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Installation under Mac OS X operating system

Before installing *Aware IM* on a Mac computer check that your computer meets the necessary requirements described below.

- Apple Macintosh computer
- 512 Mb of RAM (1Gb recommended)
- 700 Mb of free disk space
- Mac OS X 10.10 operating system or later
- Safari, Firefox or some other Internet browser

note

***Aware IM* needs Java version 17.0 or later to be installed on your machine. You do not need to install Java for MAC OS X operating system as *Aware IM* already comes with Java as part of its distribution package. The Java version *Aware IM* comes with is JDK 17.0 (64-bit). If you want to upgrade your Java system to the later version you can set up *Aware IM* to work with your version of Java. See section [Java installation](#) for more details.**

Although ***Aware IM*** comes with its own Java it still needs some Java version to be installed in order to kick-start itself. On some systems that do not have any Java installed there will be an error message asking the user to install the legacy Java. In this case follow the instructions in the message to install legacy Java and start ***Aware IM*** again after that.

Installing *Aware IM*

To start installation of the ***Aware IM*** software, double click on the ***Aware IM*** distribution file *AwareIM.zip*, which has been downloaded from the Awaresoft web site, to un-compress the file. The archive contains an application file *AwareIM.app*. Copy this file into any directory, for example */Applications* and double click the application to run it.

Running *Aware IM*

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

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 Tomcat server and Aware IM server. On successful startup the green “OK” message will be displayed as System Status.

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](#).

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

Starting the Configuration Tool

To start the Configuration Tool press the “Start Configurator” button on 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 user name admin and 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).

Changing startup options of the Aware IM components

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

- 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).

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/logonOp.html>

See also the [Login](#) section describing other entry points to the configured applications.

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