin file, the bin file content.

View the Welcome Panel

After you start the installer, the installer displays the Welcome panel. You can resize the GUI.

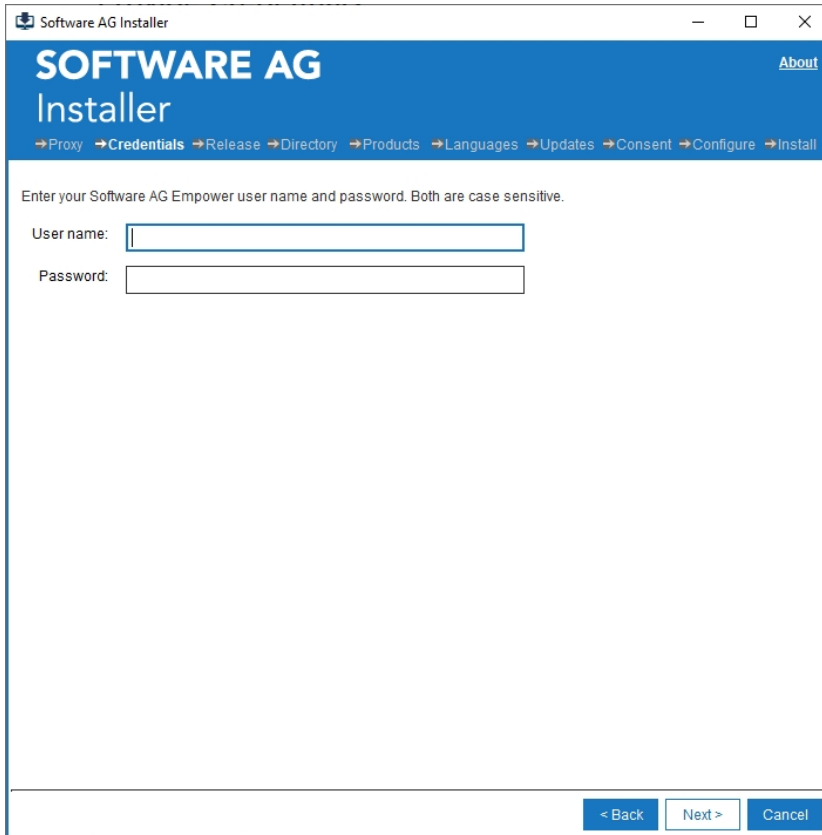
Use a Proxy Server

If the installer can connect to the Software AG Installer server without going through a proxy, it displays a message to that effect. You can click **Next** to continue, click **AutoDetect** to have the installer auto-detect your proxy servers so you can select one to use, or manually supply the settings for an HTTP or Socks proxy server.

If the installer cannot connect to the Software AG Installer server without going through a proxy server but detects a proxy server, it displays a message to that effect. You can take the same actions as above.

If the installer cannot connect to the Software AG Installer server without going through a proxy server and does not detect a proxy server, consult your network administrator. You will not be able to continue installation until the issue is resolved.

Provide Credentials



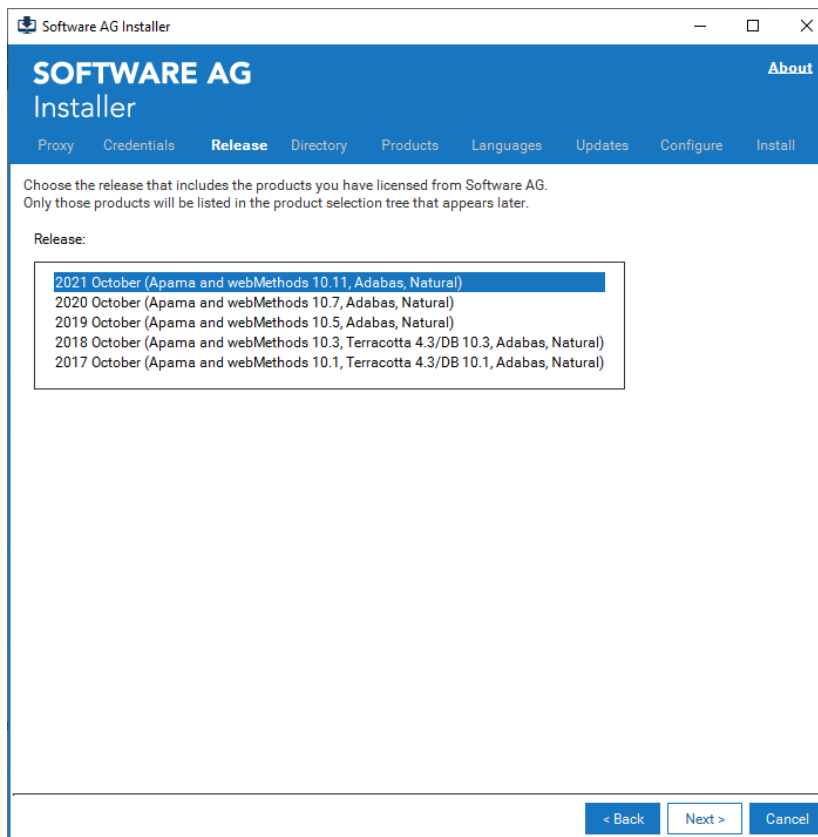
The screenshot shows the 'Software AG Installer' window. The title bar reads 'Software AG Installer'. The main header is blue with 'SOFTWARE AG' in white, 'Installer' below it, and an 'About' link on the right. A breadcrumb trail below the header shows: Proxy → **Credentials** → Release → Directory → Products → Languages → Updates → Consent → Configure → Install. The main content area has the text 'Enter your Software AG Empower user name and password. Both are case sensitive.' followed by two input fields: 'User name:' and 'Password:'. At the bottom right, there are three buttons: '< Back' (disabled), 'Next >' (active), and 'Cancel'.

Provide your Empower user name and password; these credentials tell the installer which products you have licensed. Click **Next**. The installer connects to Empower and verifies your credentials.

Read the License Agreement

After you provide your credentials, a panel with the licence agreement text will be shown if you have not read and accepted the license agreement previously. To continue your installation, read and accept the license agreement in the panel.

Choose Release



Click the product release that includes the products you have licensed and want to install. Click **Next**. The installer downloads the list of your products.

Specify the Installation Directory

The screenshot shows the 'Software AG Installer' window. The title bar says 'Software AG Installer'. The main header is 'SOFTWARE AG Installer' with an 'About' link. Below the header is a navigation bar with buttons: Proxy, Credentials, Release, **Directory** (selected), Products, Languages, Updates, Consent, Configure, and Install. The main content area has the following text:

Specify the root directory for this product installation. The installer will install all products in subdirectories of the root directory.

You can install most Designer plug-ins and some other design tools a directory under Program Files. If you specify such a directory, the product selection tree shown next will indicate the plug-ins and design tools you can install.

Installation directory: [Browse ...](#)

Identify the machine on which you are installing.

Host name or IP address:

If you have a previous installation and do not want to overwrite shortcuts from that installation, enter a unique Start Menu group name.

Start Menu group name:

At the bottom are three buttons: '< Back', 'Next >', and 'Cancel'.

For **Installation directory**, specify the installation directory in which to install your Software AG products.

Note:

If you want to use a symlink for the installation directory, you must use the symlink every time you install into the directory. For example, you cannot install some products using a directory name and then later create a symlink and use it to install more products into the same directory, or vice versa.

When you install using any method, the installer auto-detects a host name or IP address for the machine on which you are running the installer. You might need to change that value, as follows:

- If the machine has multiple host names or IP addresses, the value detected by the installer might not be the one you want to use. For example, the installer might have detected an IP address that is only accessible from inside your organization's network. If you want the products to be accessible from outside your organization, replace the auto-detected value with an externally accessible host name or IP address.
- If you are installing in the cloud, the installer detects the internal IP address of the cloud instance. If you want your products to be accessible from outside the cloud instance (for example, from another cloud instance running other products), replace the auto-detected value with an externally accessible host name or IP address.

If you are creating a script, the installer stores the auto-detected or changed value in the script. When you install from the script, the installer will use the stored value.

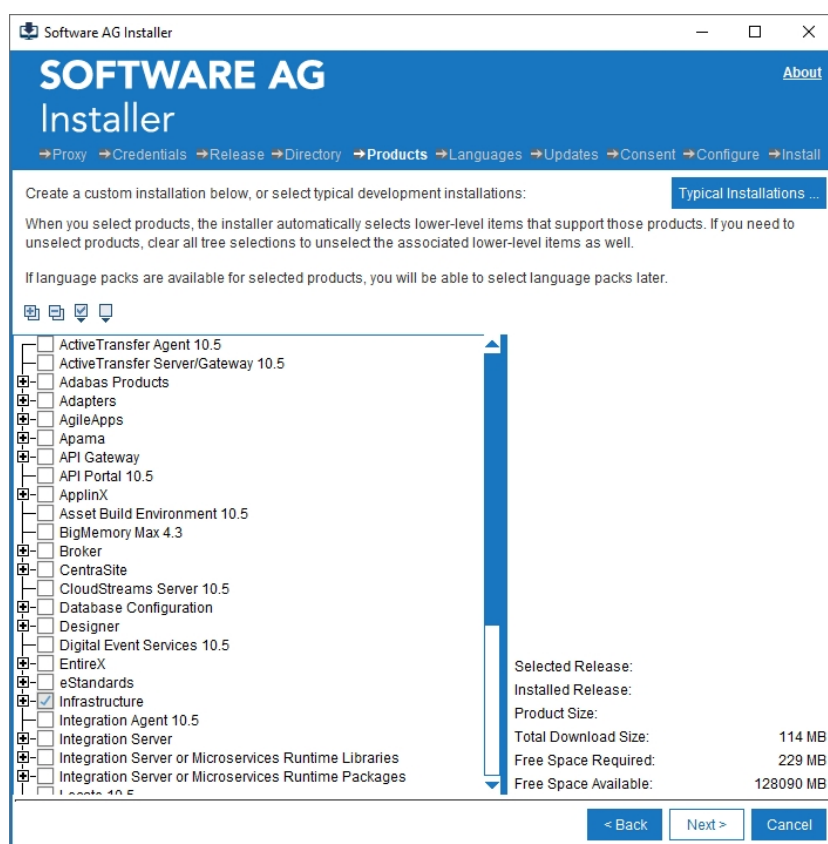
Note:

Some third-party applications used by Software AG runtime products have limitations regarding spaces in the installation directory. Software AG therefore recommends installing in a directory that does not include spaces. However, if you are installing on a Windows system, you can install some Software AG design-time products in a directory under Program Files; the installer indicates which products.

If you are installing on a Windows system, for **Start Menu group name**, specify the name to use for the Start menu group for the products you are installing.

Click **Next**.

Select Products to Install




The installer lists all products you can download.

Important:

The installer does not distinguish among versions (Windows) or flavors (UNIX) of an operating system. Make sure you install products only on the supported versions or flavors listed in the products' system requirements.

The highest level in the product tree shows product names and releases, while the lower levels show the items that make up or can be used with the product. If you have already installed a product or item in the specified installation directory, the item name is followed by the text (Installed) and the item name and its check box are grayed out.

You can select products using these methods:

- Select typical development installations from the **Typical Installations** list. The installer automatically selects the products that make up those installations.
- Select every product in the tree by clicking .
- Select individual products in the tree. If a selected product requires other products on the same machine, the installer does the following:
 - If you are installing from Empower, the installer automatically selects the required products.

Note:

If you later unselect products, the installer does not automatically unselect the required products. To clear all automatically selected required products, clear all selections on the tree and make your product selections again.

- If you are creating an image, the installer lists the required products and asks whether to download them into the image. If the required products are not in the target installation directories, you must include them in the image. If you do not, when you try to install from the image, installation will fail.

Note:

If a selected product requires other products but those products can be installed on a different machine, the installer does not automatically select or list those products.

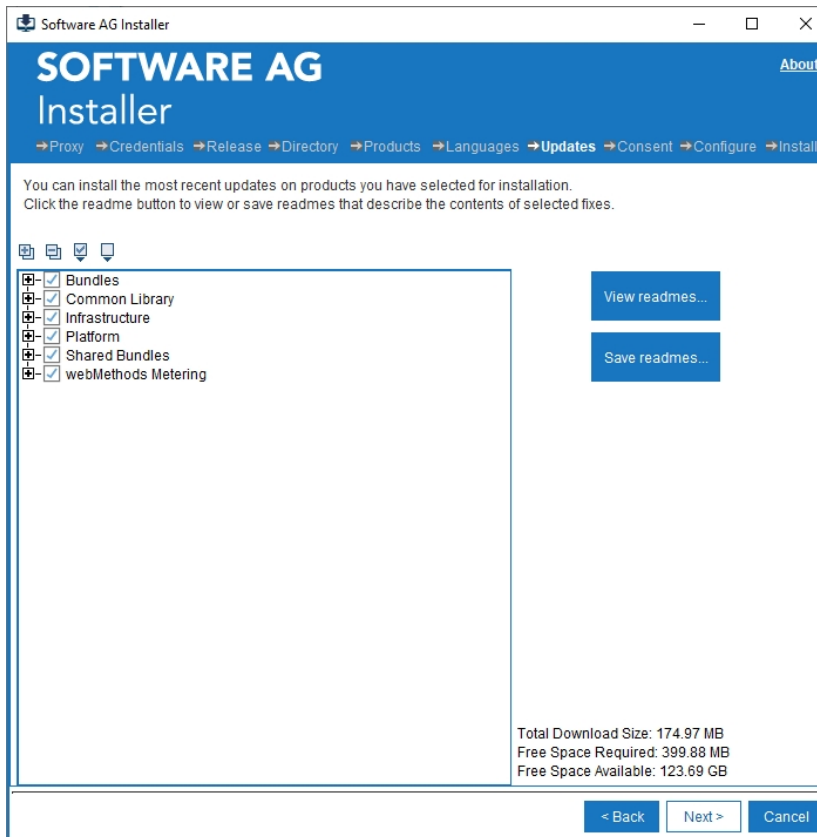
When you are done, click **Next**.

Select Language Packs to Install

If language packs are available for products you are installing or have already installed, the installer displays the language packs tree. The behavior of this tree is the same as the behavior of the product tree.

By default, the installer installs U.S. English for all products, but many products support multiple languages. You can install as many language packs as you want, and all of the languages installed will be available to users. Select the language packs to install, and then click **Next**.

Select Product Updates to Install



When performing product installation for the first time, the Software AG Installer client also installs the most recent updates for your selected products. You can choose whether to install the latest updates for all products or install updates for only a subset of products. Updates can be installed both online and offline and any user data that is needed, for example credentials and proxy settings, is collected from the Installer client.

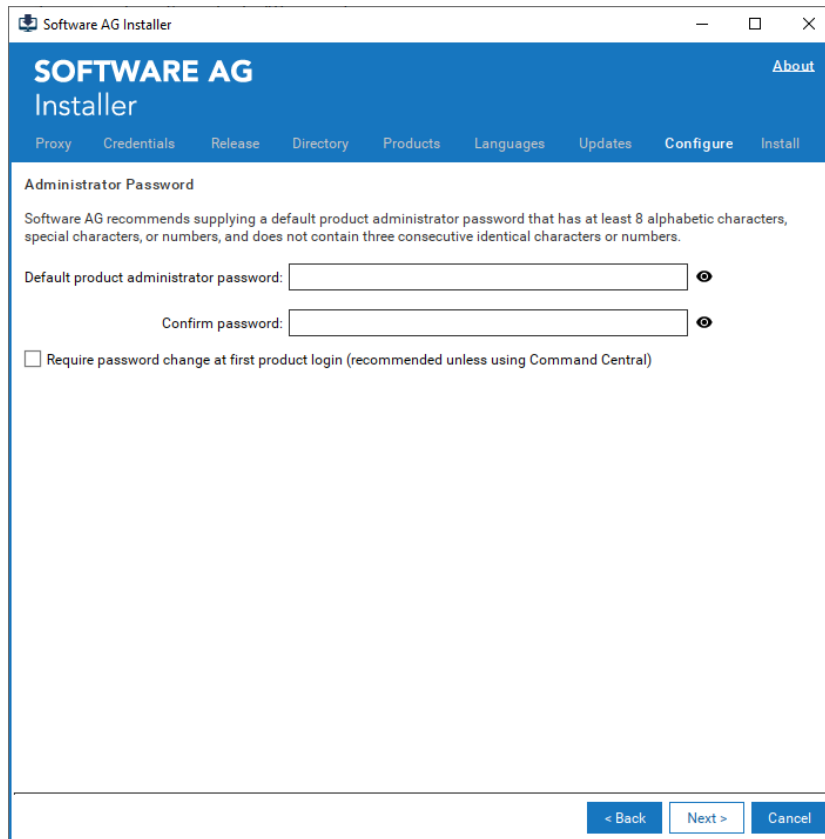
- When using an online installation, the Installer client connects to Empower to install all products and updates that you selected.
- When using an offline installation, a previously created image is used. The image is created using the Installer client and the image must contain the required products, updates, and Update Manager.

Note:

Images created using Command Central or older versions of the Installer client allow you to install only products without updates. Fix images created using Update Manager are not supported.

When creating an image, the latest updates are added to the image by default using Update Manager. After the image is created, Update Manager is removed.

Configure Products



The screenshot shows the 'Software AG Installer' window with the 'Configure' tab selected. The 'Administrator Password' section is active, displaying instructions on password complexity and two input fields for 'Default product administrator password' and 'Confirm password'. A checkbox for 'Require password change at first product login' is present and unchecked. Navigation buttons '< Back', 'Next >', and 'Cancel' are at the bottom right.

Software AG Installer

SOFTWARE AG Installer [About](#)

Proxy Credentials Release Directory Products Languages Updates **Configure** Install

Administrator Password

Software AG recommends supplying a default product administrator password that has at least 8 alphabetic characters, special characters, or numbers, and does not contain three consecutive identical characters or numbers.

Default product administrator password:

Confirm password:

☐ Require password change at first product login (recommended unless using Command Central)

< Back Next > Cancel

Some products have default admin passwords. When you select one or more of those products on the product selection tree, the Installer displays the **Administrator Password** panel so you can change the default product administrator password. The password restriction/complexity suggested by the Installer is basic and follows parts of the NIST guidelines.

The Installer asks you to provide an admin password on each run, even when installing into an existing directory. In such cases you can use either the same password, or a different password. Providing a password is mandatory.

When installing products using a script, you provide the administrator password during script execution and can do so through automation.

The **Require password change at first product login** checkbox is unselected by default. Selecting the checkbox means that the product user will have to change the administrator password at first login.

Note:

Product installation and product administration may not be done by the same individual. You can use this checkbox to prompt the product administrator to set a password for production purposes on first login, instead of hardcoding a password in installation scripts.

If configuration values are necessary for products you are installing, the installer asks for configuration information. For details on product configuration, see the appropriate product installation documentation.

Review and Install

Review the list of products and items you have selected for installation. If the list is not correct, click **Back** until you reach the product tree and correct your selections. If the list is correct, click **Next**.

If you are going to install new products into an existing product installation directory (that contain products from the same release), the sections in this chapter about starting the installer instructed you to shut down running products installed in that directory. On Windows, if any products are still running, the installer lists those products. The PID column in the list shows the process ID as you would see it in Task Manager. The Product column lists the product name as it is shown in the installer product tree. Shut down running products using the instructions in the product documentation.

Important:

If you proceed with the installer while products are still running, the installer might hang in the file copy stage because files it needs are locked, or your installation could be corrupted. Do not use Task Manager to shut down processes or your installation could be corrupted.

The installer installs the products and related items, and then displays the installation complete panel. Click **Close**.

Important:

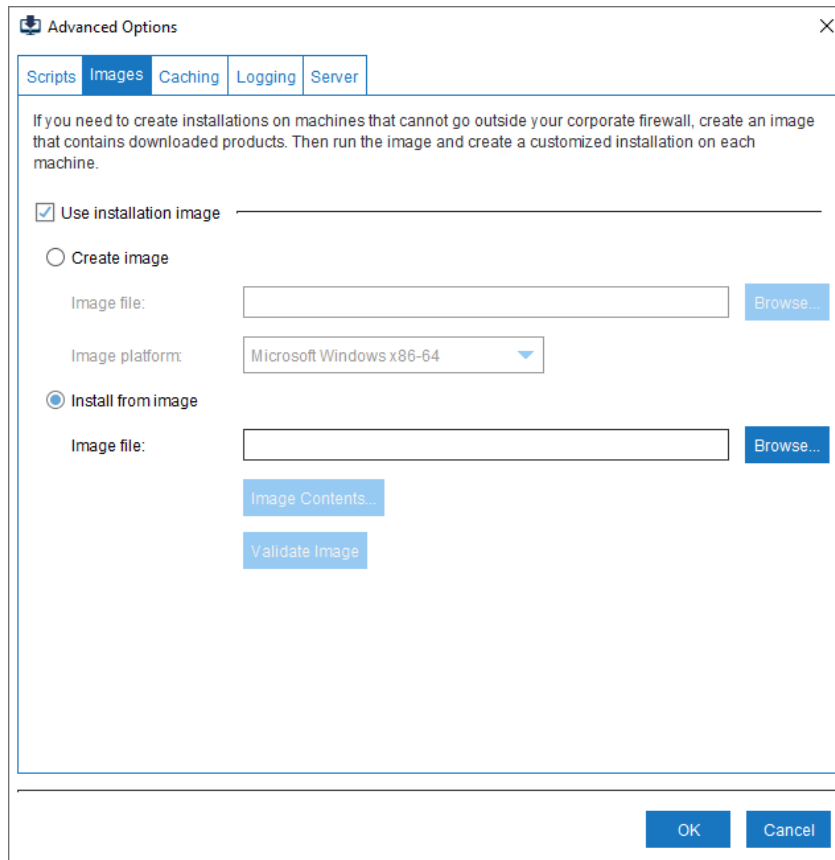
If you stop the installer or the installer exits during the product configuration stage, any product that has not yet been configured will appear with the words (Configuration Incomplete) in the product selection tree in both the installer and the uninstaller. You must uninstall and reinstall such products.

Use Installation Images

Important:

Never extract or modify image files using any tool other than the installer.

On the Welcome panel, click **Advanced Options**, and then click the **Images** tab.



Create an Image for One Operating System

1. Click **Create image**.
2. In the **Image file** field, type the name of the file in which to save the new image. You can specify any name that is permitted by your operating system. Do not specify an extension; the installer will automatically add .zip.

By default, the installer will write the new image file to the directory it indicates when you click **OK**. If you want to write the file to a different directory, include the full path to the file in the **Image file** field. The directory to which you save the file must already exist.

3. In the **Image platform** field, click the operating system for which to create the image. You can create an image for any operating system from any operating system.

The table below shows the values for the supported operating systems.

Value	Operating System
AIX	IBM AIX
OSX	Apple Mac OS X
HP11IT	HP HP-UX Intel Itanium 2 (for product releases 10.3 and lower)

Value	Operating System
HP11	HP HP-UX PA-RISC
LNXS390X	Linux RHEL and SLES IBM System z
LNx	Linux RHEL and SLES x86
LNxAMD64	Linux RHEL and SLES x86-64 (EM64T, AMD64)
WNT	Microsoft Windows x86
W64	Microsoft Windows x86-64 (EM64T, AMD64)
SOL	Oracle Solaris SPARC
SOLAMD64	Oracle Solaris x86-64 (EM64T, AMD Opteron) (for product releases 10.3 and lower)

- Click **OK** and go to [“Use a Proxy Server” on page 25](#). You will see all panels described in that section and the following sections except the installation directory panel and the product configuration panels; you will see those panels when you install from the image.

Important:

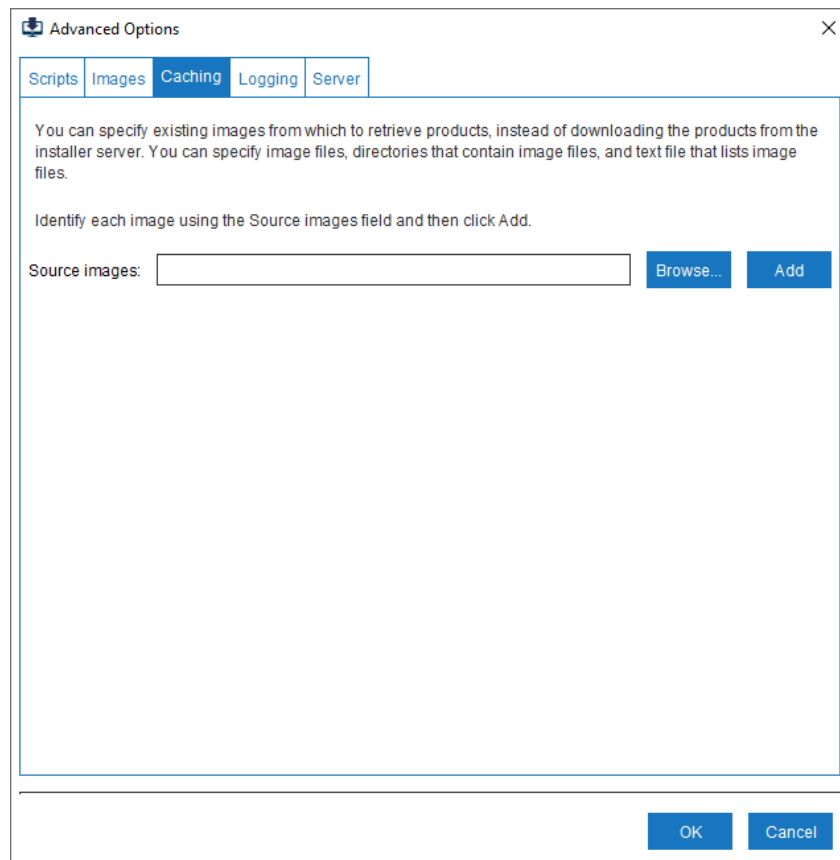
When you select products to download into an image, the installer lists additional products that are required by the selected products. If these required products do not already exist in the target installation directories, you must include them in the image. If you do not, you will not be able to install the selected products, and in some cases installation will fail. This includes the Java package; if the Java package does not exist in the target installation directories, you must include it in the image. The installer includes the license agreement in every image.

Install from an Image

- Click **Install from image**.
- In the **Image file** field, type the full path to the image file from which to install.
- If you want to list the contents of the image, click **Image Contents**.
- If you want to validate the contents of the image before installing from it, click **Validate Image**. Validating makes sure that the image is not missing any files and all checksums match.

Use Existing Images to Install Products or Create Images Faster

On the Welcome panel, click **Advanced Options**, and then click the **Caching** tab.



Specify existing images that contain the products you want as described below. It does not matter which operating systems the images were created for.

- You can specify the full path to an image file and click **Add**.
- You can specify directories that contain image files and click **Add**.
- You can create a text file that lists image files, then specify the text file on the panel, and click **Add**. For example, the text file could look like this:

```
C:\IS_HPUX.zip
C:\Designer_Solaris.zip
C:\MwS_Windows.zip
```

Each time you specify a file or directory, the installer lists it below the **Source images** field.

Note:

If you specify a file that is not an image file, the installer ignores it.

Use Installation Scripts

On the Welcome panel, click **Advanced Options**, and then click the **Scripts** tab.

Advanced Options

Scripts Images Caching Logging Server

If you need to create identical installations on multiple machines, create a script of the installation on one machine, then run the script on each of the other machines. To encrypt and decrypt user passwords stored in the script, provide a master password.

☒ Use installation script

☐ Create script

☐ For image generation ☒ For product installation ☒ Install products locally after script has been created

Script file:

☒ Install from script

Script file:

☐ Edit script

Script file to edit:

Save script file as:

Master password:

At end of successful installation:

☒ Exit immediately ☐ Display Finish panel

If an error occurs during installation:

☐ Exit immediately ☒ Display error ☐ Display error then exit after seconds

Create a Script

1. Click **Create script** and click **For product installation**.
2. Indicate whether to install products on the local machine during script creation.
3. In the **Script file** field, type the name of the file in which to save the new script. You can specify any file name that is permitted by your operating system.

By default, the installer will write the new script file to the directory it indicates when you click **OK**. If you want to write the file to a different directory, include the full path to the file in the **Script file** field. The directory to which you save the file must already exist.

4. Later in the installer, you will provide your Empower user name and password to download your products, and this password is stored in the script. If you want to encrypt the password, provide a master password.
5. If you want to create the script of yourself installing from an image rather than from Empower, click the **Images** tab, click **Install from image**, and type the name of the image in the **Image file** field.
6. Click **OK**, go to [“Use a Proxy Server” on page 25](#), and follow the rest of the instructions in this chapter.

Important:

If you are creating a script that will install products into an existing Software AG product installation directory, select the installation directory using the **Browse** button. If you type the installation directory name into the field instead, and you do not exactly match the upper and lower casing for the directory name, your installation might become corrupted and possibly unrecoverable.

Edit an Existing Script

Important:

Do not edit a script manually, by opening the text file.

1. Click **Edit script**.
2. In the **Script file to edit** field, browse to the file that contains the script to edit.
3. If you want to save the edited script under a different name, in the **Save script to file** field, type the name of the file in which to save the edited script. You can specify any file name that is permitted by your operating system. The directory to which you save the file must already exist.
4. When you created the script, you might have provided a master password to encrypt the stored Empower password. If so, provide that master password so the installer can decrypt the Empower password.
5. Click **OK**, go to [“Use a Proxy Server” on page 25](#), and follow the rest of the instructions in this chapter.

Install from a Script Using the GUI

Note:

If you run a script on a machine with the Windows firewall enabled, you might get warnings during script execution, which would cause your script to hang or fail.

1. Click **Install from script**.
2. In the **Script file** field, type the full path to the script file from which to install.

Important:

If you created the script from Empower, the product releases referred to in the script must be available on Empower or the script will fail. If you created the script from an image, the image must be in the location it was in when you created the script or the script will fail.

3. When you created the script, you might have provided a master password to encrypt the stored Empower password. If so, provide that master password so the installer can decrypt the Empower password.
4. After a script runs successfully, by default, the installer exits immediately. If you want the installer to instead display the Finish panel until you choose to exit, select **Display Finish panel**.

5. If errors occur while a script is running, installation fails. By default, the installer shows the errors and does not exit. You can choose instead to **Exit immediately** or to **Display error then exit after *number_of_seconds* seconds**.

Install from a Script Using the Command Line on Windows Systems

If you run a script on a machine with the Windows firewall enabled, you might get warnings during script execution, which would cause your script to hang or fail.

To use the exe file, do the following:

1. Log on as the installation user you created earlier.
2. Use the `-readScript full_path_to_script_file` parameter. For example, enter:

```
SoftwareAGInstalleryyyymm.exe -readScript C:\myScript.txt
```

When you created the script, you might have provided a master password to encrypt the stored Empower password. If so, provide that master password so the installer can decrypt the Empower password. For example, enter:

```
-readScript c:\myScript.txt -masterPassword password
```

3. Open a command window, go to the directory that contains the installer, and execute the following:

```
SoftwareAGInstalleryyyymm.exe
```

If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install. If you specified proxy information when you created the script, the installer stored all settings, including ProxyUser and ProxyPassword in the script. If you want to override the stored settings, or if you did not specify proxy information when you created the script, set the appropriate parameters below:

- To have the installer use an HTTP proxy server:

```
SoftwareAGInstalleryyyymm.exe -proxyHost host -proxyPort port -proxyUser user  
-proxyPass password
```

- To have the installer use a Socks proxy server:

```
SoftwareAGInstalleryyyymm.exe -socksProxyHost host -socksProxyPort port
```

When you created the script, you might have provided a master password to encrypt the stored Empower password. If so, provide that master password as `[masterPassword password]` so the installer can decrypt the Empower password.

After a script runs successfully, by default, the installer exits immediately. If you want the installer to instead allow you to choose when to exit after the script completes, specify the `-scriptNoExit` parameter at the end of the command.

If errors occur while a script is running, installation fails. By default, the installer shows the errors and does not exit. If you want the installer to exit immediately with a non-zero exit value, specify the `-scriptErrorInteract no` parameter at the end of the command. If you want the installer to show the errors and pause for a specified number of seconds before exiting, specify the `-scriptErrorInteract number_of_seconds` parameter at the end of the command.

Generate Images for Multiple Operating Systems from an Image Generation Script

Create the Image Generation Script

1. On the Welcome panel, click **Advanced Options**, and then click the **Scripts** tab.
2. Click **Create script** and then click **For image generation**.
3. In the **Script file** field, type the name of the file in which to save the new image generation script. You can specify any file name that is permitted by your operating system.

By default, the installer will write the new script file to the directory it indicates when you click **OK**. If you want to write the file to a different directory, include the full path to the file in the **Script file** field. The directory to which you save the file must already exist.

4. If the operating system on which you are running the installer is the system that supports the greatest number of products for which you want to generate images, click **OK**, go to [“Use a Proxy Server” on page 25](#), and follow the rest of the instructions in this chapter.

Otherwise, follow the steps below to indicate the operating system that supports the greatest number of products for which you want to generate images.

Note:

Typically, the operating system that supports the greatest number of products is Microsoft Windows 64-bit.

- a. Click the **Images** tab and then click **Create image**.
- b. In the **Image file** field, type any file name.

Note:

This name is needed by the installer but is not used for any purpose.

- c. In the **Image platform** field, click the operating system for which to generate the image.
- d. Go to [“Use a Proxy Server” on page 25](#) and follow the rest of the instructions in this chapter.

Generate Images

1. Restart the installer.
2. On the Welcome panel, click **Advanced Options**, and then click the **Scripts** tab.
3. Click **Install from script**.
4. In the **Script file** field, type the full path to the image generation script file you just created.

Note:

If you run a script on a machine with the Windows firewall enabled, you might get warnings during script execution, which would cause your script to hang or fail.

5. Click the **Images** tab and then click **Create image**.
6. In the **Image file** field, type the name of the file in which to save the new image. You can specify any name that is permitted by your operating system. Do not specify an extension; the installer will automatically add .zip.

By default, the installer will write the new image file to the directory it indicates when you click **OK**. If you want to write the file to a different directory, include the full path to the file in the **Image file** field. The directory to which you save the file must already exist.

7. In the **Image platform** list, click the system for which to generate the image.
8. Click **OK** and go to [“Use a Proxy Server” on page 25](#). You will see all panels described in that section and the following sections except the installation directory panel and the product configuration panels; you will see those panels when you install from the image.

Important:

When you select products to download into an image, the installer lists additional products that are required by the selected products. If these required products do not already exist in the target installation directories, you must include them in the image. If you do not, you will not be able to install the selected products, and in some cases installation will fail. This includes the Java package; if the Java package does not exist in the target installation directories, you must include it in the image. The installer includes the license agreement in every image.

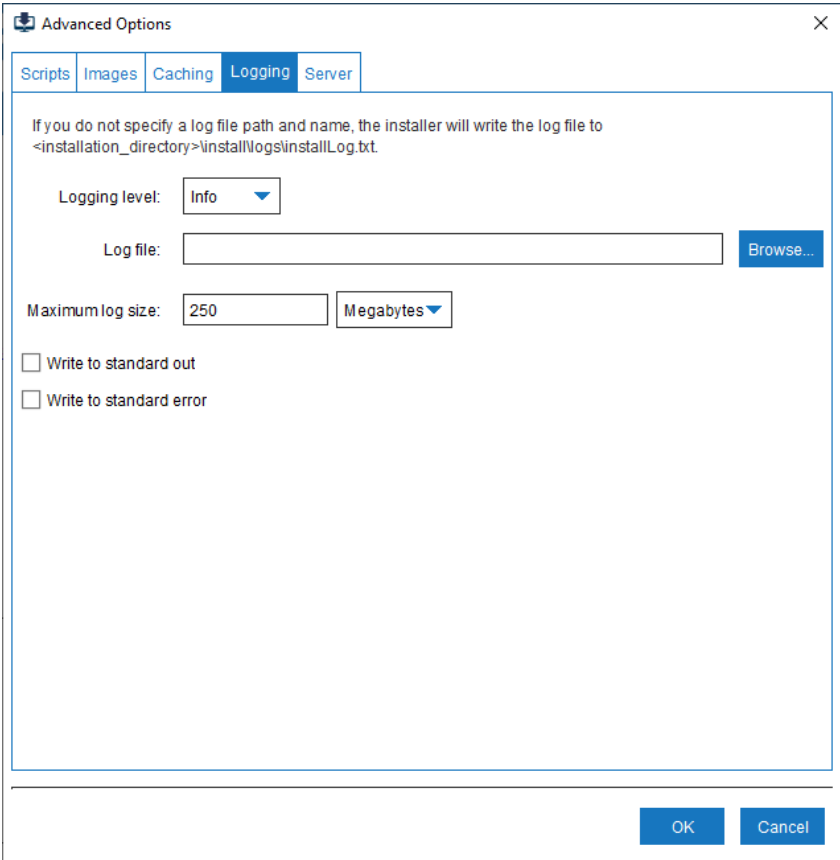
9. Repeat the previous steps to create an image for each operating system you want.

Important:

Do not extract or modify image files using any tool other than the installer.

Change Logging Options

On the Welcome panel, click **Advanced Options**, and then click the **Logging** tab.



The following table lists the value to enter to log specified types of information.

Type of Information to Log	Value
Fatal only	Fatal
Fatal and errors	Error
Fatal, errors, and warnings	Warning
Fatal, errors, warnings, and informational messages	Info
All	Verbose
Note: This logging level produces a 10 to 200 MB file.	
No information (that is, do not log any information)	None

By default, the installer will write the log file to the directory it indicates when you click **OK**. If you want to write the file to a different directory, include the full path to the file in the **Log file** field.

If the log file reaches the specified maximum size, the installer begins writing a second file (installLog_part2.txt), and then a third file (installLog_part3.txt), and so on, until it writes ten files (installLog_part10.txt). It then overwrites the first file, and then the second file, and so on.

4 Using Console Mode to Install

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Start the Installer on a Mac OS X, UNIX, or Linux System

1. Log on to the machine as the installation user you created earlier.
 2. Open your installation email from Software AG.
 - a. Follow the instructions to download the bin file for the Software AG Installer from the Software Download Center on Empower.
- Note:**
If you want to transfer the bin file to another machine using FTP, use the binary file transfer mode \ type. If you use another mode \ type, the bin file might become corrupted.
- b. Copy the product license files attached to the email to the machine on which you are going to install.
 3. Shut down all non-Software AG applications that are running on the machine on which you are going to install. If these applications are not shut down, product files might become corrupted.
 4. If you are going to install new products into an existing Software AG installation directory (that contains products from the same release):
 - Shut down running products in that directory so the installer can update key files that are locked by the operating system. For instructions, see the product documentation.
 - Check whether a file named `afterInstallAsRootLog.txt` exists in the Software AG installation directory. If it does, execute the *Software AG_directory* /bin/beforeInstallAsRoot script.
 5. Run the command below. The bin file is a self-extracting archive that extracts its content into the machine's temporary directory.

```
sh SoftwareAGInstalleryyyymmdd-operating_system.bin
```

You might receive Java messages when you start the installer. For example, you might receive warning messages about system preferences, or about unlocking connections. You can ignore these messages.

If your temporary directory contains thousands of files, the startup process might take one minute or longer. The installer will display `Initializing system resources` during this time. If you want to speed up this process, delete the files in your temporary folder.

To change the temporary directory for Software AG Installer and the bin file extract location, set the following environment variable before running the bin file:

```
TMPDIR=<temporary-directory>  
export TMPDIR
```

To reuse the extracted content of the bin file, specify the following before running the bin file:

```
SAGINSTALLERDIR=/path/to/installer  
export SAGINSTALLERDIR
```

To specify custom Java options, set the following environment variable before running the bin file:

```
SAG_JAVA_OPTIONS=<custom-options>  
export SAG_JAVA_OPTIONS
```

As you move through the installer wizard, the installer stores some of the files it requires in the default temporary directory. If you cancel the installer and later restart it on the same machine, the installer will use the stored files rather than downloading them from the installer server again, to improve performance.

After installation concludes successfully, the installer will delete the bin file content and the stored files in the default temporary directory.

6. The user file-creation mode mask (umask) can affect the file permissions for newly created files and directories. Make sure the umask you are using for installation will not prevent users from accessing and executing these files.

Use a Proxy Server

You can use SSL to connect to the Software AG Installer server.

If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install.

If the installer can connect to the Software AG Installer server without going through a proxy server, it displays a message to that effect. You can choose to continue, have the installer auto-detect your proxy servers so you can select one to use, or manually supply the settings for an HTTP or Socks proxy server.

If the installer cannot connect to the Software AG Installer server without going through a proxy server but detects a proxy server, it displays a message to that effect. You can take the same actions as above.

If the installer cannot connect to the Software AG Installer server without going through a proxy server and does not detect a proxy server, consult your network administrator. You will not be able to continue installation until the issue is resolved.

Provide Credentials

Provide your Empower user name and password; these credentials tell the installer which products you have licensed. The installer connects to Empower and verifies your credentials.

Choose Release

Choose the product release that includes the products you have licensed and want to install. The installer downloads the list of your products.

Specify the Installation Directory

Specify the installation directory in which to install your Software AG products.

Note:

If you want to use a symlink for the installation directory, you must use the symlink every time you install into the directory. For example, you cannot install some products using a directory name and then later create a symlink and use it to install more products into the same directory, or vice versa.

When you install using any method, the installer auto-detects a host name or IP address for the machine on which you are running the installer. You might need to change that value, as follows:

- If the machine has multiple host names or IP addresses, the value detected by the installer might not be the one you want to use. For example, the installer might have detected an IP address that is only accessible from inside your organization's network. If you want the products to be accessible from outside your organization, replace the auto-detected value with an externally accessible host name or IP address.
- If you are installing in the cloud, the installer detects the internal IP address of the cloud instance. If you want your products to be accessible from outside the cloud instance (for example, from another cloud instance running other products), replace the auto-detected value with an externally accessible host name or IP address.

If you are creating a script, the installer stores the auto-detected or changed value in the script. When you install from the script, the installer will use the stored value.

Note:

Some third-party applications used by Software AG runtime products have limitations regarding spaces in the installation directory. Software AG therefore recommends installing in a directory that does not include spaces. However, if you are installing on a Windows system, you can install some Software AG design-time products in a directory under Program Files; the installer indicates which products.

Select Products to Install

The installer lists the products you have licensed that are supported on the target operating system.

Important:

The installer does not distinguish among flavors of an operating system. Make sure you install products only on the supported flavors listed in the products' system requirements

The highest level of the product tree shows product names and releases, while the lower levels show the items that make up or are related to the product. If you have already installed an item in the specified installation directory, the item name is preceded by the letter I within brackets (that is, [I]).

The installer can display only a limited number of lines in the tree at a time. To page forward through the tree, enter a plus sign (+). To page backward through the tree, enter a minus sign (-).

To search for a specific product or item, enter S, then enter the name of the product or item. Enter S again to find the next occurrence of the product or item.

You can select products using the methods below in any combination. The installer puts an **X** in the tree next to selected products and items.

- Select typical development installations from the Typical Installations list by entering the appropriate numbers. The installer automatically selects the products that make up those installations.

Note:

You might not see the selections until you page forward through the tree.

- Select individual products in the tree by entering the numbers next to the product headings. Enter each number on a separate line. If a selected product requires other products on the same machine, the installer does the following:

- If you are installing from Empower, the installer automatically selects the required products.

Note:

If you later unselect products, the installer does not automatically unselect the required products. To clear all automatically selected required products, clear all selections on the tree and make your product selections again.

- If you are creating an image, the installer lists the required products and asks whether to download them into the image. If the required products are not in the target installation directories, you must include them in the image. If you do not, when you try to install from the image, installation will fail.

Note:

If a selected product requires other products but those products can be installed on a different machine, the installer does not automatically select or list those products.

When you are done, press ENTER twice.

Select Language Packs to Install

If language packs are available for products you are installing or have already installed, the installer prompts you to choose language packs to install. Many products support multiple languages; you can install as many language packs as you want, and all of the languages installed (including the default, U.S. English) will be available to users.

Select Product Updates to Install

When performing product installation for the first time, the Software AG Installer client also installs the most recent updates for your selected products. You can choose whether to install the latest updates for all products or install updates for only a subset of products. Updates can be installed both online and offline and any user data that is needed, for example credentials and proxy settings, is collected from the Installer client.

- When using an online installation, the Installer client connects to Empower to install all products and updates that you selected.
- When using an offline installation, a previously created image is used. The image is created using the Installer client and the image must contain the required products, updates, and Update Manager.

Note:

Images created using Command Central or older versions of the Installer client allow you to install only products without updates. Fix images created using Update Manager are not supported.

When creating an image, the latest updates are added to the image by default using Update Manager. After the image is created, Update Manager is removed.

Read the License Agreement

Read the license agreement and indicate whether you accept the terms. To read the third-party license agreements, you need Internet access. If you do not have Internet access, you can go to a machine that has Internet access and enter <http://documentation.softwareag.com/legal> in a browser.

Configure Products

Some products have default admin passwords. When you install one or more of those products you have to specify and confirm a new default administrator password. The password restriction/complexity suggested by the Installer is basic and follows parts of the NIST guidelines.

The Installer asks you to provide an admin password on each run, even when installing into an existing directory. In such cases you can use either the same password, or a different password. Providing a password is mandatory.

When installing products using a script, you provide the administrator password during script execution and can do so through automation.

After specifying and confirming a new default administrator password, the **Require password change at first product login** allows you to choose whether the product user will have to change the administrator password at first login. This option is disabled by default.

Note:

Product installation and product administration may not be done by the same individual. You can use this option to prompt the product administrator to set a password for production purposes on first login, instead of hardcoding a password in installation scripts.

If configuration values are necessary for products you are installing, the installer asks for configuration information. For details on product configuration, see the appropriate product installation documentation.

Use Installation Images

Important:

Never extract or modify image files using any tool other than the installer.

Create an Image

To create an installation image, specify the `-writeImage` parameter before the `-console` parameter on the command you run to start the installer. . For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system .bin
-writeImage full_path_to_new_image_file -console
```

You can specify any file name for the image that is permitted by your operating system. Do not specify an extension; the installer will automatically add `.zip`. The directory to which you save the file must already exist.

By default, the installer creates the image for the operating system on which you are running the installer. If you want to create the image for another operating system, specify the `-imagePlatform` parameter on the command. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
-writeImage full_path_to_new_image_file
-imagePlatform operating_system -console
```

On `operating_system` , identify the operating system for which to create the image.

The table below lists the values for the `operating_system` parameter.

Operating System	Value for <i>operating_system</i>
IBM AIX	AIX
Apple Mac OS X	OSX
HP HP-UX Intel Itanium 2 (for product releases 10.3 and lower)	HP11IT
HP HP-UX PA-RISC	HP11
Linux RHEL and SLES IBM System z	LNXS390X
Linux RHEL and SLES x86	LNK
Linux RHEL and SLES x86-64 (EM64T, AMD64)	LNKAMD64
Microsoft Windows x86	WNT
Microsoft Windows x86-64 (EM64T, AMD64)	W64
Oracle Solaris SPARC	SOL

Operating System	Value for <i>operating_system</i>
Oracle Solaris x86-64 (EM64T, AMD Opteron) (for product releases 10.3 SOLAMD64 and lower)	

Go to [“Use a Proxy Server” on page 47](#). You will see all prompts described in that section and the following sections except the installation directory panel and the product configuration panels; you will see those panels when you install from the image.

Important:

When you select products to download into an image, the installer lists additional products that are required by the selected products. If these required products do not already exist in the target installation directories, you must include them in the image. If you do not, you will not be able to install the selected products, and in some cases installation will fail. This includes the Java package; if the Java package does not exist in the target installation directories, you must include it in the image. The installer includes the license agreement in every image.

Display the Contents of an Image

To list the contents of an image, specify the `-imageContents` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
-imageContents full_path_to_image_file -console
```

Validate the Contents of an Image

Validating an image makes sure that the image is not missing any files and all checksums match. To validate the contents of an image, specify the `-validateImage` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-validateImage full_path_to_image_file -console
```

Install from an Image

To install from an installation image, specify the `-readImage` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-readImage full_path_to_image_file -console
```

Use Existing Images to Install Products or Create Images Faster

- To install products faster, specify the `-existingImages` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
```

```
-existingImages existing_image_files -console
```

- To create images faster, specify the `-existingImages`, `-writeImage`, and `-imagePlatform` parameters before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-existingImages existing_image_files
-writeImage full_path_to_image_file
-imagePlatform operating_system -console
```

For `existing_image_files`, specify existing images that contain the products you want, as described below. It does not matter which operating systems the images were created for.

- You can specify full paths to image files. For example:

```
-existingImages /opt/myImages/IS_HPUX.zip,/opt/myImages/Designer_Solaris.zip
```

- You can specify directories that contain image files. For example:

```
-existingImages /opt/myImages/MyImages
```

- You can list image files in a text file. For example:

```
/opt/myImages/IS_HPUX.zip
/opt/myImages/Designer_Solaris.zip
/opt/myImages/MwS_Windows.zip
```

Then specify the file. For example:

```
-existingImages /opt/listofimages.txt
```

Note:

If you specify files that are not image files, the installer ignores them.

Use Installation Scripts

When you create a script, you will provide your Empower user name and password to download your products, and this password is stored in the script. If you want to encrypt the password, provide a master password using the parameter `masterPassword password`. You must then provide the master password using the same parameter when you edit or install from the script.

Create a Script

To create an installation script, run one of the commands below. You can specify any file name for the script that is permitted by your operating system. The directory to which you save the file must already exist.

- To create an installation script and install products on the local machine, specify the `-writeScript` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
-writeScript full_path_to_new_script_file -console
```

- To create an installation script without installing products on the local machine, specify the `-editScript` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
-editScript full_path_to_new_script_file -console
```

- To create an installation script of yourself installing from an image rather than from Empower, specify the `-readImage` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
{-writeScript|-editScript} full_path_to_new_script_file
-readImage full_path_to_existing_image_file -console
```

- To create an installation script from an existing script, specify the `-readScript` and `-writeScript` parameters before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymmdd-operating_system.bin
-readScript full_path_to_new_script_file
-writeScript full_path_to_new_script_file -console
```

Edit an Existing Script

Important:

Do not edit a script manually, by opening the text file.

To edit an existing installation script, specify the `-editScript` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-editScript full_path_to_existing_script_file -console
```

Install from a Script on Mac OS X System, Other UNIX System, or Windows System

To install from an installation script, specify the `-readScript` parameter before the `-console` parameter on the command you run to start the installer. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-readScript full_path_to_existing_script_file
```

When you created the script, you might have provided a master password to encrypt the stored Empower password. If so, provide that master password so the installer can decrypt the Empower password. For example, enter:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-readScript full_path_to_existing_script_file -masterPassword password
```

By default, you will see the installer run in wizard mode unless you are installing on a headless system. If you are installing on a headless system, the installer will run in console mode.

Important:

If you created the script from Empower, the product releases referred to in the script must be available on Empower or the script will fail. If you created the script from an image, the image must be in the location it was in when you created the script or the script will fail.

If you are installing on a system that has a monitor, and you want to display the output on a console, specify the `-console` parameter. For example:

```
sh SoftwareAGInstalleryyyymm-operating_system.bin
-readScript full_path_to_existing_script_file -console
```

If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install. If you specified proxy information when you created the script, the installer stored all settings except user name and password in the script. If you want to override the stored settings, or if you did not specify proxy information when you created the script, specify the appropriate parameters below.

- To have the installer use an HTTP proxy server, specify these parameters on the command:

```
-proxyHost host -proxyPort port -proxyUser user -proxyPass password
```

- To have the installer use a Socks proxy server, specify these parameters on the command:

```
-socksProxyHost host socksProxyPort port
```

For example:

```
sh SoftwareAGInstalleryyyymm-operating_system.bin
-socksProxyHost host -socksProxyPort port
-readScript full_path_to_existing_script_file -console
```

Note:

If you are installing on a Windows system and you logged in remotely, you might experience problems with the Windows graphics subsystem. Try adding `-Djava.awt.headless=true` as the first parameter on the command. Only do this if you experience an actual problem; configuring the installer as a headless application on Windows systems might trigger a known problem in Java (see bug JDK-6607186).

After a script runs successfully, by default, the installer exits immediately. If you want the installer to instead allow you to choose when to exit after the script completes, specify the `-scriptNoExit` parameter at the end of the command.

If errors occur while a script is running, installation fails. By default, the installer shows the errors and does not exit. If you want the installer to exit immediately with a non-zero exit value, specify the `-scriptErrorInteract no` parameter at the end of the command. If you want the installer to show the errors and pause for a specified number of seconds before exiting, specify the `-scriptErrorInteract number_of_seconds` parameter at the end of the command.

Generate Images for Multiple Operating Systems from an Image Generation Script

Create an Image Generation Script

To create an image generation script, specify the `-writeImageScript` and `-imagePlatform` parameters before the `-console` parameter on the command you run to start the installer. For the list of valid values for *operating_system*, see [“Create an Image” on page 51](#). For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-writeImageScript full_path_to_new_image_generation_script_file
-writeImage full_path_to_new_image_file
-imagePlatform operating_system -console
```

You can specify any file name for the image generation script that is permitted by your operating system. The directory to which you save the file must already exist. For *operating_system*, specify the operating system that supports the greatest number of products for which you want to generate images. For most products, that operating system is Microsoft Windows 64-bit (W64).

Generate Images

1. To generate an installation image from the image generation script, specify the `-readImageScript` parameter before the `-console` parameter on the command you run to start the installer. For the list of valid values for *operating_system*, see [“Create an Image” on page 51](#). For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-readImageScript full_path_to_existing_image_generation_script_file
full_path_to_new_image_file -console
```

You can specify any file name for the image that is permitted by your operating system. Do not specify an extension; the installer will automatically add the extension `.zip`. The directory to which you save the file must already exist.

By default, the installer generates the image for the operating system on which you are running the installer. If you want to generate the image for another operating system, specify the `-imagePlatform` parameter on the command. For example:

```
sh SoftwareAGInstalleryyyyymm-operating_system.bin
-readImageScript full_path_to_existing_image_generation_script_file
full_path_to_new_image_file
-imagePlatform operating_system -console
```

Follow the usual image creation steps to select products and so on.

2. Repeat the previous step to create images for other operating systems.

Note:

Generating these images requires no user input, so you can automate the generation of these images if desired.

Important:

Do not extract or modify image files using any tool other than the installer.

Change Logging Options

You can change logging options by specifying logging-related parameters in front of the `-console` parameter on the command you run to start the installer.

The following table lists the parameters you can specify to change logging options.

Parameter	Variables														
<code>-debugLvl level</code>	Amount of information to log. Valid values are as follows: <table> <tr> <th>Amount of information to log</th><th>Value</th></tr> <tr> <td>Fatal only</td><td><code>fatal</code></td></tr> <tr> <td>Errors only</td><td><code>error</code></td></tr> <tr> <td>Errors and warnings</td><td><code>warning</code></td></tr> <tr> <td>Errors, warnings, and informational messages (default)</td><td><code>info</code></td></tr> <tr> <td>All; produces a 10 to 200MB file</td><td><code>verbose</code></td></tr> <tr> <td>No information (that is, do not log any information)</td><td><code>none</code></td></tr> </table>	Amount of information to log	Value	Fatal only	<code>fatal</code>	Errors only	<code>error</code>	Errors and warnings	<code>warning</code>	Errors, warnings, and informational messages (default)	<code>info</code>	All; produces a 10 to 200MB file	<code>verbose</code>	No information (that is, do not log any information)	<code>none</code>
Amount of information to log	Value														
Fatal only	<code>fatal</code>														
Errors only	<code>error</code>														
Errors and warnings	<code>warning</code>														
Errors, warnings, and informational messages (default)	<code>info</code>														
All; produces a 10 to 200MB file	<code>verbose</code>														
No information (that is, do not log any information)	<code>none</code>														
<code>-debugFile debug_file</code>	Full path to the file to contain the logging information. The default is <i>Software AG_directory</i> /install/logs/installLog.txt.														
<code>-maxLogSize numberm</code>	Maximum size of the file to contain the logging information, in megabytes. If the file reaches the specified size, the installer begins writing a second file (installLog_part2.txt), and then a third file (installLog_part3.txt), and so on, until it writes ten files (installLog_part10.txt). It then overwrites the first file, and then the second file, and so on. The default maximum size for the log file is 250 MB.														
<code>-debugOut</code>	Writes logging information to standard out as well as to file. This is not valid when using SoftwareAGInstalleryyyymm.exe														
<code>-debugErr</code>	Writes logging information to standard error as well as to file.														
<code>-debug level</code>	Shorthand way to specify <code>-debugErr -debugLvl level</code> .														

Listing the Available Artifacts

You can use the `list artifacts` command to see the products and fixes available for your installation.

To list all artifacts available on Empower, use the following command:

```
./<SoftwareAGInstaller>.bin list artifacts --release 10.11 --username <empower_username>  
--password <empower_password> --verbose
```

Note:

When connecting to Empower, make sure you provide your username and password to connect successfully.

To list all artifacts available in an image, use the following command:

```
./<SoftwareAGInstaller>.bin list artifacts --installer-image <full_installer_image_path>
```

Additional options:

- `--platform <Platform>` Allows you to select a platform and only the products and updates for this platform are shown. Only usable when listing artifacts from Empower.
- `--fixes ALL` Allows you to display all updates in the result. If this option is not specified, only the latest updates are displayed.
- `--format <format>` Allows you to select the format in which to display the results. Valid values are `json` and `plain` (default). If the option is not specified, the results are displayed in plain text.
- `--output-file <full path where result will be saved>` Allows you to save the displayed results in a file. If the option is not specified, the result is printed on the console.

For more information on using the `list artifacts` command, use the `list artifacts help` command with the Installer.

Note:

This functionality is not available for releases lower than 10.11.

Creating Container Images with Software AG Installer on Linux systems

You can use Software AG Installer to create container images on Linux systems without a preexisting installation. The Installer client can install any certified products along with their fixes and build a container image. When one or more of the products you are using to build a container image have default administrator passwords, make sure to specify the `--admin-password` property. Only products that are certified for containerization and their top level dependencies are shown in the product tree and only a single runtime product can be selected at a time. For example, if you select Microservices Runtime then you won't be able to select Universal Messaging, because both products provide their runtime and entrypoint scripts.

Note:

Products that are not certified or are not in the scope of the release are not shown in the Installer tree.

➤ To create a container image with Software AG Installer, start the Installer client executable with the `create container-image` command after adding the desired options to the command.

➤ To view all required and available options when creating a container image with Software AG Installer, start the Installer client executable with the `create container-image help` command.

➤ To view all available product and fix IDs, use the `list artifacts` command. For more information see [“Listing the Available Artifacts” on page 57](#).

Note:

This functionality is not available for releases lower than 10.11.

Examples

Creating a Container Image

To create a container image with all latest fixes from Empower, use the following command:

```
sh SoftwareAGInstaller<yyyymmdd-operating_system>.bin create container-image --name
<docker_image_name> --products <product1_id>[,<product2_id>...]
--username <empower_username> --password <empower_password> --release 10.11
--accept-license
```

Note:

You can configure proxy for your connection to Empower. For more information use the `create container-image help` command.

Creating a Container Image with Specific Fixes

To create a container image with all of the latest fixes from Empower, use the following command:

```
sh SoftwareAGInstaller<yyyymmdd-operating_system>.bin create container-image --name
<docker_image_name>
--products integrationServer,jdbcAdapter --fixes <fix_id> --username <empower_username>
--password <empower_password>
--accept-license --admin-password=<adminPassword>
```

Creating a Container Image from an Installer Image

To create a container image with all latest fixes from an installer image, use the following command:

```
sh SoftwareAGInstaller<yyyymmdd-operating_system>.bin create container-image --name
<docker_image_name>
--products integrationServer,jdbcAdapter --installer-image=<installer_image_file>
--accept-license --admin-password=<adminPassword>
```

Product and fix IDs can be obtained by using the `list artifacts` command. For more information see [“Listing the Available Artifacts” on page 57](#).

5 Uninstalling

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Before You Begin

This chapter explains how to uninstall products using the Software AG Uninstaller. The chapter provides general instructions for uninstalling; your products might require additional instructions. See your product installation guide for product-specific instructions.

1. Shut down all non-Software AG applications that are running on the machine from which you are going to uninstall. If these applications are not shut down, the uninstaller will not be able to remove key files that are locked by the operating system.
2. You must shut down all Software AG products you are going to uninstall, as well as all other Software AG products that are running in the same installation directory, so the uninstaller can remove key files that are locked by the operating system. For instructions, see the product documentation.
3. Log on to the machine as the same user that installed the products.
4. If you are going to uninstall from a Mac OS X or other UNIX system, and the products to uninstall are on a remote machine, do the following:
 - a. Allow the remote machine to access your local machine's X11 display. If your local machine is a UNIX system, you can use the command `xhost +remote_machine`. If your local machine runs a X11 emulation on Windows, you might have to set a property in your emulation software.
 - b. Log on to the remote machine and set the shell variable `DISPLAY` to the value of your local machine's X11 display. For example, if you are using a `sh`, `ksh`, or `bash` shell, you can use `export DISPLAY=local_machine:0.0`. If you are using a `csh` or `tcsh` shell, you can use `setenv DISPLAY=local_machine:0.0`.
 - c. When you start the uninstaller GUI (see [“Start the Uninstaller” on page 63](#)), start it in the same shell.
5. Uninstall as many fixes as possible from the products you are going to uninstall. (Not all fixes can be uninstalled.) For instructions, see *Using Software AG Update Manager*.
6. If you are going to uninstall all products from the target installation directory, the uninstaller will delete all files from the *Software AG_directory* /install directory except the logs and the installer-maintained `history.txt` file. If you want to keep files that are stored in the *Software AG_directory* /install directory, move the files to a non-Software AG directory.
7. Reboot your system.
8. The uninstaller does not delete files that were created after you installed your products (for example, user-created or configuration files), nor in most cases does it delete the directory structure that contains the files. You can delete these files and directory structure after uninstallation is complete. If you are going to reinstall into the same directory, you must delete

the product directories after uninstallation is complete or, if you want to save the files, move them.

Start the Uninstaller

The Software AG Uninstaller was automatically downloaded when you download the Software AG Installer.

The following table explains how to start the Software AG Uninstaller on each supported operating system.

System	Mode	Steps
Windows	GUI	Open the Add or Remove Program or Programs and Features control panel (depending on your operating system) and select the entry for the installation directory that contains the products to uninstall (for example, Software AG Products <i>release installation_directory</i>).
Mac OS X or other UNIX	GUI	Open a command window, go to the <i>Software AG_directory/bin</i> directory for the installation directory that contains the products to uninstall, and run the command <code>uninstall</code> .
Mac OS X or other UNIX	Console	Open a command window, go to the <i>Software AG_directory/bin</i> directory for the installation directory that contains the products to uninstall, and run the command <code>uninstall -console</code> .

The uninstaller looks almost identical to the Software AG Installer. You can change the same logging options that you can change in the installer.

Uninstall Selected Products from Local or Remote Machine

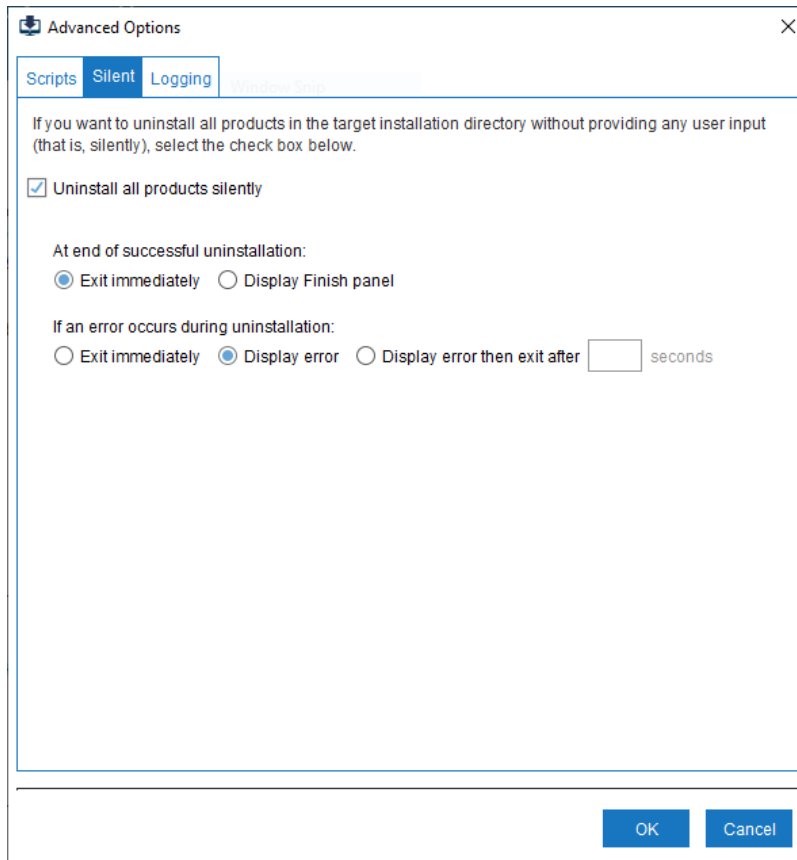
1. Start the uninstaller (see [“Start the Uninstaller” on page 63](#)).
2. On the product selection tree, choose the products to uninstall.

If you choose a product that is required by other products, the uninstaller warns that it will also uninstall those other products. If you do not want the uninstaller to do this, deselect the product that is required by the other products.

3. Continue through the uninstaller until uninstallation is complete.

Uninstall All Products from Local or Remote Machine with No User Input in GUI Mode

1. Start the uninstaller in GUI mode (see [“Start the Uninstaller” on page 63](#)).
2. On the Welcome panel, click **Advanced Options**, and then click the **Silent** tab.



3. Click the **Uninstall all products silently** check box.
4. After all products are uninstalled successfully, by default, the uninstaller exits immediately. If you want the uninstaller to instead display the Finish panel until you choose to exit, select **Display Finish panel**.
5. If errors occur while products are being uninstalled, uninstallation fails. By default, the uninstaller shows the errors and does not exit. You can choose instead to **Exit immediately** or to **Display error then exit after *number_of_seconds* seconds**.

Uninstall All Products from Local or Remote Machine with No User Input (Silently) in Console Mode

Start the uninstaller in console mode (see [“Start the Uninstaller” on page 63](#)). Specify the `-readUninstallScript` parameter on the command, as follows:

```
uninstall -readUninstallScript -console
```

After a script runs successfully, by default, the uninstaller exits immediately. If you want the uninstaller to instead allow you to choose when to exit after the script completes, specify the `-scriptNoExit` parameter at the end of the command.

If errors occur while a script is running, uninstallation fails. By default, the uninstaller shows the errors and does not exit. If you want the uninstaller to exit immediately with a non-zero exit value,

specify the `-scriptErrorInteract no` parameter at the end of the command. If you want the uninstaller to show the errors and pause for a specified number of seconds before exiting, specify the `-scriptErrorInteract number_of_seconds` parameter at the end of the command.

Uninstall Using a Script in GUI Mode

Start the uninstaller in GUI mode (see [“Start the Uninstaller” on page 63](#)). On the Welcome panel, click **Advanced Options**, and then click the **Scripts** tab.

The steps you perform to create, edit, and uninstall using a script in GUI mode are the same steps you perform to create, edit, and install using a script in GUI mode (see [“Install from a Script Using the GUI” on page 38](#)).

Uninstall Using a Script in Console Mode

Create a Script

- To create an uninstallation script and uninstall products from the local machine, specify the `-writeUninstallScript` parameter on the command you run to start the uninstaller (see [“Start the Uninstaller” on page 63](#)). For example:

```
uninstall -writeUninstallScript full_path_to_new_script_file -console
```

- To create an uninstallation script without uninstalling products on the local machine, specify the `-editUninstallScript` parameter on the command you run to start the uninstaller (see [“Start the Uninstaller” on page 63](#)). For example:

```
uninstall -editUninstallScript full_path_to_new_script_file -console
```

- To create an uninstallation script using an existing script as a template, specify the `-readUninstallScript` and `-writeUninstallScript` parameters on the command you run to start the uninstaller (see [“Start the Uninstaller” on page 63](#)). For example:

```
uninstall -readUninstallScript full_path_to_existing_script_file
```

```
-writeUninstallScript full_path_to_new_script_file -console
```

Edit an Existing Script

To edit an existing uninstallation script, specify the `-editUninstallScript` parameter on the command you run to start the uninstaller (see [“Start the Uninstaller” on page 63](#)). For example:

```
uninstall -editUninstallScript full_path_to_existing_script_file -console
```

Uninstall Using a Script

To uninstall on a Windows system, in console mode, using an uninstallation script, enter the command below.

```
SoftwareAGInstalleryyyyymm.exe -readUninstallScript full_path_to_existing_script_file  
-installDir full_path_to_installation_directory -debugOut -console
```

To uninstall on a UNIX system using an uninstallation script, enter the command below.

```
sh SoftwareAGInstalleryyyyymm.bin -readUninstallScript full_path_to_existing_script_file  
-installDir full_path_to_installation_directory -console
```

After a script runs successfully, by default, the uninstaller exits immediately. If you want the uninstaller to instead allow you to choose when to exit after the script completes, specify the `-scriptNoExit` parameter at the end of the command.

If errors occur while a script is running, uninstallation fails. By default, the uninstaller shows the errors and does not exit. If you want the uninstaller to exit immediately with a non-zero exit value, specify the `-scriptErrorInteract no` parameter at the end of the command. If you want the uninstaller to show the errors and pause for a specified number of seconds before exiting, specify the `-scriptErrorInteract number_of_seconds` parameter at the end of the command.

Windows Usage Notes

The Windows Add or Remove Program or Programs and Features control panel (depending on your operating system) might continue to show the entry for the installation directory that contained the products you uninstalled (for example, Software AG Products *release installation_directory*) for a few minutes after uninstallation while it performs post-installation cleanup.

If you uninstalled from a Windows Vista, 2008, or 7 system, you might see a Program Compatibility Assistant dialog box that says This program might not have uninstalled correctly. Select the option **This program uninstalled correctly**.