



## **ENOVIA SmarTeam**

### **SmarTeam – Gateway Installation Guide**

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# Chapter 1: Introduction

## Overview

This guide outlines the following software procedures needed to successfully install IBM WebSphere, Microsoft BizTalk 2006 and Microsoft Biztalk 2006 Adapter, on SmarTeam – Gateway.

This guide assumes knowledge and experience to install IBM WebSphere and Microsoft Biztalk 2006 on SmarTeam – Gateway.

**Notes:** All the documentation mentioned in this document, unless specified otherwise, is available on the SmarTeam Documentation CD.

Microsoft® BizTalk 2006 tools are supported in this release of SmarTeam – Gateway. Only screen captures for Microsoft® BizTalk 2006 are shown in this manual.

## Software Location

The installation procedures described are for the SmarTeam – Gateway software, which is available on the SmarTeam CD-ROM.

## Related Documentation

The following documents are referred to in this guide. All of these documents are available on the SmarTeam Directory CD.

Document	Remarks
SmarTeam – Gateway Administration Guide	This document provides information necessary for configuring the SmarTeam – Gateway software
Hardware and Software Requirements	Details the hardware and software required for a successful installation
LUM Installation and Configuration Guide	This documents explains the procedures required to install and configure the LUM Server

Document	Remarks
SmarTeam – Gateway Online Help	Online help details: <ul style="list-style-type: none"><li>• How to access Gateway Integration manager</li><li>• SmarTeam Gateway Adapter Manager</li><li>• SmarTeam Gateway Administrator Workflow</li><li>• Configuring Adapters</li></ul>
SmarTeam – Gateway WBI Adapter Guide	This document provides information on the use of the SmarTeam – Gateway WBI Adapter.
SmarTeam – Gateway Implementation Guide	This guide provides the necessary information for implementing the SmarTeam – Gateway

## Internet Site

You are highly recommended to frequently visit our website for the latest updates and plug-in products, including the latest Service Packs, Program Directory (Release Notes), Hotfixes and technical support at <http://support.smarteam.com/>.

In addition, you will also be able to view any installation known issues.

# Chapter 2: Installation Checklist

There are two types of installation for SmarTeam – Gateway:

- **Server:** Installs SmarTeam – Gateway Server on a remote machine
- **Client:** Installs SmarTeam – Gateway Client on a local machine.

**Note:** They both have the same procedure. But, there is an additional step or steps that need to be performed during the installation process for each of them. You must complete all the stages in this checklist to successfully install SmarTeam – Gateway.

## Checklist: Server

\*Requirement: M = Mandatory, O = Optional

<input type="checkbox"/>	Item	M/O*	Reference
Stage 1: Pre-Installation			
<input type="checkbox"/>	Verify that your Hardware & Software meet the requirements	M	SmarTeam Hardware and Software Requirements Guide
<input type="checkbox"/>	Verify that the database is updated with the Gateway Mechanism	M	<a href="#">Adding SmarTeam – Gateway Mechanism to the SmarTeam Database</a>
<input type="checkbox"/>	Verify that you have updated User Rights	M	<a href="#">Configuring User Rights</a>
<input type="checkbox"/>	Check for any additional prerequisites on the SmarTeam Web Site	M	Release Notes of latest service pack in the release or <a href="#">SmarTeam Support Site</a>
Stage 2: Installation Process			
<input type="checkbox"/>	Run the SmarTeam – Gateway installation	M	<a href="#">Installing the SmarTeam – Gateway</a>
<input type="checkbox"/>	Run the SmarTeam – Gateway Server installation	O	<a href="#">Server</a>
<input type="checkbox"/>	Run the SmarTeam – Gateway Microsoft BizTalk 2006 installation	M	<a href="#">Microsoft BizTalk 2006</a>
<input type="checkbox"/>	Run the SmarTeam – Gateway IBM WebSphere Intergration installation	M	<a href="#">IBM WebSphere Business Integration</a>
<input type="checkbox"/>	Set up the database for SmarTeam – Gateway	O	<a href="#">Setting Up the Database</a>
Stage 3: Post Installation			
<input type="checkbox"/>	Run the SmarTeam – Gateway Microsoft BizTalk 2006 Adapter installation	O	<a href="#">Installing the SmarTeam – BizTalk 2006 Adapter</a>

## Checklist: Client

\*Requirement: M = Mandatory, O = Optional

<input type="checkbox"/>	Item	M/O*	Reference
<b>Stage 1: Pre-Installation</b>			
<input type="checkbox"/>	Verify that your Hardware & Software meet the requirements	M	SmarTeam Hardware and Software Requirements Guide
<input type="checkbox"/>	Verify that the database is updated with the Gateway Mechanism	M	<a href="#">Adding SmarTeam – Gateway Mechanism to the SmarTeam Database</a>
<input type="checkbox"/>	Verify that you have updated the User Rights	M	<a href="#">Configuring User Rights</a>
<input type="checkbox"/>	Check for any additional prerequisites on the SmarTeam Web Site	M	Release Notes of latest service pack in the release or <a href="#">SmarTeam Support Site</a>
<b>Stage 2: Installation Process</b>			
<input type="checkbox"/>	Run the SmarTeam – Gateway Client installation	M	<a href="#">Client</a>



# Chapter 3: System Requirements

## Hardware and Software Requirements

Refer to the Gateway section of the Hardware and Software Requirements document. This document describes the SmarTeam – Gateway Installation system requirements, including upgrading the selected database and setting the user rights configuration.

**Notes:** Oracle Application 11.5.9 is supported by SmarTeam.

## System Requirements

Recommended system requirements necessitate sizing the specific customer configuration. Please contact the SmarTeam support team to obtain the most recent metrics, test results and recommendations.

## Order of Installation

Refer to [Installation Checklist](#) for a detailed list of all the steps that need to be performed.

The installation procedure is split into four stages:

Stage 1: [System Requirements](#) (This Chapter)

Stage2: [Installing the SmarTeam – Gateway](#) ([Chapter 4](#))

Stage 3: [Client](#) ([Chapter 4](#))

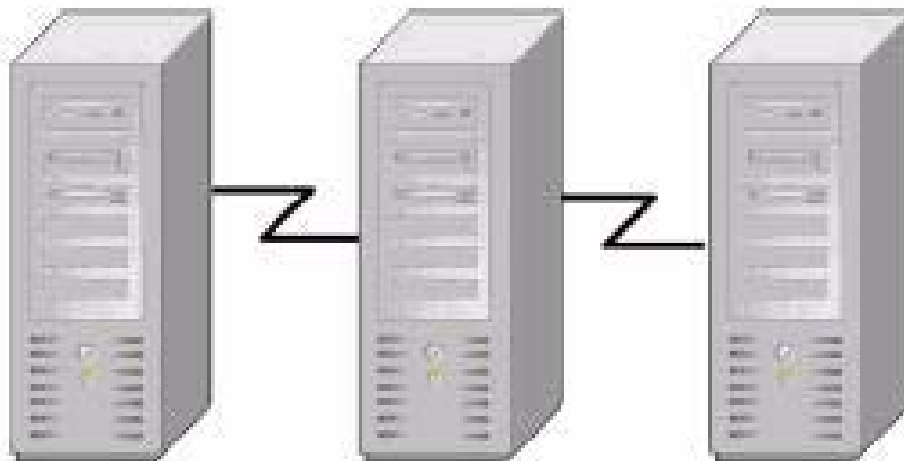
Stage 4: [Post Installation](#) ([Chapter 5](#))

For a successful installation you must complete one stage before proceeding to the next stage.

## Installation Environment

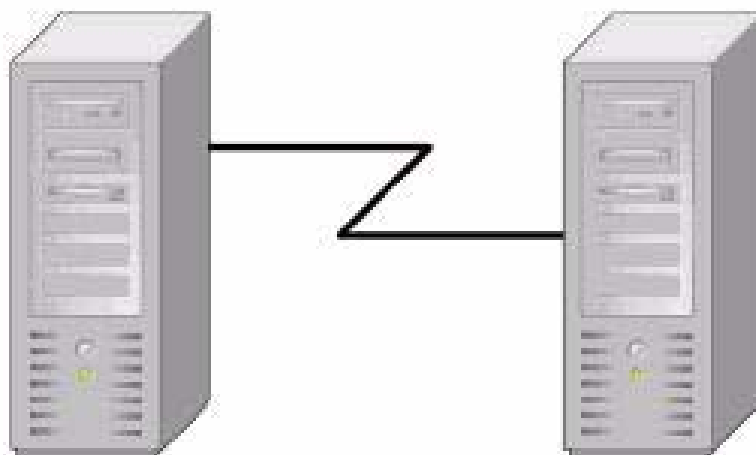
The following examples illustrate two SmarTeam – Gateway architecture systems.

Example 1: Connecting with EAI Middleware on separate servers.



<b>SmarTeam Server</b>	<b>EAI Middleware MS BizTalk Server</b>	<b>Enterprise System</b>
Windows 2000 Server	Windows 2000 Server with MSMQ	ERP (Enterprise Resource Planning) System
Customer Database	Microsoft BizTalk 2006 Server	
	SmarTeam – Editor	
	SmarTeam – Gateway	
	SmarTeam Adapter for BizTalk 2006	

Example 2: Connecting with EAI Middleware on the same server.



#### SmarTeam Server

#### Enterprise Systems

Windows 2000 Server with MSMQ

ERP (Enterprise Resource Planning) System

SmarTeam – Editor

Customer Database

MS SQL Server 2000

Microsoft BizTalk 2006 Server

Microsoft Visio 2000 (optional)

SmarTeam – Gateway

SmarTeam – Gateway Adapter

## Prerequisites

Before installing SmarTeam – Gateway software, you must perform the following:

- Update the selected SmarTeam database by adding a SmarTeam – Gateway Mechanism (see <XREF>Adding SmarTeam – Gateway Mechanism to the SmarTeam Database)
- Set user rights configuration (see [Configuring User Rights](#))
  - The user should be a member of the local administrator group where the service is being installed. The user can be either global or local

## Adding SmarTeam – Gateway Mechanism to the SmarTeam Database

**IMPORTANT!** Before performing any changes to the SmarTeam Data Model Designer, you are highly recommended to back up the selected database.

**To add SmarTeam – Gateway to SmarTeam database, perform the following procedure:**

- 1 From the taskbar:
  - Click the **Start** button, select **Programs, SmarTeam, Administrative Tools** to launch the SmarTeam Data Model Designer
- 2 In the menu:
  - Select **File, Modify Database Structure** to display the Available Databases window
- 3 Select and highlight the database to add SmarTeam – Gateway Mechanism and click **OK**.  
A SmarTeam message window is displayed, advising you to back up the selected database before proceeding.

**Notes:**

- If you have not yet backed up the selected database, click **No** to exit the SmarTeam Data Model Designer and perform the required backup. After backing up the selected database, continue from [Step 5](#).
- 4 If you have already backed up the selected database, click **Yes**, the SmarTeam Data Model Designer window appears.
  - 5 In the Available Mechanisms area, select **SmarTeam – Gateway** to add this mechanism
  - 6 Click **Create** to save your changes and create an updated data model structure with the SmarTeam – Gateway Mechanism.
  - 7 After the updated data model structure has been successfully created, in the SmarTeam Data Model Designer window, click **Close** to exit the utility.

For further information about working with the SmarTeam Data Model Designer and performing various data model tasks, refer to the SmarTeam – Editor Administrator's Guide.

## Upgrading SmarTeam – Gateway

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**IMPORTANT!** Before performing any changes to the SmarTeam Data Model Designer, you are highly recommended to always back up the selected database.

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**To uninstall a previous SmarTeam – Gateway version, perform the following procedure:**

- 1 Perform steps 1 and 2 as described in the previous section, [Adding SmarTeam – Gateway Mechanism to the SmarTeam Database](#).
- 2 Select **Create** to save your changes and create an updated data model structure with SmarTeam – Gateway Mechanism.
- 3 After the updated data model structure has been successfully created, in the SmarTeam Data Model Designer window click **Close** to exit the utility.

For further information about working with the SmarTeam Data Model Designer and performing various data model tasks, refer to the SmarTeam – Editor Administrator's Guide.

## Configuring User Rights

SmarTeam – Gateway software installs a service on the system that helps to synchronize integration between SmarTeam and the SmarTeam – Gateway Server. The user rights need to be configured as a local administrator to enable a user to start the SmarTeam – Gateway Server.

## What to Do Next

After performing all required configurations for your environment, you can now proceed to install your specific SmarTeam - Gateway software:

- SmarTeam – Gateway Installation - proceed to [Chapter 4](#)
- SmarTeam – Gateway Microsoft BizTalk 2006 Server Adapter - proceed to [Chapter 5](#)

# Chapter 4: Installation process

This chapter provides a step-by-step description of the installation process for installing the SmarTeam – Gateway software. The installation process consists of the following three parts:

- Part 1: [Client](#)
- Part 2: [Server](#)
- Part 3: [Custom](#)

## Buttons

These buttons are available at the bottom of the installation windows:

- **Next:** Confirms your selection in the current window and proceeds to the next window
- **Back:** Allows you to return to the previous window
- **Cancel:** Allows you to abort the installation setup program without installing the SmarTeam – Gateway

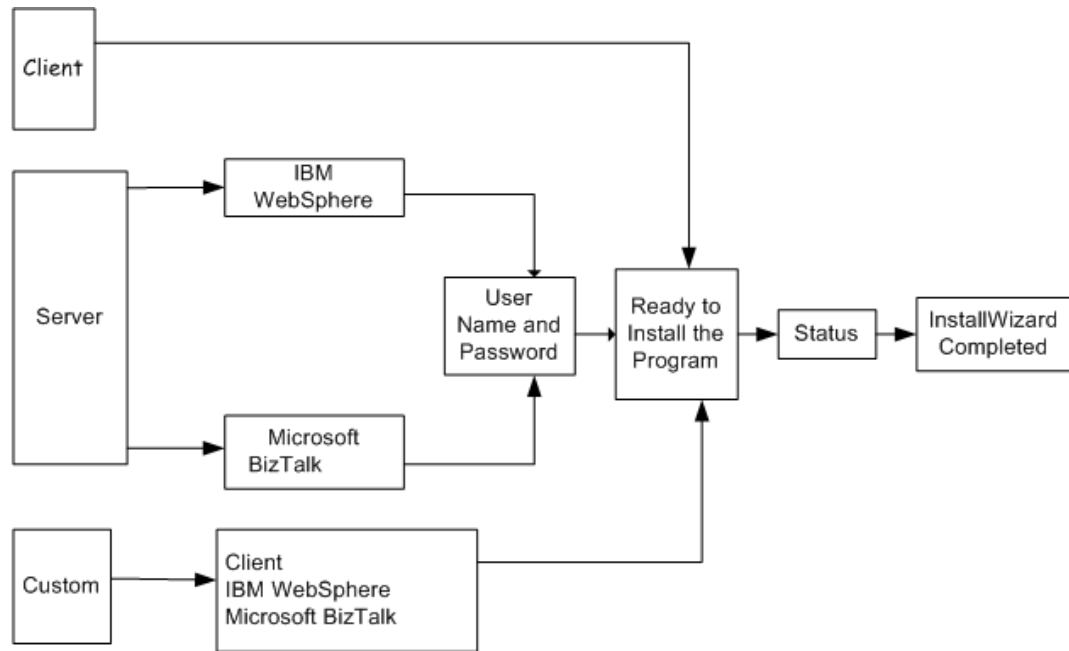
## Installation by Administrator

All SmarTeam products must be installed by a user with Administrator authorization. Depending on the SmarTeam products and tools that are selected for installation, a system message may appear at the end of the installation process, prompting the user to reboot. This indicates that the installation of some components will be completed only after the reboot.

If this occurs, the user who performed the installation with local Administrator rights must log into the system after the reboot.

## Installing the SmarTeam – Gateway

This section describes the SmarTeam – Gateway installation process, including the Gateway Server, SmarTeam Integration and Middleware components. For instructions about installing the other options, you should refer to that specific section. The following schematic shows each component in relation to each other and the order of installation.



SMARTEAM – Gateway Installation Flow Chart

## Running the Installation

### *To begin installing:*

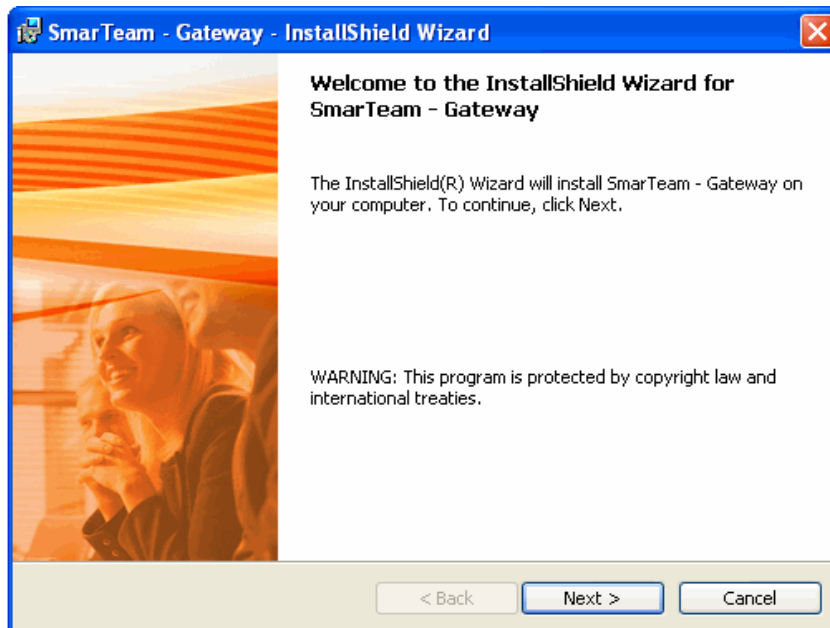
- 1 Insert the CD-ROM containing SmarTeam – Gateway software in the CD-ROM drive.  
The SmarTeam – Gateway installation application starts automatically.

**Note:** From V5R17 SP4, you need to select SmarTeam Adapter for Microsoft BizTalk 2006.

- 2 Click the **SmarTeam – Gateway** option to install the SmarTeam – Gateway software.  
or  
Click **Exit** to abort the installation.



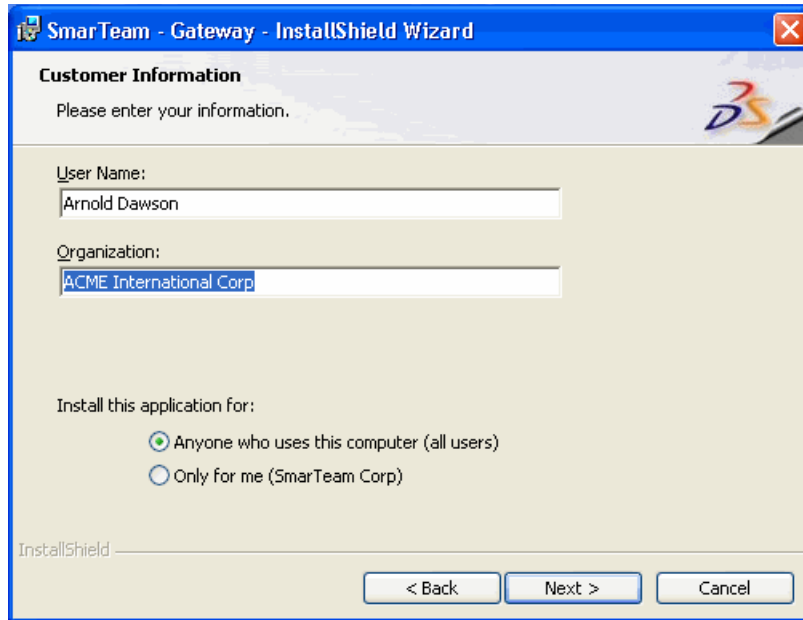
3 In the Welcome window, click **Next**.



4 In the Customer Information window:

- Personalize the program by entering your name and company details in the applicable fields.
- In the Install this application for section, select one of the following radio buttons:
  - Anyone who uses the computer (all users): Select this option to enable access to this installation by anyone who uses the specific computer
  - Only for me (user name): Select this option to enable access to this installation only to the user entered in the User Name field.
- Click **Next**





The screenshot shows the 'Customer Information' window of the SmarTeam - Gateway - InstallShield Wizard. The window has a blue title bar and a light beige background. It contains two text input fields: 'User Name' with the text 'Arnold Dawson' and 'Organization' with the text 'ACME International Corp'. Below these fields, there are two radio button options for installation scope: 'Anyone who uses this computer (all users)' (selected) and 'Only for me (SmarTeam Corp)'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

**SmarTeam - Gateway - InstallShield Wizard**

**Customer Information**  
Please enter your information.

User Name:  
Arnold Dawson

Organization:  
ACME International Corp

Install this application for:

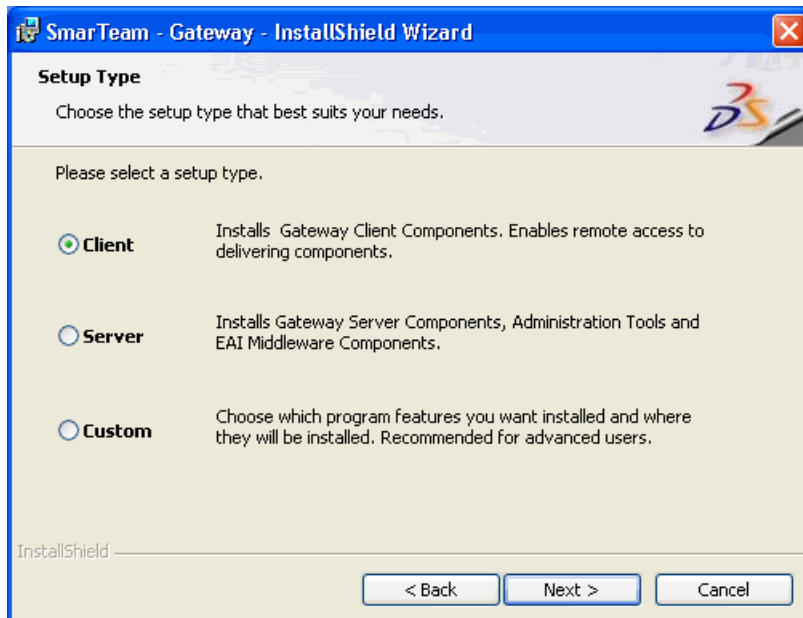
☒ Anyone who uses this computer (all users)  
☐ Only for me (SmarTeam Corp)

InstallShield

< Back   Next >   Cancel

5 In the Setup Type window, select one of the following options:

- [Client](#)
- [Server](#)
- [Custom](#)



The screenshot shows the 'Setup Type' window of the SmarTeam - Gateway - InstallShield Wizard. The window has a blue title bar and a light beige background. It contains three radio button options with descriptions: 'Client' (selected), 'Server', and 'Custom'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

**SmarTeam - Gateway - InstallShield Wizard**

**Setup Type**  
Choose the setup type that best suits your needs.

Please select a setup type.

☒ **Client**      Installs Gateway Client Components. Enables remote access to delivering components.

☐ **Server**      Installs Gateway Server Components, Administration Tools and EAI Middleware Components.

☐ **Custom**      Choose which program features you want installed and where they will be installed. Recommended for advanced users.

InstallShield

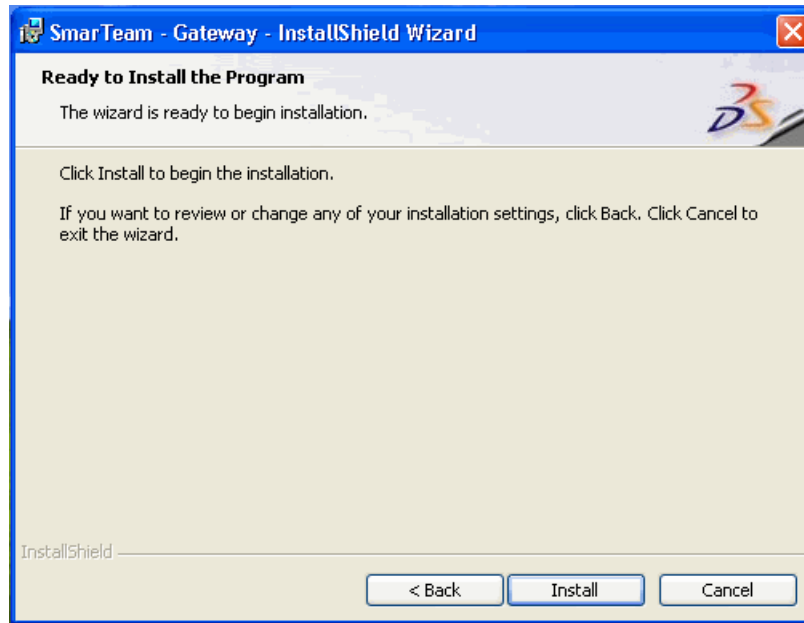
< Back   Next >   Cancel

## Client

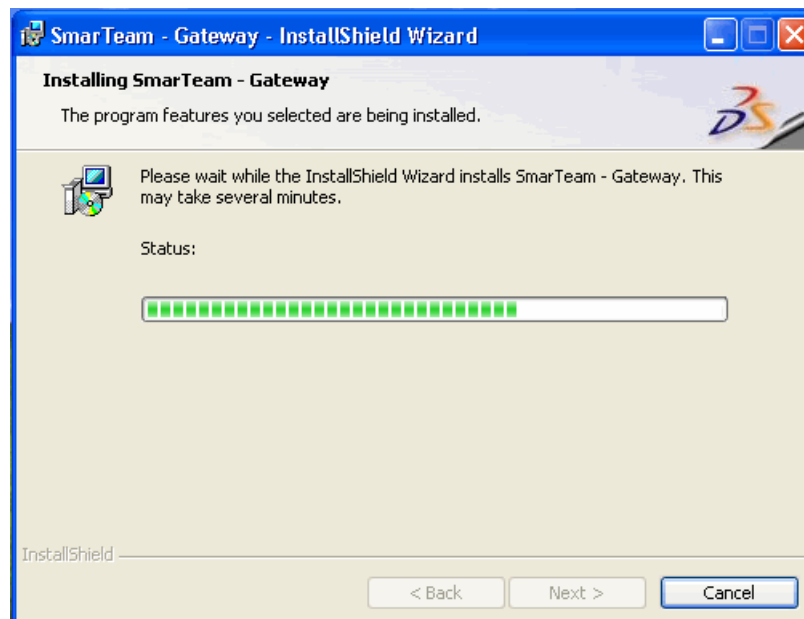
The SmarTeam – Gateway Client operates parallel with the SmarTeam Engine. Upon execution it reviews the information of each SmarTeam operation and writes Gateway events to the database.

**To install the SmarTeam – Gateway Client perform the following procedure:**

- 1 Select the **Client** option from the Setup Type window and click **Next**.
- 2 In the Ready to Install window, click **Install** to start the installation process for the selected program.

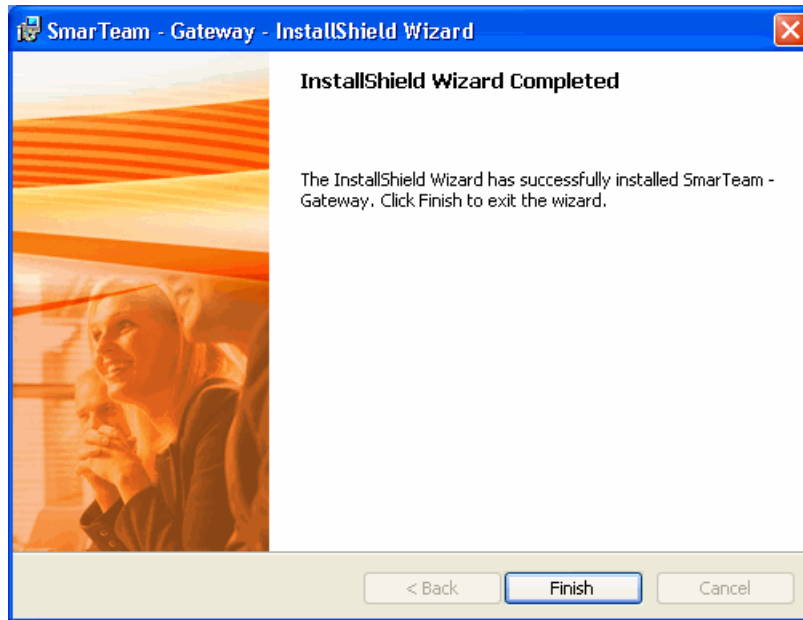


The installation process copies selected files from the CD-ROM to the designated folders on your computer. This progress is shown on the Installing SmarTeam – Gateway Status window.



**Note:** If you need to abort the SmarTeam – Gateway software installation at this stage, click **Cancel**.

- 3 After a successful installation, in the SmarTeam – Gateway installation setup window, click **Finish** to exit and return to the SmarTeam – Gateway installation application window.



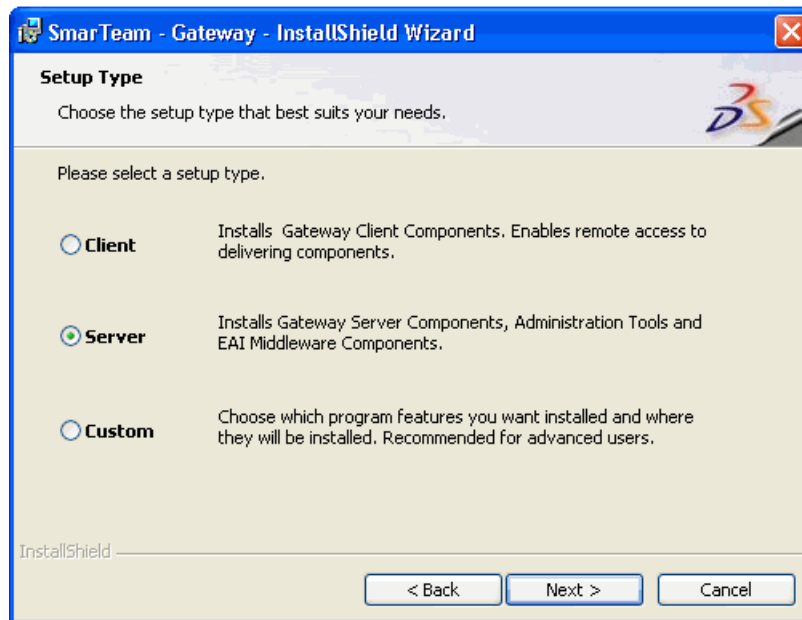
SmarTeam – Gateway software installation is now complete.

## Server

The SmarTeam – Gateway Server installs the Server Components, Administration Tools and EAI Middleware Components. The server polls and compares its database with the client notification. If there is a change in the notification, it searches for the destination and provides it with information about the specific object in an XML format.

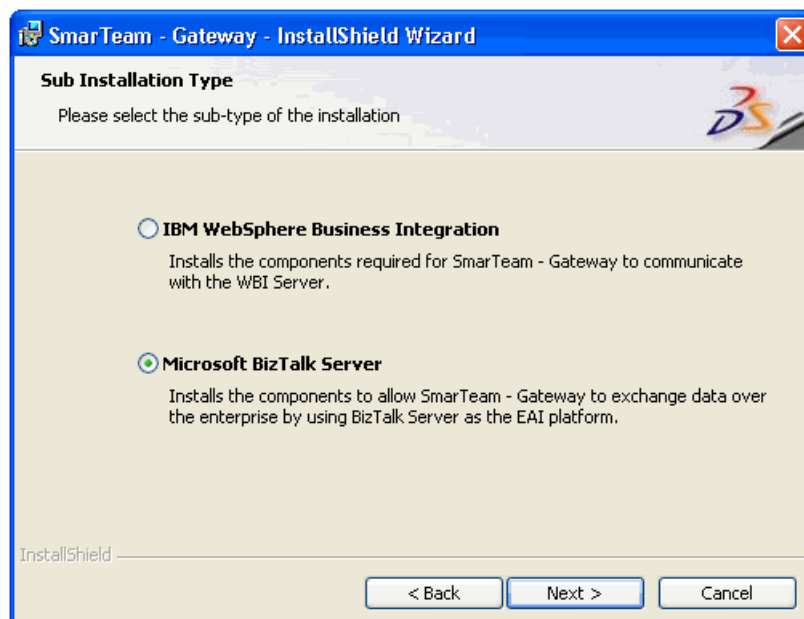
**To install the SmarTeam – Gateway Server, perform the following procedure:**

- 1 In the Setup Type window:
  - Select the **Server** option
  - Click **Next**



2 In the Sub Installation Type window select one of the following options:

- [IBM WebSphere Business Integration](#) - Installs the IBM WebSphere Business Integration components on your computer that allow the SmarTeam – Gateway to communicate with the WBI Server.
- [Microsoft BizTalk 2006](#) - Installs the Microsoft BizTalk Server 2006 components on your computer that allows the SmarTeam – Gateway to exchange data over the enterprise using the BizTalk Server as the EAI platform.

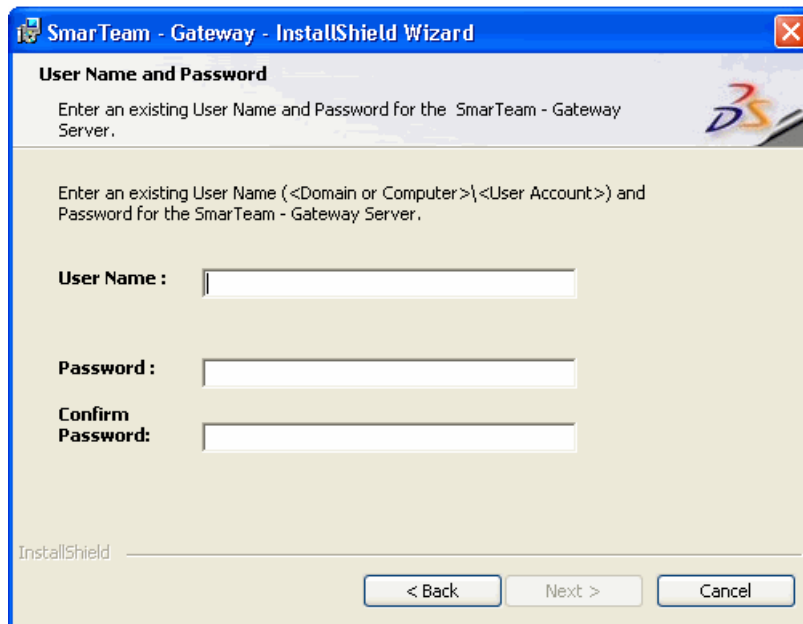


## Microsoft BizTalk 2006

3 In the Sub Installation window

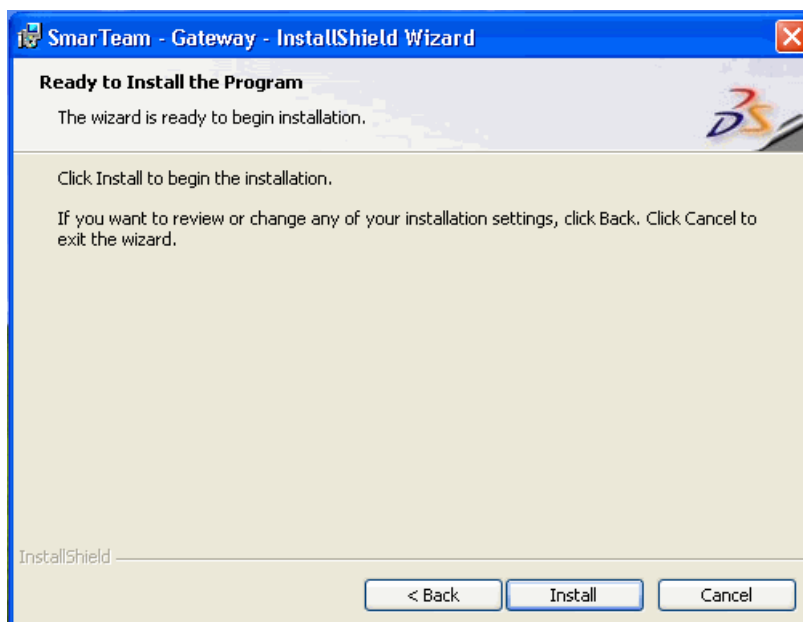
- Select **Microsoft BizTalk Server 2006** option

- Click **Next**.
- 4 In the User Name and Password window:
  - Complete the following fields:
    - **User Name** - Enter the user name for the user login name
    - **Password** - Enter a password for the user login name (no limit on required characters)
    - **Confirm Password** - Enter the password exactly as entered in the previous password field
  - Click **Next**



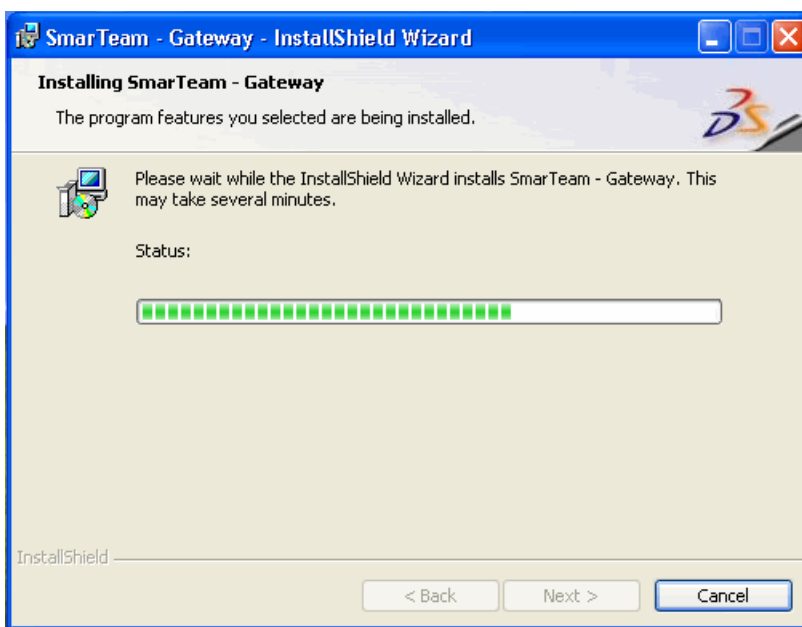
The screenshot shows the 'SmarTeam - Gateway - InstallShield Wizard' window. The title bar is blue with the text 'SmarTeam - Gateway - InstallShield Wizard' and a close button. The main window has a light beige background. At the top, there's a header bar with the text 'User Name and Password' and a small logo on the right. Below the header, there's a text box that says 'Enter an existing User Name and Password for the SmarTeam - Gateway Server.' followed by a larger text box that says 'Enter an existing User Name (<Domain or Computer>\<User Account>) and Password for the SmarTeam - Gateway Server.' Below this, there are three input fields: 'User Name :', 'Password :', and 'Confirm Password:'. At the bottom, there's a status bar with the text 'InstallShield' and three buttons: '< Back', 'Next >', and 'Cancel'.

- 5 In the Ready to Install the Program window, click **Install** to start the installation process.

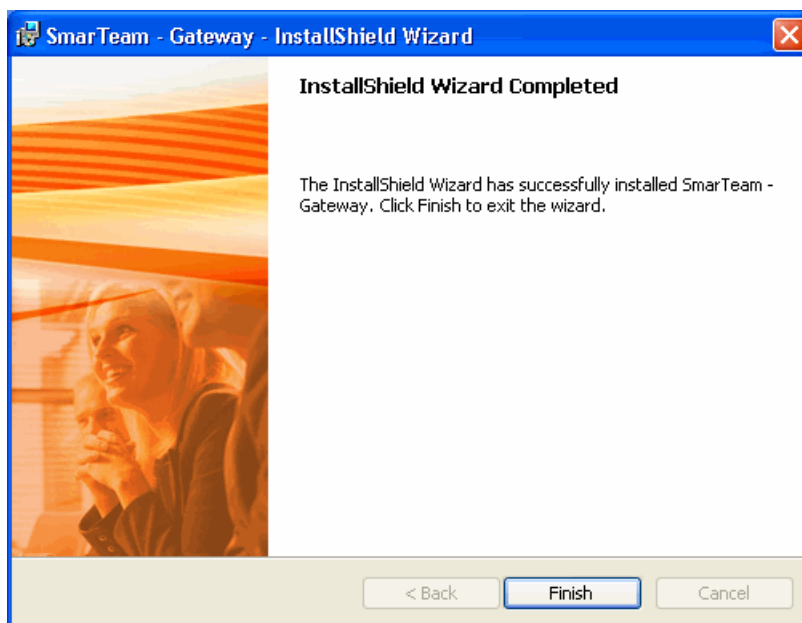


The screenshot shows the 'SmarTeam - Gateway - InstallShield Wizard' window. The title bar is blue with the text 'SmarTeam - Gateway - InstallShield Wizard' and a close button. The main window has a light beige background. At the top, there's a header bar with the text 'Ready to Install the Program' and a small logo on the right. Below the header, there's a text box that says 'The wizard is ready to begin installation.' followed by a larger text box that says 'Click Install to begin the installation. If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.' Below this, there's a status bar with the text 'InstallShield' and three buttons: '< Back', 'Install', and 'Cancel'.

- 6 The installation process copies selected files from the CD-ROM to the designated folders on your computer. This progress is shown on the Installing SmarTeam – Gateway Status window.



- 7 In the SmarTeam – Gateway InstallShield Wizard Completed window, click **Finish** to exit the SmarTeam – Gateway installation setup screen and return to the SmarTeam – Gateway installation application window.



SmarTeam – Gateway software installation is now complete.

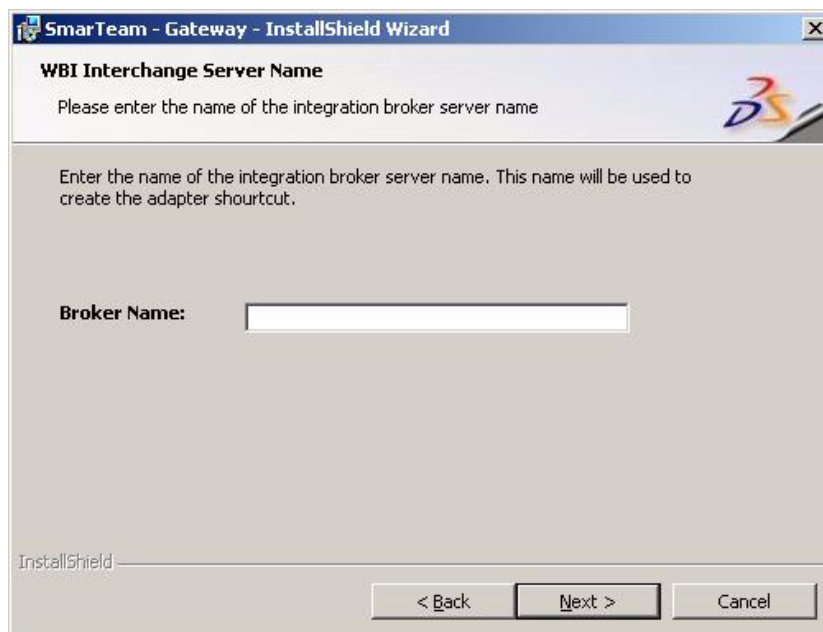
## IBM WebSphere Business Integration

*To use the IBM WebSphere Business Integration option:*

**Note:** Verify that you have installed SmarTeam - Foundation before you select the IBM WebSphere Business Integration (WBI) option.

- 1 In the Sub Installaton window

- Select **IBM WebSphere Business Integration** option
  - Click **Next**.
- 2** In the User Name and Password window:
- Complete the following fields:
    - **User Name** - Enter the user name for the user login name
    - **Password** - Enter a password for the user login name (no limit on required characters)
    - **Confirm Password** - Enter the password exactly as entered in the previous password field
  - Click **Next**
- 3** In the WBI Interchange Server Name, enter the name of the integration broker server.



- 4** Click **Next** and follow the same installation path as the [Microsoft BizTalk 2006](#).

## Using Websphere 4.2

The IBM WebSphere Business Integration is installed with version 4.2 by default.

**To use version 4.2, modify the installation using the following procedure:**

- 1** From Windows, click **Start, Programs, SmarTeam** and right click the **WBI shortcut**.
- 2** Scroll to Properties:
  - Select **Find Target**.
- 3** In the Start In field enter:
  - C:\IBM\WebSphereICS\Connectors\SmarTeam\start\_SmarTeam(4.2).bat SmarTeam  
IC\_GWY
  - Click **OK**

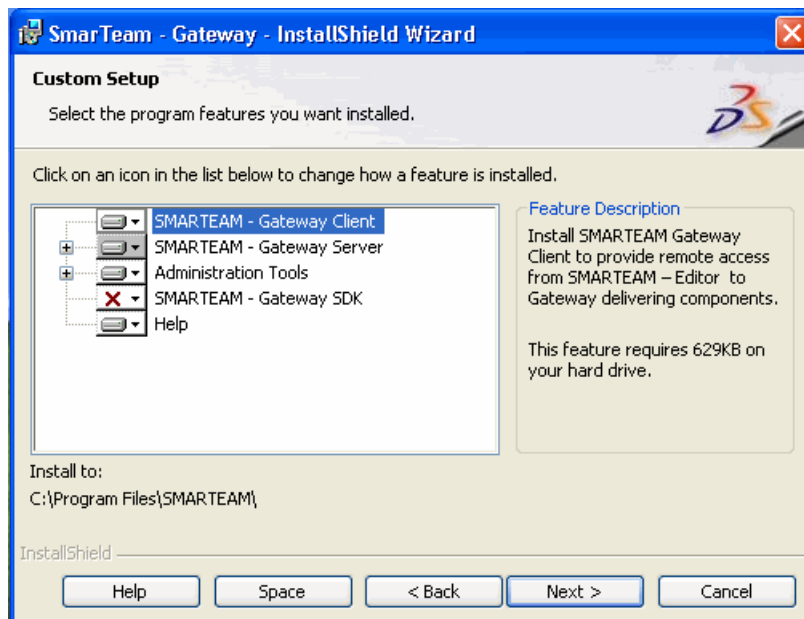
The IBM WebSphere Business Integration is now configured for use with version 4.2

## Custom

Custom installation allows you to choose the EAI computer. This is recommended for advanced users for installing WebSphere and BizTalk 2006, either individually or collectively. In addition, the Custom installation enables you to install BizTalk 2006 Adapter for SmarTeam and includes SmarTeam – Gateway to support it.



**To customize the installation for the SmarTeam – Gateway, perform the following procedure:**

- 1 In the Setup Type window:
  - Click the **Custom** option
  - Click **Next**.
- 2 In the Custom Setup window, select one of the following defaulted components to access its sub-components:
  - SmarTeam – Gateway Client
  - Gateway Server (SmarTeam Gateway Server)
    - EAI Middleware Components
    - WBI Adapter
    - Receive Components
    - WMQ Components
    - WMQ Receive Components
  - BizTalk 2006 Adapter for SmarTeam
  - Administration Tools
  - SmarTeam – Gateway Integration Manager
  - SmarTeam – Gateway SDK
    - Help.





Whenever a component is selected, a brief description of that component appears in the Feature Description section. Use the following to select or de-select:

- Click  to expand a component to view available sub-components.
- Click  to collapse a component and hide available sub-components.

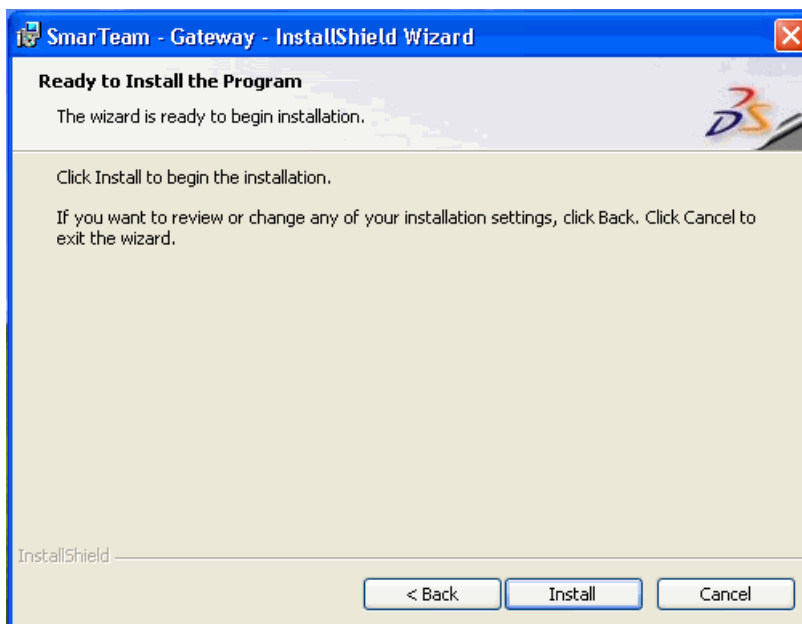
Click on the component or sub-component icon to select an installation option for the selected component.

Click **Space** to display the total amount of space required for the components selected. The **Space Available** text shows the total amount of space available on the selected hard disk. If the disk space required for the selected component totals more than the disk space available on the disk/drive selected, a **Warning** message will appear. Either modify your selections by deselecting components, or free some disk space.

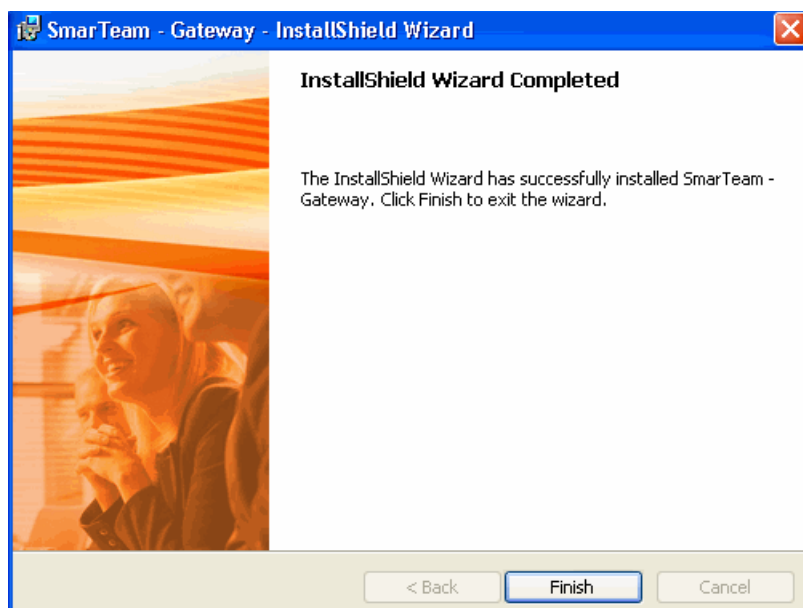
**Notes:** If the need arises to modify your components, see [Modifying Your Selection](#).

- After making your selections, click **Next**

**3** In the Ready to Install the Program window, click **Install** to start the installation process.



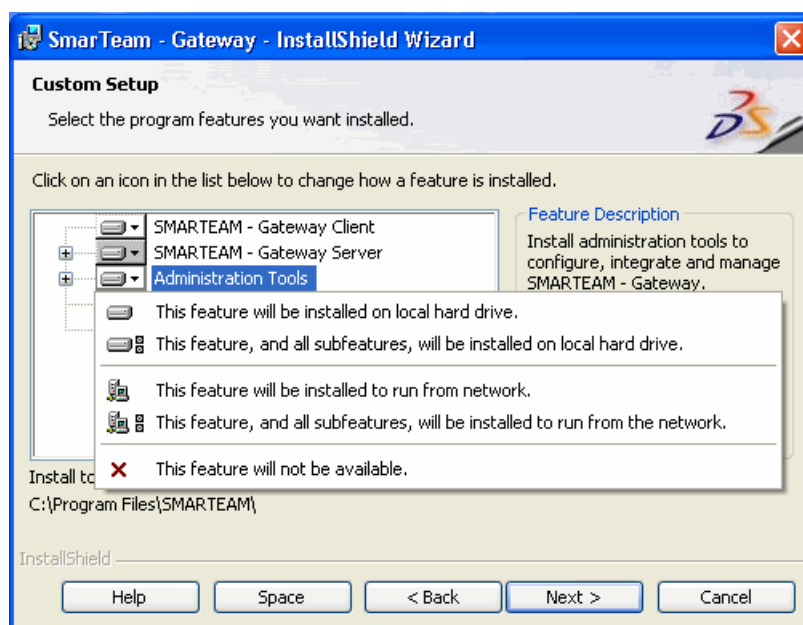
**4** In the SmarTeam – Gateway InstallShield Wizard Completed window, click **Finish** to exit the SmarTeam – Gateway installation setup screen and return to the SmarTeam – Gateway installation application window.



SmarTeam – Gateway software installation is now complete.

## Modifying Your Selection

To modify your components, right-click your desired feature, scroll down the option menu and choose an option.



After successfully installing SmarTeam – Gateway software, a database for the SmarTeam – Gateway needs to be set up.

## Setting Up the Database

*To set your database to function with SmarTeam – Gateway software, proceed as follows:*

- 1** From the taskbar, click the **Start** button, select **SmarTeam, Administrative Tools, Database Connection Manager** to run the Database Connection Manager utility.
- 2** From the File menu, select **New Connection** and click **Next**.
- 3** From the Settings field in the Database Connection Manager window, click on the drop down arrow and select **Global** to display a list of database servers.
- 4** In the displayed list of servers, select and highlight the database configured with SmarTeam – Gateway Mechanism then right-click to display a popup menu.
- 5** In the popup menu, select **Properties** to display the [Database Name] Properties window.
- 6** In the Servers window, check **Available for use in SmarTeam – Gateway** to select the database for SmarTeam – Gateway.
- 7** Click **OK** to save your selection and exit the [Database Name] Properties window.
- 8** In the Database Connection Manager window, from the menu select **File, Exit** to exit the Database Connection Manager window and complete the configuration.

# Chapter 5: Post Installation

After the SmarTeam – Gateway software is installed, you must perform post-installation tasks as described in this chapter.

## Installing the SmarTeam – BizTalk 2006 Adapter

This section describes the process for installing the Microsoft BizTalk 2006 Adapter for SmarTeam from the SmarTeam – Gateway CD.

***Perform the following procedure to install the Microsoft BizTalk 2006 Adapter for SmarTeam:***

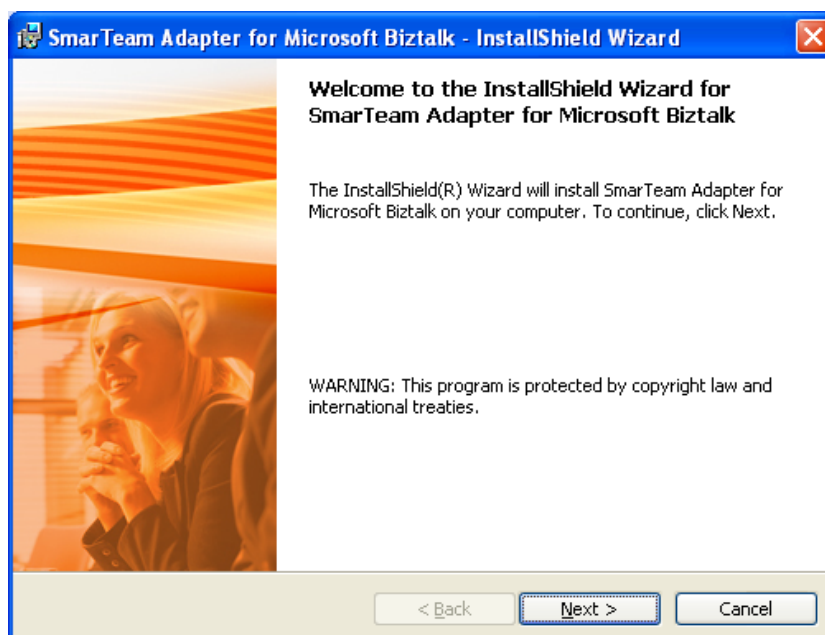
- 1 In the SmarTeam – Gateway Installation screen, click **Microsoft BizTalk 2006 Adapter for SmarTeam** to commence installing the BizTalk 2006 Adapter.



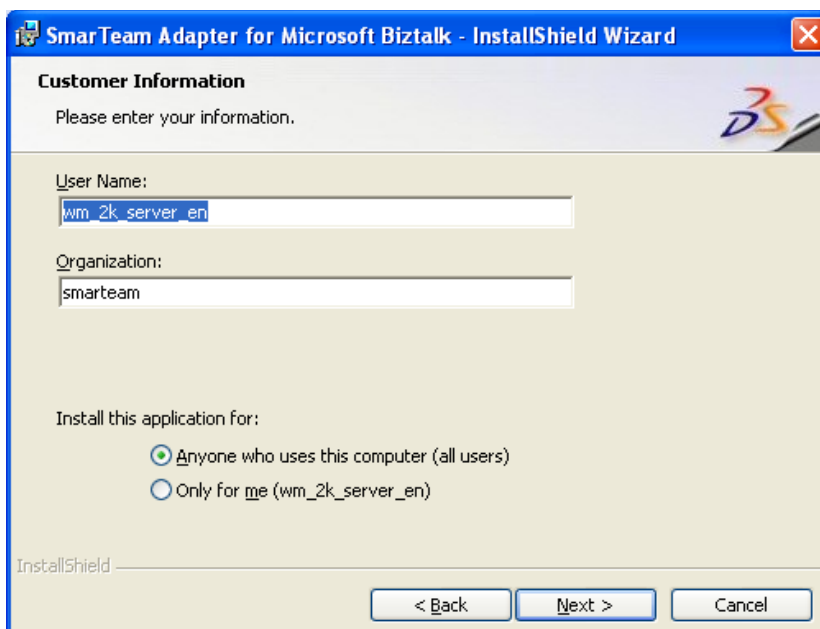
### Notes:

- For instructions about installing the other options, refer to the specific section
- Click **Exit** to abort the installation.

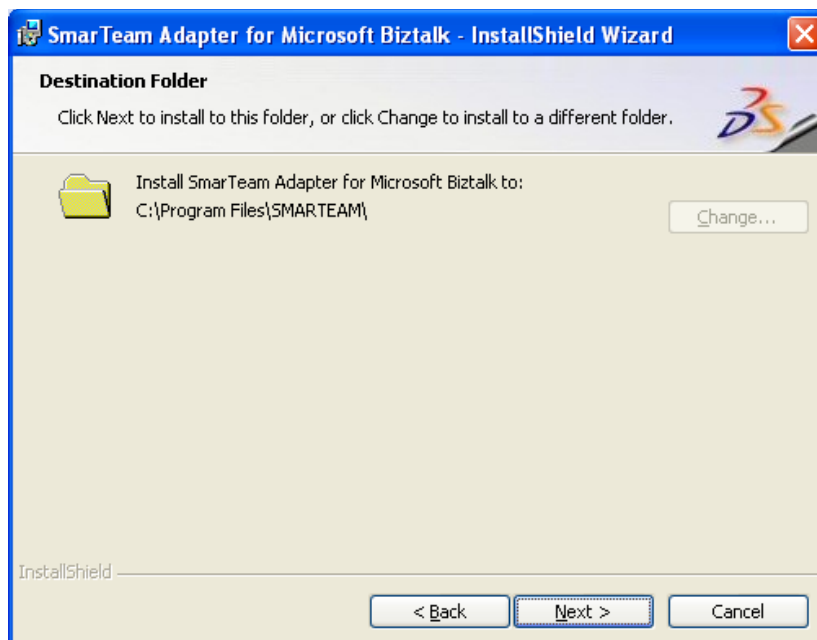
- 2 In the Welcome window, click **Next**.



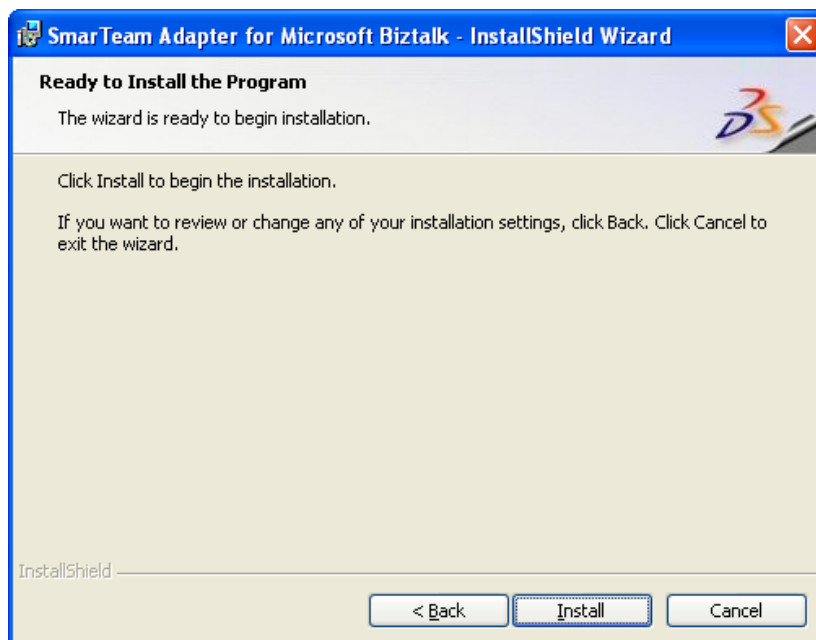
- 3 Type the appropriate information in the Customer Information window (see [Running the Installation](#) for further details) and click **Next**.



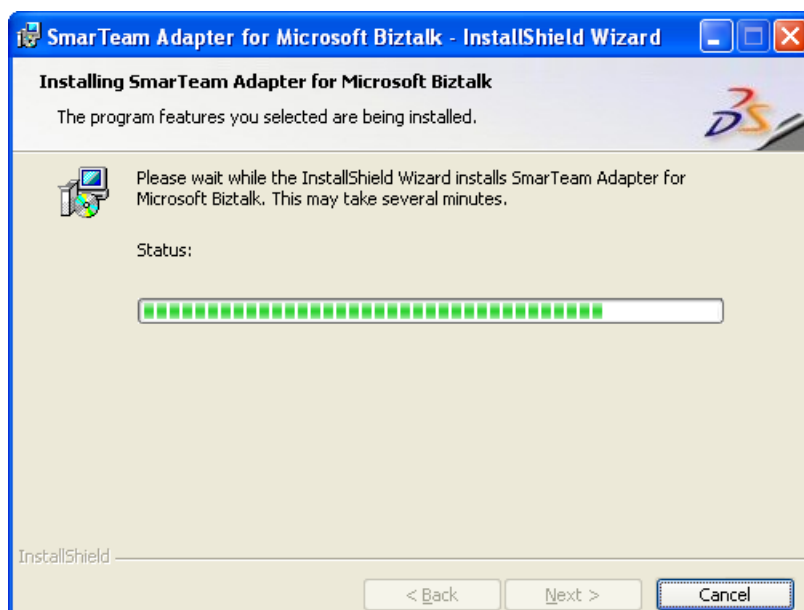
- 4 In the Destination Folder window, click **Next** to set up the installation folder. The installation process copies the selected files from the CD-ROM to the designated folder on your computer.



5 In the Ready to Install window, click **Install** to start the installation process.

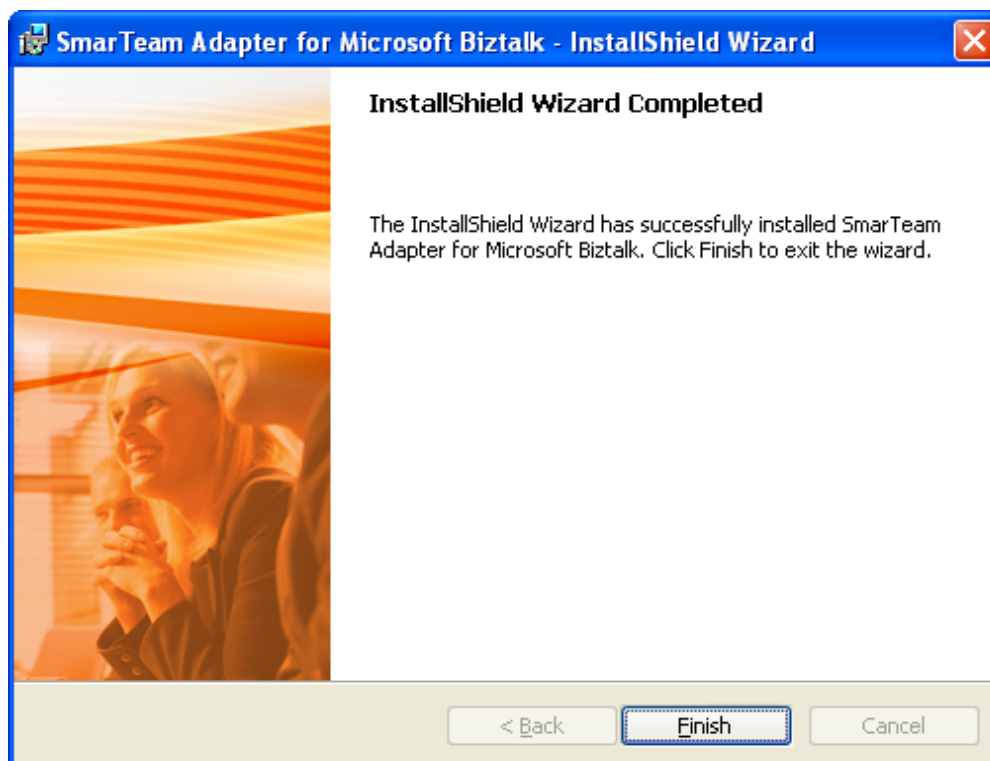


The installation progress is viewed on the screen in the Installing Gateway Adapter for Microsoft BizTalk Server 2006 window.



**Note:** If you need to abort the Gateway Adapter for Microsoft BizTalk Server 2006 software installation at this stage, click **Cancel**.

After successful installation, click **Finish** to exit the Gateway Adapter for Microsoft BizTalk Server 2006 installation setup screen and return to the SmarTeam – Gateway application window.



The Microsoft BizTalk 2006 Adapter software installation is now complete!

## Microsoft® Installer

After installing any SmarTeam product, do not remove or rename any file or directory.

The Microsoft Installer may appear when you launch a SmarTeam application if a directory or file has been deleted, changed or renamed. To prevent this, do the following:

- 1** Open the computer's Event Viewer.
- 2** Search for information or an error event related to the Installer.  
  
For example, a possible cause could be the deletion of the UpdatedScripts folder under the script directory.
- 3** After finding the cause, take the required action: for example, restore a modified file name to its original name, or restore a file that had been deleted



# Chapter 6: Troubleshooting

## Modify/ Repair/ Remove

If you have SmarTeam installed on your machine, when you insert the original software, the Program Maintenance window appears. The following options are available:

- **Modify:** Enables you to install new components that were not installed during the installation process. For details see [Modify](#).
- **Repair:** Repairs installation errors in the program. This option fixes missing or corrupt files, shortcuts and registry entries. For details see [Repair](#).
- **Remove:** Removes SmarTeam – Gateway from your computer. For details see [Remove](#).



### Modify

If you need to modify the configuration of the current SmarTeam – Gateway installation on the machine, select **Modify** and the Select Components window appears, enabling you to change the components selection.

### Repair

*To repair an error using the Add or Remove Programs facility on your computer:*

- 1 Select **Start, Settings, Control Panel, Add or Remove Programs**.
- 2 Select **SmarTeam – Gateway Installation**.
- 3 Click "**Click here for support information**" link; the Support Info window appears.

- 4 Click **Repair** in order to repair the installation.

## Remove

If required you can remove SmarTeam – Gateway Installation from your computer. This can be done by using either the Release CD or the Add or Remove Programs facility on your computer.

To uninstall a Service Pack you need only to uninstall the Release. This will automatically remove the relevant Service Packs.

### *To uninstall using the Release CD:*

- 1 Insert the SmarTeam – Gateway Installation release CD. The Program Maintenance window is displayed.
- 2 Select **Remove**.
- 3 Click **Next**.

Follow the remaining instructions on the CD.

### *To uninstall using the Add or Remove Programs facility on your computer:*

- 1 Select **Start, Settings, Control Panel, Add or Remove Programs**.
- 2 Select **SmarTeam – Gateway Installation**.
- 3 Click **Remove**.

## Known Issues

For installation known issues, refer to the SmarTeam Support Web Site.

## Frequently Asked Questions

For Frequently Asked Questions (FAQ) refer to the SmarTeam Support Web Site.

# Chapter 7: SmarTeam – Gateway and BizTalk Adapter Silent Installations

## Overview

This document shows how to use the Windows Installer to perform a silent installations of the SmarTeam – Gateway and/or BizTalk Adapter.

The Windows Installer performs a command-line based installation without requiring any user interface dialogs. This enables an administrator to use a script to install SmarTeam – Gateway and/or BizTalk Adapter automatically for a group of computers.

Section 2 defines the options and properties that can be used in the command-line installation commands.

Section 3 presents some common command-line installation scenarios.

## Command-Line Operation

This section describes how to formulate a command-line command, including how to specify command-line options and properties.

## Command-Line Format

Browse to the Setup folder. The general format of a command-line command is:

```
<Setup folder>\Setup.exe /s /v "<installation_flags>  
<commandLine_Properties> <ADDLOCAL_values>"
```

The relevant options are described in detail in the sections below.

**Note:** When you use setup.exe to run the installation in silent mode, every back-slash "\" must appear in the command line script as a double back-slash. For example, the INSTALLDIR parameter must look like this: **INSTALLDIR="C:\\Program Files\\SmarTeam"**.

## Installation Flags

The recommended flags for installation are:

1. /qb : Installation will present a progress bar during the silent installation process, which disappears once the installation is complete.
2. /L\*v : Installation logging will be written to a log file in the location specified after this flag.

For example: using this flag as follows: `/L*v"%temp%\InstallIdentifier.log"`, the installation will reproduce a log file named "InstallIdentifier.log" in the %temp% folder of the local machine.

An example with both flags:

`/qb /L*v"%temp%\InstallIdentifier.log"`

Complete detailed information about these options and more can be found at:

<http://msdn2.microsoft.com/en-us/library/aa367988.aspx>

## Command-Line Properties

Properties are global variables that Windows® Installer uses during an installation. This section lists the command-line properties that can be used. Each set of properties corresponds to a dialog in the user-interface based installation. The following table shows the parameter, description and the corresponding dialog name.

GUI Dialog	Property	Value	Description
Customer Information	USERNAME	Registered user name for the application	Installer's user name
	COMPANYNAME	Registered company name	Installer's organization
	ALLUSERS	<b>Options:</b> <b>ALLUSERS</b> <b>parameter omitted:</b> <b>ALLUSERS</b> Per-user installation using folders in user's personal profile. (Installation works only for that user.) <b>ALLUSERS =1</b> Per-machine installation using folders in "All Users" profile. (Installation works for all users on the machine.)	Administrator access privileges. <b>ALLUSERS</b> property determines if the installation is per-user or per-machine.

GUI Dialog	Property	Value	Description
Username and Password	USER_NAME	A full user name <Domain\Machine Name >\<User Name >	Full user name for the SmarTeam - Gateway Server. USER_NAME is a mandatory property when: <ul style="list-style-type: none"> <li>Installing SmarTeam -Gateway Server</li> </ul>
	USER_PASSWORD	Password prepared in advance	The password of the user name provided in the USER_PASSWORD property USER_PASSWORD is a mandatory property when: <ul style="list-style-type: none"> <li>Installing SmarTeam -Gateway Server</li> </ul>
WBI Interchange server name.	WBI_INTERCHANGE_SERVER		The name of the integration broker server name. This name will be used to create the adapter shortcut. WBI_INTERCHANGE_SERVER is a mandatory property when: <ul style="list-style-type: none"> <li>Installing SmarTeam -Gateway IBM WebSphere Server.</li> </ul>

## Values for ADDLOCAL Parameter

The following parameter values can be used for the ADDLOCAL All parameters listed in the Parameter column (see table) are case-sensitive.

Type of Service		Parameter
SMARTEAM - Gateway Client		SmartGateway_Server_General
		SmarTeam_Delivering_Agent
SMARTEAM - Gateway Server	Microsoft BizTalk Server	Help
		SmartGateway_Server_General
		SmarGateway_Server
		EAI_Middleware_Components
		Administration_Tools If any of the below listed Microsoft BizTalk Server features are selected for installation, this parameter must be selected
		Integrations_Manager
	IBM WebSphere Business Integration	SmarGateway_Server
		SmarTeam_Delivering_Agent
		EAI_Middleware_Components If any of the below listed IBM WebSphere Business Integration features are selected for installation, this parameter must be selected
		WBI_Adapter
		WMQ_Components If any of the below listed SmarTeam features are selected for installation, this parameter must be selected
		WMQ_Receive_Components

Type of Service		Parameter
SMARTEAM - Gateway Custom	HELP	Help
	SMARTEAM - Gateway SDK	SmartGateway_SDK
	Administration Tools	Administration_Tools If any of the below listed Administration Tools features are selected for installation, this parameter must be selected
		Integrations_Manager
	SMARTEAM - Gateway Server	SmarGateway_Server If any of the below listed SMARTEAM - Gateway Server features are selected for installation, this parameter must be selected
		EAI_Middleware_Components If any of the below listed SMARTEAM - Gateway Server features are selected for installation, this parameter must be selected
		WBI_Adapter
		WMQ_Components If any of the below listed SMARTEAM - Gateway Server features are selected for installation, this parameter must be selected
		WMQ_Receive_Components
	SMARTEAM - Gateway Client	SmartGateway_Server_General
		SmarTeam_Delivering_Agent

### Silent Installation Example (to Cut and Paste)

1. Installing SmarTeam - Gateway Client:

Open Start -> Run or Command Prompt window (cmd.exe) and run following line:

```
<Setup folder>\setup.exe /s /v"/qb /L*v %temp%\SMARTEAM_Gateway_Server.log
USERNAME=<Installer's user name> COMPANYNAME=<Installer's organization>
ALLUSERS=1 ADDLOCAL= SmartGateway_Server_General,
SmarTeam_Delivering_Agent"
```

## 2. Installing SmarTeam - Gateway Server - Microsoft BizTalk Server:

Open Start -> Run or Command Prompt window (cmd.exe) and run following line:

```
<Setup folder>\setup.exe /s /v"/qb /L*v %temp%\SMARTEAM_Gateway_Server.log
USERNAME=<Installer's user name> COMPANYNAME=<Installer's organization>
USER_NAME=<Domain\Machine Name>\<UserName > USER_PASSWORD=<Password
prepared in advance> ALLUSERS=1
ADDLOCAL=SmartGateway_Server_General,SmartGateway_Server,Help,
EAI_Middleware_Components,Administration_Tools,Integrations_Manager"
```

# SmarTeam BizTalk Adapter

## Command-Line Operation

This section describes how to formulate a command-line command, including how to specify command-line options and properties.

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The relevant options are described in detail in the sections below.

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For example: using this flag as follows: /L\*v"%temp%\InstallIdentifier.log", the installation will reproduce a log file named "InstallIdentifier.log" in the %temp% folder of the local machine.

An example with both flags:

```
/qb /L*v"%temp%\InstallIdentifier.log"
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## Values for ADDLOCAL Parameter

The following parameter values can be used for the ADDLOCAL All parameters listed in the Parameter column (see table) are case-sensitive.

Type of Service	Parameter
SmarTeam Adapter for Microsoft BizTalk	BizTalk_2006_Adapter

### Silent Installation Example (Cut and Paste)

- Installing SmarTeam Adapter for Microsoft BizTalk:

Open Start -> Run or Command Prompt window (cmd.exe) and run following line:

```
<Setup folder>\setup.exe /s /v"/qb /L*v  
%temp%\SmarTeam_BizTalk_Adapter.log USERNAME=<Installer's user name>  
COMPANYNAME=<Installer's organization> ALLUSERS=1  
ADDLOCAL=BizTalk_2006_Adapter "
```