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Agile Product Lifecycle Management

Installing Agile PLM on WebLogic Server

v9.3.0.2

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Preface

The Agile PLM documentation set includes Adobe® Acrobat PDF files. The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technology/documentation/agile.html) <http://www.oracle.com/technology/documentation/agile.html> contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

Note To read the PDF files, you must use the free Adobe Acrobat Reader version 7.0 or later. This program can be downloaded from the [Adobe Web site](http://www.adobe.com) <http://www.adobe.com>.

The [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technology/documentation/agile.html) <http://www.oracle.com/technology/documentation/agile.html> can be accessed through **Help > Manuals** in both Agile Web Client and Agile Java Client. If you need additional assistance or information, please contact My Oracle Support (<https://support.oracle.com>) for assistance.

Note Before calling Oracle Support about a problem with an Agile PLM manual, please have the full part number, which is located on the title page.

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Readme

Any last-minute information about Agile PLM can be found in the Readme file on the [Oracle Technology Network \(OTN\) Web site](http://www.oracle.com/technology/documentation/agile.html) <http://www.oracle.com/technology/documentation/agile.html>

Agile Training Aids

Go to the [Oracle University Web page](http://www.oracle.com/education/chooser/selectcountry_new.html) http://www.oracle.com/education/chooser/selectcountry_new.html for more information on Agile Training offerings.

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Screen readers may not always correctly read the code examples in this document. The conventions for writing code require that closing braces should appear on an otherwise empty line; however, some screen readers may not always read a line of text that consists solely of a bracket or brace.

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Preparing for the Agile PLM Installation

This chapter includes the following:

- Understanding the Basics 9
- Obtaining Software 10
- Installing Prerequisites..... 10
- Understanding the Recommended Configuration..... 10
- Configuring the User Productivity Kit 11

This guide provides an overview of the Agile Product Lifecycle Management (PLM) installation and configuration process. This guide covers the installation and configuration of Agile PLM running on Oracle WebLogic Server 10.3.

The following topics are discussed in detail:

- [Upgrading to Agile PLM 9.3](#) "Upgrading to Agile PLM 9.3" on page 17
- [Configuring a Standalone Application Server](#) "Configuring a Standalone Application Server" on page 19
- [Configuring an Application Server Cluster](#) "Configuring an Application Server Cluster" on page 21
- [Configuring a Web Proxy Server for Agile PLM](#) "Configuring a Web Proxy Server for Agile PLM" on page 27
- [Configuring the File Manager](#) "Configuring the File Manager" on page 35
- [Installing and Configuring Agile Java Client](#) "Installing and Configuring Agile Java Client" on page 41
- [Uninstalling Agile PLM](#) "Uninstalling Agile PLM" on page 45

Understanding the Basics

The Agile PLM Installer is built with Install AnyWhere and enables you to install the following components of Agile PLM:

- Application Server
- Web Proxies
- File Manager
- ChangeCAST (Upgrade only- runs on Windows)
- API

Obtaining Software

Oracle products are distributed as Media Packs. A Media Pack is an electronic version of the software. Refer to the Media Pack description or the list of products that you purchased on your Oracle ordering document. Then, view the Quick Install Guide License List to help you decide which Product Pack you need to select in order to search for the appropriate Media Pack(s) to download. Prior to downloading, verify that the product you are looking for is in the License and Options section of the E-Pack Readme. Oracle recommends that you print the Readme for reference.

Download the required Media Pack contained in the Product Pack from the Oracle E-Delivery web site (<http://edelivery.oracle.com>) as specified below:

1. Oracle Agile Applications (Agile Product Lifecycle Management Release 9.3 Media Pack)
2. Oracle Application Server 10g Release 3 (Oracle Application Server 10g Release 3 Media Pack contains Oracle WebLogic Server version 10.3)

There will be an itemized part list within each of the packs and you will need to download all items in order to have the complete download for the desired Oracle Agile release.

All Oracle E-Delivery files have been archived using Info-ZIP's highly portable Zip utility. After downloading one or more of the archives, you will need the UnZip utility or the Winzip utility to extract the files. You must unzip the archive on the platform for which it was intended. Verify that the file size of your downloaded file matches the file size displayed on E-Delivery. Unzip each Zip file to its own temporary directory.

Installing Prerequisites

Before installing the Agile PLM application, the Agile PLM database must be installed and running. For information on installing the Agile PLM database, see the *Agile PLM Database Installation Guide*.

The application server where Agile PLM is to be installed must also be installed before Agile PLM is installed. For information on installing Oracle WebLogic Server, see "[Installing Oracle WebLogic Server](#)" "Installing Oracle WebLogic Server" on page 19."

Understanding the Recommended Configuration

Agile PLM may be deployed in different configurations. The amount of time required to complete an installation depends on the complexity of your implementation.

For installations using a certified localized language, all server components must be installed on computers running the same localized OS. Clients can be running on the same localized OS or an English OS.

The general recommended configuration for Agile PLM components is one computer for each of the following server components:

- Agile PLM Database
- Agile PLM Application Server

It is acceptable to install multiple server components on the same computer. However, the minimum hardware requirements must be increased based on the number of server components installed on a single computer.

Network service and TCP/IP protocol must be enabled before you install Agile PLM.

To set up an Agile PLM system, you should install the main components in the following order:

1. Agile PLM Database
2. Agile PLM Application Server
3. Agile PLM File Manager
4. Agile PLM Web Proxies

Note If the Application Server, File Manager and Web proxies will be installed on one machine, they can be installed at the same time.

Configuring the User Productivity Kit

If you purchased the Agile User Productivity Kit (UPK), the online help system for Agile PLM, follow the instructions in the UPK documentation for configuration after Agile PLM 9.3 is installed.

Preparing to Run the Agile PLM Installer

This chapter includes the following:

▪ Copying the Agile PLM Files.....	13
▪ Starting the Agile PLM Installer	13
▪ Installer Online Help	14
▪ Installer Buttons	15
▪ Agile PLM Installation Modes	15
▪ Agile PLM Installation Folders	15

Copying the Agile PLM Files

Before installing Agile PLM, the contents of the media packs should be copied to a local directory with the same file structure used by the Installer. The Platforms directory must be copied into the same directory as the setup file.

Note Be sure to check the size of the media packs after copying the files to verify that all files have been copied.

Starting the Agile PLM Installer

Important Install and test this release on a designated test server before installing it on your production environment. Your test environment should mirror your production environment as closely as possible to provide accurate testing results. It is important to validate the installation of this release and confirm your integrations are working correctly as part of your minimum due diligence. Any problems or questions noted during your system testing should be resolved before installing this release on your production environment.

The Agile PLM installer is a Java program. The installation of all components follows the same initial process up through the panel where you select the components to install.

The Agile PLM installer displays in English only, even on non-English operating systems.

Before running the installer, make sure

- **On UNIX:** You are not logged in as the root user. You should be logged in as the same user used to install the application server software.
- You have enough available disk space. Refer to the *Agile PLM Capacity Planning Guide* for specific values.

Windows: at least 1.1GB of available disk space

UNIX: at least 1.2GB of available disk space on the drive where your default Temp directory is located.

- You have disabled virus protection.

If virus protection is enabled, components used in the installer can be falsely identified as being infected and lock up the installation. You can enable virus protection after the installation is complete.

To start the Agile PLM installer on Windows:

Log in to the computer using a login with local Administrator permissions.

1. In the Disk1_Windows directory, double-click the **setup_win.exe** file.

Note If there is insufficient Temp disk space available to complete the installation, you will be prompted for another location. Click **Choose**, select another drive, Click **OK**, and the installer will start.

After a few moments, the Welcome screen appears.

2. For information about any screen in the installer, click **Help**.

To start the Agile PLM installer on UNIX:

1. Log into the system.
2. Open a terminal window and set the DISPLAY environment variable to your X Windows server.

Note The Agile PLM Installer is a graphical application and requires an X server to perform the installation.

3. Go to the directory where you copied the Agile PLM files. Locate the **setup_<OS>.bin** file, and run the program by typing the following:

AIX: `./setup_aix.bin`
Linux: `./setup_lin.bin`
Solaris (SPARC): `./setup_sol.bin`
Solaris(X86): `./setup_solx86.bin`

After a few moments, the Welcome screen appears.

For information about any screen in the installer, click **Help**.

Installer Online Help

Each installation panel has online help. At any time during installation, you can click **Help** for more information about the panel's options.

Note If you leave the online help window open, it will be updated when you proceed through the installer panels. Otherwise, click **Close** at the bottom of the help window.

Installer Buttons

Agile PLM installation panels have the following buttons:

- **Cancel** -- Exits from the installation program.
- **Help** -- Displays online help.
- **Previous** -- Returns to the previous step.
- **Next** -- Proceeds to the next step.
- **Install** -- Starts installing. The Install button appears only on the Pre-Installation Summary panel, after you have specified installation options.
- **Done** -- Exits from the installation program. On Windows, after installing certain components you can choose whether to restart the computer when you click **Done**. The **Done** button appears only on the Install Complete panel, after you have finished installing.

Agile PLM Installation Modes

When installing Agile PLM, you can install in Basic or Advanced mode. Basic mode should only be selected if you are installing a standalone system and choose to accept the default settings for virtual paths and authentication accounts. Advanced mode allows you to install a clustered system and change or accept the following system defaults on a standalone system:

- Agile Application Server Virtual Path (default: Agile)
- File Manager User Authentication (default:ifsuser)
- File Manager Virtual Path (default: Filemgr)
- Update the application URLs (Web Server, Java Client, File Manager) in the database (default:yes)

Agile PLM Installation Folders

After you install Agile PLM, the following folders appears in the AGILE_HOME directory.

This list includes the folders for all Agile PLM components, although it is not necessary that you install them all on one computer.

Folder	Description
agileDomain	Agile Application Server
AgileProxies	Web proxy configuration files
apache-tomcat-6.0.18	Apache Tomcat 6.0.18
changecast	ChangeCAST client
install	Installation and configuration scripts

integration	Agile Integration Framework (AIF) products, such as Agile Integration Services (AIS) and Agile SDK
jdk	Java Development Kit 1.5.0_06
Uninstaller	Agile PLM Uninstaller

Upgrading to Agile PLM 9.3

This chapter includes the following:

- Overview 17
- Upgrading the Agile Database 17
- Upgrading the Agile Application 17
- Upgrading the File Vault 18

Overview

Agile PLM 9.3 is a full install that can be distributed over a wide-area network with multiple servers, or it can be limited to a single server with several client computers.

Important Before upgrading to Agile PLM 9.3, read through this entire chapter and the Readme for the latest information. For information about optional upgrade services, contact Oracle Support.

Note All folder names and paths show the default settings provide during installation. Your system structure may be different if folder names or paths were changes during the installation.

Upgrading the Agile Database

The Agile database must be upgraded before installing and deploying the Agile application server. Refer to the *Agile PLM Database Upgrade Guide* for details about upgrading to the Agile PLM 9.3 database.

Upgrading the Agile Application

Because it is a full install, you should uninstall your previous version of Agile PLM before installing Agile PLM 9.3.

Agile PLM 9.3 also requires a specific version of the application server. Make sure the supported application server is installed before running the Agile PLM 9.3 installer.

Important Do not install into the same sub-directory used by the previous installation of Agile PLM. Choose a new location.

Upgrading the File Vault

If you are upgrading to Agile PLM 9.3 from a version prior to 9.2, the file vault structure must be reorganized. In previous versions of Agile, files were stored in the <iFS Root> or files directory. In later versions, files are stored in separate directories based on a file ID. All existing files must be reorganized to conform to the newer design specifications. If you have an existing iFS or Distributed File Manager configuration, you must reorganize the files on each file server.

To reorganize existing files:

1. Backup all existing Agile file vaults to a safe location before upgrading any component to Agile PLM 9.3.
2. After you have copied all files into a backup directory, install the new File Manager.
3. Copy any files that you backed up into the File Manager Storage Location you specified during the File Manager installation.
4. Go to the AGILE_HOME\agileDomain\tools\ directory.
5. Run the iFSReorgV2 utility. For information on how to run the iFSReorgV2 utility, see [iFS Reorg](#) on page 56.
6. After the program completes, the reorganization summary information displays.
7. Go to Configuring the File Manager to configure the new file manager with the upgraded file vault information and to validate the installation was successful.

Configuring a Standalone Application Server

This chapter includes the following:

- Installing Oracle WebLogic Server 19
- Starting and Testing the Agile Application Server Connection 19

Installing Oracle WebLogic Server

Agile PLM 9.3 runs on Oracle WebLogic Server 10.3, which can be obtained from Oracle E-Delivery and must be installed before Agile PLM 9.3 is installed.

When installing Oracle WebLogic Server 10.3, choose the **WebLogic Server** component.

Note The **Workshop** component is not required.

Please see the Oracle Weblogic Server installation documentation before installing the server.

What To Do Next

Install Agile PLM and its components by starting the Agile PLM installer and following the instructions in online help. See “Installing Agile PLM.”

Note If you selected an external JDK during the installation of the WebLogic Server, you must select the same JDK during the installation of Agile PLM.

Note If you are using the AutoVue Server, you must upgrade your client libraries before deploying the application server. See the *AutoVue for Agile PLM Installation and User Guide* for instructions.

Starting and Testing the Agile Application Server Connection

After you have installed the Agile Application Server, you can test the connection over the specified ports to the Agile Application Server.

Important It is important that you do not provide users with this URL. The port you specified during the Application Server installation may be non-standard and should not be used to by external or remote Agile Web clients. This URL is a direct connection to the Application Server, and it should be used only for testing the troubleshooting purposes.

Note If you are using the AutoVue Server, you must update your client libraries before starting and deploying the application server. See the *AutoVue for Agile PLM Installation and User Guide* for instructions.

To start and test the Agile Application Server connection:

1. Start the Agile Application Server.
 - a. **Windows:** Choose **Start > All Programs > Agile > Agile PLM > Start Agile Server**, if it is not installed as a Windows service.
UNIX: Run the StartAgile.sh script located in the AGILE_HOME/agileDomain/bin directory.
 - b. A command window appears. This window must remain open, but can be minimized, for users to access Agile Web Client.

Wait until the following message appears in the command window: "Agile PLM Server Starting Up".

2. Open your browser and use the following URL to test the Agile Web client setup:

http://application_server_hostname:port/virtual_path/PLMServlet

Note The URL is case-sensitive.

A login window appears.

3. Enter the username and password.

If you have not migrated Agile PLM users from LDAP, type **admin** for the user and the password you supplied as the password for the admin user in the password management screen during installation.

The first time you log in to the Agile Web client, it may take a while to load the information.

Configuring an Application Server Cluster

This chapter includes the following:

▪ About Agile Application Server Clusters	21
▪ Installing WebLogic Server in a Cluster	21
▪ Installing Agile PLM on the Administration and Managed Servers	21
▪ Setting Up a WebLogic Cluster	22
▪ Configuring the Load Balancer	25
▪ Configuring the jndiurl.properties File	25

About Agile Application Server Clusters

Agile takes advantage of clustering capability provided by the supported application servers. A cluster is a group of servers that work together to provide a more scalable, more reliable application platform than a single server. A cluster appears to its clients as a single server, but is actually a group of servers acting as one. A cluster provides two key advantages over a single server:

- **Scalability:** The capacity of a cluster is not limited to a single server or a single machine. New servers can be added to the cluster dynamically to increase capacity. If more hardware is needed, a new server on a new machine can be added. If a single server cannot fully utilize an existing machine, additional servers can be added to that machine.
- **Redundancy:** A cluster uses the redundancy of multiple servers to insulate clients from failures. The same service can be provided on multiple servers in the cluster. If one server fails, the surviving members can continue to serve the application. The ability to fail over from a failed server to a functioning server can increase the availability of the application to clients.

Traffic to multiple application servers needs to be managed or balanced by some device in-between the server cluster and the clients. There are two main components that provide this capability; reverse-proxy web servers or load balancers.

Installing WebLogic Server in a Cluster

Agile PLM 9.3 runs on Oracle WebLogic Server 10.3, which must be installed on the administration and managed server machines before Agile PLM 9.3 is installed.

Please see the Oracle WebLogic Server installation documentation before installing the server software.

After Oracle WebLogic Server is installed, you can install the Agile Application Server using the Agile PLM installer.

Installing Agile PLM on the Administration and

Managed Servers

Install the Agile Application Server on each server by starting the Agile PLM installer and following the instructions in online help. Make sure you select **Advanced Mode** as the Installation Mode and **Cluster Installation** as the Installation Type. The directory structure should be the same on all of the servers in the cluster.

You can also select and install an administration server and multiple managed servers on the same machine in a single installation.

Note If you are using the AutoVue Server, you must update your client libraries before starting and deploying the application server. See the *AutoVue for Agile PLM Installation and User Guide* for instructions.

Setting Up a WebLogic Cluster

A WebLogic Server cluster is a group of WebLogic servers that work together to provide a scalable, more reliable application platform than a single server. A typical cluster configuration contains one WebLogic domain administration server and two or more WebLogic managed servers. All WebLogic servers should be located in the same subnet to ensure the multicast messages are reliably transmitted.

The following are indications that the Agile PLM 9.3 installer has performed successfully:

- The necessary files are installed on the WebLogic Domain Administration server only.
- The config.xml file is populated with the cluster name and cluster IP multicast address.
- Agile PLM 9.3 is installed on each managed server, and each instance included the managed server startup script, which contains the administration server name.

The cluster setup includes configuring the number of WebLogic managed servers in a cluster, adding them to the cluster, and targeting a JMS server to one of the newly created WebLogic managed servers.

Starting the WebLogic Administration Server

Note If you are using the AutoVue Server, you must update your client libraries before starting and deploying the application server. See the *AutoVue for Agile PLM Installation and User Guide* for instructions.

To start the WebLogic Administration Server, go to the AGILE_HOME\agileDomain\bin folder on the machine where the Administration Server is installed and run the **startAgile** script.

Adding Managed Servers to the Cluster

To add WebLogic managed servers to the cluster:

1. Open the Administration console with the following URL in your web browser:

http://<AdminServerName>:<WLS_port_number>/console

Important This URL should be protected to prevent access from other users.

The default user login is **superadmin**, and the password is the password you supplied for the superadmin user in the Password Management panel during installation.

2. Click the **Lock and Edit** button.
3. On the left pane, click **agileDomain > Environment > Servers**.
4. On the Summary of Servers page, click **New** to add a managed server.
5. Enter the name, listen address, and server listen port of the managed server in the appropriate box, then select **Yes, make this server a member of an existing cluster**.
6. Click **Finish**.
7. Select the newly added managed server.
8. Click the **Tuning** tab.
9. On the **Tuning** tab, change the **Stuck Thread Max Time** value to 1200 and the **Stuck Thread Timer Interval** value to 120.
10. Click **Save**.
11. Repeat this process to add all managed servers. All managed servers are listed on the Summary of Servers page.
12. On the left pane, click **agileDomain > Environment > Clusters**.
13. Select **AgileCluster** on the Summary of Clusters page.
14. On the **General** tab, enter the cluster address. The cluster address is a comma-separated list of the IP addresses of all the managed servers.
15. Click **Save**.
16. On the left pane, click **Activate Changes**.

Important You must configure a standalone JMS or distributed JMS for your cluster, based on your requirements.

Starting the Managed Servers

To start the managed servers, go to the AGILE_HOME\agileDomain\bin folder on each machine where a managed server is installed and run the **startAgileCluster** script.

Configuring a Standalone JMS

To configure a standalone JMS server:

1. Open the Administration console with the following URL in your web browser:
http://<AdminServerName>:<WLS_port_number>/console

Important This URL should be protected to prevent access from other users.

The default user login is **superadmin**, and the password is the password you supplied for the superadmin user in the Password Management panel during installation.

2. Click the **Lock and Edit** button.
3. In the left pane, click **Services > Messaging > JMS Servers**.
4. Select **AgileJMSServer**.
5. On the **Target** tab, select the managed server, then click **Save**.
6. On the left pane, click the **Activate Changes** button.

Configuring a Distributed JMS Cluster

In Agile PLM, a WebLogic cluster has one JMS server on each managed server. The JMS queues and topics are configured as distributed destinations on each JMS server hosting a member of the destination. This configuration facilitates JMS load balancing and failover support for the cluster.

To configure a distributed JMS cluster:

1. Start the WebLogic administration server and log in to the Administration Console:
http://<AdminServerName>:<WLS_port_number>/console
Important This URL should be protected to prevent access from other users.
The default user login is **superadmin**, and the password is the password you supplied for the superadmin user in the Password Management panel during installation.
2. Click **Lock and Edit**.
3. On the left pane, click **Services > Messaging > JMS Servers**.
Note Make sure AgileJMSServer is empty and has not been previously configured as a standalone JMS server.
4. On the Summary of JMS Servers page, click **New**.
5. Type a unique name for the new JMS Server in the **Name** field and then click **Next**.
6. Choose one of the managed servers as the target on which you would deploy the JMS Server.
7. Click **Finish**.
8. Repeat this process for all managed servers. You can find all of the newly created JMS Servers on the Summary of JMS Servers page.
9. On the left pane, click **Services > Messaging > JMS Modules** to set the targets for the cluster-jms module.
10. Click **cluster-jms** on the JMS Modules page.
11. On the **Targets** tab, select **AgileCluster**.
12. On the **Subdeployments** tab, click **DistributedAgileJMS**.
13. On the Settings for DistributedAgileJMS page, select the newly created JMS Servers.
14. Click **Save**.
15. On the left pane, click **Activate Changes**.

Configuring the Load Balancer

A load balancer is deployed to balance user load across a cluster. When external users need access to Agile, this device is deployed in the DMZ. Load balancers can be used with the Java and Web clients.

To configure a load balancer:

- Configure two virtual IP addresses, one for the application server web client (port 7001) and one for the File Manager (port 8080, by default).
- Set the load balancer policy to round-robin.

To access the system after you have configured the load balancer, use an alias for the virtual IP address of the load balancer in the Agile Web and Java client URLs. The following URL is an example:

<http://loadbalancer.mydomain.com/Agile/PLMServlet>

Configuring the jndiurl.properties File

To configure the `jndiurl.properties` file:

1. Stop the Web proxy server.
2. Stop the WebLogic Administration Server.
3. Stop all of the managed servers in the cluster.
4. On the WebLogic Administration Server, open the following file in a text editor:
AGILE_HOME\agiledomain\application\application.ear\APP-INF\classes\jndiurl.properties
5. Add all of the managed server URLs to the file in the following format:
server1=t3://<managed_server1_hostname>.<domain>:<port>
where
 - <managed_server1_hostname> is the hostname of the managed servers.
 - <domain> is the fully qualified domain name.
 - <port> is the t3 port number (default port:7001).
6. Save the `jndiurl.properties` file.
7. Start the WebLogic Administration Server.
8. Start all of the managed servers in the cluster.
9. Start the Web proxy server.

Configuring a Web Proxy Server for Agile PLM

This chapter includes the following:

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▪ Configuring IIS as a Proxy Server for Agile PLM	28
▪ Configuring IIS as a Proxy Server for Agile File Manager	30
▪ Logging In to the Agile Web Client	32
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Overview

To connect to the Agile Web Client on a Web proxy server, Agile Web proxy files must be installed on the Web server. Agile Web Client uses Microsoft Internet Information Services (IIS) or Apache Web Server. The Agile Web Client connects to an Agile Application Server in the same manner as all other application server clients. Secure access is maintained using Secure Sockets Layer (SSL) encryption with the HTTPS protocol and is recommended for the Internet.

Configuring an IIS Website

Before you install the Agile Web proxy files on Windows, Microsoft IIS must be installed on the same computer. In addition, IIS must be configured as follows:

1. Choose **Start > Administrative Tools > Internet Information Services (IIS) Manager**, and create a new web site called **Agile PLM Web Site**. For more information on how to create a web site, see the Internet Information Server documentation online at the Microsoft TechNet: <http://technet.microsoft.com/>

Note Due to security vulnerabilities, we recommend that you do not use the Default Web Site installed with Internet Information Server. You can either delete or disable the Default Web Site.

2. Right-click the **Agile PLM Web Site**, and choose **Properties** from the shortcut menu.
3. Select the **Directory Security** tab and click **Edit** for Anonymous Access and Authentication Control.
4. Make sure **Enable Anonymous Access** is checked.
5. Uncheck **Integrated Windows authentication**.
6. Click **OK**.

For security reasons, Agile recommends installing Agile Web proxy files on a server separate from

other Agile PLM servers.

Firewall Configuration

An external user typically runs the Agile Web Client in a browser from outside the corporate network. The client typically communicates over the Internet to the Agile servers behind a corporate firewall.

If you want to use HTTPS, firewalls must be configured to allow for connectivity from the Agile Web clients to the DMZ reverse-proxy web server or load balancer and from the DMZ reverse-proxy web server or load balancer to the Agile PLM Application Servers and File Managers.

The corporate firewall on the Agile application side must be configured to allow:

- incoming HTTPS connections from the Internet to the Web server
- Outgoing TCP/IP connections from the Web server to the application server.

Important On Windows, encryption is supported only between IIS and the client's browser, not between IIS and the application server. Do NOT put a certificate on the application server.

Configuring IIS as a Proxy Server for Agile PLM

When you install the Agile PLM Web Proxies component, the setup program creates the AGILE_HOME\AgileProxies folder. For example, if you accepted the default installation location at \Agile\Agile93, the Agile Proxies folder appears in that folder.

The AgileProxies folder contains the following files that enable communication between the IIS Web server and the Agile Application Server:

- iisproxy.dll
- iisforward.dll
- iisproxy.ini or iisproxy_cluster.ini (initialization file to direct the proxy filters where to route the HTTP/HTTPS traffic specific to Agile from IIS)

To set up an Agile Web proxy on IIS for WebLogic:

1. On the Web server computer, choose **Start > Administrative Tools > Internet Information Services (IIS) Manager**.

The Internet Information Services Manager window appears.

2. Expand the folder for **Internet Information Services > servename**.
3. Right-click the Agile PLM Web Site, and choose **Properties** from the shortcut menu.

The Agile PLM Web Site Properties dialog box appears.

Note Due to security vulnerabilities, we recommend that you do not use the Default Web Site installed with Internet Information Server and create a new Web site named Agile PLM Web Site instead.

4. Click the **Home Directory** tab.
5. Set the permissions to **Scripts and Executables**.
6. Click **Configuration**.
The Application Configuration dialog box appears.
7. Click **Add**.
The Add/Edit Application Extension Mapping dialog box appears.
8. Click **Browse** and locate the **iisproxy.dll** file from the AGILE_HOME\AgileProxies folder. After you select the iisproxy.dll file, click **Open** to close the dialog box.
9. Type `.wlforward` in the **Extension** field.
10. Uncheck the **Script engine** and **Verify that file exists** boxes, and then click **OK**.
The Application Configuration dialog box appears.
Notice the `.wlforward` extension appears in the Application Extensions list.
11. Click **OK**.
The Agile PLM Web Site Properties dialog box appears.
12. Select the **ISAPI Filters** tab.
13. Click **Add**.
The Add/Edit Filter Properties dialog box appears.
14. Type `iisforward` in the **Filter Name** field.
15. Click **Browse** and locate the **iisforward.dll** file from the AGILE_HOME\AgileProxies folder. After you select the iisforward.dll file, click **Open** to close the dialog box.
16. In the Add/Edit Filter Properties dialog box, click **OK**.
The Agile PLM Web Site Properties dialog box appears.
17. Click **Apply**.
18. If the Inheritance Overrides dialog box appears, select **IISADMIN** and **Scripts**. You can select all nodes in the event of problems. Click **OK**.
19. Click **OK** to close the Agile PLM Web Site Properties dialog box.
20. Select the **Web Service Extensions** folder.
21. Select **All Unknown ISAPI Extensions**, **All Unknown CGI Extensions**, and **WebDAV**.
22. Click **Allow**.
23. Close IIS Manager.
24. Restart IIS.

Note To restart IIS, stop all of the IIS services through the Control Panel and then restart them, or restart the computer. This ensures that the `.dll` is reloaded. Do not use IIS Manager to restart IIS.

Testing the Configuration

After you set up the iisforward ISAPI filter, you should test whether the filter loads successfully.

To make sure the iisforward filter is loaded properly on the web server:

1. Type the Application Server PLMServlet URL into a browser (using the reverse-proxy web server alias or hostname and listen port) and make sure the Agile PLM login page loads successfully.
2. In the IIS Manager, right-click the **Agile PLM Web Site**, and choose **Properties** from the shortcut menu.

The Agile PLM Web Site Properties dialog box appears.

3. Select the ISAPI Filters tab.

The status for the iisforward filter shows an arrow pointing up, indicating that it is loaded on the IIS Web server and ready to proxy all external HTTP/HTTPS requests to the Agile Web client server.

The IIS Web server is now ready to accept all external Agile Web clients using HTTP/HTTPS requests on standard ports 80 and 443. The IIS web server provides a proxy to the application server running Agile Web clients on the port you specified during the Agile Application Server installation.

If the arrow is not pointing up, the filter is not loaded properly.

To correct a filter that is not loading properly:

1. Open the **Control Panel** and double-click the **Services** icon.
2. Stop the **IIS Admin Service** (this also stops the **World Wide Web Publishing** service) and then restart it.
3. Start the **World Wide Web Publishing** service.
4. Go back to the **ISAPI Filters** tab in the Agile PLM Web Site Properties dialog box.

The iisforward filter arrow should now point up.

Configuring IIS as a Proxy Server for Agile File Manager

The AGILE_HOME\AgileProxies folder contains the following files that enable communication between the IIS Web server and the File Manager (Tomcat):

- isapi_redirect.dll -- The IIS server plugin.
- workers.properties -- A file that describes the hosts and ports used by Tomcat processes.
- uriworkermmap.properties -- A file that maps URL-Path patterns to Tomcat processes.

Note If you set up a Web proxy server for Agile File Manager that is different from the server or port you specified when you installed Agile PLM, you must make sure that File Manager points to the proxy server on the correct port. For more information see "Reconfiguring File Manager After Setting Up a Web Proxy."

To configure IIS as a proxy server for File Manager:

1. On the web server, choose **Start > Administrative Tools > Internet Information Services (IIS) Manager**.
The Internet Information Services Manager window appears.
2. Expand the folder for **Internet Information Services >servername**.
3. Right-click the Agile PLM Web Site, and choose **Properties** from the shortcut menu.
The Agile PLM Web Site Properties dialog box appears.
4. Select the **ISAPI Filters** tab.
5. Click **Add**.
The Add/Edit Filter Properties dialog box appears.
6. Type `Jakarta IIS Connector` in the **Filter Name** field.
7. Click **Browse** and locate the `isapi_redirect.dll` file from the `AGILE_HOME\AgileProxies` folder. After you select the file, click **Open** to close the dialog box.
8. In the Add/Edit Filter Properties dialog box, click **OK**.
The Agile PLM Web Site Properties dialog box appears.
9. Click **OK** to close the Agile PLM Web Site Properties dialog box.
10. Right-click the Agile PLM Web Site, and choose **New > Virtual Directory** from the shortcut menu.
The Virtual Directory Creation Wizard appears.
11. Click **Next**.
12. On the Virtual Directory Alias page, type `Jakarta` as the alias name. Click **Next**.
13. On the Web Site Content Directory page, type the path where the `isapi_redirect.dll` file is located. Click **Next**.
14. On the Access Permissions page, make sure the **Execute** checkbox is checked. Click **Next**.
15. Click **Finish**.
16. Close IIS Manager.
17. Open the `workers.properties` file in the `AGILE_HOME\AgileProxies` folder.
18. Make sure the File Manager host name is correct in the following entry:

`worker.ajp13w.host=<File Manager fully-qualified host name>`

Note Make sure you can successfully ping the File Manager using the fully-qualified host name and that the AJP port is not blocked by a firewall.

19. Save and close the file.
20. Restart IIS.

Note To restart IIS, stop all of the IIS services through the Control Panel and then restart them, or restart the computer. This ensures that the .dll is reloaded. Do not use IIS Manager to restart IIS.

Testing the Configuration

After you set up the Jakarta IIS Connector ISAPI filter, you should test whether the filter loads successfully.

To make sure the `isapi_redirect` filter is loaded properly:

1. Type the File Manager Configuration URL into a browser (using the reverse-proxy web server alias or host name and listen port) and make sure the Configuration page loads successfully.
2. In the IIS Manager, right-click the Agile PLM Web Site, and choose **Properties** from the shortcut menu.

The Agile PLM Web Site Properties dialog box appears.

3. Select the **ISAPI Filters** tab.

The status for the Jakarta IIS Connector filter shows an arrow pointing up, indicating that it is loaded on the IIS Web server and ready to proxy all requests to the File Manager.

Logging In to the Agile Web Client

To test the Agile Web client setup:

1. Start the Agile Server:
 - a. **Windows:** Choose **Start > All Programs > Agile > Agile PLM > Start Agile Server** to start the Agile server, if it is not installed as a Windows service.
UNIX: Run the **StartAgile.sh** script located in the `AGILE_HOME/agileDomain/bin` directory.
 - b. A command window appears. This window must remain open, but can be minimized, for users to access the Agile Web client.

Wait until the following message appears in the command window: "Agile PLM Server Starting Up".

2. Open your browser and go to the following URL to test the Agile Web client setup:

http://webserver_hostname:port/virtual_path/PLMServlet

Note The URL is case-sensitive.

The login window for the Agile Web client appears in the browser.

If you need to stop the application server, close the command window or choose **Start > All Programs > Agile > Agile PLM > Stop Agile Server**.

Troubleshooting the Agile Web Client

This section provides the basics for troubleshooting the Agile Web client and Web server issues.

Confirming Accessibility

Confirm that the following connections are valid:

- Ping the Agile Application Server computer to make sure it is accessible from the Agile Web proxy computer and that the specified port is available.
- Make sure the web server is up and running on the specified ports, and that the specified DNS hostname is valid and registered for external accessibility by the Agile Web client browsers.

URL Error Messages

If you specify the web client URL in the browser and receive the message "Page not found", check the following:

- Make sure that the IIS Web server is accessible.
- Open the iisproxy.ini file and make sure the client virtual path name is the same as the login URL for the Agile Web client.
- Make sure the Agile Viewer has started on the host computer.

If the following error message appears:

```
"Servlet tunneling to AgileViewServerHost:5099 (IP=x.x.x.x)
Connection state: ERROR"
```

- Check to see if the Agile Viewer hostname specified during the installation is correct and the port number is available. The information on the Agile Viewer hostname and port number is specified in the web.xml file.
- Make sure the Agile Viewer-specific ports are open from the DMZ firewall to the internal firewall.

Customized Virtual Path Does Not Work

Check the iisforward.dll and iisproxy.dll files in the AGILE_HOME\AgileProxies folder where the iisproxy.ini file is located. You may need to delete the settings you specified when creating the proxy and set them up again. Then stop and restart the IIS Admin and World Wide Web services.

Browser Shows a Proxy Timeout Message

The proxy has a timeout default value of 1500 seconds. If you frequently see this message, you should increase the timeout value to a larger value.

To change the proxy timeout value:

1. Open the AGILE_HOME\AgileProxies\iisproxy.ini file.
2. Change or add the following lines:

```
ConnectTimeoutSecs=15
ConnectRetrySecs=value must equal ConnectTimeoutSecs
HungServerRecoverSecs=value greater than ConnectTimeoutSecs
```

Log Files (Disk Space)

There are two log files for the Agile Web client:

- Proxy log
- Web client log

If all log files are on, disk space can fill quickly. You may need to clean up the log files or turn logging off.

For the proxy log file:

Open the `AGILE_HOME\iis\iisproxy.ini` file and remove either of the following lines:

```
Debug=on  
Debug=ALL
```

For the Agile Web client log file:

1. Open the `AGILE_HOME\agileDomain\config\log.xml` file.
2. Change the `<priority value="debug"/>` line to `<priority value="error"/>`.
3. Delete all files with a LOG extension appearing in the `AGILE_HOME\agileDomain\config` folder.

Connection Refused or Server is Busy Error Message

TCP connections can be buffered in a wait queue, which has a default value of 50. To increase this value, open `AGILE_HOME\agileDomain\config\config.xml` and increase the wait queue attribute value by 25 percent until the messages no longer appear.

Changing the Password for the Agile Domain

Changing the password from the console only changes the WebLogic password. The Agile Web client uses a password that is specified during installation. This password cannot be changed in WebLogic.

Configuring the File Manager

This chapter includes the following:

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▪ Deployment Configurations	35
▪ Configuring the File Manager Settings	36
▪ Reconfiguring File Manager and WebDAV After Setting Up a Web Proxy Server	37
▪ Starting the File Manager	39
▪ Stopping the File Manager	39
▪ Validating the File Manager Installation	40

About the File Manager

The File Manager manages files in a repository or vault in the file system. A File Manager provides a place to store and retrieve files locally or remotely. The File Manager can be installed on the same machine as the Agile Application Server or on a separate machine. The File Manager can also be installed in a cluster or distributed across geographic regions.

Multiple File Managers can be deployed in a distributed configuration with or without a reverse-proxy web server. A distributed File Manager configuration allows you to install additional file managers at remote locations so that remote sites can store and retrieve files locally, while still making the files available to the Agile PLM system.

The usage model for a distributed File Manager configuration is as follows:

- The File Manager located nearest to the application server should be designated the primary File Manager.
- Users upload and download files from their preferred File Manager.
- File replication between File Managers is on-demand. When a remote user requests a file that does not exist on their preferred File Manager, the system copies the file to the remote user's preferred File Manager.
- Checking out and checking in files is the same as adding and getting files.
- Deleting a file only removes references to the file. Use the vault utility to clean up additional files on non-primary File Managers.

Deployment Configurations

You can deploy the File Manager in either a standalone or cluster configuration. In a standalone configuration, the web server forwards calls to the Application Server as well as the File Manager. If you plan to install the Application Server and File Manager on the same machine (co-deployed), choose both components during the Agile PLM installation.

In the preferred cluster configuration, each node in the cluster has the Application Server and the File Manager co-deployed. File Managers have a shared disk for file vaults. Each File Manager communicates with the local Application Server for optimized performance.

You can also choose to deploy the File Manager cluster and Application Server cluster on separate machines, but this configuration requires more hardware. If you choose to install this type of setup, the Application Servers and File Managers should be installed separated before configuring and validating.

Configuring the File Manager Settings

After installing the File Manager and setting up a load balancer or reverse-proxy server for it, you must configure the File Manager settings in the Java Client.

Note Before configuring the File Manager, make sure you set up a load balancer or reverse-proxy server.

To configure File Manager settings:

1. Start the Agile Application Server:
 - a. **Windows:** Choose **Start > All Programs > Agile > Agile PLM > Start Agile Server**.
 - UNIX:** Run the StartAgile.sh script located in the AGILE_HOME/agileDomain/bin directory.
 - b. A command window appears. This window must remain open, but can be minimized. Wait until the message, "Agile PLM Server Starting Up", appears in the window.
2. Start the Agile Java Client, as described in "[Starting the Java Client](#) "Installing and Configuring Agile Java Client" on page 41."
3. Log in as an Agile Administrator user.
4. Click the **Admin** tab.
5. Choose **Server Settings > Locations**. The Server Location window appears.
6. Click the **File Manager** tab to bring it forward.
7. Double-click the entry to display the File Manager dialog box.
8. Click the **Advanced** button and check the Viewer Content URL.
9. Enter the value of the File Manager URL.

The **File Manager URL** is the URL the Agile Web Client connects to. The format is:

<http://<proxy or loadbalancer>:<port>/<fileserver virtual path>/AttachmentServlet>

10. Click the Standard Vault Type to display the drop-down list.

You can choose to have a **Standard** or **Custom** vault. A standard vault is the default vault type that contains the new files and redlines, while a custom vault allows you to attach a disk of data to Agile PLM as-is, without reorganizing the files. A custom vault is always set up as read-only.

You can attach an arbitrary file structure to the File Manager without the files being uploaded. Refer to the *Agile PLM Import and Export Guide* for more information on how to configure FileLoad for custom vaults.

11. Enter a description of the vault in the **Description** field.
12. Verify that the primary location where the files are stored in the **Base Storage Directory** field is the same location you entered during installation. The default location is \files. The location can be a shared network storage directory, such as a Storage Area Network (SAN).

Important Do not specify a mapped drive that may not be mapped automatically after a reboot. Instead, specify a local drive or UNC name, including directory path, like this:

Important [\\files\server\filevault](#)
13. Enter a location where the purged (deleted) files are automatically moved to in the **Purge Directory** field. The default location is \files\purge. The location can be a shared network storage directory, such as a SAN.

Important Do not specify a mapped location. Instead, specify a local drive or UNC name including directory path, like this:

Important [\\files\server\filevault\purge](#)
14. Set the vault as Read-Write or Read-Only from the Category drop-down list. Each File Manager can have only one Read-Write vault.

If you have multiple vaults, then the additional vaults should be defined as Read-Only.
15. Click the plus-sign to add additional vaults.
16. Click **OK** when done.
17. Start the File Manager, as described in "[Starting the File Manager](#) "Starting the File Manager" on page 39."

There are additional configuration settings used to fully configure File Manager through the Java Client. These settings are:

- Filename Prefix (Preferences)
- Checksum computation (Preferences)
- DFM Optimized Replications (Preferences)

For more information on these additional settings, see the *Agile PLM Administrator Guide*.

Reconfiguring File Manager and WebDAV After Setting Up a Web Proxy Server

If you set up a Web proxy server for Agile File Manager that is different from the server or port you specified when you installed Agile PLM, you must make sure that File Manager and WebDAV point to the proxy server on the correct port. Otherwise, File Manager may not start successfully and Agile PLM clients will not be able to access file attachments.

For instructions on setting up a Web proxy server for File Manager, see "Configuring a Web Proxy Server for Agile PLM."

To configure File Manager and WebDAV after setting up a Web proxy server:

1. Configure File Manager locations in Java Client.

2. Stop the File Manager.
3. Backup the existing File Manager configuration:
 - a. Change to the AGILE_HOME\apache-tomcat-6.0.18\webapps
 - b. If the web directory exists, then perform the following

```
cd ..
mkdir webapps.old

Windows: move webapps\webdav webapps.old
move webapps\Filemgr webapps.old

UNIX: mv webapps/webdav webapps.old
mv webapps/Filemgr webapps.old
```
4. Create a backup of the AGILE_HOME\agileDomain\applications\webfs.war and AGILE_HOME\agileDomain\applications\webdav.war files.
5. Create an empty temporary directory. Make sure there are no spaces in the path to the temporary directory.
6. Copy the webfs.war and webdav.war files to the temporary directory.
7. From a command line, change to the temporary directory and run the following commands:

```
set PATH=\AGILE_HOME\jdk\bin;%PATH%
jar -xvf webfs.war
```
8. After the files are extracted, change to the WEB-INF\classes\com\agile\webfs\configuration directory.
9. Using a text editor, open the server.conf file for File Manager.
10. Find the file.server.url entry, and update it to reflect the proxy server hostname or alias and port number. After you modify the file.server.url entry, it should look similar to this:

```
file.server.url=http://webserver.company.com:80/Filemgr/services/FileServer
```

Note The file.server.url entry must match the File Manager Internal Locator entry (defined in Java client: **Server Settings > Locations**) or the File Manager will not initialize successfully.

11. Save the server.conf file.
12. Delete the webfs.war file from the temporary directory.
13. From a command line, run the following command to create the webfs.war file:

```
jar -cvf webfs.war *
```
14. Copy the newly created webfs.war file to the \AGILE_HOME\agileDomain\applications directory.
15. Perform steps 4-14 on the \AGILE_HOME\apache-tomcat-6.0.18\lib\agile-ss.jar file. Make sure you create a backup of the agile-ss.jar file.
16. From the same command window, run the following command:

```
jar -xvf webdav.war
```

17. After the files are extracted, change to the WEB-INF\classes directory.
18. Using a text editor, open the settings.conf file.
19. Locate the file.server.url entry and update it to reflect the proxy server hostname or alias and port number. After you modify the file.server.url entry, it should look similar to the following:

```
file.server.url=http://webserver.company.com:80/Filemgr/services/FileServer
```

Note The file.server.url entry must match the File Manager Internal Locator entry (defined in Java client: **Server Settings > Locations**) or the File Manager will not initialize successfully.

20. Save the settings.conf file.
21. Delete the webdav.war file from the temporary directory.
22. From a command line, run the following command to create the webdav.war file:

```
jar -cvf webdav.war *
```
23. Copy the newly created webdav.war file to the \AGILE_HOME\agileDomain\applications directory.
24. Copy the newly created agile-sso.jar file to the \AGILE_HOME\apache-tomcat-6.0.18\lib directory.
25. Restart the File Manager (Tomcat).

Starting the File Manager

After you have configured the File Manager, you can start the server.

To start the File Manager on Windows:

1. Choose **Start > Administrator Tools > Services**.
2. Start the Apache Tomcat AgileFM service.

You can check for errors in the stdout and stderr logs in the AGILE_HOME\apache-tomcat-6.0.18\logs directory.

To start the File Manager on UNIX:

1. Open a terminal window.
2. Change to the /AGILE_HOME/apache-tomcat-6.0.18/bin directory.
3. Start the File Manager:

```
> ./startup.sh
```

Stopping the File Manager

To stop the File Manager on Windows:

1. Choose **Start > Administrator Tools > Services**.
2. Stop the Apache Tomcat AgileFM service.

You can check for errors in the stdout and stderr logs in the AGILE_HOME\apache-tomcat-6.0.18\logs directory.

To stop the File Manager on UNIX:

1. Open a terminal window.
2. Change to the AGILE_HOME/apache-tomcat-6.0.18/bin directory.
3. Stop the File Manager:

```
./shutdown.sh -force
```

Validating the File Manager Installation

To verify that the File Manager installed successfully, check the following URL:

<http://<fileserver home>:<port>/<fileserver virtual path>/Configuration>

For example, you might type the following URL:

<http://filevault.mycompany.com:8080/Filemgr/Configuration>

If you are using a Web proxy server for File Manager, the URL might look like this:

<http://webproxy.mycompany.com:80/Filemgr/Configuration>

After a moment, the File Manager Configuration page should display. This page tests the File Manager and Application Server connections. If Success is listed in the Status column for all connections, your installation was successful.

Installing and Configuring Agile Java Client

This chapter includes the following:

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Agile Java Client Requirements

All users need to install [JRE 6.0](http://java.sun.com/javase/downloads/index.jsp) <http://java.sun.com/javase/downloads/index.jsp> to use Agile Java Client.

The server-side deployment files for Agile Java Client are installed with the Agile Application Server.

Note The Agile PLM administrator must send users the URL to connect to the Agile Java Client.

Installing the Agile Java Client

To use the Agile Java Client, you must have JRE 6.0 installed on your client computer. Agile Java Client uses Java Web Start technology to download the software and keep it updated.

To install the Agile Java Client:

1. Open your browser and type the following:

<http://<hostname>.<domain>:<port>/JavaClient/start.html>

For example, the URL might look something like this:

<http://plmserver.mycompany.com/JavaClient/start.html>

2. Click **Launch**.

Java Web Start proceeds to download Java Client files and install them on your computer. This may take a few minutes.

3. If a Security Warning dialog box appears, click **Start**.
4. If the Agile 9.3 Desktop Integration dialog box appears, click **Yes** to integrate the Agile Java Client with your desktop.

You are prompted to log in to the Agile server.

5. Enter your Agile PLM username and password, and then click **OK**.

The main Agile Java Client window opens.

Reconfiguring Java Client JNLP Files

When you install the Agile Application Server, the following two JNLP files are configured for the Agile Java Client. These files are embedded with the application.ear file and deployed with the application:

- pcclient.jnlp
- ext.jnlp

A JNLP file is an XML document that describes a Java application to be launched by Java Web Start. Ordinarily, the JNLP files are configured correctly during installation of Agile PLM. However, if you have an application server cluster and are unable to start Java Client and download its classes, you may need to reconfigure the JNLP files to point to the right servers.

Modifying the JNLP Files

In the AGILE_HOME\install\bin directory, Agile provides two utilities for unpacking the JNLP files from the application.ear file and repacking them again after you have modified them, ExtractJNLPFiles and RepackJNLPFiles.

To extract and modify the Java Client JNLP files:

1. Stop the Web proxy server or load balancer.
2. Stop the Agile Application Server.
3. On the application server computer, open a command prompt window.
4. Run the **ExtractJNLPFiles** script to extract the JNLP files from the application.ear file.

```
AGILE_HOME\install\bin\ExtractJNLPFiles
```

5. Open the pcclient.jnlp file in a text editor. The file is located in the AGILE_HOME\agileDomain\applications directory.

6. Find the following tags and edit the values listed below:

jnlp:

```
<jnlp spec="1.0+" codebase="http://<proxy/loadbalancer>.<domain>:<port>/JavaClient">
```

serverURL:

```
<argument>serverURL=<protocol>://<appserver/loadbalancer>.<domain>:<port>
```

webserverName:

```
<argument>webserverName=<proxy/loadbalancer>.<domain>:<port></argument>
```

where

- *<protocol>* is the protocol used by the application server. Enter **t3** for Oracle WebLogic Server

- `<proxy/loadbalancer>` is the Web proxy server hostname or the alias for the load balancer
 - `<domain>` is the fully qualified domain name
 - `<port>` is the Web proxy server port or virtual port for the load balancer
7. Save the file.
 8. Open the `ext.jnlp` file in a text editor. The file is located in an WLS subdirectory beneath the `AGILE_HOME\agileDomain\applications` directory.
 9. Find the following tag and edit the values listed below:
`jnlp:`
`<jnlp spec="1.0+" codebase="http://<proxy/loadbalancer>.<domain>:<port>/JavaClient">`
where
 - `<proxy/loadbalancer>` is the Web proxy server hostname or the alias for the load balancer
 - `<domain>` is the fully qualified domain name
 - `<port>` is the Web proxy server port or virtual port for the load balancer.
 10. Save the file.
 11. Run the `RepackJNLPFiles` script to replace the JNLP files into the application.ear file.
`\AGILE_HOME\install\bin\RepackJNLPFiles`
 12. Start the Agile Application Server.
 13. Start the Web proxy server or load balancer.

Configuring the JNLP MIME Type on UNIX

To successfully download and install application using Java Web Start, you must configure the JNLP MIME type for your server.

Add the following line to the `mime.types` file in the `/oracle_home/Apache/Apache/conf` directory of each application server:

```
application/x-java-jnlp-file JNLP
```


Uninstalling Agile PLM

This chapter includes the following:

- Uninstalling Agile PLM on Windows 45
- Uninstalling Agile PLM on UNIX 45

Uninstalling Agile PLM on Windows

To uninstall Agile PLM on Windows:

1. Stop the following Windows services:
 - IIS Admin Service
 - World Wide Web Publishing Service
 - AgileService (if you installed the Application Server as a service)
 - Tomcat6
2. Uninstall Apache Tomcat, if applicable.
3. Choose **Start > All Programs > Agile > Agile PLM > Uninstall Agile PLM**.
4. Click **Uninstall** on the Uninstall Agile window.
5. Click **Done** when finished.
6. Restart the computer.

Uninstalling Agile PLM on UNIX

To remove Agile PLM 9.3 on UNIX:

1. Stop any Agile-related processes.
2. Open a terminal window and change to the AGILE_HOME/AgileDomain/bin directory.
3. Run **Uninstall** to start the installer.
4. Click **Uninstall** on the Uninstall Agile window.
5. Click **Done** when finished.
6. Restart the computer.

Agile PLM Service Pack Installation

This Appendix includes the following:

- Install and Test Notice 47
- Installing an Agile PLM Service Pack on Windows..... 47
- Installing an Agile PLM Service Pack on UNIX..... 50

Install and Test Notice

Important Install and test this release on a designated development server before installing it on your production environment. Your development environment should mirror your production environment as closely as possible to provide accurate testing results. It is important to validate the installation of this release, and confirm your integrations are working correctly as part of your minimum due diligence. Any problems or questions noted during your development system testing should be resolved before installing this release on your production environment.

Installing an Agile PLM Service Pack on Windows

Upgrade Requirements

Before you install an Agile PLM service pack, make sure your system meets the following requirements:

Operating System

- Windows 2003 Server Enterprise SP2 (32 and 64-bit)
- Windows 2008 Server Enterprise SP1 (32 and 64-bit)

Application Server

- Oracle WebLogic Server 10.3 Standard or Enterprise Edition

Supported Application Upgrade Path

The Agile PLM application upgrade path is from the following releases:

- Agile PLM 9.2.2.5, 9.2.2.7 and all supported hot fixes
- Agile PLM 9.3 and all supported hot fixes

Upgrading the File Manager

1. If there is no distributed file server network, stop here and go to Upgrading the Application Server. Otherwise, continue with the following steps.
 2. Stop the file server and Apache or IIS admin services.
 3. Back up the existing deployed application, Filemgr, if present:
 - a. Change to the AGILE_HOME\apache-tomcat-6.0.18\webapps directory.
 - b. Verify there is a directory named Filemgr under the webapps directory.
 - c. If the Filemgr directory exists, then perform the following:

```
cd ..  
mkdir webapps.old  
mv webapps\Filemgr webapps.old  
mv webapps\webdav webapps.old
```
 4. Download Agile930x_Win.exe to a temporary folder.
 5. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the Agile930x_Win.exe file.
 6. Verify that the Platforms and Tools directories are in the same location as the Agile930x_Win.exe file.
 7. In the temporary folder, double-click Agile930x_Win.exe
The Install Window appears.
 8. Click **Done** to finish the installation.
-
- Note** If you are using AutoVue, see the AutoVue for Agile PLM documentation.
-
9. Repeat the steps in this section on each distributed file server.

Upgrading the SDK Client

1. If the SDK Client is installed on the same machine as the application server, stop here and go to Upgrading the Application Server. Otherwise, continue with the following steps.
2. On the system where the SDK Client is installed, download Agile930x_Win.exe to a temporary folder.
3. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the Agile930x_Win.exe file.
4. Verify that the Platforms and Tools directories are in the same location as the Agile930x_Win.exe file.
5. In the temporary folder, double-click Agile930x_Win.exe.
The Install window appears.
6. Click **Done** to finish the installation.

Upgrading the Application Server

1. Follow the instructions in this guide to stop the Agile application server.
2. Verify that the application server, the IIS Admin Service, and any additional Agile services are stopped.
3. Remove the deployment cache folder, located at AGILE_HOME\agileDomain\servers, that starts with the server name.
4. On the system where the application server is installed, download Agile930x_Win.exe to a temporary folder.
5. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the Agile930x_Win.exe file.
6. Verify that the Platforms and Tools directories are in the same location as the Agile930x_Win.exe file.
7. In the temporary folder, double-click Agile930x_Win.exe.
The Install window appears.
8. Click Done to finish the installation.

Note If you are using AutoVue, see the AutoVue for Agile PLM documentation.

9. Start the IIS Admin service.

Note Make sure the database schema is compatible with Agile PLM 9.3.0.x before starting the application server. See the Database Upgrade Guide for the schema version.

10. Start the Agile application server.
11. If you are running in a clustered environment, repeat these steps on each application server.

Post-Installation Verification

Application Server

In the application menu under Help | About Agile, Update Versions should contain 9.3.0.2 and Agile Version should contain 9.3.0.2 (Build 20).

File Manager

Start the File Manager before performing the following steps:

1. Type http://<localhost:8080>/<fileservr_virtual_path>/Configuration to display the File Manager Configuration page.
2. Confirm all lines show success.

Installing an Agile PLM Service Pack on UNIX

Upgrade Requirements

Before you install an Agile PLM service pack, make sure your system meets the following requirements:

Operating System

- Solaris 9 (SPARC 64-bit) or 10 (SPARC 64-bit, x86-64)
- Oracle Linux 4 or 5.1.x (x86, x86-64)
- Red Hat Enterprise Linux 4 or 5 (x86, x86-64)
- AIX 5.3 or 6.1 (POWER 64-bit)

Application Server

- Oracle WebLogic Server 10.3 Standard or Enterprise Edition

Supported Application Upgrade Path

The Agile PLM application upgrade path is from the following releases:

- Agile PLM 9.2.2.5, 9.2.2.7 and all supported hot fixes
- Agile PLM 9.3 and all supported hot fixes

Upgrading the File Manager

1. If there is no distributed file server network, stop here and go to Upgrading the Application Server. Otherwise, continue with the following steps.
2. Stop the file server and any additional Agile processes.
3. Back up the existing deployed application, Filemgr, if present:
 - a. Change to the AGILE_HOME/apache-tomcat-6.0.18/webapps directory.
 - b. Verify there is a directory named Filemgr under the webapps directory.
 - c. If the Filemgr directory exists, then perform the following:

```
cd ..  
mkdir webapps.old  
mv webapps/Filemgr webapps.old  
mv webapps/webdav webapps.old
```
4. Download the upgrade file to a temporary directory:
Solaris (SPARC):Agile930x_Sol.bin

Solaris (X86): Agile930x_Solx86.bin

Linux: Agile930x_Lin.bin

AIX: Agile930x_AIX.bin

5. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the upgrade file.
 6. Verify that the Platforms and Tools directories are in the same location as the upgrade file.
 7. From the temporary directory, run the upgrade file.
The Install Window appears.
 8. Click **Done** to finish the installation.
-
- Note** If you are using AutoVue, see the AutoVue for Agile PLM documentation.
-
9. Repeat the steps in this section on each distributed file server.

Upgrading the SDK Client

1. If the SDK Client is installed on the same machine as the application server, stop here and go to Upgrading the Application Server. Otherwise, continue with the following steps.
2. On the system where the SDK Client is installed, download the upgrade file to a temporary directory:
Solaris (SPARC): Agile930x_Sol.bin
Solaris (X86): Agile930x_Solx86.bin
Linux: Agile930x_Lin.bin
AIX: Agile930x_AIX.bin
3. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the upgrade file.
4. Verify that the Platforms and Tools directories are in the same location as the upgrade file.
5. From the temporary directory, run the upgrade file.
The Install Window appears.
6. Click **Done** to finish the installation.

Upgrading the Application Server

1. Follow the instructions in this guide to stop the Agile application server.
2. Verify that the application server, the Apache web server, and any additional Agile processes are stopped.
3. On the system where the application server is installed, download the upgrade file to a temporary directory:
Solaris (SPARC): Agile930x_Sol.bin
Solaris (X86): Agile930x_Solx86.bin

Linux: Agile930x_Lin.bin

AIX: Agile930x_AIX.bin

4. Download and extract the contents of the 9.3.0.x_Platforms.zip file to the same location as the upgrade file.
5. Verify that the Platforms and Tools directories are in the same location as the upgrade file.
6. From the temporary folder, run the upgrade file.

The Install window appears.

7. Click **Done** to finish the installation.

Note If you are using AutoVue, see the AutoVue for Agile PLM documentation.

8. If the web server is installed on the same machine as the application server, restart the web server.

Note Make sure the database schema is compatible with Agile PLM 9.3.0.x before starting the application server. See the Database Upgrade Guide for the schema version.

9. Start the Agile application server.
10. If you are running in a clustered environment, remove the previous deployment cache located at AGILE_HOME/agileDomain/servers/<wlnotdelete_servername> and AGILE_HOME/agileDomain/<managed_server> on each managed server, then repeat these steps on each application server.

Post-Installation Verification

Application Server

In the application menu under Help | About Agile, Update Versions should contain 9.3.0.2 and Agile Version should contain 9.3.0.2 (Build 20).

File Manager

Start the File Manager before performing the following steps:

1. Type http://<localhost:8080>/<fileserver_virtual_path>/Configuration to display the File Manager Configuration page.
2. Confirm all lines show success.

Troubleshooting

This Appendix includes the following:

- Installation and Configuration Scripts 53
- Application Scripts 53
- File Vault Utilities 54

Installation and Configuration Scripts

Several scripts are provided that can be used during installation and configuration of the Agile Application Server. The scripts are installed in the AGILE_HOME\install\bin directory:

Script	Description
Configure-CMS	Configures and repacks the CMS files in the Agile application.ear file.
ExtractArchive	Extracts all of the files in the Agile application.ear file.
ExtractConfigFiles	Extracts configuration files from the Agile application.ear file.
ExtractJavaClientFiles	Extracts all of the Java Client files from the Agile application.ear file.
ExtractJNLPFiles	Extracts JNLP files for Java Client from the Agile application.ear file.
ExtractWsdFiles	
RenameWebCMS	
RepackArchive	Repacks all of the files into the Agile application.ear file.
RepackConfigFiles	Repacks configuration files into the Agile application.ear file.
RepackJavaClientFiles	Repacks all Java Client files into JavaClient.war, and then updates the JavaClient.war file contained in the Agile application.ear file.
RepackJNLPFiles	Repacks JNLP files for Java Client into the Agile application.ear file.
RepackWsdFiles	

Application Scripts

Several scripts are provided for deploying and starting the Agile application. The scripts are installed in the AGILE_HOME\agileDomain\bin directory:

Script	Description
checkLDAPConfig	Tries to connect to the Directory Server and verify whether LDAP configuration is correct.

encryptpwd	Encrypts a password for use in Agile property files.
installService	Installs Agile PLM as a Windows service.
installServicemanaged-server	Installs Agile PLM as a Windows service on a WebLogic managed server.
loadLDAPConfig	Loads LDAP configuration information into the Agile PLM database.
migrateUserstoDB	Migrates users from the Directory Server to the Agile PLM database. After you run this script, make sure to restart your application server.
multisite-data-migrate	Starts the data migration of multisite.
setEnv	Sets common environment variables used to run other Agile scripts.
startAgile	Starts the Agile application server.
startAgileCluster	Starts the Agile administration server on a cluster.
stopAgile	Stops the Agile application server.

File Vault Utilities

Several utilities are available to use with the File Vault. These utilities are installed in the AGILE_HOME\agileDomain\tools directory.

922 PPM Post Upgrade Utility

Agile Product Portfolio Management (PPM) gives you powerful capabilities to define, analyze, and manage all aspects of a project or program. In Agile PLM 9.2.2, some of the business rules were changed. If you are upgrading from a version of PPM prior to version 9.2.2, data migration is necessary in order for the existing data to comply with the new business rules.

The PPM Post Upgrade utility was developed to address these changes. The utility is installed after you have upgraded your system to Agile PLM 9.3.

To run the PPM Post Upgrade utility:

1. Unzip the utility files to a temporary directory.
2. Change to the directory where you have unzipped the files and locate the upgrade.properties file.
3. Edit the following entries in the upgrade.properties file to match your environment:

Server Settings	
server.url	URL of the Agile PLM 9.3 application The format is <protocol>://<machine_name>/<application_name>. On WebLogic, the protocol is t3.
server.login.id	Login ID of the Agile user who has PPM-related privileges to

	run the utility. This is typically the Admin user.
server.login.password	Password of the Agile user.
pe.weekend.days	Weekends configured in the server. This value should be the same as the setting in the agile.properties file.
Database Settings	
db.url	The JDBC driver URL of the database The format is jdbc.oracle:thin@<db_machine_name>:<port>:<instance_name>.
db.username	Agile database username
db.password	Agile database password
Application Server Settings	
agile.dir	The parent directory where the library files for the Agile application are located.
oc4j.dir	N/A Location of the Oracle Application Server, if installed.
wls.dir	Location of the WebLogic Application Server.

4. Save the upgrade.properties file.
5. Verify that Agile PLM 9.3 is running.
6. On a command line, make sure that the JAVA_HOME environment variable points to the location of the JDK. If it does not, set the value to the correct location.
7. In the directory where you unzipped the utility files, run **install.cmd** to start the utility.

Important If you configured the PPM Post Upgrade Utility in Agile PLM 9.2.2 and are upgrading to Agile PLM 9.3 from version 9.2.2, run **install upgrade-actualtime.cmd**, NOT **install.cmd** to start the utility.

8. Restart the Agile application server.

Dead File Utility

Locates dead files in a file vault.

Usage: `java -jar DeadFileUtility.jar -attachmentPrefix <value> -vaultRoot <value>[-moveProblemFiles <Y/N>]
[-archiveFileDest <value>][-db_url <value>][-db_user <value>][-db_password <value>]-file <value>
VERBOSE <true/false>`

where:

- **attachmentPrefix** is the file prefix.

- **vaultRoot** is the absolute path of the vault root.
- **moveProblemFiles** allows you to decide if you want to move the dead files to another location.
- **archiveFileDest** is the fully qualified path to an existing location where the dead files should be moved.
- **db_url** is the URL of the database.
- **db_user** is the name of the database user.
- **db_password** is the password of the database user.
- **file** is the absolute path of the agile.properties file.

Fix Vault

Corrects the file sizes in the database. The file size is determined based on the actual files in the vault and then corrects the size in the database. If the file size equals zero during an upgrade, the file size is returned to its original value after running this utility.

Usage: `java -jar FixFileSizeUtility.jar -dburl <value> -dbuserid <value> -dbpassword <value> -ifsuser <value> -ifspassword <value> [-log]`

where:

- **dburl** is the URL of the database
- **dbuserid** is the name of the database user
- **dbpassword** is the password of the database user
- **ifsuser** is the name of the file system user (default: ifsuser)
- **ifspassword** is the password of the file system user (default: agile).

IFS Reorg

Used to restructure the file vault during an upgrade from a version prior to Agile PLM 9.2.1.

Usage: `java -jar iFSReorgV2.jar -basedir <value> -oldFilePrefix <value> [-newFilePrefix <value>] [-logging <true/false>] [-simulate <true/false>]`

where

- **basedir** is the file vault location to be reorganized
- **oldFilePrefix** is the old file name prefix for the existing files in the vault
- **newFilePrefix** is the new file name prefix. All of the existing files will be renamed with this prefix. This is an optional argument. If it is not specified, the old file name prefix is used.
- **logging** enables logging of warnings or errors if set to **true**. The log is saved to a file named ifsReorg.log.
- **simulate** simulates the reorganization process without actually moving or renaming the files.

MetaFiles Remover

Used to periodically remove metafiles from the file vault based on the last used date or size. This utility should be used when upgrading the Agile Viewer.

Note A user-created .cmf file should not be listed or removed from the file vault.

Usage: `java -jar MetaFilesRemover.jar [-delete] [-age <value>] [-size <value>] -basedir <value> -prefix <value> -serverURL <value> -username <value> -password <value>`

where

- **delete** deletes the metafiles.
- **age** specifies the last access time (day in numbers).
- **size** specifies file size (KB).
- **basedir** is the file vault location where the metafiles are removed.
- **prefix** is the file name prefix.
- **serverURL** is the location of the DMS service, for example, <http://server.company.com:80/Agile/services/DmsService>.
- **username** is the DMS service username (ifsuser).
- **password** is the DMS service password (ifspassword).

Missing Files Locator

Used to locate missing files, including redlined files, in a file vault, but not limited to a specific distributed file management server.

Usage: `java -jar MissingFilesLocator.jar -dburl <value> -dbuserid <value> -dbpassword <value> -ifsuser <value> -ifspassword <value> [-force]`

where

- **dburl** is the URL of the database.
- **dbuserid** is the name of the database user.
- **dbpassword** is the password of the database user.
- **ifsuser** is the name of the file vault user
- **ifspassword** is the password of the ifs user.
- **force** forces the utility to continue even if the file server is offline.

Second Signature

Agile provides optional data migration scripts that can be used by customers who choose to implement the Signoff User Dual Identification feature for approval signoffs. The Signoff User Dual

Identification feature was introduced to address FDA regulations laid out in 21 CFR Part 11 Section 11.200. The system now facilitates the usage of two forms of identification from the user when signing off on a document such as a change order.

For more information on these scripts, see the *Agile PLM Database Upgrade Guide*.

Thumbnail Generator Utility

Generates thumbnails in bulk for ITEM, MFRPART, and FILEFOLDERS (including Design) objects.

Usage: `java -jar ThumbnailGeneratorUtility.jar -dburl <value> -dbuserid <value> -dbpassword <value> -DMSURL <value> -DMSUSER <value> -DMSPASSWORD <value> [-ALL] [-ITEMs <values>] [-MFRPARTs <values>] [-FILEFOLDERS <values>] [-log] [-createDate <value>]`

where

- `dburl` is the URL of the database.
- `dbuserid` is the name of the database user.
- `dbpassword` is the password of the database user.
- `DMSURL` is the location of the DMS service.
- `DMSUSER` is the DMS service username.
- `DMSPASSWORD` is the DMS service password.
- `ALL` generates thumbnails for all of the supported files.
- `ITEMs` generates thumbnails for a specified list of items. For multiple items, the values should be comma separated.
- `MFRPARTs` generates thumbnails for a list of MFR parts. For multiple parts, the values should be comma separated as `MFRNAME:MFRPART`.
- `FILEFOLDERS` generates thumbnails for a list of file folders. For multiple folders, the values should be comma separated.
- `createDate` is the date the file was created in the `MM/DD/YYYY` format.

Vault Simulator

Used to create a virtual vault from the Agile PLM database.

Usage: `java -jar VaultSimulation.jar -VaultLoc <value> -URL <value> -userid <value> -password <value> [-prefix <value>]`

where

- `VaultLoc` is the file vault location.
- `URL` is the database location.
- `userid` is the database userid.
- `password` is the database password.

- **prefix** is the file name prefix. The default is Agile.

Performance Tuning

This Appendix includes the following:

- Tuning JVM Parameters 61
- Tuning the Thread Count..... 62
- Tuning Memory for Java Applets 63

Tuning JVM Parameters

Oracle WebLogic Server requires a Java virtual machine (JVM) to run. You can fine-tune your system's JVM settings to improve memory management and garbage collection.

The following table provides recommended JVM settings for the Agile Application Server:

Parameter	Description	Windows	UNIX	Comments
Xms	Minimum Heap Size	1024m	1024m	The Minimum and Maximum Heap Sizes should be set to the same value. On Windows, the maximum value that can be safely set is 1536m. On UNIX, there is often a higher limit, but the typical recommendation is to have a heap sized 2048m.
Xmx	Maximum Heap Size	1024m	1024m	
XX:MaxPermSize	Maximum space for permanent objects	256m	256m	
XX:NewSize	Initial memory size for new objects	256m	256m	
XX:MaxNewSize	Maximum memory size for new objects	256m	256m	

Note The Agile PLM installer adjusts JVM parameters to the following values if available physical machine memory exceeds 1.5G:

Note -Xms1024m -Xmx1024m -XX:MaxPermSize=256m -XX:NewSize=256m -XX:MaxNewSize=256m

To modify the JVM parameters on Windows:

1. Stop the Agile application server.
2. If the application server is started as a Windows service, perform the following steps:
 - a. Open the AGILE_HOME\agileDomain\bin folder.
 - b. Run the UninstallService script.
 - c. Modify the InstallService script file with the appropriate JVM parameters.
 - d. Run the InstallService script.
3. If you application server is started from the Start Menu or by using the startAgile or startAgileCluster scripts, then modify the JVM parameters in those script files located in the AGILE_HOME\agileDomain\bin folder.

Note Edit the startAgileCluster script on each managed server in the cluster.

4. Restart the Agile application server.

To modify the JVM parameters on UNIX:

1. Stop the Agile application server.
2. Modify the JVM parameters in the startAgile or startAgileCluster script files located in the AGILE_HOME/agileDomain/bin directory.

Note Edit the startAgileCluster script on each managed server in the cluster.

3. Restart the Agile application server.

Tuning the Thread Count

On Oracle WebLogic Server, the **ThreadCount** parameter sets the number of simultaneous operations that can be performed by the Agile application. A ThreadCount value of 35 is recommended. To modify the ThreadCount parameter, open the AGILE_HOME\agileDomain\config.xml file.

To set ThreadCount in a standalone environment:

1. Stop the Agile application server.
2. Edit the following line in the config.xml file:

```
<ExecuteQueue Name="default" ThreadCount="35"/>
```
3. Restart the Agile application server.

To set the ThreadCount in a cluster:

1. Shutdown the administration server and all managed servers.
2. Edit the following line in the config.xml file:

```
<ExecuteQueue Name="default" ThreadCount="35"/>
```
3. Restart the administration server and all managed servers.

Tuning Memory for Java Applets

The Agile Web Client uses Java applets for advanced functionality. Examples include the Gantt Chart and Agile Viewer. These applets use the Java Plug-in to run inside your browser.

The amount of memory an applet requires depends on the content it attempts to load. If you experience memory problems while running the Gantt Chart, the Agile Viewer, or other Java applets, you should increase the amount of memory available to Java applets. To configure Java applet runtime parameters, use the Java Control Panel.

To adjust Java applet runtime parameters on Windows:

1. From the Windows Control Panel, run **Java** to open the Java Control Panel.
2. Click the **Java** tab.
3. In the **Java Applet Runtime Settings** box, click **View**. The Java Runtime Settings dialog box appears.
4. In the **Java Runtime Parameters** box, add the following:
`-Xmx<memory-limit>`
For example, to set maximum available memory to 256MB, enter `-Xmx256M`.
5. Click **OK** to close the Java Runtime Settings dialog box.
6. Click **OK** to close the Java Control Panel.
7. Restart the browser.

To adjust Java applet runtime parameters on UNIX:

1. Determine which version of the Java Plug-in the browser is using.
2. Run the script `<java-dir>/jre/bin/ControlPanel` to open the Java Control Panel.
3. Click the **Java** tab.
4. In the **Java Applet Runtime Settings** box, click **View**. The Java Runtime Settings dialog box appears.
5. In the **Java Runtime Parameters** box, add the following:
`-Xmx<memory-limit>`
For example, to set maximum available memory to 256MB, enter `-Xmx256M`.
6. Click **OK** to close the Java Runtime Settings dialog box.
7. Click **OK** to close the Java Control Panel.
8. Restart the browser.

To adjust Java applet runtime parameters on Mac OS X:

1. Determine which version of the Java Plug-in the browser is using.
2. In Finder, run the **Applications > Utilities > Java > Java <java-version> > Plugin Settings** command.
3. In the **Java Runtime Parameters** box, add the following:

`-Xmx<memory-limit>`

For example, to set maximum available memory to 256MB, enter `-Xmx256M`.

4. Click **Apply**.
5. Close the control panel, and restart the browser.

For more information about the Java Control Panel and how to configure Java runtime settings on your client computer, go to <http://java.sun.com> `http://java.sun.com` and search for "Java Control Panel".

Upgrading from Agile Advantage 2006

This Appendix includes the following:

- Upgrade File Vault Utility for Agile Advantage 65
- Post-Upgrade Considerations..... 66

You can upgrade an Agile Advantage 2006 file vault to Agile PLM 9.3 with the Upgrade File Vault Utility.

Upgrade File Vault Utility for Agile Advantage

When upgrading from Agile Advantage 2006, the file vault structure must be reorganized. An Upgrade File Vault utility is provided for this purpose and can be found in the AGILE_HOME\AgileDomain\tools\ directory.

To upgrade the Agile Advantage file vault:

1. Unzip the UpgradeFVUtils.zip file to a temporary directory.
2. Backup the existing Agile Advantage file vault to a safe location.
3. Modify the following options and parameters in the config.properties file, located in the <UpgradeFVUtils_Home>\config directory:

SourceStoreDir	Agile Advantage 2006 file vault store directory The value of SourceStoreDir is located in the Agile Advantage 2006 registry key [HKEY_LOCAL_MACHINE\SOFTWARE\Agile AdvantabelAgileiFS\StorDirs].
DestStoreDir	Agile PLM 9.3 file vault base directory
FilePrefix	File prefixes of the Agile Advantage and Agile PLM files. The format is FilePrefix=AAschema1,93fileprefix1; AAschema2,93fileprefix2 You can use this option to upgrade multiple file vaults. All existing files will be renamed using the 9.3 file name prefix. If the 9.3 file name prefix is omitted, the default value is the same as the Agile Advantage file prefix.

4. Run the UpgradeFVUtils command.

Windows: UpgradeFVUtils.cmd **UNIX:** UpgradeFVUtils.sh

Parameters:

-help	Displays the readme file.
-upgrade [-configfile]	Upgrades the file vault with the named configuration file.

	<p>If no configuration file is specified, the config.properties file located in the config directory is used.</p> <p>To specify a different configuration file, use the -configfile option. The option and path of the file must be enclosed in quotation marks; for example, "-configfile=c:\myconfig.properties"</p>
<p><i>-rename <old file name prefix> <new file name prefix></i></p>	<p>Only used to rename the file name prefix in the Agile PLM 9.3 file vault located in the DestStoreDir defined directory.</p>

5. View the fvu.log file, located in the UpgradeFVUtils directory, for detailed information and error messages. The log file is overwritten each time the utility is run.

Post-Upgrade Considerations

When upgrading from Agile Advantage 2006 to Agile PLM 9.3, existing objects must change to reflect the new structure. The following sections discuss how some existing Agile Advantage objects will appear in Agile PLM 9.3.

Supplier Objects

Supplier objects on Agile Advantage are migrated to Agile PLM 9.3 with the following changes:

1. Suppliers are migrated as non-Web suppliers.

Geography details are not migrated because of how the data is stored in the Agile PLM 9.3 database. In Agile Advantage, this attribute points to a single geographic location. In Agile PLM 9.3, geographic details are obtained from a cascading list containing Continent, Country, State, and Region information.
2. Contact users on the Users tab of Agile Advantage are not migrated as contact users of Agile PLM 9.3.

Users are migrated as normal users without any association to a specific supplier. The migrated users are disabled and have no assigned roles and privileges. You must enable the users and associate them to a supplier. In Agile Advantage, the same user can be added to multiple suppliers. In Agile PLM 9.3, a user can be added to only one supplier.
3. The Manufacturer Parts tab in a Supplier object is not supported in Agile PLM 9.3.

In Agile PLM 9.3, there is a Manufacturers tab in Supplier. This tab displays the manufacturer line cards for each manufacturer part in Agile Advantage. The price information that was available in the Manufacturer Parts of a Supplier is migrated to Quote History objects with the material and non-material costs migrated as Page Two fields of the Quote History object. The prices are visible in the Prices tab of the Manufacturer Part object. The Manufacturer Parts from the Supplier object are migrated to the Suppliers tab in the Manufacturer Part object.

Manufacturer Part Objects

The Manufacturer Part object is migrated with the following changes:

1. The status of a supplier on the Supplier tab in Agile Advantage is not migrated to the Supplier tab of the Manufacturer Part in Agile PLM 9.3.

The pricing details on the Supplier tab are moved to Prices in Agile PLM 9.3 as Quote History objects.

2. The standard cost and the target cost on the Cover Page of a Manufacturer Part object in Agile Advantage are moved to Page Two of a Supplier object in Agile PLM 9.3.

Other price-related information, like Min Qty and Max Qty, are moved to the Cover Page tab of a Quote History object.

Item Objects

Price information is revisable in Agile Advantage, but not in Agile PLM 9.3. This information is moved to Page Two of the Item object.

Agile PLM 9.3 does not support the summation functionality like Agile Advantage. Instead, you can run the Assembly Cost Report as part of Product Collaboration's report. If there is a missing price, Agile Advantage displayed the price with an asterisk (*), while the Assembly Cost Report in Agile PLM 9.3 displays the price as 0.

Unlike Agile Advantage, there is no feature available out-of-box to set the target cost based on the Supplier. You can manually set the costs in the Page Two fields of Items and Manufacturer Parts or this can be automated through a Process Extension.

Compliance

In Agile Advantage, the compliance information on Manufacturer Part, Item, and Document objects is stored in 14 separate lists with the list label detailing the type of compliance this particular object meets. In Agile PLM 9.3, compliance information is a combination of Specification object and compliance status. During migration, the 14 lists on each object specified are moved as a Specification object with the specification name as the label of the enabled compliance list.

The migrated specification of Item and Document objects have a prefix of Item_ and Doc_ to differentiate between the specifications migrated from each object. The flex field information is moved to the Compliance tab, along with the status of each specification.

Unlike Agile Advantage, Agile PLM 9.3 does not support the Audit Report functionality for calculating compliance. Instead, customers can use the BOM Compliance Report which displays similar compliance information. Likewise, Agile PLM 9.3 does not support calculating compliance of an ECO or generating an audit report of an ECO in the out-of-box product. You could view the compliance of the parts in the ECO manually or this could be automated through a Process Extension.

