BEAAquaLogic®
Pathways

Installation Guide

Contents

4. Installation

5. Upgrade

A. Troubleshooting

B. Silent Properties File

C. Uninstalling Pathways

Index

Welcome to AquaLogic Pathways

This book describes how to install AquaLogic Pathways.

How to Use This Book

This guide has been designed to be a quick reference for users with installation experience, while also providing detailed instructions for users installing for the first time.

Audience

This guide is written for the user responsible for installing Pathways. This user must have strong knowledge of the platform operating system, database, web and application servers, and any other third-party software required for installation.

Organization

This guide includes the following chapters:

- This chapter provides information on how to use this guide and describes other resources available to help install, deploy, and administer Pathways.

- Chapter 2, "Installation Prerequisites,"provides hardware and software requirements, as well as environmental and third-party software prerequisites. You must read this chapter and meet the prerequisites prior to proceeding to the installation.

- Chapter 3, "Quickstart Overview,", provides a high level overview of the Pathways installation procedures. Sufficient detail is provided to allow an experienced portal

administrator to quickly install Pathways. Cross-references link the high level tasks to detailed procedures in the Installation chapter.

- Chapter 4, "Installation," provides detailed instructions for installing and configuring Pathways.

- Appendix A, "Troubleshooting," provides descriptions and locations of Pathways log files and instructions for troubleshooting Pathways.

- Appendix C, "Uninstalling Pathways," provides instructions for uninstalling Pathways.

Typographical Conventions

This book uses the following typographical conventions.

Table 1-1 Typographical Conventions

Convention	Typeface	Examples/Notes
• Items you need to take action on (such as files or screen elements)	**bold**	• Upload **Procedures.doc** to the portal. • To save your changes, click **Apply Changes**.
• User-defined variables • New terms • Emphasis • Object example names	*italic*	• The migration package file is located in *install_dir*\serverpackages. • *Portlets* are Web tools embedded in your portal. • The URI *must* be a unique number. • The example Knowledge Directory displayed in Figure 5 shows the *Human Resources* folder.

• Text you enter
• Computer generated text (such as error messages)
• Code samples
	`computer`	• Type `Marketing` as the name of your community.
		• This script may generate the following error: `ORA-00942 table or view does not exist`
		• Example:
		`<setting name="SSOCookieIsSecure">`
		`   <value xsi:type="xsd:integer">0</value>`
		`</setting>`

• Environment variables	ALL_CAPS	• The default location of BEA_HOME is C:\bea.

BEA Documentation and Resources

This section describes other documentation and resources provided by BEA.

Table 1-2 BEA Documentation and Resources

Resource	Description
Installation Worksheet	This worksheet allows you to record prerequisite information necessary for installing Pathways. It is available on edocs.bea.com/pathways/docs15.
Release Notes	The release notes provide information about new features, issues addressed, and known issues in the release. They are available on edocs.bea.com/pathways/docs15 and on any physical media provided for delivering the application.
Administrator Guide	This guide describes how to manage, maintain, and troubleshoot Pathways. It is available on edocs.bea.com/pathways/docs15.
Online Help	The online help is written for all levels of Pathways users. It describes the user interface for Pathways and gives detailed instructions for completing tasks in Pathways. To access online help, click the help icon.
Deployment Guide	This guide is written for business analysts and system administrators. It describes how to plan your AquaLogic User Interaction deployment. It is available on edocs.bea.com/alui/deployment/index.html.
Developer Guides, Articles, API Documentation, Blogs, Newsgroups, and Sample Code	These resources are provided for developers on the BEA dev2dev site (dev2dev.bea.com). They describe how to build custom applications using AquaLogic User Interaction and how to customize AquaLogic User Interaction products and features.

Table 1-2 BEA Documentation and Resources

Resource	Description
AquaLogic User Interaction (ALUI) and AquaLogic Business Process Management (ALBPM) Support Center	The ALUI and ALBPM Support Center is a comprehensive repository for technical information on ALUI and ALBPM products. From the Support Center, you can access products and documentation, search knowledge base articles, read the latest news and information, participate in a support community, get training, and find tools to meet most of your ALUI and ALBPM-related needs. The Support Center encompasses the following communities: **Technical Support** Submit online service requests, check the status of your requests, search the knowledge base, access documentation, and download maintenance packs and hotfixes. **User Group** Participate in user groups; view webinars, presentations, the CustomerConnection newsletter, and the Upcoming Events calendar. **Product Center** Download product updates, maintenance packs, and patches; view the Product Interoperability matrix (supported third-party products and interoperability between products). **Developer Center** Download developer tools, view code samples, access technical articles, and participate in discussions. **Education Services** Review the available education options, then choose courses by role and delivery method (Live Studio, Public Classroom Training, Remote Classroom, Private Training, or Self-Paced eLearning). **Profile Center** Manage your implementation details, local user accounts, subscriptions, and more. If you do not see the Support Center when you log in to one.bea.com/support, contact ALUISupport@bea.com or ALBPMSupport@bea.com for the appropriate access privileges.

Table 1-2 BEA Documentation and Resources

Resource	Description
Technical Support	If you cannot resolve an issue using the above resources, BEA Technical Support is happy to assist. Our staff is available 24 hours a day, 7 days a week to handle all your technical support needs.
	E-mail: ALUISupport@bea.com or ALBPMSupport@bea.com
	Phone Numbers:
	USA, Canada +1 866.262.7586 or +1 415.263.1696
	EMEA +44 1494 559127
	Asia Pacific +61 2.9931.7822
	Australia/NZ +61 2.9923.4030
	Singapore +1 800.1811.202

Welcome to AquaLogic Pathways

Installation Prerequisites

Complete the following basic steps to prepare your network and host computers for deployment:

1. Read the product release notes for information on compatibility issues, known problems, and workarounds that might affect how you proceed with your deployment. Release notes are located at the top-level directory of the product package.

2. Print the configuration worksheets provided in the Installation and Configuration Worksheet for AquaLogic Pathways document:
   Installation_Configuration_Worksheets_AL_Pathways_v1-5.pdf

3. Determine the values you have assigned for this deployment, and record these values in the Installation and Configuration Worksheet for AquaLogic Pathways document.

4. Provision host computers for your deployment and install prerequisite software. For details, see Hardware and Software Requirements.

Hardware and Software Requirements

The following table summarizes the hardware, operating system, and software requirements for Pathways.

Caution: IPv6 is not supported. You should verify that IPv6 is not enabled prior to installing Pathways.

Note: For an up-to-date list of supported versions, refer to the Interoperability page in the Support Center.

Table 2-1 Hardware and Software Requirements

Component	Requirements
Pathways Host Computer	Recommended Minimum Hardware (Development Installation) • 2GHz CPU • 2GB RAM Recommended Minimum Hardware (Production Deployment) • 2GHz CPU or better • 1.0 GB RAM per instance of the Pathways application • 1.5 GB RAM per instance of the Security and Directory Service • 0.5 GB RAM per instance of the Search Service • 1.0 GB RAM for the Rank Engine Operating System • Microsoft Windows 2003 SP1 or R2, SP2, on x86 (32-bit) • Solaris 9, 10, on SPARC • Red Hat Enterprise Linux 4 Update 6 Solaris 9 requires these patches: • 111711-15 (32-bit Shared library patch for C++) • 111712-15 (64-Bit Shared library patch for C++)
Database Server Host Computer	Hardware • Dual 2.0 GHz or higher, with 2 MB L2 cache • 2 GB memory or higher • Mirrored SCSI drives (either 15K or 10K RPM) Software • (**Windows only**) Microsoft SQL Server 2005 (32 and 64-bit) • Oracle 9.2.0.7 and above • Oracle 10g R2 (10.2.0.x) **Note:** If you are upgrading Oracle from 10.1.x to 10.2.x or SQL Server from 2000 to 2005, you should perform this upgrade before upgrading Pathways.

Table 2-1 Hardware and Software Requirements

Component	Requirements
Browser	• Administrative Users: Internet Explorer 6.x, 7.0; Firefox 2.0 • Browsing Users: Internet Explorer 6.x, 7.0; Netscape 7.2, 8.x; Firefox 2.0; Safari 3.0 (Mac only)
AquaLogic Interaction	• BEA AquaLogic Interaction 6.5
Analytics	• BEA AquaLogic Interaction Analytics 2.5
Collaboration	• BEA AquaLogic Interaction Collaboration 4.5
Publisher	• BEA AquaLogic Interaction Publisher 6.4

Installation Prerequisites

Quickstart Overview

This chapter provides brief, high level instructions for the installation and upgrade of Pathways. It is intended to quickly guide experienced administrators through the installation procedure. It covers installing the Pathways components, scripting the databases, and starting and verifying the installation.

This chapter is divided into two major sections:

- Installation. This section covers installing the Pathways components, creating and scripting the databases, and starting and verifying the installation. The organization of this section maps directly to detailed instructions in Chapter 4, "Installation."

- Upgrade. This section covers upgrading version of Pathways to the latest version. The organization of this section maps directly to detailed instructions in Chapter 5, "Upgrade."

Installation

Before you install Pathways:

1. Verify that you have completed the pre-installation steps. For details, see Installation Prerequisites.

2. Ensure that you have installed BEA AquaLogic Interaction 6.5, including the following AquaLogic Interaction components:

   – BEA AL Notification Service

   – BEA ALI Remote Portlet Service

Installing Pathways Components

This section discusses how to install Pathways components.

For details on installing and configuring the Auto-Tag external operation, see *Administrator Guide for BEA AquaLogic Pathways*.

Launching the Pathways Installer

To launch the Pathways installer:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX/Linux).

2. Copy the installer to the disk location from which you plan to launch it.

3. Launch the Pathways installer:

   – On a UNIX/Linux host, run **ALPathways_v1-5_mp1**.

   – On a Windows host, run **ALPathways_v1-5_mp1.exe**.

Completing the Installer Wizard Pages

The installer wizard pages that appear vary according to the selections you choose.

When the Launch Configuration Manager installation wizard page appears, do not launch Configuration Manager. Instead, create and configure the Pathways, Rank Engine, and ALUI Security databases, as described in:

- "Creating the Pathways Database" on page 3-3
- "Creating the Rank Engine Database" on page 3-4
- "Creating the ALUI Security Database" on page 3-5

After you have created and configured the Pathways, Rank Engine, and ALUI Security databases, access Configuration Manager and configure all settings for the Pathways and Pathways Rank Engine applications.

For more complete details on performing this task, see "Completing the Installer Wizard Pages" on page 4-2.

Redeploying Portal.war and Portal.ear

After installing Pathways, redeploy the portal application:

- **(Windows)** If you are running the portal on Java or WebLogic, redeploy your portal.war or portal.ear file to your portal application server.

- **(UNIX)** Redeploy your portal.war or portal.ear file to your portal application server.

Creating the Pathways Database

This section describes how to create the Pathways database on SQL Server and Oracle. For more complete details on performing this task, see "Creating the Pathways Database" on page 4-7.

Creating the Pathways Database on SQL Server

To create the Pathways database on SQL Server:

1. Copy the scripts from *install_dir***pathways****1.5****sql****mssql** to the database host computer.

2. In SQL Server Management Studio, configure the database engine to use **SQL Server and Windows Authentication mode**.

3. Restart the database engine.

4. Create the Pathways database user, configuring the Pathways database user to use SQL Server Authentication.

5. Create the Pathways database, assigning the Pathways database as the default database for the Pathways database user.

6. Grant the Pathways database user the **db_owner** role for the Pathways database.

7. As the Pathways database user, run the **create_pathways_schema.sql** script for the Pathways database.

8. As the Pathways database user, run the **install_pathways_seeddata.sql** script for the Pathways database.

Creating the Pathways Database on Oracle

1. Copy the **oracle** directory from *install_dir***pathways****1.5****sql****oracle****windows** or *install_dir*/**pathways/1.5/sql/oracle/unix** to the Pathways database's host computer.

2. Log on to the host computer for the Pathways database as owner of the Oracle system files.

3. Run the following scripts against your Oracle database as the **system** user:

    a. Run the script **create_pathways_tablespaces.sql** for your platform. This file is located in a platform specific subdirectory within the **oracle** directory that you copied in Step 1.

        Note: Before running the script, determine the name of the SID used in your portal database. If necessary, edit the script so that all SID name instances in the script match the SID name used for the portal database.

    b. Run the script **create_pathways_user.sql**.

4. Execute the following steps as the **pathways** user, which you just created. The scripts that you run are located in the **oracle** directory that you copied in Step 1.

    a. Run the script **create_pathways_schema.sql**.

    b. Run the script **install_pathways_seeddata.sql**.

5. Run your database's analysis tool on the portal database to increase the efficiency of the database.

Creating the Rank Engine Database

This section describes how to create the Rank Engine database on SQL Server and Oracle. For more complete details on performing this task, see "Creating the Rank Engine Database" on page 4-9.

Creating the Rank Engine Database on SQL Server

To create the Rank Engine database on SQL Server:

1. Copy the scripts from *install_dir***rankengine****1.5****sql****mssql** to the database host computer.

2. In SQL Server Management Studio, configure the database engine to use **SQL Server and Windows Authentication mode**.

3. Restart the database engine.

4. Create the Rank Engine database user. Configure the Rank Engine database user to use SQL Server Authentication.

5. Create the Rank Engine database, assigning the Rank Engine database as the default database for the Rank Engine database user.

6. Grant the Rank Engine database user the **db_owner** role for the Rank Engine database.

7. As the Rank Engine database user, run the **create_rankengine_schema.sql** script for the Rank Engine database.

Creating the Rank Engine Database on Oracle

To create the Rank Engine database on Oracle:

1. Copy the **oracle** directory from *install_dir***rankengine\1.5\sql\oracle\windows** or *install_dir*/**rankengine/1.5/sql/oracle/unix** to the Rank Engine database's host computer.

2. Log on to the host computer for the Rank Engine database as owner of the Oracle system files.

3. Execute the following steps as the **system** user in your Oracle database:

   a. Run the **create_rankengine_tablespaces.sql** script.

      Note: Before running the script, determine the name of the SID used in your portal database. If necessary, edit the script so that all SID name instances in the script match the SID name used for the portal database.

   b. Run the **create_rankengine_user.sql** script.

      When running this script, you will be prompted to create the username and password for the Rank Engine database user. You need to enter these values into Configuration Manager when configuring Rank Engine database settings.

4. Run the script **create_rankengine_schema.sql** as the Rank Engine database user that you just created.

5. Run your database's analysis tool on the portal database to increase the efficiency of the database.

Creating the ALUI Security Database

(**Optional**) This section describes how to set up the ALUI Security database. For more complete details on performing this task, see "Creating the ALUI Security Database" on page 4-10.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

Creating and Setting Up the ALUI Security Database on Microsoft SQL Server

(**Optional**) This section describes how to set up the ALUI Security database on Microsoft SQL Server.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Microsoft SQL Server:

1. On the computer to which you installed the BEA AL Pathways service, copy the scripts from *install_dir*\pathways\1.5\sql\mssql to the ALUI Security database host computer.

2. In SQL Server Management Studio, configure the database engine to use **SQL Server and Windows Authentication mode**.

3. Restart the database engine.

4. Create the ALUI Security database user, configuring the ALUI Security database user to use SQL Server Authentication.

5. Create the ALUI Security database.

6. Change the default database for the ALUI Security database user to the ALUI Security database.

7. Grant the ALUI Security database user the **db_owner** role for the ALUI Security database.

8. Create the ALUI Security database schema. Specify the ALUI Security database user as the schema owner.

9. Grant the ALUI Security database user the **sysadmin** server role.

10. Connect to the ALUI Security database as the ALUI Security database user, using SQL Server Authentication.

11. Run the **create_security_tables.sql** script, located in the folder that you copied in Step 1.

Creating and Setting Up the ALUI Security Database on Oracle

(Optional) This section describes how to set up the ALUI Security database on Oracle.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Oracle:

1. On the computer on which you installed the BEA AL Pathways service, copy the **oracle** directory from *install_dir*\pathways\1.5\sql to the ALUI Security database's host computer.

2. Log on to the host computer for the ALUI Security database as owner of the Oracle system files.

3. Create the ALUI Security database tablespace.

4. Create the ALUI Security database user.

5. Connect to the ALUI Security database as the ALUI Security database user.

6. Run the **create_security_tables.sql** script, located in the folder that you copied in Step 1.

7. Run your database's analysis tool on the ALUI Security database to the efficiency of the database.

Importing the Pathways Migration Package

Import the **pathways.pte** file, which is located in the following location on the Pathways host computer:

- **UNIX/Linux:** *install_dir*/pathways/1.5/serverpackages/

- **Windows:** *install_dir*\pathways\1.5\serverpackages\

For details, see "Importing the Pathways Migration Package" on page 4-13.

Starting Pathways

This section provides information on verifying AquaLogic Interaction services and starting Pathways-related services. For more complete details on performing this task, see "Starting Pathways" on page 4-13.

Verifying AquaLogic Interaction Services

To verify AquaLogic Interaction services, confirm that the following AquaLogic Interaction services are started:

- BEA ALI Search <*host_name*>, where <host_name> is the name of the computer where Search is installed.

- BEA ALI Search Cluster Manager

- BEA ALI Automation Service

- BEA ALI Document Repository Service

- BEA ALI Content Upload Service

- BEA ALI API Service

- BEA LDAP Directory

    – BEA AL Notification Service

    – BEA ALI Remote Portlet Service

For details on starting AquaLogic Interaction services -- including the order in which you should start AquaLogic Interaction services -- see *Installation Guide for BEA AquaLogic Interaction*.

Starting Pathways Services

This section describes how to start Pathways services on UNIX/Linux and Windows.

Starting Pathways Services on UNIX/Linux

To start Pathways services on UNIX/Linux:

1. Start the Search Service used by Pathways:

   a. cd to **/opt/bea/alui/searchservice/1.1/bin**

   b. run **./searchserviced.sh start**

2. On the computer on which you installed the Pathways Web UI component, start the Pathways application:

   a. cd to **/opt/bea/alui/pathways/1.5/bin**

   b. run **./pathwaysservrd.sh start**

3. On the computer on which you installed the Rank Engine component, start the Rank Engine:

   a. cd to **/opt/bea/alui/rankengine/1.5/bin**

   b. run **./rankEngineservrd.sh start**

Starting Pathways Services Windows

To start the Pathways services on Windows:

1. Perform the following on the computer on which you installed the Pathways Web UI component:

   a. Click **Start** > **Control Panel** > **Administrative Tools** > **Services**.

   b. Start **BEA ALI Search Service**.

   c. Start **BEA AL Pathways**.

2. Perform the following on the computer on which you installed the Rank Engine component:

    a. Click **Start** > **Control Panel** > **Administrative Tools** > **Services**.

    b. Start **BEA AL Pathways Rank Engine**.

Seeding the ALUI Security Database

To seed the ALUI Security database, access **Pathways Administration** as the portal administrator.

Upgrade

This section describes how to upgrade from Pathways 1.5 to 1.5 MP1.

Note: If you are upgrading from Pathways 1.0 or Pathways 1.0 MP1, refer to "Upgrading from Pathways 1.0 or 1.0 MP1 to Pathways 1.5" on page 5-2.

To upgrade from Pathways 1.5 to Pathways 1.5 MP1:

1. Run the Pathways 1.5 MP1 installer on the same computer on which Pathways 1.5 and the ALI Security and Directory Service are installed. For details, see "Running the Installer During Upgrade" on page 5-3.

2. Start Pathways. For details, see "Starting Pathways" on page 4-13.

Installation

This chapter describes how to install Pathways.

For details on installing and configuring the Auto-Tag external operation, see *Administrator Guide for BEA AquaLogic Pathways*.

To install Pathways:

1. Verify that you have met the prerequisites for installation. For details, see Installation Prerequisites.

2. Ensure that you have installed BEA AquaLogic Interaction 6.5, including the following AquaLogic Interaction components:

   – BEA AL Notification Service, which must be installed and running for Pathways' Email Notification feature to function.

   – BEA ALI Remote Portlet Service, which must be installed and running for Pathways' Activity Streams feature to function.

3. Install and configure Pathways components. For details, see "Installing and Configuring Pathways Components" on page 4-2.

4. (**After installing the Portal Files component only**) Redeploy portal.war and portal.ear. For details, see "Redeploying Portal.war and Portal.ear" on page 4-7.

5. Create the Pathways database. For details, see "Creating the Pathways Database" on page 4-7.

6. Create the Rank Engine database. For details, see "Creating the Rank Engine Database" on page 4-9.

7. **(Optional)** Create the ALUI Security database. For details, see "Creating the ALUI Security Database" on page 4-10.

   Note: You do not need to perform this procedure if either Analytics 2.5 or the Remote Portlets component of AquaLogic Interaction 6.5 is installed. Installing either requires creating the ALUI Security database.

8. Import the Pathways migration package. For details, see "Importing the Pathways Migration Package" on page 4-13.

9. Start Pathways. For details, see "Starting Pathways" on page 4-13.

10. Seed the ALUI Security database. For details, see "Seeding the ALUI Security Database" on page 4-15.

Installing and Configuring Pathways Components

This section discusses how to install and configure Pathways components.

For details on installing and configuring the Auto-Tag external operation, see *Administrator Guide for BEA AquaLogic Pathways*.

Launching the Pathways Installer

To launch the Pathways installer:

1. Log in to the remote server host computer as the local administrator (on Windows) or a user with directory write privileges (on UNIX/Linux).

2. Copy the installer to the disk location from which you plan to launch it.

3. Launch the Pathways installer:

   – On a UNIX/Linux host, run **ALPathways_v1-5_mp1**.

   – On a Windows host, run **ALPathways_v1-5_mp1.exe.**

Completing the Installer Wizard Pages

Complete the installation wizard pages as described in the following table.

If you want to install all components on one computer, select **Complete** from the Install Set drop-down list.

If you are performing a distributed installation, you can use the same Pathways installer to install Pathways components on different computers. To choose the components that you want to install, select **Custom,** then select the components that you want to install. The installer wizard pages that appear vary according to the components that you choose.

Table 4-1 Pathways Installer Wizard Pages

Wizard Page	Description
Introduction	This installer wizard page provides a brief description of the installer and describes how to run the installer in silent mode.
License Agreement	Read and accept the license agreement.
Choose Components	Choose the Pathways components you want to install. Each component can be installed on a separate server depending on your configuration.
	The Pathways components are:
	• **Pathways Web UI**: Includes the core set of Web UI components that comprise the Pathways application and the BEA AL Pathways service.
	• **Pathways Rank Engine**: Calculates the ActivityRank for each object in your system.
	• **Portal Files:** The files necessary to enable communication between the portal and Pathways. Install this component on the portal server.
	• **Image Service Files**: The necessary images, styles, user interface controls, Java applets, and online help for Pathways. Install this component on the computer hosting the Image Service.
	• **Search Service:** Installs the service called the BEA ALI Search Service, which facilitates communication with ALI Search.
	Note: **(Windows Only)** When installing the Search Service component, the Pathways installer checks if a necessary Visual Studio 2005 patch is installed on your server. If the patch is not installed, you must choose to either allow the Pathways installer to install the patch immediately, or manually install the patch at the time of your choosing.
	After you have chosen the components you want to install, click **Next**.

Table 4-1 Pathways Installer Wizard Pages

Wizard Page	Description
Choose Install Folder	The default installation folder is: • **/opt/bea/alui** (UNIX/Linux) • **C:\bea\alui** (Windows) **Note:** In the rest of this guide, the Pathways installation folder is referred to as *install_dir*. After you have entered the required information or accepted the default, click **Next**.
Configuration Manager - Update	This page is displayed if an existing installation of Configuration Manager 2.0 is detected. Select if you want to update the password or port information for Configuration Manager or use the existing settings.
Configuration Manager - Port and Password	Type the port number on which you want Configuration Manager to service Pathways requests. By default, the port number is 12345. After running the installer, you will be able to access Configuration Manager by using the following URL: https://localhost:*port_number*. Also type and confirm the Administrator password that you will use to log into Configuration Manager. The password is case-sensitive.
Path to Image Service Files	Install Image Service files on the computer on which the Image Service is installed. The path should lead to the directory where the Image Service is installed. • *install_dir***ptimages** (Windows) • *install_dir*/**ptimages** (UNIX) Before clicking **Next**, verify that security for the Image Service directory is appropriately configured to allow for installation of the Image Service files. After you have entered the required information, click **Next**.

Table 4-1 Pathways Installer Wizard Pages

Wizard Page	Description
Path to Portal Files	Install portal files on the portal server. The path should lead to the directory where the portal is installed. • *install_dir***ptportal****6.5** (Windows) • *install_dir*/**ptportal/6.5** (UNIX) **Note:** After installing portal files, you must redeploy your portal.war and portal.ear files. For details, see "Redeploying Portal.war and Portal.ear" on page 4-7.
Path to Analytics Files	Install Analytics files on the computer on which Analytics 2.5 is installed. The path should lead to the directory where Analytics 2.5 is installed. • *install_dir***ptanalytics****2.5** (Windows) • *install_dir*/**ptanalytics/2.5** (UNIX)

Table 4-1 Pathways Installer Wizard Pages

Wizard Page	Description
Launch Configuration Manager	This installation wizard page lets you access Configuration Manager to configure Pathways components. 1. Before launching Configuration Manager, you must create and configure the Pathways, Rank Engine, and ALUI Security databases, described in: – "Creating the Pathways Database" on page 4-7 – "Creating the Rank Engine Database" on page 4-9 – "Creating the ALUI Security Database" on page 4-10 2. Click the link on this installation wizard page to access Configuration Manager. The default username for logging into Configuration Manager is **administrator**. Use the password that you typed into the Configuration Manager - Port and Password installation wizard page. 3. In Configuration Manager, click the + symbol next to the **Pathways** application name to view its components. 4. Configure all settings for all of the Pathways components using the database and connectivity settings that you provisioned when you completed the Installation and Configuration Worksheet for AquaLogic Pathways document. Online Help for these settings is available in the Configuration Manager application. 5. In Configuration Manager, click the + symbol next to the **Pathways Rank Engine** application name to view its components. 6. Configure all settings for all of the Rank Engine components using the database and connectivity settings that you provisioned when you completed the Installation and Configuration Worksheet for AquaLogic Pathways document. 7. In Configuration Manager, click the + symbol next to the **Search Service** application name to view its components. 8. Configure all settings for all of the Search Service components using the database and connectivity settings that you provisioned when you completed the Installation and Configuration Worksheet for AquaLogic Pathways document. When you have completed all Configuration Manager tasks, return to the installer and click **Next**.

Table 4-1 Pathways Installer Wizard Pages

Wizard Page	Description
Application Settings Confirmation	Select **Yes** if you have completed configuration of the Pathways settings.
	Select **No, configure later** to complete the installer without configuring the Pathways settings. You must run Configuration Manager and configure your Pathways settings before starting Pathways.
Install Complete	Click **Done**.

Redeploying Portal.war and Portal.ear

(**After you have installed the Portal Files component only**) Perform the following:

- (**Windows**) If you are running the portal on Java or WebLogic, redeploy your portal.war or portal.ear file to your portal application server.

- (**UNIX**) Redeploy your portal.war or portal.ear file to your portal application server.

Creating the Pathways Database

This section describes how to create the Pathways database. It contains the following sections:

- Creating the Pathways Database on SQL Server

- Creating the Pathways Database on Oracle

Creating the Pathways Database on SQL Server

To create the Pathways database on Microsoft SQL Server:

1. Copy the scripts from *install_dir***\pathways\1.5\sql\mssql** to the database host computer.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the Pathways database user, configuring the Pathways database user to use SQL Server Authentication.

6. Create the Pathways database.

Configure the size of the Pathways database. The growth of the database is directly correlated to the number of objects present in the system. Objects include such things as tags, user preferences, and saved searches. Estimate 10 MB of growth per 100,000 objects. For example, if the Pathways database stores roughly 100,000 new objects per day, you should anticipate growth of 3.65 GB per year.

7. Change the default database for the Pathways database user to the Pathways database.

8. Grant the Pathways database user the **db_owner** role for the Pathways database.

9. As the Pathways database user, run the **create_pathways_schema.sql** script on the Pathways database.

10. Run the **install_pathways_seeddata.sql** script on the Pathways database.

Creating the Pathways Database on Oracle

To create the Pathways database on Oracle:

1. Copy the **oracle** directory from *install_dir***pathways****1.5****sql****oracle****windows** or *install_dir*/**pathways/1.5/sql/oracle/unix** to the Pathways database's host computer. This folder contains the scripts that you will use to set up and configure the Pathways Database.

2. Log on to the host computer for the Pathways database as owner of the Oracle system files.

3. Execute the following steps as the **system** user in your Oracle database.

   a. Run the script **create_pathways_tablespaces.sql** for your platform. This file is located in a platform specific subdirectory within the **oracle** directory that you copied in Step 1.

      Note: Before running the script, determine the name of the SID used in your portal database. If necessary, edit the script so that all SID name instances in the script match the SID name used for the portal database.

   b. Run the script **create_pathways_user.sql**.

4. Execute the following steps as the **pathways** user that you just created.

   a. Run the script **create_pathways_schema.sql**. This script creates all of the tables and indexes that are necessary to run Pathways. The create_pathways_schema.sql script is located in the **oracle** directory that you copied in Step 1.

   b. Run the script **install_pathways_seeddata.sql**. This script adds all of the initial seed data that are necessary to run the Pathways product. The install_pathways_seeddata.sql script is located in the **oracle** directory that you copied in Step 1.

5. Run your database's analysis tool on the portal database to increase the efficiency of the database.

Creating the Rank Engine Database

This section describes how to create and set up the Rank Engine database. It contains the following sections:

- Creating the Rank Engine Database on SQL Server
- Creating the Rank Engine Database on Oracle

Creating the Rank Engine Database on SQL Server

To create the Rank Engine database on SQL Server:

1. Copy the scripts from *install_dir***rankengine\1.5\sql\mssql** to the database host computer.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the Rank Engine database user, configuring the Rank Engine database user to use SQL Server Authentication.

6. Create the Rank Engine database with the following properties.

   Configure the size of the Rank Engine database. The growth of the database is directly correlated to the number of objects present in the system to which an ActivityRank is assigned. Estimate 10 MB of growth per 100,000 objects. For example, if the Rank Engine database stores roughly 100,000 new objects per day, you should anticipate growth of 3.65 GB per year.

7. Change the default database for the Rank Engine database user to the Rank Engine database.

8. Grant the Rank Engine database user the **db_owner** role for the Rank Engine database.

9. As the Rank Engine database user, run the **create_rankengine_schema.sql** script for the Rank Engine database, located in the *install_dir***rankengine\1.5\sql\mssql** folder.

Creating the Rank Engine Database on Oracle

To create and set up the Rank Engine database on Oracle:

1. Copy the **oracle** directory from *install_dir***rankengine\1.5\sql\oracle\windows** or *install_dir/***rankengine/1.5/sql/oracle/unix** to the Rank Engine database's host computer. This folder contains the scripts that you will use to set up and configure the Rank Engine Oracle database.

2. Log on to the host computer for the Rank Engine database as owner of the Oracle system files.

3. Execute the following steps as the **system** user in your Oracle database.

   a. Run the script **create_rankengine_tablespaces.sql** for your platform. This file is located in a platform specific subdirectory within the **oracle** directory that you copied in Step 1.

      Note: Before running the script, determine the name of the SID used in your portal database. If necessary, edit the script so that all SID name instances in the script match the SID name used for the portal database.

   b. Run the script **create_rankengine_user.sql** for your platform. This file is located in a platform specific subdirectory within the **oracle** directory that you copied in Step 1.

      When running this script, you will be prompted to create the username and password for the Rank Engine database user. You need to enter these values into Configuration Manager when configuring Rank Engine database settings.

   c. Create the Rank Engine database user, including its username and password.

4. As the Rank Engine database user that you just created run the script **create_rankengine_schema.sql**.

   This script creates all of the tables and indexes that are necessary to run the Rank Engine. The create_rankengine_schema.sql script is located in the **oracle** directory that you copied in Step 1.

5. Run your database's analysis tool on the portal database to increase the efficiency of the database.

Creating the ALUI Security Database

(Optional) This section describes how to set up the ALUI Security database.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

This section contains the following sections:

- Creating and Setting Up the ALUI Security Database on Microsoft SQL Server

- Creating and Setting Up the ALUI Security Database on Oracle

Creating and Setting Up the ALUI Security Database on Microsoft SQL Server

(Optional) This section describes how to set up the ALUI Security database on Microsoft SQL Server.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Microsoft SQL Server:

1. On the computer to which you installed the BEA AL Pathways service, copy the scripts from *install_dir***pathways\1.5\sql\mssql** to the ALUI Security database host computer.

   This folder contains the script that you will use to configure the ALUI Security database.

2. In SQL Server Management Studio, access the database engine's properties.

3. Configure the database engine to use **SQL Server and Windows Authentication mode**.

4. Restart the database engine.

5. Create the ALUI Security database user:

   a. Create the ALUI Security database user with the user name you provisioned when you completed the Configuration Worksheet, which is included in the Pathways Installation and Configuration Worksheets document.

   b. Configure the ALUI Security database user to use SQL Server Authentication.

   c. Set the ALUI Security database user password to the password you designated when you completed the Pathways Installation and Configuration Worksheets document.

6. Create the ALUI Security database with the name you provisioned when you completed the Configuration Worksheet, which is included in the Pathways Installation and Configuration Worksheets document.

7. Change the default database for the ALUI Security database user to the ALUI Security database.

8. Grant the ALUI Security database user the **db_owner** role for the ALUI Security database.

9. Create the ALUI Security database schema. Specify the ALUI Security database user as the schema owner.

10. Grant the ALUI Security database user the **sysadmin** server role.

11. Connect to the ALUI Security database as the ALUI Security database user, using SQL Server Authentication.

12. Run the **create_security_tables.sql** script, located in the folder that you copied in Step 1.

Creating and Setting Up the ALUI Security Database on Oracle

(Optional) This section describes how to set up the ALUI Security database on Oracle.

Note: You do not need to perform this procedure if Analytics 2.5 is installed. Installing Analytics 2.5 requires creating the ALUI Security database.

To create and set up the ALUI Security database on Oracle:

1. On the computer on which you installed the BEA AL Pathways service, copy the **oracle** directory from *install_dir***pathways\1.5\sql** to the ALUI Security database's host computer.

   This folder contains the script that you will use to configure the ALUI Security database.

2. Log on to the host computer for the ALUI Security database as owner of the Oracle system files.

3. Create the ALUI Security database tablespace.

4. Create the ALUI Security database user.

5. Add the ALUI Security database user and password values into the Configuration Worksheet, which is included in the Pathways Installation and Configuration Worksheets document (you will enter these values into Configuration Manager when configuring Pathways database settings).

6. Connect to the ALUI Security database as the ALUI Security database user.

7. Run the **create_security_tables.sql** script, located in the folder that you copied in Step 1.

8. Run your database's analysis tool on the ALUI Security database to the efficiency of the database.

Importing the Pathways Migration Package

This section describes how to import the Pathways migration package. The Pathways migration package includes all Pathways portlets, Web services, and the Pathways remote server. Importing the Pathways migration package is necessary for integration with the portal.

To import the Pathways migration package:

1. Verify that the Search Server is running.

2. Log on to the portal as a user who has administrative rights.

3. Navigate to portal Administration.

4. From the Administration Select Utility drop-down list, use the Migration - Import utility to import the **pathways.pte** file. For details on using the Migration - Import utility, see *Administrator Guide for BEA AquaLogic Interaction*.

    The pathways.pte file is located in the following location on the Pathways host computer:

    – **UNIX/Linux**: *install_dir*/pathways/1.5/serverpackages/

    – **Windows**: *install_dir*\pathways\1.5\serverpackages\

    Select **Overwrite Remote Servers.** If necessary, adjust other import settings.

Starting Pathways

This section provides information on verifying AquaLogic Interaction services and starting Pathways-related services.

Verifying AquaLogic Interaction Services and Search

Verify that the following are running:

– BEA ALI Search *<host_name>*, where <host_name> is the name of the computer where Search is installed.

– BEA ALI Search Cluster Manager

– BEA ALI Automation Service

– BEA ALI Document Repository Service

– BEA ALI Content Upload Service

– BEA ALI API Service

– BEA LDAP Directory

– BEA AL Notification Service

– BEA ALI Remote Portlet Service

For details on starting AquaLogic Interaction services -- including the order in which you should start AquaLogic Interaction services -- see *Installation Guide for BEA AquaLogic Interaction*.

Starting Pathways Services

This section describes how to start Pathways services. Follow the procedure appropriate to your environment. Depending on your configuration, all services may or may not be installed on the same host computer. Perform each step on the host computer where the service is installed.

Starting Pathways Services on UNIX/Linux

To start the Pathways services on UNIX/Linux:

1. Start the Search Service used by Pathways:

   a. cd to **/opt/bea/alui/searchservice/1.1/bin**

   b. run **./searchserviced.sh start**

2. On the computer on which you installed the Pathways Web UI component, start the Pathways application:

   a. cd to **/opt/bea/alui/pathways/1.5/bin**

   b. run **./pathwaysservrd.sh start**

3. On the computer on which you installed the Rank Engine component, start the Rank Engine:

   a. cd to **/opt/bea/alui/rankengine/1.5/bin**

   b. run **./rankEngineservrd.sh start**

Starting Pathways Services on Windows

To start the Pathways services on Windows:

1. Perform the following on the computer on which you installed the Pathways Web UI component:

   a. Click **Start** > **Control Panel** > **Administrative Tools** > **Services**.

b. Start **BEA ALI Search Service**.

c. Start **BEA AL Pathways**.

2. Perform the following on the computer on which you installed the Rank Engine component:

a. Click **Start** > **Control Panel** > **Administrative Tools** > **Services**.

b. Start **BEA AL Pathways Rank Engine**.

You can also start and stop the Pathways services using Configuration Manager. Log in to Configuration Manager using the user name Administrator and the password you specified during installation. Follow the instructions in Configuration Manager to start each service.

Seeding the ALUI Security Database

This section describes how to trigger Pathways to seed the ALUI Security database with Pathways' delivered capabilities and default roles.

To seed the ALUI Security database:

1. Log in to the portal as a portal administrator.

2. Click **Administration**.

3. From the Select menu, choose **Pathways Administration**.

   Accessing the Pathways Administration page will automatically seed the ALUI Security database.

Installation

Upgrade

This chapter describes the process of upgrading from previous versions of Pathways to the current version.

To upgrade Pathways:

1. Review the supported upgrade paths. For details, see "Upgrade Paths" on page 5-1.

2. Follow the appropriate upgrade procedure for your existing version of Pathways.

Upgrade Paths

This section describes the paths that are available to upgrade to Pathways 1.5 MP1.

Note: All upgrade paths are between two systems of the same operating system brand, but not necessarily the same operating system version. Check current hardware and software requirements and make any required upgrades to operating system or database software prior to proceeding with the Pathways upgrade.

Upgrade Path	Upgrade References
Pathways 1.5 to Pathways 1.5 MP1	Follow the procedures described in "Upgrading from Pathways 1.5 to Pathways 1.5 MP1" on page 5-2.
Pathways 1.0 or 1.0 MP1 to Pathways 1.5 MP1	Upgrade from 1.0 MP1 to 1.5, then from 1.5 to 1.5 MP1, as described in the following sections: 1. "Upgrading from Pathways 1.0 or 1.0 MP1 to Pathways 1.5" on page 5-2 2. "Upgrading from Pathways 1.5 to Pathways 1.5 MP1" on page 5-2

Upgrading from Pathways 1.5 to Pathways 1.5 MP1

This section describes how to upgrade from Pathways 1.5 to Pathways 1.5 MP1.

To upgrade from Pathways 1.5 to Pathways 1.5 MP1:

1. Run the Pathways 1.5 MP1 installer on the same computer on which Pathways 1.5 and the ALI Security and Directory Service are installed. For details, see "Running the Installer During Upgrade" on page 5-3.

2. Start Pathways. For details, see "Starting Pathways" on page 4-13.

Upgrading from Pathways 1.0 or 1.0 MP1 to Pathways 1.5

This section describes how to upgrade from Pathways 1.0 or Pathways 1.0 MP1 to Pathways 1.5. After following these procedures, you must perform the procedures described in Upgrading from Pathways 1.5 to Pathways 1.5 MP1.

Note: BEA AquaLogic Interaction 6.5 must be installed before you upgrade to Pathways 1.5.

To upgrade from Pathways 1.0 or Pathways 1.0 MP1 to Pathways 1.5:

1. Perform one of the following:

   – **If the ALUI Security database does not already exist:** Run the Pathways 1.5 installer on the same computer on which Pathways 1.0 and the ALI Security and Directory Service are installed. For details, see "Running the Installer During Upgrade" on page 5-3.

   – **If the ALUI Security database does already exist:** Run the Pathways 1.5 installer on the computer of your choice. For details, see "Running the Installer During Upgrade" on page 5-3.

   Note: If you have previously installed Analytics 2.5 the ALUI Security database already exists, so you do not need to perform the steps associated with creating the database and migrating the data.

2. Restart the portal application server. For details, see "Redeploying Portal.war and Portal.ear" on page 4-7.

3. Upgrade the Pathways database. Run the Pathways database upgrade script appropriate for your previous version of Pathways. For details, see "Upgrading the Pathways Database" on page 5-4.

4. **(If the ALUI Security database does not already exist)** Create and set up the ALUI Security database and migrate data from the portal database's security tables to the ALUI Security database.

> Note: If you have previously installed Analytics 2.5 the ALUI Security database already exists, so you do not need to perform the steps associated with creating the database and migrating the data.

   a. Create and set up the ALUI Security database. For details, see "Creating the ALUI Security Database" on page 4-10.

   b. On the computer on which the BEA ALI Security and Directory Service is installed, run the **security-upgradetool.bat** or **security-upgradetool.sh** file, located in *install_dir***pathways\1.5\bin**.

   Performing this step migrates data from the portal database's security tables to the ALUI Security database.

5. Import the Pathways migration package. For details, see "Importing the Pathways Migration Package" on page 4-13.

6. Start Pathways. For details, see "Starting Pathways" on page 4-13.

7. Rebuild the Pathways tags search collection. For details, see "Rebuilding the Pathways Tags Search Collection" on page 5-5.

Running the Installer During Upgrade

This section describes how to run the installer during upgrade. If you are upgrading a distributed installation, you can use the same Pathways installer to install Pathways components on different computers.

To run the installer during upgrade:

1. Back up the portal and Pathways databases. This allows you to recover your data if there is a problem during installation. For more information, see your database documentation.

2. Back up your existing Pathways installation directories for the Pathways Web UI, Pathways Rank Engine, and Search Service.

By default, these directories are located in the following locations:

– Pathways Web UI:

  • **(Windows)** *install_dir*\pathways

  • **(UNIX)** *install_dir*/pathways

– Pathways Rank Engine:

  • **(Windows)** *install_dir*\rankengine

  • **(UNIX)** *install_dir*/rankengine

– Search Service:

  • **(Windows)** *install_dir*\searchservice

  • **(UNIX)** *install_dir*/searchservice

3. Stop the Search Service, Pathways, and the Rank Engine.

4. (**Optional**) Copy the installer file to the directory where you installed the previous version of Pathways. This allows the installer to use the silent properties file created by previous installations. For more information on using the silent properties file, see Appendix B, "Silent Properties File."

   If you want to install to a new location or do not want to use the silent properties file, you can launch the installer from any location on the Pathways host computer.

5. Install the Pathways components as described in "Installing and Configuring Pathways Components" on page 4-2. It is necessary to upgrade all components when upgrading from Pathways 1.0 to 1.5.

Upgrading the Pathways Database

This section describes how to upgrade the Pathways database if you are upgrading from Pathways 1.0 to 1.5.

Note: You do not need to perform this step if you are upgrading from Pathways 1.5 to 1.5 MP1.

Note: If you are upgrading Oracle from 10.1.x to 10.2.x or SQL Server from 2000 to 2005, you should perform the Oracle or SQL Server upgrade before upgrading the databases.

Follow the procedure appropriate to your database vendor.

Upgrading the Pathways Database on SQL Server

To upgrade the Pathways database on SQL Server:

1. Copy the script **upgrade1.0to1.5.sql** from *install_dir***pathways\1.5\sql\mssql** to the Pathways database host computer.

2. As the Pathways database user, run the script **upgrade1.0to1.5.sql** script on the Pathways database.

Upgrading the Pathways Database on Oracle

To upgrade the Pathways database on Oracle:

1. Copy the script **upgrade1.0to1.5.sql** from *install_dir***pathways\1.5\sql\oracle** to the Pathways database host computer.

2. As the Pathways database user, run the script **upgrade1.0to1.5.sql** script on the Pathways database.

Rebuilding the Pathways Tags Search Collection

This section describes how to rebuild the Pathways tags search collection if you are upgrading from Pathways 1.0 to 1.5.

Note: You do not need to perform this step if you are upgrading from Pathways 1.5 to 1.5 MP1.

To rebuild the Pathways tags search collection:

1. Log on to the portal as a portal administrator.

2. Click **Administration**.

3. Choose the **Pathways Administration** utility.

4. Click **Start** under Tag Rebuild on the General page.

Upgrade

Troubleshooting

This appendix provides information on troubleshooting the installation and configuration process. It includes the following topics:

- Overview of Logs
- Troubleshooting Common Installation Problems
- When to Use the Logging Utilities

Overview of Logs

This section provides the descriptions and locations of logs that you can use to troubleshoot the Pathways installation and configuration. Individual log files are generated for each day's activity.

Installation Logs

Table A-1 Logs Used to Troubleshoot the Installation of Pathways

Log	Description	Default Location and Platform
AquaLogic_Pathways_InstallLog.log	Provides activity and error details for the installation of the main Pathways UI files.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_pathways_analytics_pathways_deployment.log	Provides activity and error details for the installation of the files required for integrating Pathways with Analytics.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_pathways_deployment.log	Provides activity and error details for the installation of the main Pathways UI files.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_pathways_portal_deployment.log	Provides activity and error details for the installation of the files required for integrating Pathways with the portal.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_Rank Engine_deployment.log	Provides activity and error details for the installation of the Rank Engine files.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_searchservice_deployment.log	Provides activity and error details for the installation of the files required for integrating Pathways with the Search Service.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)
AquaLogic_securityservice_deployment.log	Provides activity and error details for the installation of the files required for integrating Pathways with the Security Service.	• *install_dir*\installlogs (Windows) • *install_dir*/installlogs (UNIX)

Troubleshooting Common Installation Problems

The table in this section describes common installation and configuration problems and provides solutions to them.

Tip: To find the version number of your Pathways application, use the following URL: http://*pathways_server_name*:*port_number*/graffiti/ajax/version.do

Table A-2 Common Installation and Configuration Problems and Solutions

Problem Description and Details	Cause and Solution
• Problem: Unable to access Configuration Manager.	• **Cause 1:** The Windows service for Configuration Manager is not running. • **Solution 1:** Ensure that the BEA AL Configuration Manager(*port_number*) service is running. • **Cause 2:** You are not accessing Configuration Manager by using the correct URL. • **Solution 2:** Access Configuration Manager by using the following URL: https://localhost:*port_ number*. Replace *port_ number* with the port number used by Configuration Manager. By default, Configuration Manager uses port number 12345. If you specified a port number other than 12345 on the Configuration Manager - Port and Password installation wizard page, use the port number that you specified.

When to Use the Logging Utilities

When the Pathways portlets or the Pathways Administration UI display either an error or the Pathways diagnostic checks, the Pathways application or one or more of its required services may not be configured correctly. Use ALI Logging Utilities to help identify the specific issue by enabling Pathways and the required services as message senders within Logging Spy.

For more information about the Logging Utilities, see the Logging Utilities documentation at edocs.bea.com/alui/devtools.

Troubleshooting

Silent Properties File

When you install Pathways, the installer creates the file **pathways_silent.properties** in the directory where Pathways is installed. Once you have created a silent properties file on one computer, you can reuse it when you install Pathways on other computers so that you do not have to re-enter deployment information every time you use the installer. During a "silent" install, the information required by the installation dialogs is read from the properties file.

A silent install may be run from the command line as follows:

```
<full_Path_To_Installer>/ALPathways_<version> –f
```

```
<full_Path_To_Properties_File>/pathways_silent.properties
```

For example:

```
<full_Path_To_Installer>/ALPathways_v1-5_mp1 - f
```

```
<full_Path_To_Properties_File>/pathways_silent.properties
```

A silent install can be useful for distribution of the product across a uniform set of computers.

Silent Properties File

Uninstalling Pathways

This appendix discusses how to uninstall Pathways.

Uninstalling Pathways on UNIX

To uninstall Pathways on UNIX platforms, launch the uninstaller by running
install_dir/**pathways/uninstall/pathways/***version*/**uninstallAquaLogic_Pathways**.

Note: The ALI Logging Utilities uninstall wizard also appears. We recommend that you do not uninstall ALI Logging Utilities if other components or products that use ALI Logging Utilities are installed on the same server as Pathways.

Uninstalling Pathways on Windows

To uninstall Pathways on Windows, use the Windows Control Panel Add/Remove Program utility to launch the AquaLogic Pathways uninstall wizard.

Uninstalling Pathways

Index