



QAD Enterprise Applications
Channel Islands 2018

Installation Guide QAD Channel Islands On-Premise

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QAD Enterprise Applications

Channel Islands 2018

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Channel Islands On-Premise Installation Guide

This guide describes the steps required to install the Channel Islands 2018 (San Miguel 2) release of Channel Islands Apps into an existing QAD Enterprise Edition environment.

Assumptions

1. This guide assumes all necessary software and prerequisites have been made available on the server being used for the installation.
2. The user performing the installations should be familiar with basic Linux administration, OpenEdge environment administration, and YAB.
3. Channel Islands Apps is only supported on the QAD Reference Architecture. This consists of
 1. Linux Operating System
 2. UTF-8 based databases

Prerequisites

Additional details are provided in subsequent sections where appropriate, but the following prerequisites are necessary to complete a successful installation of Channel Islands Apps.

Technical prerequisites

1. RedHat 6.6 or CentOS 6.6 or higher
2. Progress OpenEdge, minimum version OE11.6
The Progress OpenEdge version in use is based on the QAD Enterprise Edition installed, but a minimum version of OE11.6 is required.
3. Java 8 JDK version 1.8.0_162
4. Python 2.7
5. Zip64 support
The channel-islands-apps-image zip file is a zip64 formatted archive. The zip program installed must support this format.
6. Disk space
 1. The installation of the Channel Islands Apps Image requires approximately 6GB of temp file space. It is recommended that you have 10GB temp space available before performing the installation.
 2. The location used by YAB for temp space can be controlled by setting the YAB_JAVA_OPTS option. See the Temporary Files section of the *QAD Configuration and Administration Guide YAB 1.8* for details

QAD Software prerequisites

1. QAD Enterprise Edition 2016 or later
2. QAD Operations Patch
 1. For QAD Enterprise Edition 2016, 2016 EE Operations Patch 4 is mandatory.
 2. For QAD Enterprise Edition 2017, 2017 EE Operations Patch 2 is recommended.
 3. For QAD Enterprise Edition 2018 no patch is required.
3. QAD Enterprise Financials
 1. QAD Enterprise Financials 2017.1 patch 1 or later.
 2. QAD Enterprise Financials 2018 patch 1 or later.
4. QAD Enterprise Asset Management 2017.1 is required for systems that have EAM installed.
5. QAD .NET UI
 1. If QAD .NET UI 3.2 is in use, then Cumulative Patch 6 must be installed.
 2. If QAD .NET UI 3.3 or 3.4 is in use, no patch is required.
6. QAD Qxtend
 1. QAD Qxtend 1.8.7 with qxtend-bundled-patch-1.8.7.3 or higher is required.
 2. If a version of QAD Qxtend higher than 1.8.7 is installed, no patch is required.

This document describes the process for the installation of these prerequisites as part of the Channel Islands Apps install.

These prerequisites may also be installed before beginning the Channel Islands Apps install. If this approach is taken refer to the relevant Installation Guide for these products.

Preparation Steps

Validate technical prerequisites

Check environment to ensure JAVA (jdk 1.8.0_162) is installed

Validate the Java version installed and if it is not 1.8.0_162 or higher, install an appropriate version.

Refer to your OS provider or Oracle documentation on installing Java JDK.

Validate Python version

Ensure Python version is 2.7

To validate the Python version installed, enter the following command:

```
> python --version
```

Validate OpenSSL libraries

For enhanced security, Channel Islands Apps generates an access token during login. The token is signed using the OpenSSL library to verify its authenticity.

The Channel Islands Apps installer validates your system's OpenSSL library during installation. If you do not have the appropriate OpenSSL library, the install will fail.

Refer to the Installation Guide of your QAD Enterprise Edition release for details on how to configure the OpenSSL libraries.

Review available semaphores

Installing Channel Islands Apps introduces a number of new architectural components and so requires a significant number of free semaphores on the installation server.

Review the available semaphores on your server and ensure they are sufficient before continuing.

Validate existing QAD Instance configuration

Installing Channel Islands Apps requires the execution of a yab update command. To ensure this is successful a number of pre-checks are suggested.

Validate user configuration in YAB

Run the following commands to determine the YAB configured username and password.

```
> yab config user  
> yab config password
```

Log in to the existing QAD Enterprise Edition installation using the .NET UI or CHUI client to confirm the above configuration is valid.

Ensure any existing patches or customizations compile

Execute the appropriate yab commands to ensure all existing patches and customizations compile successfully.

For example, execute

```
> yab code-mfg-customizations-update  
> yab code-mfg-update
```

Update to YAB 1.8

If not already installed, download and install the YAB 1.8 release.

This installation is performed by running the command

```
> yab install <path to media download>/yab-ee-image-1.8.0.XXX.zip
```

Refer to the documentation with the YAB 1.8 release for detailed instructions and any upgrade considerations.

If you have installed the YAB client script outside of your environment, this will not automatically update and must be updated before proceeding. Refer to the YAB 1.8 release notes for details on this step.

YAB 1.8 requires Java 1.8. Ensure your JAVA_HOME and PATH environment variables are using Java 1.8 before proceeding.

If you have installed the YAB client outside of the QAD EE environment then this must be updated before proceeding.

Configure new database storage areas

Configuring storage areas if using a custom structure file and 2016EE

Installing Channel Islands Apps requires the inclusion of new database storage areas for the new schema.

If installing into a QAD Enterprise Edition 2016 environment that uses a customized database structure file, this must be modified to append the new required storage areas.

To identify the configured structure file run the command

```
> yab config db.qaddb.structurefile
```

The following areas must be added if a custom structure is in use

```
d "QRA":16,64;8 ./ f 512  
d "QRA":16,64;8 ./  
#  
d "QRA_IDX":17,1;8 ./ f 512  
d "QRA_IDX":17,1;8 ./  
#  
d "QRA_LOB":18,1;8 ./ f 512  
d "QRA_LOB":18,1;8 ./
```

Configuring storage areas if using 2017EE or 2018EE

These areas are already defined and no action is needed.

Installation Steps - Introduction

To install Channel Islands there are two approaches available. The selected approach depends on the environment into which Channel Islands is being installed.

Using a Prepared Context installs Channel Islands into an isolated context so the installation can be prepared without impacting the running environment. This allows changes to be reviewed and prepared without disrupting users and increases confidence that updating the environment will be successful.

This approach is recommended when installing into a live environment with existing users. For more information on Prepared Context see the *QAD Configuration and Administration Guide YAB 1.8*.

A direct installation immediately impacts the running environment and is recommended if running an installation into an isolated environment that is not currently in use.

Installation Steps - Prepared Context

A prepared context is created and referenced by providing the `-c` parameter to each YAB command. The following examples use the context name `ciapps` for the installation.

Each command must use the same `-c` parameter to link them together into a single prepared change.

Prerequisite installation

Operations Patch

If an Operations Patch is required and not installed then install this now

```
> yab -c:ciapps -install-update:false install <mfg-patch>.zip
```

QAD .NET UI Cumulative patch

If a .NET UI cumulative patch is required and not installed, install it now.

```
> yab -c:ciapps -install-update:false install netui-module-32-cumulative-3.2.95.0.zip
```

QAD Enterprise Financials

If QAD Enterprise Financials 2017.1 is installed, ensure the latest patch is installed. A minimum of patch 1 is required.

```
> yab -c:ciapps -install-update:false install qad-ee-fin-patch-2017.1.x.0.zip
```

If QAD Enterprise Financials 2018 is installed, ensure the latest patch is installed. A minimum of patch 1 is required.

```
> yab -c:ciapps -install-update:false install qad-ee-fin-patch-2018.0.1.x.zip
```

If performing a backward compatible upgrade to a later Enterprise Financials version, then install the appropriate additional packages.

Refer to the Financials Backward Compatibility Installation Guide for additional details.

```
> yab -c:ciapps -install-update:false install qad-ee-fin-patch-2018.0.1.x.zip
> yab -c:ciapps -install-update:false install fin-2018.0.18.665.zip
> yab -c:ciapps -install-update:false install fin-conversion-2018.0.1.0.zip
```

Channel Islands Apps installation

Download the Channel Islands Apps Image zip file into a location available on the server.

Execute the Channel Islands Apps installation by running a YAB install command against the downloaded image.

```
> yab -c:ciapps -install-update:false install <path to image zip above>
```

The Channel Islands Apps installer will now execute and guide you through the installation of Channel Islands Apps.

Press enter to confirm you want to begin the installation process

```
This installer will guide you through the process of installing Channel Islands Apps.

The installation is being recorded in the file:
/tmp/install.mfg.log

At the prompt the ENTER key submits a response and moves to the next question.
'!' will enter command mode to navigate through the questions.

Hit ENTER to continue
>
```

Enter the location of the Progress OpenEdge installation.

The current value from the environment will be populated but can be updated if required.

```
[Progress OpenEdge]

Enter the location of Progress OpenEdge:
> /tech/progress/dlc1173
```

Enter the location of the Java JDK installation.

The current value from the environment will be populated but can be updated if required.

```
[Java]

Enter the location of Java:
> /tech/java/jdk1.8.0_162
```

Enter the location of the Python installation.

The current value from the environment will be populated but can be updated if required.

```
[Python]

Enter the location of the Python interpreter:
> /usr/bin/python
```

Enter the Namespace of the environment into which you are installing. This Namespace controls the set of apps that can be maintained in the environment.

When installing into multiple environments (for example Dev, Test, and Production) the same Namespace should be used.

```
[Environment Namespace]

Enter the namespace to associate with this environment:

The namespace identifies the organization using "Reverse Domain Notation" and is
used to control which Apps can be maintained using this environment.

Ex. com.[ORGANIZATION]
>
```

Enter the default app to be created. This is the app that is used as default by the maintenance programs for app-related system data.

```
[Default App]

Enter the default app:

Configures the app that will be used by default when platform extensions are
developed.

Ex. [ORGANIZATION]App
>
```

If you are using a proxy server for external access to the Web UI, enter the URL.

This is typically an Apache server instance used to control external access to the Web UI.

```
[WebUI Proxy URL]

Enter the URL of the WebUI proxy (Optional):
>
```

Select whether to enable integration with QAD BI. If enabled, QAD BI data will be used to populate dashboards within the Web UI.

```
[QAD BI]

Enable integration with QAD BI?

[ ] y - Yes
[X] n - No

> n
```

If integration with QAD BI is selected, enter the URL of the QAD BI Portal.

```
[QAD BI Portal URL]
Enter the QAD BI Portal URL:
>
```

Select whether to enable integration with QAD EAM requisitions. If enabled, QAD EAM-based requisitions will be used.

This integration is typically disabled if QAD EAM is installed but not in use or configured.

This question is only provided when QAD EAM is installed.

To enable this integration QAD EAM 2017.1 must be installed. If you are using an earlier version of QAD EAM and want to use this functionality you must upgrade QAD EAM before proceeding.

```
[EAM Requisitions Integration]
Enable EAM Requisitions integration?
[ ] y - Yes
[X] n - No
> n
```

Select whether to proceed with the installation or not.

If you continue, the Channel Islands Apps packages will be added into the context and configured.

If you do not continue at this point, no changes are made to the context.

```
[Start Installation]
Start installing Channel Islands Apps?
n - No
y - Yes
>
```

Review and verify the packages and configuration

You can review the updates installed into the context by running the info command in the context.

```
> yab -c:ciapps info
```

Review the current configuration using yab config to determine if the configuration needs to be adjusted.

Apply any configuration changes in the configuration.properties file within your context. To locate the file run the command

```
> yab -c:ciapps -pull system-context-locate build/config/configuration.properties
```

Some common configuration options are discussed in the section "Channel Island Apps tuning and configuration options"

Run an update in the context

The update installs Channel Islands Apps as well as any additional updates in the context. These changes are isolated to the context but limited to commands that are currently supported in this mode.

These consist of OpenEdge code compilation, schema load preparation, and data load preparation.

The status of the update can be monitored in `build/contexts/prepared/ciapps/logs/yab.log`.

```
> yab -c:ciapps update
```

Review the changes in the context

Use the `explain-apply` command to get a detailed view of what would happen if the changes in the context were applied, without actually applying the changes.

The detailed output of this command is recorded in `build/contexts/prepared/ciapps/logs/yab.log`.

```
> yab -c:ciapps explain-apply
```

Apply the context to the environment

When you are ready to apply the changes prepared in the context to the environment, use the `apply` command.

This will apply the prepared changes to the environment and execute any deferred steps. This will consist of an update in the environment including downtime.

```
> yab -c:ciapps apply
```

Installation Steps - Direct Installation

Prerequisite installation

Operations Patch

If an Operations Patch is required and not installed then install this now.

```
> yab -install-update:false install <mfg-patch>.zip
```

QAD .NET UI Cumulative patch

If a .NET UI cumulative patch is required and not installed, install it now.

```
> yab -install-update:false install netui-module-32-cumulative-3.2.95.0.zip
```

QAD Enterprise Financials

If QAD Enterprise Financials 2017.1 is installed, ensure the latest patch is installed. A minimum of patch 1 is required.

```
> yab -install-update:false install qad-ee-fin-patch-2017.1.x.0.zip
```

If QAD Enterprise Financials 2018 is installed, ensure the latest patch is installed. A minimum of patch 1 is required.

```
> yab -install-update:false install qad-ee-fin-patch-2018.0.1.x.zip
```

If performing a backward compatible upgrade to a later Enterprise Financials version, then install the appropriate additional packages.

Refer to the Financials Backward Compatibility Installation Guide for additional details.

```
> yab -install-update:false install qad-ee-fin-patch-2018.0.1.x.zip  
> yab -install-update:false install fin-2018.0.18.665.zip  
> yab -install-update:false install fin-conversion-2018.0.1.0.zip
```

Channel Islands Apps installation

Download the Channel Islands Apps Image zip file into a location available on the server.

Execute the Channel Islands Apps installation by running a YAB install command against the downloaded image.

```
> yab -install-update:false install <path to image zip above>
```

The Channel Islands Apps installer will now execute and guide you through the installation of Channel Islands Apps.

Press enter to confirm you want to begin the installation process.

```
This installer will guide you through the process of installing Channel Islands
Apps.

The installation is being recorded in the file:
/tmp/install.mfg.log

At the prompt the ENTER key submits a response and moves to the next question.
'!' will enter command mode to navigate through the questions.

Hit ENTER to continue
>
```

Enter the location of the Progress OpenEdge installation.

The current value from the environment will be populated but can be updated if required.

```
[Progress OpenEdge]

Enter the location of Progress OpenEdge:
> /tech/progress/dlc1173
```

Enter the location of the Java JDK installation.

The current value from the environment will be populated but can be updated if required.

```
[Java]

Enter the location of Java:
> /tech/java/jdk1.8.0_162
```

Enter the location of the Python installation.

The current value from the environment will be populated but can be updated if required.

```
[Python]

Enter the location of the Python interpreter:
> /usr/bin/python
```

Enter the Namespace of the environment into which you are installing. This Namespace controls the set of apps that can be maintained in the environment.

When installing into multiple environments (for example Dev, Test, and Production) the same Namespace should be used.

```
[Environment Namespace]

Enter the namespace to associate with this environment:

The namespace identifies the organization using "Reverse Domain Notation" and is
used to control which Apps can be maintained using this environment.

Ex. com.[ORGANIZATION]
>
```

Enter the default app to be created. This is the app that is used as default by the maintenance programs for app-related system data.

```
[Default App]

Enter the default app:

Configures the app that will be used by default when platform extensions are
developed.

Ex. [ORGANIZATION]App
>
```

If you are using a proxy server for external access to the Web UI, enter the URL.

This is typically an Apache server instance used to control external access to the Web UI.

```
[WebUI Proxy URL]

Enter the URL of the WebUI proxy (Optional):
>
```

Select whether to enable integration with QAD BI. If enabled, QAD BI data will be used to populate dashboards within the Web UI.

```
[QAD BI]

Enable integration with QAD BI?

[ ] y - Yes
[X] n - No

> n
```

If integration with QAD BI is selected, enter the URL of the QAD BI Portal.

```
[QAD BI Portal URL]
Enter the QAD BI Portal URL:
>
```

Select whether to enable integration with QAD EAM requisitions. If enabled, QAD EAM-based requisitions will be used.

This integration is typically disabled if QAD EAM is installed but not in use or configured.

This question is only provided when QAD EAM is installed.

To enable this integration, QAD EAM 2017.1 must be installed. If you are using an earlier version of QAD EAM and want to use this functionality, you must upgrade QAD EAM before proceeding.

```
[EAM Requisitions Integration]
Enable EAM Requisitions integration?
[ ] y - Yes
[X] n - No
> n
```

Select whether to proceed with the installation or not.

If you continue, the Channel Islands Apps packages will be added into the environment and configured.

If you do not continue at this point, no changes are made to the environment.

```
[Start Installation]
Start installing Channel Islands Apps?
n - No
y - Yes
>
```

Review the current configuration using `yab config` to determine if the configuration needs to be adjusted.

Apply any configuration changes in the `configuration.properties` file.

Some common configuration options are discussed in the section "Channel Island Apps tuning and configuration options"

Apply the update

```
> yab update
```

The update installs Channel Islands Apps as well as any additional updates included in the configuration.

The status of the update can be monitored in `build/logs/yab.log`

Post Installation Steps

Update the file permissions of newly added databases

The installation of Channel Islands Apps can introduce a number of new database instances. The database files of these new databases must be writable to all users who will initiate sessions, which includes the user who runs Connection Manager sessions and any CHUI users.

Edit the file permissions of these databases to ensure these permissions are set. For example, update the bisgen database.

```
> yab stop
> chmod 666 /dr01/qadapps/qa/databases/bis*
> yab start
```

Depending on the products installed in your initial environment, a number of database may be created. Ensure you review and update permissions on each.

Re-compile any code not managed by YAB

The installation of Channel Islands Apps can include schema changes to existing tables, therefore any third-party products or similar code managed outside of YAB that reference EE schema may need to be re-compiled.

Apply Logi license file

To use the Action Centers in Channel Islands Apps you will need to apply the Logi license file you received from QAD.

This file should be copied into the root directory of the qad-dashboard webapp. To find this root directory run the command

```
> yab config webapp.analytics-logi.dir
```

Additional Post Installation Steps

If any additional products are installed as part of the Channel Islands Apps install, refer to those products' installation guide for any additional post installation steps.

For example if a Financials Backwards Compatibility installation has been performed a conversion must be executed at this point.

Initial Environment Validation

To verify the environment installation, first configure the necessary users to allow access to the QAD Web UI.

Refer to the *QAD Security Administration Guide* for information on how to set up the necessary access.

Once a user has been granted access to the Web UI, log in and verify the user can access the correct Web UI screens based on the roles assigned.

1. Standard Maintenance Screens
2. Reports
3. Action Centers
4. QAD Inbox

Installing Channel Islands Apps also introduces changes that impact the existing QAD .NET UI and character clients. These should also be validated after the installation.

Channel Islands Apps Installation Considerations

Extension database

Installing Channel Islands Apps introduces a new extension database. This is configured in YAB using the db.extension instance.

This is created as an empty database and is intended to be used for any Platform Business Components created. It is connected to all standard YAB runtime sessions by default and should be added to any custom sessions that may execute these platform extensions.

The detailed configuration of this database can be reviewed by executing

```
> yab config db.extension*
```

Datastores and environment type

When installing Channel Islands Apps, a database or databases may be marked as being available as a development datastore for platform development. Development datastores can only be configured when the environment is identified as a development environment and should not be configured in a test or production environment.

To configure an environment as a development environment update the environment type.

```
environment.type=development
```

To configure a database as a development datastore, ensure it is configured as a datastore

```
db.extension.datastore=true
```

and configure the associated datastore as type development

```
datastore.extension.type=development
```

To support platform development, a database must have a SQL Broker enabled. Refer to "Configuring a SQL-92 Secondary Login Broker" in the *QAD Configuration and Administration Guide YAB 1.8* for additional details of how to enable a SQL Broker.

Standard QAD databases such as db.qaddb should not be configured as development datastores. The new db.extension is provided for this purpose or a custom database can be used.

If these settings have been changed after the initial installation they are applied by running

```
> yab update
```

Customizing the Channel Islands Apps Installation

Running a non-interactive headless installation

The main installation section of this document describes how to run an interactive installation of Channel Islands Apps. This installation can also be executed in a non-interactive headless mode by providing the necessary configuration before running the installation.

To do this, first extract the Channel Islands Installation media and locate the `install.conf` file at the root of the directory. Copy this file into a working directory.

Edit this file and complete the entries in the USER INTERFACE section.

Do not edit or remove any of the annotation lines before the entries beginning with the # symbol. Changing or removing these lines may result in an unsuccessful or invalid installation.

In the example below, the `openedge.dir` and `java.default.dir` locations have been completed.

```
# -----
# USER INTERFACE
#
# When the installer is run interactively, the installer will prompt for the
# settings in this section.
# -----

# [Progress OpenEdge]
#
# Enter the location of Progress OpenEdge:
# @path
# @validation req
# @validation dir
# @validation openEdge [11.4)
# @validation openSSL
openedge.dir=/dr01/openedge

# [Java]
#
# Enter the location of Java:
# @path
# @validation req
# @validation dir
# @validation java [1.8.0.162,1.9) jdk * true
java.default.dir=/dr01/java
```

Review and complete all entries as required up to the entry

```
install-ui-end=
```

Save and exit the file.

Execute the installation, skipping the interactive UI and providing your preconfigured `install.conf` file.

```
> yab -c:ciapps -install-update:false -install-ui:false -install-conf:<path to
configured install.conf> install <path to channel-islands-apps-image zip file>
```

The sample command assumes you are installing into a prepared context. If using a direct installation, exclude the `-c` option.

The installation will now execute with the preconfigured values and not prompt you for further input.

Running the installation in a non-interactive headless mode does not skip the validations on your input values and errors may still be received if invalid values have been provided.

Customizing tuning parameters

Installing Channel Islands Apps may introduce a number of new databases into the system and also provides a number of new configuration and tuning parameters. Many of these can be changed after installation as needed but you can also provide your customized values before installing.

To do this first extract the Channel Islands Installation media and locate the install.conf file at the root of the directory. Copy this file into a working directory.

Edit this file and go to the "Channel Islands specific environment tuning" section. Review and edit the values as required in this section. If necessary, new values can also be added to this section.

Do not edit or remove any of the annotation lines beginning with the # symbol. Changing or removing these lines may result in an unsuccessful or invalid installation.

Do not change any of the values in the later "Installer Features" or "Installer Settings" sections. Changing or removing these entries may result in an unsuccessful or invalid installation.

Once complete save and exit the file. Then execute the installation providing your preconfigured install.conf file.

```
> yab -c:ciapps -install-update:false -install-conf:<path to configured install.conf> install <path to channel-islands-apps-image zip file>
```

The installation will now execute with your preconfigured values.

Channel Islands Apps Tuning and Configuration Options

Configuring QAD Web UI to use SSL

By default, QAD Web UI is installed with http access enabled but it is recommended that you disable http access and instead use SSL access.

If enabling SSL on an existing environment, ensure the environment is stopped by executing `yab stop` before making any changes.

If this is not done, YAB will fail to stop the running Tomcat instance and it must be stopped directly before proceeding. This can be done by running

```
> ./scripts/tomcat-webui-stop
```

Add the following YAB configuration to disable http access and enable SSL.

```
tomcat.webui.usessl=true  
tomcat.webui.usehttp=false
```

To support SSL you must also configure an SSL certificate in a Java keystore and configure your Tomcat instance to use this.

Refer to the "Enabling SSL" section of the *QAD Security Administration Guide* for steps on how to configure the keystore and SSL certificate.

To configure YAB to use this keystore, add the following configuration:

```
tomcat.webui.keystore=/dr01/java/certificate/keystore.jks  
tomcat.webui.password=changeit
```

To apply these changes to your environment, run a `yab update`.

```
> yab update
```

Rerunning the Channel Islands Apps Installer

When installing Channel Islands Apps there are a number of apps that are conditionally installed based on the QAD products that are installed in your environment. If this product list changes then it may be necessary to rerun the Channel Islands Installer to install the necessary updates.

When you run the Channel Islands Apps installer for a second time, only the necessary changes are applied. Previously installed packages are not reinstalled.

QAD Enterprise Financials

If you have upgraded your QAD Enterprise Financials from 2017.1 to 2018, you must re-execute the Channel Islands Installer to install the necessary Channel Islands Financials App.

Due to dependency validations between the QAD Enterprise Financials version and the Channel Islands Financials App, you must install both updates at the same time.

```
> yab install channel-islands-apps-image-4.1.0.43.zip qad-ee-fin-patch-2018.0.1.x.zip
```

QAD EAM

If you are installing QAD EAM for the first time or if you have updated your QAD EAM version to 2017.1, you must rerun the Channel Islands Apps installer to install the necessary EAM-related apps.

This will result in the installation of the AssetMgmt Channel Islands App.

QAD Production Orders

If you are installing QAD Production Orders, you must rerun the Channel Islands Apps installer to install the necessary Production Orders-related apps.

This will remove the WorkOrder Channel Islands App from your environment and instead install the Production Order Channel Islands App.

Installing Updates

After the initial Channel Islands Apps installation, future updates may be applied to the environment. These updates may consist of patch releases for individual apps, new releases of individual apps, or a new release of Channel Islands Apps.

Preparing to apply an update

Before installing an update, review the release notes for the app you are installing. If any dependencies are documented, then compare the dependencies to the current environment to determine if additional updates are needed. These dependencies should be installed before, or as part of, this update.

Installing the update

To execute the installation of an individual app release:

1. Download the zip file from QAD Fulfillment.
2. Stage the zip file into a directory that is accessible from your Channel Islands Apps installation.
3. Execute the command:

```
> yab install <zip file>
```

For example:

```
> yab install sales-app-2.2.1.2.zip
```

The yab install command executes a yab update, which includes restarting the environment

This example shows the installation of an update using a direct installation. A prepared context can also be used to install an update. Refer to the *QAD Configuration and Administration Guide YAB 1.8* for details.

When the installation has dependencies or you have multiple updates to install, you can use the `-install-update: false` option to delay the update of the environment until all updates are included. If you take this approach, you must execute a yab update to apply the changes and complete the installation.

For example:

```
> yab install -install-update:false sales-app-2.2.1.2.zip  
> yab install -install-update:false service-app-2.2.1.0.zip
```

Use the yab info command to review the versions installed before proceeding.

```
> yab update
```

Verifying the update

After the update has been applied, use yab info to verify the versions that are now installed in the environment.

Refer to the release notes for the newly installed apps for additional verification steps.

Troubleshooting

Log files

Installation Log

When the installation is executing, the output is recorded in a log file in the temp directory. The file name includes the name of the user executing the installation.

Assuming the default temp location and mfg user, the file is

```
/tmp/install.mfg.log
```

The location of this file is noted when the installation is executed.

If you encounter errors during the initial installation of a product, review this log file for any additional details.

YAB log

When executing any YAB command, status is written to the build/logs/yab.log file.

If errors are received when running YAB commands, including a yab update, review this log file for any additional details.

For additional details on YAB logging and log options, refer to the *QAD Configuration and Administration Guide YAB 1.8*.

Application logs

Each component of the Channel Islands Apps installation maintains its own log files. By default many of these logs are stored in the build/logs directory but each location can be configured as needed.

The Tomcat log files are stored in the logs directory of each Tomcat instance. If errors are encountered these logs should be reviewed for additional details.

The location of each log can be confirmed by querying the YAB configuration.

Tomcat logs

Tomcat logs are stored in the logs directory of each Tomcat instance. To find the root directory of each Tomcat instance, query the YAB configuration

```
> yab config tomcat.*.base
```

Appserver logs

To find the Progress Appserver logs, query the YAB configuration

```
> yab config appserver.*.srvrlogfile
```

MongoDB log

To find the MongoDB log file, query the YAB configuration

```
> yab config mongodb.qad-collaboration.logfile
```

Cassandra log

To find the Cassandra log file, query the YAB configuration

```
> yab config cassandra.default.node.jvm.logs.dir
```

Spark logs

To find the Spark log files, query the YAB configuration

```
> yab config spark.masterdefault.env.spark.log.dir
```

```
> yab config spark.slavedefault.env.spark.log.dir
```

Common Installation Errors

Incorrect YAB version

If you have not successfully updated your YAB version to 1.8 before beginning the installation an error will be seen

```
INSTALL FAILED

BUILD FAILED (0.828 s)

Unable to resolve the validation class [OpenSSLValidation].
```

Install YAB 1.8 to resolve this error and continue.

Dependency errors

If you receive an error related to dependencies or "The package request could not be satisfied:" review the installed prerequisites and ensure all necessary updates have been applied.

The package highlighted in the error will provide guidance as to the missing dependency.

Sample error caused by missing QAD Enterprise Financials dependency.

```
Please review the following constraints:
financials-2.20171.3.11 is out of scope
financials-2.20180.0.104 is out of scope
inventory-2.2.0.207 is required
inventory-2.2.0.207 requires financials[2.20171.0.30,3.0)

Resolving and copying packages           FAIL
Restoring configuration                  OK
Cleaning up                              OK

INSTALL FAILED

BUILD FAILED (28.949 s)

Unable to process the merged properties.
```

Login/Session errors during installation

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A number of steps in the Channel Islands Apps installation involve logging into the application to call an API. If these steps fail with a login- or session-related error, review the Appserver log files for any errors.

For example the fin-sync-run-update or metadata-qracore-update step may fail with these errors.

The error in these cases can vary but may be similar to:

```
ExecuteAction end: Action= synchronize Full * ReturnStatus= -1 * ErrorMsg=
Session.Login failed: vcSyncLogin=sysadmin, ReturnStatus=-1, vlValid=no
Error=<BLF-348,An error occurred while authenticating user. Look at the following
messages for details.>
Error=<BLF-347,tt_msg_sev = * tt_msg_nbr = * tt_msg_data = *
tt_msg_context = * tt_msg_field = * tt_msg_index =>
Return status: -1
```

```
ExecuteAction end: Action= synchronize Full * ReturnStatus= -98 * ErrorMsg=
Session.Login failed: vcSyncLogin=mfg, ReturnStatus=-98, vlValid=no
S=<,AUTHENTICATION_FAILURE>
Return status: -98
```

HTTP 404 error on action-center-dashboard-update

If an HTTP 404 error is encountered in the action-center-dashboard-update, review the log file of the tomcat.webui instance.

The error suggests that the Tomcat instance has not started successfully and additional details will be available in the catalina.out log file of the Tomcat instance.

Sample error

```
2018-09-19 23:43:22,097 DEBUG [main] APPLY - action-center-dashboard-update ERROR
2018-09-19 23:43:22,102 ERROR [main] Main - BUILD FAILED (25:23 m)
java.lang.RuntimeException: HTTP/1.1 404 Not Found
```

HTTP 401 error on action-center-dashboard-update

If an HTTP 401 error is encountered in the action-center-dashboard-update review the log file of the tomcat.webui instance.

The error can be encountered when SSL is enabled on the tomcat.webui instance and the keystore or SSL Certificate has not been correctly configured.

Sample error

```
2018-09-14 09:57:17,004 DEBUG [main] HttpCallCommand - HttpResponseProxy{HTTP/1.1
401 Unauthorized [Server: Apache-Coyote/1.1, X-Frame-Options: SAMEORIGIN, Cache-
Control: no-store, Content-Type: text/plain;charset=ISO-8859-1, Content-Length:
113, Date: Fri, 14 Sep 2018 13:57:16 GMT] ResponseEntityProxy{[Content-Type: text
/plain;charset=ISO-8859-1,Content-Length: 113,Chunked: false]}}
2018-09-14 09:57:17,073 DEBUG [main] APPLY - action-center-dashboard-update ERROR
2018-09-14 09:57:17,635 ERROR [main] Main - BUILD FAILED (42:11 m)
java.lang.RuntimeException: HTTP/1.1 401 Unauthorized
```