Borland
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Silk Performer 15.5

Installation Guide

Contents

Introduction

This Help provides all the information you need to install and uninstall Silk Performer 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 Silk Performer, the **Setup** wizard confirms that all the software you need for installation and use of Silk Performer is available on your computer. If it is not, the **Setup** wizard provides options for installing the missing software.

Silk Performer 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 Silk Performer, 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 Silk Performer. For details about Silk Performer performance and scalability, see the *Performance and Scalability Matrix*.

Hardware Requirements

To run the Silk Performer agent software, or both controller and agent software, and to use the full potential of Silk Performer 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	1 GB recommended minimum
Virtual memory	Three times as much virtual memory as RAM
Hard disk space	1 GB for controller software installation. 450 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 Silk Performer Agent computers)
Network adapter	10 MBit recommended minimum
	fast Ethernet recommended

Software Requirements

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

The specific components that are required vary based on installation type. For example, to run Silk Performer Java Explorer, your system must be equipped with either of 32-bit Java Development Kit 1.4, 1.5, 1.6, 1.7. Download components from their respective vendors' Web sites.

- Internet Explorer 7, 8, 9, 10, 11 for browser-driven recording
- Adobe Acrobat Reader to view documentation
- Citrix XenApp Client 11.x, 12.x or Citrix Receiver to test Citrix applications
- 32-bit Java Development Kit 1.4, 1.5, 1.6, 1.7 to test Java applications with Java Explorer

Performance and Scalability Matrix

Maximum VUsers per Agent Computer

The following table shows the recommended maximum number of virtual users per agent computer based on the hardware resources of the agent machine and the type of Web application testing being performed.

Note: Testing of applications utilizing SSL reduces VUser capacity by 35%. Testing with TrueLog on Error enabled reduces VUser capacity by 30%. Testing a Web application using browser-level APIs (Web Low Level) increases VUser capacity by 20%.

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-level APIs (HTML/HTTP). Web Low Level uses browser-level APIs (HTTP).

VUsers per Cloud Agent

Note: The maximum number of VUsers per cloud-based agent is 1,000 regardless of the application type under test.

The following table shows the number of VUsers that can typically be supported per cloud-based agent, based on the type of application under test.

Application Under Test	Supported VUsers per Cloud-Based Agent
Browser-Driven Load Testing	30
Java/.NET	250
Secure Web (SSL)	600
Web	800

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

Silk Performer 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.

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 Performer. 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`

Silk Meter

Install Silk Meter from the following folder:

`\Silk Meter\silkmeter-150.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 Silk Meter license (`smHostInfo.exe`).

Silk Performer Licensing

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

Note: Silk Performer requires Silk Meter version 2008 or later as well as a Silk Performer license policy.

Install Silk Meter 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 Silk Meter license server can administer license policies for multiple products.

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

Licensing Information

Silk Performer 15.5 needs a new 15.5 license. If you want to run a previous version of Silk Performer during the upgrade process to version 15.5, you may keep your old licenses for a period of 90 days.

Silk Performer's licensing model is based on Virtual User Types (VUser Types). The available VUser Types *Web*, *Standard*, and *Premium* include the following Silk Performer 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 (Silk Test 4Test Scripts)
	Remedy Web ARS
	SAPGUI Add-On for Silk Performer
	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 Silk Performer License Policy

You need a license policy to run Silk Performer . 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 Silk Performer .

   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.

Silk Meter Installation

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

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

Install Silk Meter 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 Silk Meter license server can administer license policies for multiple products.

Silk Meter License Server Requirements

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

Uninstalling a Previous Version of Silk Meter

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

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

   ⚠️ **Attention:** You must click **No** to preserve license policies that currently exist on your Silk Meter license server.
4. Reboot your computer.

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

Installing Silk Meter on Your License Server

Before installing Silk Meter, verify the following information:

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

1. Locate the Silk Meter executable file `silkmeter-150.exe` and perform the appropriate steps, as follows:

   - If you have a Silk Performer CD, insert the CD. If the setup program does not start automatically, manually start the Silk Meter setup program by choosing **Start** > **Run** and entering `<cddrive>:\Silk Meter\silkmeter-150.exe`.
   - If you have already downloaded Silk Meter, 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 Silk Meter:

     1. Visit the *product updates site* and search for Silk Meter.
     2. Download and save the latest **Silk Meter Installation Files**.
     3. Specify the location to which you want to save this file, and then click **Save**.

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

   The Silk Meter 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 Silk Meter Runtime** page opens.
5. Click **Next** to install Silk Meter 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 Silk Meter is installed.

The **Select Program Folder** page opens.

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

8. Perform one of the following steps:

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

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

   The **View Release Notes** page opens.

9. Click **Yes** to view the Silk Meter 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.

Silk Meter License Server Configuration

To run any version of Silk Performer , Silk Meter must be installed and configured on a computer within your network.

The communication process between the Silk Performer and the Silk Meter 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 Performer setup program creates these objects based on the values you enter in the text boxes of the **Select Silk Meter License Server** utility.

Modifying Your License Server Configuration

Use the **Select Silk Meter License Server** utility to modify or repair your license server configuration. This utility is installed with your Silk Performer installation and checks your local system for the existence of Silk Meter 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 Silk Meter License Server** dialog box displays the default settings.

1. Choose **Start** > **Programs** > **Silk** > **Silk Performer 15.5** > **Administration Tools** > **Change your License Server Configuration** . The **Select Silk Meter 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 Silk Meter license server.
4. In the **License Server Host** text box, type the computer name for the Silk Meter 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 Silk Meter 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 Silk Meter 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 Silk Performer

This section provides an overview of available installation options for Silk Performer.

The Silk Performer 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 Silk Performer 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 Silk Performer executable file or insert the Silk Performer CD into the CD drive.

Features installed with a complete Silk Performer installation:

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

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

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

   The Silk Performer 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 **Silk Performer 15.5** install set to install a complete Silk Performer environment and click **Next**. The **Customize Installation** page displays.
5. Select the components you want to install:

   * **Silk Performer Workbench 15.5**: Select this option to install a complete Silk Performer environment for load-testing Java and .NET applications.
   * **Advanced Installation**: Select this option to select which optional tools you want to install together with Silk Performer.

   The **Choose Install Folder** page displays.
6. Specify the installation folder and select where shortcut icons shall be created for Silk Performer (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 Silk Performer, and then click **OK** to return to the **Choose Install Folder** page.

Note: Silk Performer 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** – Installs an evaluation version of Silk Performer, which grants you full product functionality for 45 days. The usage is limited to 10 virtual users. To upgrade to a full version at a later point in time, contact your sales representative.
- **Licensed** – Installs an unrestricted version of Silk Performer, which requires a Silk Performer license.

9. Depending on the components you have selected for installation, the **Select Silk Meter 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 Silk Meter 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 Silk Meter 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 Silk Meter 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 Silk Meter standalone. Specify the location of your Silk Meter 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 Silk Performer.

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 Silk Performer executable file or insert the Silk Performer CD into the CD drive.

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

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

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

The Silk Performer 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 **Silk Performer 15.5 Agent** install set to install Silk Performer 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 Silk Performer (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 Silk Performer, and then click **OK** to return to the **Choose Install Folder** page.

   🖉 **Note:** Silk Performer 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 Silk Performer.

Installing Silk Performer SOA Edition

The following features are installed with Silk Performer 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
• Silk Performer Agent

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

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

   The Silk Performer 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 **Silk Performer 15.5 SOA Edition** install set to install Silk Performer SOA Edition and click **Next**. The **Customize Installation** page displays.

5. Select the components you want to install:

   • **Silk Performer 15.5 SOA Edition**: Select this option to install a complete Silk Performer 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 Silk Performer (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 Silk Performer, and then click **OK** to return to the **Choose Install Folder** page.

   Note: Silk Performer 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** – Installs an evaluation version of Silk Performer, which grants you full product functionality for 45 days. The usage is limited to 10 virtual users. To upgrade to a full version at a later point in time, contact your sales representative.
   • **Licensed** – Installs an unrestricted version of Silk Performer, which requires a Silk Performer license.

9. Depending on the components you have selected for installation, the **Select Silk Meter 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 Silk Meter 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 Silk Meter 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 Silk Meter 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 Silk Meter standalone. Specify the location of your Silk Meter 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 Silk Performer.

Upgrading to a Silk Performer Service Pack Release

Major and minor releases of Silk Performer 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 Silk Performer service pack release:

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

> ✎ **Note:** Remove the Silk Performer agent installations as well.

2. Install the new Silk Performer service pack.

Uninstalling Silk Performer

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 installed software, select `Silk Performer15.5` .
3. Click **Uninstall/Change**. The **Change Silk Performer15.5 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 Silk Performer are also not deleted, for example your Silk Performer projects. Click **Done** to complete the uninstallation.

Installing in Silent Mode

The installer provides the possibility to install Silk Performer without any user interaction. This option is called *silent mode installation* and it is especially useful if you want to distribute software over a LAN or the Internet through remote installation tools.

1. If you use an installation CD, copy the contents of the CD to an empty folder on your hard drive. Open the folder in a file manager and open the `silent.properties` file in a text editor. Proceed with step 5.
2. If you use the web package, open the folder with the installation file in a file manager.
3. Create a new text file in this folder, rename it to `silent.properties` and open it in a text editor.

4. Copy the following text lines and paste them into the file. Make sure to replace `<version>` with the actual version number of the installer package.

```
INSTALLER_UI=silent

#Choose Install Set
#------------------
CHOSEN_INSTALL_SET=ENTERPRISE

#Installer Choose Install Folder
#-------------------------------
USER_INSTALL_DIR=C:\\Program Files (x86)\\Silk\\Silk Performer <version>
CREATE_DESKTOP_ICON=1
CREATE_QUICKLAUNCH_ICON=0

#Choose licensing mode
#---------------------
USER_INPUT_RESULT_EVAL=0
USER_INPUT_RESULT_FULL=1

#SilkMeter Server
#-------------------------------
SILKMETER_RUN_STANDALONE=false
SILKMETER_LICENSESERVER_HOST=localhost
SILKMETER_LICENSESERVER_PORT=5461
```

5. Modify the parameters to your needs:

- `CHOSEN_INSTALL_SET`: Specify one of the following installation sets:

  - `ENTERPRISE`: Installs a complete Silk Performer environment
  - `SOA`: Installs Silk Performer SOA edition
  - `Agent`: Installs Silk Performer agent software only

- `USER_INSTALL_DIR`: Specify the folder in which Silk Performer is to be installed. Add the correct version number.
- `CREATE_DESKTOP_ICON`: Set to `1` to create a desktop icon or set to `0` to not create a desktop icon.
- `CREATE_QUICKLAUNCH_ICON`: Set to `1` to create an icon on the Quick Launch bar or set to `0` to not create an icon.
- `USER_INPUT_RESULT_EVAL`: Set to `1` to install an evaluation version of Silk Performer, which grants you full product functionality for 45 days.
- `USER_INPUT_RESULT_FULL`: Set to `1` to install an unrestricted version of Silk Performer (requires a Silk Performer license).

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

- `SILKMETER_RUN_STANDALONE`: Set to `true` if you want to use a standalone license. Set to `false` if you want to use a Silk Meter license server.
- `SILKMETER_LICENSESERVER_HOST`: Specify the name of the computer that hosts your Silk Meter license server. This parameter will be ignored if `SILKMETER_RUN_STANDALONE` is set to `true`.
- `SILKMETER_LICENSESERVER_PORT`: Specify the port number on which your Silk Meter license server listens. This parameter will be ignored if `SILKMETER_RUN_STANDALONE` is set to `true`.
- `PACKAGE`: The name of the remote agent installer package file. This parameter must be added and 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.

6. Save the file `silent.properties` and close it.

7. Open a command line prompt and navigate to the folder that holds the setup file and the properties file.

8. If you use the installation CD, enter the following command:

```
Setup.exe -f c:\<your directory>\silent.properties
```

9. If you use the web package, enter the following command.

```
silkperformer<version>.exe -f c:\<your directory>\silent.properties
```

> **Note:** Make sure to replace `<version>` with the actual version number of the installer package.

To check if the installation is complete, open the **Windows Task Manager** and click the **Processes** tab. When the Silk Performer installation process has disappeared, the installation is complete.

Uninstalling in Silent Mode

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

1. Open the Windows **Add or Remove Programs** window.
2. From the list of installed software, select `Silk Performer15.5` .
3. Click **Uninstall/Change**.

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

Installing ShopIt V 6.0

The Silk Performer 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 Silk Performer 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:

- Silk Performer 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 Silk Performer installed on the machine where the plug-in is to run. Additionally, Silk Performer 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** > **Install New Software**).

   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 Silk Performer `Extras` folder.

   The `Extras` folder is located in the Silk Performer installation folder.

3. Browse to and select the Eclipse Plug-in directory in your Silk Performer `Extras` directory (`.../Extras/eclipseplugin/`).

4. Make sure that the **Group items by category** check box is not checked.

5. Once the Silk Performer 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 **(Silk Performer 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 Silk Performer menu entry appears in the Eclipse Workbench.

Installing Agent Software on Remote Computers

Silk Performer provides a command-line tool that enables you to set up Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer 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. • `-u`: Update 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.
-userAgent	The user that drives the agent.
-pwdUserAgent	The password for logging into the remote computer.
-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 .exe name of the hotfix file. If the hotfix package is not in the same folder as perfRsManager, you must define the name with the fully qualified path.

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 Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer 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 Silk Performer Agent Service is not running on the remote computer. • You might have specified the wrong port number. *Solution:* Start Silk Performer 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 Silk Performer was detected on the remote computer. *Solution:* Do not install the earlier version of Silk Performer.
Remote Setup: 5	Silk Performer Agent software already exists on the remote computer. Installing agent software is possible only if Silk Performer 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	Silk Performer controller software already exists on the remote computer. Installing agent software is possible only if Silk Performer 4.0 (or later) does not exist on the remote computer. *Solution:* Upgrade agent software on the remote computer rather than installing it.

Error Name	Description / Solution
`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. *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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