Cisco Tidal Enterprise Scheduler 6.2 Quick Start Guide

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C O N T E N T S

Preface

This document describes how to install Cisco Tidal Enterprise Scheduler 6.2. It also contains details on supported platforms, hardware, and software requirements, and installation procedures for Cisco Tidal Enterprise Scheduler 6.2

The information in this guide helps you to complete the tasks needed to install and verify Cisco Tidal Enterprise Scheduler 6.2 in your system environment.

Organization

This guide includes the following chapters:

- Chapter 1, "Product Overview"—Introduction to TES
- Chapter 2, "Installation Requirements"—Describes the TES installation methods, supported platforms, and hardware and software requirements.
- Chapter 3, "Installing TES"— Explains how to install, start, and verify TES
- Chapter 5, "Getting Started"— Explains how to get started with TES.
- Chapter 6, "Upgrading Components"— Explains how to upgrade to the current version of TES.
- Chapter 7, "Uninstalling TES"—Explains how to uninstall TES

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- *Cisco Tidal Enterprise Scheduler 6.2User Guide*
- *Cisco Tidal Enterprise Scheduler 6.2 Release Notes*
- *Open Source Used in Cisco Tidal Enterprise Scheduler 6.2*
- *Cisco Tidal Enterprise Scheduler Documentation Overview*
- *Cisco Tidal Enterprise Scheduler Quick Start Guide* (this guide)

Cisco Tidal Enterprise Scheduler data sheet can be found at http://www.cisco.com/go/performance.

Product Overview

Note Before you start to work through the examples in this document, we strongly recommend that you take the time to become familiar with some of the other TES documentation, in particular, the *Cisco Tidal Enterprise Scheduler Installation Guide* and *Cisco Tidal Enterprise Scheduler User Guide*.

Cisco Tidal Enterprise Scheduler is an automation platform for cross-application and cross-platform enterprise workloads, batch job scheduling, and data and application integration. Cisco TES can easily configure and run scheduled batch workloads and event-based business processes, integrate the commercial and custom applications these processes use, and determine which tasks to run, as well as where and when to run them, without the need to manage scripts or customize existing tools. Additionally, the enterprise scheduler provides a single view and point of control over business processes and the jobs they comprise.

Based on a highly scalable multitier Java architecture, Cisco TES can scale to deliver the most demanding SLAs, because it is capable of handling hundreds of concurrent users, managing thousands of connections, and running hundreds of thousands of jobs a day. The enterprise scheduler offers a distributed management architecture that works across many popular OS platforms and integrates with major enterprise applications and technologies (Figure 1). The enterprise scheduler can also manage complex application integrations that connect through web services and enterprise service bus (ESB) protocols. Cisco TES can be implemented quickly, allowing users to maximize time to value, build momentum across their organizations, and quickly simplify their entire workload processing environment.

CHAPTER **2**

Installation Requirements

This chapter discusses the system requirements, user requirements, installation prerequisites and the supported databases for the various components of Cisco Tidal Enterprise Scheduler (TES) version 6.2.0.

System Requirements

The following table contains the minimum system requirements for installing and running TES. The specified quantities of CPU, memory and disk space must be available for exclusive use by TES. Use additional RAM and disk space as necessary for your particular environment.

System Requirements

Component	Platform						Minimum System Requirements (Dedicated Machine)			
	OS Name	Version	Chipset	32-bit	64-bit	JVM	Processor	RAM	Disk
Master (Primary or Backup)	HPUX	11.11	RISC	X		HP 7	Dual Processor	2GB for TES Master + 1GB per adapter	1GB
	Solaris	9,10	Sparc	X	X	Oracle 7	Dual Processor	2GB for TES Master + 1GB per adapter	1GB
		10	Opteron		X	Oracle 7	Xeon Dual	2GB for TES Master + 1GB per adapter	1GB
	AIX	5.3 TL,9,10,11,6.1, 7	RISC, PPC	X	X	IBM 7	Dual Processor	2GB for TES Master + 1GB per adapter	1GB
	Windows	Server 2008	Intel/AMD	X	X	Oracle 7	Xeon Dual Core 2GHz	2GB for TES Master + 1GB per adapter	1GB
		Server 2012	Intel/AMD	X	X	Oracle 7	Xeon Dual Core 2GHz	2GB for TES Master + 1GB per adapter	1GB

Component	Platform					Minimum System Requirements (Dedicated Machine)			
	Linux	RedHat Enterprise Server v4,v5, v6 (64-bit) Cent OS v4, v5, v6	Intel/AMD	X	X	Oracle 7	Xeon Dual Core 2GHz	2GB for TES Master + 1GB per adapter	1GB
		SUSE Enterprise Server v11	Intel/AMD	X	X	Oracle 7	Xeon Dual Core	2GB for TES Master + 1GB per adapter	1GB
		Oracle Enterprise Linux v5	Intel/AMD	X	X	Oracle 7	Xeon Dual Core	2GB for TES Master + 1GB per adapter	1GB
Fault Monitor (OS must match master)	HPUX	11.11	Itanium		X	HP 7	100 MHz	256MB	500MB
	Solaris	9,10	Sparc	X	X	Oracle 7	100 MHz	256MB	500MB
		10	Opteron		X	Oracle 7	100 MHz	256MB	500MB
	AIX	5.3 TL, 9,10, 11,6.1	RISC & PPC	X	X	IBM 7	100 MHz	256MB	500MB
	Windows	Server 2008	Intel/AMD	X	X	Oracle 7	400 MHz	256MB	500MB
		Server 2012	Intel/AMD	X	X	Oracle 7	400 MHz	256MB	500MB
	Linux	RedHat Enterprise Server v4,v5, v6 Cent OS v4, v5, v6	Intel/AMD	X	X	Oracle 7	400 MHz	256MB	500MB
		SUSE Enterprise Server v11	Intel/AMD	X	X	Oracle 7	400 MHz	256MB	500MB
		Oracle Enterprise Linux 5.2	Intel/AMD	X	X	Oracle 7	400 MHz	256MB	500MB
	VMWare	ESX 3.0, ESXi 3.5, ESXi 4.0, 5							

Component	Platform					Minimum System Requirements (Dedicated Machine)			
	VMWare ESX on UCS	ESXi 4.0 U1, 5	UCS: B250 M1, C250 M1, B200 M1, B200 M2, B250 M2, C200 M1, C210 M1						
		ESX 3.5 U5, 5	UCS: B250 M1, C250 M1, B200 M1, B250 M2, C200 M1, C210 M1						
Transporter	Windows XP SP2 (64 bit recommended); Windows 7 (64 bit); Windows 2008 (64 bit)	1.6	6 GB (recommended for moderate envs 25K jobs)						
Client Manager Web Service API runs against this platform (Default CM DB is based on Derby; CM external DB can be SQL server or *Oracle 11g R2	HPUX	11.11	RISC			HP 7	Dual Processor 1GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
	Solaris	9,10	Sparc		X	Oracle 7	Dual Processor 1GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
		10	Opteron		X	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM

Component	Platform					Minimum System Requirements (Dedicated Machine)			
	AIX	5.3,6.1,7	RISC & PPC		X	IBM 7	Dual Processor 1GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
	Windows	Server 2008	Intel x86/AMD		x	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
		Server 2012	Intel/AMD		X	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
	Linux	RedHat Enter-prise Server v4,v5, v6 Cent OS v4, v5, v6	Intel x86/AMD		X	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
		SUSE Enter-prise Server v11	Intel x86/AMD		X	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
		Oracle Enter-prise Linux 5.2	Intel x86/AMD		X	Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM
	VMWare	ESX 3.0, ESXi 3.5, ESXi 4.0, 5				Oracle 7	Xeon Quad 2GHz	8GB for Client Manager	2GB/SCSI 10,000 RPM

Component	Platform			Minimum System Requirements (Dedicated Machine)						
	VMWare ESX on UCS	ESXi 4.0 U1, 5	UCS: B250 M1, C250 M1, B200 M1, B200 M2, B250 M2, C200 M1, C210 M1							
		ESX 3.5 U5, 5	UCS: B250 M1, C250 M1, B200 M1, B250 M2, C200 M1, C210 M1							

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Warning   **It is recommended that no more than five agents be run on the minimum hardware platform. However, the number of agents that can be run on a given server depends upon the CPU and memory resources available on the machine. Add a single agent at a time and gauge the effect of each added agent on system performance before adding more. You have to experiment with the configuration to achieve optimal results.**

✎

Note   Although the minimum memory required is 4GB for PCs running the Web Client, additional memory helps with better performance. At least 2GB of free memory must be available for the browser.

✎

Note   When installing a 64-bit master for use with an Oracle database, the installer requires that 32-bit oracle client software in order to connect to the Oracle database. After installing, the master does not require the 32-bit client software to run.

Browser Compatibility

Table 2-1Browser Compatibility

Browser Type	Version	Platform
Internet Explorer (64-bit) (32-bit not recommended)	9, 10	Windows Server 2003 Windows Server 2008 Windows Server 2012 RedHat Linux SUSE Linux Windows 7
Firefox	15, 16, 18, 20, 22, 24	Windows Server 2003 (32-bit and 64-bit) Windows Server 2008 (32-bit and 64-bit) Windows Server 2012 (32-bit and 64-bit) RedHat Linux (32-bit and 64-bit) SUSE Linux (32-bit and 64-bit) Windows 7 (32-bit and 64-bit)

User Security Requirements

The security requirements for TES vary according to the task the user account needs to accomplish. The user account that installs the components of TES requires different security rights than an account that runs TES as a service. The user account that will operate TES has its own security needs. The following points and Table 2-2 illustrate security rights differences between the various TES components.

- If you are planning to use an Oracle or Microsoft SQL database, your database administrator will be required during installation of the Client Manger and the master. Passwords to the database and connections to the database are necessary for installing the product. Agent and master installations also require a Windows administrator to provide passwords during installation.

- The Client Manager and agent should be installed under the same user name with equivalent capabilities.

- When installing TES Agent for Unix, you must be able to log in as root.

- The Tidal Agent for Unix provides another layer of security by having its single Java process run as the agent owner with the same security rights as its owner. By default, the agent does not have access to all of the dependent files, scripts and environment variables it may need. A Unix job cannot complete successfully unless you ensure that the agent has the proper access rights to all of the files needed during the processing of a job.

- The Windows components require access to COM objects. Verify that the user doing the installation can access COM objects or an access violation error will occur when you attempt installation.

- LDAP users can be imported into TES for improving user audit trails. These imported users inherit security from multiple LDAP groups. Imported LDAP user information is stored into a user definition that includes email, telephone, etc. Imported LDAP users are allowed to be owners of scheduling constructs such as jobs if their security permits it. User definitions must be migrated to LDAP groups.

- The Administration group in 6.1+ has three distinct entries for adding users, "Interactive Users", "Runtime Users" and "LDAP Groups". TES 6.0 allows for the setup of a user that authenticates against Active Directory/LDAP. TES also supports AD/LDAP only users.

- At login, user credentials are validated against Active Directory/LDAP. Once authenticated, TES obtains the users AD/LDAP groups and other information such and phone number and email.

- Once login has completed, a record is established in TES to represent the Active Directory/LDAP **only** user if not already present and only if the user belongs to an Active Directory/LDAP group defined in TES. All user activity logging is then done against this new user record allowing for correct auditing and reporting.

- Active Directory/LDAP only users will be allowed to create and own jobs and other objects if their security permissions permit.

- TES LDAP groups are supported by the creation of groups within the TES application.

- Security policies can be defined and specialized by application administrators.

- Each group within TES can be assigned one security policy.

- The security capabilities of a user are based upon the summation of the security policies defined for each of the groups that the user is a member of and any security policy directly assigned to the user. The latter is only available for users created within TES not imported from AD/LDAP.

- Workgroups are also available within the TES application. These workgroups can be used to own related objects. Users and groups can be made a member of one or more workgroups. Workgroup security allows for additional security policies to be applied to scheduling constructs (jobs, view, alerts, etc.) owned by the workgroup for a particular user associated with the workgroup.

- When a user or a group is made a member of a workgroup then additional security policies can be applied to this relationship. The users total security capabilities will then be a summation of their user applied security policy, the security policy associated with each of the groups they are a member of, and the security policies contained in the relationship between the user or group and the workgroups they are a member of (in the context of objects contained in that workgroup)

Table 2-2   Rights Required for Installation and Usage of Scheduler Components.

	Installation Rights	Service Rights	Runtime User Rights
Windows Master	• Local Administrator • Able to access COM objects	• Local Administrator or Local System • Logon as a service • Able to access COM objects	Local Administrator or Local System
Unix Master	• Must be installed under a user created by root • Access rights to JVM	Access rights to JVM	• User account must be created by root • Access rights to JVM

	Installation Rights	Service Rights	Runtime User Rights
Windows Agent	Local Administrator Able to access COM objects	Local System or if running under Domain\User must have local administrator rights including: • Logon as a batch job • Logon as a service • Act as part of the operating system • Replace a process level token • Able to access COM objects On machines running Windows 2003, you also need the following privileges: • Bypass traverse checking • Adjust memory quotas for the process	Local System or if running under Domain\User must have local administrator rights including: • Logon as a batch job
Unix Agent	Logon as root	• User must be root or created by root • Access rights to JVM	—
Client Manager	• Local Administrator • Able to access COM objects	N/A	General user rights

Installation Requirements

- Determine which components you are going to install and where you are going to install them before you install TES. Because the InstallShield Wizard/Scheduler Setup requires information about the location of masters, Client Managers and agents, decide beforehand where they will be installed. Obtain machine names, host names, port numbers and IP addresses before beginning the installation.

- Ensure that each computer used for TES can communicate with the other machines on the network. If you cannot ping to and from each component machine, TES cannot function properly. Network conditions affect the operation of TES.

- Ensure that you are logged on with an account that has Administrator privileges.

- Review any supplementary documentation provided with your software such as the release notes or *Read Before Installing*. Last-minute instructions may be contained in these documents.

- If you are upgrading TES, install TES in the same directory in which the previous version was installed to keep your data intact.

- Exit all Windows programs before running any installation.

- Contact Support if you have any questions.

Supported Databases

Before installing TES you should already have database software installed on your machine.

The Master supports the following databases:

- MSSQL Server 2008 or SQL Server 2012 single or multi-instance: 128 MB Data, 32 MB Log
- Oracle 10g, 11g, 11gR2 (Oracle provided software for Scheduler client): 400MB Data, 300MB index, 200MB temp

> **Note** TES does not support case-sensitive sort-ordered databases.

You need the following number of database access licenses:

- Each master should have access to up to 20 database client licenses to use as needed during processing

Client Manager supports the following databases:

- Derby (default)
- SQL server (external)
- Oracle 11g R2 (external)

Supported Database Configurations

- The following DB configurations are supported:

Master on Unix	Oracle DB on UNIX
Master on Windows	• Oracle DB on UNIX
	• MSSQL on Windows
	• Oracle On Windows

Microsoft SQL Database Requirements

Microsoft SQL Server users should verify the following items before installing TES:

- There exists a DATA folder in your SQL Server installation.
- There is enough space on the drive to create the TES database.
- The Microsoft SQL client or the actual database is already installed on the machine that will have a TES master on it.

If you are installing a TES master, SQL Server must already be installed, either on the same machine where you are installing the master, or on another machine in the same domain.

Oracle Database Requirements

The master uses only JDBC to connect to any Oracle related database. TES requires that the OLE providers for the Oracle 10g, 11i database be installed on each TES machine. These OLE providers are normally installed only during a full Oracle client install. Have your Oracle administrator install these drivers on each machine that will run TES. The drivers are called "Oracle Provider for OLE DB" and are selected in the Oracle Windows Interfaces section of a custom install.

If you are performing a master installation, your database administrator will also need to know the Oracle tablespace datafiles to be used with TES. The following three Oracle tablespace datafiles are created by TES during installation and require at least the stated amount of tablespace:

- ADMIRAL_DATA 400 MB

- ADMIRAL_INDEX 300 MB

- ADMIRAL_TEMP 200 MB

The *tnsnames.ora* file must exist on or be available to the TES master machine. This file is typically found in the Oracle home directory. The *tnsnames.ora* file should be local since network access may not always be available to the master service, and it must be available to the TES master. Verify that the Oracle bin folder is in your system path before installing TES.

Because TES utilizes the Oracle Native drivers for connectivity, the Oracle SQL*Net client needs to be installed and configured on all Windows masters. To verify that the ORACLE client connection is correctly configured, from the DOS prompt, use the tnsping to the database tns entry.

Installing TES

Installing the Master

For Windows

The installation procedure differs depending upon whether the database being used is Microsoft SQL Server or Oracle.

Using a Microsoft SQL Database

To install the master component using a Microsoft SQL database:

Step 1 Run *setup.exe*.

The **File Download-Security Warning** dialog displays.

Step 2 Click **Run**. The **Internet Explorer-Security Warning** dialog displays.

Step 3 Click **Run**.

The **Welcome** panel displays.

Step 4 Click **Next**.

The **Installation Type** panel displays.

Step 5 Select the **Master** option, then click **Next**.

TES Super User panel displays.

Step 6 Enter the domain name for your master into the **Domain** field.

Step 7 Enter the name of the Super user for this master.

Step 8 If you have a demo code, enter the code into the **If you have a demo code enter it here:** field.

The **Destination Folder** panel displays.

Step 9 Select the directory where the Scheduler files will reside.

- Click **Browse**, locate a directory, select the appropriate file and click **Save**.

  -or-

- Accept the default location at **C:\Program Files\TIDAL**.

Step 10   Click **Next**.

The **Database Type** dialog displays.

Step 11   Select the **MSSQL Server** option, then click **Next**.

The **Database Server** dialog displays.

Step 12   Identify the Microsoft SQL database and logon you are using:

- Database HostName – Enter the hostname of the database server.

> **Note**   The master should not be installed on hosts with underscores in their names or the JMS connections will fail between components.

- Port – Enter the port number of the JDBC driver. The default port is 1433.
- SID – Enter the Oracle System ID (Oracle only).

> **Note**   The Oracle SID and Service Name should be the same on the database. However, if they are different, then provide the Oracle Service Name as the SID in this field.

- – Login ID – Enter the login credentials for the database administrator.
- – Password – Enter the password for the database administrator.

Step 13   Click **Next**.

The **Admiral Database and Transaction Log File Path** panel displays.

Step 14   Click **Next** to accept the default paths.

The **Database Size** panel displays.

Step 15   Enter database and log file sizes:

- Enter new values (in megabytes).

-or-

- Accept the default values.

Step 16   Click **Next**.

The **Ready to Install the Program** panel displays.

Step 17   Click **Install** to start the installation process.

The **Installing Tidal TES - Master** panel displays.

The progress of your master installation is displayed in the form of a progress bar.

> **Warning**   **Do not click Cancel once the installation process begins copying files in the Setup Status screen. Canceling the installation at this point corrupts the installation program.**
>
> **You will not be able to install the component without the help of Support. If you decide you do not want to install the component, you must complete the installation and then uninstall.**

The **Setup Completed** dialog displays.

Step 18   Click **Finish**.

Using an Oracle Database

The procedure for installing a master running an Oracle database is very similar to the procedure used when running a Microsoft SQL database. The differences are described in the following procedure.

To install the master component using an Oracle database:

Step 1   Run *setup.exe*.

The **File Download-Security Warning** dialog displays.

Step 2   Click **Run**. The **Internet Explorer-Security Warning** dialog displays.

Step 3   Click **Run**.

The **Welcome** panel displays.

Step 4   Click **Next**.

The **Installation Type** panel displays.

Step 5   Select the **Master** option, then click **Next**.

The **TES Super User** panel displays.

Step 6   Enter the domain name for your master into the **Domain** field.

Step 7   Enter the name of the Super user for this master.

Step 8   If you have a demo code, enter the code into the If you have a demo code enter it here: field.

The **Destination Folder** panel displays.

Step 9   Select the directory where the Scheduler files will reside.

- Click **Browse**, locate a directory, select the appropriate file and click **Save**.

  -or-

- Accept the default location at **C:\Program Files\TIDAL**.

Step 10   Click **Next**.

The **Database Type** panel displays.

Step 11   Select the **ORACLE Server** option, then click **Next**.

The **Database Server** panel displays.

Step 12   Identify the Oracle database and logon you are using:

- Database HostName – Enter the hostname of the database server.

- Port – Enter the port number of the JDBC driver. The default port is 1521.

- SID – Enter the Oracle System ID.

- Login ID – Enter the login credentials for the database administrator.

- Password – Enter the password for the database administrator.

Note   This information is available from the Oracle Database Administrator.

Step 13 Click **Next**.

Step 14 Specify the name and location of the Data, Index and Temp tablespaces so Scheduler can access the files. By default, Scheduler calls the datafiles, ADMIRAL_DATA, ADMIRAL_INDEX and ADMIRAL_TEMP. You can retain the default name or replace the default values with different names but you must type the directory path to each datafile location.

Step 15 Click **Next**.

The **Ready to Install the Program** panel displays.

Step 16 Click **Install** to start the installation process.

The **Installing Tidal TES - Master** panel displays.

The progress of your master installation is displayed in the form of a progress bar.

⚠
Warning **Do not click Cancel once the installation process begins copying files in the Setup Status screen. Canceling the installation at this point corrupts the installation program.**

You will not be able to install the component without the help of Support. If you decide you do not want to install the component, you must complete the installation and then uninstall.

The **Setup Completed** dialog displays.

Step 17 Click **Finish**.

Verifying Master Connection

Use the Service Control Manager to verify that the master is running.

To verify connection:

Step 1 From the **Start** menu on the master machine, select **Programs >TIDAL Software > Scheduler > Master > Service Control Manager**.

The **Tidal Service Manager** dialog displays.

Step 2 From the **Service** list, select Scheduler Master.

The master status displays at the bottom of the dialog.

Step 3 Click **Start** to start the master if it is not running.

For Unix

To install the Unix master:

Step 1 Copy *install.bin* to the target machine.

Step 2 Change the permissions on the copied *install.bin* file to make the file executable by entering:

chmod 755 install.bin

Step 3   After copying the file to the directory, begin the installation program by entering:

sh ./install.bin

When the installation program starts, the installation splash screen displays.

The **Introduction** panel follows.

Step 4   After reading the introductory text that explains how to cancel the installation or modify an previous entry on a previous screen, click **Next**.

The **Choose Installation Folder** panel displays.

Step 5   Enter the directory path to the location where you wish to install the master files or click **Choose** to browse through the directory tree to the desired directory.

Step 6   Click **Next**.

The **Select Appropriate Master** panel displays.

> **Note**   The master machines, both primary and backup, must have mirror configurations, meaning that both machines must use the same version of operating system and JVM for fault tolerance to operate correctly.

Step 7   Select whether you are installing a primary or backup master.

The only instance you would select the **Backup** option is if you are installing fault tolerance, which requires a special license. If you are installing fault tolerance, install the primary master before you install the backup master.

Step 8   Click **Next**.

The **Select Admiral Database Creation Option** panel displays.

Step 9   Select **Automatic** or **Manual**.

TES requires its own database to store job information. The installation program will create the database automatically unless you select the **Manual** option. The automatic database creation process creates a schema called 'tidal' and three tablespaces:

- ADMIRAL_DATA
- ADMIRAL_INDEX
- ADMIRAL_TEMP

If the schema name or any of the names of the tablespaces is used already, the installation will fail.

Step 10   Click **Next**.

The **Enter DBA UserName and Password** dialog displays.

TES must be able to access the Oracle database. You must provide the user name and password required to access the database. Your DBA can provide this information. The DBA user name is usually the 'system' user. The specified database user will create the 'tidal' schema and its three tablespaces.

Step 11   Click **Next**.

The **JDBC Driver Information** panel displays.

Step 12   Supply the following information so the Unix master can connect to the database:

- Name of the computer that hosts the database

> **Note**   The master should not be installed on hosts with underscores in their names or the JMS connections will fail between components.

- Port number to connect to the database
- Name of the Oracle database instance

> **Note**   The SID is case-sensitive.

Step 13   Click **Next**.

Test JDBC Connection panel displays.

Step 14   Click **Test JDBC Connection** to verify that the information configuring the database connection is correct.

The installation program must be able to connect to the database before the installation can continue.

> **Note**   If the connection to the database cannot be established, an error message displays explaining what needs to be fixed. If the database cannot be accessed you must resolve the issue before proceeding with the installation SID is case-sensitive.

When the program accesses the database, a "Connection Successful" message displays.

Step 15   Click **Next**.

The **Admiral Tablespace Installation** panel displays.

Step 16   Specify the location for the Oracle tablespace directories to be created.

To use Oracle's default tablespace directory location, click **Next**.

To use any location other than the default location, enter the directory paths to the ADMIRAL_DATA, ADMIRAL_INDEX and ADMIRAL_TEMP tablespaces. Do not change the actual datafile names. Change only the directory paths.

If your database is on a Windows platform, be sure to use Windows pathname syntax (for example, **C:\Program Files\Microsoft SQL Server\MSSQL\Data**).

If your database is on the Unix platform, use the proper Unix directory syntax (for example, **/opt/oracle/oradata/Admiral/ADMIRAL_DATA**).

Step 17   Click **Next**.

The **Master Host Name** panel displays.

Step 18   Enter the hostname (or machine name) of the machine that you are installing the Unix master on. Do not use the domain name.

Step 19   Click **Next**.

The **SNMP Information** panel displays.

Step 20   Enter the name of the SNMP server machine.

If you want to use SNMP to send traps in TES, you must tell the Unix master how to connect to the SNMP server.

Step 21   Enter the port number of the SNMP server machine.

The default port number is **162**.

This information can be changed later if necessary.

Step 22   Click **Next** to continue the installation or to skip this step if you are not using SNMP traps.

The **TES SuperUser** dialog displays.

Step 23   Enter the domain name of the initial TES configuration Super User.

Step 24   Enter the name of the initial TES configuration Super User.

Step 25   If you have a Demo license, enter the license number, then click **Next**.

The **Pre-Installation Summary** panel displays.

This screen summarizes the information entered during the installation procedure.

Step 26   Review the information to ensure it is correct.

Step 27   If any information is incorrect, retrace your steps and correct the information by clicking **Previous** until you reach the desired screen.

-or-

If the information is correct, click **Install** to start the installation of the Unix master files.

After the installation process completes, a screen provides a database status report. This report lists the various steps during the creation of the database and if the step was successful.

Step 28   Review the database report for any error notices.

Step 29   If the database was created without any errors, click **Next**.

-or-

If the report displays any errors during database creation, note the errors. You can correct the errors later by manually creating the database. Click **Next**.

Once installation is complete, the **Installation Complete** screen displays.

Step 30   Click **Done** to exit the installer.

Verifying Successful Installation

You should verify that the installation program installed all of the required files.

Verify that all of master files were installed by going to the directory location that you designated during installation and listing the directory contents with the following command:

ls -lF

The seven main file directories (not counting the **UninstallerData** directory) are listed at the top with the contents of the **bin**, **lib** and **config** directories also displayed.

Installing the Agent

In the basic TES network, the master uses a centralized database, containing all calendar and job scheduling information. One or more agent machines execute the production schedule. One or more client machines provides the TES user interface or console. The only prerequisite for the master/agent relationship is that the machine acting as the master must be on the same TCP/IP network as the machines serving as agents.

Scheduler provides agents for Windows environments and agents for Unix environments. This section discusses both installations.

For Windows

To install an agent:

Step 1   Load the installation DVD into your machine's DVD-ROM drive.

> **Note**   If you are not running the install from the installation DVD, skip to Step 4.

The **Scheduler Installation** screen displays.

Step 2   Click the **Tidal Agent for Windows** link.

Step 3   When the dialog display asking to save the file, click **Save File**.

Step 4   Double-click the *Agent_windows_TIDAL Agent.msi* file.

The **Security Warning** dialog displays.

Step 5   Click **Run**.

The **Status** panel displays.

The **Welcome** panel displays.

> **Note**   If any other agents are running on the machine, a dialog notifies you that the agent(s) must be stopped before the installation can continue.

Step 6   Click **Next**.

The **Choose Destination Location** panel displays.

Step 7   Select the directory where the Scheduler files will reside:

- Click **Change** and select the appropriate file.

    -or-

- Accept the default location at **C:\Program Files**.

Step 8   Click **Next**.

The **Agent Port Number** panel displays.

Step 9   Enter the port number that the agent will listen on.

The default port is **5912**.

Step 10   Click **Next**.

The **Ready to Install the Program** panel displays.

Step 11   Click **Install**.

> **Note**   Do not click **Cancel** once the installation process begins copying files in the **Setup Status** screen. Canceling the installation at this point corrupts the installation program.
>
> You will not be able to install the component without the help of Support. If you decide you do not want to install the component, you must complete the installation and then uninstall.

The **Setup Completed** panel displays.

Step 12   Click **Finish**.

For Unix

From the Command Line

Before installing the Tidal Agent for Unix, backup your files and gather the following information:

- Name of the user who will own the agent
- Port number for the agent
- Directory path for the Java Virtual Machine (JVM)

To install the agent from the command line:

Step 1   Insert the installation DVD-ROM into the machine you want to install the agent on.

Step 2   Login as root.

Step 3   Copy the *install.sh* and *install.tar* files from the directory on the DVD-ROM (**<DVD-ROM>/agent/unix/command s/b /agent/unix/cmdline**) to your temp directory.

> **Note**   Do not unpack the install.tar file. The file will automatically unpack during the installation process

Step 4   Change the permissions on the *install.sh* file in the directory to make the file executable:

chmod 755 install.sh install.tar

Step 5   Begin the installation by entering:

./install.sh

An introduction screen displays as the installation program begins.

Step 6   Type **Y** to continue the installation and press **Enter**.

The **Select the Owner** panel displays.

The top of the screen shows the users defined on the machine you are installing on. In some cases, you may want to select a user who is not defined on the local machine but is defined as a NIS user allowing the user to install over the network.

Step 7   Enter the name of the user to own the agent.

✏️

Note   Carefully consider which user to run the agent as. It may be desirable to create a user specifically for this purpose.

Step 8   Press **Enter**.

The **Select the Location** panel displays.

Step 9   Type **y**, then press **Enter.**

The **Agent Configuration Menu** panel displays.

Step 10   Type **1** to select the **Add Instance** option, then press **Enter.**

The **Select the Location for the Agent Files** panel displays.

Step 11   Enter the information you gathered before beginning installation:

- Name to call the agent
- Number of the port the agent should use
- Directory path for the Java binary files (JVM)

Step 12   Press **Enter**.

A confirmation summary screen displays the information that you entered.

Step 13   If the information is correct, press **Enter**.

-or-

If the information is not correct, type **n**. You are prompted again for the name, port number and directory path for the agent.

Verifying the Installation

To verify installation:

Step 1   Click **Start > All Programs > TIDAL Software > TIDAL Service Manager**.

The **Tidal Service Manager** dialog displays.

Step 2   Select **AGENT_1** from the **Services** list.

If the Tidal Service Manager displays the message *AGENT_1: Running* at the bottom, then the agent is running and the installation was successful.

✏️

Note   If you want to edit the service parameters, click the ellipsis button to access the **Service Configuration** dialog.

Installing the Client Manager

For Windows

To install Client Manager:

Step 1 Transfer the appropriate installation files to the target machine (binary mode).

Step 2 Double-click *setup.exe*.

The **Security Warning** dialog displays.

Step 3 Click **Run**.

The **Internet Explorer-Security Warning** dialog displays.

Step 4 Click **Run**.

The **InstallShield Wizard Welcome** dialog displays.

Step 5 Click **Next**.

The **Destination Folder** panel displays.

Step 6 Select the directory where the TES files will reside.

- Click **Change** to search for a directory.

  -or-

- Accept the default location **C:\Program Files**.

Step 7 Click **Next**.

TES DSP Name and Master IP panel displays.

Step 8 In the **TES DSP NAME** field, enter the name of your Data Source (TES 6.2) Plug-in.

This value can be anything you want it to be. The default is **tes-6.2**.

> ✎
>
> **Note** Architecturally, the Client Manager is written to be a generic container of plug-ins and is not TES-specific. The TES-specific parts of the UI are in TES plug-in.

Step 9 In the **Primary Server IP** field, enter the host name or IP address for your primary master. The default port is **6215**.

Step 10 If using Fault Tolerance, in the **Backup Server IP** field, enter the IP address for your backup master.

Step 11 Click **Next**. The **Cache Database Server** panel displays.

By default, **Internal Cache DB server** is selected. Alternatively, external DB servers may be provisioned to run Cache Database.

Step 12 Click **Next**.

The **Database Server Credentials** panel displays if you selected an external database server.

Step 13 Enter the credentials for the selected external database, then click **Next**.

The **Active Directory/LDAP Authentication** panel displays.

Step 14 Select an option, then click **Next**.

If configuring the Client Manager to use the **Active Directory** option, the **Active Directory Authentication** panel displays.

If configuring the Client Manager to use the **LDAP** option, the **LDAP Authentication** panel displays.

Step 15   For Active Directory, enter the following information:

- Host – Enter the hostname or IP address for the Active Directory server.
- User Search Prefix – Enter the location you want Active Directory to search for users.
- Group Search Prefix – Enter the location you want Active Directory to search for groups.
- Port – Enter the port number for the AD server.

-or-

For LDAP, enter the following information:

- Hostname – Enter the hostname or IP address for the LDAP server.
- Port – Enter the port number for the LDAP server.
- BindDN – Enter the user account to query the LDAP server.
- UserObjectClass – Specify a valid object class for the BindDB user. Only users who posses one or more of these objectClasses will be permitted to authenticate.
- UserBindDN – Enter the user account to query the LDAP server.
- User-role based access for Oracle/Sun Directory Server – Select this option if your TES 6.2 Web Client user authentication is defined to use Oracle/Sun Directory Server with role-based access.
- GroupBindDN – Enter the group account to query the LDAP server.

Step 16   Click **Next**.

The **Ready to Install the Program** panel displays.

Step 17   Click **Install**.

The **Installing Tidal Client Manager** panel displays.

Step 18   If any information is incorrect, retrace your steps and correct the information by clicking **Back** until you reach the desired screen.

-or-

If the information is correct, click Install to start the installation of the Client Manager files.

The **Installing Tidal Client Manager** panel displays.

The status of your client installation is displayed with a progress bar.

⚠
Caution   Do not click **Cancel** once the installation process begins copying files in the **Setup Status** dialog. Canceling the installation at this point corrupts the installation program.You will not be able to install the component without the help of support. If you decide you do not want to install the component, complete the installation and then uninstall.

The **Setup Completed** panel displays.

Step 19   Click **Finish**.

> **Note**   The first time the Client Manager is started, it initializes its data from the master. Depending upon the amount of data, this could take up to 20 minutes.

Verifying Successful Installation

You should verify that the installation program installed all of the required files.

Verify that Client Manager files were installed by going to the directory location that you designated during installation.

The seven main file directories (not counting the **UninstallerData** directory) are listed at the top with the contents of the bin, lib and config directories also displayed.

For Unix

To install Client Manager for Unix:

Step 1   Copy *install.bin* to the target machine.

Step 2   Change the permissions on the copied *install.bin* file to make the file executable by entering:

chmod 755 install.bin

Step 3   After copying the file to the directory, begin the installation program by entering:

sh ./install.bin

When the installation program starts, the installation splash screen displays.

The **Introduction** panel follows.

Step 4   After reading the introductory text that explains how to cancel the installation or modify an previous entry on a previous screen, click **Next**.

The **Choose Installation Folder** panel displays.

Step 5   Enter the directory path to the location where you wish to install the master files or click **Choose** to browse through the directory tree to the desired directory.

Step 6   Click **Next**.

The **Get TES DSP Name and master IP** panel displays.

Step 7   In TES **DSP NAME** field, enter the name of your Data Source (TES 6.2) Plug-in.

This value can be anything you want it to be. The default is **tes-6.2**.

> **Note**   Architecturally, the Client Manager is written to be a generic container of plug-ins and is not TES-specific. The TES-specific parts of the UI are in TES plug-in.

Step 8   In the **Primary Server IP** field, enter the host name or IP address for your primary master. The default port is **6215**.

Step 9   If using Fault Tolerance, in the **Backup Server IP** field, enter the IP address for your backup master.

Step 10   Click **Next**.

The **Get Cache Database Location** panel displays.

By default, the legacy internal embedded server is selected. For Enhanced performance, select Oracle as the Cache CB server.

Step 11   Click **Next**.

If the Oracle server is selected, the **Get External Oracle Database Server Info Panel** displays.

Step 12   Enter the required authentication information, then click **Next**.

The **Active Directory/LDAP Authentication** panel displays.

Step 13   Select an option, then click **Next**.

If configuring the Client Manager to use the **Active Directory** option, the **Active Directory Authentication** panel displays.

If configuring the Client Manager to use the **LDAP** option, the **LDAP Authentication** panel displays.

Step 14   For Active Directory, enter the following information:

- Host – Enter the hostname or IP address for the Active Directory server.
- User Search Prefix – Enter the location you want Active Directory to search for users.
- Group Search Prefix – Enter the location you want Active Directory to search for groups.
- Port – Enter the port number for the AD server.

-or-

For LDAP, enter the following information:

- Hostname – Enter the hostname or IP address for the LDAP server.
- Port – Enter the port number for the LDAP server.
- BindDN – Enter the user account to query the LDAP server.
- UserObjectClass – Specify a valid object class for the BindDB user. Only users who posses one or more of these objectClasses will be permitted to authenticate.
- UserBindDN – Enter the user account to query the LDAP server.
- User-role based access for Oracle/Sun Directory Server – Select this option if your TES Web Client user authentication is defined to use Oracle/Sun Directory Server with role-based access.
- GroupBindDN – Enter the group account to query the LDAP server.

Step 15   Click **Next**.

The **Pre-Installation Summary** panel displays.

This screen summarizes the information entered during the installation procedure.

Step 16   Review the information to ensure it is correct.

Step 17   If any information is incorrect, retrace your steps and correct the information by clicking **Previous** until you reach the desired screen.

-or-

If the information is correct, click **Install** to start the installation of the Client Manager files.

The **Installing Tidal Client Manager** panel displays.

The status of your installation is displayed with a progress bar.

The **Install Complete** panel displays.

Step 18 Click **Done** to exit the installer.

> **Note** The first time the Client Manager is started, it initializes its data from the master. Depending upon the amount of data, this could take up to 20 minutes.

Installing Client Manager from a Command Line

To install Client Master from a command line:

Step 1 Copy *install.bin* to the target machine.

Step 2 Change the permissions on the copied *install.bin* file to make the file executable by entering:

chmod 755 install.bin

Step 3 After copying the file to the directory, begin the installation program by entering:

sh./install.bin -i console

The following screen displays as the installation program begins.

When the installation program starts, the **Introduction** panel displays.

Step 4 After reading the introductory text that explains how to cancel the installation or modify an previous entry on a previous screen, press **Enter**.

The **Choose Installation Folder** panel displays.

Step 5 Enter the directory path to the location where you wish to install the Client Manager files, then press **Enter**.

Step 6 Verify the path you entered, then press **Enter**.

The **Get TES DSP Name and master IP** panel displays.

> **Note** The master machines, both primary and backup, must have mirror configurations, meaning that both machines must use the same version of operating system and JVM for fault tolerance to operate correctly.

Step 7 Enter the name of your Data Source (TES 6.2) Plug-in, then press **Enter**.

Step 8 Enter the host name or IP address for your primary master, then press **Enter**.

Step 9 Enter the port number for the primary master, then press **Enter**.

Step 10 Enter the host name or IP address for your backup master, then press **Enter**.

Step 11 Enter the port number for the backup master, then press **Enter**.

Step 12 If using Fault Tolerance, enter the IP address for your backup master, then press **Enter**.

The **Get Authentication Method** screen displays.

Step 13 Enter **1** for the **Active Directory** option or **2** for the **LDAP** option, then press **Enter**.

Step 14 For Active Directory, enter the following information:

- Host – Enter the hostname or IP address for the Active Directory server.
- User Search Prefix – Enter the location you want Active Directory to search for users.
- Group Search Prefix – Enter the location you want Active Directory to search for groups.

- Port – Enter the port number for the AD server.

> ✎
>
> **Note**   Contact your IT Administrator for Active Directory/LDAP authentication values.

-or-

For LDAP, enter the following information:

- Hostname – Enter the hostname or IP address for the LDAP server.
- Port – Enter the port number for the LDAP server.
- BindDN – Enter the user account to query the LDAP server.
- UserObjectClass – Specify a valid object class for the BindDB user. Only users who posses one or more of these objectClasses will be permitted to authenticate.
- UserBindDN – Enter the user account to query the LDAP server.
- User-role based access for Oracle/Sun Directory Server – Enter **1** for **Yes** if your TES Web Client user authentication is defined to use Oracle/Sun Directory Server with role-based access.

Step 15   Press **Enter**.

The **Pre-Installation Summary** screen displays.

Step 16   Press **Enter**.

The **Installing** screen displays.

Once installation is complete, the **Installation Complete** screen displays.

Step 17   Press **Enter** to exit the installer.

Verifying Successful Installation

You should verify that the installation program installed all of the required files.

Verify that Client Manager files were installed by going to the directory location that you designated during installation and listing the directory contents with the following command:

ls -lF

The seven main file directories (not counting the **UninstallerData** directory) are listed at the top with the contents of the **bin**, **lib** and **config** directories also displayed.

Installing the Java Client

Cisco TES 6.2 offers a desktop-like client experience with the introduction of a light-weight Java client which can be installed as a standalone application or can be launched through a URL from the TES Master.

Installers are provided for various operating systems.

Installation Prerequisites

The following requirements must be met prior to installation of the Java Client:

- Java 7 (64-bit)
- Hardware specifications:
    - Memory: 8GB to 16GB
    - CPU (64-bit): 2.2+ GHz Quad Core
- Software specifications:
    - Only JavaFx2 certified systems are supported. See:

        http://www.oracle.com/technetwork/java/javafx/downloads/supportedconfigurations-1506746.html
    - Install Desktop Experience (Windows Server Only). See:
        http://technet.microsoft.com/en-us/library/cc754314.aspx
    - The software installs and runs only in X-Windows desktop mode (for example, GNOME, KDE) of all UNIX based operating systems.

Installing the Java Client for Windows

To install the Java client for Windows:

Step 1   Run the *install.exe* file. The installation wizard displays.

Step 2   At the Introduction screen, click **Next.**

Step 3   At the Important Information screen, read the information and click **Next**.

Step 4   At the Oracle Java 7 (64-bit) Home screen, choose the path to the Java 7 folder.

> ✎
>
> **Note** You may have installed multiple Java virtual machines. Ensure that you choose version 7 specifically.

Step 5   At the Choose Install Folder screen, select the location where you want the Java client to be installed.

Step 6   The Pre-Installation Summary screen shows the items that will be installed. Click **Install**. The installation progress is shown in the next screen.

Step 7   The Install Complete screen summarizes the results of the installation. Click **Done**.

Confirm that a new TES client shortcut is created.

Installing the Java Client for Unix

To install the Java client for Unix:

Step 1   Run the *install.bin* file. The installation wizard displays.

Step 2   At the Introduction screen, click **Next.**

Step 3   At the Important Information screen, read the information and click **Next**.

Step 4   At the Oracle Java 7 (64-bit) Home screen, choose the path to the Java 7 folder.

> ✎
>
> **Note** You may have installed multiple Java virtual machines. Ensure that you choose version 7 specifically.

Step 5   At the Choose Install Folder screen, select the location where you want the Java client to be installed.

Step 6   The Pre-Installation Summary screen shows the items that will be installed. Click **Install**. The installation progress is shown in the next screen.

Step 7   The Install Complete screen summarizes the results of the installation. Click **Done**.

Step 8   You can now launch the software by executing the `tesclient.sh` command.

Running the TES Java Client

You can run the Cisco TES 6.2 Java client as an application on your system, as well as via a web browser.

Running the Java Client as a System Application

Prerequisites

The following prerequisites must be met to run the Java client as a system application:

- Java client Host machine must be in DNS/NIS+ domain.

- Java client Host machine must be allowed to connect to port 6215 of Scheduler's host.
- Scheduler's master.props must have valid LDAP/AD configuration.

To run the Java client as an application on your system:

Step 1   Launch the Java client that you have installed. The Login screen displays.

Step 2   Enter the following details:

- **Server**— The scheduler's hostname
- **User**— AD/LDAP user name
- **Password**—AD/LDAP password

Step 3   Click **Connect**.

The Java client application window displays.

Note   The logs and help folders are created in your *temp* folder. You can view them by clicking **View > Client Logs**.

Note   Startup scripts of the Java client can be optionally modified to add jvm arguments for optimal performance.

Running the Java Client Via a Web Browser

Prerequisites

The following prerequisites must be met to run the Java client via a web browser:

- By default, scheduler will run a webserver at port 8080. The Java client host must be allowed to access a configured port on scheduler's host machine.
- On Windows, only Internet Explorer 64-bit (c:\Program Files\Internet Explorer\iexplorer.exe) is capable of running 64-bit Java7. Only 64-bit Java7 will support 8GB memory requirements.
- For all operating systems and browsers, you must enable Java content in the Java Control Panel.

Note   Confirm that browser's security settings allow running Java applets.

To run the Java client via a web browser:

Step 1   Open a TES-supported web browser and enter the following URL:

http://*master's hostname:8080/tesclient*

where *master's hostname* is the hostname of TES.

Step 2   Click **Launch Enterprise Scheduler**.

Step 3   Click **Run** to allow execution of the Java client.

The Java client is launched.

If the version of Java client does not match what has been installed on the master, remove all temporary Java files using options available in the **General** tab of the Java Control Panel.

Getting Started

Licensing TES

Before you can run TES, you need to run through the licensing procedure. This applies whether you are just trying out the software, or have already decided to implement TES.

Registering the license for TES is done from the Tidal Web client.

> **Note** Before you start the licensing procedure, set the system queue to 0. Select **Queues> System Queue**, and set the value to 0. This will stop all jobs from launching. Wait until all running jobs have completed.

To license with a Full license:

Step 1 Stop the master. You must stop the master before you can load a license file. An error message will display if you attempt to load a license while the master is still running.

For Windows:

  a. Click **Start** and select **Programs > TIDAL Software > Scheduler > Master > Service Control Manager**.

  b. Verify that the master is displayed in the **Service** list and click the **Stop** button to stop the master.

For Unix:

Enter **tesm stop**.

Step 2 Rename your Full license file to *master.lic*.

> **Note** If you are applying a demo license, name the file *demo.lic*.
> Ensure that the file has a .lic extension.

Step 3 Place the file in the **C:\Program File\TIDAL\Scheduler\Master\config** directory.

Step 4 Restart the master:

- For Windows, restart the master by clicking **Start** in the Service Control Manager.
- For Unix, restart the master by entering **tesm start**.

The master will read and apply the demo code when it starts.

Defining a Security Policy

Though six predefined security policies are available for immediate assignment to users, an administrator can create new security policies as the need arises.

Step 1   From the **Navigator** pane, select **Administration > Security Policies** to display the **Security Policies** pane with all existing security policies listed. If security policies do not appear, you do not have the appropriate rights to view security policies.

Step 2   Click the **Add** button add.gif or right-click and choose **Add Security Policy** from the context menu to display the **Security Policy Definition** dialog.

Step 3   In the Security Policy Name text field, enter the name of the security policy. The name must be unique and the length must not exceed 30 characters.

Step 4   Click the **Functions** page and select the functions to assign to the security policy. For more information on how to assign functions, see the to assign functions to a security policy procedure.

Step 5   Click the **Description** page and type a description for the security policy, up to 255 characters.

Step 6   Click **OK** to close the security policy and add it to the security policy is added to the Scheduler database. The security policy can now be assigned to users.

Adding a User

Adding Runtime Users

To add a Runtime user:

Step 1   From the **Navigator** pane, select **Administration > Runtime Users** to display the **Runtime Users** pane.

Step 2   Click the **Add** button or right-click in the **Navigator** pane and select **Add Runtime Users** from the context menu to display the **User Definition** dialog.

Step 3   If this is a new user definition, enter the new user name in the **User Name** field.

Step 4   For documentation, enter the **Full Name** or description associated with this user.

Step 5   In the **Domain** field, select a Windows domain associated with the user account required for authentication, if necessary.

Step 6   In the **Windows/FTP Password** field, enter the password for the user account provided by the Administrator.

Step 7   In the **Confirm Password** field, retype the password.

Step 8   If the passwords entered in the **Windows/FTP Password** and **Confirm Password** fields do not match, you must re-enter the password in both fields.

Step 9   Click **OK** to add or save the user record in the TES database.

Adding Interactive Users

To add an Interactive user:

Step 1 From the **Navigator** pane, select **Administration > Interactive Users** to display the **Interactive Users** pane listing all TES users.

If the TES users do not appear, you do not have the appropriate rights to view users.

Step 2 Double-click the name of an user account that you want to be able to run jobs to display the **User Definition** dialog.

Step 3 Click the **Runtime Users** tab in the **User Definition** dialog and select the check box(es) beside the name(s) of the Interactive user(s) you want to include in this TES users authorized user list.

Step 4 If you wish to restrict this user's access to specific servers, click the **Agents** tab and make the appropriate selections.

Step 5 Click **OK**.

Adding a User

Upgrading Components

This chapter discusses upgrade procedures.

Warning **The TES master and Client Manager must be on the *SAME* release to ensure compatibility and functionality.**

Note Starting with the 6.1 release, the master running on Windows no longer uses database aliases as created by the Database Alias utility to connect to an alternate database. Instead the database connection information used by the master in 6.1 and later, is stored in the master.props file in the config directory where the master files are installed. The JdbcURL line in the master.props file is used to specify the type of database, the database server location and the port number used to connect to the database server

Upgrade Prerequisites

- Always make a backup of your data before upgrading.

- Stop the master and agent services. (Failure to terminate all TES processes will prevent the upgrade from proceeding normally.)

- Exit all TES components.

- When upgrading from previous versions, be sure that your system meets the minimum requirements for the latest version. The system requirements may have changed from the last version.

- Set your system queue to 0.

- Turn off fault tolerance so the database cannot be accessed.

- De-select the **Enable Failover** option on the **Fault Tolerance** tab of the **System Configuration** dialog in Client Manager.

- Keep your data intact by installing in the same directory in which the previous version was installed.

- Before upgrading, ensure that the Tidal user has the right in Oracle to create triggers and sequences.

- Consult with the Licensing Administrator at Cisco. The old license file may not operate with the new version of TES that you have just installed.

Note Your shortcut icons may no longer work after an upgrade. If clicking a TES icon on the desktop does not start the component after upgrading, you need to recreate your TES shortcuts.

Note Be sure to back up your database before proceeding with this upgrade.

Upgrading the Windows Agent from 1.x to 3.x

When upgrading your Windows agent 1.x, we recommend that you uninstall the agent first, then perform a fresh install.

Upgrading the Windows Agent from 2.x to 3.x

Before upgrading the Tidal Agent for Windows, use the Tidal Service Manager to stop the agent.

To upgrade the Agent:

Step 1 Copy *Tidal Agent.msi* to the target machine, then run it.

Step 2 In the **File Download** dialog, click **Run**.

Step 3 In the **Security Warning** dialog, click **Run**.

Step 4 In the **Welcome** dialog, click **Next**.

The **Question** dialog displays.

Step 5 Click **Yes** to confirm that you want to upgrade the existing agent.

The **Wizard Complete** panel displays.

Step 6 Click **Finish**.

Upgrading the Unix Agent from 1.x to 3.x

When upgrading your Windows agent 1.x, we recommend that you uninstall the agent first, then perform a fresh install.

Upgrading the Unix Agent from 2.x to 3.x

Before the upgrade procedure, stop the Unix agent from the command line with the **tagent <agent name> stop** command.

To install the agent from the command line:

> **Note**   You will overwrite the existing agent files as you upgrade so be sure to install in the same directory where the existing agent files reside.

Step 1   Login as root.

Step 2   Transfer the *install.bin* and *install.sh* installation files to the target machine's **temp** directory.

> **Note**   Do not unpack the install.tar file. The file will automatically unpack during the installation process.

Step 3   Change the permissions on the two install files in the directory to make the file executable:

chmod 755 install.sh install.tar

Step 4   Begin the installation by entering:

./install.sh

An introduction screen displays as the installation program begins.

Step 5   Type **Y** to continue the installation and press **Enter**.

The **Users on this system** panel displays:

The top of the panel shows the users defined on the machine you are installing on. In some cases, you may want to select a user who is not defined on the local machine but is defined as a NIS user allowing the user to install over the network.

Step 6   Enter the name of the user to own the agent and press **Enter**.

Step 7   Designate the default directory path for installing the agent files.

If you installed the existing agent in a different directory, enter that directory path.

Step 8   Press **Enter**.

The **Agent Configuration Menu** screen displays.

Step 9   Type **1** to select the **Add Instance** option and press **Enter**.

Step 10   Enter the agent name.

Step 11   Enter the number of the port the agent should use.

Step 12   Enter the directory path for the Java binary files (JVM).

-or-

Press **Enter** to use the default Java binaries directory path.

A summary screen displays.

Step 13   Press **Enter**.

-or-

If the information is incorrect, type **n**. You are prompted again for the name, port number and directory path for the agent.

Upgrading the Windows Master from 5.3.1 to 6.2

Note   Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation. Before upgrading, turn on diagnostic logging to collect information during the upgrade procedure. This precaution provides troubleshooting information if any difficulty is encountered during the upgrading process.

Turn on diagnostic logging by selecting the **Diagnostics** option on the **Logging** tab of the **System Configuration** dialog.

Note   When upgrading the Windows master to version 6.2, the Microsoft SQL port number in the *master.props* file of the **config** directory is changed to **1433** by default. If your port number is not **1433**, change this setting in the *master.props* file to the port number you are using.

To upgrade the Windows master:

Step 1   Complete all prerequisites, including upgrading all agents.

Note   The 6.2 and later versions of Scheduler have several prerequisite software components that were not required in earlier version. The complete list of prerequisites is available in the section,Installation Requirements. If any of the prerequisites are not completed before installation, the upgrade procedure will not be successful.

If your installation uses an Oracle database, your database administrator must add the following Oracle privileges to the Tidal user account in Oracle before beginning the upgrade procedure or the upgrade will fail:

- Create sequence
- Create trigger

Step 2   Ensure that the system queue has been set to **0** so no new jobs will launch.

Step 3   Stop the master service through the Tidal Service Manager.

    a.   Click **Start > All Programs > TIDAL Software > TIDAL Service Manager**.

        The **Tidal Service Manager** dialog displays.

    b.   Select **Scheduler Master** from the **Service** list.

    c.   Click **Stop**.

Step 4   Run the *setup.exe* file.

Step 5   Click **Run**.

The **Internet Explorer-Security Warning** dialog displays.

Step 6   Click **Run**.

The **Welcome** panel displays.

Step 7   Click **Next**.

The **Install Wizard Complete** panel displays.

Step 8   Click **Yes** to reboot the machine so the changes from the upgrade process can take effect.

Step 9   Click **Finish**.

The database modifications are performed when the master is first started after the installation.

Note   If you face the following error while using Microsoft Server 2003, please apply the patch file from Microsoft site *http://support.microsoft.com/kb/925336*:

```
Error 1718.file C:\\WINDOWS\Installer\9d9734.msi was rejected by digital signature
policy.
```

Note   If your system is using the SAP adapter, you need to verify that your system meets the new prerequisites for the SAP adapter including installing the Java Connector.

Upgrading the Unix Master from 5.3.1 to 6.2

Note   Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation.

To upgrade to the latest version:

Step 1   Complete all prerequisites, including upgrading all agents.

Step 2   Ensure that the system queue has been set to **0** so that jobs will not launch, and that all events are disabled.

Step 3   From the command line of the master machine, stop the master:

./tesm stop

Step 4   Copy *install.bin* to the target machine and change the permissions on the file:

chmod 755 install.bin

Step 5   Run the upgrade program that you copied to your machine:

sh./install.bin

The **Introduction** panel displays.

Step 6   Click **Next**.

The **Readme** panel displays.

Step 7   Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

Step 8   Click **Next**.

The **Choose Install Folder** panel displays.

Step 9   Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

Step 10   Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

Step 11   Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

Step 12   Click **Done**.

Step 13   Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

Step 14   Restart the master.

./tesm start

The database modifications are performed when the master is first started after the installation.

Upgrading the Master for Unix from the Command Line

The Unix master can be installed using the installer program or by installing it from the command line.

To install from the command line:

Step 1   Copy *install.bin* to the target machine.

Step 2   Change the permissions on the *install.bin* file in the directory to make the file executable:

chmod 755 install.bin

Step 3   Open a command prompt window and enter:

 # sh ./install.bin -i console

Step 4   Press **Enter**.

The **Introduction** panel displays.

Step 5   Click **Next**.

The **Readme** panel displays.

Step 6   Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

Step 7   Click **Next**.

The **Choose Install Folder** panel displays.

Step 8   Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

Step 9   Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

Step 10   Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

Step 11   Click **Done**.

Step 12   Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

Step 13   Restart the master.

./tesm start

The database modifications are performed when the master is first started after the installation.

Upgrading the Windows Master from 6.1 to 6.2

Note   Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation. Before upgrading, turn on diagnostic logging to collect information during the upgrade procedure. This precaution provides troubleshooting information if any difficulty is encountered during the upgrading process.

Turn on diagnostic logging by selecting the **Diagnostics** option on the **Logging** tab of the **System Configuration** dialog.

> **Note** When upgrading the Windows master to version 6.2, the Microsoft SQL port number in the *master.props* file of the **config** directory is changed to 1433 by default. If your port number is not 1433, change this setting in the *master.props* file to the port number you are using.

To upgrade the Windows master:

Step 1 Complete all prerequisites, including upgrading all agents.

> **Note** The 6.2 and later versions of TES have several prerequisite software components that were not required in earlier version. The complete list of prerequisites is available in the *Cisco Tidal Enterprise Scheduler Installation Guide*. If any of the prerequisites are not completed before installation, the upgrade procedure will not be successful.

If your installation uses an Oracle database, your database administrator must add the following Oracle privileges to the Tidal user account in Oracle before beginning the upgrade procedure or the upgrade will fail:

- Create sequence
- Create trigger

Step 2 Ensure that the system queue has been set to **O** so no new jobs will launch.

Step 3 Stop the master service through the Tidal Service Manager.

    a. Click **Start > All Programs > TIDAL Software > TIDAL Service Manager**. The Tidal Service Manager dialog displays.

    b. Select **Scheduler Master** from the **Service** list.

    c. Click **Stop**.

Step 4 Run the *setup.exe* file.

Step 5 Click **Run**.

The **Internet Explorer-Security Warning** dialog displays.

Step 6 Click **Run**.

The **Welcome** panel displays.

Step 7 Click **Next**.

The **Install Wizard Complete** panel displays.

Step 8 Click **Yes** to reboot the machine so the changes from the upgrade process can take effect.

Step 9 Click **Finish**.

The database modifications are performed when the master is first started after the installation.

> **Note** If your system is using the SAP adapter, you need to verify that your system meets the new prerequisites for the SAP adapter including installing the Java Connector.

Upgrading the Unix Master from 6.1 to 6.2

> **Note** Be sure to back up your database before proceeding with this upgrade.

The upgrade program upgrades both the master and the database. The database modifications are performed when the master is first started after the installation.

To upgrade to the latest version:

Step 1 Complete all prerequisites, including upgrading all agents.

Step 2 Ensure that the system queue has been set to **0** so that jobs will not launch.

Step 3 From the command line of the master machine, stop the master:

./tesm stop

Step 4 Copy *install.bin* to the target machine and change the permissions on the file:

chmod 755 install.bin

Step 5 Run the upgrade program that you copied to your machine:

sh./install.bin

The **Introduction** panel displays.

Step 6 Click **Next**.

The **Readme** panel displays.

Step 7 Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

Step 8 Click **Next**.

The **Choose Install Folder** panel displays.

Step 9 Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

Step 10 Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

Step 11 Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

Step 12 Click **Done**.

Step 13   Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

Step 14   Restart the master.

./tesm start

The database modifications are performed when the master is first started after the installation.

Upgrading the Master for Unix from the Command Line

The Unix master can be installed using the installer program or by installing it from the command line.

To install from the command line:

Step 1   Copy *install.bin* to the target machine.

Step 2   Change the permissions on the *install.bin* file in the directory to make the file executable:

chmod 755 install.bin

Step 3   Open a command prompt window and enter:

 # sh ./install.bin -i console

Step 4   Press **Enter**.

The **Introduction** panel displays.

Step 5   Click **Next**.

The **Readme** panel displays.

Step 6   Verify that you have already done the prerequisites that are listed on the **Readme** screen.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again. If you have completed the prerequisites,

Step 7   Click **Next**.

The **Choose Install Folder** panel displays.

Step 8   Enter the directory path to the **Master** folder where the master files were installed during the original installation of the master.

The Upgrade program cannot proceed without knowing where the master files it is modifying are located. You can manually enter the directory path or click **Choose** to browse through the file directory to the **Master** folder.

A confirmation message verifies that the required master directories are in the specified location.

Step 9   Click **OK**.

If the Upgrade program cannot find the master files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Once the directory path is confirmed, the **Pre-Installation Summary** panel displays.

Step 10   Click **Install**.

During the upgrade process, a progress bar is displayed.

When the upgrade is complete, the **Install Complete** screen displays.

Step 11 Click **Done**.

Step 12 Return to the location where you copied the *install.bin* file and delete the *install.bin* file.

It is no longer needed and may cause problems during other upgrades in the future.

Step 13 Restart the master.

./tesm start

The database modifications are performed when the master is first started after the installation.

Upgrading the Client Manager from 6.0.x to 6.2

The upgrade program described above upgrades both the master and the database, but does not upgrade the Client Manager. To upgrade the Client Manager, it must be uninstalled, then reinstalled.

To upgrade the Client Manager:

Step 1 Locate the *.dsp* and *.props* files in your TES **config** directory, and then save them.

Step 2 If using external cache, run clearcache.sql in the external cache database to drop the tables and view so they can be rebuilt. The *clearcache.sql* script is located in **<CM Install Directory>/cache/<plugin name>/cachesql.zip**.

Step 3 Uninstall the Client Manager. See "Uninstalling the Client Manager" .

Step 4 Reinstall the Client Manager. See "Installing the Client Manager" .

Step 5 Return the *.dsp* and *.props* files that you saved in Step 1 to your Enterprise Scheduler **config** directory.

   a. After reinstalling the Client Manager, stop the Client Manager service through the Tidal Service Manager. See For more information, refer the *TES 6.2 Installation Guide*.

   b. Return the *.dsp* and *.props* files that you saved in Step 1 to your Enterprise Scheduler **config** directory. to overwrite the existing *.dsp* and *.props* files.

Step 6 Delete the following Client Manager folders:

> ✎
> **Note**   The uninstallation program only removes the Client Manager files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

- All folders under **<CM Install Directory>/plugins**.
- All folders under **<CM Install Directory>/webapps**.

⚠
Warning   **DO NOT delete client.war.**

Step 7 Restart the Client Manager service through the Tidal Service Manager.

Upgrading the Fault Monitor for Windows

To upgrade the fault monitor:

Step 1   Load the installation DVD-ROM into the DVD-ROM drive of the machine where the fault monitor is being installed. If no screen displays, locate the main.htm file in the DVD's root directory and open it.

Step 2   On the Scheduler screen, click the **Fault Monitor** link and select the **Run this program from its current location** option in the File Download dialog.

Step 3   Follow the upgrade instructions as they appear throughout the upgrade procedure.

Step 4   When you reach the end of the upgrade procedure, click **Finish**.

Upgrading the Fault Monitor for Unix

The upgrade procedure for the Unix fault monitor requires that you copy a file from the installation DVD/Cisco.com website to the fault monitor machine which is being upgraded. Once the file is copied, you can run the upgrade program. If you are currently running fault tolerance, you can upgrade to the latest version.

To upgrade the fault monitor:

Step 1   From the Fault Monitor pane of the Tidal Web client, right-click and select the **Stop Fault Monitor** option in the context menu.

Step 2   From the installation DVD/cisco.com website, copy the upgrade file to the fault monitor machine. A file called install.bin is located at **Upgrade/FaultMon/** in each of the Unix files: Solaris, Hpux and AIX. The file can be found on the DVD-ROM at **<DVDROMDRIVE>\Upgrade\FaultMon\<operating system>\install.bin**.

Step 3   Run the upgrade program that you copied to your machine:

```
sh./install.bin
```

The Introduction panel displays.

Step 4   Read the directions on how to proceed and click **Next**. The Prerequisites panel displays.

Step 5   Verify that the prerequisites that are listed are met.

If you have not completed all of the listed tasks, click **Cancel** to end the installation procedure and complete the listed prerequisites before beginning the upgrade procedure again.

Step 6   Click Next. The Choose Install Folder panel displays.

Step 7   Enter the directory path to the FMon folder where the fault monitor files were installed during the original installation of the fault monitor.

   • Manually enter the directory path.

   -or-

   • Click Choose to browse through the file directory to the Fault Monitor folder.

      – The Select a Folder panel displays so you can navigate to the correct folder where you installed the master files.

      – When you locate the FMon folder, highlight the folder and click OK.

⚠

Caution   Be sure to enter the correct directory path. Incorrect information will cause the Upgrade program to abort.

The Upgrade program will verify that the fault monitor files that it needs are in the specified location. If you have provided the correct directory path, a confirmation message verifies that the fault monitor directories that it requires are in the specified location.

If the Upgrade program cannot find the fault monitor files at the specified location, an error message displays and the installation process is aborted as soon as you acknowledge the error message.

Step 8   Click **OK**.

The Pre-Installation Summary panel displays.

Step 9   Click Install to begin the upgrade process.

During the upgrade process, a progress bar is displayed. When the upgrade is complete, the Install Complete screen displays.

Step 10   Click the Done button to complete the upgrade process.

Step 11   Return to the location where you copied the install.bin file and delete the install.bin file. It is no longer needed and may cause problems during other upgrades in the future.

Uninstalling TES

Uninstalling the Master

✎
Note A **temp** directory must be present on the root of your hard drive in order for uninstallation to work properly.

For Windows

The TES master is uninstalled from the Windows Control Panel.

To uninstall:

Step 1 Stop all TES components.

Step 2 Exit all Tidal Web clients by selecting **File > Exit** from the menu for each Tidal Web client that is running.

Step 3 Stop the master:

   a. From the **Start** menu, select **Programs > TIDAL Software > TIDAL Service Manager.**

   b. From the **Service** list, select **Scheduler Master**.

   c. Click **Stop**; the light turns to red when the master has stopped.

   Once TES components have been stopped, you can begin the uninstallation process.

Step 4 From the **Start** menu, select **Control Panel**.

   The **Control Panel** window displays.

Step 5 Double-click **Add** or **Remove Programs**.

   The **Add** or **Remove Programs** window displays.

Step 6 Scroll down the list of programs installed on the machine to the Tidal Scheduler program.

Step 7 Click the Tidal Scheduler program to highlight it.

Step 8 Click **Remove** to start the uninstallation process.

   A confirmation message displays.

Note SNMP services are momentarily stopped when uninstalling the SNMP extension agent. They are restarted when uninstallation is complete.

Step 9 Click **OK** to uninstall.

The **Preparing Setup** panel displays showing a progress bar. When the progress bar reaches 100%, a Scheduler confirmation dialog displays.

Note On occasion, the master service may not be fully stopped even though the Service Manager says the master has stopped. Uninstalling the master before the master service completely stops displays an error message "Unable to stop service completely." This message displays when the machine is unable to stop the master service quickly due to the volume of processes. Click **OK** to close the error message dialog and wait while the machine catches up to complete the uninstallation process. When the uninstallation process finally completes, verify that all files were deleted from the location where the master files resided.

Warning **Do not cancel the uninstallation process once it begins or the uninstallation program will not be able to find its files the next time you attempt to uninstall. If you do cancel the uninstall, you will need to contact Technical Services.**

Note During uninstallation, a dialog may display indicating that some files are locked because they are shared by other applications. Ignore the locked files and continue with the uninstallation.

Step 10 Click **OK** to finish.

Step 11 Repeat to remove other components.

Note If a Client Manager resides on the same machine as the master, the Client Manager must be uninstalled if the master is uninstalled.

Step 12 Once you complete uninstalling components, reboot the machine to clear the registry.

Note If you do not reboot after uninstallation(s), any subsequent installation may fail.

Some files or folders under the Scheduler folder that were created after the installation might not be removed. You may want to manually delete these files and folders. The log file and the database created during installation remain and must be removed in separate procedures.

For Unix

To uninstall the Master

Step 1   Open a command prompt window.

Step 2   Enter:

 # sh ./Uninstall_Master

Step 3   Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

Step 4   Click **Complete Uninstall** to completely remove all features and components of the Master that were installed.

-or-

Click **Uninstall Specific Features** to choose specific features of Master that were installed to be uninstalled.

Step 5   Click **Next**.

A status bar is displayed to illustrate the progress of the uninstallation program.

Once the uninstall is complete, the **Uninstall Complete** screen displays.

The Master for Unix is now uninstalled. Any files that were created after the Master is installed are not removed. Files that were not removed must be manually removed.

Step 6   Click **Done** to exit.

Note   The uninstallation program only removes the Master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

From the Unix Console

You can also uninstall the Master from the console. The program that uninstalls the Master is one of the files installed during installation of the Master The program, called *Uninstall_Master*, is in the Master directory created during installation.

To uninstall the Master using the command line:

Step 1   Open a command prompt window.

Step 2   Enter:

 # sh ./Uninstall_Master -i console

Step 3   Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

Step 4   Press **Enter**.

A status bar is displayed to illustrate the progress of the uninstallation program.

The Master is now uninstalled. Any files that were created after the Master is installed are not removed. Files that were not removed must be manually removed.

Step 5   Press **Enter** to exit the installation.

> **Note** The uninstallation program only removes the master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

Uninstalling the Agents

For Windows

To uninstall the agent, you must use the **Add/Remove Programs** utility in the Windows Control Panel.

To uninstall an agent:

Step 1 Close the TES client to begin the uninstallation process.

Step 2 Click **Start > Settings > Control Panel**.

The **Control Panel** dialog displays.

Step 3 Double-click **Add or Remove Programs**.

The **Add or Remove Programs** dialog displays.

Step 4 Scroll down the list of programs installed on the machine to the Scheduler program.

Step 5 Click the Scheduler program to highlight it.

Step 6 Click **Remove** to start the uninstallation process.

Step 7 When prompted to confirm that you want to uninstall the program, click **OK**.

Step 8 Click **Finish** to end the uninstallation process.

Step 9 Reboot the machine to save the changes to the registry.

> **Note** Occasionally, an empty folder may be left in the **Start** menu after uninstalling Scheduler components. If this occurs, go to the Programs directory and manually delete the empty folder. The installation log file must also be manually deleted.

For Unix

The Agent for Unix is uninstalled from the command line.

The uninstallation procedure will not be successful if the agent is running. Stop the agent before removing the TES Agent for Unix.

To uninstall:

Step 1   Check the status of the agent to verify that it is not running by entering:

./tagent <agent name> status

Step 2   If the status check shows the agent is not running, proceed to the next step.

-or-

If the status check shows the agent is running, stop the agent by entering:

./tagent <agent name> stop

Step 3   Once the agent is stopped, return to the location where you installed the Unix agent.

By default, this location is the **/opt** directory.

Step 4   At the command prompt, enter:

cd /opt

Step 5   Have your Unix administrator remove the agent directory and its contents.

Uninstalling the Client Manager

For Windows

The TES master is uninstalled from the Windows Control Panel.

To uninstall Client Manager:

Step 1   From the **Start** menu, select **Control Panel**.

The **Control Panel** window displays.

Step 2   Double-click **Add or Remove Programs**.

The **Add or Remove Programs** window displays.

Step 3   Scroll down the list of programs installed on the machine to the Client Manager program.

Step 4   Click the Client Manager program to highlight it.

Step 5   Click **Remove** to start the uninstallation process.

A confirmation message displays.

Step 6   Click **OK** to uninstall.

The **Preparing Setup** panel displays showing a progress bar. When the progress bar reaches **100%**, a confirmation dialog displays.

Warning **Do not cancel the uninstallation process once it begins or the uninstallation program will not be able to find its files the next time you attempt to uninstall. If you do cancel the uninstall, you will need to contact Technical Services.**

Note During uninstallation, a dialog may display indicating that some files are locked because they are shared by other applications. Ignore the locked files and continue with the uninstallation.

Step 7 Click **OK** to finish.

Step 8 Repeat to remove other components.

Step 9 Once you complete uninstalling components, reboot the machine to clear the registry.

Warning **If you do not reboot after uninstallation(s), any subsequent installation may fail.**

Some files or folders under the Scheduler folder that were created after the installation might not be removed. You may want to manually delete these files and folders. The log file and the database created during installation remain and must be removed in separate procedures.

For Unix

To uninstall the Client Manager:

Step 1 Open a command prompt window.

Step 2 Enter:

 # sh ./Uninstall_UnixClientManager

Step 3 Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

Step 4 Click **Complete Uninstall** to completely remove all features and components of Client Manager that were installed.

-or-

Click **Uninstall Specific Features** to choose specific features of Client Manager that were installed to be uninstalled.

Step 5 Click **Next**.

A status bar is displayed to illustrate the progress of the uninstallation program.

Once the uninstall is complete, the **Uninstall Complete** screen displays.

The Client Manager for Unix is now uninstalled. Any files that were created after the Client Manager is installed are not removed. Files that were not removed must be manually removed.

Step 6 Click **Done** to exit.

> **Note**   The uninstallation program only removes the Client Manager files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

.From the Unix Console

You can also uninstall the Client Manager from the console. The program that uninstalls the Client Manager is one of the files installed during installation of the Client Manager. The program, called *Uninstall_ClientManager*, is in the Client Manager directory created during installation.

To uninstall the Client Manager using the command line:

Step 1   Open a command prompt window.

Step 2   Enter:

 # sh ./Uninstall_ClientManager -i console

Step 3   Press **Enter**.

The **Preparing CONSOLE Uninstall** screen displays followed by the **About to uninstall** screen.

Step 4   Press **Enter**.

A status bar is displayed to illustrate the progress of the uninstallation program.

The Client Manager is now uninstalled. Any files that were created after the Client Manager is installed are not removed. Files that were not removed must be manually removed.

Step 5   Press **Enter** to exit the installation.

> **Note**   The uninstallation program only removes the master files installed at the time of installation. If you created other files in the master directory after installation, these files are not removed. You must manually delete these additional files.

Uninstalling the TES Java Client

The Java client applications that are installed on Windows systems can be uninstalled from the Control Panel.

For UNIX systems, use `install.bin -r` to uninstall the Java client.

> **Note**   If you face issues removing the software, inspect and cleanup the *.com.zerog.registry.xml* file, located under the user's home directory (for Unix), or at c:\Program Files\Zero G Registry (for Windows).