



QAD Adaptive Applications

Installation Guide

QAD Alerts

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Alerts Installation Guide Change Summary

Product Name Changes

Starting in September 2019, the new name for QAD’s complete portfolio of products is QAD Adaptive Applications. Additionally, QAD Adaptive ERP is the new name for QAD’s flagship ERP solution. QAD Adaptive ERP includes the functionality previously associated with QAD Cloud ERP and QAD Enterprise Applications - Enterprise Edition, plus the QAD Enterprise Platform and Adaptive UX which resulted from the Channel Islands program. Going forward, the terms QAD Enterprise Applications, QAD Cloud ERP, and Channel Islands will be deprecated but will remain in previous documentation and training materials. QAD’s intention is to—as soon as possible—eliminate the use of the deprecated terms going forward.

Change Summary

The following table summarizes significant differences between this document and the previous version.

Date/Version	Description	Reference
September 2019/Alerts 1.3.3	Added Chapter - Installing QAD Alerts Using YAB	page 18
March 2015/Alerts 1.3.2	Numerous editorial changes	---
	Updated Tomcat and Java requirements	page 8
	Revised Install the Tomcat Application Server	page 12
	Revised Clean Up Previous Installations	page 13
	Revised Figure 4.1	page 18
	Updated Figure 4.5	page 22
	Updated Figure 4.6	page 23
	Updated Figure 4.7	page 27
March 2013/Alerts 1.3.1	Updated Figure B.1	page 54
	Added Configure Tomcat section	page 12
	Added Clean Up Previous Installations section	page 13
	Reorganized the QDCS worksheet	page 14
	Reorganized QAD Alerts Installation to reflect GUI organization	page 22
	Reorganized and expanded the list of Default Alerts Installation Parameters	page 48
September 2012/Alerts 1.3	Added the Load Translated Labels section	page 37
	Added the Check MFG/PRO Character UI section	page 37
	Described the verify Active Maintenance license prerequisite	page 12

Date/Version	Description	Reference
	Changed the product name from Workflow Alerts to QAD Alerts	---
	Numerous editorial changes	---
September 2011/Workflow 1.2	Documented Unclear Error Message known issue	page 46

System Overview

This section contains basic topics to understand before attempting a QAD Alerts installation.

System Overview 2

Deployment Overview 2

QAD Deployment Configuration Service 3

Installation Overview 5

System Overview

The QAD Alerts framework provides a way to monitor core business data for particular exception conditions and occurrence-based situations. Messages are sent to relevant business owners in response to data activity. They can then act on the messages.

The framework consists of two main components:

- Events represent triggers, or occurrences of data movement/activity. For example, a customer's order is modified.
- Alerts are customized responses/messages to events that are sent to individuals. For example, a line manager receives an alert about an order being added.

For details about configuring and implementing QAD Alerts, refer to *QAD Alerts User Guide*.

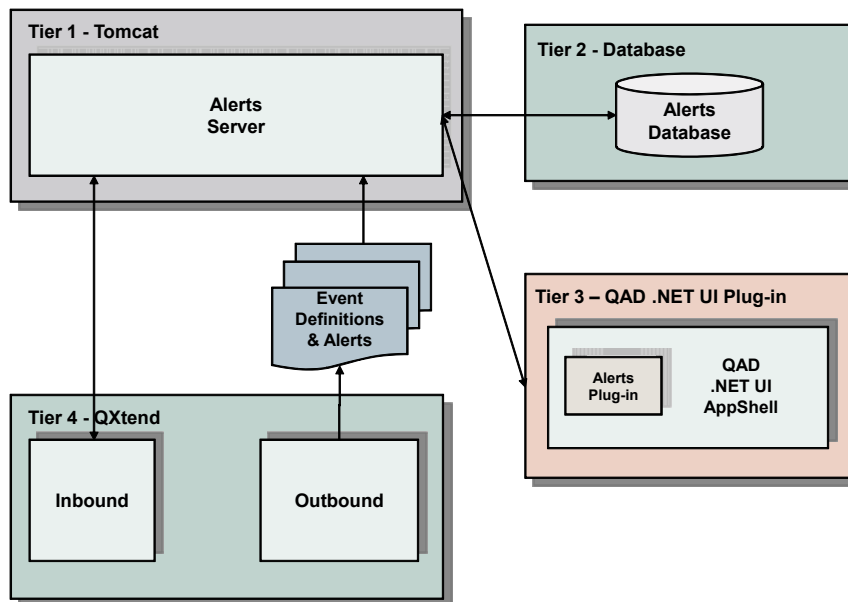
Deployment Overview

The QAD Alerts application consists of several components. These components can be deployed in various ways on different hosts, platforms, and architectures.

QAD Alerts Deployment Tiers

Figure 1.1 shows the QXI deployment tiers and their relationships as they relate to QAD Alerts.

Fig. 1.1
QAD Alerts in QXI Deployment Tiers



Note This deployment description uses tiers for explanatory purposes. While the grouping of components is significant, the numbering of the tiers is not.

Tier 1 consists of the Alerts Server and supporting libraries in the Tomcat `lib` directory. The Alerts Server is a web application deployed to a Tomcat Application server.

Tier 2 consists of the database that stores the configuration for alerts. Alerts are also posted here and then sent out in a separate service to avoid holding up the processing in QXtend.

Tier 3 consists of the .NET UI plug-in. This piece gets added to the AppShell, which must already be installed. It is just a container to view the Alerts Configuration UI. Here you can set up new alerts and subscriptions to them.

Tier 4 consists of QXtend, which is a prerequisite and is not installed with the Alerts product. During the configuration stage, you point to the QXtend install. Alerts uses QXtend Inbound for authentication and to get users/groups from the QAD Enterprise Applications database. You can use QXtend Outbound to raise event definitions and alerts. The event definitions and alerts are sent to the Alerts system through a web service, although you can configure any system to use the available Alerts Web services. Event definitions are loaded into Alerts when registering an Alerts profile to an alert subscriber in QXtend Outbound. Alerts are sent in response to configured event triggers in QXtend Outbound (see *QAD Alerts User Guide* for more information).

Deployment Options

You can deploy the various QAD Enterprise Applications and QAD Alerts components in different configurations:

- On a single host in a unified (single-tier) deployment
- On multiple hosts in a distributed (multi-tier) deployment

In a single-host environment, all logical tiers are on the same host, and hence can be run at once. In a multiple-host environment, you can physically separate the logical tiers by host. Run the installer on each host involved in the installation. Tiers can be combined, but not split.

QAD Deployment Configuration Service

When installing QAD Alerts, QAD recommends using the QAD Deployment Configuration Service (QDCS) to facilitate the installation process.

Note Before starting an installation, collate your settings information and record it in the worksheet provided on page 14 for easy reference.

The QDCS is a repository that stores all of your deployment settings for QAD Alerts and its supporting third-party applications (Tomcat, for example) in a single place. Typically, the QDCS is stored on a network for easy access, but it can also be stored in a portable file. The QDCS is populated using the GUI installer. Therefore, access to a GUI environment is a prerequisite.

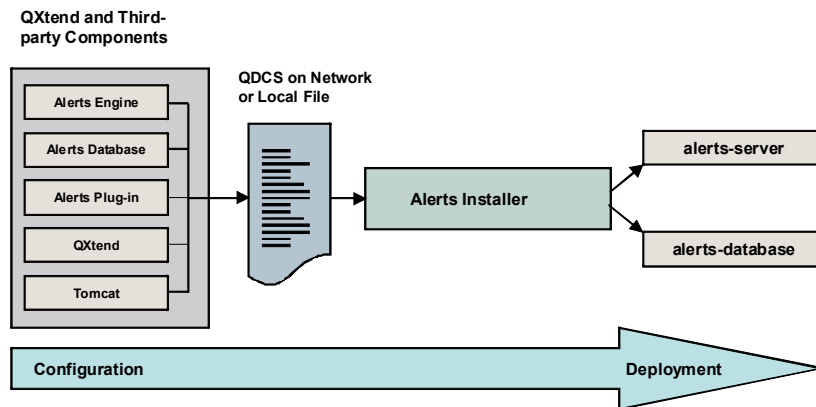
Note If you are installing in a Linux/UNIX environment and X-Windows is not available, you must first run the installer on Windows to collect the installation information. This requirement also applies if you are installing QAD Alerts in a character environment.

There is only a single-repository QDCS regardless of the number of environments and/or hosts you plan to use in your deployment. *You only have to enter your deployment settings once into the QDCS for a particular configuration.* The service can be reused later to, for example, move a QAD Alerts deployment from a test environment into a production environment. See “QDCS Information Hierarchy” on page 4 for details about the structure of the QDCS.

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Figure 1.2 illustrates how the QDCS works. The diagram assumes that all of the QAD Alerts components and supporting third-party applications are being installed on the same host.

Fig. 1.2
QDCS Information Flow



An installation using the QDCS consists of the following actions:

- 1 Specify the location of the QDCS: Network or local host.
- 2 Specify the name of the configuration file and the environment for the installation.
- 3 For each module you select to install (Alerts Engine, Alerts Database, for example), provide the deployment configuration settings the installer requires. These settings are stored in the QDCS.
- 4 After you provide all settings for the selected components, review the installation summary before you run the installation process. The information stored in the QDCS guides the automated installation.

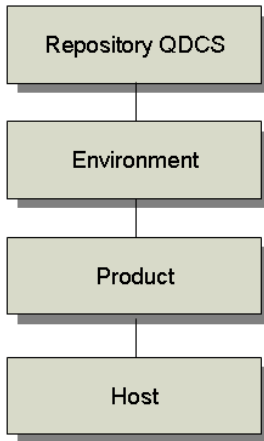
Installing QAD Alerts using the QDCS has the following advantages:

- For QAD Alerts components that share installation parameters (the location of the Progress AppServer, for example), the QDCS supports the passing of these settings between hosts. This feature reduces the potential for error when entering configuration information.
- The QDCS preserves deployment data across sessions. If the installation fails, you can resume from the point where it stopped without having to reenter the settings.
- Reinstallations need no further input.

QDCS Information Hierarchy

The QDCS stores information in XML format in a hierarchy, as shown in Figure 1.3.

Fig. 1.3
QDCS Information Hierarchy



The repository QDCS hierarchy consists of the following elements:

- The repository QDCS element is at the top of the hierarchy. There is only one repository, regardless of the number of subordinate environments, products, and hosts.
- Typically, organizations have more than one environment. For example, your organization can have a test environment for verifying deployments and a production environment that accommodates the live system. The position of the environment element at the secondary level in the QDCS hierarchy allows for the easy movement of product and host deployments between environments.
- In the current release, there is only one product element—for the QAD Alerts product. In the future, it is envisioned that the QDCS will store deployment settings for all QAD applications in your environment.
- Typically, many host elements allow for the deployment of QAD Alerts in various configurations. Each host typically contains one or more QAD Alerts components based on component dependencies and organizational deployment requirements.

Installation Overview

Installing and configuring QAD Alerts requires several prerequisite programs. This guide describes the installation and configuration of the QAD Alerts application for use with these programs.

Note See Chapter 2, “System Requirements,” on page 7 for additional information on requirements.

The steps are:

- 1 Install the prerequisite components.
- 2 Complete the QDCS worksheet.
- 3 Install QAD Alerts using the installer.

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System Requirements

This section describes the system requirements for QAD Alerts installation.

Overview 8

Software Requirements 8

Client Requirements 9

Operating Systems 9

Installation User Account 9

Overview

This section provides the software, client, operating system, and installation user account requirements for QAD Alerts installation.

Note For the most current requirements information, refer to the Product Compatibility Guide in the QAD Store and Download Center at:

<https://store.qad.com>

Software Requirements

This section describes the software required to install, configure, and use QAD Alerts.

Unzip Utilities

The QAD Store and Download Center (<https://store.qad.com>) provides product downloads as compressed ISO files in .zip or .7z format. The .7z format is used to overcome a limitation that prevents the zipping of files larger than 2 GB.

To unzip .7z files, use the free 7-Zip utility. Windows, Linux, and UNIX versions of this utility are available from:

<http://www.7-zip.org>

Unzipping the compressed product file using the appropriate utility yields an uncompressed ISO file.

Third-party Components

- Additional Progress Components

In addition to the Progress software required for QAD Enterprise Applications, QXI requires the Progress AppServer, NameServer, and AdminServer if you use the code APIs.

- Apache Tomcat Application Server 6.0.28 or higher

<http://tomcat.apache.org>

- Java 1.6 JRE or higher

For Linux, Sun, and Windows versions:

<http://java.sun.com>

For Hewlett-Packard systems:

<http://www.hp.com/products1/unix/java/index.html>

For AIX systems:

<http://www.ibm.com/developerworks/java/jdk/aix/service.html>

- Microsoft Silverlight 3

<http://www.silverlight.net/getstarted/silverlight3/>



Supporting Technologies

QAD Alerts transparently incorporates various web-based technologies. They are listed here to credit the open-source projects that created them:

- Struts is an open-source framework for building web applications. The Apache Software Foundation sponsors it as part of the Jakarta Project.
<http://struts.apache.org/index.html>
- Apache AXIS is an implementation of the SOAP (Simple Object Access Protocol) submission to W3C.
<http://ws.apache.org/axis/>
- All QDoc requests and responses are logged using Log4j from Apache, a reliable, fast, and flexible logging framework for Java.
<http://logging.apache.org/log4j/docs/index.html>

Client Requirements

QAD Alerts client systems are browser-based and require only Internet Explorer version 6.0+.

Operating Systems

The QXI and QXO servers support the following platforms:

- Linux (Red Hat and SUSE)
- UNIX (HP-UX, HP-Tru64, Sun Solaris SPARC, and IBM AIX)
- Windows (including Windows 2000, 2002 Server, 2003 Server, 2008 Server, XP, and 64-bit variants)

Installation User Account

To avoid potential access permission problems, carefully select the user accounts used to install Alerts and the start environment. An easy and effective way to prevent these issues is to use an administrator (rather than root) account to perform the entire installation. This workaround includes starting Tomcat, installing Alerts, performing post-install activities, and starting the whole environment (QAD Enterprise Applications and Alerts).



Prerequisites

This section describes the actions you must perform before installing QAD Alerts.

Overview 12

Verify Active Maintenance License 12

Install the Tomcat Application Server 12

Configure Tomcat 12

Install QXtend 13

Prepare the Environment 13

Clean Up Previous Installations 13

Complete the QDCS Worksheet 14

Overview

Several tasks are performed before QAD Alerts installation. They are:

- Verify the Active Maintenance license.
- Install the Tomcat Application Server.
- Configure Tomcat
- Install the current version of QAD QXtend.
- Prepare the environment.
- Clean up any existing QAD Alerts installations
- Complete the QDCS worksheet on page 14.

Verify Active Maintenance License

QAD Alerts requires an Active Maintenance license for QAD Enterprise Applications. Use License Registration (36.16.10.1) to see if an Active Maintenance license is present. If not, add the Active Maintenance license (if you have one) or contact QAD to order one.

For eB2.1 SP4, if the .NET UI version is earlier than 2.8.1, you cannot add the Active Maintenance license to MFG/PRO. Attempting to add the Active Maintenance code to the database results in the error:

```
**Error: Application does not exist in License Application Master**.
```

To work around this issue, execute the following Progress code in qaddb to create the missing License Application Master record:

```
if not can-find(lpm_mstr where lpm_product = "MAINT")
then do:
create lpm_mstr.
assign lpm_product = "MAINT"
lpm_desc = "Active Maintenance"
lpm_lic_req = YES.
end.
```

You can now register the Active Maintenance license key.

Install the Tomcat Application Server

Install the Tomcat application server with version 6.0.28 or above using the installation instructions provided in the *Tomcat User Guide* on the Apache Tomcat Web site.

Configure Tomcat

For Tomcat version 6.0.29 and below, make sure that the manager role is associated with the administrator user. The final result looks similar to the following:

```
<user password="xxx" username="admin" roles="manager,qadadmin"/>
```



For Tomcat version 6.0.30 and above, make sure that the `manager-gui` and `manager-script` roles are associated with the administrator user in the same file. The final result looks similar to the following:

```
<user password="xxx" username="admin" roles="manager-gui,manager-script,qadadmin"/>
```

Install QXtend

Install QAD QXtend using the instructions in *QAD QXtend Installation Guide*.

Prepare the Environment

Prepare the environment as follows:

- 1 Ensure that the `JDKHOME` and `JREHOME` variables are set in non-Windows environments.
- 2 Create a server for SQL connections to the `qaddb`.

Start `qaddb` by entering:

```
$DLC/bin/proserve /dr01/mfgpro/eB21sp10/db/dbname -L 8000 -S
db-service-name -c 350 -B 1000
```

Note Use `proserve` rather than `_mprosrv` to start the `qaddb`. `proserve` sets up the SQL environment variables the OpenEdge JDBC drivers need.

- 3 Verify that the `qaddb` has a client/network connection configured and that an entry for the connection exists in the `/etc/services` file.
- 4 QAD recommends that you start a 4GL server process and an SQL server process for the `qaddb` database. This action prevents the alerts server process from consuming 4GL connections when accessing the `qaddb` during processing.

You can start these processes using the `-ServerType` startup parameter. Refer to the OpenEdge database administration documentation for further information.

Clean Up Previous Installations

Beginning with QAD Alerts 1.3.2, QAD Alerts is deployed as a self-contained Java web application. Therefore, no extra files are deployed to the Tomcat `lib` directory or modified in the Tomcat `conf` directory. To make a clean installation, you must remove any earlier QAD Alerts versions that were installed. Otherwise, QAD Alerts may not work properly.

Note QAD Alerts was called QAD Workflow before Alerts 1.3.0.

To clean up a previous installation, use the following steps:

- 1 Shut down Tomcat.
- 2 Delete `$TOMCAT_HOME/webapps/<Alerts Webapp Name>` and the corresponding `.war` file.
- 3 Delete the following files in `$TOMCAT_HOME/lib` (`$TOMCAT_HOME/common/lib` for Tomcat 5.5):

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- *-3.6.5.jar
- *-3.8.0.jar
- workflow-*.jar
- atomikos-*.jar
- *-10.2A*.jar
- *-11.1.jar
- hibernate-*.jar

- 4 Modify `$TOMCAT_HOME/conf/server.xml` by removing “Resource” elements with the attribute “name” having values of “jdbc/qaddb,” “jdbc/LsBpmDS,” or “jdbc/LsBpmUnmanagedDS.”

Complete the QDCS Worksheet

QAD recommends that you use the worksheet in Table 3.1 to record installation-related information such as server names and locations, port numbers, and other settings before you start an installation. You enter these parameter settings into the QDCS; for details, see “Installing QAD Alerts in a GUI Environment” on page 18.

Table 3.1
QDCS Worksheet

Group	Description	Setting
Alerts Database	Name	
	Directory	
	Progress Directory	
	SQL Port	
	Use Service Name	
	Service Name	
	Update Services File	
Admin User	Username	
	Password	
Alerts User	Username	
	Password	
Tomcat	Tomcat Port	
	Tomcat Home	
	Tomcat Admin User	
	Tomcat Admin Password	
	Tomcat Version	
Server WebApp	WebApp Name	

Table 3.1 — QDCS Worksheet (Page 1 of 3)



Group	Description	Setting
SMTP Server	SMTP Server	
	SMTP Port	
	Sender E-mail Address	
	E-mail Authentication	
	E-mail User Name	
	E-mail Password	
Alert Delivery Service	Polling Frequency	
	Delivery Agents	
QAD ERP	Host	
	Home Directory	
	Progress Directory	
	Version	
	Service Pack	
	QAD Client Username	
	QAD Client Password	
QAD ERP Database	Name	
	Host	
	Use Service	
	SQL Service Name	
	Security Enabled	
	DB File Owner	
	Admin Name	
	Admin Password	
	User Name	
	User Password	
QXtend Configuration	Host	
	Tomcat Port	
	Receiver Name	
	QXI WebApp Name	
	Username	
	Password	
	Subscriber	
	Message Sender	
	Message Publisher	
	Source Application	
.NET UI Tomcat Server	Home Directory	
	Port	
	Username	
	Password	

Table 3.1 — QDCS Worksheet (Page 2 of 3)

Group	Description	Setting
.NET UI	Version	
	WebApp Name	
	Configuration Name	
QADERP Admin Database	Progress Directory	
	Physical Name	
	Connection Type	
	Multi User	
	Directory	
	Host	
	Service Name	
Alerts Toolkit	Alerts Toolkit Directory	

Table 3.1 — QDCS Worksheet (Page 3 of 3)

Installing QAD Alerts

This section describes how to install QAD Alerts in a GUI or character environment.

Overview 18

Installing QAD Alerts in a GUI Environment 18

Installing QAD Alerts in a Character Environment 28

Overview

The QAD Alerts physical product media and downloaded ISO file contain the Alerts installer. The Alerts installation options are as follows:

- Installation in a GUI environment.
- Installation in a character environment. You first run the installer in a GUI environment to populate the QDCS with the required settings. See “Installing QAD Alerts in a Character Environment” on page 28.

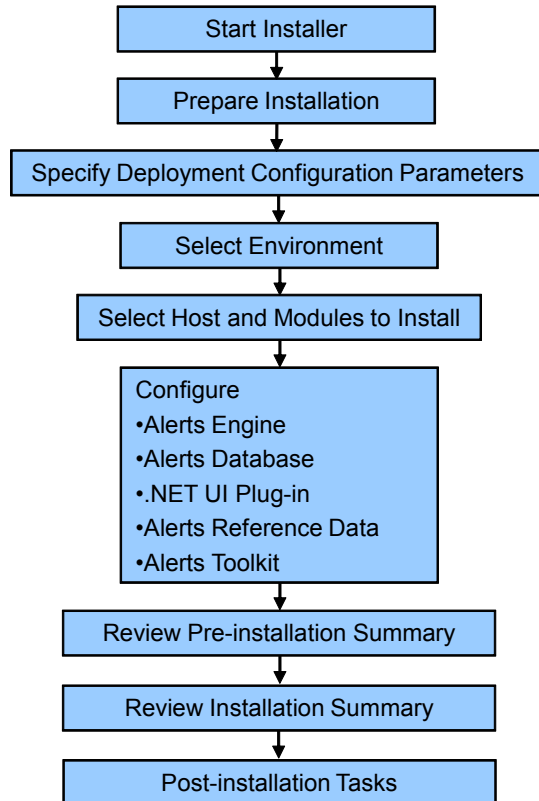
Installing QAD Alerts in a GUI Environment

This section describes the installation of QAD Alerts using the QDCS on the same host in a Windows GUI environment.

Figure 4.1 summarizes the QAD Alerts installation workflow.

Note The following sequence applies when all components are installed on a single host. The deployment sequence varies depending upon your configuration.

Fig. 4.1
QAD Alerts Install Workflow



Prerequisites

Before installing QAD Alerts, do the following:

- 1 Shut down any virus protection programs.
- 2 Verify that Tomcat is running.
- 3 Verify that you have the appropriate folder permissions to perform the install.
- 4 To use the GUI installer from an X-Windows session in a Linux or UNIX environment, set the `DISPLAY` variable using the syntax:

```
export DISPLAY=HOST_NAME:0.0
```

For example:

```
export DISPLAY=plli13:0.0
```

- 5 If you are installing Alerts from QAD physical product media, go to “Start the Installer” on page 19.

Otherwise, download the ISO file from the QAD Store and Download Center (<http://store.qad.com>), unzip it using the appropriate utility (see “Unzip Utilities” on page 8), and go to “Start the Installer” on page 19.

Start the Installer

- 1 Insert the release media into the drive or mount the release media image on your file system.
- 2 Navigate to the executable files. The executable files for each environment type are located under `Disk1/InstData/<env_type>/[No]VM/QADAlerts.[bin|exe]`.

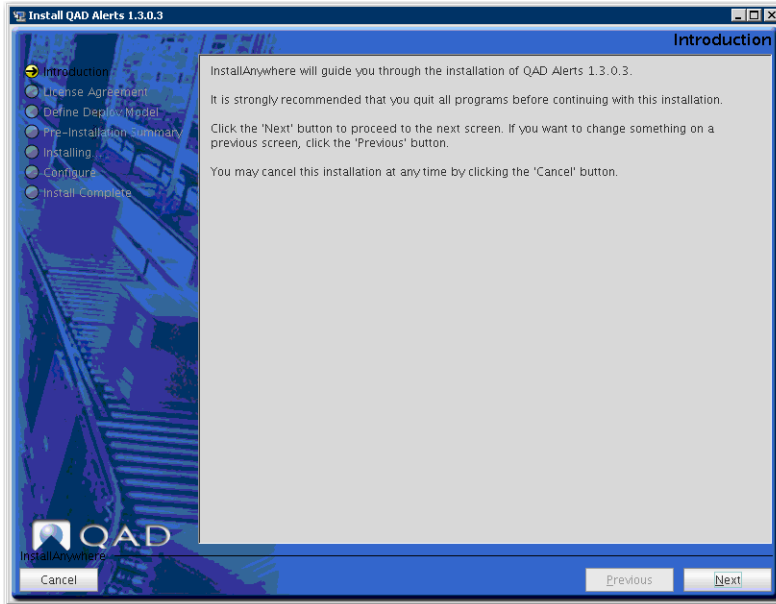
Note If you choose to copy the files from the release media, ensure that the directory structure remains the same, including the folder called `Disk 1`. If it changes, the installer cannot run. The directory structure is as follows:

```
<CD MEDIA>
+Disk1
  +InstData
    -Resource1.zip
    -MediaId.properties
    +{environment type}
      +NoVM
      QADAlerts.[bin|exe]
      +VM
      QADAlerts.[bin|exe]
```

Prepare the Installation

- 3 If you have downloaded the installer, double-click `QADAlerts.exe`.
The installer is extracted and the Introduction screen displays.

Fig. 4.2
Introduction Screen

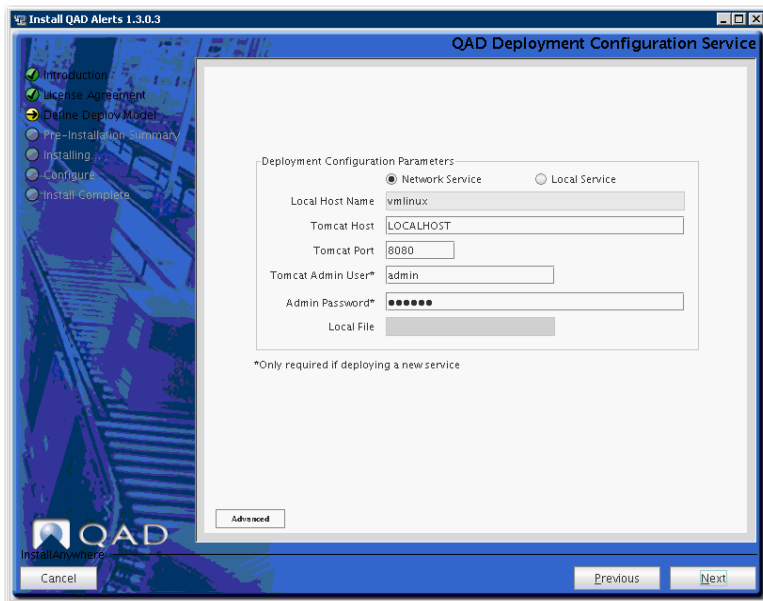


- 4 Click Next. The License Agreement screen displays.
- 5 Scroll to the end of the license agreement.
- 6 Select the “I accept the terms of the License Agreement” option, then click Next.
Note The option to accept the license agreement is only enabled when you scroll to the bottom of the agreement.
The Log File Directory screen displays.
- 7 Accept the default location for the install log files (C:\instlog), or enter a different path.
- 8 Click Next. The QAD Deployment Configuration Service screen displays.

Specify Deployment Configuration Parameters

For details about the QDCS, see “QAD Deployment Configuration Service” on page 3.

Fig. 4.3
Specify Deployment Configuration Parameters



Network Service. Select this option to use a QDCS on your network.

Note Tomcat must be installed and running to use Network Service.

Local Service. Select this option to use a QDCS file on your local machine. Selecting this option disables all fields except Local File.

Local Host Name. Displays the name of the current machine (read-only).

Tomcat Host. Enter the Tomcat server name (for Network Service only).

Tomcat Port. Enter the Tomcat port number (for Network Service only).

Tomcat Admin User. Enter the user name for the Tomcat manager role (for Network Service only).

Admin Password. Enter the password of the user with the manager role (for Network Service only).

Local File. Enter the file name on the local machine that contains the parameter settings (for Local Service only).

Advanced. Click this button to display a dialog that allows you to specify the name of a new QDCS.

- 9 A pop-up window may display that says a QAD Deployment Configuration Service (QDCS) was not detected on a host. This message means that the QDCS is not deployed on the specified Tomcat server or the wrong server was specified. Click Yes if you want the installer to deploy the QDCS.
- 10 Click Next. The Environment Selection screen displays.

Select Environment

- 11 In the Select an Environment panel, specify the environment to use. To create an environment, click Create New and enter the name of the environment you want to create.

Fig. 4.4
Select an Environment

The screenshot shows a window titled "Select an Environment". Inside, there is a text input field labeled "Environment" with a dropdown arrow on the right. To the right of the input field is a button labeled "Create New".

- 12 Click Next. The Select an Installation Option screen displays.

QAD Alerts Installation

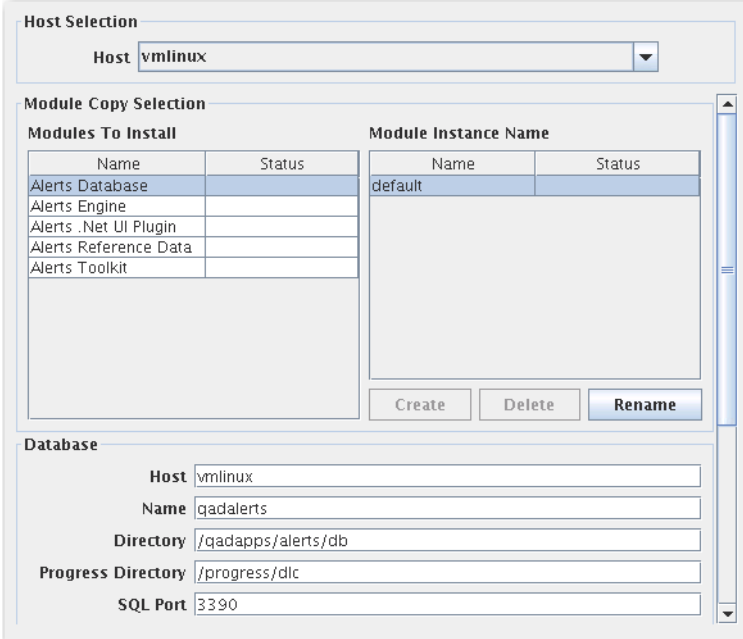
Select the Host and Modules to Install

Fig. 4.5
Choose the Host and Install Set

The screenshot shows a window with two main sections. The top section, "Host Selection", has a dropdown menu showing "vmlinux" and three buttons: "Add", "Rename", and "Delete". The bottom section, "Module Selection", has a sub-section "Modules to install" containing five items, each with a checked checkbox: "Alerts Database", "Alerts Engine", "Alerts .Net UI Plugin", "Alerts Reference Data", and "Alerts Toolkit". At the bottom of the window are three buttons: "Select All", "De-Select All", and "Modify Status".

- 1 In the Host Selection panel, enter the host on which to install the components.
- 2 Use the Add and Delete buttons to create and delete hosts as required.
- 3 In the Module Selection panel, select the components to install on the specified host. Under each environment (“QDCS Information Hierarchy” on page 4 and “Select Environment” on page 22), you can select each component once across all hosts that make up the configuration.
- 4 Click Next to display the Module Copy Selection screen.

Fig. 4.6
Module Copy Selection



Host Selection
Host: vmlinux

Module Copy Selection

Modules To Install		Module Instance Name	
Name	Status	Name	Status
Alerts Database		default	
Alerts Engine			
Alerts .Net UI Plugin			
Alerts Reference Data			
Alerts Toolkit			

Buttons: Create, Delete, Rename

Database

Host: vmlinux
 Name: qadalerts
 Directory: /qadapps/alerts/db
 Progress Directory: /progress/dlc
 SQL Port: 3390

The component list on the left shows the components available for installation. The Status column to the right indicates the installation status of each component. The first time the installer is run, the Status column is blank. After an installation, the Status column shows Incomplete, indicating the component was not installed successfully, or Complete, indicating the component was installed successfully.

- For each selected component, enter all required parameter settings as described in the following sections.

Note You cannot select a different component until you have entered all of the required configuration information for the currently selected component. Enter information in the fields highlighted in orange.

Configure the Alerts Database

- In the Database panel, complete the required fields.

Host. Enter the name of the host where the database is installed.

Name. Enter the name of the database.

Directory. Enter the directory for the database.

Progress Directory. Enter the location of the Progress installation.

SQL Port. Enter the port to use to communicate with the database.

Use Service Name. Enable or disable the use of a service name.

SQL Service Name. Enter the service name.

Update Services File. Enable or disable the ability to modify the services file through the installer (you must have the appropriate permissions).

- 7 In the Admin User panel, complete the required fields:

Username. Enter the user name for the database administrator; this parameter is used to create and modify the schema.

Password. Enter the password for the database administrator; this information is used to create and modify the schema.

- 8 In the Alerts User panel, complete the required fields:

Username. Enter the user name the system uses to create transactions in the database.

Password. Enter the password the system uses to create transactions in the database.

Configure the Alerts Engine

- 9 In the Engine Tomcat panel, complete the required fields.

Host. Enter the name of the host where Tomcat is installed. The name can be different from the host name in Host Selection if there are multiple aliases for the host.

Port. Enter the Tomcat port.

Home Directory. Enter the location of the home directory where Tomcat is installed.

Username. Enter the user name for the Tomcat manager role.

Password. Enter the password of the user with the manager role.

Version. Select the Tomcat version.

- 10 In the Server WebApp panel, complete the required fields.

WebApp Name. Enter the name of the WebApp for the main server engine.

- 11 In the SMTP Server panel, complete the required fields.

SMTP Server. Enter the SMTP server used to send alerts via e-mail.

SMTP Port. Enter the SMTP port to send alerts via e-mail.

Sender Email Address. Enter the “from” address for the messages to display.

Email Authentication. Enable or disable e-mail authentication.

Email Username. Enter the user name for e-mail authentication. This field is only visible if Email Authentication is selected.

Email Password. Enter the password for e-mail authentication. This field is only visible if Email Authentication is selected.

- 12 In the Alert Delivery Service panel, complete the required fields.

Polling Frequency. Enter the time (in seconds) to wait before checking for new alerts to send.

Delivery Agents. Enter the number of agents that can send messages simultaneously.

- 13 In the QAD ERP panel, complete the required fields.

Host. Enter the name of the host where QAD ERP is installed.



Home Directory. Enter the home directory where QAD ERP is installed.

Progress Directory. Enter the directory of Progress that QAD ERP uses.

Version. Select the current version of QAD ERP.

Service Pack. Select the current service pack of QAD ERP.

QAD Client Username. Enter the name the system can use to log in to the QAD ERP application to acquire user and groups information.

QAD Client Password. Enter the password the system uses to log in to the QAD ERP application to acquire user and groups information.

14 In the QAD ERP Database panel, complete the required fields.

Name. Enter the physical name of the database.

Host. Enter the host for the database.

Use Service. Whether to use the service name to access the QAD ERP database.

SQL Service Name. Enter the service name that is accessible through a SQL connection.

SQL Port. The corresponding SQL port for the SQL service.

Security Enabled. Whether the security setting is enabled in the QAD ERP database.

DB Creator. Enter the user name of the .db file creator. This parameter restricts access to the appropriate tables in the database.

Admin Name. Enter the admin name of the QAD ERP database.

Admin Password. Enter the admin password of the QAD ERP database.

User Name. Enter the user name of the QAD ERP database.

User Password. Enter the user password of the QAD ERP database.

15 In the QXtend Configuration panel, complete the required fields.

Host. Enter the host of the QXtend Inbound installation.

Tomcat Port. Enter the Tomcat port of the QXtend Inbound installation.

Receiver Name. Enter the name of the receiver to use for the authentication and directory services.

Note The receiver must exist in QXtend Inbound and a corresponding SI-API connection pool must be configured for the receiver.

QXI WebApp Name. Enter the name of the QXtend Inbound WebApp.

Username. Enter the username for Tomcat security.

Password. Enter the password for Tomcat security.

Subscriber. Enter the name of the subscriber who registers the profiles to the Alerts System.

Message Sender. Enter the message sender to add the subscriber to.

Message Publisher. Enter the message publisher that publishes the BOs.

Source Application. Enter the name of the source application to receive events from.

Note The source application must exist in QXtend Outbound.

Configure the .NET UI Tomcat Server

- 16 In the .NET UI Tomcat Server panel, complete the required fields.

Home Directory. Enter the home directory where the Tomcat server of the .NET UI server is installed.

Port. Enter the port to use to access Tomcat.

Username. Enter the user name for the Tomcat manager role.

Password. Enter the password of the user with the manager role.

Configure the .NET UI

- 17 In the .NET UI panel, complete the required fields.

Version. Select the AppShell version.

WebApp Name. Enter the WebApp name of the QAD .NET UI home server.

Configuration Name. Enter the configuration name where you want to install the plug-in.

Configure the QAD ERP Admin Database

- 18 In the QADERP Admin Database panel, complete the following settings:

Progress Directory. Enter the Progress installation directory that QAD Admin DB uses.

Physical Name. Enter the physical name of the QAD Admin database.

Connection Type. Specify whether to use a Local or Client server connection.

Multi User. Select this check box to connect in multi-user mode.

Directory. Enter the QAD Admin database directory.

Host. If a connection type of Network is selected, specify the host name to use for the connection.

Service Name. If a connection type of Network is selected, specify the service name (or port) to use for the connection.

Configure the Alerts Toolkit

- 19 In the Alerts Toolkit panel, complete the required fields.

Directory. Enter the directory where you want to install the tools.

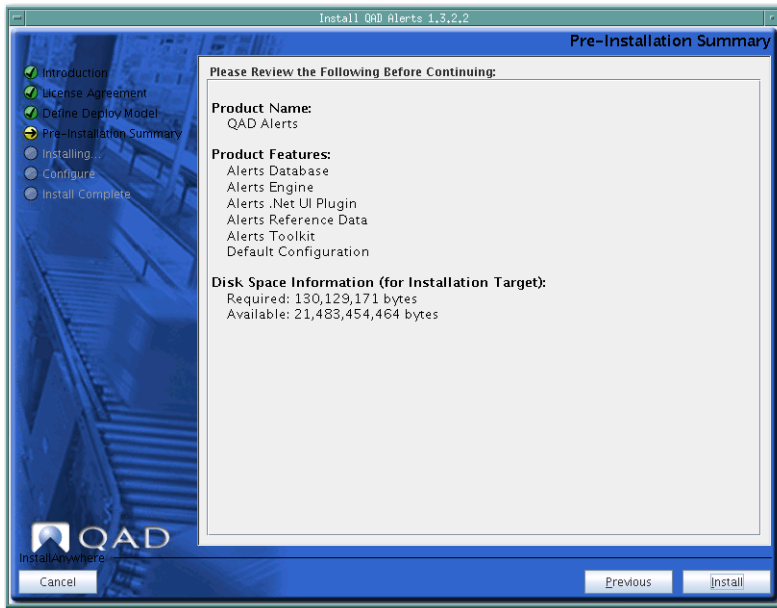


Review the Pre-installation Summary

The Pre-installation Summary screen lists the components selected for install and provides disk space information.

Note If no components were selected for installation on the current host, a message appears. Move to each host used in the installation and point to the configuration you created.

Fig. 4.7
Pre-installation Summary



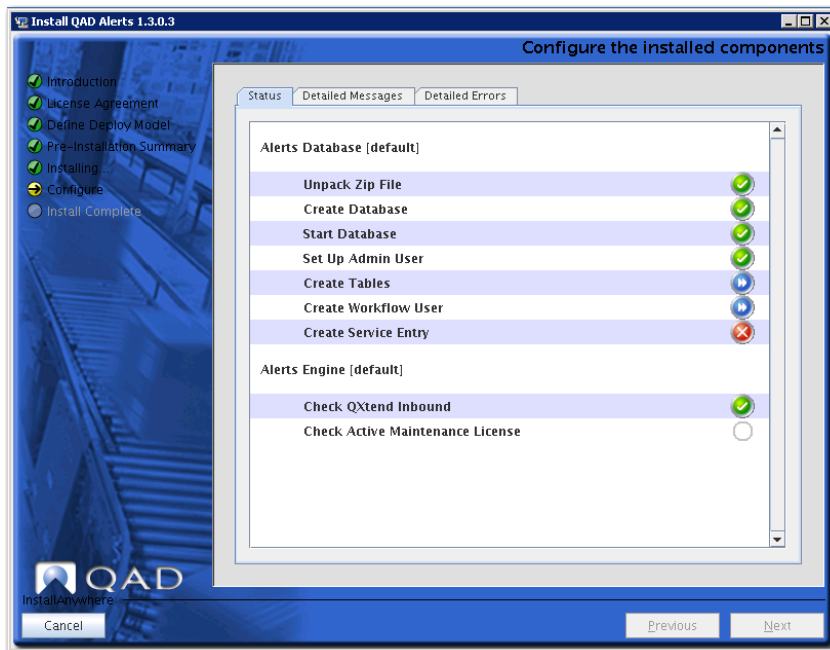
Review the information and click Install to continue with the installation.

Note If the installer encounters an error, it pauses, allowing you to correct the problem. Refer to Appendix B, “Process Control,” on page 53 for more information. If you have difficulty resolving a problem, refer to Chapter 7, “Troubleshooting QAD Alerts Installs,” on page 39.

When the install finishes, review the installation summary.

Review the Installation Summary

Fig. 4.8
Install Status Screen



- 1 Use the Status screen to review the results of the install.
- 2 A red cross symbol indicates that an error occurred. If one or more red crosses are displayed, see Chapter 7, “Troubleshooting QAD Alerts Installs,” on page 39.

If the installer encounters an error, a dialog box displays. You can select the Detailed Messages and Detailed Errors tabs for details to help you diagnose or fix the problem. You then choose the appropriate action to continue or quit the installation. See Appendix B, “Process Control,” on page 53 for more information. If you have difficulty resolving a problem, see Chapter 7, “Troubleshooting QAD Alerts Installs,” on page 39.

If only green check marks or green check marks and one or more blue double arrows are displayed, the install was successful. Click Next.

- 3 The Install Complete screen appears. Press Done.

To finalize an installation, see Chapter 6, “Post-installation Tasks,” on page 35.

Installing QAD Alerts in a Character Environment

The following procedure assumes that you are performing a character installation in a Windows or Linux/UNIX environment.

- 1 Verify that Tomcat is running.
- 2 Verify that you have the permissions to access the relevant folders.
- 3 Run the GUI installer to populate the QDCS with the required parameter settings.

- 4 Specify an environment and host, select the components to install, and specify the required parameters.
Note For information about the QDCS, see “QAD Deployment Configuration Service” on page 3.
- 5 Move to the host you created in Step 4.
- 6 Mount the release media.
- 7 Open an appropriate console application for your environment:
 - a Windows: Choose Start|All Programs|Accessories|Command Prompt.
 - b Linux/UNIX: Any appropriate terminal is sufficient. If you are running an X11 display, `xterm`, `gnome-terminal`, or `konsole` (for example) is suitable. Use `bash/sh` for TTY displays.
- 8 Navigate to the `InstData` directory on the CD-ROM.
- 9 Navigate to the appropriate directory for your environment. For example, in a Linux environment, navigate to the Linux directory.
- 10 Navigate to the `vm` directory.
- 11 Start the executable by entering one of the following commands:
 - Windows: `QADAlerts.exe -i console`
 - Linux/UNIX: `sh ./QADAlerts.bin -i console`
- 12 The Introduction text displays. Press Enter to continue. The first page of the License Agreement text displays.
- 13 Press Enter to move through and read the pages.
- 14 On the final page of the License Agreement, press Y to accept the terms, and then press Enter. The Log File Directory text displays.
- 15 Press Enter to accept the default location of the log file directory, or enter a different directory.
- 16 Select the Parameter Service type. Enter Y for network (the default) or N for local file.
- 17 The Get User Input text displays. These settings permit the use of the settings you defined using the QDCS in the GUI installer.
- 18 Enter the following:
 - Local parameter settings file name
 - Environment name**Note** All of the above entries are case-sensitive.
- 19 Choose to perform an install.
- 20 The list of components being installed displays. Review the list and press Enter to continue. The installation begins. The installer uses the parameter settings stored in the QDCS.

Note If the installer encounters an error, it pauses, allowing you to correct the problem. Refer to Appendix B, “Process Control,” on page 53 for more information. If you have difficulty resolving a problem, refer to Chapter 7, “Troubleshooting QAD Alerts Installs,” on page 39.

- 21 The Install Complete screen appears.
- 22 Review the results of the install. If it was unsuccessful, refer to Chapter 7, “Troubleshooting QAD Alerts Installs,” on page 39. If the install was successful, press Enter.
- 23 After QAD Alerts installation, restart the Tomcat AppServer and start QAD Enterprise Applications.

Installing QAD Alerts Using YAB

This section describes how to install QAD Alerts using YAB.

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Installing QAD Alerts using YAB 32

Modifying the YAB Configuration File 32

Overview

QAD Alerts is an add-on product that can be installed into QAD Enterprise Edition. Starting with 2016 EE, you can use YAB to install QAD Alerts. YAB is a deployment and management toolset that covers all products installed into an Enterprise Edition environment.

For instructions of installing QAD Alerts on QAD EA with the stand-alone Alerts installer, see “Installing QAD Alerts Using Stand-alone Installer.”

Installing QAD Alerts using YAB

- 1 Download the QAD Alerts package from QAD Release Fulfillment.
- 2 Move the zip file to a file system that is accessible from the UNIX host where your Enterprise Edition environment is installed.
- 3 Change to the directory where Enterprise Edition is installed.

```
cd [DIRECTORY]
```

- 4 Enter:

```
yab install [ZIP FILE] -install-update:false
```

For example:

```
yab install alerts-bundled-1.3.3.9.zip -install-update:false
```

- 5 Install YAB 1.9 or higher YAB package with latest patch. The minimum YAB version that QAD Alerts 1.3.3 requires is YAB 1.9.2. This ensures that you have the latest version of the installation logic for QAD Alerts.
- 6 Change configurations as needed. See “Modifying the YAB Configuration File” below.
- 7 Run a YAB update to install the add-on product.

```
yab update
```

Note If the installation fails, check the `./build/logs/yab.log` file.

Modifying the YAB Configuration File

This section contains the YAB information specific to the QAD Alerts product.

The only configuration file that you should modify is the `configuration.properties` file, which is used to record changes to the standard configuration defaulted by the system.

To apply your configuration, follow these steps:

- 1 Define your configuration settings in the `configuration.properties` file located in the `build/config/` folder.

This file only contains settings that differ from the base product configuration (`build/config/system`) and can initially be empty. To override a setting, add the setting to this file and adjust the value. If the setting is already defined in the file, you can simply adjust the value.

The following table lists the settings that you can change:



Table 5.1
Configuration Properties

Key	Default	Usage
alerts.database.admin.username	admin	Name of qadalerts database admin user.
alerts.database.admin.password	mfgpro	Password of qadalerts database admin user.
alerts.database.username	qadalerts	Name of qadalerts database user.
alerts.database.password	qadalerts	Password of qadalerts database user.
alerts.delivery.numagents	2	Number of agents that can send messages simultaneously.
alerts.delivery.pollingfrequency	30	Time (in seconds) to wait before checking for new alerts to send.
alerts.engine.email.auth	false	Whether SMTP server requires authentication.
alerts.engine.email.sender	“QAD Alerts” <alerts@\${host}>	Sender email address.
alerts.qxi.receiver	QADERP	Name of the receiver to use for the authentication and directory services.
alerts.qxo.publisher	MP1	Message publisher that publishes the BOs.
alerts.qxo.sender	MS1	Message sender to add the subscriber to.
alerts.qxo.subscriber	AlertSub	Name of the subscriber that registers the profiles to the Alerts system.
alerts.smtp.host	\${smtp.host} (default to the current hostname)	Hostname of SMTP server.
alerts.smtp.port	\${smtp.port} (default to 25)	Port of SMTP Server.
alerts.smtp.username	mfg	User name for email authentication.
alerts.smtp.password		Password for email authentication

Note If you want to change configurations for alerts database, alerts webapp, or SSL that are not listed in above table, please refer to the *QAD Configuration and Administration Guide* or yab help.

2 Execute the update command to apply the configuration change:

```
> yab update
```

You can use the update command to apply any change to the system.

The configuration changes, which are limited to updating application configuration files and database settings, can be applied with the quicker reconfigure command.

```
> yab reconfigure
```

Note The reconfigure command does not restart the environment. It might be necessary to restart the environment or specific servers for the application to recognize the change.



Post-installation Tasks

This section describes post-installation tasks.

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Verify qaddb Access 36

Set Up qadalerts Database Connections 36

Configure Event Types 36

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Load Translated Labels 37

Overview

This section describes post-installation tasks. These tasks consist of:

- Verifying qadddb access
- Setting up qadalerts database connections
- Configuring the event types
- Checking the QAD Enterprise Applications Character UI
- Loading translated labels

Verify qadddb Access

After installation, verify that you have qadddb access using the following steps:

- 1 Connect to the qadddb using the `sqlenv` script. Enter:

```
sqlexp mfgprod -S mfgprod-service
```

- 2 Run the following `select` statement:

```
select * from pub.gl_ctrl
```

This statement should display a large amount of data.

Set Up qadalerts Database Connections

After installation, you also specify the connection details for the qadalerts database. This action is required to run the Alert Queue Monitor in the .NET UI, which connects to the qadalerts database to query the pending message data.

To specify the connection details for the qadalerts database, add an entry similar to the following in the QADERP database connection file (for example, `base-live-set.pf` or `Demonstration.pf`):

```
-cpcoll ICU-UCA
-db /dr01/qadapps/db/mfgprod -ld qadddb -trig triggers
-db /dr01/qadapps/db/admprod -ld qadadm -trig triggers
-db /dr01/qadapps/db/hlpprod -ld qadhelp -trig triggers
-db /dr01/Alerts/db/qadalerts
-pf /dr01/qdt/envs/pilot/scripts/qxtend.pf
```

Configure Event Types

After Alerts installation, all QXtend configuration for standard alerts has been completed, except for the corresponding event types. To use standard alerts, you explicitly activate the event types using the following steps:

- 1 Go to the Business Object tab and identify the table that the standard alert business object uses. For example, business object BO QADMmobileCall uses table `ca_mstr`.
- 2 Go to the Configuration tab and activate the Event Type (for example, `ca_mstr` for QADMmobileCall).



- 3 Select the Active check box for the table (for example, ca_mstr).
- 4 The Data Object Listening window opens and displays a list of all of the business objects and data objects associated with the event type (for example, ca_mstr). Select the check box for the correct business object/data object and click OK.
- 5 Click Save to save the event type change.
- 6 Open the Subscriber Profile Configuration Parameters page by selecting Subscriber|AlertSub|CallMaintained.
- 7 Verify that the Listen check box for the event type (for example, ca_mstr) is selected.

Check QAD Enterprise Applications Character UI

Start the QAD Enterprise Applications Character UI to verify that it is available. The UI should start without any errors. However, you may receive the following error message:

"You have attempted to connect to a database with too many users connected to it. Retry the connection later, or increase -n on the server (5291)."

In such cases, modify the alerts database start scripts to include `-n` and set them to the same value as the `-n` in the qadddb start scripts. Then restart the alerts database.

Load Translated Labels

Translated labels are installed to the qadadm directory in the Alerts Tool Kit Directory as shown in step 19 on page 26. You can load the `lbl_mstr.d` label file in the corresponding language directory for your language.



Troubleshooting QAD Alerts Installs

This section describes how to resolve QAD Alerts installation problems.

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Known Issues 46

Overview

This section describes how to resolve issues encountered during, or after, an Alerts installation.

Diagnosing the Problem

If you see any exceptions in the console when executing the installer in console mode, look at the exceptions carefully, correct the problem, and restart the installer.

The Installation Summary screen displays three types of information about the installation:

- Status
- Detailed Messages
- Detailed Errors

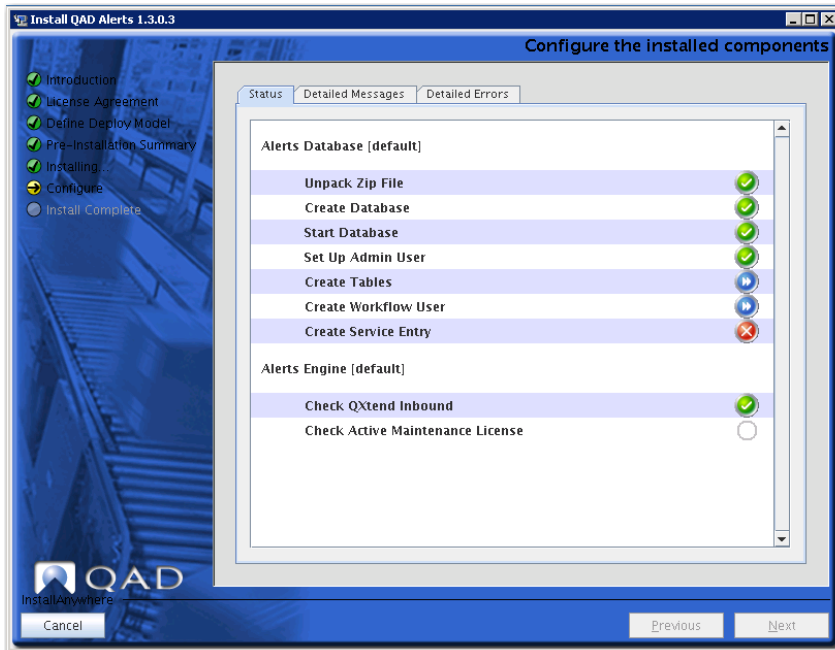
All system messages generated during installation are recorded in the install log.

Status

The Status screen uses colored symbols to indicate the status of each component:

- A green check mark means that the operation completed successfully (success status).
- A red cross means that non-fatal and fatal errors occurred (failure status).
- A blue double arrow means that you can skip a task (it was previously completed or is irrelevant).

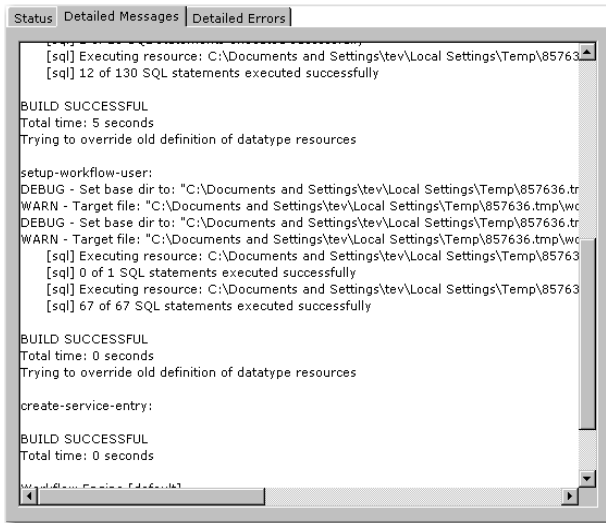
Fig. 7.1
Installation Status Screen



Detailed Messages

The Detailed Messages screen displays a record of all status messages generated during the installation process. All of the displayed messages are logged in the install log file.

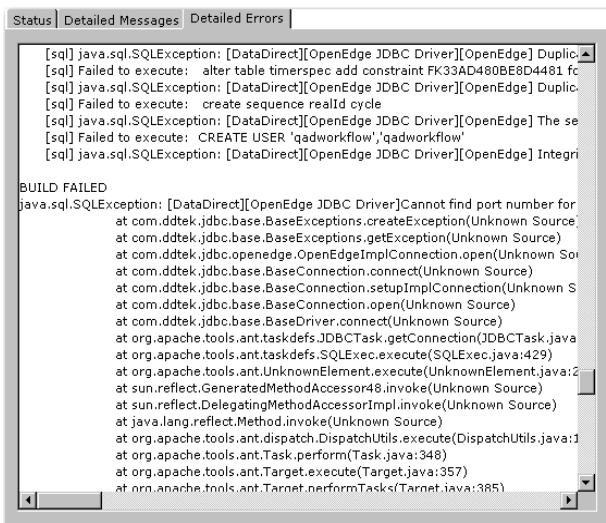
Fig. 7.2
Installation Detailed Messages Screen



Detailed Errors

The Detailed Errors screen shows a log of any fatal system errors noted during the installation or upgrade. These messages indicate a serious problem with the system (for example, a corrupted Java or Progress executable). Some of these errors are recorded in the log file.

Fig. 7.3
Installation Detailed Errors Screen



Checking repository.xml

The installer stores the installation configuration and status of all install-related tasks in the `install repository.xml` file.

Note Do not modify this file manually. Instead, modify it through the GUI installer (see “Installing QAD Workflow Alerts in a GUI Environment” on page 16). You are also able to modify the status of routines and modules. For more information, see “Using Process Control” on page 44.

The `repository.xml` file can give you a high-level view of the results of an install, particularly when doing a console install, which presents less information.

Figure 6.4 shows the contents of a typical `repository.xml` file.

Fig. 7.4
repository.xml File

```
<?xml version="1.0" encoding="UTF-8"?>
<repository>
  <environment name="demo" createDate="2012-08-14 21:51:30 -0700"> 1
    <product name="QADAlerts" version="1.0.0" servicePack="IR"> 2
      <global>
        ...
      </global>
      ...
      <host hostname="vmlinux"> 3
        <component name="Alerts Database" copy="default">
          <install status="Incomplete" moduleStatus="Incomplete">
            ...
          </install>
          <parameters>
            ...
          </parameters>
        </component>
        <component name="Alerts Toolkit" copy="default"> 5
          <install>
            <routines>
              <routine name="install" status="Pending"/> 4
            </routines>
          </install>
          <parameters>
            ...
          </parameters>
        </component>
      </host>
    </product>
  </environment>
</repository>
```

A `repository.xml` file has the following features:

- 1** Environment: The name attribute is the environment set during the installation.
- 2** Product: There can be more than one product in the environment. Verify that the name and version match the targeted install.

- 3 Host: There can be multiple hosts in an installation. Verify that it is the correct one.
- 4 Routine: Routines are granular tasks that the installer performs. A group of routines makes up a component. Routines can have a status of Done, Skipped, Error, or Pending.
- 5 Component: The component node is the parent to the status and the parameters. Check the component name and proceed to observe the install nodes.
 - a Status: The status of that particular component instance (indicated by the copy attribute). It can be:
 - Complete if all routines are marked as Done
 - Forced Complete if any routine is marked as Skipped
 - Incomplete if any routine is marked as Pending or Error
 - b ModuleStatus: The status of all the instances of a component. If there are three instances (indicated by copy), all three must have a status of Complete or Forced Complete before the ModuleStatus is marked as Complete.

Checking the status of a component (more specifically a routine) takes you to the installation step that failed. This feature makes the installation log easier to navigate because you know what to look for.

The `repository.xml` file is located under the data directory in the `QADDeployService` servlet in the `tomcat/webapps` directory. If you are using a local file, `repository.xml` is in the location specified during the install.

Reading the Installation Log

The Alerts installation log, named `Alerts-InstallLog-<TimeStamp>.log`, resides in the configured directory that was chosen when running the installer. The log file captures all of the standard output from the JVM during the install. If you are running the GUI installer, the log is the same as the Detailed Messages tab.

If an error occurred, you can read the log file during or after the install. If the pause occurred during installation (see Appendix B, “Process Control,” on page 43), you can view the file without exiting the installer. In some cases, you can fix the problem and rerun the routine that failed.

If the installation process completed with a non-fatal error, you can identify the error by looking in the `repository.xml` file (see “Checking repository.xml” on page 33). To find the problem, look for the component that owns the failed routine. Then search the log file for the beginning of that component by finding the name with the instance in square brackets:

```
Alerts Engine [default]
=====
```

The failed routine has a corresponding ant task with a name similar to that of the routine.

```
add-tomcat-users:
[copy] Copying 1 file to /qad/tomcat-164-8110/conf
[xslt] Processing /qad/tomcat-164-8110/conf/tomcat-users.xml.bak
to /qad/tomcat-164-8110/conf/tomcat-users.xml
[xslt] Loading stylesheet
/tmp/656641.tmp/resources/Transformations/tomcat-users.xsl
```



If the routine is successful, you see a message similar to the following:

```
BUILD SUCCESSFUL
Total time: 1 second
Trying to override old definition of datatype resources
```

If the routine is unsuccessful, you see a message similar to the following:

```
BUILD FAILED
java.net.ConnectException: Connection refused
```

The failure message includes a Java stack trace for the error. Since stack traces are sometimes hard to understand, QAD provides Helpful Hints when the installer pauses for an error.

Reading the steps around the error can provide clues about its cause.

Environment Issues and Common Mistakes

This section describes problems that may occur during Alerts installation. For more detailed information regarding potential installation issues, refer to the QAD KnowledgeBase or contact QAD support.

No X11 DISPLAY variable was set

This error appears when you try to run the install in a console without GUI capability. To run the installer in console mode, add the `-i console` option to the command.

Unable to Deploy

If the Web Applications do not deploy properly, Tomcat may have failed to fully start during installation. Verify that the Tomcat server is fully operational (a good test is to access the Manager application in your browser). If it is running, but produces out-of-memory exceptions, you can increase the maximum and default Tomcat heap size (`-Xmx` and `-Xms`). See your operating system documentation.

Cannot Connect to Database

The install log may report that the database cannot be reached, or that the user is not authorized to access those tables. In either case, verify the database setup and connection parameters. You can use `sqlexp` to verify that a connection is possible.

Default Configuration

The QAD Alerts installation loads configuration information to QXtend, as well as its own configuration database. These requests and responses can be found in the logs directory.



No Features to Install on this Host

The following message can appear during QAD Alerts installation:

The information stored in the QAD Deployment Configuration Service indicates that there are no features to install on this host (xxx). If this is unexpected, you may wish to rerun the installer on a Windows or X-Platform and update the configuration. If this is correct, continue the installer on the next host. The installer exits.

This message indicates that there are no installs to do on the machine on which you are running the install. You can continue the install on the servers you are using.

This message can display for a number of reasons:

- When you first run the installer on a PC in a multi-tier install, it builds the QAD Deployment Service (QADDeployService.V1). The installer also interrogates the user for configuration values (data gathering), and checks if it should also deploy on the same PC. Generally, the answer is no because you are just building the configuration data through a GUI interface, but you plan to deploy the components on a different server or servers. In this case, you can safely ignore the message and proceed.
- During `QXtend.bin -i console`, you were prompted for an environment to install and entered an invalid environment name. Most likely, when you ran the installer, you provided an environment name like Test, Prod, and so on. If your answer was not valid, the installer looks in the `respository.xml` file for an environment tag called `<what_you_entered>`. The tag is missing, resulting in a “nothing to install on this Host” message. If you forgot your environment name, you can check the `respository.xml` file for the name you provided. You can also run a GUI installer and observe the option at the environment selection screen. Then rerun the installer.
- To determine if an incorrect host name was entered, compare xxx from the error message with the result of `hostname` or an equivalent command in a console window. Always use the shortened host name when using the QXtend installer (but do not include the domain).

IATEMPDIR Space

The installer must self-extract a number of files before it can run. This requirement can cause an error before the installer finishes loading, particularly when using the bundled Java VM. This error occurs because there is insufficient space in the default extract location. To resolve this problem, you can set the environment variable `IATEMPDIR` to a storage area with sufficient space.

Java Memory

If you experience out-of-memory errors during installation before the installer finishes initializing, do the following:

- 1 Create a directory called `bin` under `$HOME` as user `mfg`.
- 2 Create a file named `java` under the `bin` directory and add following parameters in the file:
 - `- /opt/java1.5/bin/java -verbose -Djava.awt.headless=true -XX:HeapDumpOnOutOfMemoryError -client`
 - `-Xms1024M -Xmx2048M $@`
 - Set `JAVA_HOME` to `$HOME/bin`.

- Add `$HOME/bin` in the beginning of the `PATH`.

The installer should now be able to complete the installation process.

Unable to Access UI

The Alerts UI uses QXtend to authenticate the users logged in to the QAD .NET UI. The UI runs as a plug-in and must pass the `userid/password` through to QXI to authenticate. If your QAD SI AppServer and/or connection pool is not running, you encounter an error when trying to access the UI.

To resolve this problem, run:

```
start.alertsdb.ksh -n xx
```

where `xx` is the maximum number of users.

Known Issues

Installer Menu Items Difficult to Select

Starting the Alerts Installer UI in X-Windows while using X-Windows clients (such as `xterm`) can make installer UI menu items difficult to select.

This problem is a known environment-related issue with the Java X-Windows component. To work around it, use the Up and Down keys to make a selection.

Unclear Error Message

If you run the Alerts installer and the QXtend default configuration fails, the system can return an unclear error message. The message says:

```
Check qxtendConfigResponse with error 'configure
subscriberProfileEventType error: invalid subscriber profile'
```

There are three known causes for this type of failure:

- An authentication failure. Check the `qdocResponses.log` in QXtend Inbound to see if an authentication failure occurred.
- No active maintenance license. Verify that QAD EA has an active license type of MAINT.
- An invalid or unsupported QXI receiver. Verify that the receiver specified in the install has a receiver defined in QXtend Inbound. The receiver must also have a corresponding SI-API connection pool defined.

Typical Installation Parameters

This section describes the typical parameters provided for basic QAD Alerts installations.

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Tokens 48

Parameters 48

Overview

QAD Alerts provides a simplified installation process using a default Alerts configuration bundled with the product. The default configuration automatically populates the various installer fields.

If you want to modify any of the default configuration parameters, use Alerts' advanced installation mode.

Tokens

Tokens enable you to dynamically reference parameters from other fields. You can use any parameter name as a token by placing the parameter name between @ symbols. Tokens also work recursively.

For example, to resolve QXODB_DIR:

```
QXODB_DIR = @QXOSERVER_DIR@/db
QXOSERVER_DIR = @GLOBAL_QXTEND_DIR@/qxoserver
GLOBAL_QXTEND_DIR = /qad/qxtend
```

The result is:

```
QXODB_DIR = /qad/qxtend/qxoserver/db
```

Values are stored as tokens in the repository and resolved at runtime as ant properties or during configuration in the UI.

Note Hovering over a field label displays the corresponding parameter name. If you hover over the field itself, the fully resolved parameter appears as a tool tip.

Parameters

The following table describes the parameters provided with the default Alerts configuration.

Table A.1 Default Alerts Installation Parameters

Group	Parameter Name	Description	Setting
Alerts Database	QWF_DB_NAME	Name	qadalerts
	QWF_DB_DIR	Directory	<mandatory field>
	QWF_DB_DLC	Progress Directory	<mandatory field>
	QWF_DB_PORT	SQL Port	3390
	QWF_DB_USE_SERVICE	Use Service Name	false
	QWF_DB_SERVICE	Service Name	qadalerts-service
	QWF_DB_CREATE_SERVICE_ENTRY	Update Services File	false
Admin User	QWF_DB_ADMIN_USERNAME	User	admin
	QWF_DB_ADMIN_PASSWORD	Password	mfgpro
Alerts User	QWF_DB_USERNAME	User	qadalerts
	QWF_DB_PASSWORD	Password	qadalerts

Table A.1 — Default Alerts Installation Parameters (Page 1 of 4)



Group	Parameter Name	Description	Setting
Tomcat	QWF_ENGINE_TOMCAT_PORT	Tomcat Port	8080
	QWF_ENGINE_TOMCAT_HOME	Tomcat Home	<mandatory field>
	QWF_ENGINE_TOMCAT_ADMIN	Tomcat Admin User	admin
	QWF_ENGINE_TOMCAT_PASSWORD	Tomcat Admin Password	mfgpro
	QWF_ENGINE_TOMCAT_VERSION	Tomcat Version	
Server WebApp	QWF_ENGINE_SERVER_APP_NAME	WebApp Name	alerts-server
SMTP Server	QWF_ENGINE_SMTP_HOST	SMTP Server	<mandatory field>
	QWF_ENGINE_SMTP_PORT	SMTP Port	25
	QWF_ENGINE_EMAIL_SENDER	Sender E-mail Address	"QAD Alerts" <alerts@qad.com>
	QWF_ENGINE_EMAIL_AUTH	E-mail Authentication	False
	QWF_ENGINE_EMAIL_USERNAME	E-mail Username	
	QWF_ENGINE_EMAIL_PASSWORD	E-mail Password	
Alert Delivery Service	QWF_MESSAGE_DELIVERY_POLLING_FREQ	Polling Frequency	30
	QWF_MESSAGE_DELIVERY_AGENTS	Delivery Agents	2
QAD ERP	QWF_ENGINE_QADERP_HOST	Host	<mandatory field>
	QWF_ENGINE_QADERP_HOME	Home Directory	<mandatory field>
	MFGPRO_DB_DLC	Progress Directory	<mandatory field>
	QWF_ENGINE_QADERP_VERSION	Version	<mandatory field>
	QWF_ENGINE_QADERP_SP	Service Pack	<mandatory field>
	QWF_ENGINE_QADERP_CLIENT_USERNAME	QAD Client Username	<mandatory field>
	QWF_ENGINE_QADERP_CLIENT_PASSWORD	QAD Client Password	<mandatory field>

Table A.1 — Default Alerts Installation Parameters (Page 2 of 4)

Group	Parameter Name	Description	Setting
QAD ERP Database	QWF_ENGINE_QADERP_DB_NAME	Name	<mandatory field>
	QWF_ENGINE_QADERP_DB_HOST	Host	localhost
	QWF_ENGINE_QADERP_DB_USE_SERVICE	Use Service	true
	QWF_ENGINE_QADERP_DB_SERVICE	SQL Service Name	<mandatory field>
	QWF_ENGINE_QADERP_DB_SECURITY_ENABLED	Security Enabled	false
	QWF_ENGINE_QADERP_DB_OWNER	.db File Owner	mfg
	QWF_ENGINE_QADERP_DB_ADMIN_NAME	Admin Name	mfg
	QWF_ENGINE_QADERP_DB_ADMIN_PASSWORD	Admin Password	
	QWF_ENGINE_QADERP_DB_USER_NAME	User Name	
	QWF_ENGINE_QADERP_DB_USER_PASSWORD	User Password	
QXtend Configuration	QWF_ENGINE_QXTEND_QXI_HOST	Host	localhost
	QWF_ENGINE_QXTEND_QXI_PORT	Tomcat Port	8080
	QWF_ENGINE_QXTEND_QXI_RECEIVER	Receiver Name	QADERP
	QWF_ENGINE_QXTEND_QXI_APP_NAME	QXI WebApp Name	qxi
	QWF_ENGINE_QXTEND_QXI_TOMCAT_ADMIN	Username	admin
	QWF_ENGINE_QXTEND_QXI_TOMCAT_PASSWORD	Password	mfgpro
	DEFAULT_CONFIG_SUBSCRIBER	Subscriber	AlertSub
	DEFAULT_CONFIG_MSG_SENDER	Message Sender	MS1
	DEFAULT_CONFIG_MSG_PUBLISHER	Message Publisher	MP1
	DEFAULT_CONFIG_SOURCE_APP	Source Application	QADERP
.NET UI Tomcat Server	QWF_ENGINE_NET_UI_TOMCAT_HOME	Tomcat Home	<mandatory field>
	QWF_ENGINE_NET_UI_TOMCAT_PORT	Tomcat Port	8080
	QWF_ENGINE_NET_UI_ADMIN_NAME	Tomcat Username	admin
	QWF_ENGINE_NET_UI_ADMIN_PASSWORD	Tomcat Password	mfgpro

Table A.1 — Default Alerts Installation Parameters (Page 3 of 4)

Group	Parameter Name	Description	Setting
.NET UI	QWF_ENGINE_NET_UI_VERSION	Version	2.9.1
	QWF_ENGINE_NET_UI_WEBAPP_NAME	WebApp Name	qadhome
	QWF_ENGINE_NET_UI_CONFIG_NAME	Configuration Name	qadui
QAD ERP Admin Database	MFG_DB_DLC	Progress Directory	<mandatory field>
	MFG_ADMIN_PHY	Physical Name	<mandatory field>
	MFG_ADMIN_CONNECTION_TYPE	Connection Type	Local
	MFG_ADMIN_MULTI_USER	Multi User	false
	MFG_ADMIN_DIR	Directory	<mandatory field>
	MFG_ADMIN_HOST	Host	
Alerts Toolkit	MFG_ADMIN_SERVICE	Service Name	
	QWF_TOOLS_LOCATION	Alerts Toolkit Directory	<mandatory field>

Table A.1 — Default Alerts Installation Parameters (Page 4 of 4)



Process Control

This section describes QAD Alerts installation process control.

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Using Process Control 54

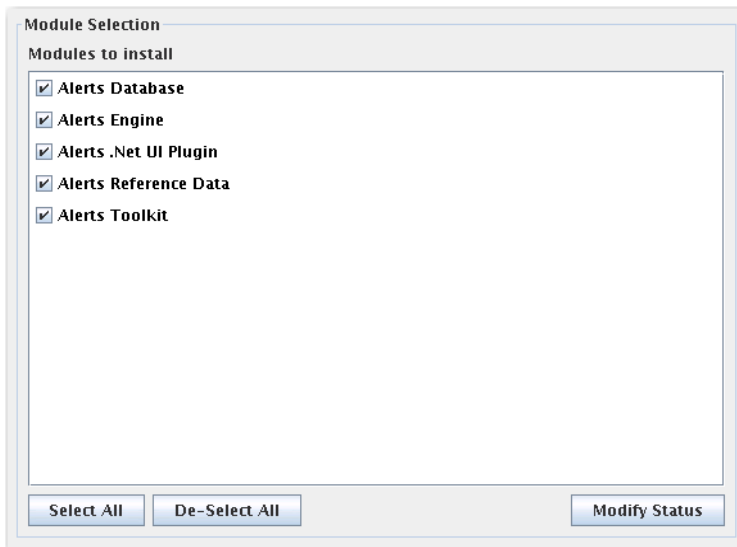
Overview

Process Control can enhance QAD Alerts installation by providing a higher level of control over the installation process.

Using Process Control

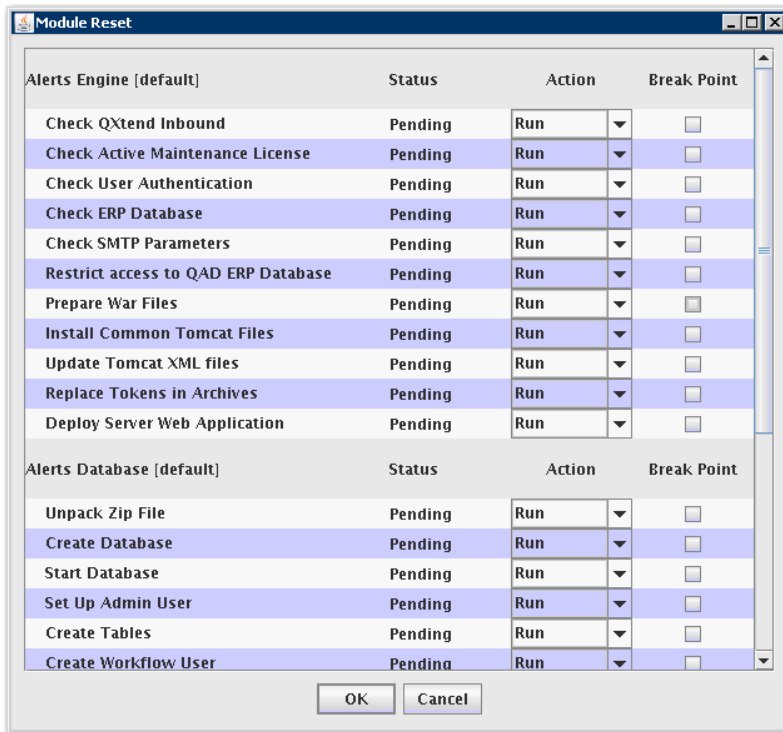
Click the Modify Status button on the Module Selection Screen.

Fig. B.1
Module Selection Screen



The Modify Status pop-up appears.

Fig. B.2
Modify Status Pop-up



Changing the action via the selection lists enables you to run, rerun, or skip each of the routines. It may be useful to skip redundant tasks that were run in previous installs (such as installing the common Tomcat files). It may also be useful to rerun a specific routine (such as creating the Alerts database tables).

Note All routines are included for a reason. Skipping a routine could result in an incomplete or non-functional installation. Only skip routines that are definitely not needed.

Selecting a routine's breakpoint check box pauses the installer before it runs the routine. This option allows you to pay particular attention to that part of the install.

If the installer encounters an error while running, it pauses, allowing you to fix environment problems on the fly. For example, if Tomcat is not running when it tries to deploy the servlets, the installer pauses. You can investigate using the log file, see that Tomcat was not started, and start it. The installation continues as if nothing had happened.

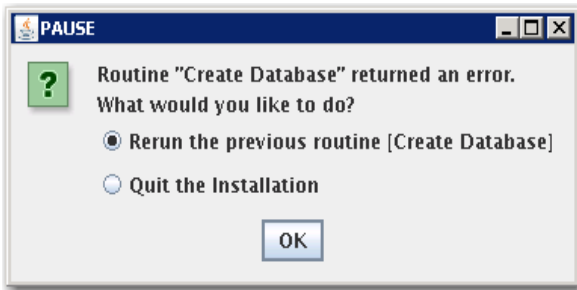
Fig. B.3
Console Prompt After an Error

```

=====
Run deployment routines
=====
Component/Routine                                     Status
-----
Alerts Database [default]
  Unpack Zip File                                     Skip
-----
PAUSE
=====
What would you like to do?
  1- Run the next routine [Create Database] without pausing
  2- Run the next routine [Create Database] and pause
  3- Quit the Installation
Enter your selection: 1
=====
PAUSE
=====
Routine "Create Database" returned an error.
What would you like to do?
  1- Rerun the previous routine [Create Database]
  2- Quit the Installation
Enter your selection: █

```

Fig. B.4
GUI Prompt After an Error



You cannot correct configuration errors in the repository file. For example, if you forgot to add a custom element to the compile `PROPATH`, you cannot add it once the installation starts and rerun the routine after it fails. Restart the installer and let it pick up the new value.

In summary, do the following when errors occur:

- To correct the parameters, quit the installer, fix the configuration, and rerun the installer.
- For environment issues such as permissions problems, the database failing to start, and so on, you can fix the issue and resume the installer by selecting “Rerun the previous routine.”
- In rare situations, the installer hangs and does nothing. You can kill the process (typically by pressing `Ctrl+c` for the console installer), identify the problem, fix it, and rerun the installer.

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