

---

*Aware IM*

*Version 4.9*

---

## **Installation Guide**



Copyright © 2002-2010 Awaresoft Pty Ltd

# CONTENTS

<b>1</b>	<b>INTRODUCTION</b> .....	<b>4</b>
<b>2</b>	<b>INSTALLATION UNDER WINDOWS OPERATING SYSTEM</b> .....	<b>5</b>
2.1	HARDWARE AND SOFTWARE REQUIREMENTS .....	5
2.2	USING THE INSTALLATION PROGRAM .....	5
2.3	RUNNING AWARE IM .....	6
2.3.1	<i>Starting Aware IM Control Panel</i> .....	6
2.3.2	<i>Starting the Configuration Tool</i> .....	6
2.3.3	<i>Changing Aware IM System Settings</i> .....	6
2.3.4	<i>Starting configured applications</i> .....	7
2.3.5	<i>Un-installation</i> .....	7
2.3.6	<i>Running Aware IM as Windows service</i> .....	7
2.4	DATABASE INTEGRATION .....	8
2.4.1	<i>Integrating Aware IM with MySQL database</i> .....	8
2.4.2	<i>Integrating Aware IM with MS SQL Server database</i> .....	9
2.4.2.1	<i>Troubleshooting MS SQL Server database integration</i> .....	10
2.4.3	<i>Integrating Aware IM with Oracle database</i> .....	11
<b>3</b>	<b>INSTALLATION UNDER LINUX OPERATING SYSTEM</b> .....	<b>11</b>
3.1	RUNNING AWARE IM .....	12
3.1.1	<i>Starting Aware IM Control Panel</i> .....	12
3.1.2	<i>Starting Aware IM under non-graphical Linux</i> .....	13
3.1.3	<i>Starting Configuration Tool</i> .....	13
3.1.4	<i>Starting configured applications</i> .....	14
3.2	INTEGRATION WITH MYSQL DATABASE .....	14
<b>4</b>	<b>INSTALLATION UNDER MAC OS X OPERATING SYSTEM</b> .....	<b>15</b>
4.1	HARDWARE AND SOFTWARE REQUIREMENTS .....	15
4.2	USING THE INSTALLATION PROGRAM .....	15
4.3	RUNNING AWARE IM .....	16
4.3.1	<i>Starting Aware IM Control Panel</i> .....	16
4.3.2	<i>Common problems when running Aware IM</i> .....	16
4.3.3	<i>Starting the Configuration Tool</i> .....	17
4.3.4	<i>Changing startup options of the Aware IM components</i> .....	17
4.3.5	<i>Starting configured applications</i> .....	18
4.4	DATABASE INTEGRATION .....	18
4.4.1	<i>Integrating Aware IM with MySQL database</i> .....	18
<b>5</b>	<b>CUSTOM INSTALLATION</b> .....	<b>19</b>
5.1	INTEGRATION WITH JRE/JDK .....	20
5.2	INTEGRATION WITH JBOSS SERVER .....	20
5.3	INTEGRATION WITH THE WEB SERVER .....	21
5.4	INTEGRATION WITH J2EE APPLICATION SERVER .....	21
5.4.1	<i>Configuring Aware IM specific topic and queues</i> .....	22
5.4.2	<i>Modifying application server settings</i> .....	22
<b>6</b>	<b>AWARE IM DEPLOYMENT OPTIONS</b> .....	<b>22</b>
6.1	RUNNING AWARE IM OPERATION MODE ON A SEPARATE MACHINE .....	23
6.2	RUNNING CONFIGURATION TOOL ON A SEPARATE MACHINE .....	24
6.3	RUNNING AWARE IM IN A WEB HOSTING ENVIRONMENT .....	25
6.3.1	<i>Running Aware IM under the VPS hosting environment</i> .....	26
<b>7</b>	<b>TROUBLESHOOTING</b> .....	<b>27</b>



## Trademarks

Aware IM is a trademark of Awaresoft Pty Ltd.

Java is a trademark of Sun Microsystems.

Microsoft Windows, Microsoft Access, Microsoft SQL Server, Microsoft Internet Explorer are trademarks of Microsoft Corporation.

MySQL is a trademark of MySQL AB.

Cloudscape is a trademark of IBM Corporation.

Netscape Navigator is a trademark of Netscape Communication Corp.

# 1 Introduction

This guide contains *Aware IM* installation instructions for Windows (2000/XP/Vista), Mac OS X and Linux operating systems.

Before you proceed with the installation you need to know the following.

*Aware IM* requires the following components to be installed on your machine:

1. Java Runtime Environment (JRE)<sup>1</sup> or Java Development Kit (JDK)
2. Java 2 Enterprise Edition (J2EE) application server (such as JBoss)
3. Web server supporting Java Script Pages (JSP) technology (such as Tomcat server)<sup>2</sup>

**If you are happy for *Aware IM* to install all the required components automatically go directly to the section 2 if you are using Windows operating system or section 3 if you are using Linux operating system and skip the rest of this section. Otherwise read on.**

You may need to install each or some of the components mentioned above individually under the following scenarios:

- You already have some or all of the components included with *Aware IM* (JRE, JBoss, Tomcat) and you want to save the disk space by using your components rather than getting *Aware IM* to install its own. If this is the case you need to make sure your existing components are of the following versions:
  - o JRE/JDK version 1.4.0 or later
  - o JBoss version 3.08 or later
  - o Tomcat version 5.0 or laterIf your component(s) do not meet the above requirements you will need to use the version(s) that come with *Aware IM*.
- You have an application server and/or web server from a different vendor that you want to use instead of the default Tomcat/JBoss combination. *Aware IM* software contains no code that is specific to JBoss or Tomcat and should, in principle, support application/web servers from other vendors. However it has only been tested with the Weblogic server (apart from the default Tomcat/JBoss combination obviously), so if you decide to integrate it with any other application/web server it will be somewhat at your own risk.

---

<sup>1</sup> In fact *Aware IM* requires JRE and one extra file that is normally distributed with the Java Development Kit (JDK) – `tools.jar`

<sup>2</sup> J2EE application server and Web server may be combined in a single product – for example, Weblogic server

In either case you will need to follow the instructions described in the section 5.

## 2 Installation under Windows operating system

To install *Aware IM* under Windows operating system you need to run the set-up program that guides you through the installation process. Before starting the set-up program check that your computer meets the necessary requirements described below.

### 2.1 Hardware and software requirements

To run *Aware IM* under the Windows operating system you need the following:

- IBM PC compatible computer
- 512 Mb of RAM (1 Gb recommended)
- 70 Mb of free disk space
- Windows Vista, XP or 2000 operating system (Windows 95/98 is not supported)
- Internet Explorer (version 5.0 or later) or Mozilla Firefox (version 2.0 or later)

### 2.2 Using the installation program

To start installation of the *Aware IM* software, run the installation program SETUP.exe which is located on your installation CD or which has been downloaded from the Awaresoft web site. It is a self-extracting executable that will unpack all the required files on your hard disk.

Firstly the software displays the welcome screen and the license page that you must accept in order to proceed with the installation. The next screen shows the default directory where *Aware IM* will be installed. You can press the Next button to accept the default directory or specify a different directory. The next screen lets you choose the folder where *Aware IM* shortcuts will be installed. You can accept the default choice or select a different folder or choose not to install the shortcuts at all.

The next screen allows you to specify the database that *Aware IM* will use. *Aware IM* can be set up to work with the IBM Cloudscape/Derby, MySQL, Microsoft SQL Server / MSDE or Oracle database management systems. The Cloudscape/Derby database is included into the *Aware IM* installation, so if you select this option you do not have to perform any additional work. If you choose to use MySQL, MS SQL Server / MSDE or Oracle databases you will need to perform the additional integration steps – see section 2.4.

After you choose the database and press the Install button the software will start unpacking the required files on your hard disk.

If you chose to use the default database system (IBM Cloudscape/Derby) with *Aware IM* you can start using *Aware IM* right away – see section 2.3. If you chose to use MySQL, MS SQL Server / MSDE or Oracle databases you will need to set up the appropriate database software after the set-up program has finished – see section 2.4.

## 2.3 Running Aware IM

**Whether you are running the Configuration Tool or configured applications you need to run the *Aware IM* Control Panel first.**

### 2.3.1 Starting Aware IM Control Panel

To start the *Aware IM* Control Panel you can either choose the “Control Panel” shortcut in the Programs menu or you can start it manually by changing to the BIN directory of your *Aware IM* installation and running the `startAwareIM.bat` batch file.

The Aware IM Control Panel will start all the required components such as JBoss server, Tomcat server and Aware IM server. On successful startup the "Aware IM system is active and functional" message will be displayed.

Note that when starting the Aware IM Control Panel for the first time you will be asked to provide the name of your business application. The name of your business application will be used by *Aware IM* to create the default business space and the initial business space version (see “Aware IM User Guide” for the explanation what business space and business space version are).

**IMPORTANT: if you are running firewall software on your computer make sure that you unblock access to the following ports: 9650, 9099, 9000, 8080, 8090-8092, 3732-3764, 8005, 8009, 5001.**

### 2.3.2 Starting the Configuration Tool

To start the Configuration Tool press the “Start Configuration Tool” button in the Aware IM Control Panel. When you start the Configuration Tool it will ask you to provide the business name you are logging into and password. Enter the business name you specified when you started the *Aware IM* Control Panel for the first time. Enter the default password "password". Do not forget to change the default password as soon as you log in (use The "Change Password" command under the "Tools" menu).

### 2.3.3 Changing Aware IM System Settings

You can change certain system settings by clicking on the Settings button in the Aware IM Control Panel.

Aware IM Control Panel starts up the following components required for Aware IM:

- JBoss application server
- Tomcat server
- Aware IM server
- Configuration Tool

When starting up these components the Control Panel uses default startup options. You can change memory settings allocated to each of the components on startup, ports used, database

engine and database configuration in the Settings dialog. You will need to restart Aware IM after changing most of these settings. You can also change the settings manually by changing Aware IM configuration files – this is especially useful when Aware IM runs as Windows service or when the operating system does not have graphical user interface.

### **To change memory allocation and JVM startup options manually:**

Normally you will not require changing these options. However, if you need to change the JVM and/or the initial startup properties of the JVM for each of these components, you can do so by placing the special property file called "startupOptions.props" into the BIN directory of your Aware IM installation. The sample "startupOptions.props" file with the settings equivalent to the default settings is located in the `samples` directory of your Aware IM installation.

For example, you can increase the memory allocated to different Aware IM components on startup. To do so add `-Xmx96m` after `java` in the corresponding line (where 96m is the amount of memory in Mb allocated to the component, you can increase this number further provided that your machine has enough memory).

```
JBOSS_STARTUP=../JDK/bin/java -Xmx96m -Djboss.home.dir=../JBoss -  
classpath ../JDK/lib/tools.jar:../JBoss/bin/run.jar  
org.jboss.Main -c bas
```

The above line will start the JBoss server and allocate 96Mb to the server on startup.

## **2.3.4 Starting configured applications**

Applications you configure with the Configuration Tool should be run within a web browser.

Open your browser and point it to the following URL:

<http://localhost:8080/AwareIM/logon.html>

See also the “Aware IM User Guide” describing other entry points to the configured applications.

You can also select the `Operation` shortcut from your Programs menu.

## **2.3.5 Un-installation**

To uninstall *Aware IM* software select the Uninstall shortcut from the Programs menu or Aware IM programs folder or run `Uninstall.exe` located in the root directory of your *Aware IM* installation.

## **2.3.6 Running Aware IM as Windows service**

To install Aware IM as Windows service do the following:

1. Shutdown *Aware IM* if it is running
2. Run the batch file `InstallService.bat` located in the `AwareIM/bin` directory where `AwareIM` is the root directory of your *Aware IM* installation.

3. Start the services manually or re-boot your machine to make sure that services are automatically started. To start services manually go to the Windows Services manager located in the Administrative Tools folder of the Windows Control Panel. Start JBoss service first; then Tomcat service and then Aware IM service.

Note that the `InstallService.bat` file installs three services (order of services is important) – JBoss, Tomcat and Aware IM.

Note also that when *Aware IM* is running as Windows service you will not be able to run the Aware IM Control Panel. If you want to start the Configuration Tool you need to run the `ClientStarter.bat` file located in the `AwareIM/bin` directory.

To uninstall Aware IM services run the `UninstallService.bat` file located in the `AwareIM/bin` directory. This file stops the services automatically if they are running.

## 2.4 Database integration

*Aware IM* requires database software to function correctly. At the moment *Aware IM* is compatible with the IBM Cloudscape/Derby, MySQL, Microsoft SQL Server / MSDE and Oracle databases (more databases will be supported in the future). MySQL, Oracle and MS SQL Server / MSDE databases are not included in the *Aware IM* installation.

IBM Cloudscape/Derby is included in *Aware IM* and does not require any additional integration.

### 2.4.1 Integrating *Aware IM* with MySQL database

If you do not have MySQL database software you can download one free of charge from the MySQL web site at [www.mysql.com](http://www.mysql.com). Run MySQL installation program and follow the instructions (see MySQL Installation Guide for details). We recommend that you install MySQL as a Windows service. Once the installation has been completed make sure that MySQL is running and perform the integration steps described below.

If you have the MySQL version already make sure that it is version 4.0 or later.

1. *Aware IM* creates and manages two databases under MySQL named `BASDB` and `BASDBTEST`. The databases are created when *Aware IM* server starts up for the first time. For *Aware IM* to manage its databases it requires root user privileges in MySQL. If your MySQL server runs with the default root user password (which is nothing) you don't have to do anything. Otherwise you will need to modify the `BASServer.props` file located in the `BIN` directory of your *Aware IM* installation to include the required password. Use any text editor to add password to the following lines in the `BASServer.props` file:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root&password=blah
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root&password=bla
BootstrapURL=jdbc:mysql://localhost/?user=root&password=blah
```

**Note:** if root user in your MySQL database has user name other than “root”, make sure to change the corresponding value in the above lines. Also if your MySQL server is located on a different computer from where Aware IM is running, change “localhost” to the network name of this computer.

2. *The following step should only be performed if you want to use MySQL JDBC driver different from the default JDBC driver that comes with **Aware IM**.*

Open the `BASServer.props` file located in the BIN directory of your **Aware IM** installation with any text editor and modify the following lines:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root
BootstrapURL=jdbc:mysql://localhost/?user=root
```

These lines must have the correct connection URL's supported by your MySQL JDBC driver – please refer to your driver's manual. Note that BASDB and BASDBTEST are the names of the predefined databases that **Aware IM** uses.

3. *The following step should only be performed if you have version 3.23 of MySQL software and not the later versions (4.0 and later).*
  - a. Make sure that you start MySQL with support for InnoDB tables – please refer to MySQL manual – otherwise you will not have support for database transactions.
  - b. **Aware IM** requires that MySQL option "max\_allowed\_packet" be set to 16M. You have to make sure that the correct value is set before you startup the Aware IM server. To do this create the `my.ini` file in the WINNT directory and add the following lines to this file

```
[mysqld]
set-variable=max_allowed_packet=16M
```

## 2.4.2 Integrating **Aware IM** with MS SQL Server database

If you do not have MS SQL Server database software you can download the free version (SQL Server Express) from the Microsoft web site at <http://www.microsoft.com/sql/editions/express/default.mspx>. Make sure that MS SQL Server or SQL Server Express is running and perform the integration steps described below.

**IMPORTANT: Support for the full version of MS SQL Server database is optional in Aware IM. Before integrating this database with Aware IM make sure that this option is available in your Aware IM edition.**

1. Make sure that your MS SQL Server database is running in the “mixed” mode that supports both Windows and SQL authentication – please refer to the MS SQL Server manual for details.
2. Make sure that your MS SQL Server database is configured to use TCP/IP protocol – please refer to the MS SQL Server manual for details.

- Use any text editor to modify the following lines in the `BASServer.props` file located in the BIN directory of your **Aware IM** installation:

```
DriverURL=jdbc:jtds:sqlserver://localhost/BASDB;user=sa;password=AStrongSAP
assword;instance=MSDEInstance
DriverTestURL=jdbc:jtds:sqlserver://localhost/BASDBTEST;user=sa;password=AS
trongSAPassword;instance=MSDEInstance
BootstrapURL=jdbc:jtds:sqlserver://localhost;user=sa;password=AStrongSAPass
word;instance=MSDEInstance
```

Change values for “user” and “password” properties in the lines above to provide the credentials of your MS SQL Server account.

If you are running the default instance of the MS SQL Server remove the “instance=MSDEInstance” property from the lines above. Otherwise provide the appropriate name of the instance, for example “instance=MyInstance”

- The following step should only be performed if you want to use MS SQL Server JDBC driver different from the default JDBC driver that comes with **Aware IM**.

Open the `BASServer.props` file located in the BIN directory of your **Aware IM** installation with any text editor and modify the following lines:

```
DriverURL=jdbc:jtds:sqlserver://localhost/BASDB;user=sa;password=AStrongSAP
assword;instance=MSDEInstance
DriverTestURL=jdbc:jtds:sqlserver://localhost/BASDBTEST;user=sa;password=AS
trongSAPassword;instance=MSDEInstance
BootstrapURL=jdbc:jtds:sqlserver://localhost;user=sa;password=AStrongSAPass
word;instance=MSDEInstance
```

These lines must have the correct connection URL's supported by your MS SQL Server JDBC driver – please refer to your driver's manual. Note that `BASDB` and `BASDBTEST` are the names of the predefined databases that **Aware IM** uses.

#### 2.4.2.1 Troubleshooting MS SQL Server database integration.

If **Aware IM** does not start it could be for reasons described in the following table (which also suggests what to do):

Cause of failure	What to do
1. Aware IM fails to authenticate with MS SQL Server	Check that you specified correct user name and password in the <code>BASServer.props</code> file and that SQL Server is running in a “mixed” mode
2. There are two instances of MS SQL Server running on the same machine, so Aware IM does not know which instance to use	Make sure that you specify the name of the instance in the <code>BASServer.props</code> file
3. Aware IM cannot connect to the MS SQL Server through the default TCP/IP port	1. Check that SQL Server is configured to use TCP/IP. Use the <code>svrnetcn.exe</code> utility

	<p>to enable TCP/IP protocol. Restart the SQL Server service after you make the changes.</p> <ol style="list-style-type: none"> <li>If SQL Server is listening for connections on a different port than the default port 1433, specify this port number in the BASServer.props file after “localhost” in the 3 lines mentioned in the previous sections, for example ...//localhost:1450/BASDB...</li> <li>Check that the port on which SQL Server is listening for connections is not blocked by a firewall.</li> </ol>
--	--

### 2.4.3 Integrating *Aware IM* with Oracle database

**IMPORTANT: Support for Oracle database is optional in Aware IM. Before integrating this database with Aware IM make sure that this option is available in your Aware IM edition.**

You need to install Oracle database prior to using *Aware IM* as it is not included in the Aware IM installation. Before you can start using Aware IM with the Oracle database make sure you do the following:

- Aware IM* manages two databases named BASDB and BASDBTES. The databases must be created manually before using Oracle with *Aware IM*. *Aware IM* will NOT create the databases automatically. It is enough to create empty databases without creating any tables – *Aware IM* will create all the required tables automatically on the first startup.
- You will need to modify the BASServer .props file located in the BIN directory of your *Aware IM* installation to include the credentials of the account you created for managing BASDB and BASDBTES databases. Use any text editor to add password to the following lines in the BASServer .props file:

```
DriverURL=jdbc:oracle:thin:SYSMAN/password@//localhost:1521/BASDB
DriverTestURL=
DriverTestURL=jdbc:oracle:thin:SYSMAN/password@//localhost:1521/BASDBTES
```

**Note:** Change “SYSMAN” and “password” in the lines above to specify your user name and password. Also if your Oracle server is located on a different computer from where Aware IM is running, change “localhost” to the network name of this computer.

## 3 Installation under Linux operating system

To install *Aware IM* under the Linux operating system follow the steps below:

1. Download AwareIM.tar.gz file from the Awaresoft web site.
2. Unpack the archive file into the local directory of your hard disk. We will assume that *Aware IM* is unpacked into the AwareIM directory. You can use the following command to unpack the archive:

```
gunzip < /path/to/AwareIM.tar.gz | tar xvf -
```

3. By default Aware IM is set up to work with the IBM Cloudscape/Derby database, which is included in the *Aware IM* installation. If you are happy to use the default database you can start using Aware IM straight away – see section 3.1. If you want to use *Aware IM* with MySQL database you need to make sure that the MySQL database is installed and running on your machine before starting *Aware IM*. You can download the latest version of MySQL software from MySQL web site at [www.mysql.com](http://www.mysql.com). Please follow the MySQL installation and startup instructions as described in the MySQL manual. You must also see section 3.2 for further instructions. For details about integration with Oracle database see section 2.4.3

## 3.1 Running Aware IM

How you run Aware IM depends on whether your Linux version supports graphical user interface (X-Windows) or not. If your Linux version supports graphical user interface you should start the Aware IM Control Panel.

### 3.1.1 Starting Aware IM Control Panel

To start the *Aware IM* Control Panel, follow the steps below:

1. Open the Shell Console session and change to the AwareIM/bin directory:

```
cd AwareIM/bin
```

2. Issue the following command:

```
bash startAwareIM.sh
```

The Aware IM Control Panel will start all the required components such as JBoss server, Tomcat server and Aware IM server. On successful startup the "Aware IM system is active and functional" message will be displayed.

Note that when starting the Aware IM Control Panel for the first time you will be asked to provide the name of your business application. The name of your business application will be used by *Aware IM* to create the default business space and the initial business space version (see "Aware IM User Guide" for the explanation what business space and business space version are).

**IMPORTANT: if you are running firewall software on your computer make sure that you unblock access to the following ports: 9650, 9099, 4444, 9000, 8080, 8090-8092, 3732-3764, 8005, 8009, 5001.**

### 3.1.2 Starting Aware IM under non-graphical Linux

To start Aware IM under Linux that does not have graphical user interface do the following:

1. Open the Shell Console session and change to the AwareIM/bin directory:

```
cd AwareIM/bin
```

2. Issue the following command:

```
bash startAwareIMNoGUI.sh
```

The script file will start all the required components such as JBoss server, Tomcat server and Aware IM server. On successful startup the "Aware IM server started" message will be displayed in the console window.

Note that the default name of your application will be "DefaultApplication". The name of your business application will be used by *Aware IM* to create the default business space and the initial business space version (see "Aware IM User Guide" for the explanation what business space and business space version are).

**IMPORTANT: if you are running firewall software on your computer make sure that you unblock access to the following ports: 9650, 9099, 4444, 9000, 8080, 8090-8092, 3732-3764, 8005, 8009, 5001.**

### 3.1.3 Starting Configuration Tool

If you are running the Linux version that supports graphical user interface you can start the Configuration Tool by clicking on the "Start Configuration Tool" button in the Aware IM Control Panel.

If you are running non-graphical Linux you can only start the Configuration Tool remotely on a machine that supports graphical user interface (for example, a machine running Windows) – see section 6.2

When you start the Configuration Tool it will ask you to provide the business name you are logging into and password. Enter the business name you specified when you started the *Aware IM* Control Panel for the first time. Enter the default password "password". Do not forget to change the default password as soon as you log in (use The "Change Password" command under the "Tools" menu).

### 3.1.4 Starting configured applications

The applications you configure with the Configuration Tool should be run within the Mozilla or Netscape web browser. Open the browser and point it to the following URL:

<http://localhost:8080/AwareIM/logon.html>

See also “Aware IM User Guide” describing other entry points to the configured applications.

## 3.2 Integration with MySQL database

This section describes the steps you need to perform to integrate *Aware IM* with the MySQL database. If you do not have the MySQL database installed you can download the latest version from the MySQL web site at [www.mysql.com](http://www.mysql.com)

Follow the steps below:

1. Make sure that the version of your MySQL software is 4.0 or later
2. Delete the existing BASServer.props file located in the BIN directory of the *Aware IM* installation (this file corresponds to the default IBM Cloudscape/Derby database).
3. Rename the file BASServerJBossMySQL.props located in the BIN directory of the *Aware IM* installation to BASServer.props
4. *Aware IM* creates and manages two databases under MySQL named BASDB and BASDBTEST (the databases are created when the *Aware IM* server starts up for the first time). For *Aware IM* to manage its databases it requires root user privileges in MySQL. If your MySQL server runs with the default root user password (which is nothing) you don't have to do anything. Otherwise you will need to modify the BASServer.props file in your AwareIM/bin directory to include the required password. Use any text editor to add the password to the following entries in the BASServer.props file:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root&password=blah
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root&password=blah
BootstrapURL=jdbc:mysql://localhost/?user=root&password=blah
```

**Note:** if the root user in your MySQL database has user name different from “root” make sure to change the corresponding value in the above lines. Also if your MySQL server is located on a different computer from where Aware IM is running, make sure you change “localhost” to the network name of this computer.

5. *The following step should only be performed if you want to use MySQL JDBC driver different from the default JDBC driver that comes with Aware IM.*

Open the BASServer.props file located in the BIN directory of your *Aware IM* installation with any text editor and modify the following lines:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root
BootstrapURL=jdbc:mysql://localhost/?user=root
```

These lines must have the correct connection URL's supported by your MySQL JDBC

driver – please refer to your driver’s manual. Note that BASDB and BASDBTEST are the names of the predefined databases that **Aware IM** uses (see also the next step).

1. *The following step should only be performed if you have version 3.23 of MySQL software and not the later versions (4.0 and later).*

Make sure that you start MySQL with support for InnoDB tables – please refer to MySQL manual – otherwise you will not have support for database transactions.

2. If you already have **Aware IM** databases from previous installations of **Aware IM** the new installation of **Aware IM** will use them. If you do not want to re-use the old **Aware IM** databases drop them using `mysql` utility prior to the installation of **Aware IM**:

Issue the following commands in `mysql` utility to drop the old databases:

```
DROP DATABASE BASDB ;  
DROP DATABASE BASDBTEST ;
```

## 4 Installation under Mac OS X operating system

To install **Aware IM** under the Mac OS X operating system you need to run the set-up program that guides you through the installation process. Before starting the set-up program check that your computer meets the necessary requirements described below.

### 4.1 Hardware and software requirements

- Apple Macintosh computer
- 256 Mb of RAM (512 Mb recommended)
- 70 Mb of free disk space
- Mac OS X operating system or later (Aware IM will not run under OS9 and earlier operating systems)
- Java version 1.4 or 1.5 (Mac OS X starting with version 10 includes this version of Java by default)
- Safari or other Internet Browser

### 4.2 Using the installation program

To start installation of the **Aware IM** software, double click on the disk image file `AwareIM.dmg` which is located on your installation CD or which has been downloaded from the Awaresoft web site. The disk image contains a package file `AwareIM.pkg`. Double click on this file to start the installation process.

Firstly the software displays the welcome screen and the license page that you must accept in order to proceed with the installation. The next screen shows the default directory where **Aware IM** will be installed. You can press the Next button to accept the default directory or specify a different directory.

The next screen allows you to specify the database that *Aware IM* will use. *Aware IM* can be set up to work with the IBM Cloudscape/Derby, MySQL, Microsoft SQL Server or Oracle database management systems. The Cloudscape/Derby database is included into the *Aware IM* installation, so if you select this option you do not have to perform any additional work. If you choose to use the MySQL or Oracle databases you will need to perform the additional integration steps – see section 4.4 and 2.4.3 respectively.

After you choose the database and press the Install button the software will start unpacking the required files on your hard disk.

If you chose to use the default database system (IBM Cloudscape/Derby) with *Aware IM* you can start using *Aware IM* right away – see section 4.3. If you chose to use the MySQL database you will need to set up the appropriate database software after the set-up program has finished. Please read on.

## 4.3 Running Aware IM

**Whether you are running the Configuration Tool or configured applications you need to run the *Aware IM* Control Panel first.**

### 4.3.1 Starting Aware IM Control Panel

To start the *Aware IM* Control Panel double click on the Aware IM application.

The Aware IM Control Panel will start all the required components such as JBoss server, Tomcat server and Aware IM server. On successful startup the "Aware IM system is active and functional" message will be displayed.

Note that when starting the Aware IM Control Panel for the first time you will be asked to provide the name of your business application. The name of your business application will be used by *Aware IM* to create the default business space and the initial business space version (see "Aware IM User Guide" for the explanation what business space and business space version are).

**IMPORTANT: if you are running firewall software on your computer make sure that you unblock access to the following ports: 9650, 9099, 4444, 9000, 8080, 8090-8092, 3732-3764, 8005, 8009, 5001.**

### 4.3.2 Common problems when running Aware IM

The following section lists the common problems encountered when running Aware IM.

1. by default *Aware IM* files are installed with full access to the current user but with read-only access to other users. As a result *Aware IM* will not run if launched by another user as it

needs write access to its files. If you want other users to be able to run *Aware IM* you can change access privileges of *Aware IM* files. To do this:

- Start the Terminal application located in the Application/Utilities directory
  - From the Terminal window enter the command to change to `AwareIM.app` directory:
 

```
cd ../../Applications/AwareIM.app
```
  - Enter the command to change access privileges to all *Aware IM* files:
 

```
sudo chmod -R 777 Contents (enter your password when asked)
```
  - Restart *Aware IM*
2. A few of the early releases of Java version 1.5 had a bug, which made it incompatible with *Aware IM*. If one of these Java versions is the default version on your machine *Aware IM* will not start. To be able to run *Aware IM* you will need to do either of the following:
- a) Download the latest version of Java 1.5 to your machine. To do this click on the “Software Update” item in the Apple menu and select Java. Note that Apple may require you to update Java 1.3 and 1.4 first and then update Java 1.5
  - b) Set Java version 1.4 to be the default version. To do this:
    - Start the Terminal application located in the Application/Utilities directory
    - From the Terminal window enter the following command:
 

```
cd /System/Library/Frameworks/JavaVM.framework/Versions
```
    - Make sure that Java version 1.4.2 is available by typing “ls” command and verifying that Java 1.4.2 is in the list
    - Enter the following command
 

```
sudo rm CurrentJDK
          (enter your password when asked)
```
    - Enter the next command
 

```
sudo ln -s 1.4.2 CurrentJDK
          (enter your password when asked)
```
    - Re-start *Aware IM*

### 4.3.3 Starting the Configuration Tool

To start the Configuration Tool press the “Start Configuration Tool” button in the *Aware IM* Control Panel. When you start the Configuration Tool it will ask you to provide the business name you are logging into and password. Enter the business name you specified when you started the *Aware IM* Control Panel for the first time. Enter the default password “password”. Do not forget to change the default password as soon as you log in (use The “Change Password” command under the “Tools” menu).

### 4.3.4 Changing startup options of the *Aware IM* components

*Aware IM* Control Panel starts up the following components required for *Aware IM*:

- JBoss application server
- Tomcat server
- *Aware IM* server
- Configuration Tool

When starting up these components the Control Panel uses default startup options.

Normally you will not require changing these options. However, if you need to change the JVM and/or the initial startup properties of the JVM for each of these components, you can do so by placing the special property file called "startupOptions.props" into the BIN directory of your Aware IM installation. The sample "startupOptions.props" file with the settings equivalent to the default settings is located in the `samples` directory of your Aware IM installation.

For example, you can increase the memory allocated to different Aware IM components on startup. To do so add `-Xmx96m` after `java` in the corresponding line (where 96m is the amount of memory in Mb allocated to the component, you can increase this number further provided that your machine has enough memory).

```
JBOSS_STARTUP=../JDK/bin/java -Xmx96m -Djboss.home.dir=../JBoss -  
classpath ../JDK/lib/tools.jar:../JBoss/bin/run.jar  
org.jboss.Main -c bas
```

The above line will start the Jboss server and allocate 96Mb to the server on startup.

### 4.3.5 Starting configured applications

Applications you configure with the Configuration Tool should be run within a web browser. Open your browser and point it to the following URL:

<http://localhost:8080/AwareIM/logon.html>

See also the "Aware IM User Guide" describing other entry points to the configured applications.

## 4.4 Database integration

*Aware IM* requires database software to function correctly. At the moment *Aware IM* is compatible with the IBM Cloudscape/Derby, MySQL, Microsoft SQL Server and Oracle databases (more databases will be supported in the future). MySQL, MS SQL Server / MSDE and Oracle databases are not included in the *Aware IM* installation.

IBM Cloudscape/Derby is included in *Aware IM* and does not require any additional integration.

For details about integration with Oracle database see section 2.4.3

### 4.4.1 Integrating *Aware IM* with MySQL database

If you do not have MySQL database software you can download one free of charge from the MySQL web site at [www.mysql.com](http://www.mysql.com). Run MySQL installation program and follow the instructions (see MySQL Installation Guide for details). Once the installation has been completed make sure that MySQL is running and perform the integration steps described below.

If you have the MySQL version already make sure that it is version 4.0 or later.

1. **Aware IM** creates and manages two databases under MySQL named BASDB and BASDBTEST. The databases are created when **Aware IM** server starts up for the first time. For **Aware IM** to manage its databases it requires root user privileges in MySQL. If your MySQL server runs with the default root user password (which is nothing) you don't have to do anything. Otherwise you will need to modify the `BASServer.props` file located in the BIN directory of your **Aware IM** installation to include the required password. Use any text editor to add password to the following lines in the `BASServer.props` file:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root&password=blah
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root&password=bla
BootstrapURL=jdbc:mysql://localhost/?user=root&password=blah
```

**Note:** if the root user in your MySQL database has user name other than "root", make sure to change the corresponding value in the above lines. Also if your MySQL server is located on a different computer from where **Aware IM** is running, change "localhost" to the network name of this computer.

2. *The following step should only be performed if you want to use MySQL JDBC driver different from the default JDBC driver that comes with **Aware IM**.*

Open the `BASServer.props` file located in the BIN directory of your **Aware IM** installation with any text editor and modify the following lines:

```
DriverURL=jdbc:mysql://localhost/BASDB?user=root
DriverTestURL=jdbc:mysql://localhost/BASDBTEST?user=root
BootstrapURL=jdbc:mysql://localhost/?user=root
```

These lines must have the correct connection URL's supported by your MySQL JDBC driver – please refer to your driver's manual. Note that BASDB and BASDBTEST are the names of the predefined databases that **Aware IM** uses.

3. *The following step should only be performed if you have version 3.23 of MySQL software and not the later versions (4.0 and later).*
  - c. Make sure that you start MySQL with support for InnoDB tables – please refer to MySQL manual – otherwise you will not have support for database transactions.
  - d. **Aware IM** requires that MySQL option "max\_allowed\_packet" be set to 16M. You have to make sure that the correct value is set before you startup the **Aware IM** server. To do this create the `my.ini` file in the WINNT directory and add the following lines to this file

```
[mysqld]
set-variable=max_allowed_packet=16M
```

## 5 Custom installation

You only need to read this section if:

- You already have some or all of the components included with *Aware IM* (JDK, JBoss, Tomcat) and you want to save the disk space by using your components rather than getting *Aware IM* to install its own.
- You have an application server and/or web server from a different vendor that you want to use instead of the default Tomcat/JBoss combination.

This section describes the steps that you need to do to replace some or all of the default *Aware IM* components and integrate each component individually. Note that after you finish performing the integration changes you will need to start Aware IM as described in the previous sections.

## 5.1 Integration with JRE/JDK

If you use your existing version of JRE or JDK you need to know the following.

1. Your JRE/JDK must be version 1.4.0 or later
2. If you only have Java Runtime Environment (JRE) you will also need the corresponding `tools.jar` file that is normally distributed with the JDK.

There are a number of files that you need to modify in order for *Aware IM* to use the correct JRE/JDK version. The following files need to point to the correct location of your JRE/JDK installation:

a) For Windows operating system

- `bin/setEnv.bat` - change `JDK_HOME` variable
- `bin/setEnvClient.bat` - change `JDK_HOME` variable
- `bin/serverStarter.bat` - change `JAVA_HOME` variable
- `bin/serverShutter.bat` - change `JAVA_HOME` variable

b) For Linux operating system

- `bin/setEnv.sh` - change `JDK_HOME` variable
- `bin/ClientStarter.sh` - change `JDK_HOME` variable

Also if you are working under Linux operating system make sure that the startup/shutdown scripts of your application server and/or web server point to the right location of JRE/JDK. If you are using JBoss and Tomcat versions that come with *Aware IM* modify the following files:

- `bin/jboss_init_linux.sh` - change `JAVA_PATH` and `JAVA_HOME` variables
- `Tomcat/bin/startup.sh` - change `JAVA_HOME` variable
- `Tomcat/bin/shutdown.sh` - change `JAVA_HOME` variable

## 5.2 Integration with JBoss server

**Note:** If you want to use your existing version of the JBoss server it must be version 3.0.8 or later.

In order for *Aware IM* to work with JBoss, the *Aware IM* specific JMS topics and queues need to be configured within JBoss. The required configuration can be found in the `jbossmq-destinations-service.xml` file located in the `AwareIM/bin` directory.

You can either overwrite the corresponding file in your JBoss configuration with the above file or copy and paste the configuration for **Aware IM** specific topics and queues into your existing JBoss configuration file `jbossmq-destinations-service.xml`. Please also refer to the JBoss documentation regarding the configuration of JMS topics and queues.

You will also need to check that the following properties are correctly set in the `BASServer.props` file located in the `AwareIM/bin` directory (see also section 5.4) – `DirectoryService`, `DirectoryServiceProvider` and `JMSFactory` – refer to the JBoss server documentation.

Note: JBoss server needs to be restarted after the changes.

### 5.3 Integration with the web server

The Operation Mode of **Aware IM** is handled internally by a module that is implemented as a Java web application deployable into any web server supporting the JSP/servlets technology. So to get **Aware IM** to work with your web server you need to deploy the Aware IM web application into your web server. To do this perform the following steps:

1. Your web server must contain `webapps` directory where all web applications are deployed. Create the `AwareIM` directory under the `webapps` directory of your web server
2. Copy all files and subfolders from the `AwareIM/Tomcat/webapps/AwareIM` directory into this directory.
3. Copy all files from the `AwareIM/Tomcat/shared/Classes` directory into `webapps/AwareIM/WEB-INF/Classes` directory of your web server.
4. Copy all files from the `AwareIM/Tomcat/shared/lib` directory into `webapps/AwareIM/WEB-INF/lib` directory of your web server.
5. Create `axis` directory under the `webapps` directory of your web server
6. Copy all files and subfolders from the `AwareIM/Tomcat/webapps/axis` directory into this directory.
7. Modify the `web.xml` file located in `yourWebServerPath/webapps/AwareIM/WEB-INF` directory to include the correct path to your Aware IM directory in the web server You need to modify `web-app-dir` parameter in this file, for example:

```
<context-param>
  <param-name>web-app-dir</param-name>
  <param-value>myWebServerPath/webapps/AwareIM/</param-value>
</context-param>
```

Your web server needs to be restarted after these changes.

### 5.4 Integration with J2EE application server

You only need to read this section if you already have J2EE application server such as Weblogic that you want **Aware IM** to use instead of the default JBoss application server.

Note: if your application server is combined with the web server (like Weblogic) you also need to perform steps described in section 5.3

To get *Aware IM* to work with your application server you need to perform the following steps:

1. Configure *Aware IM* specific JMS topics and queues within the application server.
2. Modify `BASServer.props` file located in the `AwareIM/bin` directory.

#### 5.4.1 Configuring Aware IM specific topic and queues

*Aware IM* requires that three special queues and three special topics be configured within the application server (they are called `RequestQueue`, `LocalQueue`, `NotificationInQueue`, `ReplyTopic`, `LocalTopic`, `NotificationOutTopic`). Refer to your application server documentation for instructions on configuring JMS topic and queues.

You are free to specify any names you like to these topic and queues. However you need to make sure that these names are assigned to the corresponding properties in the `BASServer.props` file. For example,

```
ReplyTopic=skoutputtopic
RequestQueue=skinputqueue
LocalTopic=defaultoutputtopic
LocalQueue=defaultinputqueue
NotificationOutTopic=notifouttopic
NotificationInQueue=notifinqueue
```

Note that the names you specify in the property file must match exactly the names that these topics and queues are referred to by the application server.

#### 5.4.2 Modifying application server settings

You will also need to modify `BASServer.props` file located in the `AwareIM/bin` directory to set values to the following properties: `DirectoryService` and `JMSFactory`. `DirectoryService` property must point to a fully qualified name of the class implementing the JNDI service within your application server; `JMSFactory` property must point to a fully qualified name of the class implementing the JMS factory within your application server. If your application server requires it you can also set the value of the `DirectoryServiceProvider` property that must contain the URL of the JNDI service provider. Please refer to the documentation of your application server for the exact values of these properties.

The example below lists values of the properties for the Weblogic server:

```
DirectoryService=weblogic.jndi.WLInitialContextFactory
JMSFactory=weblogic.jms.ConnectionFactory
```

## 6 Aware IM deployment options

When you install *Aware IM* out-of-the-box as described in sections 2 or 3 *Aware IM* is installed on a single machine. This is, however, not the only option of *Aware IM* deployment. *Aware IM*

is a Client-Server system. From the deployment point of view it has 3 components that can be installed on the same or different computers. These components are:

- The Aware IM server
- The Aware IM Configuration Tool
- The Aware IM web application (Operation Mode)

As mentioned above all the components may reside on the same computer – this is the default deployment configuration that you get when you use the default *Aware IM* installation. This option is suitable for the following categories of users:

- Individual end users who run information systems configured with the *Aware IM* software for personal needs
- Configurators who configure and test their *Aware IM* information systems on a single machine
- Small to medium companies that run their information management systems configured with *Aware IM* for their internal office needs
- Small to medium companies that run their information management systems configured with *Aware IM* for their internal office needs and/or provide access to these systems to their customers via Internet where the load of the server running *Aware IM* system is low to medium.

For larger companies who have more internal and external users with higher load of requests it may be beneficial to deploy *Aware IM* on separate computers for better scaling and performance. It is also possible that individual users or companies do not have direct access to the computer where *Aware IM* is running – for example, if they use 3<sup>rd</sup> party organizations to host their web needs (including *Aware IM*). These individuals and organizations however may need frequent and easy access to the Configuration Tool so that they can configure or modify their information systems whenever necessary.

*Aware IM* can be deployed to meet these needs. The following deployment options are available:

1. The Aware IM web application (Operation Mode) can be installed on a separate machine(s), which allows for better scaling and performance under a heavy load.
2. The Aware IM Configuration Tool can be deployed on a separate machine with access to the Aware IM server via internal LAN. This makes it possible to use Configuration Tool by different users simultaneously.
3. *Aware IM* server can be deployed on a remote machine. Configurators can upload applications from their local machines to the *Aware IM* server via the Web browser. Thus this option allows running *Aware IM* on a remote machine in a host environment and at the same time easily configure and change applications.

The required steps for each of these options are described below.

## 6.1 Running Aware IM Operation Mode on a separate machine

To run *Aware IM* web application (Operation Mode) on a separate machine within a single LAN you have to make sure that the *Aware IM* server is deployed on your “server” machine whereas *Aware IM* web application is deployed on a single or a cluster of “web server” machines.

Make sure you do the following:

1. To deploy the **Aware IM** server on the “server” machine do the following:
  - a. Make sure that the “server” machine is running the J2EE application server such as JBoss or Weblogic.
  - b. Make sure that the machine is running MySQL or MS SQL Server database (alternatively the database server may be deployed on yet another machine – see your database documentation for details).
  - c. Make sure that JRE/JDK is available on your “server” machine. You may need to perform the steps described in section 5.1
  - d. Unpack the archive file with the **Aware IM** installation to some local directory on your server machine (we assume it is called AwareIM).
  - e. Create AwareIM/lib directory and copy all the files from AwareIM/Tomcat/shared/.lib directory into AwareIM/lib directory. You can now delete AwareIM/Tomcat directory to save the disk space.
  - f. Modify the appropriate batch files in the AwareIM/bin directory and change the entries that set AWARE\_HOME path (this path must now point to the AwareIM/lib directory)
  - g. You may need to perform the steps described in sections 5.2 or 5.4 to integrate the Aware IM server with your J2EE application server
  - h. You may also need to perform the steps described in sections 2.4, 3.2 to integrate the **Aware IM** server with your database system.
  - i. To start the **Aware IM** server change to AwareIM/bin directory on your server machine and run the serverStarter.bat file on Windows operating system or serverStarter.sh script on Linux operating system
2. To deploy the **Aware IM** web application on the web server machine(s) do the following:
  - a. Make sure that the machine is running a JSP enabled web server such as Tomcat or Weblogic
  - b. Unpack the archive file with the **Aware IM** installation to some local directory on your web server machine (we assume it is called AwareIM).
  - c. Perform the steps described in section 5.3 to integrate the web server with Aware IM.
  - d. Modify the file yourWebServerPath/webapps/AwareIM/webapp.props to include the name of your “server” machine in the LAN. For example,  

```
ServerName=myAwareIMServerName
```

## 6.2 Running Configuration Tool on a separate machine

To run the Configuration Tool on a machine different from the one where your **Aware IM** server is running do the following (it is assumed that the Configuration Tool and the **Aware IM** server are running on the machines connected by a Local Area Network (LAN). We will call the machine where the Configuration Tool is running, the “client” machine and the machine where the **Aware IM** server is running – the “server” machine.

1. Perform the steps described in the section 6.1 to deploy the **Aware IM** server on a “server” machine.
2. Replace references to “localhost” in the BASServer.props file located in the BIN directory of the Aware IM installation on the server machine with the network name of the server machine, for example:

- ```
DirectoryServiceProvider=jnp\:\\myserver\ :9650/
```
3. Under the Windows operating system run the Configuration Tool setup program (ConfigTool.exe) located in the Windows directory of your Aware IM distribution disk from the client machine and follow the instructions of the program. You will need to specify the installation directory of the Configuration Tool and the network name of the server machine. After the Configuration Tool has been installed you can run it from the Startup menu.
  4. Under Linux operating system perform the following steps:
    - a. Unpack the archive file with the Configuration Tool component (ConfigTool.tar.gz) to some local directory on your client machine (we assume it is called AwareIM).
    - b. Modify the file `AwareIM/bin/UIConfig.props` to include the name of your “server” machine in the LAN. For example,  
`HostServer=myAwareIMServerName`
    - c. To start the Configuration Tool change to the `AwareIM/bin` directory on your client machine and run the `ClientStarterStandalone.sh` script.

**Note: If the Aware IM Server is running on the Linux or Mac OS X machine make sure that the file `etc/hosts` has the following entries:**

```
127.0.0.1 localhost.localdomain localhost
x.x.x.x serverName
```

where `x.x.x.x` is the IP address of the server where Aware IM is running and `serverName` is the network name of the server.

**Additionally if you are running the remote Configuration Tool from a Linux or Mac OS X workstation make sure that the `etc/hosts` file of each workstation has the same entries as the `etc/hosts` file on the server.**

## 6.3 Running Aware IM in a web hosting environment

Organizations or individuals who for whatever reason cannot or do not want to run their application on their own server but still want web access to their *Aware IM* application can use web-hosting services of third-party companies (that we will call “web hosts” here). These companies offer their servers for companies to deploy their applications/web sites on.

There are a variety of services that web hosts offer. Usually they fall within one of the 3 categories:

### 1. *Standard shared hosting*

The server is shared with other users. You do not have control on which software is installed on your server and you cannot reboot the server.

### 2. *Virtual Private Server hosting (VPS)*

The server is shared with other users. However, you get your own “virtual” server with a particular operating system (Windows or Linux). You have full control over your virtual server

through the remote interface (even though it is physically shared with others) – you can install any application on the server and you can reboot the server any time

### 3. *Dedicated server hosting*

You have your own server that is not shared with other users. You have full control of this server through the remote interface.

The first option is usually the cheapest, while the third one is the most expensive.

Although it is theoretically possible to run *Aware IM* applications under standard shared hosting (option 1.), we do not recommend it as there are too many things that can potentially go wrong

Option 3 is the safest option and is virtually equivalent to running *Aware IM* on your own server. The only problem with this option is the price – it can range from 100 to 300 (or more) dollars a month.

Option 2 is, in our opinion, the most practical option for many users. It is relatively inexpensive (you can get VPS hosting for \$30 a month or even less) and you essentially get your own server that you have full control of. The next section discusses running *Aware IM* applications under the VPS hosting environment.

#### 6.3.1 Running *Aware IM* under the VPS hosting environment

Usually VPS hosting comes in two flavours – Linux VPS that uses Linux operating system and Windows VPS that offers Windows operating system. Linux VPS is much more common, however, there are more and more companies who offer Windows VPS hosting. Linux VPS is usually slightly cheaper.

It is possible to run *Aware IM* applications under both operating systems. However, please see the following tables for the comparison of using Linux VPS versus Windows VPS:

| Linux VPS pro's                                                                                             | Linux VPS con's                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Very common. There are a huge number of companies offering Linux VPS with different options and price range | Most web hosts offer non-graphical Linux. Running <i>Aware IM</i> under non-graphical Linux has two limitations:<br><br>It is possible to install the graphical component for Linux, but it requires some Linux expertise (or you can possibly ask the host to do it for you) |
| Usually cheaper than Windows VPS                                                                            | Usually Linux VPS offers remote access to the Linux server via command line interface only. However, if you install a Linux graphical component it is possible to set up a remote graphical interface to the server                                                           |

| Windows VPS pro's                                                                                                                                                                                      | Windows VPS con's                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| The experience is literally equivalent to running Aware IM on your own server. You get a remote graphical interface to the server, which is like running Windows on your own machine. Very convenient. | Slightly more expensive on average than Linux VPS (although, it is now possible to find a very good deal) |
|                                                                                                                                                                                                        | Not very common yet. Not many companies offering Windows VPS                                              |

Our recommendation is that if you can find a good deal on Windows VPS, go for it – the remote graphical user interface is worth it.

Some of the companies running good deals on Windows and Linux VPS are GoDaddy ([www.godaddy.com](http://www.godaddy.com)), VPS Land ([www.vpsland.com](http://www.vpsland.com)), InfoQuest ([www.infoquest.com](http://www.infoquest.com))

Once you have the VPS set up installing Aware IM is quite straightforward – transfer Aware IM installation files to your server and install it there. However, you need to watch out for these two most commonly encountered problems when running *Aware IM* in the VPS environment:

1. *Not enough memory* – memory may be a scarce resource when you have to share the machine with others. You have to make sure that there is at least 256Mb of memory available to run *Aware IM*. If there is not enough memory all sorts of strange problems may be encountered. Usually companies that offer VPS services offer a certain amount of “guaranteed” memory (your own) and a certain amount of “burstable” memory (shared with others).
  - a. Do not pick web hosts that offer burstable memory only.
  - b. Make sure that the amount of guaranteed memory is at least 256M
  - c. Make sure that the guaranteed memory is not used by applications that are often pre-installed by a web host. If they are, uninstall them.
2. *Port 8080 is blocked* – web hosts often blocks all ports other than the standard port 80. You have to configure the firewall settings of your VPS to allow external requests through port 8080 (or better still ask you web host to do this)  
 You can also re-configure Tomcat to use a different port (to do this open the `server.xml` file located in the `AwareIM/Tomcat/conf` directory, search for 8080 and replace it with a different number).

## 7 Troubleshooting

The table below lists possible problems you may encounter during installation and the suggested solutions.

| Problem                     | Possible solution                                           |
|-----------------------------|-------------------------------------------------------------|
| 1. <b>Aware IM does not</b> | 1. If running not a built-in Aware IM database (Derby) such |

|                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>start and displays a message that it cannot create or locate the databases it requires.</b></p>                                            | <p>as MySQL or SQL Server, make sure that the database software is running and there is a valid connection with the database server</p> <ol style="list-style-type: none"> <li>2. Make sure that the database settings in the <code>BASServer.props</code> file are correct – see the appropriate section in the document (2.4, 3.2)</li> <li>3. If running MySQL – check the output of the Aware IM server. If it contains a message that connections from localhost (or 127.0.0.1) are not allowed, make sure that your MySQL account allows connections from localhost – see MySQL manual for details.</li> <li>4. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to <a href="mailto:support@awareim.com">support@awareim.com</a></li> </ol> |
| <p><b>2. Aware IM does not start and displays a message that access to the database is denied.</b></p>                                           | <ol style="list-style-type: none"> <li>1. If running not a built-in Aware IM database (Derby) such as MySQL or SQL Server, make sure that you specify the correct credentials of your database account.</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| <p><b>3. Aware IM does not start and displays a message that port 9000 is not available or that another instance of Aware IM is running.</b></p> | <ol style="list-style-type: none"> <li>1. You may have made an unsuccessful attempt to start Aware IM and the previous instance did not shut down properly. Kill all “java” and “javaw” processes in memory and re-start Aware IM. This is the most likely reason.</li> <li>2. Port 9000 required by Aware IM is used by some other application. Check availability of your ports and shut down the application using port 9000. Alternatively specify a different port in the <code>BASServer.props</code> file located in the BIN directory of your Aware IM installation (search for 9000 and replace it with an available port number).</li> </ol>                                                                                                                          |
| <p><b>4. JBoss server does not start and “Port already in use” message is displayed</b></p>                                                      | <ol style="list-style-type: none"> <li>1. Open the file <code>AwareIM/JBoss/server/bas/conf/jboss-service.xml</code> for editing (where <code>AwareIM</code> is the root directory of your Aware IM installation).</li> <li>2. Search for the port number indicated in the error message in this file and replace this number with the number of some other available port, for example 9150. Save the file.</li> <li>3. If port number displayed in the error message is 1099 open the file <code>AwareIM/bin/BASServer.props</code> for editing, search for 1099 and replace it with the same port number that you used in the previous step. Save the file</li> <li>4. Re-start Aware IM</li> </ol>                                                                          |
| <p><b>5. JBoss server does not start</b></p>                                                                                                     | <ol style="list-style-type: none"> <li>1. Check that you are not already running an instance of JBoss server. It is possible that you have made an unsuccessful attempt to run Aware IM and the previous instance did not shut down properly. Kill all java and javaw processes and re-start Aware IM</li> <li>2. Send the logs files located in the <code>AwareIM/STARTUP_LOGS</code> directory to</li> </ol>                                                                                                                                                                                                                                                                                                                                                                  |

|                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>6. Tomcat server does not start</b></p>                                                                         | <p><a href="mailto:support@awareim.com">support@awareim.com</a></p> <ol style="list-style-type: none"> <li>1. Check that you are not already running an instance of Tomcat server. It is possible that you have made an unsuccessful attempt to run Aware IM and the previous instance did not shut down properly. Kill all java and javaw processes and re-start Aware IM</li> <li>2. Check output of Tomcat server. If it contains a message “Port already in use” then one or more of the ports required by Tomcat are used by other applications or blocked by firewalls. Make sure that the following ports are available and not blocked: 8080</li> <li>3. Send the logs files located in the AwareIM/STARTUP_LOGS directory to <a href="mailto:support@awareim.com">support@awareim.com</a></li> </ol> |
| <p><b>7. Aware IM Control Panel starts successfully but an attempt to run a login screen in the browser fails</b></p> | <ol style="list-style-type: none"> <li>1. This is most likely because port 8080 is blocked by firewalls or used by some other application. Turn off firewalls or re-configure Aware IM to use a different port</li> </ol>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |