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Change Record

This section details major changes applied to this book.

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<table>
<thead>
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<th>Change</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Installation prerequisites.</td>
<td>Prior to installing Windchill Information Modeler, Windchill and Rational Rose must be installed.</td>
</tr>
<tr>
<td>Replaced PTC.Setup installation procedures with InstallAnywhere.</td>
<td>InstallAnywhere replaces PTC.Setup as the installation utility for the Windchill products.</td>
</tr>
<tr>
<td>Updated all Windchill property file edits to use xconfmanager utility.</td>
<td>xconfmanager is the new utility to manage the Windchill property files.</td>
</tr>
</tbody>
</table>
About This Guide

The *Windchill Installation and Configuration Guide - Information Modeler* provides the instructions to install Rational Rose and the Windchill development tools.

Before you install Windchill Information Modeler and the development tools, be sure you have installed Windchill Services as this is a prerequisite. The development tools are an optional installation and are used to develop site-specific customizations for Windchill.

Updates to this manual will be posted on the PTC Web Site.

Read This First

The Read This First *Windchill 7.0* provides information related to known problems, documentation omissions, and notes and cautions. A printed copy of the RTF is shipped with your product or, for your convenience, a version with the most up-to-date information is available online at:


This URL directs you to the PTC Online Support Web page for reference documents. For your document search criteria, select your product from the product drop-down list.

Related Documentation

The following documentation may be helpful:

- *Windchill Installation and Configuration Guide - Windchill*

If books are not installed on your system, see your system administrator.

Technical Support

Contact PTC Technical Support via the PTC Web site, phone, fax, or e-mail if you encounter problems using Windchill.
For complete details, refer to Contacting Technical Support in the PTC Customer Service Guide enclosed with your shipment. This guide can also be found under the Support Bulletins section of the PTC Web site at:

http://www.ptc.com/support/index.htm

The PTC Web site also provides a search facility that allows you to locate Technical Support technical documentation of particular interest. To access this page, use the following link:

http://www.ptc.com/cs/search.htm

You must have a Configuration ID before you can receive technical support. If you do not have an ID, contact PTC License Management using the instructions found in your PTC Customer Service Guide under Contacting License Management.

Documentation for PTC Products

PTC provides documentation in the following forms:

• Help topics
• PDF books

To view and print PDF books, you must have the Adobe Acrobat Reader installed.

The Windchill installation documentation is included on the CD in the Docs directory. In addition, books updated after release (for example, to support a hardware platform certification) are available from the Reference Documents section of the PTC Web site, at the following URL:


Comments

PTC welcomes your suggestions and comments on its documentation—send comments to the following address:

documentation@ptc.com

Please include the name of the application and its release number with your comments. For online books, provide the book title.

Documentation Conventions

Windchill documentation uses the following conventions:
<table>
<thead>
<tr>
<th>Convention</th>
<th>Item</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Bold</strong></td>
<td>Names of elements in the user interface such as buttons, menu paths,</td>
<td>Click OK.</td>
</tr>
<tr>
<td></td>
<td>and dialog box titles.</td>
<td>Select <strong>File &gt; Save.</strong></td>
</tr>
<tr>
<td></td>
<td>Required elements and keywords or characters in syntax formats.</td>
<td><strong>License File</strong> dialog box</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>create_&lt;tablename&gt;.sql</strong></td>
</tr>
<tr>
<td><strong>Italic</strong></td>
<td>Variable and user-defined elements in syntax formats. Angle brackets</td>
<td><strong>create_&lt;tablename&gt;.sql</strong></td>
</tr>
<tr>
<td></td>
<td>(&lt; and &gt;) enclose individual elements.</td>
<td></td>
</tr>
<tr>
<td><strong>Monospace</strong></td>
<td>Examples</td>
<td>JavaGen &quot;wt.doc.*&quot; F true</td>
</tr>
<tr>
<td></td>
<td>Messages</td>
<td>Processing completed.</td>
</tr>
<tr>
<td>&quot;Quotation</td>
<td>Strings</td>
<td>The string &quot;UsrSCM&quot; ...</td>
</tr>
<tr>
<td>marks&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>&lt;Product&gt;</strong></td>
<td>Represents a product installation directory (loadpoint). <strong>Product</strong></td>
<td><strong>&lt;Info*Engine&gt;</strong></td>
</tr>
<tr>
<td></td>
<td>is replaced with the actual product name.</td>
<td>For additional clarification, a where clause may be included:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Where <strong>&lt;Info*Engine&gt;</strong> is the directory where Info*Engine is installed.</td>
</tr>
<tr>
<td>!</td>
<td>The CAUTION symbol indicates potentially unsafe situations which</td>
<td>When you add a value to an enumerated type (for example, by adding a role</td>
</tr>
<tr>
<td></td>
<td>may result in minor injury, machine damage or downtime, or corruption</td>
<td>in the RolesRB.java resource file), removing that value can result in a</td>
</tr>
<tr>
<td></td>
<td>or loss of software or data.</td>
<td>serious runtime error. Do not remove a role unless you are certain there</td>
</tr>
<tr>
<td></td>
<td></td>
<td>is no reference to it within the system.</td>
</tr>
</tbody>
</table>

**Third-Party Products**

Examples in this guide referencing third-party products are intended for demonstration purposes only. For additional information about third-party products, contact individual product vendors.
Code Examples

Some code examples in this guide have been reformatted for presentation purposes and, therefore, may contain hidden editing characters (such as tabs and end-of-line characters) and extraneous spaces. If you cut and paste code from this manual, check for these characters and remove them before attempting to use the example in your application.
This chapter provides information about installing Windchill products, the InstallAnywhere installation utility, and loading and mounting a CD-ROM on UNIX systems.

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<tr>
<th>Topic</th>
<th>Page</th>
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<td>Troubleshooting</td>
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</tbody>
</table>
Overview of an Install Session

The following sections provide an introduction to the InstallAnywhere installation utility.

Choosing the Installer Language

When the installer is launched, the language specified by your system is now the default install language. The installers assume, therefore, your system is set to the locale of your preference (the locale must be a supported Windchill locale) prior to initiating an installation. Once the language environment variable has been set, any messages issued by the installer are issued in that language. For information about the languages supported with this release, use the following URL. This URL will direct you to the PTC Online Support Web page for reference documents. Select the Language Matrix for this release from the returned document list:


The following instructions are provided to assist you in verifying (or to set) the language environment variable on your system before you start the installation process:

Windows

To review (or set) the language environment variables, select Start > Settings > Control Panel > Regional Options. In the Regional Options dialog box select the General tab. From the drop down list, choose the appropriate language variable.

Note: Alternatively, you can set (or change) the locale for your system using a command. At the command prompt enter:

set LANG=<language>

Where <language> is the language specification for your platform.

UNIX

You can use the locale -a command to determine the correct values for the locale. For Latin-1 languages, ISO88591 option should be used if available.

At the shell prompt enter:

setenv LANG <language>
setenv LC_ALL <language>
export LANG LC_ALL

Where <language> is the language specification for your platform.

When the current locale for the system is set to an Asian language, InstallAnywhere allows you to choose only that Asian locale or English from the
locale drop-down list. When the current locale for the system is a non-Asian language, all of the non-Asian languages in the drop-down list, including English, will appear.

**Navigation and Cancelling**

Installers operate in a standard wizard paradigm using Next and Previous to move forward or backward through the steps of the installation. A navigation bar on the side of the installer window gives a course-grained view of where you are in the overall installation process. Be aware, that on busy systems and with complex installers there can occasionally be a delay in moving between steps. Avoid pressing Next or Previous a second time while you are waiting for the switch as this could cause the wizard to skip past the appropriate panel.

The basic interaction of each installer is to first collect information from you, then offer you a chance to review the most critical settings before actually beginning the modification of files on your system. At this point, the label on the Next button is changed to Install to signal that if you proceed that files on your system will be changed.

Pressing Cancel also shown in the installer window may stop an installation. If you cancel after you have pressed Install, be aware that your file system has already been modified and the installers cannot undo what they have changed. Should you accidently press Cancel, you are prompted to confirm that you really do want to cancel or you may resume the installation. Unless specifically noted, the installers in the Windchill product suite do not have an uninstall capability.

**Installation Type**

Some installers offer specialized, installation type, execution modes and custom options. The most common installation types for the Windchill product suite installers are Typical and Custom. These offerings are analogous to what you see from some desktop products that offer you to do installations such as Typical, Minimal, Compact, Custom, and so on. Typical would be the most common course of prompts and options. Custom allows you to get to options that may not be available by Typical or allow you to skip portions that Typical would require you to perform. Some installers offer additional installation types that allow for specialized processing.

**Choosing Installation Directory**

All installers require you to choose where the software will be installed. Some products may be installed in any location, whereas others must be installed into the same installation directory as another product. If the product has no restrictions on where it is installed, you could also enter a new directory path and the installer will create it.

If the product you are installing must be installed into the same location as another product, the panel will indicate the name of the prerequisite product or products. It then shows a list of one or more directories that it believes meet the
prerequisites (*). You can then choose one or browse to another directory if the one you want is not shown. After the directory is selected, the installer will then perform a more in-depth validation of the chosen directory. If it does not meet the requirements, you will be told and given the chance to choose another location.

(*) This list is taken from a central registry that the installers maintain on your system. If a previous installation has been deleted, a directory may be shown which no longer exists.

**Terminology**

**Installer** — The program that you interact with to perform the installation, for example, setup or setup.exe, is referred to as the installer. The term installer is not intended to refer to the person doing the work.

**Installation Directory** — The directory where you choose to place the product you are installing.

**Java Runtime Environment**

To run InstallAnywhere, you will need a Java Runtime Environment (JRE). For installations that take place on the Windchill server system, you can use the Software Development Kit (SDK). By installing the SDK on the server you will provide InstallAnywhere with the JRE features that it needs to function. Similarly, Windchill requires the SDK to function. For installations that take place on the Windchill client system you can use the IJRE.

**Tip:** PTC recommends installing the SDK on the Windchill server system to support both Windchill and InstallAnywhere. The instructions to install an SDK are located in the Installing Java 2 Software Development Kit chapter in the *Windchill Info* Engine Installation and Configuration Guide. Use the information provided in that chapter to perform the SDK installation.

The JRE is a subset of the files included in the SDK. It does not include the compiler, the debugger or related tools. Instead, it provides the minimum runtime for Java technology-enabled applications (for example, the JVM, JFC, JIT and supporting files). For installations that take place on the Windchill client system, you will only need the JRE.

On many systems, there can be multiple JREs installed. The installer will choose the first JRE it finds in the user’s PATH. On Windows, if a JRE is not in the PATH it will also search the Windows registry, moreover, InstallAnywhere will ignore any Java VM that exists in the `<system root>\WINNT\system32` directory. The JRE used by the installer is noted in the *.PtcInstall.log file that is created by the installer. You can also verify the JRE used by the installer by setting the LAX_DBUG environment variable:
When the installer executes, it will issue diagnostic messages indicating which JRE was used.

The Windchill software matrix lists the versions of the SDK and JRE that are supported for this release. When selecting the product to download, be sure that it provides support for the language that you need. You can obtain a JRE for download at the following URLs:

**Windows and Solaris**

http://java.sun.com/j2se/downloads.html

**AIX**

http://www.ibm.com/developerworks/java/jdk

**HP-UX**

http://www.hp.com/products1/unix/java

**The Docs Directory**

For some CD images, a directory named Docs is present on the root of the CD image. This directory contains one or more *.pdf files of manuals for the product(s) being installed from that CD. It is common for there to be a copy of the installation guide in that directory, plus possibly other manuals of an administrative nature. These books, along with others that are embedded elsewhere in the installation image, are copied onto your system by the installer.

**Disk Space Check Process**

The installation of some products takes a considerable amount of disk space. The Review Settings panel of each installer gives an indication of the estimated disk space requirements to complete the installation based upon the options you have chosen. Once you press the Install button from the Review Settings panel, the installer will check your system for the required disk space. If it does not believe there is enough space, the installer will present a dialog telling you this and will wait for the space to be freed up. You may also choose to go back and select a different installation directory.

The disk space check can be disabled completely by setting the environment variable CHECK_DISK_SPACE to a value OFF (note all caps) prior to launching the installer.

**Launching the Installer**

**Automatic and manual execution on Windows**

To manually run the setup program, navigate to the Windows directory and double click the setup.exe program.
UNIX Setup Script

The installer script name is setup. It is located directly under the CD image root, or in a sub-directory if the install image contains multiple installers. The script will automatically launch the program for the operating system on which the installation is taking place.

Before you install, check the DISPLAY environment variable setting to ensure that the installation windows will display on the machine. The DISPLAY value on the machine that runs the setup program should be set to <machine>:0.0, where <machine> is the name of the system where the setup program is installed.

If the DISPLAY variable is not set correctly, the installation program exits with the following error:

```
Configuring the installer for this system's environment...

Invocation of this Java Application has caused an InvocationTargetException. This application will now exit. (LAX)
```

Multiple Installers on One CD

In some cases, there are multiple Windchill products on one CD, such is the case of the Windchill Third Party Software CD. The installer does not automatically launch when a CD contains multiple products. The separate installers are located in the appropriately named subdirectory of the CD.

To run the installation, navigate the CD-ROM directory to locate the directory of the software to install, open the directory, select the directory for your operating system, and locate the setup program within this directory. Run the setup program as follows:

- On Windows — Run setup.exe
- On UNIX — Run setup script

Loading and Mounting the CD-ROM on UNIX

Most UNIX systems automatically mount the CD-ROM after it is loaded into the CD-ROM drive. For users whose machines do not mount automatically, the following instructions explain how to load and mount the CD-ROM locally and remotely.

**Note:** Sun Solaris 2.x has automatic CD mounting. For more specific information on how to mount CDs on Sun hardware, visit [http://docs.sun.com/](http://docs.sun.com/).

Determining the SCSI ID of the CD-ROM Drive

You specify the SCSI identification number of your CD-ROM drive when you mount the CD-ROM file system to your UNIX workstation.

If you already know the SCSI ID of your CD-ROM drive, proceed to the next step.
If you do not already know the SCSI ID of your CD-ROM drive:

- For external CD-ROM drives, the SCSI ID can be found on the back of your CD-ROM drive. Look for a single-digit switch. The displayed number is the SCSI ID number.

- For internal CD-ROM drives, use the following table to find the command(s) you need to enter to determine the SCSI ID (the bold # is the ID).

### Commands Used to Find the SCSI ID of the CD Device

<table>
<thead>
<tr>
<th>System</th>
<th>Command and Output</th>
<th>SCSI ID</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX</td>
<td>1. Insert the CD-ROM into the drive and use the command.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Become root user.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. For each file in the /dev/rdsk directory, type the following at the command line:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>/etc/diskinfo /dev/rdsk/&lt;device&gt;</td>
<td></td>
</tr>
<tr>
<td></td>
<td>For the device file identified as type:CD-ROM, the SCSI ID is to the right of the letter t in this example of a device file name:</td>
<td></td>
</tr>
<tr>
<td></td>
<td>c0t3d0</td>
<td></td>
</tr>
<tr>
<td></td>
<td><strong>Note:</strong> The identified device file name is the same file name that is used in the command to mount the CD-ROM.</td>
<td></td>
</tr>
<tr>
<td>SUN</td>
<td>Automatically mounts the CD-ROM.</td>
<td></td>
</tr>
<tr>
<td>AIX</td>
<td>lsdev -C -c cdrom -H</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>cd0 Available 00-08-00-40 CD-ROM Drive</td>
<td>(in the string 00-08-00-#0)</td>
</tr>
</tbody>
</table>

<device> should be replaced with each item in the /dev/dsk directory.

**Note:** The inclusion of a system in this table does not indicate support for that system; this information is only included to help you determine the SCSI ID for CD-ROM drives that are remotely mounted to your workstation. See the software platform matrix ([http://www.ptc.com/cs/doc/index.htm](http://www.ptc.com/cs/doc/index.htm)) for information on supported systems and platforms.

### Loading and Mounting the CD-ROM Locally

1. Turn on the CD-ROM drive and insert the CD-ROM.
2. If the /cdrom directory does not already exist, create it by using the following command:

mkdir /cdrom

3. To mount the CD-ROM drive, enter the command appropriate for your UNIX workstation system.

For Sun, the command is:

```
mount -F hsfs -o ro /dev/dsk/c0t#d0s0 /cdrom
```

In the command line, replace the # symbol with the SCSI ID of the drive.

For AIX, the command is:

```
/usr/sbin/mount -v cdrfs -f /dev/cd0 /cdrom
```

For Hewlett-Packard, the procedure is:

a. Add the following line to the /etc/pfs_fstab file. The first entry is the CD-ROM device file, the second is the mount point. The third entry indicates that the CD-ROM to be mounted is in ISO9660 format with Rockridge extension:

```
<device_file> <mount_point> <filesystem_type>
<translation_method>
```

Example:

```
/dev/dsk/c5t2d0 /cdrom pfs -rrip xlat=unix 0 0
```

b. Perform this step (and steps c through e) as the root user. Run the following file:

```
# nohup /usr/sbin/pfs_mountd &
```

c. Run the following file:

```
# nohup /usr/sbin/pfsd &
```

d. Run the following command to mount the CD-ROM:

```
# /usr/sbin/pfs_mount /cdrom
```

e. Exit the root user account:

```
# exit
```

f. Change directories to /cdrom, where you can see a lowercase listing of the directories and files on the CD-ROM. The mounted CD-ROM should appear as another read-only file system.

### Loading and Mounting the CD-ROM Remotely

The CD-ROM drive should be mounted using NFS version 2. On machines that support NFS 3, an extra argument needs to be added to the mount command to force the use of NFS 2.
1. Load and mount the CD-ROM on the remote UNIX system to which the CD-ROM drive is connected. Use the procedure outlined in the section, Loading and Mounting the CD-ROM Locally.

2. The CD-ROM file system must be exported before a remote UNIX system can allow access to the CD-ROM from your local UNIX workstation. To accomplish this, a line must be added to a file on your local UNIX workstation and, in some cases, a command needs to be executed.

3. Use the following table to look up the system of the remote UNIX system. Select your system from the System column, and add the text line in the Line to Add column to the file in the File to Edit column. You must have correct write permissions to edit these files.

4. If necessary after you have made the changes, execute the command listed in the Command column.

### Exporting the CD File System

<table>
<thead>
<tr>
<th>System</th>
<th>File to Edit</th>
<th>Line to Add</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX</td>
<td>/etc/exports</td>
<td>/cdrom -ro</td>
<td>exportfs /cdrom</td>
</tr>
<tr>
<td>AIX</td>
<td>/etc/exports</td>
<td>/cdrom</td>
<td>/usr/sbin/exportfs /cdrom</td>
</tr>
<tr>
<td>Sun</td>
<td>/etc/dfs/dfstab</td>
<td>share -F nfs -o ro /cdrom</td>
<td>shareall</td>
</tr>
</tbody>
</table>

5. If the /cdrom directory does not already exist on your local UNIX workstation, create it using the following command:

   `mkdir /cdrom`

6. The CD-ROM directory must be mounted from the remote UNIX system to your local workstation. Use the following table to identify your local UNIX workstation type and execute the corresponding command. In the command, specify values as follows:
   - `<node>` is the name of the remote UNIX system to which the CD-ROM drive is connected.
   - `<cdmount>` is the CD-ROM mount directory used on the remote UNIX system.

### CD Device Remote Mounting Commands

<table>
<thead>
<tr>
<th>System</th>
<th>Remote Mounting Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX</td>
<td>/etc/mount -o ro,hard &lt;node&gt;::&lt;cdmount&gt; /cdrom</td>
</tr>
<tr>
<td>AIX</td>
<td>/usr/sbin/mount -o ro,hard &lt;node&gt;::&lt;cdmount&gt; /cdrom</td>
</tr>
</tbody>
</table>
7. If your system does not automatically mount the CD-ROM, enter the required command. For example, for Hewlett Packard systems:

```
/etc/mount -F cdfs -o ro /dev/dsk/c?t#d0 /cdrom
```

In the preceding example, the number sign (#) represents the SCSI ID of the CD-ROM drive.

8. The CD-ROM file system must be exported before a remote UNIX system will allow access to the CD-ROM from your local UNIX workstation. To accomplish this, you must add a line to a file on your local UNIX workstation, and, in some cases, execute a command.

9. Use the following table, to identity your remote system; add the text in the Line to Add column to the file listed in the File to Edit column. You must have the correct write permissions to edit the files. If necessary, execute the command listed in the Command column. For additional information, see your hardware-specific documentation.

### Exporting the CD-ROM File System

<table>
<thead>
<tr>
<th>System</th>
<th>File to Edit</th>
<th>Line to Add</th>
<th>Command</th>
</tr>
</thead>
<tbody>
<tr>
<td>HP-UX</td>
<td>/etc/exports</td>
<td>/cdrom -ro</td>
<td>exportfs /cdrom</td>
</tr>
<tr>
<td>Sun</td>
<td>/etc/dfs/dfstab</td>
<td>share -F nfs -o ro /cdrom</td>
<td>shareall</td>
</tr>
</tbody>
</table>

If problems occur while using InstallAnywhere from a remote-mounted CD-ROM on Sun Solaris systems, try remounting the remote CD-ROM using the following command:

```
mount -o ro,hard,vers=2 <node>:<cdmount> /cdrom
```

### Installation Log Files

During the installation, information is written to various log files. The log files are located in the `<installation directory>/installer/logs` directory. There are generally two log files written per installation session:

- `<installer short name>_InstallLog.xml`
• `<installer short name>_PtcInstall.log`

When multiple executions of the same installer are performed to the same installation directory, these log files are backed up and the file names are changed to include a sequence number. The sequence numbers begin with 000. For example, the log files for the first execution of the installer would be named as follows:

• `<installer short name>_InstallLog.000.xml`. For example, `WNC_InstallLog.000.xml`

• `<installer short name>_PtcInstall.000.log`. For example, `WNC_PtcInstall.000.log`

Up until the point where you have actually pressed `Install` on the `Review Settings` panel, the log files are written to the temporary directory controlled by the operating system environment variable TMP. On Windows, this variable typically defaults to Local Settings\Temp directory of the current users in the User Profile directory. For example, d:\User Profiles\<userid.domain>\Local Settings\Temp.

When the installer is executed in a language other than English, messages in the `<installer short name>_PtcInstall.log` files are written in both English and the translated form. Not all messages have a translated form.

If problems should occur during the installation, write down the location of the log files and be prepared to send them to PTC Technical Support for analysis. If an installer should fail before the install has actually started, the files are located in the directory identified by the operating system environment variable TMP as noted previously.

**Troubleshooting**

Reading through the following common problem descriptions may help you in troubleshooting your installation problems.

**Problem:**

When an installation fails, the installer logs are not written to the standard output directory of `<installation directory>/installer/logs`. In this case, the installer will display the location of the installation log files that it has produced. Write down the location specified by the installer.

**Action:**

The location of the log files depends upon when during the installation the installation fails. Refer to the section on Installation Log Files for details.

**Problem:**

On UNIX, the installer terminates unexpectedly.
**Action:**

PTC has encountered situations where a core dump is caused by corrupt font files. This problem is known to have occurred in 1.3.x and 1.4.x JVMs. If you are running a 32-bit JVM, then set the environment variable LAX_DBUG=1 in the shell where the installer was launched, and restart the installer. Navigate through the installer until the installer fails. This should result in output being written to the console window. Browse the console output for the following message:

```
Assertion failed: offset <fFileSize, file ../../../src/share/nativie/sun/awt/font/fontmanager/fontobjects/fontObject.cpp, line XXX
Abort - core dumped
```

The solution is to identify the problematic fonts per the Evaluation sections in the following Java Bug Parade reports provided by Sun:


**Problem:**

The installer crashes on AIX and will not launch. This can happen when the JRE used for the installer is for a 64-bit JRE. If a 64-bit JVM is found, this is noted in the *_PtcInstall.log file.

**Action:**

Change the operating system PATH for the command shell which is used to launch the installer to ensure a 32-bit JRE is in the path before the 64-bit one. This should allow the installer to execute.

**Problem:**

Technical Support asks you to provide additional diagnostic information about how the installer launches and what JRE is used to execute the installer.

**Action:**

There are two ways to obtain additional diagnostics:

- On some Windows versions, you can press the control key when you double-click on the setup.exe program. This will bring up a command shell window with diagnostic information. This info can be copy and pasted into a file to send to Technical Support.

- On Unix and Windows, you can set the environment variable LAX_DBUG to 1. Then execute the setup program for the installer. The diagnostics will be shown in the same command window (UNIX) or in a popup window (Windows).
Problem:
Clicking the close button when selecting a language, but the installer does nothing.

Action:
The first window that opens when the installer is launched is the PTC logo window.

On this window, the cancel button (X) located in the upper right corner has no effect. The cancel button will not close the window.

To cancel the installation, click the OK button, then click the Cancel button in the next window that opens. A message confirmation window will open, from which you can cancel the installation, click Quit.

This issue has been filed as a bug with the software vendor ZeroG.

Problem:
Sometimes the installer appears to skip over a step.

Action:
The installers behave in a wizard-like fashion with Next and Previous buttons. In a system where the response is slow, the wizard may not advance to the next or previous step as quickly as expected and you may click the Next or Previous button again (repeatedly). This mouse click event is queued up and will be acted upon when the system responds. This may advance the windows beyond the expected window.
Once the **Next** or **Previous** button has been clicked, wait for the installer to respond and advance to the intended window.

Under normal system conditions, the installer will move forward and backward through the windows with little noticeable delay.

This issue has been filed as a bug with the software vendor ZeroG.

**Problem:**

On Windows, the installer **Cancel Installation** popup window demands the user interface focus.

**Action:**

When you try to cancel the installer through the **Cancel Installation** popup window, the window monopolizes the window focus on the desktop.

To release the focus, click either the cancel (X) or **Resume** button.

---

**Gathering Information for a Support Call**

Prior to contacting Technical Support for assistance with your installation problem, gather the log files for your particular installer from the `<installation directory>/installer/logs` directory.

In some cases, the files are quite large. You may want to ZIP or TAR them before sending them to Technical Support.

If you are reporting an issue for a product installed into the Windchill installation directory, also provide the information generated by the Windchill version command. This information can be obtained by executing the following command in a command prompt window:

```
windchill version
```
The following report is generated:

<table>
<thead>
<tr>
<th>Support Date Code</th>
<th>Support Release Number</th>
<th>Release Id</th>
<th>Installer Sequence</th>
<th>Display Label</th>
</tr>
</thead>
<tbody>
<tr>
<td>9020</td>
<td>7.0</td>
<td>wnp 7.0.05.05 01</td>
<td>01</td>
<td>Windchill Maintenance Pack 7.0.5</td>
</tr>
<tr>
<td>9020</td>
<td>7.0</td>
<td>wnp 7.0.06.06 01</td>
<td>01</td>
<td>Info Engine 7.0.2</td>
</tr>
<tr>
<td>9020</td>
<td>7.0</td>
<td>wnp 7.0.02.04 02</td>
<td>02</td>
<td>Windchill Language Pack 7.0.2</td>
</tr>
<tr>
<td>9020</td>
<td>7.0</td>
<td>wnp 7.0.05.56 03</td>
<td>03</td>
<td>Windchill Services 7.0.5</td>
</tr>
</tbody>
</table>

Legend

* The installation or updating of this assembly is not complete.

! The installed version of this assembly has regressed or is out-of-date compared to other assemblies in this installation directory.

There are no temp patches installed.

Non Default Locale Support.

<table>
<thead>
<tr>
<th>Code Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>dc</td>
</tr>
<tr>
<td>fr</td>
</tr>
</tbody>
</table>

Provide the information in this report when submitting your information to Technical Support.
About the windchill Command

This chapter contains information about the windchill command and how to use the windchill shell.

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
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</thead>
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<tr>
<td>About the windchill Command</td>
<td>2-2</td>
</tr>
<tr>
<td>About the windchill shell</td>
<td>2-4</td>
</tr>
</tbody>
</table>
About the windchill Command

PTC has provided a command, windchill, to invoke Windchill actions. For example, the command can be used to stop and start Windchill, check the status of the Windchill server, and create a new shell and set the environment variables. It can also be used as a Java wrapper. In that regard, it can accept a Class file as an argument, just like Java, and execute it without a predefined environment (Windchill classes in CLASSPATH, Java in PATH, and so on).

The windchill command should be used to execute any server-side Windchill Java code. This will insure that the environment that the command is executed in is properly setup. The environment that actions are executed within, including the windchill shell action, is defined by the wt.env properties in the wt.properties file. For example, the wt.env.CLASSPATH property will set the CLASSPATH environment variable for the action that is being invoked.

The windchill command is a Perl script that has also been compiled into a Windows binary executable. For UNIX systems, Perl 5.0 or greater must be installed. The windchill script assumes that Perl is installed in the standard install location of /usr/bin/perl. If Perl is not installed at this location, you can either create a symbolic link (recommended method) to the Perl install location or edit the windchill script to reference the Perl install location. To modify the windchill script, edit the <Windchill>/bin/windchill file. Locate the #! entry (for example, #!/usr/bin/perl -w) and change the Perl directory to the location where Perl is installed.

The windchill command is located in the <Windchill>/bin directory. If you receive a command not found message when you execute the windchill command, add the <Windchill>/bin directory to your PATH environment variable. The syntax of the windchill command is:

```
windchill [args] action
```

You can display the help for the windchill command by executing windchill with the -h argument or with no argument.

The following tables list some of the arguments and actions applicable to the windchill command. To see a complete list of the arguments, use the report generated from the help (argument).

**windchill Arguments:**

<table>
<thead>
<tr>
<th>Arguments (optional)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>-h, --help</td>
<td>Displays help and exits.</td>
</tr>
<tr>
<td>-v, --[no]verbose</td>
<td>Explains what is being done when a command is executed.</td>
</tr>
<tr>
<td></td>
<td>Default is noverbose.</td>
</tr>
</tbody>
</table>
### windchill Actions

<table>
<thead>
<tr>
<th><strong>Action</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>shell</td>
<td>Sets up a Windchill environment in a new instance of the currently running shell.</td>
</tr>
<tr>
<td>start</td>
<td>Starts the Windchill server.</td>
</tr>
<tr>
<td>stop</td>
<td>Stops the Windchill server.</td>
</tr>
<tr>
<td>status</td>
<td>Retrieves the status of the Windchill server.</td>
</tr>
<tr>
<td>version</td>
<td>Displays the Windchill install version.</td>
</tr>
</tbody>
</table>

---

**Arguments (optional)**

<table>
<thead>
<tr>
<th><strong>Arguments</strong></th>
<th><strong>Description</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>-w, --wthome=DIR</td>
<td>Sets the Windchill home directory. Default is the parent directory containing the windchill script.</td>
</tr>
<tr>
<td>--java=JAVA_EXE</td>
<td>The Java executable. Default is the wt.java.cmd variable value specified in the $WT_HOME/codebase/wt.properties file.</td>
</tr>
<tr>
<td>-cp, --classpath=PATH</td>
<td>Java classpath. Default is the wt.java.classpath variable value specified in the $WT_HOME/codebase/wt.properties file.</td>
</tr>
<tr>
<td>--javaargs=JAVAARGS</td>
<td>Java command line arguments.</td>
</tr>
</tbody>
</table>
The windchill shell brings up a new command shell, from the parent shell that is setup for the Windchill environment. This includes setting all environment variables defined in wt.env property in the wt.properties file.

To execute the windchill shell, at the command prompt enter the following command:

```bash
windchill shell
```

When you are finished using the windchill shell, you can exit the shell and return to the parent shell.

PTC recommends running all server-side Windchill applications, tools, and utilities from the windchill shell. Also, you can use the windchill shell to set up your development environment to use javac or Java directly.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>properties &lt;resource&gt;[,...][?key[&amp;key2]...]</td>
<td>Displays the properties as seen by Windchill for the given resource with substitution, etc. executed. It can be limited to a given set of keys. For example: windchill properties wt.properties — lists all wt.properties windchill properties wt.properties?wt.server.codebase — lists server codebase windchill properties wt.properties?wt.env.* — lists all the environment variables use by windchill shell windchill properties — with no arguments generates the help report</td>
</tr>
<tr>
<td>CLASS [CLASS_ARGS]</td>
<td>Run a Windchill class with optional class arguments. For example: windchill wt.load.Developer -UAOps</td>
</tr>
</tbody>
</table>
About the xconfmanager Utility

This chapter contains information about the xconfmanager utility.

<table>
<thead>
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<td>About the xconfmanager Utility</td>
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</tr>
</tbody>
</table>
About the xconfmanager Utility

The xconfmanager is a command-line utility that is used to add, remove, and modify the properties in the Windchill property files. In addition to the xconfmanager functioning as an editing tool, xconfmanager also manages the property files. Consequently, do not manually edit the Windchill property files. Additionally, the following registry files are managed by Windchill Information Modeler and they also should not be edited manually or using the xconfmanager:

- associationRegistry.properties
- classRegistry.properties
- descendentRegistry.properties
- modelRegistry.properties

The xconfmanager utility saves your changes in the site.xconf file and provides an option to generate updated property files using those changes. The site.xconf file contains changes made to Windchill property files, starting with installation and continuing with each use of the xconfmanager utility or the System Configurator. The xconfmanager utility is located in the <Windchill>/bin directory.

This chapter describes only the information and instructions necessary to modify specific Windchill properties. A full description of the xconfmanager utility and management of the Windchill property files is documented in the Windchill System Administrator’s Guide in the Administering Runtime Services chapter.

Anyone with write access to the XCONF files and the property files under the Windchill installation directory can successfully run the xconfmanager utility. The xconfigmanger is executed from the command line from within a windchill shell. See the About the windchill Command for more information about the windchill shell.

The syntax of xconfmanager command is as follows:

```
xconfmanager [-FhuwV] {-r <product_root>} {-s <property_pair> (-t <property_file>) | --reset <property_names> | --undefine <property_names>} {-d <property_names>} {-p}
```

For the purposes of modifying Windchill properties, you will primarily use the set (-s), targetFile (-t), and propagate (-p) parameters.

- The set (-s) parameter is used to identify the relevant property and specify the new property value. See the Formatting Property Value Guidelines section (below) for information about formatting the <property_pair> value.

- The targetFile (-t) property is used to specify the directory location of the property file. If the file name or path contains spaces, you must enclose the <property_file> value in double quotes (" "). It is recommended to use a fully qualified file name to ensure an accurate reference to the file is made.
• The propagate (-p) property is used to propagate the changes made to the XCONF files into the property file being modified in order to keep the XCONF and the property files in synch with one another.

• help is used to view the help for xconfmanager.

Some examples of using the xconfmanager utility are as follows:

• xconfmanager is run from the windchill shell. To open a windchill shell, execute the following command at a command prompt:

  windchill shell

• To display xconfmanager help, execute the following command from the windchill shell:

  xconfmanager -h

• To display the current settings for a property, execute the following command from the windchill shell:

  xconfmanager -d <property_names>

• To change a property value, execute the following command from the windchill shell:

  xconfmanager -s <property_pair>=<property_value> -t <property_file> -p

  **Tip:** Use the fully qualified name of the property file to ensure an accurate reference.

**Formatting Property Value Guidelines**

The property values you set must conform to the specification for java.util.Properties. The following guidelines will help ensure that you set properties correctly:

• Use forward slashes (/) in file paths so that the platform designation is not an issue.

• To specify a property whose value contains characters that might be interpreted by your shell (such as spaces and special characters), escape them using the appropriate technique for the shell you are using.

For example, on a Windows system you can include spaces in a value by enclosing the argument with doubles quotes. For example, use the following:

  -s "wt.inf.container.SiteOrganization.name=ACME Corporation"

• On a UNIX system, you can use doubles quotes or you can escape the space character with a backslash. For example, use the following:

  -s wt.inf.container.SiteOrganization.name=ACME\ Corporation"
• On UNIX, dollar signs are usually interpreted by shells as variable prefixes. To set a property value that has a dollar symbol in it, use single quotes around the argument so that the shell does not interpret it or use backslash to escape the dollar symbols. For example, use either of the following:

    -s 'wt.homepage.jsp=$(wt.server.codebase)/wtcore/jsp/wt/portal/index.jsp'

  or

    -s wt.homepage.jsp=
    `\$(wt.server.codebase)/wtcore/jsp/wt/portal/index.jsp`

Other than escaping arguments so that the command-line shell does not misinterpret them, you should not need to escape other values to be compatible with XML or property file syntaxes. The xconfmanager escapes property names and values automatically if necessary.
4

Installing Rational Rose

This chapter provides the installation instructions for Rational Rose.

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<tr>
<td>Installing Rational Rose Modeler for Windows</td>
<td>4-2</td>
</tr>
</tbody>
</table>
Before You Begin

Rational Rose 2002 Modeler Edition for Windows is included on the Windchill Info Modeler CD. The instructions, *Installing Rose* manual provided by Rational, to install Rational Rose are located on the CD. The information in this chapter will guide you through the process to install Rational Rose using the Rational installation documentation.

If you are developing on a Solaris system, use Rational Rose 2002 Enterprise Edition and follow the installation instructions provided in the *Rational Rose for UNIX* documentation.

Additional Rational Rose documentation is available on the CD in the Rational_Rose_For_Windows and the Rational_Rose_For_Windows\Rational Rose\doc directories. The Rational Rose tutorials are located in the Rational_Rose_For_Windows\Rational Rose\Tutorials directory.

Rational Rose is a licensed managed product. To use it, you must apply for a license and configure the license key. There are two types of licensing key options, a node-locked license and a floating license. A node-locked license requires that each computer install a unique license file. A floating license is a license that is shared among multiple users and is made available on a server machine for distribution on an as needed basis. Before you install Rational Rose and set up the licensing, you should:

1. Determine the licensing option that best suites your development environment.
2. Contact Rational to obtain your license keys. Additional information about licensing and permission guidelines can be found in the *Installing Rose* manual in the Before You Install chapter. The *Installing Rose* manual is located on the Windchill Info Modeler CD in the Rational_Rose_for_Windows\Rational Rose\Documentation\Rose_install.pdf file.

Complete the following instructions to install and configure Rational Rose for Windchill:

1. Obtain license key from Rational.

   Registering the license is required to use Rational Rose. You can, however, install Rational Rose without the licensing information. In this case, you would register the license after the installation is completed.

2. Installing Rational Rose Modeler for Windows

**Installing Rational Rose Modeler for Windows**

Complete the following instructions to install Rose Modeler for Windows. You will use the instructions in the *Installing Rose* manual provided by Rational to perform the installation.
1. Insert the Windchill Info Modeler CD-ROM.

2. Obtain the Installing Rose manual.
   – Navigate to the Rational_Rose_For_Windows\Rational Rose Documentation directory to locate the Rose_install.pdf file.
   – Use the instructions in this guide, Installing Rose, to perform the installation.

3. Run the setup.exe program to initiate the Rational Rose installer wizard.
   – Navigate to the Rational_Rose_For_Windows directory to locate the setup.exe file.

4. Follow the Rational Software Setup prompts to install Rational Rose 2002 Modeler Edition. A summary of the installation process is as follows:
   b. Accept the **agreement**.
   c. Select the **Typical** configuration.
      • This option installs the recommended product components. This option meets the requirements for PTC.
   d. Select **Finish** to complete the installation.

This completes the installation for Rational Rose.
This chapter describes how to install Windchill Information Modeler and configure Rational Rose for Windchill.

Information Modeler is installed using the InstallAnywhere utility. For information about using InstallAnywhere, see the About Installing Windchill Products chapter.

<table>
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</tr>
</thead>
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<td>5-2</td>
</tr>
<tr>
<td>Installing Windchill Information Modeler</td>
<td>5-2</td>
</tr>
<tr>
<td>Configuring Rational Rose for Windchill</td>
<td>5-4</td>
</tr>
<tr>
<td>Preparing Customizations for a Non-English Environment</td>
<td>5-6</td>
</tr>
<tr>
<td>Installation Summary</td>
<td>5-7</td>
</tr>
</tbody>
</table>
Before You Begin

Windchill Information Modeler is one of the Windchill development components that can be used in conjunction with Rational Rose to customize your Windchill environment. Information Modeler contains the Windchill modeling files and source code that you will use to develop your customizations.

Prior to installing Information Modeler, you must have installed:

- Windchill Services
- Rational Rose

There are two methods available to install and configure Information Modeler. They are described as follows:

- Typical — This option installs and configures Information Modeler using the default settings. The only information needed to install Information Modeler is the location where Windchill Services is installed.

- Custom — This option allows you to selectively choose the options to install and configure Information Modeler.

Complete the following steps to install and configure Information Modeler:

- Installing Windchill Information Modeler.
- Configuring Rational Rose for Windchill.
- Preparing Customizations for Non-English Environment.
- Installation Summary.

Installing Windchill Information Modeler

Windchill Information Modeler is located on the Windchill Info Modeler CD.

1. If your platform is UNIX, verify that the Rose/bin executable folder is defined in the execution path of the user performing this installation, or that the ROSE_PATH environment variable is set to point to that folder. Make any necessary changes to set the environment variables.

   This is required for proper registration of the Rose Add-In. During the installation, the installer configures the Rose Add-In for the user performing the installation (must select this option for Custom). A validation is performed and an error can occur if the environment variables are not set correctly, or Rational Rose is not installed.

2. Before initiating the installation, stop any running Web server or servlet engine, or any other application that may have a Windchill file open (for example, a text editor or a Windchill log file).

3. Insert the Windchill Info Modeler CD.
4. When the installer begins, the first window that opens is **Before You Begin**. This section summarizes the preinstallation requirements, provides a link to the software matrices, and a reference to this book *Windchill Installation and Configuration Guide - Information Modeler*.

When you are ready to proceed with the installation, click **Next**.

5. In the **Select Installation Type** panel, select the type of installation to perform.

The installation options are described as follows:

**Select Installation Type**

<table>
<thead>
<tr>
<th>Select this option</th>
<th>To</th>
<th>Go to...</th>
</tr>
</thead>
<tbody>
<tr>
<td>Typical</td>
<td>Installs and configures Information Modeler.</td>
<td>Step 7.</td>
</tr>
<tr>
<td>Custom</td>
<td>Specify your installation and configuration options for Information Modeler.</td>
<td>Step 6.</td>
</tr>
</tbody>
</table>

6. In the **Select Product Options** panel, specify the options to install and configure Information Modeler. This panel appears when the **Custom** installation type is selected.

By default, the **Install Windchill Model Files** and **Install Customization Source Code** options are selected. You can select and deselect the options as desired.

**Select Product Options**

<table>
<thead>
<tr>
<th>Select this option</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install Windchill Rational Rose Add-In Modeling Tool</td>
<td>Install the Rational Rose Add-In Modeling Tool for Windchill. Rational Rose must be installed to support this option.</td>
</tr>
<tr>
<td>Install Windchill Model Files</td>
<td>Install the model files (*.mdl, *.cat, and *.mData) which provide a basis for developing site-specific extensions for Windchill. These files are needed if you intend to make modeled extensions to the Windchill classes.</td>
</tr>
</tbody>
</table>
7. In the **Specify Directory** panel, enter the location where Windchill Services is installed.

   Information Modeler must be installed into the same directory as Windchill Services. Accept the default that is displayed and selected, or click **Browse** to select a different path.

8. The **Review Settings** panel lists the selections you specified for the installation. Verify the information is correct, and then click **Install**.

9. The **Installing** panel displays the installer progress as files are copied to the system and configurations are performed.

10. When the installation completes successfully, the **Installation Complete** panel displays the directory where Information Modeler was installed. The installation log files are located in the `<Windchill>/installer/logs` directory. The log files for the installation are named:

    - INFOMODELER_InstallLog.xml
    - INFOMODELER_PtcInstall.log

   During the installation, the installer verifies whether shortcuts were created during the Info*Engine installation. If a shortcut exists, then a shortcut is automatically created for the Rose Add-In. The type of shortcut that is created is the same type created by the Info*Engine installer.

   If the installation fails, a panel is displayed that contains error messages and the name of the log files. Document the location and name of the log files. The log files can be helpful in assisting you in determining the cause of the failure. Be sure to include them when filing an installation support request. See the Installation Log Files section in the About Installing Windchill Products for more information.

### Configuring Rational Rose for Windchill

Configuring Rational Rose for Windchill involves setting proper registry entries for the Windchill additions to Rational Rose for a user. This configuration is

<table>
<thead>
<tr>
<th>Select this option</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>Install Customization Source Code</td>
<td>Install portions of the Windchill source code.</td>
</tr>
<tr>
<td></td>
<td>The source code includes examples and classes that can be extended for customization. These files may provide useful examples of Windchill coding practices, and a starting point for site-specific customizations.</td>
</tr>
</tbody>
</table>
automatically completed by the Windchill Information Modeler installer for the user who performed the installation.

If you have more than one instance of Information Modeler installed on the system, or if multiple developers will use Information Modeler on a Solaris system, then you must manually perform the configuration for the registry entries.

The registry setup must be performed for each Windchill user that will be developing with Rational Rose on Windows or Solaris. To configure the Windchill Add-In for Rational Rose, perform the following procedure for your operating system:

**Windows**

If you elected to create a short-cut when you installed Info*Engine, then the Windchill Information Modeler installer added a Rose Add-In program link to the existing shortcut option you selected. You can use the Configure Rose Add-In shortcut to perform the configuration, otherwise, you will execute a command to configure Rose Add-In.

1. Log on as a Windchill development user.

2. Perform one of the following options to configure Rose Add-In:
   - Using Shortcut — Double click the **Rose Add-In** icon on the desktop or navigate to **Start > Programs > Windchill** and click **Configure Rose Add-In**.
   - Using Command Line — From a windchill shell, execute the following command:
     ```
     ant -f \<Windchill Services>\bin\tools.xml rose_addin
     ```
     Where `<Windchill Services>` is the location where you installed Windchill Services.

The Rose Path Map entries that are created as a result of this process will be registered for the current Windows user.

**Solaris**

Perform these steps for each development user.

1. Verify that the Rose/bin executable folder is defined in the execution path of the user performing this configuration, or that the ROSE_PATH environment variable is set to point to that folder. Make any necessary changes to set the environment variables.

   This is required for proper registration of the Rose Add-In.

2. Log on as a Windchill development user.

3. From a windchill shell, execute the following command:

   ```
   ant -f \<Windchill Services>/bin/tools.xml rose_addin
   ```
Where \(<Windchill\ Services>\) is the location where you installed Windchill Services.

The Rose Path Map entries that are created as a result of this process will be registered for the current UNIX user.

4. Set the following file permissions:

### Setting File Permissions

<table>
<thead>
<tr>
<th>File</th>
<th>Permission</th>
</tr>
</thead>
<tbody>
<tr>
<td>(&lt;Windchill&gt;/logs)</td>
<td>Read and write</td>
</tr>
<tr>
<td>(&lt;Windchill&gt;/codebase)</td>
<td>Read and write</td>
</tr>
<tr>
<td>(&lt;Windchill&gt;/src)</td>
<td>Read and write</td>
</tr>
<tr>
<td>(&lt;Windchill&gt;/db)</td>
<td>Read and write</td>
</tr>
<tr>
<td>(&lt;Windchill&gt;/src/modelDefaults.mData)</td>
<td>Read ONLY (no write)</td>
</tr>
<tr>
<td>(&lt;Windchill&gt;/RoseAddIn)</td>
<td>Read and execute</td>
</tr>
</tbody>
</table>

### Preparing Customizations for a Non-English Environment

If the locale of your development environment is something other than English, then it is necessary to preserve the non-English characters in the Rational Rose generated Java code. When characters that are not part of the default character encoding are entered into Rational Rose, it is necessary to configure the System Generation tools to default to the encoding that supports those characters. The locale should only be set for the generation tools, and not for the Windchill method server.

To display the locale characters correctly, the value of the \(wt.locale.encoding\) property in user.properties should be set to the corresponding locale encoding. For example, the Japanese setting for \(wt.locale.encoding\) is \(wt.locale.encoding=SJIS\). Without this setting the locale characters that are added to the Rational Rose generated Java code will not display correctly for Japanese.

Use the following procedure to change the value of the \(wt.locale.encoding\) property to the development environment locale:

- To change the property value, you will need to provide the name of the property, the value to assign the property, and the location (fully-qualified) of the property file. The users.property file is located in the \(<Windchill>/codebase/\) directory. Setting the locale in users.property will insure that it will only be used by the System Generation tools.
Use the xconfmanager to change the wt.locale.encoding property to the locale value of your environment and to update the site.xconf file. From a windchill shell, execute the following command:

```
xconfmanager -s wt.locale.encoding=<encoding value>
-t <Windchill>/codebase/ -p
```

Where <Windchill> is the location where Windchill is installed, and <encoding value> is the encoding for the particular locale.

**Installation Summary**

After you have installed Windchill Information Modeler, created the registry entries, and verified the locale for the development environment is set correctly, you can use the development tools to customize Windchill to meet your site-specific needs.
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