Infor LN Installation Guide

Release 10.7.x

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Contents

About this guide

This installation guide describes the procedure to install the entire Infor LN software suite as a single installation. The Infor Installation Wizard guides the Infor LN software installation process.

Intended Audience

The document is intended for Infor consultants, partners and customers who are responsible for installing Infor LN.

To understand this document, we recommend that you have knowledge of how Infor LN is structured:

- Package VRCs.
- Package combinations.
- Derived-from structure.

Related documents:

You can find the documents in the product documentation section of the Infor Support Portal, as described in "Contacting Infor".

- *Infor Enterprise Server Release Notes*
- *Infor LN - Specific Installation Guide - Updates*
- *Infor Enterprise Server Installation Guide*
- *Infor Solution License Manager - Installation and Configuration Guide*
- *Infor Enterprise Server - Administration Guide*
- *Infor Application Service Manager - Administration Guide*
- *Deploying Infor LN in a Virtualized environment (B0073)*
- *Infor LN Application Sources Installation Guide (U8621)*
- *Infor LN - Performance, Tracing and Tuning Guide*
- *Infor LN - User Guide for Setting Up a Company*
- *Infor LN - Enterprise Modeler Content Pack User Guide*
- *Infor LN UI Administration Guide*
- *Infor LN UI User Guide*
- *Infor LN - Application Sources - Installation Guide*

From this point onwards Infor LN is referred to as LN.

Contacting Infor

If you have questions about Infor products, go to Infor Concierge at https://mingle-portal.us2.prd3.inforcloudsuite.com/v2/CONCIERGE_PRD and create a support incident.

For the latest documentation, go to Documentation Central at docs.infor.com. We recommend that you check this website periodically for updated documentation. If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1: Introduction

The LN software can be installed in one installation run.

Before you can start with the actual installation of the LN software, you must have performed some pre-installation tasks. One of the pre-installation tasks is that a database instance is installed and running.

For information about preparing a database for LN, see Pre-installation tasks on page 8.

The terms and abbreviations that are used in this guide:

- Installation Wizard = Infor Installation Wizard
- SLM = Infor Solution License Manager
- LN = Infor LN
- ASM = Infor Application Service Manager

Chapter 2: Pre-installation tasks

Before the Infor LN installation, you must perform some pre-installation tasks.

For an efficiently performing database and Infor LN system, you must procure the correct system and hardware that suits your business needs. Consider hardware sizing by Infor. Incorrect values can negatively affect performance.

For system tuning recommendations, see *Infor LN - Performance, Tracing and Tuning Guide*.

We recommend some guidelines for a correct setup of the system and database before the actual installation of Infor LN. Follow the guidelines in your applicable database section.

General note: Ensure to apply the latest available service packs and fixes to your Operating System and Database before starting the installation of Infor LN.

Java must be installed on the LN Server.

Last minute information

For the latest information, take note of these solutions on the Infor Support Portal.

Solution	Description
22867311	This solution provides an overview of the available LN applications solutions. For a specific LN version we recommend that you choose the latest version of the software for new installations. For possible installation problems and last minute solutions you must read all the extra information.
1404654	This solution provides information about Infor Enterprise Server.
22881401	Latest information about system sizing, performance considerations and operating system and database tuning aspects.
2221834	This solution provides information and requirements for Microsoft SQL server support on Linux.

Release and Technical notes

Together with other documents that apply to your configuration, read these documents:

- Infor Enterprise Server Release Notes

- Technical Notes for Porting Set available in solution **22923520**.
- The Platform support matrix that is available in solution **1183466**

These notes provide additional information that can be useful during the installation, or help you overcome functional issues after the installation.

Additional information

This section describes in general what you must take into account before you start the LN installation.

Remote Host

When you perform an LN installation on a remote (Linux or UNIX) host ensure that your (Linux/UNIX) server runs a SSH File Transfer Protocol (SFTP) daemon.

Data

First, finish the installation, then install the required solutions.

During the first software installation, company 000 is created. If you log on as a user that is authorized for Tools, you automatically work in company 000. When you create new company numbers, do not use numbers in the range of zero through 99. These numbers are reserved by Infor for delivering base data or demo data. During updates data problems can arise if a duplicate company number is created for operational use.

To create a company, see *Infor LN - User Guide for Setting Up a Company*.

Application sources

The regular Infor LN medium does not include sources. In case you must install the application sources, request for a source medium or ISO file from Infor Contract Management and Validation.

For installation information see *Infor LN Application Sources Installation Guide* Infor LN.

Antivirus software

Antivirus software can interrupt the LN software installation process. We recommend that you exclude the Infor installation path with its subdirectories from the antivirus exlusion list.

Another option is to temporarily disable all antivirus software during the installation. Do not forget to re-enable the antivirus software after the installation is complete.

System settings

This section provides guidelines for a correct system configuration before the installation of LN.

Before you install LN on Windows, you must create an installation user account for example `infor`, with administrator rights. On UNIX/Linux create a group, for example `bsp`, This group includes all the users, who are granted access to the LN application. Create an installation user, for example `bsp`, with enough authorizations to create the `BSE` directory where the LN environment will reside. The installation user name on Windows or UNIX must not exceed eight characters.

On UNIX, for the installation user, activate the korn shell to avoid installation problems.

Synchronize system clocks

When installing LN on a non-Windows system, two systems are involved. The Installation Wizard is started on a Windows system. At some time during the installation process, the setup starts processes on the system where the environment must be installed. Because of this technique, log files are created on both systems. If the time on both systems differ, it is difficult to compare these log files regarding the timestamps. We recommend that you synchronize the clocks on both systems before starting the installation. For more specific information, see section "Server" in Installation Log files on page 40.

Database settings

This section provides general guidelines for a correct database configuration for LN. The database instance must be created manually. The database can be created through the Installation Wizard.

The installation wizard does not create directories for database files. Ensure these directories already exist.

Disk space

For performance reasons we recommend to allocate the full size of the database tablespaces according the sizing recommendation during the creation of the tablespace. For example, if the sizing requires 1 GB disk space for the database for the coming two years, allocate that size during the database creation. In order to decrease the disk space, the compress database table on functionality can be considered.

Users

We recommend that you create all database users and group names in lowercase to prevent case problems.

Database client for 3-tier

When using a 3-tier environment, a database client installation is required on the application server. Use the database specific installation manuals for installation instructions.

Microsoft SQL Server

To install the Microsoft SQL Server (MSQL) software, use the SQL Server Installation Manuals. This section provides guidelines for a correct setup of SQL Server for Infor LN. For SQL Server database tuning advice, see *Infor LN - Performance, Tracing and Tuning Guide for SQL Server*

Collation settings

During the installation process of SQL Server the Server configuration dialog box is displayed. On this dialog box you can select a collation, code page and sort order.

Collations provide sorting rules, case, and accent sensitivity properties for your data. Collations that are used with character data types such as `char` and `varchar` dictate the code page and corresponding characters that can be represented for that data type.

The collation of the LN database is set by the Installation Wizard during the database creation process.

Before selecting the collation and sorting rules during the SQL Server installation, you must decide which applications you want to run using this SQL Server instance. Investigate if these applications have pre-requisites about the instance collation.

Select the correct collation and sorting rules during the SQL Server installation. Changing the collation after you installed the SQL Server means rebuilding your database and reloading the data.

The LN database on the SQL server requires a "Windows collation designator and sort order", you can select this on the Collation selection dialog box.

Unicode

In case of a Unicode installation select **`Latin1_General_100_CS_AS_KS_WS`** and these sort order characteristics:

- Case - sensitive
- Accent - sensitive
- Kana - sensitive
- Width - sensitive

Data storage

This table shows a rough starting value for the size of the SQL Server table spaces. Consider the requirements based on your system sizing for optimal performance.

Tablespace	Initial size
Log	2 GB
Data + Index	Refer to sizing, minimal 20 GB

When using auto growth, use large chunks of 2 GB or more to minimize fragmentation.

Remote database (3-tier)

To install the database on another server, you must Install SQL Server client on the application server. For more information, refer to the SQL Server Books Online.

Oracle

To install the Oracle software, see the Oracle Installation Manuals. This section provides guidelines for a correct setup of Oracle for LN. For more Oracle database tuning advice, see *Infor LN - Performance, Tracing and Tuning Guide for Oracle (B0078 US)*.

Parameters

This table shows a rough starting value of Oracle parameters which must be changed while creating the instance. Consider the requirements based on your system sizing for optimal performance.

Parameter	Recommended value
sga_target (2-tier)	25% of internal memory
sga_target (3-tier)	40% of internal memory
Connection mode	Dedicated server
processes	150 + number of users
sessions	Number of users * 1.1
db_block_size	At least 16KB

The definition of some LN tables requires a db_block_size of at least 16KB. This is currently the largest available block size on Oracle/Windows installations. On Oracle/UNIX 32KB is preferred. Ensure to set this parameter before creating the Oracle database. You cannot change this parameter afterwards.

Character set

For a Unicode installation the value of the character set (NLS_ CHARACTERSET) is not relevant for LN. Select AL16UTF16 as value of the national character set (NLS_NCHAR_CHARACTERSET).

Data storage

This table shows a rough starting value for the size of the Oracle tablespaces. Consider the requirements based on your system sizing for optimal performance.

Tablespace	Initial size
System	5 GB
Undo	10 GB
Temp	10 GB

Tablespace	Initial size
Redo	6 files of 1 GB each
Data + Index	See sizing, minimal 20 GB

Remote database (3-tier)

To install the database on another server:

1. Install Oracle Net Services on the application server.
2. Configure a listener using net Configuration Assistant (netca).

For more information, see the *Oracle Net Services Administrator's Guide*.

DB2 universal database

There are some guidelines to set up DB2 for LN. For installing the DB2 software and creating a DB2 instance, see the IBM documentation or online help. For DB2 database tuning advice, see *Infor LN - Performance, Tracing and Tuning Guide for DB2 (B0077 US)*.

System accounts

DB2 uses Operating System authentication. In case of a 3-Tier setup you can use one of these authentication options:

- Server authentication: the OS users and groups must be created on the database server.
- Client authentication: the OS users and groups must be created on the (Master) Application server.

In case of 2-Tier, use server authentication.

These OS users and groups must be added or modified:

- Create a UNIX group for all LN users; for example `infor`. The group name must correspond with the DB2 database that is created during the installation of LN. Any user who must have access to the database must be a member of this group. All users that require database administration access must belong to the group `db2iadm` that was created during the installation of DB2.
- Add the installation user, for example `bsp`, to the LN application group `infor` and to the database administration group `db2iadm`.
- Create a user `infor` whose name corresponds to the DB2 database group that is created during the installation of LN. You must add this user to the UNIX group, for example `infor` and to the database administration group `db2iadm`.
- Modify the user account root/administrator and make the account a member of the group `infor`. In addition, the user root must be a member of the DB2 related groups created during installation.

Character set

The used collation depends on the DB2 version. When creating the database through the LN Installation Wizard, this setting is used.

Installation	Code set	Territory	Collation (database version dependent)
Unicode	UTF-8	en_US	CLDR181_NX (DB2 version V10.1 or later) UCA500R1_NX (DB2 version V9.7 or later) UCA400_NO (DB2 version 9.5)

DB2 Code page

DB2 can convert characters if the client, the Infor LN DB2 driver, and the RDBMS work with different code pages. The client code page is derived from system settings, for example local.

If conversion errors occur, the `DB2CODEPAGE` variable must be set to the same code page as used in the database. Specify the `DB2CODEPAGE` in the `$BSE/lib/tabledef6.2` file.

Data storage

The table shows a rough starting value for the size of the DB2 tablespaces. Consider the requirements based on your system sizing for optimal performance.

Tablespace	Type	Initial size
Catalog	SMS	Minimal 10 GB free disk space
Temporary	SMS	Minimal 10 GB free disk space
Data + Index	DMS	See sizing, minimal 20 GB

Parameters

Use automatic tuning as much as possible. Consider the requirements based on your system sizing for optimal performance.

This table shows a rough starting value of some DB2 parameters:

Parameter	Recommended value
bufferpool (data)	AUTOMATIC(200000)
bufferpool (temp)	AUTOMATIC(10000)
bufferpool (ibmdefaultbp)	AUTOMATIC(25000)
dbheap	AUTOMATIC(50000)
logprimary	6
logsecondary	10
logfilsiz	128000

Enable connection pooling, run this command at a db2 command prompt:

```
db2 => update cli cfg for section Common using MultiConnect 3
```

If the MultiConnect setting is not set to 3, errors occur.

DB2 shared libraries on UNIX/Linux

Ensure that you create a symbolic link for the correct version of DB2 libraries under /usr/lib. To create this symbolic link, use the db2ln utility.

The db2ln utility creates a symbolic link to `/usr/lib/$LIBNAME`. Symbolic links to previous versions of DB2 are removed. You can find db2ln in: `<DB2INSTALLDIR>/cfg`

Run the command as root: `<DB2INSTALLDIR>/cfg/db2ln`

Links from previous versions of DB2 to the `/usr/lib` directory are automatically replaced with a link to the newer DB2 version if you run the db2ln command. Check IBM DB2 documentation if you want to re-establish a symbolic ink to a previous version of DB2. You can only establish symbolic links for one DB2 version on a specific system.

In case of multiple DB2 installations on the same system, the shared library environment variable must be set in `<BSE>/lib/bse_vars`. This environment variable enables you to use the correct libraries with the DB2 version you want to use for the LN installation.

During the installation of the LN software, a dialog box is displayed where you can change the `bse_vars` file. The name of the variable varies by platform:

- On AIX: `LIBPATH=<DB2INSTALLDIR>/lib`
- Other UNIX/Linux platforms: `LD_LIBRARY_PATH=<DB2INSTALLDIR>/lib`

Remote database (3-tier)

To install the database on another server:

1. Set these DB2 environment variables on both the database- and application server:
   - `db2set DB2COMM=TCPIP`
   - `db2set DB2INSTANCE=instance_name`
2. Search for two consecutive unused TCP/IP port numbers higher than 1024 on both the application and database server in /etc/services. Use these port numbers for DB2 client/server communication. Add these lines:
   - `name1 port_number1/tcp`
   - `name2 port_number2/tcp`

   The name of the first port number is referred to as the service name.
3. On the database server, ensure the database manager configuration parameter *SVCENAME* contains the correct service name:

   ```
   db2 => update dbm cfg using SVCENAME name1
   ```
4. Catalog the database on the (Master) Application Server. Start a db2 command prompt and specify these commands:
   - `db2 => catalog tcpip node NODENAME remote hostname|ip_address server service_name|port_number`
   - `db2 => catalog database DATABASE as DATABASE at node NODENAME`
   - `db2 => update dbm cfg using authentication CLIENT`
   - `db2 => terminate`

EnterpriseDB Postgres Plus Advanced Server (PPAS)

To install the EnterpriseDB software, see the EnterpriseDB PPAS Installation Manuals. Here we provide guidelines for a correct setup of EDB for LN.

Before you start, read the Infor Support Portal KB **1671517**. This Infor Support Portal KB contains critical information for installing EDB PPAS and prerequisites for installing LN.

SLM (license)

The enterpriseDB database driver requires an additional SLM server license. To enable the required license, you must install and configure SLM before you start the LN installation on EnterpriseDB. There is no demo or grace period for using the EDB database driver.

The required SLM code is:

SLM Product license Id #7134 'Enterprise DB connector for LN'

Chapter 3: Description Installable Units (IUs)

Infor LN consists of different components, the so-called Installable Units (IU).

These Installable Units must be placed in a folder on the system from where the installation is started. This folder is called the staging area.

The user who performs the installation is responsible for loading the correct IUs and versions in the Staging Area.

Infor Staging Wizard

This wizard is used to build a staging area. A staging area is a storage place for various Installable Units before the actual installation can start.

For each update, we recommend that you always create a new staging area.

Infor Installation Wizard

This wizard must be used to perform the installation or update of an LN environment based on the Installable Units available in the staging area.

See Infor Support Portal KB 22923520.

Infor Enterprise Server

The LN tools software. With these tools, you can manage the LN application software.

Infor ES Porting Set

The Enterprise Server virtual machine also known as binaries. This is the OS dependent basis on which the LN application runs.

See Infor Support Portal KB 22923520.

Infor ES PMC Solutions

The set of PMC solutions that is required to update to the last version of Enterprise Server. With this Installable Unit you can update all previous versions of Enterprise Server. Next to the latest Enterprise Server version, this Installable Unit contains all preceding versions.

Infor ES AddOn PMC Solutions

Infor Enterprise Server AddOn PMC Solutions are required to update to the latest version of Enterprise Server AddOn. Updating can be done for all previous versions of Enterprise Server, using only this Installable Unit. Next to the latest version of Enterprise Server AddOn, this Installable Unit contains all preceding versions.

We recommend that you install this Installable Unit to keep Enterprise Server and Enterprise Server AddOn at the same version level.

This Installable Unit contains the packages `da` (Data Director), `nt` (New Technology), `ta` (Technology Adjustable) and `tm` (OpenWorld Middleware enabling).

See Infor Support Portal KB 2026891.

Infor Solution License Manager

The Solution License Manager installs or updates the SLM client and SLM server on the system that is specified for installation.

See Infor Support Portal KB 22881484.

Infor Application Service Manager

Administrative tool to start and stop LN or other (partner) application services. Infor Application Service Manager is mainly used with Infor Technology Architecture to manage the number of Adapters for ERP (Infor LN) servers related to the load. It can also be used to manage LN jobs.

Installation of this Installable Unit is optional.

See Infor Support Portal KB 22915422.

Infor LN

LN application

Infor LN PMC Solutions

LN PMC Solutions are required to update LN (applications) to a new Feature Pack. This solution contains the LN application software and the Business Object Document package containing the BODs for integration with other applications.

See Infor Support Portal KB 22867311.

Required IUs for a new LN installation

After one or more IUs are placed in the Staging Area, they can be installed simultaneously to the target system, or selectively installed. The Installation Wizard handles the actual installation of the IUs.

To install the complete LN software for the first time, these installable units are required:

- Infor Staging Wizard.
- Infor Installation Wizard.
- Infor ES Porting Set
- Infor Enterprise Server
- Infor LN
- Infor Solution License Manager
- Infor ES PMC Solutions
- Infor ES AddOn PMC Solutions
- Infor LN PMC Solution

There are two ways to install Infor Solution License Manager:

- You can select this installable unit so the installation wizard installs SLM together with the other selected installable units in one run. The SLM installable unit installs all SLM components, client and server part, on the LN server system. The default values for SLM are configured. This means a master SLM Server is started at port number 6005.
- You must use the stand-alone SLM installer in other situations. Possible situations that require the stand-alone SLM installer are:
  - Set your own values,
  - Install a SLM server on another system,
  - Only install a SLM client on the LN system as there already is a SLM server present.
  - Install a SLM cluster.

Before you can proceed with the LN installation, you must have installed SLM or selected the installable unit of SLM. The installation wizard runs a check on SLM components and stops the installation if SLM information is not found.

Staging Installable Units

For installation on a Windows server, the Installable Units must be staged on the LN server itself. For installation on a UNIX/Linux server, the Installable Units must be placed on a Windows client system.

Each IU that must be installed in one installation run is staged in the same Staging Area. No dependency check is made for the IUs loaded into the Staging Area.

Chapter 4: Staging area

With the Staging Wizard you create a staging area.

A staging area is used for the Infor LN installation process to install components. The components that are stored in the staging area are called Installable Units (IU). The Installation Wizard can install the Installable Units in one run. The installation wizard fulfills several tasks automatically during the installation process. This functionality profits according to PMC installs by effort and processing time. We recommend that you use the installation wizard.

Note: You can install LN directly from the delivered main basic media. Be aware that when you are setting up your LN environment, new improvements are made on top of the main basic media. We recommend that you download and stage the new solutions before starting the installation procedure.

Do not use any existing (old) staging area, but create a new one instead. We recommend that you create one of these staging areas:

- A staging area for Infor ES PMC Solutions (tools) and the Infor ES AddOn PMC Solutions.
- A complete staging area with Infor ES PMC Solution (tools), the Infor ES AddOn PMC Solutions and the Infor LN PMC Solution (application).

Start the Staging Wizard from the Infor Enterprise Server medium 1-2 to create a staging area. The Wizard asks you to specify a destination directory on disk where to copy the Installable Units.

After creating the staging area on disk, you can also stage the Infor LN 10.7 medium.

To start the Staging Wizard from the Infor Enterprise Server medium (1-2), navigate to `<Install medium>\Start` folder. Double-click `StartFirst.exe`. A page is displayed with information about installing several software components on the media. Read the screen carefully and click the appropriate `here` link to start the Staging wizard.

Click the **Start Staging Wizard link** at the center of the page.

The Staging Wizard is started and guides you through the staging process.

Note: The Infor Enterprise Server medium (2-2) contains among others the web based user interface and extended connectivity software for LN. The installation of this medium is described in "Installing user interface software" in the *Infor LN - Installation Guide*.
Note: The regular Infor LN medium does not include sources. To install source related components of Infor LN applications, obtain a source medium or ISO file from Infor Contract Management and Validation. After the staging process is finished you can start the installation process.

See the *Infor LN Application Sources - Installation Guide*.

Downloading and staging the solutions

Download the solutions with a professional ftp client, for example with WinSCP freeware, and connect to the Infor ftp server: `ftp.support.baan.com`.

Caution: We recommend that you exclude the check to determine which solutions must be downloaded. Download and scan all solutions.

The IU solutions are stored under these names:

- tools = `/updates/10.7_0_tt`
  Download all `2*tt.tar.gz` files.
- pmc addon = `/updates/107_0_ta`
  Download all `<solution#>ta.tar.gz` files.
- bo = /updates/2.1_b6_bo
  Download all `mn*bo.tar.gz` files.
- LN = `/updates/B61_25`
  Download all `mn*stnd.tar.gz` files.
- IW and Portingset = `/updates/port`
  Porting set and Installation Wizard. Download only the latest versions.

Place all downloaded files in a sub folder, for example:

- `<staging area>\ftp\10.7_0_tt`
- `<staging area>\ftp\107_0_ta`
- `<staging area>\ftp\2.1_b6_bo`
- `<staging area>\ftp\b61_25`
- `<staging area>\ftp\IW`
- `<staging area>\ftp\port`

Start the Staging Wizard from your disk. To stage all downloaded dumps in the correct folder, redirect the wizard to `<staging area>\ftp`

Chapter 5: Installing the LN software

This section describes a 2-tier example installation on a Windows machine with a Microsoft SQL Server database.

For this installation, the Infor Application Service Manager client and server part, is also selected to be installed in one run.

The LN installation on UNIX is almost identical to the installation on Windows. On Windows, you run a local installation on the server. On UNIX you must start the UNIX installation from a Windows client system and run a remote installation. If the example installation differs on certain steps from a UNIX Installation, comments are provided about this.

For specific information about installing on a Windows Server cluster, see Installing on Windows Server Cluster on page 33.

To install the Installable Units, the Installation Wizard must be started. Online help is available during the complete installation process.

After the LN installation you must perform several additional tasks to set up your LN product, see Post-installation tasks on page 27.

In case of issues during the installation, check the log files. The files are located in:

- `<stagingarea>\Logging Files`
- `$BSE/log`
- On Windows also in the event viewer.

Never remove the directory `<BSE>/lib/install` after an installation. This directory contains important installation-specific information and information important for runtime.

Close all running applications and start the installation.

1. Logon to the system. The user must have administrator rights.
2. To start the installation, run the `startfirst.exe` file directly from the Start directory in the staging area.
   A dialog box is displayed with several options.
3. Click the link to start the Installation Wizard
   The Welcome dialog box of the Installation Wizard is displayed.
4. Click **Next**. The Environment dialog box is displayed.
5. Specify a new Environment name, or select an existing environment from the list. Click **Next**.
6. Select the unit(s) for installation from the list in the **Select Installable Units** dialog box.
7. Click **Next**. The **Select Porting Set** dialog box is displayed.

8 Select the Porting Set applicable for your Operating System, and click **Next.**

The **Host Name** dialog box is displayed. The Host Name is the system name of the (Master) Application Server where you install your LN software. The dialog boxes differ for Remote and Local installations. When installing on Windows, the fields are already filled.

9 Check or specify the Host name and click **Next**.

The **Destination Directory** dialog box is displayed.

10 Specify the path of the directory in which the LN software must be installed.

We recommend to have `bse` as the last sub directory in the destination directory. If the target directory does not exist, you are asked to create the target directory.

11 Click **Next**. The **Setup Type** dialog box is displayed.

Select one of the different setup types:

- The Master Application Server (MAS)
- Application Server (AS)

Note that for a first install, a Master Application Server (MAS) is required. Before you can install an AS connection to set up an Enterprise Cluster, an MAS must be installed.

For more specific information about the Application Server, see Distributed Application Server AS/MAS on page 36.

12 Click **Next** to select the database in the Database dialog box which, you prepared to store the repository of the LN software.

From this stage onwards, the dialog boxes of the Installation Wizard can differ for each RDBMS choice. The remainder of this example installation provides a description of an installation on the Microsoft SQL Server database. If you have prepared another RDBMS, for support, use Help (F1).

The Installation Wizard does not automatically create directories for database data files or check if they do or do not exist; you must have already created these directories.

13 Click **Next**. The Database Server Location dialog box is displayed.

14 Select a database server location.

Your choice depends on whether you want to install your database repository on your LN server (Master Application Server) or on another server.

15 Click **Next**. The **Database Connection Information** dialog box is displayed.

16 Specify the host name of the machine where the database server resides. This information is required to connect to the correct database.

17 Click **Next**. The **Database Users and Group** dialog box is displayed.

18 Specify the users and a group for, in this case, the SQL Server database:

- The SQL Server System Administrator is **sa**. To avoid problems, we recommend that you assign a password to **sa**.
  Note: The password must meet the Microsoft SQL Server password policies.
- A default name for the Infor Database Group is **<ENV> db** (<ENV> is the environment name). In the **Password** field, type a password you want to associate with the group.
- The current user field is filled. Specify the database password for the current user. Ensure the user is present in the database and that the password is correct.

19 Click **Next** to continue with the **Database Configuration Parameters** dialog box.

The **AutoGrow** option controls whether database storage files, data and log, created by the administration utility automatically grow as required when their existing space is exhausted.

The **Compress Database Tables** option controls whether advanced compression of the database and indexes is enabled. See the online help for table and index compression requirements.

Specify the correct database collation in the SQL Server Database collation field, see the Pre-installation tasks on page 8.

20 Click **Next** to continue with the **Database Device Locations and Sizes** dialog box.

21 Specify the locations and sizes for the data and log files. For specific information, click **Help**.

22 Click **Next** to continue with the **Program Folder** dialog box.

23 Specify in which folder and under what name this LN installation must be saved.

A default name is `Infor`. Type or select an existing program folder name or create a new folder.

24 Click **Next** to continue with the **Logic Service** dialog box.

To use a separate account to start the Infor ES Logic Service, you must supply the account information here. Ensure that you supply the correct password and privileges.

25 Click **Next**. The **Parallel Processes** dialog box is displayed.

26 Select the number of processes your hardware can simultaneously support.

Multiple bshells speed up the installation. Do not use more number of processes than available CPUs.

27 Click **Next** to continue with the **BW Configuration Parameters** dialog box.

Select the configuration parameters to change. Click **Next** to end the edit.

28 Click **Next** to continue with the Select Base VRCs for PMC solutions.

29 Select the Base VRCs for which the PMC solutions must be installed. Select one or more Base VRCs and click **Next**. For more specific online information, click **Help**.

30 Select the configuration files you want to change and click **Next**.

Note that changing these configuration files can have serious consequences.

If you select the `bse_vars` file, the bse_vars file dialog box is displayed.

This dialog box can be filled with specific settings for the LN environment. For example, in case more versions of DB2 are installed on the same system, you must set a shared library path environment variable. You can use this environment variable to use the correct libraries with the DB2 version you want to use for the LN installation.

31 Click **Next**. If you also selected the `storage_param` file, the Configuration File: storage_param dialog box is displayed.

You can specify the `storage_param` with specific settings for the database. To display the default entries of the `storage_param` file, click **Defaults**. Select an entry you want to edit. For specific information about the `storage_param` file entries, consult the Technical Reference Manual applicable for your database.

32 Click **Next**. If the Installable Unit Solution License Managerr (SLM) is also selected, the **Location** dialog box about SLM is displayed.

33 Click **Next**. The **Host Name** dialog box is displayed.

34 Specify the host name of the computer on which the SLM resides. During the installation on Windows, the hostname is already filled. For more information, click **Help**.

35 Click **Next**, the **Platform Type** dialog box is displayed.

36 Click **Next**, the **Destination Directory** dialog box is displayed.

37 Specify the Destination Directory for the SLM software, for example `C:\Program Files\SLM`

38 Click**Next**.

The **Installation Components** dialog box is displayed.

39 Select **All components** check box.

40 Click **Next**.

If you also selected the Installable Unit for Application Service Manager (ASM) during this installation, a Location dialog box about ASM is displayed.

41 Select **Local** as installation on windows, the location for the ASM software is Local.

42 Click **Next** to continue with the **Host Name** dialog box.

The Host name and Login name of your local machine are specified.

43 Click **Next** to select the Platform Type.

44 Click **Next** to continue with the **Destination Directory** dialog box.

45 Specify the destination directory for the ASM software and click **Next**.

46 The **Installation Components** dialog box is displayed.

Select one of the Installation Components. In this case, the Server and the Snap-in option is selected, meaning that all available components are going to be installed.

On Windows you can select the Server or the snap-in option. With the snap-in, you can configure the Server.

On UNIX, only the Server option is available, because snap-ins cannot be installed on UNIX.

47 Click **Next** to continue.

The **Jobs** dialog box is displayed.

48 Specify the mechanism and click **Next**.

49 The **Ready to Install** dialog box is displayed.

Check the information in this dialog box. To make adjustments, click **Back**. Otherwise, to start the installation, click **Install**.

Chapter 6: Post-installation tasks

After the LN installation, you must perform post installation tasks.

Not all tasks are required. Some optional tasks are left to the discretion of the customer.

Database and application tuning

Database and application tuning and optimization is a continuous process. To help you tuning Infor LN, see *Infor LN - Performance, Tracing and Tuning Guide*. The table shows the documents for database tuning and technical reference information.

You can retrieve the database specific Performance, Tracing and Tuning Guides from solution 22881401.

Database	Documents
Microsoft SQL Server	• *Infor LN - Performance, Tracing and Tuning Guide for SQL Server* • *Infor Enterprise Server - Technical Reference Guide for Microsoft SQL Server Database Driver*
Oracle	• *Infor LN - Performance, Tracing and Tuning Guide for Oracle Server* • *Infor Enterprise Server - Technical Reference Guide for Oracle Database Driver*
IBM DB2	• *Infor LN - Performance, Tracing and Tuning Guide for DB2 Server* • *Infor Enterprise Server - Technical Reference Guide for DB2 Database Driver*
EnterpriseDB	• *Infor Enterprise Server - Technical Reference Guide for EnterpriseDB Driver*

Installing user interface software

To access LN, you must install an user interface.

The dedicated user Interface for LN is Infor Ming.le with embedded LN UI.

The LN UI framework provides a completely Web-based user interface in which you can work with the LN application. For specific information about the installation of LN UI, see the installation instructions on the Infor Enterprise Server 10.5 (2-2) installation medium.

Translations are available for the user interface software. To change the user interface language, see *Infor LN UI User Guide*.

Setting up Online Help

The LN Online Help together with the complete documentation set can be downloaded from the Infor Support Portal. Search for the Infor Support Portal KB **22944448**

For instructions about the installation of the Online Help, see the *Infor LN UI Administration Guide*

On https://docs.infor.com you can find the latest documentation set. Here you can open or download a specific pdf one by one.

Updates

After you have installed LN, it is recommended to check solution **22867311**. With this solution you can link to the last minute notes for your LN version.

To upgrade an installation with a Feature Pack, Language Pack, or Porting set, see *Infor LN - Specific Installation Guide - Updates*.

License LN

The Solution License Manager (SLM) is the integrated and the central license manager for all Infor products and bundled partner products. SLM is a central application that verifies whether users are licensed to start a product and ensures a consistent and reliable license-validating mechanism.

See the *Infor Solution License Manager - Installation and Configuration Guide*.

You must license your LN environment. The initial installation states automatically a 30 day demo license.

Based on the pricing of an Infor product, you can assign a restricted set of license types to an application. You must know the license type for your application before you can configure SLM.

In the documentation of the Infor product you are installing you can find which SLM product-ids you must register against which license type.

Another way is to check the Infor Support Portal:

1. Open your Internet browser and log on to the Infor Support Portal.
2. Click **Resources > Request a Software Key > License Key Forms > Infor BAAN / SLM**.
3. Select **Infor License Manager (SLM)** from the drop-down list. The Software Validation page is displayed.
4. Click **Information**
   The Infor License Manager (SLM) page is displayed, containing general information about SLM.
5. Select, at the bottom of the page, one of the Infor product groups for which you want to know the product IDs, for example Infor LN.
6. Click **Information**. A table shows the license types and product IDs for each product of the selected product group that is licensed through SLM.
7. After licensing is completed, you can log off.

Configure Shared Memory

To enhance the performance of your LN system, we recommend loading program objects and report objects into the shared memory. For more information about the Shared Memory configuration, see *Infor LN - Performance, Tracing and Tuning Guide* and *Infor Enterprise Server - Administration Guide*.

Changing passwords

To change the passwords for General Table Maintenance and Role and Developer Authorization:

1. On the Menu, select **Tools > Database Management > General Table Sessions > Change Password for General Table Maintenance (ttadv0144m000)**.
2. The current password is blank. Insert the new password.
3. On the Menu, select **Tools > User Management > Developers Data > Change Password for Role and Developer Authorization (ttadv0143m000)**.
4. The current password is blank. Insert the new password.

Specifying default currencies

To specify the default currencies:

1. Go to **Tools > Application Configuration > Companies and Package Combinations > Companies (ttaad1100m000) session**.
2. Specify the default currency for all companies.
3. On the Specific menu, click **Convert to Runtime**.
4. Save and close the session.

LN installation with ASM

If you have installed LN on a Windows machine with the Application Service Manager (ASM), to start the Job Daemon you must supply a password. For more detailed information, see *Infor Application Service Manager - Administration Guide*

LN Enterprise Modeler Content Pack

You can download LN Enterprise Modeler Content Pack from the Infor Support Portal KB **1825386**.

Functionality in LN (such as Enterprise Planning, Inventory Management, and Purchase) are modeled in an Enterprise Modeler Model called the Enterprise Modeler Content Pack, which can be used to model a customer specific Project Model in LN.

This model contains scenarios and business processes with options, roles and rules. This is based on the relevant distribution and production typologies and verticals supported in the LN functionality. In a project model you select the scenarios relevant for your business, and you set the options to implement. Based on the rules Enterprise Modeler selects and transforms business processes that suit your requirements and simplifies the use of the LN functionality.

A separate license must be purchased to use the Enterprise Modeler Content Pack model.

See *Infor LN - Enterprise Modeler Content Pack User Guide.*

Infor ES Reporting Service

To use the Windows Server Printer concept, you can install the Infor ES Reporting Service on one or more of your client machines. For more specific information about Windows Server Printer see *Device Management* in *Infor Enterprise Server - Administration Guide*

For installation see Installing Infor ES Reporting Service on page 45.

Infor Support Assistant for LN

Infor Support Assistant (ISA) is designed to support your Infor products without compromising your business security and data integrity.

With ISA, Infor Support has the correct and up to date information about your Infor LN environment to deliver faster and more effective support. This information enables Infor to provide personal and proactive support.

No license fee is required for ISA, it is provided as part of your maintenance contract.

You can implement ISA through Infor Support Portal KB **1042859**. If you require assistance with the implementation, raise an Infor Support Portal incident.

Chapter 7: Installing a language in LN

LN is default delivered with the English language. Extra languages can be installed.
Note: You must have installed and configured LN before additional languages can be installed.

You can install the Languague packs with PMC and the Installation Wizard.

Available languages

For the latest information about a language update, see solution `22867311` on the Infor Support Portal.

Sub link to the appropriate last minute notes for your LN product. Click the Translations Solution in the Component table. The available translations are shown.

Language updates are delivered as PMC solutions.

With the `MAX_LTS_SERVERS` variable you can enable multiple bshells to speed up the languague packs installation. You can find this variable in the `$BSE/lib/BSE_VARS` configuration file.

English as fall back language

Messages, labels or help texts that are not available in any additional installed language code, are shown in English

Appendix A: Installing on Windows Server Cluster

This section provides some guidelines for installing LN on a Microsoft Windows Server Cluster.

Preparation

Before you start an installation on a Microsoft Windows cluster, you must prepare a cluster. Clusters are used for increasing the availability of a server. The server can be used for the Master Application Server (MAS) or Application Server (AS). The Installation Wizard takes care for some specific steps.

To start with a cluster aware installation (active/passive) of LN, it is required to start with a normal cluster installation on the first cluster node. This node must own the cluster disk where LN needs to be installed.

For the specific installation procedure of the database that you want to install on a Windows Server cluster, check your database vendor documentation

Installation

A shared staging area must be used when running the installation on all nodes. The installation on subsequent nodes uses the logging files from the previous nodes.

Share the setup files between all nodes. This helps you to specify the required data in the Installation Wizard. Through this Installation Wizard, you use the same environment name and destination directory on all nodes of the cluster. Save the installation files on a shared disk or folder. In that way the Installation Wizard can automatically gather the data that is specified during the installation on the first cluster node.

Note: A clustered-aware environment is also called a failover cluster in Windows.

The differences between a normal installation and the installation on a cluster is discussed in Installation on first cluster node on page 33.

Installation on first cluster node

Start the LN installation as described in Installing the LN software on page 23.

When the environment dialog box is displayed, complete these steps:

1. Specify an environment name, for example: **`lncluster`**.
   Use this environment name for all nodes, which are part of the same cluster.

2 When the Host name dialog box is displayed, it shows that the installer has detected that the current host is part of a Windows cluster.

3 When the Destination Directory dialog box is displayed, specify the name of the BSE directory.
   - This directory must be on a cluster disk separate from the Quorum disk and separate from the database disk. Notice that the installer mentions the available cluster disks.
   - The Normal Windows cluster installation requires only to be chosen for the first node when you run the Installation Wizard. For additional nodes, you must select minimal Windows cluster porting set only installation.

4 Click **Next**. When a message is displayed complete step 5.

5 Click **No** to return to the Destination Directory dialog box. Use the Windows tools to move the used disk drive resource to the current cluster node. It is required the disk is owned by the current cluster node.

6 Click **Yes**, the **Setup Type** dialog box is displayed.

7 Continue with the installation as described in Installing the LN software on page 23.

   The installation Wizard creates an LN Environment resource for the used BSE in an isolated cluster application group. Every BSE has its own cluster application group in the cluster. The name of the resource group in the cluster is fixed, and cannot be changed. All BSE related cluster resources must stay together (for example, disk resource, client access point). The Installation Wizard takes care of moving the involved disk resource to the BSE cluster application group and associated LN Environment cluster resource. The Installation Wizard does not create a client access point (a.k.a. as cluster network name). The cluster administrator has to create a client access point where Infor client applications can connect to the cluster aware BSE installation. IPv4 and IPv6 addresses are supported by LN.

   It is required that the node, on which a full BSE installation is performed owns the cluster disk of the BSE directory. In case the cluster disk is not owned, only so-called 'minimal cluster' installations are possible. After the installation on the first node has finished, you must run the installation wizard on the other nodes of the cluster. Use the so-called 'minimal cluster' installation. The minimal cluster installation prepares the required steps to make the BSE cluster aware on the other cluster nodes.

Installation on next cluster nodes

Do not change the ownership of the LN disk during the installation on all nodes.

Repeat the setup for all passive nodes. Passive nodes are the nodes that do not own the LN disk.

To run a minimal cluster installation on a second or next node:

1 Select at least the porting set installable unit.

2 Do not select installable units that are part of the clustered BSE environment, such as the 'Enterprise Server' and Applications. These are already installed during the installation on the first node of the cluster.

   You must install the SLM installable unit on a minimal cluster, since the Infor ES Porting set requires it.

3 Optionally, you can install other installable units that are not part of the BSE environment, for example ASM.

Finish the cluster installation

After the installation of LN on all the nodes, some additional manual actions are needed.

Complete all other configuring tasks of the cluster resources with the Failover Cluster Manager. See the Windows documentation for more information. It is recommended to place all BSE related resources in one group. Manually create the IP address and Network name resources in the same cluster group. The network name can then be used for all clients to connect to the BSE. If a Network name resource was created, then the LN Environment resource must be made dependent on this resource

Setting up a failover job daemon

Install the job daemon manually (with the Infor Manager snap-in) on every node where it is required to start the job daemon after a failover of a node. If the job daemon is not installed as a service, no job daemon is started after failover to that node. If a job daemon was installed as a service - the Infor management snap-in installs it as a manual service - the service is started upon cluster node failover.

Maintenance and administration on cluster aware BSE

The Infor Manager snap-in can only handle administration tasks if the cluster disk where the BSE is installed is owned by the current node. Stopping or starting services from snap-in is not possible. The Windows cluster administrator has precedence in managing all BSE services (Infor ES Logic Service Shared Memory and Job daemon). The Windows cluster administrator restarts a service as soon as it is stopped. Use the Windows Cluster Administrator to manage cluster resources.

If the LN environment requires an update, the used cluster disk for that LN environment must be owned by the cluster node running the Installation Wizard. Updating an LN environment on a cluster results in down-time of that environment. Updating the porting set requires a reboot.

Appendix B: Distributed Application Server AS/MAS

To set up an LN Application Server (AS).

Requirements

Before you can set up the AS environment, follow these guidelines:

- The Solution License Manager (SLM) client software must be installed and configured on the application server to make a connection with the SLM server.

  See the *Infor Solution License Manager - Installation and Configuration Guide*.
- A Master Application Server (MAS) must be installed and running.
- Perform administrator tasks on the MAS.
- The users who are connecting to the AS require user data that is created on the MAS.
- The administrator requires access through a remote user file for all configured AS/MAS start-up systems, that are created in the **User Data Template** session.
- For better performance we recommend that you set up an AS with the database driver running on the AS. This setup connects directly through the local native database client libraries to the remote database server. This setup requires the database client software installed on the AS.
- The porting set version on the AS must equal the porting set version on the MAS.
- The current installation procedure requires a porting set version 9.3b or later and an Installation Wizard version 15.7.5.2 or later.

Restrictions

These restrictions apply:

- If the **Extensions Ready for Cloud** check box is selected in the **Extensibility parameters (ttext0100m000)** session, an AS setup is not supported.
- An AS setup on the same server as the MAS server is not supported.

Installation notes

This section describes some important installation notes.

Master Application Server and Application Server

Two different setup types are available:

- Master Application Server (MAS)
- Application Server (AS)

A MAS is a complete LN server that contains the application files and database. Having the database on the MAS is not required. You can install the database on another server. These LN components are installed on the MAS:

- LN runtime data dictionary
- Virtual machine (bshell)
- Database driver
- Audit server
- LN printer manager

An AS is a stripped version of a MAS, and runs on Windows and UNIX. The AS contains a virtual machine (bshell), communicating with the MAS. The LN AS decreases the pressure on the traditional LN server, on which all application processing is performed. Setting up an AS next to the MAS, can reduce part of the processing load from the MAS. The load is balanced across several servers in your LN network. This concept is mainly used in remote data management (3-tier) situations; database and application reside on different machines.

Note: Infor does not support a MAS running on a Windows operating system in combination with an AS on a UNIX operating system.

Before installing the AS, first install the MAS. For specific information about the AS, see Distributed Application Server AS/MAS on page 36.

Client / Server Scenario

LN is implemented in a client/server (C/S) mode. Therefore, the main parts of the LN architecture, including the presentation layer, application layer, and database layer, can run on separate machines. You can configure numerous C/S scenarios. Most LN scenarios are based on two scenarios of the Gartner Group:

- Remote presentation scenario (2-Tier)
- Remote data management (3-Tier)

In the 2-Tier scenario, the presentation layer runs on the client machine, usually a PC, and the server part contains the application and database layer. Because two machines are involved, this type of environment is called a 2-Tier environment. In the 3-Tier scenario, the application and the database layer run on separate machines. The display driver is started on a separate machine. For more detailed sizing information, contact Infor.

When using a 3-tier setup, you must install the RDBMS specific client interface. This client interface provides access to the remote database. The client interface is required on the MAS. For instructions, see the RDBMS documentation or online help.

For starting the 3-Tier installation see the installation procedure of 2-Tier. Follow the same procedure until step 15. The relevant dialog boxes for the 3-Tier installation are:

- The **Database Server Location** dialog box. Select the correct check box to install on another server.
- The **Database Connection Information** dialog box. Specify the host name of the machine where the database server resides. This information is required to connect to the correct database.

- Continue the rest of the 2-Tier installation procedure.

AS setup with database driver running on the MAS

1. Start the LN Installation Wizard to install and configure the LN application server. You can use the online help in the Installation Wizard.
2. Select the **Application Server** check box on the **Setup Type** dialog box.
3. On the **Master Application Server Host Name** dialog box, specify this information:
   - **Host Name**: Specify the host name or IP address of the MAS.
   - **Login Name and Password**: Specify the login name and password of the user profile on the MAS that is used to connect from the AS.
   - **Directory on the MAS**. Specify the path to the BSE environment.

   Note: If you run a **Convert to Runtime** in the **Tables by Database** session, clear the **(Other) Workstations** check box. You can only regenerate the table definition file, `tabledef6.2`, on an AS if the database driver also runs on the AS.

AS setup with the database driver running on the AS

This setup is recommended.

The installation procedure is the same as described in AS setup with database driver running on the MAS on page 38.

In comparison to the setup, where the database driver runs on the AS, you can run a **Convert to Runtime** in the **Tables by Database (ttaad4111m000)** session on the AS.

1. Install a database client or ODBC driver for your database on the Application Server.
2. Go to the MAS system.
3. Ensure the AS is registered in the **Systems (ttaad0550m000)** session.
4. Add your admin user and password and AS system to the **Remote User data (ttaad2501m000)** session.
5. Convert the changes to runtime and restart LN UI.
6. Start the **Database Definitions (ttaad4510m000)** session.

   Ensure the **Parameter** field points to the correct LN server and database instance.
7. Start the **Tables by Database (ttaad4111m000)** session to distribute the `tabledef6.2` file from the MAS to the AS.
8. Select the **Convert to Runtime** option to start the **Create Runtime Database Definitions (Tabledef)** session. Only select the **(Other) Workstation** check box and the Workstation (AS).
9. Click **Create**.
10. Set up an Audit Host. Audit servers can only run on the MAS:
    a. Start the **Audit Hosts (ttaud3130m000)** session.

b Add the Master Application Server.
c On the **Actions** menu, select **Create Runtime Audit Definitions**.
d Select the **Audit Hosts** check box and click **Create**.

11 Optionally, add the users to the **Remote User Data (ttaad2501m000)** session who must be connected to the new AS. Convert these changes to runtime.

12 Copy all created `$BSE/lib/r<users>` files from the MAS server to the same directory on the AS server.

Note: This new entry must be based on the system name of the MAS server.

13 Go to the AS server.

14 Remove the `$BSE/lib/datecurr` file. These settings are automatically retrieved from the MAS during logon.

15 If available ensure the settings in `$BSE/lib/defaults/all` and `$BSE/lib/defaults/db_resource` files are matching the settings located on the MAS.

16 To use the shared memory data that is configured on the MAS, remove the `$BSE\lib\srdd_tab6.2` file that is located on the AS.

17 Stop and restart shared memory.

With the first logon the `srdd_tab6.2` objects that are configured on the MAS are automatically retrieved and placed in the shared memory on the AS. You cannot convert shared memory to runtime on an AS.

Language packs

To use the language translated labels installed on the MAS:

1 Go to the AS.

2 Start the **Compile Labels (ttadv1243m000)** session and compile the required language to runtime.

3 Go to the MAS.

4 Link the **User Data (ttaad2500m000)** session to the required language.

5 Convert changes to runtime.

6 Restart LN UI.

Appendix C: Installation log files

To trace issues during an installation, log files are created. In these log files, the installation progress and issues are logged by the installable unit.

The Installation Wizard can detect errors through these log files. Do not change or delete these files.

Client

Depending on the type of IU, the user has two options:

- Use the Staging Wizard that creates a Staging Area, and run the installation of the IU from Staging Area.
- Skip the Staging Wizard and Staging Area and directly run the installation for one IU by its stand-alone `setup.exe` file.

Note that most of the IUs must be installed using the Staging Wizard.

Using a Staging Area, log files can be found in:

- `<Staging Area>\Logging files\<environment>`

  Where `<Staging Area>` refers to the directory where the Staging Area is located.
- `%TEMP%\Baan Setup\<environment>`

  Where `%TEMP%` refers to the directory name of the windows variable TEMP.

In the log directories, you can also find the file `BaanERPClient.info`. The `BaanERPClient.info` file contains the settings that the installation user has chosen. As soon as the user defines an environment and a destination for the installation, the Installation Wizard checks the system for an existing installation.

If the file `$BSE/lib/install/BaanERPServer.info` is found, the settings are copied from the server to the client to the file `BaanERPClient.info`. After the copy from the server, all configuration settings are stored in files `BaanERPServer.info` and `BaanERPClient.info`. The `BaanERPServer.info` file overrules `BaanERPClient.info` file. The same applies for the `BaanERPServer.log`, the `BaanERPClient.log` files, and the `ExistingIUs.info` files

BaanERPClient.log

The `BaanERPClient.log` file is usually the first file to check if an error occurs. The file contains information about what the Installation Wizard detects, and shows the more general error descriptions.

For example:

```
BaanERPClient.log

4/26/2006[13:30:34(UTC-02:00)]:I:bsp: INFO - Detected Platformtype: Windows_NT
```

```
4/26/2006[13:39:22(UTC-02:00)]:E:bsp: ERROR - ttbsi.000700: Error opening file C:\Staging Area\In
stallableUnits\ InstallableUnit_ERP_Installer\Setup_debug\..\..\..\InstallableUnits\OW ERP
6_1\\applfiles\ bw_import!
```

This timestamp is related to the time on the Client machine. If the time on the Client differs from the time on the Servers, you must take that time difference into account when comparing time stamps. Before you start the Installation Wizard, synchronize the time setting for both machines.

See section Server on page 42.

BaanERPClient.info

The `BaanERPClient.info` file contains the information about which configuration is used and the current status of the installation. This table, shows the most important settings:

Parameter	Description
`Environment=erpenterprise`	Environment for installation.
`Location=0`	Local Windows machine.
`ProductName=BaanERP`	Product name.
`TmpDir=C:\Staging Area\Logging Files\erpenterprise`	Directory for this info file and log file.
`SupportDir=C:\DOCUME~1\pleersni\LOCALS~1\Temp\{3C5A8C2F-AD79-4884-B78B-0488FBE8E1BC}\`	Temporary installation directory of User.
`Hostname=CNL09834`	Hostname where to install.
`User=bsp`	Installation User.
`SuperUser=`	Super user, only UNIX.
`BsePath=c:\Infor\erpenterprise\bse`	`$BSE`, the path where the software is installed.
`PlatformType=Windows`	Platform type.
`BseRel=6.2`	Use value 6.1 for Infor Baan IV. Use value 6.2 for Infor Baan 5, Infor Baan 5.2, or LN.
`PreReger=0`	Use value 0 for Infor Baan 5.2 or LN. Use value 1 for Infor Baan IV, or Infor Baan 5.
`DbType=msql7`	Database type: SQL server.
`BaanMAS=1`	0 for AS; 1 for MAS installation.
`InstallStatus=4000`	0 for new; 4000 for finished; 0<InstallStatus<4000 for a failed installation.
`IUStatus=`	IU key where the installation was crashed.
`PortingSetInstalled=1`	1: A porting set was installed before.
`ApplSetInstalled=1`	1: Tools were installed before.

Parameter	Description
BCLMLogin….	Settings for an SLM installation.
ASMLogin…..	Settings for an ASM installation.
GenParams.szSelectedKeys=,ERP_Tools, ERP_Applications	List with selected IUs to install.
szVRCs[0][0].szBaseVRC=7.6_a_tt	List with base VRCs to install solutions for.
szVRCs[0][0].szUpdateVRCs= 7.6_a	List with update VRCs to install solutions for.

Server

All log files and info files on the server can be found in the directory tree where LN is installed. The name of the top level of this directory tree is referred to as `$BSE`. For installations on a Windows machine, all directory forward (/) slashes must be read as backward (\) slashes.

The Installation Wizard supports fresh installations and updates for LN

The file `ExistingIUs.info` contains information about what Installable Units are installed earlier, and all subdirectories of `$BSE\lib\install`.

Do not remove the directory `$BSE\lib\install` or one of the other files. In case files are missing, next updates fail.

BaanERPServer datetime logfile

The `BaanERPServer<datetime>.log` can be found in the directory: `$BSE/lib/install`

The `BaanERPServer<datetime>.log` file contains all logging as described in "Client" on page 40. In contrary with `BaanERPClient.log`, the `BaanERPServer<datetime>.log` is split into log files indicating the dates and times when the setup was started. After every update or restart, a new `BaanERPServer.log` file is added; this file is displayed when the Installation Wizard has finished. The `BaanERPClient.log` file on the client is a merge of all these files. All info found on the Client machine can also be found on the server. This directory serves as a backup if the files on the Client machine are deleted or the installation is restarted from another Client machine. For the info files, the files in this directory are leading.

ExistingIUs.info

The `ExistingIUs.info` file contains information about what Installable units have been installed earlier. The file is located in the directory: `$BSE\lib\install`

An example of the `ExistingIUs.info` file:

- ExistingIus.info
- ERP_RuntimeTools_WINDOWS
- OW_ERP_Adapter
- ERP_Applications
- ERP_Tools

This file is also written to the client in the directory: `<Staging Area>\Logging files\<environment>`

The `ExistingIUs.info` file on the server is always leading.

Installing porting sets

During the installation of a porting set, the folder `$BSE/lib/install/vm` is created/updated. This virtual machine (VM) folder contains a part of the virtual machine, necessary for the installation of the porting set. During the installation of the porting set, logging is done in the subdirectory log.

Installing DEM models

During installation for example DEM models, calls are made to 3GL functions. These functions usually log their information in the directory: `$BSE/log`

Depending on the date and time these log files were created/updated, you can find out where an error has occurred. If the installation fails during the import, the main log file created by the import is named `log.ottiex1287`.

FTP or SSH/SFTP

During the installation, remote commands or ftp calls are often run. If an error occurs during such a command the Windows Event Viewer (application) shows the reason for this error

TMP files

During an installation temporary files are created. If the installation fails, these temporary files are not always removed. These files can contain more information about the failure. You can remove the files from one of these directories:

- `$BSE/lib/install/vm/tmp`
- `$BSE/tmp`

Failed installations

If an installation fails, you must check the log files and try to solve the issue, then restart the installation. The dialog boxes to select the Installable Units are displayed with the previously selected installable units, except for the ones already successfully installed. You can add or remove Installable Units.

When clicking **Next** in the **Destination Directory** dialog box, the installation program discovers that a failure happened during the previous installation. This is indicated by the `InstallStatus` in the `BaanERPClient.info` file. The **Restart Installation** dialog box is displayed.

Explanation of the options:

- **Restart Current**: Removes old installation settings and restarts the installation of the currently selected installable units.

  Note that during a Restart Current, the files in `BaanERPServer.info` are reset.

  - `InstallStatus`
  - `IUstatus`
  - `SelectedKeys`
  - `PaccCheckSum`

    - `PaccSel`

    For example, if `InstallStatus` is set to 4000, the `$BSE/tmp` directory is emptied; 4000 means finished.

- **Restart Previous**: Removes old installation settings and restarts the installation of the previously selected installable units.
- **Retry**: Continues with the installation at the point where it stopped; this is faster, but less secure than the other options. This option always continues with the previous selection.
- **Abort**: Cancel the installation.

Appendix D: Installing Infor ES Reporting Service

The installer of the Infor ES Reporting Service can be found in Infor Support Portal KB 2112260.

The installer consists of the single executable: `setup.exe`.

1. Double-click the `setup.exe` file. On the **Welcome** dialog box, click **Next**. The **Setup Type** dialog box is displayed.
2. Select one of these setup types and click **Next**.
   - The Complete setup type: to use the default port number `7688`, select this type. Click **Next**, to continue directly with the **Ready to Install the Program** dialog box.
   - The Custom setup type starts the **Custom Setup** dialog box. In the Port number field, specify the desired port number. Remember the specified port number: you will need it for the configuration of any software which must use this Reporting Service. Check if this port number is not blocked by a firewall which can be active on your computer.
3. Click **Next**. The **Ready to Install the Program** dialog box is displayed.
4. To start the installation, click **Install**.
5. When the installation has successfully finished, click **Finish**.

Upgrading the Infor ES Reporting Service

Before you can upgrade the Infor ES Reporting Service from version 2.0.0.13 or lower, first uninstall the existing version of the Infor ES Reporting Service. Use Remove in the Add or Remove Programs applet in your Control Panel, and then install the new version as described earlier.

When upgrading from version 2.0.14 (or later) to a newer version, run the setup of the newer version. Follow the on-screen instructions.

Modifying the port number

If you want to modify the port number used by the Infor ES Reporting Service, use the Add or Remove Programs applet in your Control Panel.

Complete these steps:

1. Click Change. The Welcome screen of the Install Wizard displays.
2. To start the Program Maintenance, click **Next**.
3. Select Modify and click **Next**. The Custom Setup will display the current port number used by the Reporting Service.
4. Modify the port number. Remember the specified port number: you will need it for the configuration of any software which must use this Reporting Service. Check if this port number is not blocked by a firewall which can be active on your computer.
5. Click **Next**. The Ready to modify the Program dialog box will appear.
6. To start the installation, click **Install**.
7. When the installation has successfully finished, click **Finish**.

Troubleshooting Infor ES Reporting Service

Troubleshooting when using a "Windows Server Printer device".

Use the online help of the **Device Data (ttaad3100s000)** session and related help pages to set up a "Windows Server Printer" device. Register the Server in the **Systems (ttaad0550m000)** session.

Follow these rules:

- By default, the Infor ES Reporting Service runs under the Local System account. This account does not have a well-defined default printer. You can specify a printer in the **Device Queue** field of the **Device Data** session. Specify the name of a printer that is already installed on the machine on which the Infor ES Reporting Service is running. The Local System account does not have the correct permissions to use a network printer. Therefore, deploy the Infor ES Reporting Service on the server to which the printer is connected.
- Sometimes, it is preferable to run the Infor ES Reporting Service under a different account other than the Local System account. Use the standard Microsoft tools for Services to change the account. Go to **Control Panel** > **Administrative Tools** > **Services**.

  Ensure to switch the account back to Local User; before running the procedure Modifying the port number on page 45. Otherwise, that procedure fails.
- When printing to a "Windows Server Printer" device, the Infor ES Reporting Service is used to start the `BwPrint.exe` file. To check whether `BwPrint` is started and whether it terminates use the Task Manager. Check the Infor ES Reporting Service or `BwPrint` log information with the **Event Viewer**.