

Silk Central 12.1

Installation Help

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Introduction

Silk Central is a powerful, all-inclusive, software test-management tool. Silk Central builds quality and productivity into your testing process, speeding the delivery of successful software projects while minimizing the risks of application failures. It consolidates all the critical software-testing phases within a single, scalable, Web-based testing system, enabling your local and distributed software-development teams to share experiences, resources, and critical information.

This Help provides all the information you need to install and uninstall Silk Central. It describes hardware and software requirements and details the various setup options. It also helps you configure database access and start using Silk Central.



Note: If you do not have access to a database management system (DBMS), you can install Microsoft SQL Server Express. Use Microsoft SQL Server Express as a local test-management database for evaluation purposes. Do not use Microsoft SQL Server Express for production environments, because it has limited capabilities compared to a full database server installation.

System Requirements and Prerequisites

Server System Requirements

Application, front-end, execution, and chart server have been validated on 32 bit operating system configurations, unless specified otherwise. 64 bit configurations are also supported, but without a performance gain, because the services are based on a 32 bit JVM.

System Area	Requirement
CPU	Intel Core i5, or equivalent CPU
Memory	4 GB minimum
Free disc space	30 GB minimum, except for the database server
Network	100 Mbit
Operating system for front-end, application, and chart server	<ul style="list-style-type: none">Windows Server 2003 R2 Service Pack 2Windows Server 2008Windows Server 2008 R2 Service Pack 1 64 bit
Operating system for execution server	<ul style="list-style-type: none">Windows XP Service Pack 2 or laterWindows XP 64 bit Service Pack 1 (execution server)Windows Server 2003 R2 Service Pack 2Windows Vista Ultimate Edition 32 bitWindows 7 32 bit Service Pack 1Windows 7 64 bit Service Pack 1Windows Server 2008Windows Server 2008 R2 Service Pack 1 64 bit
Web server	<ul style="list-style-type: none">TomcatIISApache, as load balancer

System Area	Requirement
Database management system	<ul style="list-style-type: none"> • Microsoft SQL Server 2005 Service Pack 3 • Microsoft SQL Server 2008 R2 Service Pack 2 • Microsoft SQL Server 2012 • Oracle 10g (version 10.2.0.5) • Oracle 11g (version 11.2.0.3)
Power Supply	Uninterruptible power supply (UPS) for all environments to reduce risks of power outages

 **Note:** To install Silk Central as an enterprise system, install the Silk Central servers on separate machines. These servers include the application server, front-end server, chart server, execution server, and database system. This procedure is outlined in the *Custom Installation* section of the *Silk Central 12.1 Installation Help*. You can also install any combination of these components on separate machines.

For more information on the optimal configuration of Silk Central contact technical support or your technical account team.

Execution Server Requirements

The actual requirements and prerequisites for execution servers depend on the application under test (AUT) and the type of testing.

For load testing, refer to the environment requirements of Silk Performer. Running load tests with the minimal configuration can result in inaccurate results.

For functional testing, refer to the environment requirements of Silk Test. We recommend a minimum of 1024 MB main memory for intensive testing, such as Web browser replay.

Virtualization

Silk Central is tested to run on a virtual infrastructure environment, for example VMware ESX server. For optimal performance we recommend using physical hardware.

Client-Side System Requirements

System Area	Requirement
Processor	Intel Core i3, or equivalent CPU
Memory	1 GB
Free disc space	1 GB
Web browser	<ul style="list-style-type: none"> • Windows Internet Explorer 8 • Windows Internet Explorer 9 • Mozilla Firefox • Google Chrome

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

Program Location

Silk Meter Install SilkMeter from the following folder:

`\SilkMeter\silkmeter.exe`



Note: SilkMeter is available on the installation CD only. It is not included in the Web package.

The `\SilkMeter` folder also contains a program that helps you find information about your computer that you need when you contact Micro Focus to obtain a SilkMeter license.

Silk Central Licensing

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



Note: Silk Central requires SilkMeter version 2008 or later as well as a Silk Central 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 Silk Central license policy, install the license policy on your license server. If you have not received a license policy, generate a license policy.

License Handling

Silk Central provides three types of licenses. These licenses are checked out from the license server as soon as a user enters a certain area of Silk Central:

License Type	Area
Test Manager	This license is checked out when you access a test management area for the first time after your login. Silk Central test management areas are: Requirements, Tests, Execution Planning, Tracking, Issues (excluding the Issue Manager area), and Reports .
Manual Testing	This license is checked out when you open the Manual Testing window.
Issue Tracking	This license is checked out when you access Issue Manager.

Note the following:

- When you click **Log out (User > Log out)**, the licenses are checked in to the license server again.
- If you do not log out (and just close the browser window), the license will only be checked in when the session expires.

The **About** page (**Help > About**) displays how many licenses are currently used and how many licenses are available.

Generating a Silk Central License Policy

You need a license policy to run Silk Central. 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.

1. Visit <http://sso.borland.com/download/> and logon by using the **Login ID** and **Password** that you received by way of email and then click **go**.

If you have no access code or have forgotten your access code, contact customer care at <http://support.microfocus.com>.

2. On the **Product Download Center** page, click **Silk**.
3. Select the Silk Central version that you ordered from the product list.
4. Click the **License Keys** tab.
5. To generate a license, click the option button of the desired item, and click **Generate** at the bottom of the page.
6. Type the **host ID** of the computer to use as the license server and click **Generate** again. The **View Licenses** page opens.
7. Click **License Overview** to view your license keys.
8. Click **Download** to receive your Silk Central license policy and save the file to your local drive.
9. Install SilkMeter, along with your Silk Central license policy, on your license server computer.

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 Silk Central.



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

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

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 Silk Central 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://supportline.microfocus.com/licensing/silkmeter.asp>.
 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 InstallShield wizard opens.

2. Click **Next** to continue. Setup extracts the files to a temporary directory.
3. Click **Next** to continue. The **License Agreement** opens.
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 Silk Central license policy, click **[...]** to navigate to the location where you saved the Silk Central license policy file, `license.pol`, and then click **Open**. Click **Finish** to install the Silk Central license policy.
 - If you do not have a Silk Central license policy, click **Finish**. You can import the Silk Central license policy when you receive it. Instructions for importing Silk Central 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 Silk Central, SilkMeter must be installed and configured on a computer within your network.

The communication process between the Silk Central 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 Silk Central 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 Silk Central 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 > Silk Central > 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 `there is no license server running on the hostname you specified` 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 Silk Central

This section explains the setup options that are available when installing Silk Central.

The setup depends on the application environment you want to create and on the available resources.

The Silk Central installation CD and setup program enable you to install all Silk Central software components on a single computer or to install components individually on separate computers.

To install Silk Central, your computer system must meet the minimum requirements. The installation program checks your system and optionally installs any required software.

 **Note:** You must have administrative rights on the computer to install Silk Central.

Installing Silk Central for a Standalone Environment

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

Use the standard installation option to set up a standalone installation with all features installed on a single machine.

 **Note:** Standalone installations do not provide the full performance of Silk Central. Use this installation type for demonstration purposes only.

 **Note:** The .NET Framework 3.5 SP1 setup cannot be executed during the installation of Silk Central on Microsoft Windows Server 2008 R2 or Windows Microsoft Windows Server 2008 R2 SP1. If .NET Framework 3.5 SP1 is not installed on your system, your operating system is Microsoft Windows Server 2008 R2 or Windows Microsoft Windows Server 2008 R2 SP1, and you want to install the evaluation version of Silk Central, install .NET Framework 3.5 SP1 on your system with the Windows Server Manager before you install Silk Central.

1. Locate and double-click the Silk Central executable file.

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

If Microsoft SQL Server 2008 Express SP1 and Windows Installer 4.5 are not installed on the computer, a question box displays, asking whether you want to install Windows installer 4.5 now. If you want to install Microsoft SQL Server 2008 Express SP1 for evaluation purposes, click **Yes** to confirm the installation of Windows Installer 4.5. To install Microsoft SQL Server 2008 Express SP1, you have to restart your computer. On the restart confirmation box, select **Yes, I want to restart my computer now** and click **Ok**. The Silk Central setup continues after the restart.

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.

If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Silk Central extracts, prepares, and installs the files that are needed for installation.

3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.
4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.

5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.
6. Click the **Silk Central 12.1 Standard Installation** option button to install a standalone Silk Central environment.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

- a) Click **Browse**. The **Choose Folder** dialog box opens.
- b) Specify the folder in which you want to install Silk Central, and then click **OK** to return to the **Setup Type** page.



Note: Silk Central must be installed on a local drive. An error message appears if you specify an invalid installation destination.

7. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.
8. Review the provided information and perform one of the following steps:

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

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **Select licensing mode** page opens.

9. Click one of the following option buttons:

- **Evaluation version** – Installs an evaluation version of Silk Central, which grants you full product functionality for 30 days. The usage is limited to 10 Silk Central users and 10 Issue Manager users. To upgrade to a full version at a later point in time, contact your sales representative. Check the **Install Microsoft SQL Server 2008 Express SP1** check box to additionally install Microsoft SQL Server 2008 Express SP1.
- **Licensed version** – Installs an unrestricted version of Silk Central, which requires a license.

10. Click **Next**.

Depending on the components you have selected for installation, the Silk Central 12.1 Licensing page might open. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step.

To install the license file, perform the following steps:

- a) Click **OK** to specify the location of your license file.

The license utility 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** page is displayed with the default settings.

This page provides generic information about SilkMeter licensing. For detailed information on SilkMeter licensing, click **Open SilkMeter ReadMe**. This action opens the SilkMeter documentation in your default browser.



Note: **Open SilkMeter ReadMe** is not available if the document is not available in the installation source directory. This document is typically unavailable when installing a Silk Central Web package.

- b) From the **Application** list box, select **Silk Central** as the application you are licensing.
- c) Click one of the following option buttons:

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 **Apply** to generate your license server configuration. 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 there is no license server running on the hostname you specified opens. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

Not using server (standalone)

Runs SilkMeter standalone. You are prompted to import a SilkMeter license file. Click **Yes** and specify the location of your license file.

d) Click **Close** to return to the InstallShield wizard.

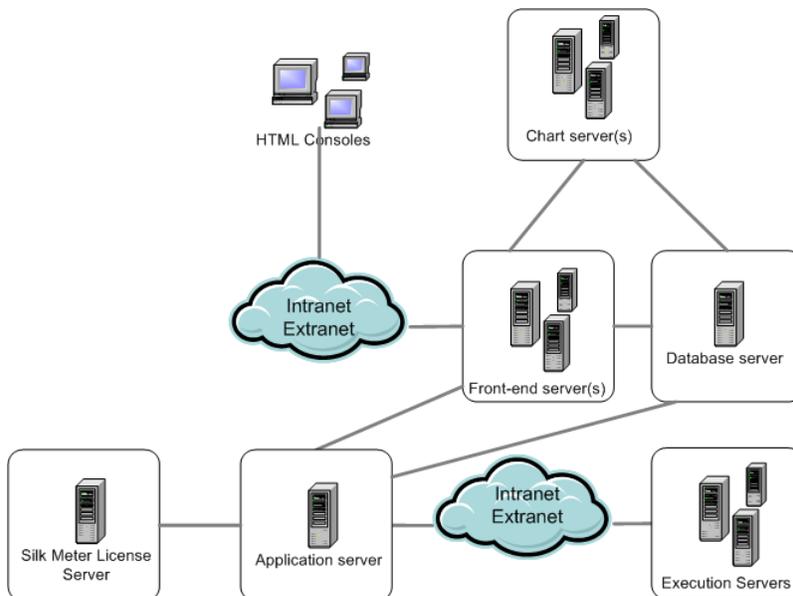
11. Click **Finish** to complete the installation.

 **Note:** If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield 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 Silk Central.

Installing Silk Central for a Distributed Environment

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

The custom installation setup gives you full control over the Silk Central installation. Use this option if you plan to set up a distributed environment, as the following image shows.



1. Locate and double-click the Silk Central executable file.

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

If Microsoft SQL Server 2008 Express SP1 and Windows Installer 4.5 are not installed on the computer, a question box displays, asking whether you want to install Windows installer 4.5 now. If you want to install Microsoft SQL Server 2008 Express SP1 for evaluation purposes, click **Yes** to confirm the installation of Windows Installer 4.5. To install Microsoft SQL Server 2008 Express SP1, you have to

restart your computer. On the restart confirmation box, select **Yes, I want to restart my computer now** and click **Ok**. The Silk Central setup continues after the restart.

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.

If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Silk Central extracts, prepares, and installs the files that are needed for installation.

3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.
4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.
5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.
6. Click the **Silk Central 12.1 Custom Installation** option button to install a distributed Silk Central environment.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

- a) Click **Browse**. The **Choose Folder** dialog box opens.
- b) Specify the folder in which you want to install Silk Central, and then click **OK** to return to the **Setup Type** page.



Note: Silk Central must be installed on a local drive. An error message appears if you specify an invalid installation destination.

7. Click **Next**. The **Select Features** page lists the default settings. By default, the custom installation setup installs all components incorporated in the Silk Central package.
8. To set up a distributed environment, check the check boxes for the components that you want to install on the current computer.



Note: Silk Central functions appropriately only if all of the following components are installed correctly:

- To install the Silk Central Web Server, check the **Silk Central Web Server** check box.

Silk Central Tomcat Web Server is selected by default. If Microsoft Internet Information Services (IIS) version 5.0 or later is installed on your system, you can select Silk Central ISPI Web Server. An Internet Server Application Program Interface (ISAPI) filter is installed to perform the URL parsing. To use IIS 7 as the Silk Central Web Server, you need to install the following features along with the standard installation of IIS 7:

- CGI
- ISAPI Extensions
- ISAPI Filters



Note: You must install a Web-based product with the server. Select the **Silk Central** option under the **Products** section to install Silk Central, or select the **Issue Manager** option in the **Products** section to install Issue Manager.



Important: Choose only one Web Server option. The InstallShield wizard reports an error message if you select more than one Web Server type for installation.



Tip: The front-end server must be located in the same LAN as the application server. Otherwise, the internal network traffic on the application system slows.

- To install Silk Central, check the **Silk Central** check box.
- To install Issue Manager, check the **Issue Manager** check box.



Note: You must install the Issue Manager Web User Interface on the computer on which you are installing Silk Central Web Server.

- To install the Silk Central Application Server, check the **Silk Central Application Server** check box.



Note: You must install a Web-based product with the server. Select the **Silk Central** option under the **Products** section to install Silk Central, or select the **Issue Manager** option in the **Products** section to install Issue Manager.

- To install the Silk Central Execution Server, check the **Silk Central Execution Server** check box.
- To install the Silk Central Chart Server, check the **Silk Central Chart Server** check box.



Tip: Install the chart server on a separate computer due to its high memory consumption when handling reporting requests.

9. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.

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

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

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **Select licensing mode** page opens.

11. Click one of the following option buttons:

- **Evaluation version** – Installs an evaluation version of Silk Central, which grants you full product functionality for 30 days. The usage is limited to 10 Silk Central users and 10 Issue Manager users. To upgrade to a full version at a later point in time, contact your sales representative. Check the **Install Microsoft SQL Server 2008 Express SP1** check box to additionally install Microsoft SQL Server 2008 Express SP1.
- **Licensed version** – Installs an unrestricted version of Silk Central, which requires a license.

12. Click **Next**.

Depending on the components you have selected for installation, the Silk Central 12.1 Licensing page might open. If you have not installed any of the components that require licensing and the page does not open, proceed to the next step.

To install the license file, perform the following steps:

- a) Click **OK** to specify the location of your license file.

The license utility 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** page is displayed with the default settings.

This page provides generic information about SilkMeter licensing. For detailed information on SilkMeter licensing, click **Open SilkMeter ReadMe**. This action opens the SilkMeter documentation in your default browser.



Note: Open SilkMeter ReadMe is not available if the document is not available in the installation source directory. This document is typically unavailable when installing a Silk Central Web package.

- b) From the **Application** list box, select **Silk Central** as the application you are licensing.
- c) Click one of the following option buttons:

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 **Apply** to generate your license server configuration. 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 `there is no license server running on the hostname you specified opens`. To resolve this issue, specify the hostname by using a fully qualified name, such as `licenseserver.mycompany.com`.

Not using server (standalone)

Runs SilkMeter standalone. You are prompted to import a SilkMeter license file. Click **Yes** and specify the location of your license file.

d) Click **Close** to return to the InstallShield wizard.

13. Click **Finish** to complete the installation.



Note: If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield 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 Silk Central.

14. Repeat the previous steps on any other computers that you want to include in the distributed environment.

Installing a Windows Execution Server

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

Install an execution server on each point of presence (POP) that you want to use as a remote Silk Central execution server. The execution server executes Silk Central tests on remote computers.



Note: You can download an installer for a Silk Central Windows execution server. Choose **Help > Tools**.

1. Locate and double-click the Silk Central executable file.

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

The InstallShield wizard opens.

2. Choose whether to remove the installation files when installation completes and then click **Next**.

If you do not plan to run setup again later, you might choose to unpack the files to a temporary location that is automatically removed after installation completes.

Silk Central extracts, prepares, and installs the files that are needed for installation.

3. If a confirmation message opens, click **Yes** to confirm that you want to run the application from its current location. The wizard automatically extracts the files from the installer package and prepares the installation. The welcome page of the wizard opens. The wizard guides you through the setup procedure. Click **Next** to continue.

4. Select the language that you want to use, and then click **Next**. The **License Agreement** opens.

5. Read the license agreement carefully. If you accept the terms of the agreement, click **Yes**. The **Setup Type** page opens.

6. Click the **Silk Central 12.1 Execution Server Installation** option button to install the execution server.

The default installation destination is displayed in the **Destination path** section of the **Setup Type** page. To change the default installation directory, perform the following steps:

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

b) Specify the folder in which you want to install Silk Central, and then click **OK** to return to the **Setup Type** page.



Note: Silk Central must be installed on a local drive. An error message appears if you specify an invalid installation destination.

7. Click **Next** to continue. The **Installation Options Summary** page lists the settings that you selected.
8. Review the provided information and perform one of the following steps:
 - To change any settings, click **Back** to return to the appropriate page.
 - If you are satisfied with the settings, click **Next** to start the installation process.

The status bar on the **Setup Status** page provides information about the installation process. Upon completion, the **InstallShield Wizard Complete** page opens.

9. Click **Finish** to complete the installation.



Note: If the InstallShield wizard fails to update a file during the installation because a system library is locked by Windows, or if the InstallShield 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 Silk Central.

Installing a Windows Execution Server in Silent Mode

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

Install an execution server on each point of presence (POP) that you want to use as a remote Silk Central execution server. The execution server executes Silk Central tests on remote computers.

To install a Windows execution server in silent mode, enter the following command from a DOS shell or batch file: `WindowsExecServer.exe -s -c -f"<PATH_TO_EXTRACTED_FILES>" -a /s /f1"<PATH_TO_EXTRACTED_FILES>\Install.iss" /v"/qn PROP_SILENTMODE=1 PROP_LANGUAGE=<LOCALE>"`.

Set the parameter *PROP_SILENTMODE* to 1 to install the execution server in silent mode. Choose the appropriate of the following values for the parameter *PROP_LANGUAGE* to define the language of the installation:

Value	Description
EN	English
DE	German
FR	French
JA	Japanese
ZH	Chinese (Simplified)

For example, the following command installs an execution server in English:

```
WindowsExecServer.exe -s -c -f"c:\temp\SilkCentralExecSrv" -a /s /f1"c:\temp\SilkCentralExecSrv\Install.iss" /v"/qn PROP_SILENTMODE=1 PROP_LANGUAGE=EN"
```

Installing a Linux Execution Server

This task addresses Silk Central users who use Linux.

Install an execution server on each point of presence (POP) that you want to use as a remote Silk Central execution server. The execution server executes Silk Central tests on remote computers.

1. In the menu, click **Help > Tools > Linux Execution Server** and download the Linux execution server package.

 **Note:** The Linux execution server package does not include a JRE. Ensure that you have JRE version 7 installed. You can download the latest JRE from <http://java.sun.com/javase/downloads>.

2. Unpack the package file `tar.gz` using the following command:

```
tar xfz <PackageFileName>.tar.gz
```

Where the package file name is `LinuxExecServer` with optional build or version numbers added.

3. Use the following command to navigate to the directory where the package file was extracted:

```
cd LinuxExecServer
```

4. Start the execution server using the following command:

```
./startExecServer.sh
```

 **Note:** Cache information and log files are stored in the hidden folder `~/.LinuxExecServer` in your home directory. The `ExecServer.log` log file is also accessible through the Silk Central Web interface.



Attention: The source control systems currently supported for Linux execution servers are Subversion and the Apache Commons virtual file system (VFS).

Tests created with the following technologies are not supported for execution on a Linux execution server:

- All Silk Test technologies
- Silk Performer
- .NET Explorer
- TestPartner
- NUnit

These test types are platform-specific for the Microsoft Windows operating system.

Upgrading to Silk Central 12.1

If you are upgrading from an earlier version of Silk Central, you must remove the existing installation before you can install Silk Central 12.1.

1. Make a backup copy of your Silk Central repository or database before you start upgrading to a new version.
2. Make a backup copy of the directory `/conf` before proceeding, if you have made changes to any of the XML-based configuration files in your current installation's `/conf` directory, or if you have added new files to this directory.
3. Remove the current installation of Silk Central's front-end server, application server, and chart server. If an execution server is installed on the same computer as one of the previously mentioned components, remove the execution server installation.
4. If you are using a Microsoft SQL Server as your database server you have to enable the "snapshot" isolation level.

Snapshot isolation is used to avoid reader-writer blocking scenarios.

- a) Connect to the database server.



Note: You must have administrator rights on the database server to enable the setting.

- b) Execute the following command: `ALTER DATABASE <your databasename> SET ALLOW_SNAPSHOT_ISOLATION ON.`
5. Install the Silk Central front-end server, application server, and chart server. To install an execution server on the same computer as one of the previously mentioned components, install the execution server together with the other components.

6. Edit the advanced configuration settings, such as displaying the hostname in the browser title bar, in the new configuration files with a text or XML editor.

Before editing the XML files, make sure that the front-end server service is stopped.

The database settings are automatically updated. For detailed information about advanced settings in the configuration files, see the *Administration* topics in this Help.



Note: For large databases, a small database transaction log size may result in an error during the update. To prevent the error, set the size of the database transaction log to 5 GB.

7. Restart the front-end server service after editing the configuration files.

For detailed information about stopping and starting services, see the *Administration* topics in this Help.

8. Connect to the database and enter the appropriate connection data for the Web front-end server.



Note: Your existing database is automatically updated to the current version when you connect. This process can take from a few minutes up to several hours, depending on the size of the database. Use the logon credentials of the user who created the database to connect to the database.

9. If you are upgrading from a Silk Central version prior to version 2009 SP1 you have to manually upgrade each of your execution servers, as follows:

- a) Remove the current installation of Silk Central's execution server.
- b) Install a Silk Central 12.1 execution server.
- c) Repeat the previous steps for each execution server installation.

Configuring Silk Central Databases

This section provides an overview of the database systems that are supported by Silk Central and explains how to create and connect to Silk Central databases.

Only a System Administrator can configure repositories. For more information regarding user roles, see the *Administration* topics in this Help.

After you have installed and configured your relational database management system (RDBMS) and installed Silk Central, you can create one or more repositories or connect to existing repositories. For more information about working with repositories, see *System Administration*.

Choosing a Relational Database Management System

Install and setup Oracle or Microsoft's SQL Server as described in your relational database management system (RDBMS) documentation.

Silk Central supports the following database management systems:

- Microsoft SQL Server 2005 Service Pack 3
- Microsoft SQL Server 2008 R2 Service Pack 2
- Microsoft SQL Server 2012
- Oracle 10g (version 10.2.0.5)
- Oracle 11g (version 11.2.0.3)



Note:

Microsoft SQL Server

Silk Central supports only Microsoft SQL Server servers that are set up to be case-insensitive.

Microsoft SQL Server Express

Do not use Microsoft SQL Server Express for production environments, because it has limited capabilities compared to a full database server installation.

Oracle

Do not use Oracle 10g version 10.1.0.2 with Silk Central.

Databases

Identify which type of database system to use to create or access Silk Central repositories.



Note: Oracle does not create databases but rather schemes that are assigned to specific user names. Therefore, database names are not assigned to Oracle repositories but instead to user names. Silk Central refers to such user names as *database names*.

The following table describes the requirements for each database type.

RDBMS	Have ready
Oracle	<ul style="list-style-type: none">• Oracle tablespace.• Server host name and port number. The default port is 1521.• Name of the Oracle instance (<code>\$ORACLE_SID</code>). Ask your Oracle administrator for the name of your Oracle instance.

RDBMS	Have ready
Microsoft SQL Server	<ul style="list-style-type: none"> Name and password of your Silk Central database user. The user must possess quotas and sufficient permissions. Ask your Oracle administrator for assistance if necessary. Server host name and port number. MS SQL Server system user name and password. Name for your Silk Central repository. Name and password of your Silk Central database user.

Database User Privileges

Because of the security risks, we recommend that you do not use the database administrator user for maintaining your Silk Central repository. This topic lists the database roles that can be used for specific tasks, as follows:

Microsoft SQL Server If Microsoft SQL Server is your DBMS for Silk Central, set the following database user privileges for your Silk Central repository:

- db_owner
- db_ddladmin

Both roles allow creating and configuring repository tables, working with a previously created database, and installing and upgrading the software.



Note: The Silk Central database user requires both privileges. Otherwise, errors occur.

Oracle If Oracle is your DBMS for Silk Central, set the following Oracle database user privileges to work with Silk Central:

- CREATE SESSION
- CREATE PROCEDURE
- CREATE SEQUENCE
- CREATE TABLE
- CREATE TRIGGER
- CREATE VIEW



Note: The Silk Central database user requires all the preceding privileges. Otherwise, errors occur.



Note: The Oracle user must have sufficient quotas to work with Silk Central.

When setting up an Oracle DBMS for Silk Central, ensure that the Oracle environment meets the following requirements:

- At least 2 GB of temporary tablespace is available.
- Sufficient disk space is available to handle the size of the temporary tablespace.

Connecting to a Silk Central Database

Silk Central is a comprehensive test-management solution that includes scheduling and issue-tracking components that are closely integrated with Silk Test Classic and Silk Performer.

You can access Silk Central with a Web browser or through the Windows menu. Both methods are available only on the computers hosting the front-end and application server. To access Silk Central from a Web browser, use the default URL `http://<computer name>/login`. To access Silk Central through the Windows menu, choose **Start > Programs > Silk > Silk Central > Silk Central 12.1 > Silk Central Home Page**. The default value for both the username and password is `sysadmin`.

You can also launch Silk Central components within Silk Test Classic in embedded browser windows.

To run Silk Central or Issue Manager, you must connect to a Silk Central database.

The terms *database* and *repository* are sometimes used interchangeably, but generally a repository is defined as a central place in which an aggregation of data is kept and maintained. The conceptual model for Silk Central is that of a data repository that contains the Issue Manager and Silk Central data.

Disconnecting from a Silk Central Database

To connect to a new Silk Central database, you must first disconnect from the current database.

1. Browse to your Silk Central site with a Web browser.
The default URL is `http://<computer name>/login`.
2. Log in to Silk Central as System Administrator. The default value for both the username and password is `sysadmin`. The **Database** page opens.
3. Click **Disconnect** to disconnect from the current database.

Connecting to an Existing Database

If you are currently connected to a Silk Central database, you must disconnect from the current database before you can create a new database.

1. Browse to your Silk Central site with a Web browser.
The default URL is `http://<computer name>/login`.
2. Log in to Silk Central as System Administrator. The default value for both the username and password is `sysadmin`. The **Database** page opens.



Note: If you were previously connected to a Silk Central database, the **Database** page shows the information for the previously connected database. Accept the default values and reconnect to the previous database, or enter data for another existing database.

3. Specify or confirm the information for the database, and then click **Connect**.



Note: If you are connecting Silk Central to an older database, Silk Central automatically performs an upgrade. Depending on the size of the database, this upgrade might require several hours. If the version of the execution server is an invalid older version, but later than version SilkCentral Test Manager 2009 SP1, the execution server is automatically upgraded to the current Silk Central version. Silk Central shows a message concerning the upgrade in the **Information** column in the list of execution servers. As long as the upgrade procedure is not complete, the upgrading execution server is not used.

After the database connection is established, the Silk Central logon page opens.

4. Log on to Silk Central.

The default value for both the username and password is `admin`.

Getting Started with Silk Central

This section describes how to start working with Silk Central.

Getting Started with Silk Central

After you install Silk Central and connect to a Silk Central database, you can start with administrative tasks in Silk Central.

Getting Started with Issue Manager

Before you can access an Issue Manager repository, you must initialize a project for Issue Manager.

1. Browse to your Silk Central site with a Web browser.
The default URL is `http://<computer name>/login`.
2. Log on.
The default value for both the username and password is `admin`.
3. In the menu, click **Issues > Project List**. A list of available projects is displayed.
4. In the **Actions** column of the project for which you want to manage issues, click the **Initialize repository configuration** icon.
5. Follow the instructions on the screen.
For additional details, see the Issue Manager topics in this Help.

Administering Silk Central

After you install Silk Central, connect to a Silk Central database, and initialize a project for Issue Manager, perform the following actions to work with Silk Central:

- Configure system settings
- Create users and projects
- Configure locations
- Create products, components, platforms, releases, and builds
- Create a test structure
- Set up Silk Central requirements
- Create tests
- Plan tests
- Run managed tests
- Track and manage issues
- Report results

For details on the listed actions, see the *Administration* topics in this Help, or refer to the Silk Central Help, the Silk Test Classic Help, and the Silk Performer Help.

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