SilkPerformer 9.0

Installation Guide

Contents

Introduction

This Help provides all the information you need to install and uninstall SilkPerformer software and to prepare the load testing environment. It suggests pre-installation hardware and software requirements and offers alternative installation options.

Before you can install SilkPerformer, the **Setup** wizard confirms that all the software you need for installation and use of SilkPerformer is available on your computer. If it is not, the **Setup** wizard provides options for installing the missing software.

SilkPerformer software can be installed in three versions. On the controller computer, you can install both the multi-machine controller and the agent software, which includes documentation and sample files. Agent computers only require the agent software. To perform load tests with SilkPerformer, you must install the controller software on at least one controller computer.

This section describes the required and recommended installation options for each type of installation available.

System Requirements

The following tables identify the system requirements for installing and running SilkPerformer. For details about SilkPerformer performance and scalability, see the *Performance and Scalability Matrix*.

Hardware Requirements

To run the SilkPerformer agent software, or both controller and agent software, and to use the full potential of SilkPerformer to run large-scale load-tests, your system must meet the following minimum requirements:

Table 1: Load Testing

System Area	Requirement
Processor	Pentium IV or equivalent CPU
RAM	512 MB recommended minimum
	1 GB recommended
Virtual memory	Three times as much virtual memory as RAM
Hard disk space	650 MB for controller software installation. 170 MB for agent-only installation.
	Depending on the size of your load tests, make sure you have enough space on your hard disk for result files.
Network	Windows network with TCP/IP (when using remote SilkPerformer Agent computers)
Network adapter	10 MBit recommended minimum
	fast Ethernet recommended

To use SilkPerformer for traffic recording purposes, scripting, and monitoring, your system must meet the following minimum requirements:

Table 2: Recording, Scripting, and Monitoring

System Area	Requirement
Processor	Pentium IV or equivalent CPU
RAM	256 MB
Hard disk space	440 MB
Network	TCP/IP

Software Requirements

To install and run SilkPerformer, your system requires a minimum set of software components:

The specific components that are required vary based on installation type. For example, to run SilkPerformer Java Explorer, your system must be equipped with either of Java Development Kit 1.4, 1.5, 1.6, 1.7. Download components from their respective vendors' Web sites.

- Microsoft .NET Framework runtime 4.0
- Windows Internet Explorer 7.0, 8.0, 9.0 for browser-driven recording
- Adobe Acrobat Reader to view documentation
- Citrix XenApp Client 11, 11.2, 12.0 or Citrix Web Interface 5.1, 5.2, 5.3 to test Citrix applications
- Java Development Kit 1.4, 1.5, 1.6, 1.7 to test Java applications with Java Explorer

Performance and Scalability Matrix

Table 3: Max. # of Vusers per Agent

System	OS	Web Business App	Web Business App with SSL (-35%)	TrueLog on Error (-30%)	TrueLog on Error with SSL	Web Low Level (+20%)
Intel Xeon Quadcore 3 GHz, 16 GB RAM	Windows Server 2008	6500	4225	4550	2958	7800
Intel Core i7 Quadcore 2.8 GHz, 8 GB RAM	Windows 7 Enterprise	6500	4225	4550	2958	7800
Intel Core2 Duo 3 GHz, 4 GB RAM	Windows 7 Enterprise	4700	3055	3290	2139	5640
Intel Pentium 4 3.2 GHz, 2 GB RAM	Windows XP	3900	2535	2730	1775	4680

Note: Web Business App uses page-based browser-level APIs (HTML/HTTP). Web Low Level uses browser-level APIs (HTTP).

Test Parameters

The numbers in the previous table were determined by using a realistic workload with the following characteristics:

- The page structure of all requested Web pages corresponds to popular public Web pages.
- The average think time between page views for virtual users was 32 seconds.
- A single virtual user was emulated with four concurrent connections.

As a result, the number of simulated virtual users corresponds to a realistic number of concurrent users accessing a popular Web site, providing the following information:

- Average hits per page: 39
- Average page size: 130 KB
- Average think time between pages: 32 sec

Agent Capacity for Web Protocol Virtual Users

SilkPerformer determines the capacity of a machine by using a formula that takes the following parameters into consideration:

- Number of CPUs
- Number of cores per CPU
- CPU speed
- Memory size

The result is the number of virtual users that can execute a Web protocol script on an agent machine with the corresponding parameters.

Agent Capacity for Other Virtual User Types

In order to determine the number of virtual users that can run on a particular agent machine, the number of Web protocol virtual users is weighted by the capability complexity value of a particular technology. The capability complexity of a technology specifies the virtual user ratio in relation to a Web protocol virtual user.

The capability complexity of a Web protocol virtual user is defined as 10. A capability complexity of 20 means that on the same machine half the number of virtual users can be run compared to web protocol users.

The capability complexity values for all supported technologies are stored in the CapabilityComplexity.xml file located in <SP install dir>/AgentPools.

Note: For some technologies there is a maximum number of virtual users defined per machine, merely due to OS limitations rather than CPU or memory constraints.

The default values are provided in the following table:

Technology	Capability Complexity	Maximum Users
Web (protocol)	10	none
Java	30	none
ODBC	60	none
Oracle OCI	70	none
SAPGUI	130	75
Citrix	100	30
Tuxedo	70	none
.NET	30	none
GUI-Level Test	200	30
Browser-Driven	200	100

Contents of the Installation Package

This topic provides an overview of the programs that are included on the installation CD and in the Web package. You need these programs for a complete installation of SilkPerformer. You can install missing

programs using the **Setup** wizard. To install a component separately, run the EXE file from the specified location, as follows:

ShopIt V 6.0

Install the ShopIt V 6.0 sample Web application from the following folder:

`\Extras\ShopItV60.exe`

SilkMeter

Install SilkMeter from the following folder:

`\SilkMeter\SilkMeter.exe`

This folder also contains a program that helps you find information about your computer that you need when you contact Customer Care to obtain a SilkMeter license (`smHostInfo.exe`).

SilkPerformer Licensing

This section describes how to obtain a license policy for SilkPerformer and how to install SilkMeter. You must have administrator privileges to install SilkMeter.

Note: SilkPerformer requires SilkMeter version 2008 or later as well as a SilkPerformer license policy.

Install SilkMeter once per license server. If you have multiple license servers, you need multiple license policy files, each one tied to a particular license server. A single SilkMeter license server can administer license policies for multiple products.

If you have received a SilkPerformer license policy, install the license policy on your license server. If you have not received a license policy, generate a license policy.

Licensing Information

SilkPerformer 9.0 needs a new 9.0 license. If you want to run a previous version of SilkPerformer during the upgrade process to version 9.0, you may keep your old licenses for a period of 90 days.

SilkPerformer's licensing model is based on Virtual User Types (VUser Types). The available VUser Types *Web*, *Standard*, and *Premium* include the following SilkPerformer application types:

VUser Type	Application Type
Web	Web Browser-Driven
	HTTP(S) (Web browser low level)
	HTTP(S)/HTML (Web browser high level)
	HTTP(S)/XML (Web services, SOAP)
	Silverlight
	Mobile
	SAP NetWeaver
	WebDAV (MS Outlook Web Access)
	Email (SMTP/POP)
	FTP
	TCP/IP
	UDP
	AMF0/AMF3/FLEX
	DLL Interface
Standard	All of *Web*, plus:
	.Net Add-On
	Java Add-On
	DB2-CLI Add-On
	OCI Add-On
	ODBC Add-On
	Visual Basic Add-On (Framework)

VUser Type	Application Type
Premium	Directory server (LDAP)
	CORBA Add-On
	All of *Standard*, plus:
	GUI Level Testing (SilkTest 4Test Scripts)
	Remedy Web ARS
	SAPGUI Add-On for SilkPerformer
	Oracle Applications/Forms Add-On
	PeopleSoft Add-On
	Siebel Add-On
	Citrix Add-On
	Terminal Emulation (Green-Screen) Add-On
	Tuxedo/ATMI Add-On

Generating a SilkPerformer License Policy

You need a license policy to run SilkPerformer . You can use our online license generator to generate a license policy. The online license generator requires an SSL-capable browser, such as Firefox or Internet Explorer. You will receive an email with instructions on how to generate your license policy. If you did not receive these instructions, contact customer care at *http://support.microfocus.com*.

Finding the Host ID

1. On the license server, open a command prompt and enter the command `ipconfig/all`. The license server lists its connection addresses.
2. Note the host ID, which is the `MAC Address` or `Physical Address` of your LAN card, such as `00-BF-00-1C-D3-3D`.

   You must enter this information to obtain a license policy for SilkPerformer .

   💡 **Tip:** Depending on your system setup, including virtual machines and VPN connections, your computer might have several MAC addresses. Be sure to note the host ID of your physical LAN card.

SilkMeter Installation

If you have the SilkPerformer license policy, you can install it when you install SilkMeter. To obtain a SilkPerformer license policy, access the online License Generator to generate a license policy.

A SilkPerformer license policy is not required to install SilkMeter on your license server. Using the SilkMeter**User Policy Administrator**, you can import the SilkPerformer license policy later. However, you must import the license policy before you can run SilkPerformer .

Install SilkMeter once per license server. If you have multiple license servers, you need multiple license policy files, each one tied to a particular license server. A single SilkMeter license server can administer license policies for multiple products.

SilkMeter License Server Requirements

Before installing SilkMeter, refer to the *Release Notes* to ensure that the license server meets the requirements.

Uninstalling a Previous Version of SilkMeter

If SilkMeter is installed on the license server, you must uninstall it before installing the latest version of SilkMeter.

1. Choose **Start** > **Programs** > **Silk** > **SilkMeter** > **Uninstall** .
2. Click **Yes** to uninstall SilkMeter. The **Remove Settings** dialog box opens.
3. Click **No** to keep your SilkMeter settings.

   ⚠ **Attention:** You must click **No** to preserve license policies that currently exist on your SilkMeter license server.

4. Reboot your computer.

SilkMeter is uninstalled, and you can install the latest version of SilkMeter.

Installing SilkMeter on Your License Server

Before installing SilkMeter, verify the following information:

- Your user account possesses administrator privileges.
- An instance of SilkMeter is not installed on your license server.

1. Locate the SilkMeter executable file `SilkMeter.exe` and perform the appropriate steps, as follows:

   - If you have a SilkPerformer CD, insert the CD. If the setup program does not start automatically, manually start the SilkMeter setup program by choosing **Start** > **Run** and entering `<cddrive>:\SilkMeter\SilkMeter.exe`.
   - If you have already downloaded SilkMeter, perform the following steps:
     1. Navigate to the location where you saved the EXE file.
     2. Double-click the EXE file.
   - If you are downloading SilkMeter:
     1. Visit *http://www.borland.com/downloads/lservers/silkmeter/index.html*.
     2. Click **SilkMeter 2008** and then click **Save File**.
     3. Specify the location to which you want to save this file, and then click **Save**.

        Alternative: Run the file from your browser by double-clicking the `EXE` file.
     4. Navigate to the location where you saved the EXE file.
     5. Double-click the EXE file.

   The SilkPerformer installation wizard opens, displaying the **Copyright Information** page.
2. Click **Next** to continue. Setup extracts the files to a temporary directory.
3. Click **Next** to continue. The **License Agreement** page displays.
4. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes** to continue. The **Enter Installation Path and Configuration Directory for SilkMeter Runtime** page opens.
5. Click **Next** to install SilkMeter in the default directory and to use the default configuration folder, `\cfg`. The **Enter Host Name** page opens.
6. Enter or verify the hostname and port, then click **Next**.

   ✎ **Note:** The hostname is the name of the computer on which SilkMeter is installed.

   The **Select Program Folder** page opens.

7. In the **Program Folders** text box, accept the default program folder, `Silk\SilkMeter`, or specify a different program folder, and then click **Next** to continue. Setup installs SilkMeter. Upon completion, the **Install SilkMeter Policy** page opens.

8. Perform one of the following steps:

    • If you already have a SilkPerformer license policy, click **[...]** to navigate to the location where you saved the SilkPerformer license policy file, `license.pol`, and then click **Open**. Click **Finish** to install the SilkPerformer license policy.

    • If you do not have a SilkPerformer license policy, click **Finish**. You can import the SilkPerformer license policy when you receive it. Instructions for importing SilkPerformer license files are available from the online License Generator and in SilkMeter Runtime Help.

    The **View Release Notes** page opens.

9. Click **Yes** to view the SilkMeter Release Notes, or click **No** to continue the installation without viewing the release notes. The **InstallShield Wizard Complete** page opens.

10. Click **Finish** to complete the installation process.

    ⚠ **Important:** If setup prompts you to restart the computer, make sure to do so.

SilkMeter License Server Configuration

To run any version of SilkPerformer , SilkMeter must be installed and configured on a computer within your network.

The communication process between the SilkPerformer and the SilkMeter relies on the following files and variables:

• *SILK_CONFIG_PATH* environment variable
• `CosLicensingService.ref` file
• `CosPropertyService.ref` file
• `ls_segue.ref` file
• `silkmeter.cfg` file

⚠ **Important:** Do not delete these files.

The SilkPerformer setup program creates these objects based on the values you enter in the text boxes of the **Select SilkMeter License Server** utility.

Modifying Your License Server Configuration

Use the **Select SilkMeter License Server** utility to modify or repair your license server configuration. This utility is installed with your SilkPerformer installation and checks your local system for the existence of SilkMeter license server configuration files. If the files are found, the configuration and type of license server are displayed and used for licensing. If no configuration data is found, the **Select SilkMeter License Server** dialog box displays the default settings.

1. Choose **Start** > **Programs** > **Silk** > **SilkPerformer9.0** > **Administration Tools** > **Change your License Server Configuration** . The **Select SilkMeter License Server** utility opens.

2. In the **Application** list box, select the product for which you want to configure the license server.

3. Click the **Using local or remote server** option button to configure a SilkMeter license server.

4. In the **License Server Host** text box, type the computer name for the SilkMeter license server.

    Unless your network administrator has defined a different port, do not change the **Port Number**.

5. Click **Apply** to generate the license server configuration.

6. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. If the connection is successful, the **Status** text box displays a SUCCESS message.

> **Note:** In some cases, specifying the simple name of the license server in the **License server host** text box, such as licenseserver, might not work. A message box stating Connection to SilkMeter license server failed opens. To resolve this issue, specify the hostname by using a fully qualified name, such as licenseserver.mycompany.com.

7. Click **Close** to complete the license server configuration.

Installing SilkPerformer

This section provides an overview of available installation options for SilkPerformer.

The SilkPerformer setup program enables you to install the multi-machine controller and agent software on the controller computer, and install agent software on agent computers in your test environment. To use SilkPerformer with remote agent computers, you must set up at least one controller computer.

Before beginning installation, confirm that your computer meets the pre-installation requirements. The installation program checks your system, and when required, installs any missing software packages.

Complete Installation

Before you start, download the SilkPerformer executable file or insert the SilkPerformer CD into the CD drive.

Features installed with a complete SilkPerformer installation:

- Workbench
- Visual Studio .NET Add-On (only if Visual Studio is installed)
- Performance Explorer
- TrueLog Explorer
- Java Explorer
- .NET Explorer
- SilkPerformer Agent
- All samples

1. Locate and double-click the SilkPerformer executable file.

   If you have a SilkPerformer CD, insert your CD. If the setup program does not start automatically, manually start the SilkPerformer setup program by choosing **Start** > **Run** and entering `<cddrive>: \Setup.exe`.

   The SilkPerformer installation wizard opens, displaying the **Copyright Information** page.

2. Click **Next** to read the **Introduction**, then click **Next** again. The **License Agreement** page displays.

3. Read the license agreement carefully. If you accept the terms of the agreement, click the **I accept the terms of the License Agreement** option button, then click **Next**. The **Choose Install Set** page displays.

4. Click the **SilkPerformer 9.0** install set to install a complete SilkPerformer environment and click **Next**. The **Customize Installation** page displays.

5. Select the components you want to install:

   - **SilkPerformer Workbench 9.0**: Select this option to install a complete SilkPerformer environment for load-testing Java and .NET applications.
   - **Advanced Installation**: Select this option to select which optional tools you want to install together with SilkPerformer.

   The **Choose Install Folder** page displays.

6. Specify the installation folder and select where shortcut icons shall be created for SilkPerformer (on the Desktop or in the Quick Launch Bar), then click **Next**.

   To change the default installation directory, perform the following steps:

   a) Click **Choose**. The **Browse For Folder** dialog box opens.

b) Specify the folder in which you want to install SilkPerformer, and then click **OK** to return to the **Choose Install Folder** page.

🖊 **Note:** SilkPerformer must be installed on a local drive.

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

7. Review the provided information and perform one of the following steps:

- To change any settings, click **Previous** to return to the appropriate page.
- If you are satisfied with the settings, click **Install** to start the installation process.

The status bar on the **Installing** page provides information about the installation process.

8. Click one of the following option buttons, then click **Next**:

- **Evaluation version** – Installs an evaluation version of SilkPerformer, which grants you full product functionality for 30 days. The usage is limited to two SilkPerformer users. To upgrade to a full version at a later point in time, contact your sales representative.
- **Full version** – Installs an unrestricted version of SilkPerformer, which requires a SilkPerformer license.

9. Depending on the components you have selected for installation, the **Select SilkMeter License Server** page displays. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step. Click one of the following option buttons, then click **Next**:

- **Using local or remote server**: In the **License server host** text box, type the name of the computer on which SilkMeter is installed. Do not change the default port number, 5461, unless your network administrator has defined a different port. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. Testing the connection to the license server might fail during installation as required system libraries, which are installed later with the software package, might not yet be available.

  🖊 **Note:** In some cases, specifying the simple name of the license server in the **License server host** text box, such as `licenseserver`, might not work. A message box stating `Connection to SilkMeter license server failed` opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

- **Using a standalone license**: Runs SilkMeter standalone. Specify the location of your SilkMeter license file using the **Choose** button.

The **Installation Complete** page displays.

10. Click **Done** to complete the installation.

🖊 **Note:** If the Setup wizard fails to update a file during the installation because a system library is locked by Windows, or if the Setup wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing SilkPerformer.

In case the installation fails, you can view the installation's log file `Install.log` in the installation folder.

Agent-Only Installation

Before you start, download the SilkPerformer executable file or insert the SilkPerformer CD into the CD drive.

You must install an agent on each host that you want to use as a remote SilkPerformer agent. Agents are used to execute SilkPerformer scripts on remote computers.

1. Locate and double-click the SilkPerformer executable file.

If you have a SilkPerformer CD, insert your CD. If the setup program does not start automatically, manually start the SilkPerformer setup program by choosing **Start** > **Run** and entering `<cddrive>: \Setup.exe.`

The SilkPerformer installation wizard opens, displaying the **Copyright Information** page.

2. Click **Next** to read the **Introduction**, then click **Next** again. The **License Agreement** page displays.

3. Read the license agreement carefully. If you accept the terms of the agreement, click the **I accept the terms of the License Agreement** option button, then click **Next**. The **Choose Install Set** page displays.

4. Click the **SilkPerformer 9.0 Agent** install set to install SilkPerformer agent software only and click **Next**. The **Choose Install Folder** page displays.

5. Specify the installation folder and select where shortcut icons shall be created for SilkPerformer (on the Desktop or in the Quick Launch Bar), then click **Next**.

   To change the default installation directory, perform the following steps:

   a) Click **Choose**. The **Browse For Folder** dialog box opens.

   b) Specify the folder in which you want to install SilkPerformer, and then click **OK** to return to the **Choose Install Folder** page.

   🖊 **Note:** SilkPerformer must be installed on a local drive.

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

6. Review the provided information and perform one of the following steps:

   • To change any settings, click **Previous** to return to the appropriate page.
   • If you are satisfied with the settings, click **Install** to start the installation process.

   The status bar on the **Installing** page provides information about the installation process.

7. Click **Done** to complete the installation.

   🖊 **Note:** If the Setup wizard fails to update a file during the installation because a system library is locked by Windows, or if the Setup wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing SilkPerformer.

Installing SilkPerformer SOA Edition

The following features are installed with SilkPerformer SOA Edition:

• SOA Workbench
• Visual Studio .NET Add-On (only if Visual Studio is installed)
• Performance Explorer
• TrueLog Explorer
• Java Explorer
• .NET Explorer
• Java samples
• .NET samples
• SilkPerformer Agent

1. Locate and double-click the SilkPerformer executable file.

   If you have a SilkPerformer CD, insert your CD. If the setup program does not start automatically, manually start the SilkPerformer setup program by choosing **Start** > **Run** and entering `<cddrive>: \Setup.exe.`

   The SilkPerformer installation wizard opens, displaying the **Copyright Information** page.

2. Click **Next** to read the **Introduction**, then click **Next** again. The **License Agreement** page displays.

3. Read the license agreement carefully. If you accept the terms of the agreement, click the **I accept the terms of the License Agreement** option button, then click **Next**. The **Choose Install Set** page displays.

4. Click the **SilkPerformer 9.0 SOA Edition** install set to install SilkPerformer SOA Edition and click **Next**. The **Customize Installation** page displays.

5. Select the components you want to install:

   • **SilkPerformer 9.0 SOA Edition**: Select this option to install a complete SilkPerformer SOA Edition environment for load-testing Java and .NET applications.

   • **Advanced Installation**: Select this option to choose between either installing the tools for load-testing Java applications, or for testing .NET applications.

   The **Choose Install Folder** page displays.

6. Specify the installation folder and select where shortcut icons shall be created for SilkPerformer (on the Desktop or in the Quick Launch Bar), then click **Next**.

   To change the default installation directory, perform the following steps:

   a) Click **Choose**. The **Browse For Folder** dialog box opens.

   b) Specify the folder in which you want to install SilkPerformer, and then click **OK** to return to the **Choose Install Folder** page.

   📝 **Note:** SilkPerformer must be installed on a local drive.

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

7. Review the provided information and perform one of the following steps:

   • To change any settings, click **Previous** to return to the appropriate page.

   • If you are satisfied with the settings, click **Install** to start the installation process.

   The status bar on the **Installing** page provides information about the installation process.

8. Click one of the following option buttons, then click **Next**:

   • **Evaluation version** – Installs an evaluation version of SilkPerformer, which grants you full product functionality for 30 days. The usage is limited to two SilkPerformer users. To upgrade to a full version at a later point in time, contact your sales representative.

   • **Full version** – Installs an unrestricted version of SilkPerformer, which requires a SilkPerformer license.

9. Depending on the components you have selected for installation, the **Select SilkMeter License Server** page displays. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step. Click one of the following option buttons, then click **Next**:

   • **Using local or remote server**: In the **License server host** text box, type the name of the computer on which SilkMeter is installed. Do not change the default port number, `5461`, unless your network administrator has defined a different port. Click **Test Connection** to verify that a SilkMeter server is accessible on the specified host and port. Testing the connection to the license server might fail during installation as required system libraries, which are installed later with the software package, might not yet be available.

     📝 **Note:** In some cases, specifying the simple name of the license server in the **License server host** text box, such as `licenseserver`, might not work. A message box stating `Connection to SilkMeter license server failed` opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

   • **Using a standalone license**: Runs SilkMeter standalone. Specify the location of your SilkMeter license file using the **Choose** button.

   The **Installation Complete** page displays.

10. Click **Done** to complete the installation.

> **Note:** If the Setup wizard fails to update a file during the installation because a system library is locked by Windows, or if the Setup wizard detects that the system must be restarted, you are prompted to restart your computer. If you do not restart your computer, you might experience problems when accessing SilkPerformer.

Upgrading to a SilkPerformer Service Pack Release

Major and minor releases of SilkPerformer can be installed next to each other on the same computer, for example version 2010 and version 2010 R2 can co-exist on the same computer, however a release version and a service pack release can not be installed on the same computer.

If you are upgrading from a minor release to a service pack release, you must remove the existing minor release before you can install the service pack release.

To upgrade to a SilkPerformer service pack release:

1. Remove the current installation of SilkPerformer. Your projects directory is not removed during this procedure.

   > **Note:** Remove the SilkPerformer agent installations as well.

2. Install the new SilkPerformer service pack.

Uninstalling SilkPerformer

The remove functionality uninstalls a given software package from your computer, including all files and registry entries.

1. Open the Windows **Add or Remove Programs** window.
2. From the list of software that can automatically be uninstalled by Windows, select `SilkPerformer9.0`.
3. Click **Uninstall/Change**. The **Change SilkPerformer9.0 Installation** wizard opens.
4. Click **Next**. The **Remove Features** page displays.
5. Click **Next** to start the uninstallation. The status bar provides information about the uninstallation progress. The **Uninstallation Complete** page displays.
6. The **Uninstallation Complete** page provides you with information about items that could not be removed. These are usually shared files that should not be removed. Files that were created while working with SilkPerformer are also not deleted, for example your SilkPerformer projects. Click **Done** to complete the uninstallation.

Installing in Silent Mode

Setup provides an option for installing a product without any user interaction. This option is called *silent mode installation* and can be used to install SilkPerformer. This feature is especially useful if you want to distribute software over a LAN or the internet through remote installation tools.

1. Before you can customize the installation package to run in silent mode, you must prepare the installation files in a directory on the hard drive of the destination computer. To prepare the installation package from a SilkPerformer installation CD, copy the contents of the CD to an empty directory on your hard drive.
2. In the folder where you copied the files, locate the file `silentinstall.properties` and open it in a text editor of your choice. You can modify the following parameters:

- `CREATE_DESKTOP_ICON`: Set to `1` to create a SilkPerformer icon on the desktop, or set to `0` to not create a desktop icon.
- `CREATE_QUICKLAUNCH_ICON`: Set to `1` to create a SilkPerformer icon on the quicklaunch bar, or set to `0` to not create a quicklaunch icon.
- `SILKMETER_LICENSESERVER_HOST`: Specify the name of the computer that hosts your SilkMeter license server.
- `SILKMETER_LICENSESERVER_PORT`: Specify the port number on which your SilkMeter license server listens.
- `CHOSEN_INSTALL_SET`: Specify one of the following installation sets:
  - `ENTERPRISE` - Installs a complete SilkPerformer environment
  - `SOA` : Installs SilkPerformer SOA Edition
  - `Agent`: Installs SilkPerformer agent software only
- `USER_INSTALL_DIR`: Specify the folder in which SilkPerformer is to be installed.
- `USER_INPUT_RESULT_EVAL`: Set to `1` to install an evaluation version of SilkPerformer, which grants you full product functionality for 30 days.
- `USER_INPUT_RESULT_FULL`: Set to `1` to install an unrestricted version of SilkPerformer (requires a SilkPerformer license).

  > **Note:** Either `USER_INPUT_RESULT_FULL` or `USER_INPUT_RESULT_EVAL` must be set to `1`. The other must be set to `0`.

- `PACKAGE`: The name of the remote agent installer package file. This parameter must be set for hotfix installations on remote agents and must match the executable name of the hotfix file. If the hotfix package is not in the same folder as `perfRsManager.exe`, you must define the name with the fully qualified path.

3. Save the file `silentinstall.properties`.
4. In the folder where the files `silentinstall.properties` and `Setup.exe` reside, open a command line prompt and enter the following command:
   ```
   Setup.exe -f c:\<your directory>\silentinstall.properties
   ```

SilkPerformer is installed with the options you defined in the `silentinstall.properties` file.

Uninstalling in Silent Mode

You can uninstall SilkPerformer in silent mode without any required user interaction.

1. Open the Windows **Add or Remove Programs** window.
2. From the list of software that can automatically be uninstalled by Windows, select `SilkPerformer9.0`.
3. Click **Uninstall/Change**.

The SilkPerformer software package is removed from the computer without any required user interaction.

Installing ShopIt V 6.0

The SilkPerformer sample Web application is ShopIt V 6.0. ShopIt V 6.0 simulates a simple Web e-commerce site with a catalog of camping merchandise that is available for simulated online purchase. Use this application to experiment with SilkPerformer Web-application capabilities. ShopIt V 6.0 is designed to generate errors, including missing Web links (due to merchandise being out of stock) and session errors.

Before installing ShopIt V 6.0, refer to the *Release Notes* to ensure that your system supports the use of ShopIt V 6.0.

ShopIt V 6.0 setup is available from the following locations:

- SilkPerformer installation CD `\Extras\ShopItV60.exe`
- Web package: Locate `\Extras\ShopItV60.exe` from the location to which you extracted the Web package.

1. Double-click the `ShopItV60.exe` file in the `\Extras` folder of the installation CD, or from the location where you downloaded it.

   Note: ShopIt V 6.0 requires that IIS (Internet Information Server) be installed on the computer on which ShopIt V 6.0 is installed. For IIS 7, also install Role Services ASP and ISAPI Extensions.

   InstallShield prepares the installation and then the **Welcome** page opens.
2. Click **Next**. The **Choose Destination Location** page opens.
3. To change the default installation directory, click **Browse** to open the **Choose Folder** dialog box.

   The default installation destination is displayed in the *Destination Folder* section.

   Specify the folder to which you want to install ShopIt V 6.0, then click **OK** to return to the previous dialog box.
4. Click **Next** to continue the installation process.

   Enter the name of the virtual directory for the Web application in the entry field. This is the name of the directory that will be created on the Web server. Click **Next** to continue.

   The **Specify Virtual Directory** dialog box opens.
5. Setup installs the files and configures IIS to run the ShopIt V 6.0 Web application. When done, the **Installation Complete** dialog box opens.
6. Click **Finish** on the **Installation Complete** dialog box. The ShopIt V 6.0 Web application is now ready for use on the computer where you installed it. You can access ShopIt V 6.0 with a Web browser of your choice by entering the following URL:

   ```
   http://<computer name>/<virtual directory name>/
   ```

   Example:

   If your computer name is `JohnSmith`, and you have not modified the default value `ShopItV60` for the virtual directory, the URL is:

   ```
   http://JohnSmith/ShopItV60/
   ```

   Or, if you access ShopIt V 6.0 from the computer on which you installed it, the following URL also works:

   ```
   http://localhost/ShopItV60/
   ```
7. For IIS 7: Add the virtual directory to IIS manually.

   - Alias: ShopItV60
   - Physical path: Install directory of ShopIt.

Installing the Eclipse Plug-In

You must have an Eclipse SDK and SilkPerformer installed on the machine where the plug-in is to run. Additionally, SilkPerformer must have been run on the machine at least once.

1. Use the standard procedure for installing Eclipse plug-ins from the Eclipse SDK (**Help** > **Software Updates** .

   If you are not sure how to install plug-ins in Eclipse, refer to the Eclipse documentation.
2. When asked for the site to add, specify the site that contains your SilkPerformer `Extras` folder.

   The `Extras` folder is located in the SilkPerformer installation folder.

3. Browse to and select the Eclipse Plug-in directory in your SilkPerformer `Extras` directory (`.../Extras/eclipseplugin/`).
4. Make sure that the **Group items by category** check box is not checked.
5. Once the SilkPerformer Eclipse Plug-in is listed, click the plus sign of the new local site to expand its contents.
6. Check the check box of the plug-in feature **(SilkPerformer Feature)** and then click **Install**. The **Install** dialog box opens.
7. Click **Next**. A license description appears on the **Install** dialog box.
8. If you agree to the terms of the license agreement, click the **I accept the terms of the license agreement** option button and then click **Finish**.
9. Click **Yes** to restart the Eclipse Workbench. After the Eclipse Workbench restarts, a SilkPerformer menu entry appears in the Eclipse Workbench.

Installing Agent Software on Remote Computers

SilkPerformer provides a command-line tool that enables you to set up SilkPerformer Agent software on remote machines within your Windows domain/workgroup.

> ⚠️ **Important:** Windows Server 2003 and Windows XP Professional: If the **Force network logons using local accounts to authenticate as Guest** policy is enabled, ask your Windows administrator to change this setting so that local system accounts are not forced to use guest accounts. Otherwise, the SilkPerformer agent installation fails. The **Force network logons using local accounts to authenticate as Guest** policy is enabled by default if the computer is joined to a workgroup.

Remote Installation

The SilkPerformer command-line tool enables you to install agent software on remote computers. It also allows you to uninstall agent software from remote computers. Remote computers can be located anywhere on the Internet.

For assistance regarding use of the Remote Agent Setup command-line tool, call the `perfRsManager.exe` tool without specifying any parameters.

> 📝 **Note:** You must start the command-line tool from the SilkPerformer installation subdirectory.

Information similar to the following appears:

usage	`perfRsManager –<mode> –host <host name> {-option {values} }`
mode	• `-i`: Install or re-install the agent software on a remote computer. • `-r`: Uninstall the agent software from a remote computer.
host	`host name`: Host name or IP address of the remote computer.

Options for Installing and Uninstalling Agent Software

Use the following options to install or remove agent software:

log	Write a log file, called `spRsManager_<hostname>.log`, to the current directory. For example, if you install agent software on the lab15 host, the `spRsManager_lab15.log` file is generated.
user	Name of a Windows domain user. For remote access, a user who has appropriate permissions on the remote computer must be specified. Omit this parameter if you want to access the remote computer with your current user name.
domain	Name of the Windows domain to which the specified user belongs. Omit this parameter if the user belongs to the same domain as the computer from which you invoke the installation.
pwdUser	Password for the specified user. Omit this parameter if no password is required.
port	Number of the port to which the remote agent computer responds. The default port is 19200.

ssl	Use SSL for communication with the remote agent computer. When SSL is used, the remote agent computer is contacted at the default port, which is port 19201, for secure connections. If your agent computer responds to a different port, you must specify the port number with the `-port` parameter.
httpProxy	Name and port number of the HTTP proxy that is used to communicate with the remote computer. Use the syntax: `-httpProxy <host name> <port number>`).
socksProxy	Name and port number of the SOCKS proxy that is used to communicate with the remote computer. Use the syntax: `-socksProxy <host name> <port number>`).
pwdService	Password with which the agent software on the remote computer is protected from unauthorized access.

Examples

```
perfRsManager -i -host deepblue -log -domain intra
              -user nobody -pwdUser 1234
```

```
perfRsManager -i -host deepblue -user alex -domain test
              -pwdUser 1234
```

```
perfRsManager -i -host 192.168.20.11
```

```
perfRsManager -i -host deepblue -log -ssl -port 19251
              -socksproxy 192.168.20.111 1080
              -pwdService 1rt34xy
```

```
perfRsManager -r -host deepblue -httpproxy proxy1 8080 -log
```

Average Installation Durations

The following table shows approximately how long remote agent setup takes with specific modem types.

Modem Type	Setup Duration
56 kbps	37 min
64 kbps	34 min
128 kbps	16 min
256 kbps	8 min
512 kbps	4 min

Scenarios

This section illustrates using the Remote Agent Setup to install, re-install, and uninstall SilkPerformer Agent software on remote computers for several network environments.

- Scenario 1: Both the controller and agent computers are located in the same Windows domain or workgroup.
- Scenario 2: The controller and agent computers are located in different Windows domains or workgroups.
- Scenario 3: The user who works on the controller computer is logged onto the computer locally, and is not logged onto a domain.
- Scenario 4: The controller and agent computers are located in different local area networks that are connected using the Internet.

- Scenario 5: The controller and agent computers are located in different local area networks that are connected using the Internet. At least one of the local area networks is protected by a firewall, so the controller and agent computers must communicate using an HTTP proxy.
- Scenario 6: The controller and agent computers are located in different local area networks that are connected using the Internet. At least one of the local area networks is protected by a firewall, so the controller and agent computers must communicate using a SOCKS proxy.

Scenario 1: One Domain or Workgroup

In Scenario 1, both the controller and agent computers are located in the same Windows domain or workgroup.

Working on the controller computer, you can install, re-install, and uninstall the SilkPerformer Agent software on the remote agent computer (`<agent name>`).

To install the agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -log
```

This command sets up the agent computer so that it can be configured and rebooted from remote computers.

To re-install or remove agent software, you must know the port to which the agent software responds (`<port number>`). By default, the agent uses port 19200. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, `<password>`.

To upgrade agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -port <port number>
              -pwdService <password> -log
```

If the agent software responds to the default port, you can omit the `-port` parameter.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the `-log` parameter.

Scenario 2: Two Domains or Workgroups

In Scenario 2, the controller and agent computers are located in different Windows domains or workgroups.

Working on the controller computer, you can install, re-install, and uninstall the SilkPerformer Agent software on the agent computer (`<agent name>`) in the remote domain or workgroup (`<domain name>`). To install the agent software, you must specify a user who has administrator rights in the domain or workgroup where the agent computer is located and his or her password (`<user name>`, `<password>`).

To install the agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -user <user name>
              -domain <domain name> -log
```

This command sets up the agent computer so that it can be configured and rebooted from remote computers.

To re-install or remove agent software, you must know the port to which the agent software responds (`<port number>`). By default, the agent uses port 19200. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, `<password>`.

To re-install agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -port <port number>
              -pwdService <password> -log
```

Note:

If the agent software responds to the default port, you can omit the `-port` parameter.

To uninstall the agent software from the computer, execute the following command:

```
PerfRsManager -r -host <agent name> -port <port number>
              -pwdService <password> -log
```

If the agent software responds to the default port, you can omit the `-port` parameter.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the `-log` parameter.

Scenario 3: User is Logged On Locally

In Scenario 3, the user logs onto the controller computer locally and is not logged onto a domain.

Working on the controller computer, you can install, re-install, and uninstall the SilkPerformer Agent software on the agent computer (`<agent name>`) in the remote domain or workgroup (`<domain name>`). To install the agent software, you must specify a user who has administrator rights in the domain or workgroup where the agent computer is located (`<user name>`, `<password>`) and his or her password.

To install or re-install the agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -user <user name>
              -domain <domain name> -log
```

This command sets up the agent computer so that it can be configured and rebooted from remote computers.

To re-install or remove agent software, you must know the port to which the agent software responds (`<port number>`). By default, the agent uses port 19200. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, `<password>`.

To uninstall the agent software, execute the following command:

```
PerfRsManager -r -host <agent name> -port <port number>
              -pwdService <password> -log
```

If the agent software responds to the default port, you can omit the `-port` parameter.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the `-log` parameter.

Scenario 4: Two Local Area Networks Connected Using the Internet

In Scenario 4, the controller and agent computers are located in different local area networks that are connected using the Internet.

Working on the controller computer, you can install and uninstall the SilkPerformer Agent software on the remote agent computer (`<agent name>`).

You must know the port to which the agent software responds (`<port number>`). By default, the agent uses port 19200 for non-secured communication, and port 19201 for secure communication. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, (`<password>`).

To install or re-install agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -port <port number>
              -pwdService <password> -ssl -log
```

To uninstall agent software, execute the following command:

```
PerfRsManager -r -host <agent name> -port <port number>
              -pwdService <password> -ssl -log
```

If the agent software responds to the default port, you can omit the `-port` parameter. Also, if you do not require communication over a secure communication channel, omit the `-ssl` option.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the `-log` parameter.

Scenario 5: Two Local Area Networks Connected Using HTTP Proxy

In Scenario 5, the controller and agent computers are located in different local area networks that are connected using the Internet. At least one of the local area networks is protected by a firewall, so the controller and agent computers must communicate using an HTTP proxy.

Working on the controller computer, you can install and uninstall the SilkPerformer Agent software on the remote agent computer (`<agent name>`). The communication takes place by way of an HTTP proxy (`<proxy name>`, `<proxy port>`). To re-install or remove agent software, you must know the port to which the agent software responds (`<agent port>`). By default, the agent uses port 19200 for non-secured communication, and port 19201 for secure communication. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, (`<password>`).

To install or re-install the agent software, execute the following command:

```
PerfRsManager -i -host <agent name> -port <agent port>
             -pwdService <password> -ssl -log
             -httpProxy <proxy name> <proxy port>
```

To uninstall agent software, execute the following command:

```
PerfRsManager -r -host <agent name> -port <agent port>
             -pwdService <password> -ssl -log
             -httpProxy <proxy name> <proxy port>
```

If the agent software responds to the default port, you can omit the `-port` parameter. Also, if you do not require communication over a secure communication channel, omit the `-ssl` option.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the `-log` parameter.

Scenario 6: Two Local Area Networks Connected Using a SOCKS Proxy

In Scenario 6, the controller and agent computers are located in different local area networks that are connected using the Internet. At least one of the local area networks is protected by a firewall, so the controller and agent computers must communicate using a SOCKS proxy.

Working on the controller computer, you can install and uninstall SilkPerformer Agent software on the remote agent computer (`<agent name>`). The communication thereby takes place by way of a SOCKS proxy (`<proxy name>`, `<proxy port>`). To re-install or remove agent software, you must know the port to which the agent software responds (`<agent port>`). By default, the agent uses port 19200 for non-secured communication, and port 19201 for secure communication. You must also know the password by which the agent software is protected from unauthorized access, if one is in use, (`<password>`).

To install or re-install agent software, execute the following command:

```
PerfRsManager -u -host <agent name> -port <agent port>
             -pwdService <password> -ssl -log
             -socksProxy <proxy name> <proxy port>
```

To uninstall agent software, execute the following command:

```
PerfRsManager -r -host <agent name> -port <agent port>
              -pwdService <password> -ssl -log
              -socksProxy <proxy name> <proxy port>
```

If the agent software responds to the default port, you can omit the -port parameter. Also, if you do not require communication over a secure communication channel, omit the -ssl option.

The preceding commands generate log files with detailed information about the installation or uninstall process. If you do not want to generate these log files, omit the -log parameter.

Troubleshooting

This section lists error messages that might display during setup and suggests ways of solving them:

Error Name	Description / Solution
PerfORB: 23	Connection could not be established. Possible reasons: • The SilkPerformer Agent Service is not running on the remote computer. • You might have specified the wrong port number. *Solution:* Start SilkPerformer Agent Service on the remote computer.
PerfORB: 29	ORB is down. The connection was closed for an unknown reason. *Solution:* Run Remote Agent Setup again.
Remote Setup: 4	A newer version of SilkPerformer was detected on the remote computer. *Solution:* Do not install the earlier version of SilkPerformer.
Remote Setup: 5	SilkPerformer Agent software already exists on the remote computer. Installing agent software is possible only if SilkPerformer 4.0 (or later) does not exist on the remote computer. *Solution:* Upgrade agent software on the remote computer rather than installing it.
Remote Setup: 6	SilkPerformer controller software already exists on the remote computer. Installing agent software is possible only if SilkPerformer 4.0 (or later) does not exist on the remote computer. *Solution:* Upgrade agent software on the remote computer rather than installing it.
System: 32	Remote Agent Setup cannot access a particular file because the file is in use by another application. *Solution:* • Close the application that currently accesses the file and run Remote Agent Setup again. • If the file is locked by a system process, restart the computer and run Remote Agent Setup again.
System: 53	The network path was not found. The registry service might not be running on the remote computer.

Error Name	Description / Solution
	Solution: Start the registry service on the remote computer.
`System: 1219`	The supplied credentials conflict with an existing set of credentials. A network connection to the target computer already exists. This connection was established with a different user/password combination.
	Solution: Execute the following DOS command to close the connection: `net use \\<machine name> / delete`
	To check if the connection has been closed, execute the following DOS command: `net use`
`System: 10054`	An existing connection was closed by the remote computer. If you are using a modem that is slower than 56 kbps, a time-out might have occurred.

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virtual users
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