



# **SilkTest® 2009 R2**

## **Installation Help**

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# Introduction

This Help provides all the information you need to install and uninstall SilkTest. It describes hardware and software requirements and details the various setup options.

## Pre-Installation Requirements

For information about software and hardware requirements, in addition to other prerequisites, refer to the SilkTest Release Notes.

## Dual-boot Machines

If you are installing SilkTest and have a dual-boot machine with more than one Windows operating system, for example, both Windows 2000 and Windows XP, you must install SilkTest in different directories under the two operating systems. Otherwise, you risk causing problems with the Uninstall program. For example, if you want to install SilkTest on both the Windows 2000 and Windows XP partitions on a dual-boot machine, install into C:\silkwin98 and D:\silknt, respectively.

## Administrator Privileges

You must have local administrator privileges to install SilkTest on a Windows 2000, XP, Vista, or Windows 7 machine. Once SilkTest is properly installed, you must also have administrator privileges in order to run SilkTest. If you are installing on a Windows 2000, XP, Vista, Windows 7, or Windows Server 2008 server, you must have domain-level administrator privileges.

## Forte, PeopleSoft or Developer 2000 Extensions

If you are installing SilkTest and are currently using the Forte, PeopleSoft or Developer 2000 extensions, copy the associated files from your current SilkTest installation directory to another location before uninstalling SilkTest. SilkTest no longer supports these extensions. You may continue to use them; however SilkTest does not install these extensions, so you must save the appropriate files before uninstalling your current version of SilkTest. After installing SilkTest, copy the files associated with the unsupported extension that you are using to `<SilkTest installation directory>/extend`.

## Database Testing Functions

To use the database testing functions (functions whose names begin with DB\_), you must have ODBC version 3 installed.

In addition, ensure that an ODBC driver, such as `odbc32.dll` (SQL Server) or `sqora32.dll` (Oracle), is either on your path or in the System directory in order for SilkTest to find it. The name of this DLL may vary, depending on the specifications and vendor of your ODBC driver.

## Items Included with SilkTest

When you install SilkTest, the following items are included:

- SilkTest – For developing and running tests.
- SilkTest Agents – For translating 4Test method calls into GUI-specific commands.
- SilkTest Recorder – For recording tests with dynamic object recognition.
- Silk4J – For creating Java-based test scripts directly in an Eclipse environment.
- The following documents, available from **Start > Programs > Silk > SilkTest 2009 R2 > Documentation**:
  - SilkTest Installation Guide
  - SilkTest Extension Kit Guide for Windows or SilkTest Extension Kit Guide for .NET
  - Silk TrueLog Explorer User Guide

You must have Adobe Acrobat Reader™ to view PDF documents.

- Online Help topics, available from within SilkTest by choosing **Help > Help Topics**.
- Release Notes, available from **Start > Programs > Silk > SilkTest 2009 R2 > Release Notes** and from the Technical Publications area, available from [http://techpubs.borland.com/silk\\_gauntlet/SilkTest/](http://techpubs.borland.com/silk_gauntlet/SilkTest/).
- Tutorials, available from **Help > Tutorials** and **Start > Programs > Silk > SilkTest 2009 R2 > Documentation > SilkTest Tutorials**.
- Sample applications, download from [http://techpubs.borland.com/silk\\_gauntlet/SilkTest/](http://techpubs.borland.com/silk_gauntlet/SilkTest/). Sample applications include:

| Technology Platform | Sample Application Name   |
|---------------------|---|
| Adobe Flex          | Flex Control Explorer, Flex Store, Flex Dashboard, AIR Control Explorer   |
| Java SWT            | SWT Test Application 3.2, SWT Test Application 3.3, SWT Test Application (IBM), SWT Test Application (SUN)                              |
| Java AWT            | AWT Test Application  |
| Java JFC            | JFC Test Application  |
| Microsoft .NET      | Windows Forms Test Application, WPF Test Application, WPF Calculator, WPF Notepad, .NET 1.1 Test Application, .NET 2.0 Test Application |
| Win32               | Simplified Chinese Test Application, Test Application, Text Editor  |

- The Green Mountain Outpost (GMO) application for use with SilkTest's tutorials:
  - Client/server version of the GMO application located in the GMO folder on the SilkTest CD and from the SilkTest download area, available from [http://www.borland.com/downloads/download\\_silk.html](http://www.borland.com/downloads/download_silk.html).
  - Web-based version of the GMO application, available from <http://demo.borland.com/gmopost>.
- The Insurance Company Web application for use with SilkTest's tutorials. You can access the Web application at: <http://demo.borland.com/InsuranceWebExtJS/>.

# SilkTest Licensing

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

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

## Generating a SilkTest License Policy

You need a license policy to run SilkTest. 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 SilkTest 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 SilkTest license policy and save the file to your local drive.
9. Install SilkMeter, along with your SilkTest 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 SilkTest.



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

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

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, ensure that the license server meets the following requirements:

- Windows NT4 Service Pack 6a, Windows 2000, Windows XP, or Windows 2003
- Internet Explorer 5.0 or later (6.0 or later recommended)
- Intel Pentium III/IV or better CPU
- 256 MB RAM or more

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

The 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 SilkTest license policy, click [...] to navigate to the location where you saved the SilkTest license policy file, `license.pol`, and then click **Open**. Click **Finish** to install the SilkTest license policy.
  - If you do not have a SilkTest license policy, click **Finish**. You can import the SilkTest license policy when you receive it. Instructions for importing SilkTest 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.

# 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 SilkTest 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 > SilkTest > 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 SilkTest

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

## Installation Prerequisites

Before installing SilkTest, verify the following information:

- An instance of SilkTest or QAP Partner is not installed on the machine.
- Your user account possesses administrator privileges.
- The file `msvcp60.dll` is installed in the Windows System32 directory (`windows\system32` or `winnt\system32`).

This file is installed automatically as part of the standard Windows installation. If `msvcp60.dll` is not in your System32 directory, use Windows Explorer to search for the file, then copy it to the System32 directory. If you cannot find this file on your system, search for the file on your installation CD, or upgrade to the latest service pack.

## Downloading the SilkTest Executable File

Download the SilkTest executable file if you do not have the installation CD.

1. Navigate to <http://sso.borland.com>.
2. Type your customer ID and password in the **Username** and **Password** text boxes.
3. Click **go** and then select the SilkTest version you want to install.
4. Click `SilkTest2009R2.exe` and then click **Save**.
5. 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.

Use the executable file to install SilkTest.

## Resetting the *TEMP* Environment Variable

If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install SilkTest, your *TEMP* environment variable must point to a valid directory.

1. Choose **Start** ► **Settings** ► **Control Panel**.
2. Double-click **System**.
3. Click the **Advanced** tab, and then click **Environment Variables**.
4. Under **User Variables** or **System Variables**, double-click the *TEMP* variable.
5. Enter a valid directory, and then click **OK**.
6. Restart the SilkTest installation by double-clicking the EXE file.

# Installing SilkTest

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

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

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

 **Note:** If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install SilkTest, your *TEMP* environment variable must point to a valid directory.

The **InstallAnywhere** wizard opens.

2. Click **Next**.

The **License Agreement** opens.

3. Read the license agreement carefully. If you accept the terms of the agreement, click **I accept the terms of the License Agreement**.

4. Click **Next**.

The **Choose Install Set** page opens.

5. Ensure that **Full Installation** is selected from the drop-down list.

The full installation enables you to record, script, execute, and view the results of tests and it is the default setting.

 **Note:** The full installation includes the SilkTest Windows and .NET extension kits, which are included as part of the SilkTest Classic Agent installation.

Checkmarks display next to each option except SilkTest Runtime.

6. To include additional shortcut icons, check one or both of the following check boxes:

- **On the Desktop** – Adds icons to the desktop.
- **In the Quick Launch Bar** – Adds icons to the Quick Launch toolbar.

7. Click **Next**.

The **Choose Install Folder** page opens.

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

- a) Click **Choose**.

The **Browser For Folder** dialog box opens.

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

 **Note:** You cannot install SilkTest and SilkTest Runtime on the same machine.

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

The location displays in the **Where Would You Like to Install?** text box.

9. Click **Next**.

The **Welcome to Silk4J** page opens.

10. Specify whether you want to install a new Eclipse environment when you install Silk4J.

- a) Click one of the following option buttons:

- **Download Eclipse (92MB) and install Silk4J** – To install Silk4J and an Eclipse 3.5 environment, click this option.
- **Install Silk4J and use an existing Eclipse environment** – To use an existing Eclipse environment with Silk4J, click this option. Click **Browse** and navigate to the Eclipse environment that you want to use.
- **Install Silk4J manually** – To install Silk4J into an Eclipse environment manually, click this option. A folder named `dropins` is created in the SilkTest installation directory. Copy this folder into a valid Eclipse directory to use Silk4J.

b) Click **Next**.

When installation completes, access the Eclipse environment by choosing **Start > Programs > Silk > SilkTest 2009 R2 > Silk4J**. For instructions for using the plug-in, refer to the online help within the plug-in.

**11.** Select a default language to use when testing browser applications with the Classic Agent.

To switch to another language later, see the Help.

The browser include (.inc) file for the language you select is installed in the `<SilkTest install>\Extend` directory. All browser include files are installed in the `<SilkTest Install>\Locale` directory.

**12.** Verify the default browser for Web application testing and then click **Next**.

The Setup Program preselects the option in this dialog based on browser settings on your machine. For instance, if you are using Internet Explorer, it displays the version of IE installed on your machine.

To specify a different default browser for SilkTest, select the appropriate browser. If you are not testing a Web application, click **None**, and then click **Next**.

Regardless of what you select, you can change this setting later within SilkTest. Refer to the SilkTest Help for instructions on changing your default browser or browser extensions after installation.

 **Note:** If your default browser is Internet Explorer, you might receive a message that your browser's third-party extensions are not enabled. You must enable this option in order for SilkTest to recognize objects in browser pages. You can enable this option and then continue with the installation, or you can wait and enable the option after the installation is complete.

**13.** Specify whether you want to create Windows firewall exceptions.

 **Note:** This step is only available for Windows 2000, XP, Vista, Windows 7, and Windows Server 2008.

a) Click one of the following option buttons:

- **Yes** – To have setup create firewall exceptions for all SilkTest executable files. As a result, you are not prompted to block or allow the executable files when you launch them.
- **No** – To be prompted when you launch the SilkTest executable file.

b) Click **Next**.

**14.** 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.

 **Tip:** If a message appears stating that there is not enough space while files are copying, redefine the TEMP area to a drive that contains more space. The installer uses the TEMP area for unzipping files. For example, if your TEMP area is `d:\temp` and you are installing to `e:\SilkTest`, the E drive may contain enough space for the installation, but the D drive is the limiting factor.

The status bar provides information about the installation process. Upon completion, the **Choose Licensing Mode** page opens.

15. Click one of the following option buttons:

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

16. To install the license file, perform the following steps:

a) Click **Configure your license server** and then click **Next**.

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.

b) From the **Application** list box, select **SilkTest** 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**.



**Note:** A working network connection is required when running SilkTest with a remote SilkMeter license server. If you need to verify that the network is working, choose **Start > Run**, and then type `ping localhost` or `ping <license server name>`, or open a command prompt and type either of those commands.

The **Install Complete** page opens.

17. Specify whether you want to restart the system to complete the installation and then click **Done**.



**Attention:** You must restart your computer for SilkTest to work properly.

## Enabling Third-party Browser Extensions

If your default browser is Internet Explorer, you may receive a message that your browser's third-party extensions are not enabled. You must enable third-party browser extensions in order for SilkTest to recognize objects in browser pages.

1. In Internet Explorer, choose **Tools > Internet Options**.
2. Click the **Advanced** tab.
3. Under **Browsing**, check the **Enable third-party browser extensions** check box, then click **OK**.
4. Restart your browser by closing and reopening the browser window.  
You do not have to reboot your computer for the new setting to take effect; just close and reopen the browser window.

## Installing SilkTest Runtime

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

1. Locate and double-click the SilkTest executable file.  
If you have a SilkTest CD, insert your CD. If the setup program does not start automatically, manually start the SilkTest setup program by choosing **Start > Run** and entering `<cd drive>:\setup.exe`.

 **Note:** If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install SilkTest, your *TEMP* environment variable must point to a valid directory.

The **InstallAnywhere** wizard opens.

2. Click **Next**.  
The **License Agreement** opens.
3. Read the license agreement carefully. If you accept the terms of the agreement, click **I accept the terms of the License Agreement**.
4. Click **Next**.  
The **Choose Install Set** page opens.
5. From the drop-down list, select **Runtime Only**.  
Use SilkTest Runtime to execute a set of tests and view the results.

 **Note:** The Runtime installation includes the SilkTest Windows and .NET extension kits, which are included as part of the SilkTest Classic Agent installation.

Checkmarks display next to the Open and Classic Agents and SilkTest Runtime.

6. To include additional shortcut icons on the desktop, check the **On the Desktop** check box.
7. Click **Next**.  
The **Choose Install Folder** page opens.
8. To change the default installation directory, perform the following steps:
  - a) Click **Choose**.  
The **Browser For Folder** dialog box opens.
  - b) Specify the folder in which you want to install SilkTest, and then click **OK** to return to the **Choose Install Folder** page.

 **Note:** You cannot install SilkTest and SilkTest Runtime on the same machine.

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

The location displays in the **Where Would You Like to Install?** text box.

9. Click **Next**.

The **Firewall Exceptions** page opens.

10. Specify whether you want to create Windows firewall exceptions.

 **Note:** This step is only available for Windows 2000, XP, Vista, Windows 7, and Windows Server 2008.

a) Click one of the following option buttons:

- **Yes** – To have setup create firewall exceptions for all SilkTest executable files. As a result, you are not prompted to block or allow the executable files when you launch them.
- **No** – To be prompted when you launch the SilkTest executable file.

b) Click **Next**.

11. 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.

 **Tip:** If a message appears stating that there is not enough space while files are copying, redefine the TEMP area to a drive that contains more space. The installer uses the TEMP area for unzipping files. For example, if your TEMP area is `d:\temp` and you are installing to `e:\SilkTest`, the E drive may contain enough space for the installation, but the D drive is the limiting factor.

The status bar provides information about the installation process. Upon completion, the **Choose Licensing Mode** page opens.

12. To install the license file, perform the following steps:

a) Click **Configure your license server** and then click **Next**.

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.

b) From the **Application** list box, select **SilkTest** 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**.

 **Note:** A working network connection is required when running SilkTest with a remote SilkMeter license server. If you need to verify that the network is working, choose **Start ► Run**, and then type `ping localhost` or `ping <license server name>`, or open a command prompt and type either of those commands.

The **Install Complete** page opens.

13. Specify whether you want to restart the system to complete the installation and then click **Done**.

 **Attention:** You must restart your computer for SilkTest to work properly.

## Installing the SilkTest Agents

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

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

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

 **Note:** If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install SilkTest, your *TEMP* environment variable must point to a valid directory.

The **InstallAnywhere** wizard opens.

2. Click **Next**.

The **License Agreement** opens.

3. Read the license agreement carefully. If you accept the terms of the agreement, click **I accept the terms of the License Agreement**.

4. Click **Next**.

The **Choose Install Set** page opens.

5. From the drop-down list, select **Agents Only**.

The SilkTest Agent software includes the SilkTest Classic, Open, and Unix Agents.

You install only the SilkTest Agent software on machines that are used for distributed testing.

 **Note:** The Agent installation includes the SilkTest Windows and .NET extension kits, which are included as part of the SilkTest Classic Agent installation.

Checkmarks display next to the Open and Classic Agents.

6. Click **Next**.

The **Choose Install Folder** page opens.

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

a) Click **Choose**.

The **Browser For Folder** dialog box opens.

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

 **Note:** You cannot install SilkTest and SilkTest Runtime on the same machine.

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

8. Click **Next**.

The **Firewall Exceptions** page opens.

9. Specify whether you want to create Windows firewall exceptions.

 **Note:** This step is only available for Windows 2000, XP, Vista, Windows 7, and Windows Server 2008.

a) Click one of the following option buttons:

- **Yes** – To have setup create firewall exceptions for all SilkTest executable files. As a result, you are not prompted to block or allow the executable files when you launch them.
- **No** – To be prompted when you launch the SilkTest executable file.

b) Click **Next**.

10. 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.

 **Tip:** If a message appears stating that there is not enough space while files are copying, redefine the TEMP area to a drive that contains more space. The installer uses the TEMP area for unzipping files. For example, if your TEMP area is `d:\temp` and you are installing to `e:\SilkTest`, the E drive may contain enough space for the installation, but the D drive is the limiting factor.

The status bar provides information about the installation process. Upon completion, the **Choose Licensing Mode** page opens.

11. To install the license file, perform the following steps:

a) Click **Configure your license server** and then click **Next**.

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.

b) From the **Application** list box, select **SilkTest** 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**.

 **Note:** A working network connection is required when running SilkTest with a remote SilkMeter license server. If you need to verify that the network is working, choose **Start > Run**, and then type `ping localhost` or `ping <license server name>`, or open a command prompt and type either of those commands.

The **Install Complete** page opens.

12 Specify whether you want to restart the system to complete the installation and then click **Done**.

 **Attention:** You must restart your computer for SilkTest to work properly.

 **Note:** If you purchase a license for a SilkTest Agent but not SilkTest itself, then only the Agent, documentation and the SilkTest Bitmap Tool are accessible after you install SilkTest.

## Installing Silk4J and the Recorder

The Silk4J Eclipse plug-in enables you to create Java based test scripts directly in your Eclipse environment. You can install the Silk4J Eclipse plug-in when you install SilkTest using the SilkTest installation wizard. The Recorder enables you to record tests rather than manually coding them. The Open Agent is required to run Silk4J and the Recorder.

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

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

 **Note:** If your Windows *TEMP* environment variable does not point to a valid directory, an error message is displayed. To successfully install SilkTest, your *TEMP* environment variable must point to a valid directory.

The **InstallAnywhere** wizard opens.

2. Click **Next**.

The **License Agreement** opens.

3. Read the license agreement carefully. If you accept the terms of the agreement, click **I accept the terms of the License Agreement**.

4. Click **Next**.

The **Choose Install Set** page opens.

5. From the drop-down list, select **Open Agent, Silk4J & Recorder**.

Checkmarks display next to the Open Agent, SilkTest Recorder, and Silk4J.

6. To include additional shortcut icons, check one or both of the following check boxes:

- **On the Desktop** – Adds icons to the desktop.
- **In the Quick Launch Bar** – Adds icons to the Quick Launch toolbar.

7. Click **Next**.

The **Choose Install Folder** page opens.

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

a) Click **Choose**.

The **Browser For Folder** dialog box opens.

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

 **Note:** You cannot install SilkTest and SilkTest Runtime on the same machine.

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

The location displays in the **Where Would You Like to Install?** text box.

9. Click **Next**.

The **Welcome to Silk4J** page opens.

10. Specify whether you want to install a new Eclipse environment when you install Silk4J.

a) Click one of the following option buttons:

- **Download Eclipse (92MB) and install Silk4J** – To install Silk4J and an Eclipse 3.5 environment, click this option.
- **Install Silk4J and use an existing Eclipse environment** – To use an existing Eclipse environment with Silk4J, click this option. Click **Browse** and navigate to the Eclipse environment that you want to use.
- **Install Silk4J manually** – To install Silk4J into an Eclipse environment manually, click this option. A folder named `dropins` is created in the SilkTest installation directory. Copy this folder into a valid Eclipse directory to use Silk4J.

b) Click **Next**.

When installation completes, access the Eclipse environment by choosing **Start > Programs > Silk > SilkTest 2009 R2 > Silk4J**. For instructions for using the plug-in, refer to the online help within the plug-in.

11. Specify whether you want to create Windows firewall exceptions.

 **Note:** This step is only available for Windows 2000, XP, Vista, Windows 7, and Windows Server 2008.

a) Click one of the following option buttons:

- **Yes** – To have setup create firewall exceptions for all SilkTest executable files. As a result, you are not prompted to block or allow the executable files when you launch them.
- **No** – To be prompted when you launch the SilkTest executable file.

b) Click **Next**.

12. 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.

 **Tip:** If a message appears stating that there is not enough space while files are copying, redefine the TEMP area to a drive that contains more space. The installer uses the TEMP area for unzipping files. For example, if your TEMP area is `d:\temp` and you are installing to `e:\SilkTest`, the E drive may contain enough space for the installation, but the D drive is the limiting factor.

The status bar provides information about the installation process. Upon completion, the **Choose Licensing Mode** page opens.

13. To install the license file, perform the following steps:

a) Click **Configure your license server** and then click **Next**.

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.

- b) From the **Application** list box, select **SilkTest** 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**.

 **Note:** A working network connection is required when running SilkTest with a remote SilkMeter license server. If you need to verify that the network is working, choose **Start > Run**, and then type `ping localhost` or `ping <license server name>`, or open a command prompt and type either of those commands.

The **Install Complete** page opens.

14. Click **Done**.

15. Restart Eclipse if it was running when you performed the Silk4J installation.

When installation completes, access the Eclipse environment by choosing **Start > Programs > Silk > SilkTest 2009 R2 > Silk4J**. For instructions for using the plug-in, refer to the online help within the plug-in.

## Installing the Classic Agent for Unix

After you install the SilkTest Agent software, additional steps are required if you want to use the SilkTest Classic Agent for Unix.

1. On the computer where you installed the SilkTest Agent software, locate the directory where the SilkTest Unix Agent TAR files are.

By default, this location is `c:\Program Files\Silk\SilkTest\unix_agent`.

2. Copy the TAR file that is appropriate for your Unix machine.

SilkTest provides the following files:

- `linux21_sp3.tar.gz` – For Linux 2.1
- `linux30_sp3.tar.gz` – For Linux 3.0
- `solaris_sp3.tar.gz` – For Solaris 9 and 10

3. Extract the TAR file on your Unix machine by typing `tar xzf <filename>.tar.gz`.  
where `<filename>` is the appropriate file name for your version of Unix.

4. Change to the `bin` directory and then run a shell or `cshell` script.  
For instance, type:

```
cd bin
csh <filename>
```

5. Start the Agent.

## Installing Sample Applications

SilkTest provides several sample applications that you can use with tutorials or to create sample tests. When you download the sample applications, you also download sample projects for Silk4J.

1. Navigate to [http://techpubs.borland.com/silk\\_gauntlet/SilkTest/](http://techpubs.borland.com/silk_gauntlet/SilkTest/).
2. To download sample applications and Silk4J projects for Java AWT, Java JFC, Java SWT, Microsoft .NET (including Windows Forms and WPF applications), Windows-based client server, and xBrowser applications, click **SampleApplications**.  
You are prompted to open or save the `SampleApplications.zip` file.
3. To download sample applications for Adobe Flex, click **FlexSampleApplications**.  
You are prompted to open or save the `FlexSampleApplications.zip` file.
4. After you download the sample zip files, unzip and install the sample applications.

## Installing Silk4J Eclipse Plug-in

The Silk4J Eclipse plug-in enables you to create Java-based test scripts directly in your Eclipse environment. You can install the Silk4J Eclipse plug-in when you install SilkTest using the SilkTest installation wizard.

Use this procedure:

- If you upgrade your version of Eclipse after you install the Silk4J plug-in.
- If you chose the **Install Silk4J Manually** option during installation.
- If you did not install the Silk4J Eclipse plug-in when you installed SilkTest, and you want to install it manually.

1. Perform one of the following steps:

- If you chose the **Install Silk4J Manually** option during installation, locate the `dropins` folder in the SilkTest installation directory.

By default the location is `C:\Program Files\Silk\SilkTest\dropins`.

- Create a `dropins` folder in the SilkTest installation directory and then create a `Silk4J.link` file that contains the following text:

```
path=<SilkTest Install Directory>/ng/Silk4J
```

For example, you might add:

```
path=C:/Program Files/Silk/SilkTest/ng/Silk4J
```

 **Note:** The path requires forward slashes.

2. Copy the `Silk4J.link` file and paste it into the Eclipse `dropins` folder.  
For example, if your Eclipse environment is installed at `C:\Eclipse`, copy the `Silk4J.link` file to `C:\Eclipse\dropins`.
  3. Restart Eclipse if it was running when you performed the Silk4J installation.  
When installation completes, access the Eclipse environment by choosing **Start > Programs > Silk > SilkTest 2009 R2 > Silk4J**. For instructions for using the plug-in, refer to the online help within the plug-in.
-  **Tip:** If you encounter problems starting Silk4J, start Eclipse with the parameter `-clean` one time.

## SilkTest Silent Mode Installation

During a typical user-driven installation, the install process gets its information from a user responding to dialog boxes. However, during a silent installation, the installation process gets its information from a properties file. Silent installation is especially useful if you want to distribute software over a LAN or the Internet by using remote installation tools. You can execute silent installs of SilkTest, SilkTest Runtime, the SilkTest Agents, and Silk4J bundled with the Recorder.

## Creating a Silent Installation Properties File

Before you can run the installation package in silent mode, you must create a properties file that includes the settings for the installation.

1. Open a text editor, such as Notepad.
2. Paste the following example into the text editor, name the file, and then save the file with a `.properties` extension.

For example, you might call the file `SilentInstall.properties`.

```
# Silent Installation Execution Instructions:
#####
# Start the Install.exe (not Setup.exe) with the following arguments:
# -i silent -f [path to properties file][properties file] (You may use the
direct or the relative path to the properties file. )
#
# example: install.exe -i silent -f SilentInstall.properties
#
#
# SilkTest installation path - use "\\" to separate directories
# (default: [System_Programs_Folder]\\Silk\\SilkTest)
#####
# USER_INSTALL_DIR=C:\\Program Files\\Silk\\SilkTest
#
# Select an install set:
# (default: 0)
#####
# 0 - Full Installation
# 1 - Open Agent, Silk4J & Recorder
# 2 - Runtime only
# 3 - Agents only
# Custom mode is not supported in Silent mode
```

```

# SELECTED_INSTALL_SET=0
#
# Shortcut locations: enter the location(s) for icons (allowed: Desktop,
QuickLaunch)
# (default: no shortcuts)
#####
# SHORTCUT_LOCATIONS=Desktop,QuickLaunch
#
# Path to the existing Eclipse directory (containing eclipse.exe) into which
Silk4J will be integrated
# (default: USER_INSTALL_DIR)
#####
# ECLIPSE_CHOSEN_DIR=C:\\Eclipse
#
# Classic Agent browser options:
#####
# Default language: English
# (allowed one at a time: English, Simplified Chinese, French, German,
Japanese)
# USER_INPUT_BROWSER_LANGUAGE=English
#
# Default browser:
# Default Value: System Default Browser if supported by Classic Agent, otherwise
None
# (allowed one at a time: None, Firefox, Internet Explorer)
# USER_INPUT_DEFAULT_BROWSER=None
#
# Internet Explorer version number:
# Set if selected default browser is Internet Explorer
# (allowed one at a time: 6, 7, 8)
# IE_VERSION=7
#
# Mozilla Firefox version number:
# Set if selected default browser is Firefox
# (allowed one at a time: 1_5, 2_0)
# FIREFOX_DOMEX_VERSION=2_0
#
# Firewall exceptions:
# (default: no exceptions)
#####
# USER_INPUT_FIREWALL=Yes
#
# Licensing Mode (no default value)
#####
# Use to install an evaluation license
# USER_VERSION_EVAL=1
#
# Use to install a full license
# USER_VERSION_FULL=1
#
# Settings that specify the license server and port
# (no default values)
#####
# LICENSE_SERVER=localhost
# Port of license server
# LICENSE_PORT=5461

```

# Setting Up the Silent Installer

Before you can set up the properties for the silent installer, you must create a properties file that includes the settings for the installation.

 **Note:** To set a property value, make sure to remove the hash (#) sign from the property value string.

1. In a text editor, open the properties file that you created for the silent installation .
2. Locate the `SELECTED_INSTALL_SET` property and set the value to match the type of installation that you want to complete.

Choices include:

```
# 0 - Full Installation
# 1 - Open Agent, Silk4J & Recorder
# 2 - Runtime only
# 3 - Agents only
```

 **Note:** Custom mode is not supported for silent installation.

For example, to install the full version of SilkTest, type:

```
SELECTED_INSTALL_SET=0
```

3. To include additional shortcut icons, locate the `SHORTCUT_LOCATIONS` property and specify one or both of the following options:
  - **Desktop** – Adds icons to the desktop.
  - **QuickLaunch** – Adds icons to the Quick Launch toolbar.

For example to install both the Desktop and Quick Launch icons, type:

```
SHORTCUT_LOCATIONS=Desktop,QuickLaunch
```

4. To integrate an existing Eclipse environment with the Silk4J Java Testing Framework (JTF), locate the `ECLIPSE_CHOSEN_DIR` property and specify the Eclipse directory location.  
For example, you might specify:

```
ECLIPSE_CHOSEN_DIR=C:\\Eclipse
```

where `C:\\Eclipse` is the directory where Eclipse is installed.

 **Note:** Directory levels are specified with a double `\\`.

5. To specify the language for the Classic Agent browser application, locate the `USER_INPUT_BROWSER_LANGUAGE` property and specify one of the following languages:  
By default, English is specified.

- **English**
- **Simplified Chinese**
- **French**
- **German**
- **Japanese**

For example, you might specify:

```
USER_INPUT_BROWSER_LANGUAGE=English
```

6. To specify the default browser for the Classic Agent, locate the `USER_INPUT_DEFAULT_BROWSER` property and specify one of the following choices:

By default, the installer uses the default system browser, if it supported by SilkTest.

- **None** - Choose **None** if you do not test with the Classic Agent or if you do not test web applications.
- **Firefox**
- **Internet Explorer**

For example, you might specify:

```
USER_INPUT_DEFAULT_BROWSER=Firefox
```

7. To specify the Internet Explorer version for the Classic Agent, locate the `IE_VERSION` property and specify 6, 7, or 8.

For example, you might specify:

```
IE_VERSION=7
```

8. To specify the FireFox version for the Classic Agent, locate the `FIREFOX_DOMEX_VERSION` property and specify 1\_5 or 2\_0.

For example, you might specify:

```
FIREFOX_DOMEX_VERSION=2_0
```

9. Specify whether the installation includes Windows firewall exceptions for all SilkTest executable files.

 **Note:** This step is only available for Windows 2000, XP, Vista, Windows 7, and Windows Server 2008.

By default, no firewall exceptions are set.

For example, to create Windows firewall exceptions specify:

```
USER_INPUT_FIREWALL=Yes
```

10. Specify whether the installation requires an evaluation license or a full license.

- To use a 30-day trial evaluation license, type:

```
USER_VERSION_EVAL=1
```

- To use a full license, type:

```
USER_VERSION_FULL=1
```

11. To specify the license server name, locate the `LICENSE_SERVER` property and specify the server name.

This value is not set by default. To use your local machine, in most cases, you type `localhost`.

12. To specify the license server port, locate the `LICENSE_PORT` section.

This value is not set by default. To use the predefined port, type `5461`.

13. Save the file.

Run the silent installation command to launch the installation.

## Installing in Silent Mode

Before you can run the installation package in silent mode, you must create a properties file that includes the settings for the installation.

 **Caution:** Ensure that earlier versions of SilkTest have been uninstalled before proceeding. If an earlier version of SilkTest, such as SilkTest 2006, is located on the computer, SilkTest overwrites the existing files without notification. Do not install multiple versions of SilkTest on the same machine.

Install in silent mode to install SilkTest without any user interaction.

1. Ensure that the installation package has been extracted to an empty directory on your hard drive. If you are using an installation CD, copy the contents of the CD to an empty directory on your hard drive.
2. To execute silent installation, enter the following command from a DOS shell or batch file.

```
install.exe -I silent -f [path to properties file]\[properties file]
```

 **Important:** Start the silent mode with the [device]:\Disk1\InstData\VM\install.exe executable and not the [device]:\setup.exe.

 **Note:** The properties file is a text file with the extension .properties. You can name the file whatever you choose.

For example, if the silent installation properties file is located in the same directory as the install.exe, you might specify:

```
install.exe -I silent -f SilentInstall.properties
```

If the install.exe is not located in the same directory as the silent installation properties file, specify the absolute path to the properties file location. For example:

```
install.exe -I silent -f C:\temp\SilentInstall.properties
```

 **Note:** To make the installation package run with the GUI again, launch the setup.exe file rather than the install.exe file.

SilkMeter is a licensing tool; when you run the silent installer it “skips” detecting a SilkMeter server. If you have not already configured your license server, you may have to do so after you install SilkTest with the silent installer.

## Verifying the Success of the Silent Installer

When you run the Silent Installer, you may not see any messages or SilkTest dialog boxes. It may be difficult to know whether the installation was a success. You can, however, review the SilkTest\_2009\_InstallLog.log file, which contains the status of the install. By default, the SilkTest\_2009\_InstallLog.log file is generated in the SilkTest installation directory. We recommend examining the log file before you make the Silent Installer available for others to use.

 **Caution:** If an earlier version of SilkTest, such as SilkTest 2006, is detected on the computer, SilkTest continues the installation and does not include an entry in the log file. Do not install multiple versions of SilkTest on the same machine.

1. Locate the SilkTest\_2009\_InstallLog.log file and open it in a text editor.
2. To determine whether the Silent Installer succeeded, review the status messages for each action performed by the setup.

The installation log records SUCCESSFUL, WARNING, or ERROR for each action the installer executes. The installation log also includes a summary which tallies the number of successes, warnings, non-fatal errors, or errors.

For example, an action might look like the following:

```
Install File: C:\Program Files\Silk\SilkTest\ng\recorder\plugins\  
              com.borland.silktest.recorder_10.0.0.3196\plugin.xml  
Status: SUCCESSFUL
```

The summary might look like the following:

```
Summary  
-----  
  
Installation: Successful.  
  
1564 Successes  
0 Warnings  
0 NonFatalErrors  
0 FatalErrors
```

## Viewing Error Codes

View the installation error codes to analyze the errors that occurred during silent installation.

1. Create a batch file to start the installation and run it.

For example, you might create a file named `install.bat` with the following code:

```
@echo off  
install.exe -I silent -f SilentInstall.properties  
echo %errorlevel%  
pause
```

2. Review the installation codes.

The following table lists possible return values for the `Code` keyname.

| Code | Description  |
|------|--|
| 0    | Success: The installation completed successfully without any warnings or errors.   |
| 1    | The installation completed successfully, but one or more of the actions from the installation sequence caused a warning or a non-fatal error.    |
| -1   | One or more of the actions from the installation sequence caused a fatal error.  |
| 1000 | The installation was cancelled by the user.  |
| 1001 | The installation includes an invalid command line option.  |
| 2000 | Unhandled error.   |
| 2001 | The installation failed the authorization check, may indicate an expired version.  |
| 2002 | The installation failed a rules check. A rule placed on the installer itself failed.   |
| 2003 | An unresolved dependency in silent mode caused the installer to exit.  |
| 2004 | The installation failed because not enough disk space was detected during the execution of the Install action.                                   |
| 2005 | The installation failed while trying to install on a Windows 64-bit system, but installation did not include support for Windows 64-bit systems. |
| 2006 | The installation failed because it was launched in a UI mode that is not supported by this installer.  |
| 3000 | Unhandled error specific to a launcher.  |

| Code | Description   |
|------|---|
| 3001 | The installation failed due to an error specific to the <code>lax.main.class</code> property.                             |
| 3002 | The installation failed due to an error specific to the <code>lax.main.method</code> property.                            |
| 3003 | The installation was unable to access the method specified in the <code>lax.main.method</code> property.                  |
| 3004 | The installation failed due to an exception error caused by the <code>lax.main.method</code> property.                    |
| 3005 | The installation failed because no value was assigned to the <code>lax.application.name</code> property.                  |
| 3006 | The installation was unable to access the value assigned to the <code>lax.nl.java.launcher.main.class</code> property.    |
| 3007 | The installation failed due to an error specific to the <code>lax.nl.java.launcher.main.class</code> property.            |
| 3008 | The installation failed due to an error specific to the <code>lax.nl.java.launcher.main.method</code> property.           |
| 3009 | The installation was unable to access the method specified in the <code>lax.nl.launcher.java.main.method</code> property. |
| 4000 | A Java executable could not be found at the directory specified by the <code>java.home</code> system property.            |
| 4001 | An incorrect path to the installer jar caused the relauncher to launch incorrectly.                                       |

**Table 1: Installer Exit Codes**

## Uninstalling in Silent Mode

Uninstall in silent mode to uninstall SilkTest without any user interaction.

 **Note:** You can uninstall SilkTest with silent mode regardless of how you installed the product. However, if you install SilkTest in silent mode, the uninstall mode is executed silently also.

1. Locate the `Uninstall_SilkTest 2009` folder.

The `Uninstall_SilkTest 2009.exe` is located in this folder.

2. To execute the silent mode uninstallation procedure, enter one of the following commands from a DOS shell or batch file.

- If you installed SilkTest in silent mode, enter the following command.

```
<SilkTest Install Directory>\Silk\SilkTest\Uninstall_SilkTest 2009\Uninstall
SilkTest 2009.exe
```

- If you did not install SilkTest in silent mode, enter the following command.

```
<SilkTest Install Directory>\Silk\SilkTest\Uninstall_SilkTest 2009\Uninstall
SilkTest 2009.exe -I silent
```

For example, you might type the following command if you did not install SilkTest in silent mode:

```
C:\Program Files\Silk\SilkTest\Uninstall_SilkTest 2009\Uninstall_SilkTest
2009.exe -I silent
```

## What To Do Next

### Try the tutorials

If you are new to SilkTest, we recommend that you try the SilkTest tutorials, available from **Start ► Programs ► Silk ► SilkTest 2009 R2 ► Documentation ► SilkTest Tutorials**.

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