

# Software AG Installer Readme

April 2019

This is an innovation release. Innovation releases have a much shorter support cycle than standard releases. To learn more, please visit <http://empower.softwareag.com/innovationrelease/>.

This file contains important information you must read before using the Software AG Installer October 2018 release. You can find system requirements, user documentation, and installation and upgrade instructions on the [Documentation website](#) or the [TECHcommunity website](#). At those locations, you can also find suite-related security and globalization information.

Included in this file is information about functionality that has been added, removed, deprecated, or changed for this product. Deprecated functionality continues to work and is supported by Software AG, but may be removed in a future release. Software AG recommends against using deprecated functionality in new projects.

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## 1.0 Critical Information

This section lists any critical issues for the current release that were known when this readme was published. For critical information found later, go to the Knowledge Center on the [Empower website](#).

- Always read the Critical Requirements and Recommendations chapter in *Using the Software AG Installer* before installing products.
- You might experience download issues while using the Software Installer. For suggestions on diagnosing and resolving the issues, see *Using the Software AG Installer*.

- Software AG strongly recommends that you 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. For instructions on creating images, see *Using the Software AG Installer*.

## 2.0 Known Issues

This section lists any issues for the current release that were known when this readme was published. For known issues found later, go to the Knowledge Center on the [Empower website](#).

- WIR-5418  
UAC dialog box that prompts for administrator privilege settings is minimized in taskbar  
When you install on a Windows system using the exe, a UAC dialog box may display that prompts administrator privileges. However, the dialog box minimizes to the taskbar instead of displaying on top of other windows.  
The workaround is to click the taskbar to maximize the window and grant administrative privileges.
- WIR-7037  
Download fails and installer log shows warning about password-protected Zip files  
The installation files for some Software AG products contain password-protected Zip files that are used for MashZone. These products are Application Monitor Data Collector, Active File Transfer, Business Event Server, CloudStreams, MashZone, and OneData. If you have selected any of these products for installation, a warning that a Zip file was blocked due to security policy settings might be written to the installation log file. In some circumstances, a company's firewall or security application policy settings may notice this warning and block downloading of those products from the Software AG Software Download Center, causing the installation download to fail.  
The workaround is to restart the installer, set logging to verbose, and select the products to install again. If you get the same failure, search the log file for the warning. If you find the warning, deselect the products listed above and finish the installation of any other products. Then contact Software AG Global Support to request an installation image of the blocked products.

## 3.0 Usage Notes

This section provides any additional information you need to work with the current release of this product.

- The 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.

## 4.0 Other Resolved Issues

This section lists the issues that were resolved in each release. A release is listed in this section only if changes occurred in that release.

### **Release 10.2**

WIR-10860

Installer does not list all products on Azure RHEL 7

When you install on an Azure RHEL 7 system, the installer shows the first 1-7 products and then asks you to press the “+” key to view 11-19 product list. The 8-10 products are missing.

This issue has been resolved.

### **Release 10.1**

- WIR-10287

Installation from image aborts on SPARC systems

On Solaris 11.3 SPARC systems, installation from an image can abort with a Java crash (SIGSEGV in class 'installBuildModule'). This is a SPARC system bug.

Until Oracle provides a fix, the workaround is to use this Java option:

```
-XX:CompileCommand="exclude,com/wm/distman/custominstall/  
CopyFilesProgressPanel.installBuildModule"
```

Alternatively you can pass this option with a file .hotspot\_compiler in the current working directory that has this content:

```
exclude com/wm/distman/custominstall/CopyFilesProgressPanel installBuildModule
```

### **Release 10.0**

- WIR-9963, MWS-19466

UNIX daemon is not registered when installing My webMethods Server on AIX

When installing My webMethods Server on an AIX system, you chose the option 'Register UNIX daemon for automatic start up,' but the daemon was not registered, and you received this error from the mkitab command:

```
[daemon.sh] /usr/sbin/mkitab "sag5mws912_default_5:235:wait:/etc/sag5mws912_default_5 start ..."  
(1)
```

The root cause is that the init-script name sag5mws912\_default\_5 is more than 14 characters long.

The workaround is to use the daemon.sh tool and register the My webMethods Server daemon manually with a shorter base name, as shown in the following example where the base name is passed with -n mws912:

```
/opt/softwareag/common/bin/daemon.sh -f  
/opt/softwareag/profiles/MWS_default/bin/sagmws912_default_1 -n mws912
```

```
/usr/sbin/rmitab: 0481-204 The ident field is not correct.  
Usage: /usr/sbin/rmitab "ident"  
[daemon.sh] ERROR: /usr/sbin/rmitab sag1mws912_default_1 failed (1)  
[daemon.sh] /etc/sag1mws912_default_1 removed (ok)  
[daemon.sh] Created /etc/sag1mws912 (ok)  
[daemon.sh] chmod 775 /etc/sag1mws912 (ok)  
[daemon.sh] /usr/sbin/mkitab "sag1mws912:235:wait:/etc/sag1mws912 start ..." (ok)
```

Note: The output shows the message "The indent field is not correct." with the rmitab command. You can ignore this message.

If the mkitab command shows no ERROR like in the example, then you have successfully registered the daemon on AIX.

- WIR-9986  
My webMethods Server does not register Windows service or UNIX daemon correctly. When installing on Windows, the installer will not create a service even if the "Register Windows service/UNIX daemon" check box is selected. The workaround is to run mws.bat to register the Windows service.  
When installing on UNIX, the installer will always try to create a daemon even if the check box is cleared. This means that if the sudo password is provided, a daemon will always be registered. If the sudo password is not provided, the installer will add a script line that will be executed when afterInstallAsRoot.sh is run later. The workaround is to use the daemon.sh command line tool to unregister the UNIX daemon. For instructions, see *Installing Software AG Products*.
- WIR-9975  
Product daemons do not start automatically on Solaris.  
During installation on a Solaris system, you chose the daemon registration option for products that offer that option. However, product daemons are not starting automatically with the Multi User Runlevel (Runlevel 2). The root cause is that the common/bin/daemon.sh does not include Runlevel 2 by default.  
The workaround is to use the daemon.sh tool to register the daemons again while specifying the intended runlevels with option '-N', as shown in the following example for Platform Manager:
  1. Change to root user:

```
$ su root # or sudo sh  
# cd /opt/softwareag/common/bin
```
  2. List the init-script and rc-script names of all registered daemons:

```
# ./daemon.sh -L  
/etc/init.d/sag5spm912 /opt/softwareag/profiles/SPM/bin/sagspm912
```
  3. Register the daemon again for Runlevels 2 and 3, using the rc-script names:

```
# cd /opt/softwareag/common/bin  
# ./daemon.sh -N 2,3 -f /opt/softwareag/profiles/SPM/bin/sagspm912
```

## **Release 9.12**

- WIR-9462  
Cannot create image generation script  
When trying to create an image generation script (select Create script and For image generation on Scripts tab, select Create image on Images tab), the installer displays the message “You cannot create a script and create an image at the same time.”  
The workaround for UNIX is to create the image generation script in console mode. For Windows, there is no workaround.  
The issue has been resolved.

## **Release 9.10**

- WIR-8895  
Products cannot access JDK  
When creating a script and installing on local machine, the path to the installer-provided JDK is not set, and products cannot access it.  
This issue has been resolved.

## **5.0 Documentation Changes**

This section describes significant changes to the documentation, such as the addition, relocation, or removal of product guides, online help, chapters, or other major content. A release is listed in this section only if changes occurred in that release.

## **6.0 Terminology Changes**

A release is listed in this section only if changes occurred in that release.

## **7.0 Added, Removed, Deprecated, or Changed Items**

This section lists features, functionality, controls, portlets, properties, or other items that have been added, removed, deprecated, or changed. A release is listed in this section only if changes occurred in that release.

## **8.0 Copyright Information**

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## **9.0 Support**

Visit the [Empower website](#) to learn about support policies and critical alerts, read technical articles and papers, download products and fixes, submit feature/enhancement requests, and more.

Visit the [TECHcommunity website](#) to access additional articles, demos, and tutorials, technical information, samples, useful resources, online discussion forums, and more.

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