

# **TIBCO ActiveMatrix BusinessWorks™ Plug-in for Marketo Installation**

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# TIBCO Documentation and Support Services

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Documentation for this and other TIBCO products is available on the TIBCO Documentation site:

<https://docs.tibco.com>

Documentation on the TIBCO Documentation site is updated more frequently than any documentation that might be included with the product. To ensure that you are accessing the latest available help topics, please visit <https://docs.tibco.com>.

## Product-Specific Documentation

Documentation for TIBCO products is not bundled with the software. Instead, it is available on the TIBCO Documentation site. To directly access documentation for this product, double-click the following file:

```
TIBCO_HOME/release_notes/TIB_bwpluginmarketo_version_docinfo.html
```

where *TIBCO\_HOME* is the top-level directory in which TIBCO products are installed. On Microsoft Windows, the default *TIBCO\_HOME* is C:\program files\tibco. On UNIX systems, the default *TIBCO\_HOME* is /opt/tibco.

The following documents for this product can be found on the TIBCO Documentation site:

- *TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo Installation*
- *TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo User's Guide*
- *TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo Release Notes*

The following documents provide additional information and can be found on the TIBCO Documentation site:

- TIBCO ActiveMatrix BusinessWorks documentation
- *TIBCO Enterprise Administrator User's Guide*

## How to Contact TIBCO Support

For comments or problems with this manual or the software it addresses, contact TIBCO Support:

- For an overview of TIBCO Support, and information about getting started with TIBCO Support, visit this site:

<http://www.tibco.com/services/support>

- If you already have a valid maintenance or support contract, visit this site:

<https://support.tibco.com>

Entry to this site requires a user name and password. If you do not have a user name, you can request one.

## How to Join TIBCOcommunity

TIBCOcommunity is an online destination for TIBCO customers, partners, and resident experts. It is a place to share and access the collective experience of the TIBCO community. TIBCOcommunity offers forums, blogs, and access to a variety of resources. To register, go to the following web address:

<https://www.tibcommunity.com>

# Installation Overview

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You can install TIBCO ActiveMatrix BusinessWorks™ Plug-in for Marketo either by using TIBCO Universal Installer or a update site.

- TIBCO Universal Installer

TIBCO Universal Installer provides three installation modes. Each installation mode has different characteristics. You can select an installation mode according to your installation environment.

For more information, see [Using TIBCO Universal Installer](#).

- Update Site

You can install the plug-in from within TIBCO Business Studio™ using the public Update Site maintained by TIBCO or using a local update site managed by your organization.

For more information, see [Using Update Site](#).

A plug-in must be installed into an existing installation environment where TIBCO ActiveMatrix BusinessWorks™ is already installed. The installation environment of TIBCO ActiveMatrix BusinessWorks is referenced as *TIBCO\_HOME*. On Microsoft Windows, the default value of *TIBCO\_HOME* is `C:\Program Files\tibco`.



If you install a new version of the plug-in in the TIBCO HOME where a previous version is installed, you must uninstall the previous version before installing the new version.

# Installation Requirements

Before you run the installer, ensure that your system meets all the hardware and software requirements and you have appropriate privileges to run the installer.

## Installation Account

To install on Microsoft Windows, Linux, or on Mac OS, you must have appropriate privileges. Privileges differ for various platforms.



Use the same installer account to install all TIBCO ActiveMatrix BusinessWorks™ products.

Platform	Account Privileges
Microsoft Windows	<p>Only users with administrator privileges can install the plug-in. If you do not have administrator privileges, the installer automatically exits.</p> <p>To install the product on a network drive, ensure that the account used for installation has permission to access the network drive.</p>
Linux	<p>Any type of user, regular (non-root) user and super-user (root), can perform the installation on Linux.</p> <p>A graphic environment such as CDE or X Windows is required to run the installer in GUI mode.</p>
Mac OS	<p>Any type of user, regular (non-root) user and super-user (root), can perform the installation on Mac OS.</p>

## System Requirements

Ensure that your system meets the hardware and software requirements before installing the plug-in.

### Platform

Before you run the installer, ensure that the appropriate platform is supported. See the `readme` file for information regarding supported operating system platforms, versions, and the required patches.

### Disk Space

The installer requires some space in the temporary directory before installation, and additional space in the temporary directory to run the installer. Ensure that sufficient space is available in the directory that you want to use as the installation environment (`TIBCO_HOME`).



While installing the product, avoid running other processes that use disk space in the installation environment directory. If another process uses disk space while the installer is copying files, the installer might fail and display a failure message.

### Software

Ensure that you have installed the required software before you run the installer. See the `readme` file for supported products and versions.

The following are useful TIBCO products:

Software	Description
TIBCO ActiveMatrix BusinessWorks	Required. TIBCO ActiveMatrix BusinessWorks supports your integration project throughout the project life cycle. It includes a common graphical user interface for configuration, process design, and deployment.
TIBCO® Enterprise Administrator	Optional. TIBCO Enterprise Administrator consists of a TIBCO Enterprise Administrator server, a web user interface for the server, and a shell interface, with which you can manage the applications that you create in TIBCO Business Studio™.

# Using TIBCO Universal Installer

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TIBCO Universal Installer provides three modes to install TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo.

## Installer Overview

TIBCO Universal Installer provides three installation modes. Using TIBCO Universal Installer, you can select the installation environment and the installation component.

If you are using TIBCO Universal Installer for the first time to install the plug-in, it is good practice to review the following topics before the installation:

- [Installation Modes](#)
- [Installation Environment](#)
- [Installation Components](#)

## Installation Modes

You can run TIBCO Universal Installer in GUI, console, or silent mode. Each mode is supported on all platforms.

### GUI Mode

In GUI mode, the installer displays panels where you can select a product, product location, and so on. To invoke the installer in GUI mode, double-click the executable file.

### Console Mode

In console mode, you can run the installer on a command line. This is useful if your machine does not have a GUI environment.

### Silent Mode

In silent mode, the installer installs the product without prompting you for information. The installer uses either default or custom settings that are saved in a response file.

## Installation Environment

An installation environment isolates product installations. A product installed into one installation environment cannot access components in other installation environments.

An installation environment is the top level installation directory for TIBCO products. An installation environment consists of the following properties:

- **Directory**  
Identifies the directory where the product is installed.
- **Name**  
Identifies the name of the folder where the product is installed.

## Installation Components


Different installation components are associated with different functions. Using TIBCO Universal Installer, you can select installation components during the installation.

Installation components are grouped into different installation profiles. One installation profile is associated with one or more installation components. When you select a profile, the components



grouped to the selected profile are installed. By default, the **Typical** installation profile is selected, therefore, all the installation components are installed.

The following installation components are available for the plug-in:

Component	Description
TIBCO ActiveMatrix BusinessWorks™ Plug-in for Marketo Design	<p>This component includes the palettes, shared resources, and samples that show how the plug-in interacts with TIBCO ActiveMatrix BusinessWorks. You can configure your own business process in TIBCO Business Studio with an Eclipse user interface.</p> <p> This component cannot be installed alone without the runtime component.</p>
TIBCO ActiveMatrix BusinessWorks™ Plug-in for Marketo Runtime	This component passes and converts data to and from vendor applications. The parameters of data exchange are stored in projects that are created using the plug-in palette.

## Installation

When using TIBCO Universal Installer, you can install the plug-in in GUI, console, or silent mode.

Ensure that your system meets all the requirements described in the [Installation Requirements](#) section.



The plug-in must be installed into an existing installation environment where TIBCO ActiveMatrix BusinessWorks is installed. Stop all running processes in the installation environment before the installation.

## Installing in GUI Mode

In GUI mode, the installer prompts you for information regarding the installation environment, installation profile, and other installation information.

### Procedure

- Open the physical media or download the installation package from the TIBCO eDelivery site (<https://edelivery.tibco.com>).  
To download the installation package, a user name and password are required. If you do not have a user name and password, contact TIBCO Technical Support.
- Extract the content of the installation package to a temporary directory.
- Use the extracted installation package to start the installation in one of the following ways:
  - On Microsoft Windows, double-click `TIBCOUniversalInstaller-x86-64.exe`.
  - On Linux, run `TIBCOUniversalInstaller-lnx-x86-64.bin`.
  - On Mac OS, double-click `TIBCOUniversalInstaller-mac.command`.
- In the Welcome dialog, click **Next**.
- In the License Agreement dialog, read through the license agreement and click **I accept the terms of the license agreement**. Click **Next**.
- In the TIBCO Installation Home dialog, click **Use an existing TIBCO\_HOME** to select an existing installation environment where TIBCO ActiveMatrix BusinessWorks is installed. Click **Next**.  
See [Installation Requirements](#) for more details.

7. In the Installation Profile Selection dialog, select an installation profile to specify the installation components to be installed. Or select the **Customize Installation** check box to select the installation components. Click **Next**.  
See [Installation Components](#) for more details.
8. In the Pre-Install Summary dialog, review the list of products selected for the installation. Click **Install**.
9. In the Post Install Summary dialog, review the list of the installation information. Click **Finish** to complete the installation process and exit the installer.

## Installing in Console Mode

In console mode, you can run the installer on a command line.

### Procedure

1. Open the physical media or download the installation package from the TIBCO eDelivery site (<https://edelivery.tibco.com>).  
To download the installation package, a user name and password are required. If you do not have a user name and password, contact TIBCO Technical Support.
2. Extract the content of the package to a temporary directory.
3. On a command line, navigate to the temporary directory to which you extracted the installation package.
4. Run the following command to start the installation:
  - On Microsoft Windows: `TIBCOUniversalInstaller.cmd -console`
  - On Linux: `./TIBCOUniversalInstaller-lnx-x86-64.bin -console`
  - On Mac OS: `./TIBCOUniversalInstaller-mac.command -console`
5. Respond to the messages on the command line.  
The installation options are the same as GUI mode. See [Installing in GUI Mode](#) for more details.
6. When the installation is completed, press Enter to exit the installer.

## Installing in Silent Mode

In silent mode, you can run the installer without user input by pointing the installer to an existing response file.

A default response file named `TIBCOUniversalInstaller_bwpluginmarketo_version.silent` is packaged with TIBCO Universal Installer. Before launching the silent installation, you have to edit the response file with information about your environment. It is good practice to make a copy of the default response file, then edit that file and use it for the installation.

- If you invoke the installer with the `-silent` argument, the installer reads the input from default response file.
- If you invoke the installer with the `-silent -V responseFile=<filename>` argument, the installer reads the input from the specified response file.

### Procedure

1. Open the physical media or download the package from the TIBCO eDelivery site (<https://edelivery.tibco.com>).  
To download the installation package, a user name and password are required. If you do not have a user name and password, contact TIBCO Technical Support.

2. Extract the content of the package to a temporary directory and open the `TIBCOUniversalInstaller_bwpluginmarketo_version.silent` file.
3. Update the response file directly, or make a copy of the response file first, and then update the copied file.
4. On the command line, navigate to the temporary directory where you extracted the installation package.
5. Enter the following command to start the installation:
  - On Microsoft Windows: `TIBCOUniversalInstaller.cmd -silent [-V responseFile="filename"]`
  - On Linux: `./TIBCOUniversalInstaller-lnx-x86-64.bin -silent [-V responseFile="filename"]`
  - On Mac OS: `./TIBCOUniversalInstaller-mac.command -silent [-V responseFile="filename"]`



If you copy the response file to another directory, not the temporary directory containing the installer, you have to provide the absolute path of the response file.

## Uninstallation

You can uninstall the plug-in in GUI, or console mode when using TIBCO Universal Installer.



Before uninstalling the plug-in, stop all running processes in the installation environment.

### Uninstalling in GUI Mode

You can uninstall all the products or specific products from a selected TIBCO HOME when using TIBCO Universal Installer to uninstall the plug-in in GUI mode.

#### Procedure

1. Navigate to the `TIBCO_HOME/tools/universal_installer` directory.
2. Use one of the following ways to start the uninstallation:
  - On Microsoft Windows, double-click `TIBCOUniversalInstaller-x86-64.exe`.
  - On Linux, run `TIBCOUniversalInstaller-lnx-x86-64.bin`.
  - On Mac OS, double-click `TIBCOUniversalInstaller-mac.command`.
3. In the TIBCO Installation Manager dialog, select **Uninstall Products from a TIBCO Home Location**.
4. From the **TIBCO Home Location** list, select the TIBCO HOME where the product is installed. Click **Next**.
5. In the Welcome dialog, click **Next**.
6. In the Uninstallation Type dialog, select an uninstallation option and click **Next**.
  - **Custom Uninstall**  
You can select the products to be removed.
  - **Typical Uninstall**  
You cannot select the products. All the products in the selected TIBCO HOME are removed.
7. If you select **Custom Uninstall** in [Step 6](#), select the check box next to the product to be uninstalled in the Product Uninstall Selection dialog. Click **Next**.

8. In the Pre-Uninstall Summary dialog, review the product to be uninstalled. Click **Uninstall**.
9. In the Post Uninstall Summary dialog, click **Finish** to complete the uninstallation process and exit the installer.
10. If you have uninstalled all the software in the selected TIBCO HOME, delete the folders in the installation environment and user home.

## Uninstalling in Console Mode

If you are not working in a GUI environment, you can uninstall the software in console mode.

### Procedure

1. On a command line, navigate to the *TIBCO\_HOME/tools/universal\_installer* directory.
2. Run the following command to start the uninstallation:
  - On Microsoft Windows: `TIBCOUniversalInstaller-x86-64.exe -console`
  - On Linux: `./TIBCOUniversalInstaller-lnx-x86-64.bin -console`
  - On Mac OS: `./TIBCOUniversalInstaller-mac.command -console`
3. Respond to the messages on the command line.

The uninstallation options are the same as GUI mode. See [Uninstalling in GUI Mode](#) for more details.
4. When the uninstallation is completed, press Enter to exit the installer.

# Using Update Site

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You can install the plug-in by using a public update site or a local update site.

## Installing the Plug-in Using a Public Update Site

You can install TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo from within TIBCO Business Studio using the public update site maintained by TIBCO.


### Prerequisites

The software package must be available on the update site, <http://update.tibco.com/eclipse/bw/6.2>. Typically, the package name has the format `<plugin_name>_<version>_p2installer.zip`.

### Procedure

1. Start TIBCO Business Studio if it has not already been started.
  - On Microsoft Windows, click **Start > All Programs > TIBCO > TIBCO\_HOME > TIBCO Business Studio version\_number > Studio for Designers**.
  - On Linux or Mac OS, run the TIBCO Business Studio executable located in the `TIBCO_HOME/studio/version_number/eclipse` directory.
2. From the menu, select **Help > Install New Software** to open Eclipse Update Manager.
3. In the Install dialog, enter the URL of the public update site, `http://update.tibco.com/eclipse/bw/6.2`, in the **Work with** field.
 

You can save the URL by adding it to the list of available software sites using the TIBCO Business Studio menu **Window > Preferences > Install/Update > Available Software Sites**.
4. From the list of available plug-ins, select the plug-in you want to install. Click **Next**.
 

 You can select more than one plug-in from the list to install multiple plug-ins at the same time.
5. In the Install Details dialog, review the components you want to install. Click **Next**.
6. In the Review Licenses dialog, review the licenses, and click **I accept the terms of the license agreement**.
7. Click **Finish** to start the installation.

### What to do next

After installing the software, restart TIBCO Business Studio. This restart is necessary for the software to install completely.

## Installing the Plug-in Using a Local Update Site or Directory

You can install TIBCO ActiveMatrix BusinessWorks Plug-in for Marketo from within TIBCO Business Studio using a local site or directory maintained by your organization.

### Prerequisites

Ensure that the software package is downloaded from the TIBCO download site and stored in an appropriate location, such as a local update site or a directory. Typically, the package name has the format `<plugin_name>_<version>_p2installer.zip`.

## Procedure

1. Start TIBCO Business Studio if it has not already been started.
  - On Microsoft Windows, click **Start > All Programs > TIBCO > TIBCO\_HOME > TIBCO Business Studio *version\_number* > Studio for Designers.**
  - On Linux or Mac OS, run the TIBCO Business Studio executable located in the *TIBCO\_HOME/studio/version\_number/eclipse* directory.
2. From the menu, select **Help > Install New Software** to open Eclipse Update Manager.
3. In the Install dialog, click **Add** to add a new update site you want to work with.



Only one update site can be added at a time. Repeat the following steps to add multiple repositories that contain the downloaded software packages.

You can manage the list of software sites using the TIBCO Business Studio menu **Window > Preferences > Install/Update > Available Software Sites.**

- a) In the Add Repository dialog, click **Archive** and locate the Eclipse plug-in installation package you want to install, and then click **Open**.  
The selected plug-in installation package is added to the **Location** field.
  - b) Provide a name for the repository. For example, specify the name as **TIBCO Plugin Update Site for <plug-in>**. Click **OK**.  
The plug-in installation package is added to the list of available software in the Install dialog.
4. In the Install dialog, select the plug-in you want to install. Click **Next**.



If there is more than one plug-in in the dialog, you can select multiple plug-ins to install at the same time.

5. In the Install Details dialog, review the components you want to install. Click **Next**.
6. In the Review License dialog, review the licenses, and click **I accept the terms of the license agreement**.
7. Click **Finish** to start the installation.

## What to do next

After installing the software, restart TIBCO Business Studio. This restart is necessary for the software to install completely.

## Uninstalling the Plug-in

You can uninstall the plug-in from Update Manager.

### Procedure

1. Open TIBCO Business Studio using one of the following ways:
  - On Microsoft Windows: click **Start > All Programs > TIBCO > TIBCO HOME > TIBCO Business Studio *version\_number* > Studio for Designers.**
  - On Linux or Mac OS: run the TIBCO Business Studio executable located in the *TIBCO\_HOME/studio/version\_number/eclipse* directory.
2. From the menu, click **Help > Install New Software** to open Eclipse Update Manager.
3. In the Available Software dialog, click the **already installed** link.
4. In the **Installed Software** tab, select the product to be uninstalled and click **Uninstall**.

5. In the Uninstall Details dialog, review the product to be uninstalled. Click **Finish**.
6. Click **Restart Now** when you are prompted to restart TIBCO Business Studio.

# Installation Logging

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If you encounter problems with the installation, first ensure that your system meets all requirements. Next, check the installer log for potential problems.

The installer log file, `tibco_universal_installer.username_install.log`, is available in the following locations:

- On Microsoft Windows: `C:\Users\username\.TIBCO\install_timestamp`
- On Linux: `user_home_dir/.TIBCO/install_timestamp`
- On Mac OS: `Users/user_home_dir/.TIBCO/install_timestamp`

The installer log file captures the following information:

- Detailed information regarding the user that invoked the installer, hostname, operating system details, and so on
- List of assemblies installed
- Information related to the Ant scripts executed by the installer

To change the location of the installer log file, specify the option `-v logFile="myLogFile"` when you run the installer.