



Installing IBM WebSphere Adapters

Note

Before using this information, be sure to read the general information in "Notices" on page 17.

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This edition applies to version 6, release 0, modification 2 of Installing IBM WebSphere Adapters and to all subsequent releases and modifications until otherwise indicated in new editions.

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Chapter 1. Installing

Use the installer (a graphical user interface) or install silently by script. If you have a previous version of the same adapter installed (in the same location), both methods automatically back up the previously installed version of the adapter. Should questions arise, troubleshooting help offers solutions and support options.

After you complete the installation steps listed in this installation documentation, turn to the "Performing the installation" section in your adapter documentation to complete any additional steps. The adapter documentation describes how to configure and deploy the adapter. The figure shows the tasks and the tools used to complete them.

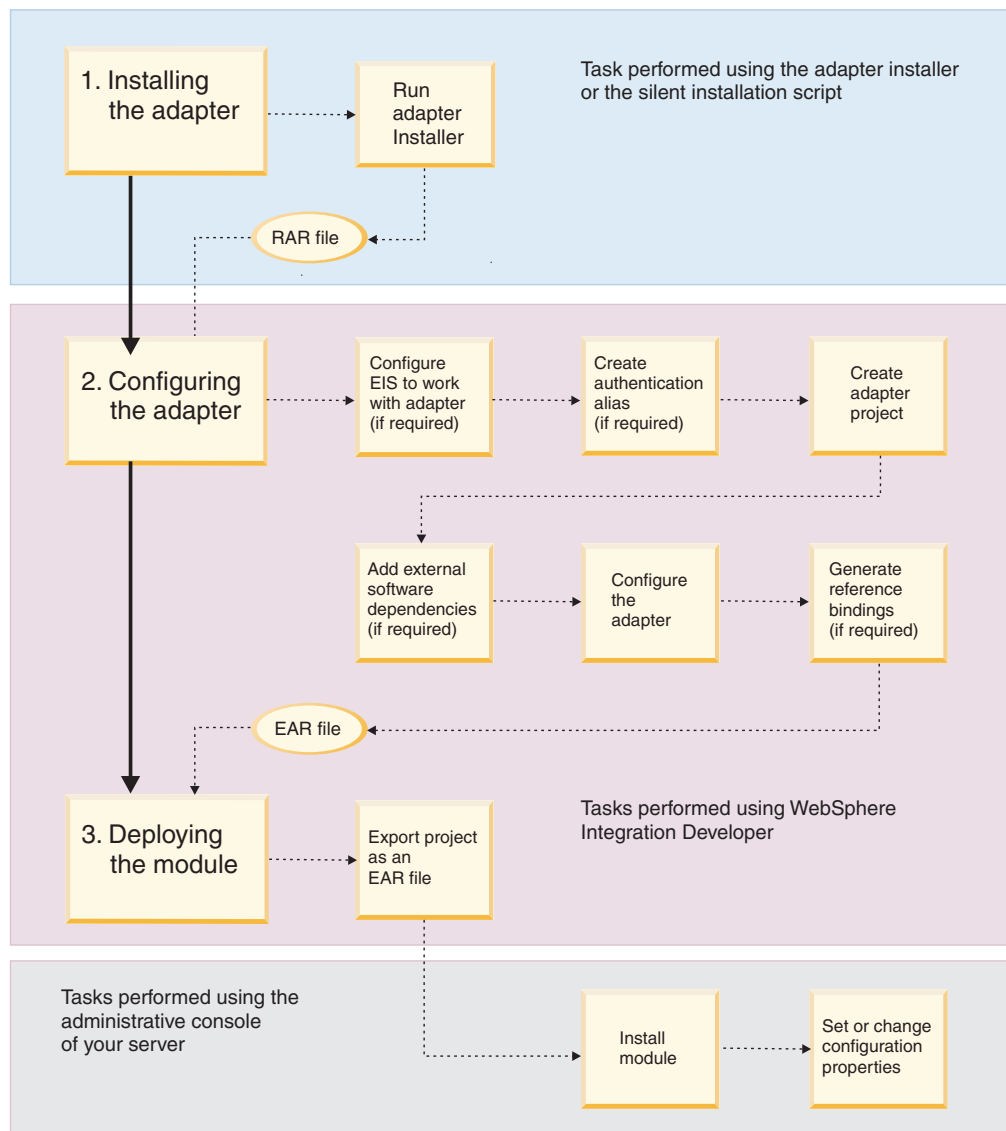


Figure 1. Roadmap for installing, configuring, and deploying the adapter

Supported platforms for running the installer

The installer supports a variety of Microsoft® Windows® and Linux® platforms.

Install a WebSphere® adapter on workstations with the following operating systems only.

- Windows XP
- Windows 2003
 - Standard Edition
 - Enterprise Edition
- Windows 2000 Professional SP6
- Linux

Note: Not all adapters can be installed on all Linux operating systems, although they might run there. See the documentation for your WebSphere adapter for more information.

- Red Hat Enterprise AS/ES/WS 3.0
- SuSE Enterprise Server 9.0
- SuSE Standard Server 9.0

If WebSphere Integration Developer is not also installed on the workstation, transfer the resource adapter archive (RAR) file and other adapter artifacts to a system where Integration Developer is installed to perform post-installation tasks.

For information on adapter-specific hardware and software requirements, click <http://www-1.ibm.com/support/docview.wss?uid=swg27006>.

The launchpad

The launchpad is a convenient, central user interface where you can launch the installer, as well as access the documentation, release notes, and software prerequisites for the adapter.

Your Windows or Linux system must have a web browser installed for launchpad to work properly. On Windows systems, the launchpad uses the default web browser. On Linux systems, the launchpad supports only the following Web browsers: Mozilla, Netscape, and Konquerer.

The launchpad starts automatically when you insert the product CD into the CD-ROM drive on a Windows system or when you click on the launchpad executable in the download image. You display the launchpad on Windows and Linux systems by running the following executable files:

- **Windows:** launchpad_win.exe
- **Linux:** launchpad_linux.bin

Or use a Java™ command from the directory where the installer files are located:

- **Windows:** java -cp lib\images.jar;lib\nls.jar;launchpad.jar run
- **Linux:** java -cp lib/images.jar:lib/nls.jar:launchpad.jar run

The following figure is an example of the launchpad for a WebSphere adapter.

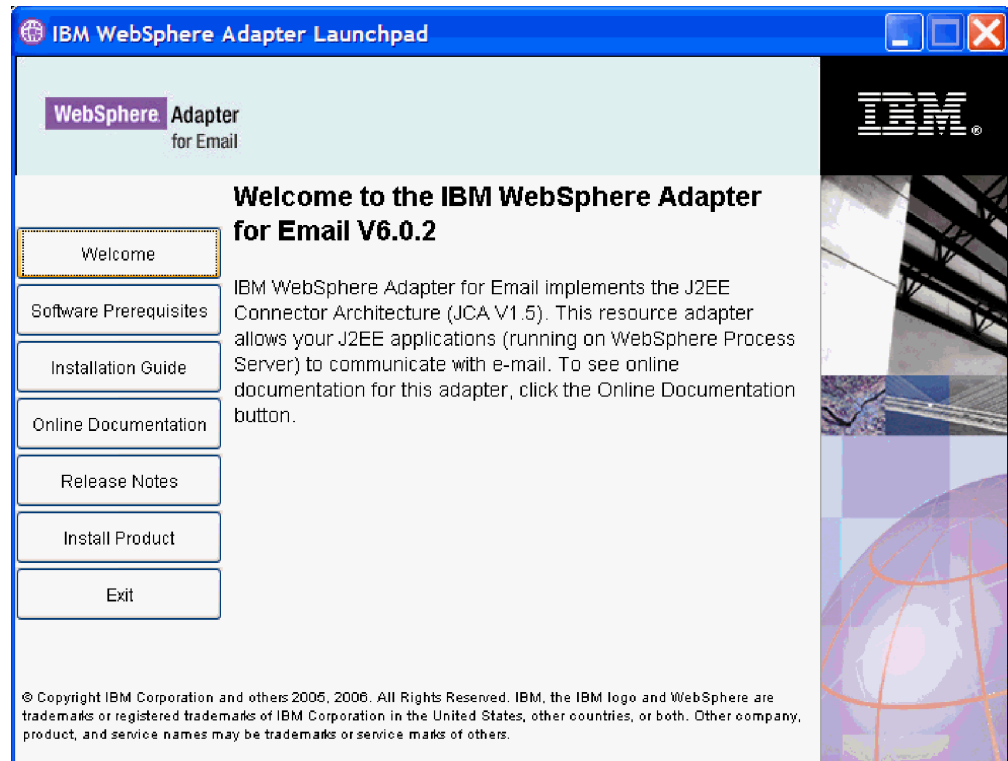


Figure 2. Launchpad for a WebSphere adapter

From the launchpad, you can do the following:

- Display software prerequisites by clicking **Software Prerequisites**.

Note: The launchpad lists the required adapter prerequisites but does not check for them on your system.

- Access *Installing IBM® WebSphere Adapters* (this document) by clicking **Installation Guide**.
- Access online documentation in the IBM WebSphere Adapters Information Center by clicking **Online Documentation**.
- Access the release notes by clicking **Release Notes**.
- Start the graphical installation of the WebSphere Adapter by clicking **Install Product**.

Migration of an installed adapter

If you previously installed an earlier release of a WebSphere adapter on your workstation, the adapter installation backs up the older RAR file and other adapter artifacts before installing the new release. See the documentation for your WebSphere adapter for any other migration information.

If the installer detects a previous version of the adapter, the installer creates a backup directory and moves the installed adapter files into this directory before proceeding with installation. The adapter installer does this as follows:

1. Checks for the existence of the adapter RAR file in the installation location.
2. Reads the version of the adapter from the `ra.xml` file inside the adapter RAR file.

3. Creates a backup directory named `<adapter>_backup` at the same level as the previous directory.
4. Copies the files and directories under the `<adapter>` directory into the `<adapter>_backup` directory.
5. Renames the copied directory to `<adapter><version>_backup`.
6. Removes the original directory under the `<adapter>` directory.

The following figure illustrates the backup directories created by the installer.

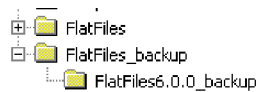


Figure 3. Backup directories for a previously installed adapter

Installing an adapter using a graphical user interface

The installer places a resource adapter archive (RAR) file and other adapter artifacts for a WebSphere Adapter on your system, but it does not deploy or configure the adapter.

Before you begin

Review the prerequisites for the installer and the adapter (see the related links that follow). Locate the IBM WebSphere Adapters, Version 6.0.2 product CD. To access the launchpad and installer, use the IBM WebSphere Adapters, Version 6.0.2 product CD or download image.

How to perform this task

1. Insert the IBM WebSphere Adapters, Version 6.0.2 product CD or access the download image.
2. Read the README_NOW_.html file on the IBM WebSphere Adapters, Version 6.0.2 product CD or download image. This file might contain information about installation that was created after this edition of Installing IBM WebSphere Adapters was published.
3. Start the installer in one of the following ways.
 - Click **Install Product** on the launchpad
 - Launch the installer directly by running one of the following commands which reside on the product CD or download image in the `lib` directory:
 - For **Windows**: `setupwin32.exe`
 - For **Linux**: `setupLinux.bin`
4. Select the language for the installer from the languages list and click **OK**.

Note: In this step you select the language in which the installer is displayed, not the language for the adapter you are installing.

5. On the Welcome screen, click **Next**.
6. Read and accept the license agreement by selecting **I accept** and clicking **Next**.
7. Either accept the default installation path or specify a new one, and click **Next**.
8. Confirm the summary information, and click **Next**.

The summary lists the product name, version, installation location, components to be installed, and disk space required by the installation.

9. The installer installs the RAR file, an uninstaller, and other adapter artifacts such as message files, then displays a confirmation window. Click **Finish**.
10. Click **Exit** on the launchpad.
11. Download and install the latest fix pack for the adapter from <http://www.ibm.com/websphere>.

Result

Verify that the installation was successful by checking for the RAR file in the destination directory. You can also check the return code in the installation log file. For more information on return codes and the log file, or if you encounter problems, see the troubleshooting section in the related links.

What to do next

After installing the adapter, you must extract the messages files.

Installing an adapter silently using a script

If you are installing a WebSphere adapter on multiple systems, you can save time by performing a silent installation. A silent installation automates the installation process with a script that guides the procedure. Like the graphical version, a silent installation places the RAR file and related artifacts in the designated location.

About this task

When performing a silent installation, you edit a file to specify your installation preferences. Then you specify that file as an option when you run the installation wizard. The installer performs the same installation checks for both a graphical or a silent installation. If errors are encountered, the silent installation terminates and displays error messages on the command line.

How to perform this task

1. Open the `settings.txt` file. This file is shipped with the product installer and is available when you download the installer or access the installer CD. The file is also known as the InstallShield Options file template.
2. Follow the directions in the `settings.txt` file. Edit this file to specify an installation location. After reading the instructions, which are provided as comments in the file, perform the following steps:
 - a. Find the line or lines that begin with three pound sign characters (`###`).
 - b. Edit these lines to express your preferences, specifying a value by replacing the characters `<value>`.
 - c. Remove the pound sign (`###`) characters from the lines you edit.
3. Save the file with another name, to preserve the original file. For these steps, the file is renamed `mysettings.txt`.
4. Run the silent installation. From a command line, change directories to the location that contains the edited `settings.txt` file, and enter the following command:

```
setupwin32.exe -silent -options mysettings.txt
```

The following example is a command that launches a silent installation on a Linux system:

```
setupLinux.bin -silent -options mysettings.txt
```

If you encounter problems, see the troubleshooting section in the related links.

5. Download and install the latest fix pack for the adapter from <http://www.ibm.com/websphere>.

Result

Verify that the installation was successful by checking for the RAR file and other artifacts in the destination directory. You can also check the return code in the installation log file. For more information on return codes and the log file, see the related reference links.

What to do next

After installing the adapter, you must extract the messages files.

Extracting adapter message files

Message files contain troubleshooting and runtime log information for the adapter. After installing the adapter, you must extract and copy the adapter message files to the target application server.

About this task

The message files are automatically installed with the adapter. To make the message files available to the adapter at run time, you must extract them to the root properties directory of the test or target server.

Extract and copy the adapter message files to the target application server properties directory. In the following commands, *nn* represents an adapter-specific code.

- From Windows workstations, extract the following files:
 - adapter\myadapter\CWYnn_AdapterFoundation_messages.zip
 - adapter\myadapter\messages\CWYnn_MyAdapter_messages.zipto *test_or_target_server\properties*.
- From UNIX® or Linux workstations, extract the following files:
 - adapter/myadapter/CWYnn_AdapterFoundation_messages.tar
 - adapter/myadapter/messages/CWYnn_MyAdapter_messages.tarto *test_or_target_server/properties*.

What to do next

After extracting and copying the messages, you can optionally install documentation on your system. Or go directly to the "Performing the installation" section in the adapter documentation. Then configure and deploy the adapter.

(Optional) Installing WebSphere Adapters documentation

You can optionally install IBM WebSphere Adapter documentation as an information center on your system. The documentation is packaged as Eclipse document plug-ins and must be viewed using the documentation viewer. The help system (or viewer) and document plug-in format are based on an open-source approach developed by the Eclipse Project.

Installing the document plug-ins

To view IBM product documentation on your system, you must install new or updated document plug-ins into the `eclipse\plugins` folder of the documentation viewer. The help system works with any information that has been packaged as an Eclipse document plug-in, including IBM product document plug-ins.

Before you begin

If you have not already done so, install the documentation viewer from the CD labeled *WebSphere Process Server CD 2*. This component is in the `\IEHS` directory. If you are running the viewer, you must shut it down (not merely close it) before installing new plug-ins.

Note: IBM product plug-in folders are easily identified because they use a common naming convention (`com.ibm.xxx.doc`).

How to perform this task

1. Download the document plug-ins from the IBM product Web page <http://www.ibm.com/software/integration/wsadapters/library>.
The plug-ins are in a `.zip` file.
2. Extract the contents of the downloaded file to the `eclipse\plugins` folder of the help system.
For example, if you installed the help system to `C:\ibm_help`, extract the `.zip` file to: `C:\ibm_help\eclipse\plugins`. Note that this must be the `eclipse\plugins` folder of the IBM WebSphere Help System; you might have other `eclipse\plugins` folders on your computer.

What to do next

Start the viewer.

Using the documentation viewer

Starting and stopping the documentation viewer are easy. When you close the viewer window, its processes continue running in the background to make subsequent starts faster. To free system memory, or to install or update the viewer or its content, you must shut down the background processes by stopping the viewer.

Before you begin

If you have not already done so, install the documentation viewer from the CD labeled *WebSphere Process Server CD 2* and download the plug-ins from the IBM product Web page.

How to perform this task

1. Start the viewer.

Open the folder where you have installed the documentation viewer and double-click the `help_start.bat` file.

Note: It might take a few minutes for the help system to start and the document plug-ins to be displayed the first time you start it.

2. Shut down the viewer.

Open the folder where you have installed the documentation viewer and double-click the `help_end.bat` file.

What to do next

Go to the "Performing the installation" section in the adapter documentation. Then configure and deploy the adapter.

Troubleshooting an installation

If you experience problems while installing an IBM WebSphere Adapter, you can turn to a variety of resources, including the installation log file, which contains error and informational messages, or IBM software support.

Installation log file

The installation log file collects informational and error messages written during installation and uninstallation, whether you are operating in graphical or silent mode.

The installation log file, `log.txt`, is located in the installation location directory, for example:

```
C:\Program Files\IBM\ResourceAdapters\FlatFiles
```

The `log.txt` file collects status reports and error and informational message IDs. These reports and messages are cumulative and time stamped. As the table shows, error message IDs end with an E, and information message IDs end with an I.

Table 1. Message IDs

| Message ID | What it means |
|------------|------------------------------------|
| CWYAS0001I | The installation was successful. |
| CWYAS0002 | The installation failed. |
| CWYAS0003I | The uninstallation was successful. |
| CWYAS0004E | The uninstallation failed. |

The message IDs appear on lines that end with return codes. A return code of 0 means a successful operation. A non-zero return code indicates an installation or uninstallation failure.

For example, the following line is from the `log.txt` file that accompanies a successful installation of the WebSphere Adapter for Flat Files:

```
msg1, CWYAS0001I: IBM WebSphere Adapter for Flat Files 6.0.2 successfully installed. Return code: 0
```

Self help resources

Use the self help resources of IBM Software Support to get the most current support information, to obtain technical documentation, to download support tools and fixes, and prevent problems with WebSphere Adapters. The self help resources also help you diagnose problems with the adapter and contact IBM Software Support.

The software support Web site for WebSphere Adapters at <http://www.ibm.com/software/integration/wbiadapters/supp> provides the following resources:

- Flashes (alerts from technical support)
- Technotes
- Authorized program analysis reports (APARS)
- Technical information including the product information center, manuals, IBM Redbooks, and whitepapers.
- Educational offerings
- *IBM Software Support Handbook*

Register at the site to use My Support to create a customized support page for your use.

Contacting IBM Software Support

IBM Software Support provides support for WebSphere Adapters either online or by phone. Before contacting IBM Software Support, you can take steps to dramatically increase support responsiveness.

Before you begin

If you think your problem is defect-related, IBM Software Support provides assistance. Before contacting IBM Software Support, your company must have an active IBM software maintenance contract, and you must be authorized to submit problems to IBM. The type of software maintenance contract that you need depends on the type of product you have:

- For IBM distributed software products (including, but not limited to, Tivoli[®], Lotus[®], and Rational[®] products, as well as DB2[®] and WebSphere products that run on Windows, Linux, or UNIX operating systems), you must be enrolled in Passport Advantage[®]. You can enroll in one of the following ways:

Online

Go to the Passport Advantage Web page (<http://www-306.ibm.com/software/support/pa.html>), and click **How to Enroll**.

By phone

For the phone number to call in your country, go to the contacts page of the IBM Software Support Handbook on the Web (<http://techsupport.services.ibm.com/guides/contacts.html>), and click the name of your geographic region.

- For IBM eServer[™] software products (including, but not limited to, DB2 and WebSphere products that run in zSeries[®], pSeries[®], and iSeries[™] environments), you can purchase a software maintenance agreement by working directly with an IBM sales representative or an IBM Business Partner. For more information about support for eServer software products, go to the IBM Technical Support Advantage Web page (<http://www-03.ibm.com/servers/eserver/techsupport.html>).

If you are not sure what type of software maintenance contract you need, call 1-800-IBMSERV (1-800-426-7378) in the United States or, from other countries, go to the contacts page of the IBM Software Support Handbook on the Web (<http://techsupport.services.ibm.com/guides/contacts.html>), and click the name of your geographic region for phone numbers of people who provide support for your location.

About this task

The IBM Software Support Handbook contains detailed information about the service and support of your IBM products. Read the handbook at <http://techsupport.services.ibm.com/guides/handbook.html>.

To contact IBM Software Support, use the following procedure:

How to perform this task

1. Describe your problem and gather background information. When explaining a problem to an IBM support specialist, be as specific as possible. Include all relevant background information so that IBM specialists can help you solve the problem efficiently. To save time, know the answers to these questions:
 - What software versions were you running when the problem occurred? Include the version of the operating system as well as related products.
 - Has the problem happened before, or is this an isolated problem?
 - What steps led to the failure?
 - Can the problem be recreated? If so, what steps led to the failure?
 - Have any changes been made to the system such as to the hardware, operating system, networking software, and so on?
 - Are you currently using a workaround for this problem? If so, be prepared to explain it when you report the problem.
 - Do you have logs, traces, and messages that are related to the problem symptoms? IBM Software Support is likely to ask for this information.
2. Determine the business impact of your problem. When you report a problem to IBM, you will be asked to supply a severity level. Therefore, you need to understand and assess the business impact of the problem you are reporting. Use the criteria described in the following table.

Table 2. Severity criteria for problem reporting

| Severity | Description |
|----------|--|
| 1 | Critical business impact: You are unable to use the program, resulting in a critical impact on operations. This condition requires an immediate solution. |
| 2 | Significant business impact: The program is usable but is severely limited. |
| 3 | Some business impact: The program is usable with less significant features (not critical to operations) unavailable. |
| 4 | Minimal business impact: The problem causes little impact on operations, or a reasonable circumvention to the problem has been implemented. |

3. Submit your problem to IBM Software Support. You can submit your problem in the following ways:

- **Online** Go to the Submit and track problems page on the IBM Software Support site <http://www.ibm.com/software/support/probsub.html> Enter your information into the appropriate problem submission tool.
- **By phone** For the phone number to call in your country, go to the contacts page of the IBM Software Support Handbook on the Web (<http://techsupport.services.ibm.com/guides/contacts.html>), and click the name of your geographic region.

Result

If the problem you submit is for an unreported software defect or for missing or inaccurate documentation, IBM Software Support creates an Authorized Program Analysis Report (APAR). The APAR describes the problem in detail and tracks its resolution.

What to do next

Whenever possible, IBM Software Support provides a workaround for you to implement until the APAR is resolved and a fix is delivered. IBM publishes resolved APARs on the IBM product support Web pages daily, so that other users who experience the same problem can benefit from the same resolution.

Chapter 2. Uninstalling

When uninstalling a WebSphere Adapter, you remove the RAR file and other files placed on your system by the installer except for the log.txt file and the installation directory. You can use a graphical uninstaller or a script. Uninstalling a RAR file has no effect on a deployed adapter EAR file.

About this task

Note: This document describes how to uninstall an adapter RAR file, not a deployed adapter project. For information on uninstalling a deployed adapter project, see http://publib.boulder.ibm.com/infocenter/wasinfo/v6r0/index.jsp?topic=/com.ibm.websphere.nd.doc/info/ae/ae/trun_app_uninst.html. If you are uninstalling from a clustered environment, you must first stop the adapter application or polling may resume on a backup server.

Uninstalling an adapter using a graphical user interface

Use the uninstaller when you want to use a graphical user interface to uninstall a WebSphere Adapter on your system. To use the uninstaller, the adapter must be successfully installed. The uninstaller is installed with the adapter.

1. Launch the uninstaller:
 - On Windows, follow these steps:
 - a. Click **Start** → **Settings** → **Control Panel**.
 - b. Choose **Add/Remove Programs**.
 - c. Click **IBM WebSphere Adapter for <your adapter>**.
 - d. Click **Change/Remove**.

Note: Alternatively, you can launch the uninstaller from the command line:
`<install location>_uninst\uninstaller.exe`

- On Linux or UNIX, enter the command:
`<install location>/_uninst/uninstaller.bin`
2. Select the language for the uninstaller from the languages list, and click **OK**.
 3. Confirm the adapter you want to uninstall, and click **Next**.
 4. Read the summary information to confirm the adapter and its file path, and click **Next**.
 5. When the uninstaller is finished, click **Finish**.

Uninstalling an adapter silently using a script

Uninstalling silently can save time, especially when removing multiple adapters. The process involves running a script rather than using the graphical uninstaller.

Run the file that uninstalls the adapter:

- On Windows, run the batch file `uninstaller.exe`, as shown in the following command:
`"<Installation Location>_uninst\uninstaller.exe" -silent`
- On Linux or UNIX, run the script shown in the following example:

```
<Installation Location>/_uninst/uninstaller.bin -silent
```

Result

To confirm the removal of the adapter, check the installation location for the adapter RAR file; it should no longer reside there.

Chapter 3. Accessibility

The installer and the launchpad support the assistive technology features outlined in the IBM Java Accessibility checklist. Keyboard shortcuts allow navigation and selection of graphical user interface components without use of a mouse.

For further information on accessibility, see the IBM Java Accessibility website <http://www-306.ibm.com/able/guidelines/java/accessjava.html>.

All operating system keyboard accessibility features are maintained. The keyboard shortcuts are as follows:

- Navigate among graphical components by using the **Tab** key.
- Select a button within a component by using the **Space** bar or **Enter** key, then use **Enter** as needed to choose the selected item.
- Cancel the installation or uninstallation action by tabbing to the **Cancel** key and then either using **Alt + C** or the **Enter** key.

When working with the installer, use the **Space** bar to accept the license (by selecting the radio button), then use the **Enter** key to proceed to the next screen.

The assistive technology features include the following:

- **Focus.** Assistive technology readers read the object in focus. The installer and the launchpad feature visual indicators, including highlighted objects and a visual cursor and movement.
- **Color.** Color is not used to provide status or information.
- **Contrast.** The installer and the launchpad inherit system contrast settings. System contrast settings are configurable.
- **Support system settings.** Settings for size, font, and color for all user interface controls are inherited from the operating system.
- **Non-animated presentation mode.** The installer incorporates animation for the install and uninstall progress display only. Assistive technology readers announce the installation and uninstallation actions and read the progress of these processes as percentages completed.
- **Controls, objects, and icon labels.** All the installer and launchpad components are named and a description for each is provided. No icons are used. Labels are associated with components, and are detected and read by assistive technology readers.

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Programming interface information, if provided, is intended to help you create application software using this program.

General-use programming interfaces allow you to write application software that obtain the services of this program's tools.

However, this information may also contain diagnosis, modification, and tuning information. Diagnosis, modification and tuning information is provided to help you debug your application software.

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