



# **Academus<sup>®</sup>**

# **Uninstall Installer Tool**

# **User Guide**

***CONFIDENTIAL***

# Notices

This Unicon® Academus® Uninstall Installer Tool User Guide contains important system and operational information related to Academus.

Use of Academus in conjunction with other products and services, other than those expressly authorized by Unicon, Inc. is the user's sole responsibility.

Due to continuing product development, the specifications and capabilities described in this document are subject to change without notice.

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## Notes

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## Introduction to Uninstall

Uninstall is the multi-platform package installer tool developed by Unicon, Inc. It is a utility used to view, install, patch, and upgrade files within Academus.

*Note: Uninstall manipulates packages produced by the Metis platform, Unicon's build and package customization engine. Metis produces Academus artifacts partially customized to your environment. Uninstall manipulates these packages once they are delivered.*

This document describes some known issues with Uninstall that users should be familiar with prior to using this utility and outlines the procedures for properly using this utility.

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## Known Issues

There are several known issues with Uninstall that are recognized by Unicon, Inc. Understanding these issues prior to employing the tool will assist in the use of the available workarounds.

### ***Metis packages are installation-directory sensitive:***

The default choice presented to the user for installation directory is the result from which Uninstall was invoked. Due to a number of Metis-configured paths within the package being installed, the package must be installed to the {INSTALLDIR} path as defined in the Metis profile used to roll the package.

**Suggestion:** Invoke Uninstall from the install path specified to Unicon in the Client Blueprint; this allows Uninstall to indicate the correct install path.

*Warning:* Although Uninstall offers a choice of install paths, a Metis package includes path-dependent configuration such that it is only suitable for installation to the path specified at the time it was created. Unicon reads this information from the Client Blueprint when creating a Metis package for a client. In order for a package to be suitable for installation to another path, the package must be modified. Simply specifying another path using the Uninstall interface is not sufficient.

**Suggestion:** Do not modify a Metis package for installation to another directory. Contact Unicon to request a new package (specifying the new desired installation path).

### ***Uninstall's rollback feature should be applied only with the active assistance of Unicon technical support and only after backing up the pre-rollback state:***

Uninstall includes an advanced and complex “rollback” feature. Since rollback is commonly initiated in a situation where an upgrade has already failed or produced a partially broken Academus configuration, performing a roll back may complicate the situation further.

**Suggestion:** The rollback feature should only be initiated with the direction of Unicon technical support. Contact Unicon technical support whenever experiencing a problem with an Academus install.

*Note:* Although Uninstall does take steps to archive pre-upgrade state, an important best practice is to maintain thorough and effective backup regimens. Often the fastest and most effective route to resolution of an Academus problem (particularly an upgrade problem) is to roll back the Academus file system and database to a prior sound state. This will greatly improve the ability to recover from a problem with an Academus instance, improve the range of available options in response to an Academus issue,

and may reduce site downtime.

***Uninstall advises of changed files at upgrade time:***

When installing a package that will overwrite existing installed files, Uninstall compares the previous installation for changes by performing a cyclic redundancy check (CRC). This provides a better understanding of what has been changed in a patch and defines which locally installed files will be modified. If changes are detected, users are given the option to view the files that will be changed if they proceed with the installation. Unicon recommends viewing this list prior to continuing with the upgrade; it specifies files that are expected to change and those that were not modified locally (for example, .jar and .class files in a patch).

*Important: Understand the list of locally modified files the patch will overwrite so that customization to your local files can be re-applied after the patch.*

Unicon's Metis package system applies the "meet you halfway" method when providing pre-configured Academus deliverables. Unicon enters the information from the Client Blueprint document into Metis so that it can "roll" pre-configured Academus deliverables. This method also affords including this pre-configuration in patched versions of these files subsequently to the initial install. However, any customizations applied after the Metis package delivery, locally on your Academus file system, will not be included in Metis deliverables unless reflected in the Client Blueprint document.

*Notes: Whenever the Uninstall patch process overwrites a locally customized file, you will need to re-apply your local customizations.*

*The Client Blueprint spreadsheet solicits information about multiple authentication methods so that Unicon can better understand how you are using Academus. However, Metis is not able to deliver Academus configurations including multiple authentication methods. In the case where multiple authentication methods are desired (this is the typical case), post-installation and post-patch modification to security.properties will be required regardless of what was specified in the Client Blueprint.*

*Important: Back up your properties and configuration directories before applying a Uninstall patch. After the patch compare (using diff, etc.) the configuration with the backed up configuration to determine if local customizations need to be re-applied.*

## Install Package

*Note: Unicon recommends a “dry run” of the installation prior to installing the actual package, see “Install Package [DRY RUN]” on page 9.*

To use the install package feature to install a patch, perform the following steps:

1. Execute the Uninstall program from the {INSTALLDIR} directory.
2. Select the installation directory and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
```

*Notes: The default value should match your installation directory since the {INSTALLDIR} directory was invoked from Uninstall.*

*The installation directory must match exactly the installation directory specified to the Metis Academus package build system at the time the package was produced. This value will be the installation directory provided to Unicon in the Client Blueprint Excel spreadsheet.*

3. Select option [1] Install Package and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
Install Path set to default: /portal/VCROWLEY/acad20
Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report

  [x] Exit
Main>
```

- The system performs a CRC check on the packages available for installation. If no files fail this check (have been modified since initial installation), proceed to the next step. If the installation process is performed without understanding the files that did not pass the CRC, there is a risk of overwriting local customizations to the Academus installation.

```

Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report

  [x] Exit
Main>1

Choose a package to install:
  [1] CombinedPack-pv1.0.tar
Install>1

Preparing package for installation.....
.....
.....
.....
Warning: 1 file(s) failed the crc check.

Due to file discrepancies, Unicon recommends aborting
the installation process. You may, however, continue
if you are aware of the possibility of overwriting changes
made to your installation. You can also list the file
discrepancies for further investigation by choosing
'List Files' from the menu below.

Please make a choice:
  [1] Continue
  [2] Abort Install
  [3] List Files
>3

```

*Important: If any files do not pass the CRC check Unicon strongly recommends researching and fully understanding the nature of the local changes to the files that did not pass the CRC check, prior to continuing. To assist with this research, select option [3] List Files to list the files that have been locally modified in your Academus installation. To abort the installation process, when prompted select option [2] Abort Install.*

- Selection [1] Continue. The system proceeds with the install.
- Select [X] Exit when the patched is fully installed.

## List Installed Packages

To view a list of the packages installed on the system, perform the following steps:

1. Execute the Uninstall program from the {INSTALLDIR} directory.
2. Select the installation directory and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
```

*Note: The default value should match your installation directory.*

3. Select option [3] List Installed Package and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
Install Path set to default: /portal/VCROWLEY/acad20
Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report
  [x] Exit
Main>
```

A list of the packages that have been installed on the system display:

```
Main>3
The following Packages have been installed on this system.
  [1] sphix35-rh3-pv1.0.tar
```

4. Select the number next to the file name to view the details of the file. (In the above example, select [1] to view the .tar file.)
5. Select [X] Exit.

## Install Package [DRY RUN]

A “dry run” of an installation simulates performing the installation without applying any changes to the Academus file system. This can be useful to verify the integrity of the package available for installation and provides additional familiarity with the Uninstall tool.

To install a dry run package, perform the following steps:

1. Execute the Uninstall program from the {INSTALLDIR} directory.
2. Select the installation directory and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
```

*Note: The default value should match your installation directory.*

3. Select option [4] Install Package [DRY RUN] and press Enter.

```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
Install Path set to default: /portal/VCROWLEY/acad20
Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report

  [x] Exit
Main>
```

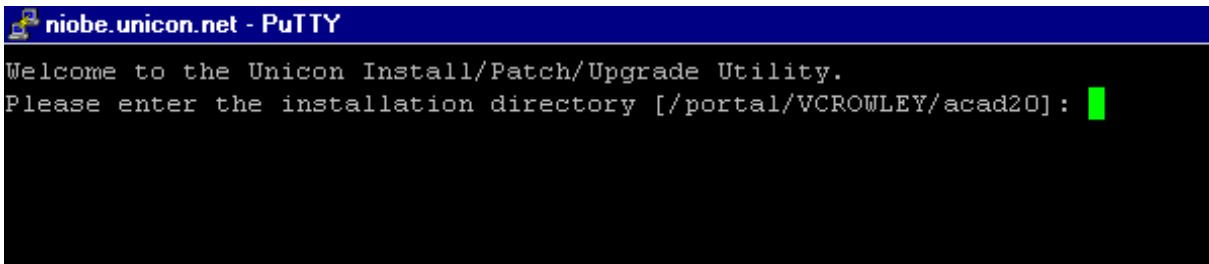
4. Select [X] Exit.

## Delta Report

The Delta report can be run at any time. This report provides information on the locally modified files which can be informative as you prepare for an Academus package installation or upgrade.

To check the install for file delta failure, perform the following steps:

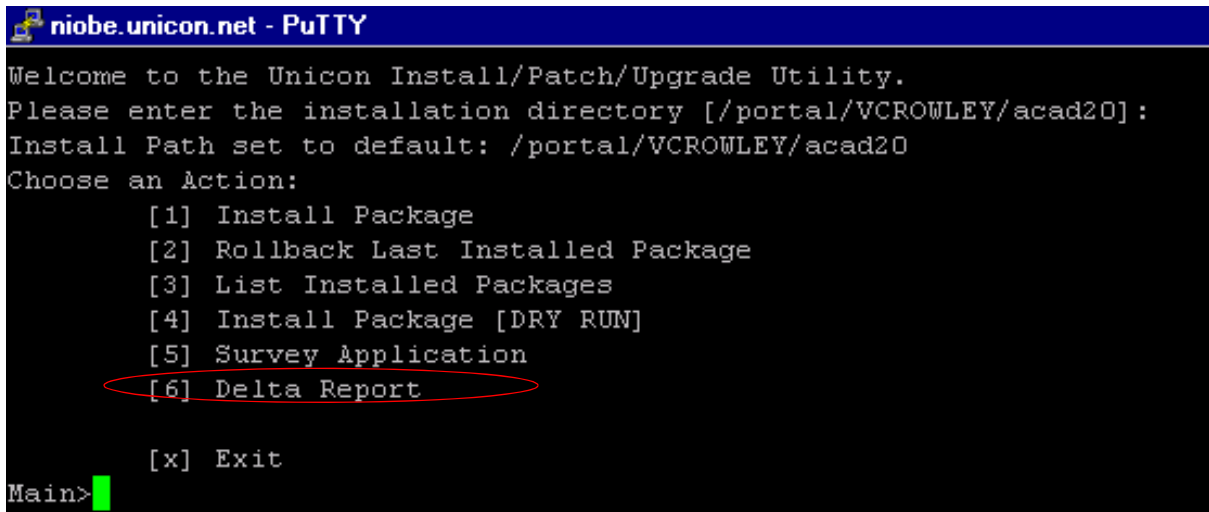
1. Execute the Uninstall program from the {INSTALLDIR} directory.
2. Select the installation directory and press Enter.



```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
```

*Note: The default value should match your installation directory.*

3. Select option [6] Delta Report and press Enter.



```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
Install Path set to default: /portal/VCROWLEY/acad20
Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report
  [x] Exit
Main>
```

The system checks the install for files that fail the Delta check and displays them in a report format.

```

Checking install for file deltas.
-----
The following files failed the Delta check:
/portal/VCROWLEY/acad20/unicon/Academus/portal-apache/logs/access.log
/portal/VCROWLEY/acad20/unicon/Academus/portal-apache/logs/error.log
/portal/VCROWLEY/acad20/unicon/Academus/portal-apache/logs/mod_jk.log
/portal/VCROWLEY/acad20/unicon/Academus/portal-nntp/logs/nntp.out
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/logs/access.2006-0
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/logs/catalina.out
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/logs/portal.log
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/AcademusAp
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
r$0.class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
r$2.class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
r$3.class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
r$4.class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
r.class
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/WEB
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/mai
/portal/VCROWLEY/acad20/unicon/Academus/portal-tomcat-a/webapps/portal/med
/portal/VCROWLEY/acad20/unicon/tools/packages/current/survey.dat
-----

```

4. Select **[X]** Exit.

## Advanced Features

There are two advanced options in the Uninstall: Rollback Last Installed Package and Survey Application.

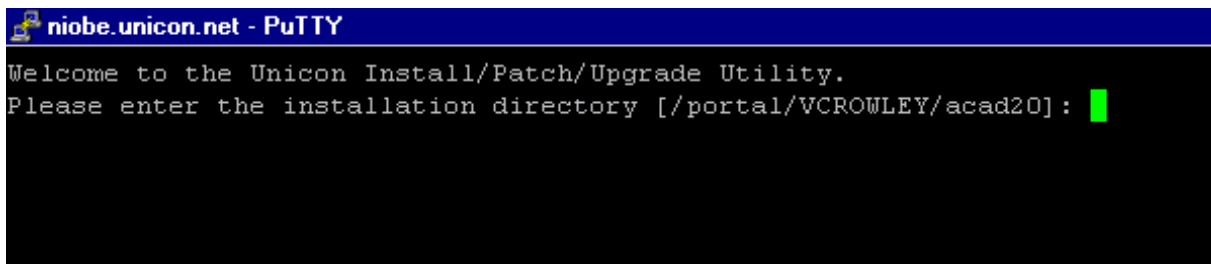
### Rollback Last Installed Package

The rollback feature allows the user to rollback to the last installed package (patch).

*Important: Rollback is an advanced Uninstall feature; therefore, Unicon, Inc. strongly recommends not employing the rollback feature without the direction and active assistance of Unicon technical support.*

To open the rollback features, perform the following steps:

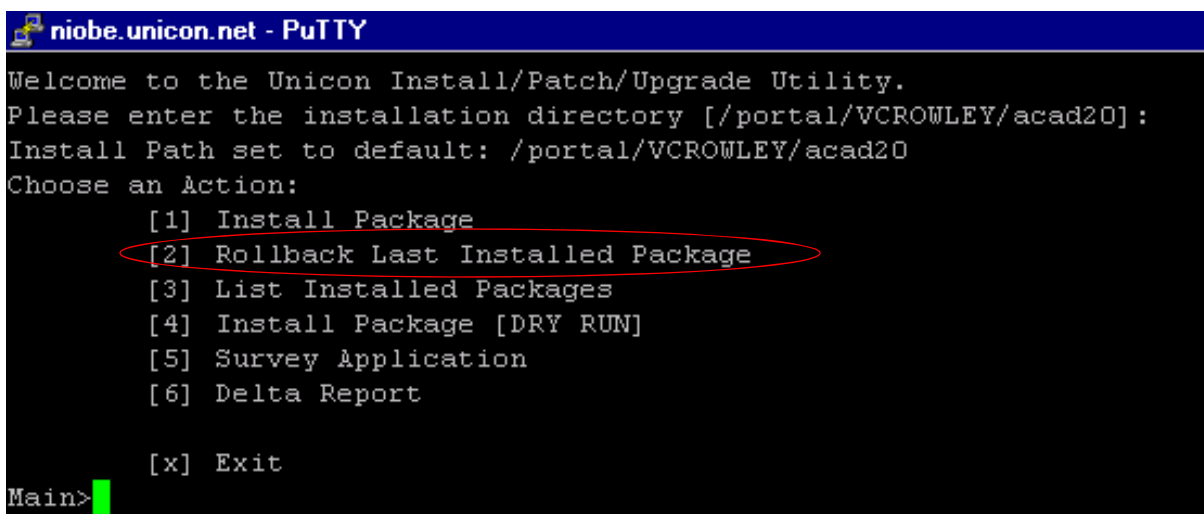
1. Execute the Uninstall program from the {INSTALLDIR} directory.
2. Select the installation directory and press Enter.



```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
```

*Note: The default value should match your installation directory.*

3. Select option [2] Rollback Last Installed Package and press Enter.



```
niobe.unicon.net - PuTTY
Welcome to the Unicon Install/Patch/Upgrade Utility.
Please enter the installation directory [/portal/VCROWLEY/acad20]:
Install Path set to default: /portal/VCROWLEY/acad20
Choose an Action:
  [1] Install Package
  [2] Rollback Last Installed Package
  [3] List Installed Packages
  [4] Install Package [DRY RUN]
  [5] Survey Application
  [6] Delta Report

  [x] Exit
Main>
```

4. Contact Unicon technical support.

---

## **Survey Application**

Survey Application is an advanced Uninstall feature; therefore, Unicon, Inc. strongly recommends not opening this feature without the direction and active assistance of Unicon technical support.

**Notes**

A large, empty rounded rectangular box with a thin black border, intended for taking notes. The box is positioned below the 'Notes' header and occupies most of the page's vertical space.