

Oracle® AutoVue for Agile PLM

Installation and Configuration Guide

Release 21.1

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Contents

Contents	iii
Preface	v
Audience.....	v
Documentation Accessibility	v
Related Documents	v
Conventions.....	vi
1 Introduction	
2 Architecture	
Components of AutoVue for Agile PLM	2-1
Agile PLM Application Server	2-1
File Manager	2-2
AutoVue Components (Server and Client Components).....	2-2
3 Prerequisites	
Pre-requisites for Installing AutoVue for Agile PLM	3-1
Default Locations	3-1
4 AutoVue Hardware and System Requirements	
Hardware & System Requirements	4-1
Integrations	4-1
AutoVue for Agile PLM Integration Components	4-1
5 Installation Checklist	
Deployment Scenarios	5-1
Installation Checklist	5-1
Additional Recommendations	5-2
6 Installing and Upgrading AutoVue for Agile PLM	
Upgrading from earlier versions	6-1
Installing on Windows platform	6-1
Running the Installation Program	6-2
Installing on Linux platform	6-3
Installing on other platforms	6-4
Installing AutoVue Client Libraries and Integration Components on Different Platforms.....	6-4
Installing AutoVue for Agile in Console Mode	6-5
Running the Installation Program in Console Mode.....	6-5
Configuring the File Manager	6-6

Upgrading from Earlier Version with MetaFilesRemover Utility.....	6-6
Verifying your Integration	6-7
Post-Installation Instructions	6-7
7 Uninstalling AutoVue for Agile PLM	
Removing AutoVue for Agile PLM	7-1
A Configuring AutoVue for Agile PLM	
Security	A-1
Testing the VueServlet	A-1
B ABV Configuration	
Configuring the ABV Framework	B-1
C Troubleshooting	
Troubleshooting AutoVue for Agile PLM	C-1
Enabling Client Verbosity.....	C-1
Detailed WebLogic Logs	C-1
File Manager (Tomcat logs)	C-1
File Manager VueServlet Logs	C-1
AutoVue Detailed Client/Server Logs	C-3
Errors Which May Occur While Using the AutoVue Server.....	C-3
Changing Port Numbers	C-4
Verify AutoVue Server	C-5
D Feedback	
General AutoVue for Agile PLM Information	D-1
Oracle Customer Support	D-1
My Oracle Support AutoVue for Agile PLM Community	D-1
Sales Inquiries.....	D-1

Preface

Oracle Agile PLM is a comprehensive enterprise PLM solution for managing your product value chain. Oracle AutoVue for Agile PLM delivers visualization capabilities for many document types, including business documents such as Office and Graphics, as well as technical document types such as 2-D/3-D Computer Aided Design (CAD) and Electronic Design Automation (EDA). The Oracle AutoVue for Agile PLM Installation and Configuration Guide describes how to install and configure Oracle AutoVue for Agile PLM.

Audience

This document is directed at any user whose task is the installation and administration of Oracle AutoVue for Agile PLM.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through My Oracle Support. For information, visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

Related Documents

Oracle's Agile PLM documentation set includes Adobe® Acrobat PDF files. The Oracle Technology Network (OTN) Web site <https://www.oracle.com/technetwork/documentation/agile-085940.html> contains the latest versions of the Agile PLM PDF files. You can view or download these manuals from the Web site, or you can ask your Agile administrator if there is an Agile PLM Documentation folder available on your network from which you can access the Agile PLM documentation (PDF) files.

Oracle's AutoVue for Agile PLM documentation set is available at <https://www.oracle.com/technetwork/documentation/agile-085940.html#autovue>

For more information on Oracle AutoVue products, refer to the Oracle AutoVue documentation set available at

<https://www.oracle.com/technetwork/documentation/autovue-091442.html>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

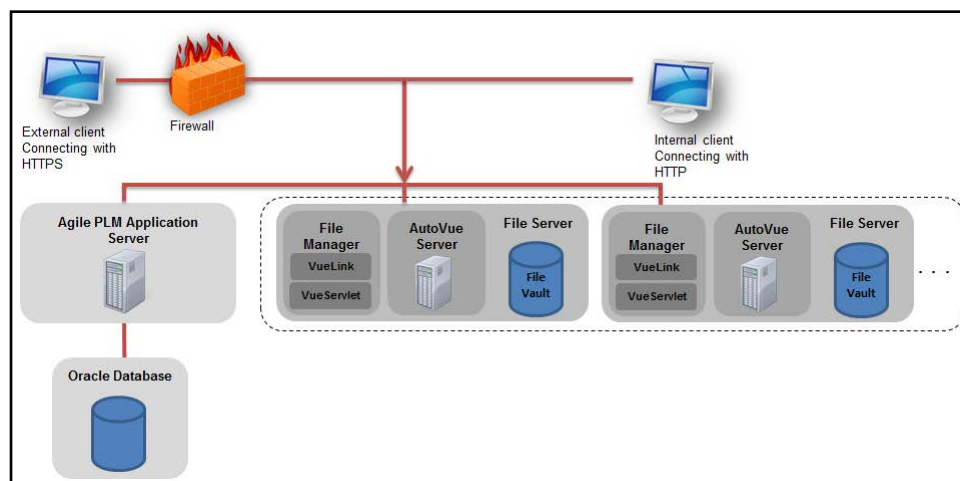
Introduction

Oracle AutoVue for Agile PLM is an Enterprise Visualization solution designed to provide viewing, digital annotation and collaboration capabilities to Agile PLM. Oracle AutoVue delivers visualization capabilities for many document types, including business documents such as Office and Graphics, as well as technical document types such as 2-D/3-D Computer Aided Design (CAD) and Electronic Design Automation (EDA). Hence, one of the main benefits of AutoVue for Agile PLM is that users can view numerous file types stored in Agile PLM without having the native application that created the file installed on their desktop machines. Another advantage of AutoVue for Agile PLM is that it decreases bandwidth requirements and improves response time through the use of streaming files. Streaming files contain file data and provide the benefit that AutoVue for Agile PLM can access the streaming files much faster than it can native files.

The VueServlet provides a connection between the AutoVue server and Agile PLM using standard HTTP/HTTPS protocols.

The following diagram and steps describe a typical configuration of how AutoVue for Agile PLM integrates with Agile PLM.

Figure 1–1 Architecture Diagram



1. Log onto the Agile PLM with web browser.
2. A link appears next to each file stored in Agile PLM.
3. When you click this link, the AutoVue client is launched and you may view that file inside the web browser window.

-
4. In Agile PLM, the AutoVue client communicates with the AutoVue server through servlet tunneling for HTTP or HTTPS connection. The Vuelink can communicate with Agile PLM to handle any request made by the AutoVue server like getting the files that the user requested for.

Architecture

This chapter discusses the architecture of AutoVue for Agile PLM.

AutoVue for Agile PLM is designed to provide server scalability to support increasing demand for file viewing and markup on intranets and the Internet. Adding capacity is as simple as adding one more "server". The servers automatically divide up the load in a "peer-to-peer" fashion to avoid any bottlenecks. In Agile PLM, there is a 1-to-1 relationship between the File Manager and AutoVue server. As a result, you can add another server (under a load-balancer with the File Manager and AutoVue client libraries installed) to increase the capacity. However, with sufficient CPU and memory resources on the server, you can also increase the number of processes in the AutoVue server to improve scalability.

AutoVue for Agile PLM embeds several different rendering schemes to accommodate multiple environments. These schemes allow the server to take into account issues such as network bandwidth, load balancing between server and client, server configuration and performance, intranet/extranet/Internet use, and file size and format to be viewed. However, in all rendering options, AutoVue for Agile PLM keeps all necessary information for querying purposes; the "intelligence" of drawings is preserved. For example, users can perform text searches on text and CAD files, or perform queries based on drawing attributes in a CAD file.

Note: Agile PLM is a Web application server with a browser-based client and configures access through the VueServlet, exclusively.

2.1 Components of AutoVue for Agile PLM

The components of AutoVue for Agile PLM include the:

- Agile Application Server

- File Manager

- AutoVue server

- AutoVue client libraries

2.1.1 Agile PLM Application Server

The Agile PLM Application Server is the center of the Agile PLM system, and manages data stored in the Agile PLM database. The Agile PLM Application Server runs on industry-leading J2EE application servers. The application server connects to the components in a persistence layer where product content is stored. All Agile PLM data is contained or organized in business objects that are set up by the administrator, and specified and used by the enterprise's Agile PLM users. Business objects is a general term that implies objects created from the classes available to the enterprise, but other entities in Agile are also objects, such as workflows, searches, reports, and so forth.

2.1.2 File Manager

The File Manager stores all documents, drawings, and other files within the Agile PLM system. A File Manager provides a place to store and retrieve files locally or remotely. Due to the geographically dispersed nature of the global enterprise, multiple Agile PLM File Managers can be deployed in a distributed configuration for efficient distribution of product content. Agile PLM File Manager is made up of two main components: the File Manager Web application and the file vault. The file vault is the file system where the actual files reside. The file vault can be located on the same server as the Web application or on a dedicated storage system. The File Manager can be installed on the same machine as the Agile PLM Application Server but is, typically, installed on a separate machine. The File Manager can also be installed in a cluster and distributed across geographic regions.

2.1.3 AutoVue Components (Server and Client Components)

The installation involves AutoVue for Agile PLM installed on a server, to which client machines are connected to access and view documents. An AutoVue for Agile PLM solution has several components: the AutoVue server, an application server hosting the VueServlet, a Web server or an application server hosting AutoVue client libraries, and the AutoVue client. In the case of AutoVue for Agile PLM installation, the AutoVue for Agile PLM Servlet (VueServlet) is packaged and deployed as part of the File Manager installation. The VueServlet is also deployed on the File Manager and tunnels the requests to the AutoVue Server using HTTP protocol.

The AutoVue client is a JAVA-based application that is launched through Java Web Start framework. It is fully customizable: you can modify the graphical user interface (GUI), setup a collaboration session, modify the menu options and toolbars, and so on. The AutoVue client is the main entry point to view AutoVue's capabilities. The AutoVue client libraries are delivered by Agile PLM (typically, the File Manager).

Prerequisites

This chapter discusses the prerequisites of installing AutoVue for Agile PLM.

3.1 Pre-requisites for Installing AutoVue for Agile PLM

Please refer to AutoVue 21.1 Installation and Configuration Guide > Chapter 3 Prerequisites for details.

3.2 Default Locations

The first two components – Agile PLM application server and File Manager, are installed using the Agile PLM installer, while the third component, AutoVue Server, is installed using the AutoVue for Agile PLM installer.

The default location of the components of AutoVue for Agile PLM is provided in the [Table 3–1, "Default Location of AutoVue for Agile PLM Components"](#).

Table 3–1 Default Location of AutoVue for Agile PLM Components

Component	Select this while installing	Default Location
Agile PLM application server	In the Choose Install Component(s) window, select Application Server check box.	AGILE_HOME/agileDomain
File Manager	In the Choose Install Component(s) window, select File Manager check box.	AGILE_HOME/FileManager
AutoVue Server	Select the AutoVue Server component.	AGILE_HOME/AVS

AutoVue Hardware and System Requirements

This chapter discusses the hardware and system requirements for installing Oracle AutoVue.

4.1 Hardware & System Requirements

Please refer to AutoVue 21.1 Installation and Configuration Guide > Chapter 2 AutoVue Hardware and System Requirements for details.

4.2 Integrations

The following integrations have been certified for this release of AutoVue.

Table 4–1 Oracle-Certified Integrations

Integrations	AutoVue for Agile PLM	AutoVue Client/Server Deployment
Agile PLM 9.3.6 (RUP 8 and later)	x	

4.3 AutoVue for Agile PLM Integration Components

AutoVue for Agile PLM integration components including client libraries deployed in Agile Application Server and File Manager can be installed on the following OSes:

- Oracle Solaris (SPARC and x64)
- Linux (Oracle, Red Hat Enterprise, SUSE)
- Microsoft Windows
- HP-UX Itanium
- IBM AIX (POWER)

For supported versions, refer to the "Agile Product Lifecycle Management Capacity Planning Guide" on OTN

<https://www.oracle.com/technetwork/documentation/agile-085940.html>

Installation Checklist

This chapter discusses the installation checklist that needs to be followed before installing AutoVue for Agile PLM solution.

AutoVue for Agile PLM can be deployed in a number of scenarios. An AutoVue for Agile installation consists of installing an AutoVue application server hosting VueServlet, JNLP components, and AutoVue client components.

5.1 Deployment Scenarios

The different components that have to be selected for deployment scenarios of AutoVue for Agile PLM are provided in the following table.

Table 5–1 *Deployment Scenarios*

Deployment	Configuration Steps during installation
Agile PLM application server and File Manager on one machine	Select the AutoVue server and AutoVue client libraries check box in the Choose Install Component(s) window.
Agile PLM application server and File Manager on different machines	Install AutoVue server and AutoVue client libraries separately. Client libraries should be installed on any machine that has a File Manager as well as on the standalone application server or the admin server if in a cluster. For better performance, it is recommended to install AutoVue Server on all machines having a File Manager.

5.2 Installation Checklist

To install the AutoVue for Agile PLM solution:

Note: Stop all the Agile Application Servers and File Managers before installing the AutoVue Client Libraries.

On a machine with only the Agile PLM application server installed in AGILE_HOME, run the AutoVue for Agile PLM installer and then select **AutoVue Client Libraries** check box from the Choose Install Component (s) window. The AutoVue Server is recommended to be installed with all File Managers for better performance.

Note: If running the AutoVue for Agile PLM installer on a machine with the Agile PLM application server and/or File Manager installed then the "AutoVue client libraries" component will be displayed and is selected by default. The "AutoVue Server" component is always displayed and selected by default.

On a machine with only the File Manager installed in AGILE_HOME or with both the application server and File Manager installed in AGILE_HOME, run the AutoVue for Agile PLM installer and then select **AutoVue Server and AutoVue Client Libraries** check box from the Choose Install Component (s) window.

On a machine designated for only the AutoVue server (that is, there is no AGILE_HOME folder installed), run the AutoVue for Agile PLM installer and install only the AutoVue server.

After installation, remember to redeploy your File Manager and run the MetaFilesRemover utility.

5.3 Additional Recommendations

Following are recommendations to ensure that the AutoVue for Agile PLM integration works correctly:

Install the AutoVue client libraries on the application server machine.

Note: Only required on the Admin server in a cluster environment.

Run the MetaFilesRemover tool after upgrading to a different AutoVue for Agile PLM version.

Installing and Upgrading AutoVue for Agile PLM

This chapter describes how to install AutoVue for Agile PLM on Windows and Linux OSes. The AutoVue for Agile PLM installer updates the Agile PLM Application Server and File Manager components for Agile PLM version 9.3.6 (RUP 8 and later) on all platforms. It also installs the AutoVue server component on Windows or Linux.

Note: When upgrading your installation of AutoVue for Agile PLM, do not cancel the installation process once it has begun. Canceling the installation may leave your current installation of AutoVue for Agile PLM unusable.

Note: Upgrade to the latest AutoVue for Agile PLM patch by installing the new Agile PLM RUPs and AutoVue RUPs.

6.1 Upgrading from earlier versions

You must run the AutoVue for Agile PLM installer on the application server and all File Managers as well as the machine where you wish to install the AutoVue server. Select the AutoVue Server option in the installer if you wish to install the AutoVue server, and select the AutoVue Client Libraries option if you are running the installer on an application server or File Manager. If it is required to install the AutoVue server on the same machine with the application server and File Manager, then both the AutoVue Server and the AutoVue Client Libraries options must be selected in the installer.

Note: Before updating the AutoVue client libraries, ensure that you stop the File Manager Server and Agile Application Server.

Please refer to AutoVue 21.1 Installation and Configuration Guide > 5.1 Upgrading from earlier versions for details.

6.2 Installing on Windows platform

To install AutoVue for Agile PLM on Windows Platform:

1. Download the AutoVue 21.1 for Agile PLM patch from My Oracle Support (<https://support.oracle.com/>).
2. For Windows run the `setup_av_win.exe` from the temporary directory.

3. Proceed to [Section 6.2.1, "Running the Installation Program"](#).

6.2.1 Running the Installation Program

The installation program prompts you to enter specific information about the system and configuration. See the [Table 6–1, "Installation Instructions"](#) for what you have to do during the installation.

Table 6–1 Installation Instructions

In this window...	Perform the following action...
Welcome to AutoVue for Agile PLM Installation	Click Next to proceed with the installation.
Customer Information	Enter the User Name and Company Name . Click Next .
Choose Install Component (s)	<p>If running the AutoVue for Agile PLM installer on a machine with the Agile PLM application server and/or File Manager installed then the "AutoVue client libraries" component will be displayed and is selected by default. The "AutoVue Server" component is always displayed and selected by default.</p> <p>Click Install.</p> <p>Note: Refer to Deployment Scenarios to determine what components are required for your installation.</p>
Installation Location	<p>Enter the location or folder where you want to install the selected AutoVue components in the Specify where to install the selected AutoVue component(s) box. Click Next.</p> <p>If a supported AGILE_HOME exists then the default Installation Location is the directory <AGILE_HOME>/AVS and this would be the AutoVue Server home directory.</p>
Java Home	<p>Enter the path to the JDK to be used to run AutoVue server. This should be a 64-bit version 8 JDK. Click Next.</p> <p>You can use the same JDK 8 that is used to install Agile PLM.</p>
AutoVue Server	<p>Enter the host name and the port number of the AutoVue server that Agile File Manager will connect to. Click Next.</p> <p>Note: Ensure that you enter fully qualified machine/domain name for the Host Name. Example: host.domain.com (machinename.domainname).</p>
AutoVue Product	<p>Choose the AutoVue product that you have licensed. The options are:</p> <p>AutoVue 2D Professional for Agile</p> <p>AutoVue Electro-Mechanical Professional for Agile</p> <p>Click Next.</p>

Table 6–1 (Cont.) Installation Instructions

In this window...	Perform the following action...
Choose Shortcut Folder	<p>Here you can choose where you want to create the product icons. Following are the options:</p> <ul style="list-style-type: none"> In a new Program Group In an existing Program Group In the Start Menu On the Desktop In the Quick Launch Bar Other Don't create icons <p>Note: In case you select the Create Icons for All Users, then the product icon appears as a short cut for all users.</p> <p>Click Next.</p>
Pre-Installation Summary	<p>Review the Product Name, Install Folder, Shortcut Folder, Product Features, Disk Space Information (for Installation) and additional information before continuing with the installation. After the review, click Install.</p>
Install Complete	<p>Click Finish to complete the installation.</p>

Note: Before installing the AutoVue client libraries, remember to stop the file server and any additional Agile processes.

For instructions on restarting the application server, refer to either the *Installing Agile PLM on Oracle Application Server* or the *Installing Agile PLM on Oracle WebLogic Server* manuals.

Note: The webfs.war file and application.ear files are available at "<AGILE_HOME>\agiledomain\applications".

6.3 Installing on Linux platform

To install AutoVue for Agile PLM on Linux platforms:

1. Uninstall any previous versions of AutoVue.
2. Run the Red Hat Update Agent, `dnf update`, to download the latest Xvfb and Mesa files.

Note: Both the AutoVue installer and the AutoVue for Agile PLM installer do not detect the installation of Mesa or Xvfb.

3. It is recommended that AutoVue is installed on the same user account used to install Agile PLM to avoid any library conflicts between AutoVue and Agile or Oracle database.
4. Install the pre-requisites as described in [Pre-requisites for Installing AutoVue for Agile PLM](#).
5. Download the AutoVue 21.1 for Agile PLM patch from My Oracle Support (<https://support.oracle.com/>).
6. Launch the AutoVue for Agile PLM installer (Linux: `setup_av_lin.bin`).

Note: It is recommended to run the AutoVue for Agile PLM installer UI on the server itself either through the primary display or, if installing remotely, by using vncserver.

7. Follow the instructions to proceed with the installation. Select the components you would like to install.
8. For information about any screen in the installer, click **Help**.
9. Click **Next** to proceed through the installer.

Note: If you are installing on an Application Server or File Manager, select the **AutoVue Client Libraries** check box on the **Choose Install Components** panel.

10. Click **Done** to finish the installation.

6.4 Installing on other platforms

The AutoVue server can be installed on only Windows and Linux. However, Agile PLM application server and File Manager components can be installed on several other platforms including Solaris (SPARC), Solaris (x64), AIX (POWER) and HP-UX (Itanium). You can install AutoVue Client Libraries on any of these platforms.

6.4.1 Installing AutoVue Client Libraries and Integration Components on Different Platforms

Oracle AutoVue Client Libraries and integration components can be installed on the following platforms:

Note: VueLink/VueServlet are delivered as part of the File Manager web application, and do not have to be installed separately. See Note in [Testing the VueServlet](#) for details.

Table 6–2 Platforms and the corresponding executable file

Platform	Executable File
Solaris (SPARC)	setup_av_sol.bin
Solaris (x64)	setup_av_solx86.bin
AIX (POWER)	setup_av_aix.bin
HP-UX (Itanium)	setup_av_hpux.bin

1. Download the AutoVue 21.1 for Agile PLM from My Oracle Support (<https://support.oracle.com/>).
2. Extract the media pack and run the executable file.
3. Follow the instructions to proceed with the installation.
4. For information about any screen in the installer, click **Help**.
5. Click **Next** to proceed through the installer.

Note: If you are installing on an Application Server or File Manager, select the **AutoVue Client Libraries** check box on the **Choose Install Components** panel.

6. Click **Done** to finish the installation.

6.5 Installing AutoVue for Agile in Console Mode

To install AutoVue for Agile PLM in console mode:

1. Download the AutoVue 21.1 for Agile PLM from My Oracle Support (<https://support.oracle.com/>).
2. Run the `./setup_av_<platform>.bin -i console`.
3. Proceed to [Section 6.5.1, "Running the Installation Program in Console Mode"](#).

6.5.1 Running the Installation Program in Console Mode

Table 6–3 *Installation Instructions*

In this window...	Perform the following action...
Welcome to AutoVue for Agile PLM Installation	Press <Enter> to proceed with the installation.
Customer Information	Enter the User Name and Company Name . Press <Enter>.
Choose Install Component (s)	<p>Enter a comma _separated list of numbers representing the features you would like to select, or deselect. To view a feature's Description, enter <NUMBER>.</p> <p>1- AutoVue Server</p> <p>2- AutoVue Client Libraries</p> <p>Press <Enter> after you have entered the number.</p> <p>Note: The displayed components are selected by default, the feature of the number you entered will be deselected.</p> <p>Note: Refer to Section 5.1, "Deployment Scenarios" to determine what components are required for your installation.</p>
Installation Location	<p>Enter the location or folder where you want to install the selected AutoVue components in the Specify where to install the selected AutoVue for Agile PLM component(s).</p> <p>Enter an absolute path, or press <Enter> to accept the default.</p>
Java Home	<p>Enter the path to the JDK to be used to run AutoVue server. This should be a 64-bit version 8 JDK. Click Next.</p> <p>You can use the same JDK 8 that is used to install Agile PLM.</p>
AutoVue Server	<p>Enter the Host Name and Port Number of the AutoVue Server that Agile File Manager will connect to. Press <Enter>.</p> <p>Note: Ensure that you enter fully qualified machine/domain name for the Host Name. Example: host.domain.com (machinename.domainname).</p>

Table 6–3 (Cont.) Installation Instructions

In this window...	Perform the following action...
AutoVue Product	<p>Choose the AutoVue product that you have licensed.</p> <p>1- AutoVue 2D Professional for Agile</p> <p>2- AutoVue Electro-Mechanical Professional for Agile</p> <p>Enter the number of the desired choice.</p> <p>After entering your choice, press <Enter>.</p>
Install Complete	<p>After the installation is complete, you get the following message:</p> <p>All the selected components for AutoVue for Agile PLM have been successfully installed to the selected folder.</p>

6.6 Configuring the File Manager

For information on how to configure and re-deploy the File Manager, refer to the "Configuring the File Manager" chapter of the *Agile Product Lifecycle Management Application Installation Guide* located on the Agile OTN site

<https://www.oracle.com/technetwork/documentation/agile-085940.html>.

6.7 Upgrading from Earlier Version with MetaFilesRemover Utility

Note: If you are upgrading from an earlier version it is required to run the MetaFilesRemover utility on all File Manager machines.

If you are upgrading from an earlier version:

1. Remove the CMF files of the previous version on the file vault.
2. To remove the CMF files, unzip the MetaFilesRemover.zip file and run the MetaFilesRemover utility located at agile_home\agileDomain\tools.

Usage: java -jar MetaFilesRemover.jar [-delete] [-age <value>] [-size <value>] [-basedir <value>] -prefix <value> -serverURL <value> -username <value> -password <value> -dburl <value> -dbuserid <value> -dbpassword <value>

where

delete deletes the metafiles.

age specifies the access time (day).

size specifies file size (KB).

basedir is the file vault location where the metafiles are removed.

prefix is the file name prefix.

serverURL is the location of the DMS service.

For example, Server URL should be -

<http://<ApplicationServerHostName>:7001/Agile/DmsService/DmsViewerAPIService>.

username is the DMS service username.

password is the DMS service password.

dburl is the database location (ex: hostname.us.oracle.com:1521:agile9).

dbuserid is the database user id.

dbpassword is the database password for this user.

6.8 Verifying your Integration

After you have installed the AutoVue client libraries and File Manager, you must verify that your integration works correctly with this version of AutoVue for Agile PLM. The following details the verification steps:

Start the AutoVue server, application server, and File Manager.

For each File Manager, verify the status of the VueServlet by accessing the File Manager configuration page:

`http://fmhost:port/Filemgr/Configuration`

6.9 Post-Installation Instructions

Refer to AutoVue 21.1 Installation and Configuration Guide > 5.4 Post-Installation Instructions for details.

Uninstalling AutoVue for Agile PLM

This chapter describes how to uninstall AutoVue for Agile PLM on Windows and Linux OSes.

7.1 Removing AutoVue for Agile PLM

Follow these instructions to remove AutoVue for Agile PLM.

To remove AutoVue for Agile PLM on Windows:

1. Stop the AutoVue service.
 - a. Open the Services dialog box.
 - b. Select **AutoVue Server** and stop the service.
 - c. Close the Services dialog box.
2. Choose to **Start > Settings > Control Panel**.
3. Double-click **Add/Remove Programs**.

The Add/Remove Programs Properties dialog appears.
4. Scroll down the window and select **AutoVue for Agile PLM**.
5. Click **Change/Remove**.
6. Click **Uninstall**, and click **OK** to confirm the deletion.
7. Click **Exit**.

To remove AutoVue for Agile PLM from the Start menu:

1. Choose **Start > All Programs > AutoVue for Agile PLM > Setup > Uninstall AutoVue**.
2. Select and delete the installation folders from the location of Agile home directory.

To remove AutoVue for Agile PLM on Linux:

1. Stop the AutoVue server by clicking **Shutdown** on the View Server applet or killing the `jvueserver` process.
2. Go to the `VIEWER_HOME/AVS/_uninst` directory.
3. Run the `uninstall_linux2.bin` file to uninstall AutoVue for Agile PLM.

Configuring AutoVue for Agile PLM

This section details additional configurations that can be made to your installation of AutoVue for Agile PLM.

A.1 Security

During the viewing process, documents available for viewing are rendered on AutoVue for Agile PLM, and an intelligent and displayable data stream is delivered to the client. In this way, the AutoVue for Agile PLM implementation eliminates any concerns about security since the original document is not transferred to the client computer. While the viewable data is being transmitted, AutoVue for Agile PLM uses compression and streaming algorithms to achieve a quick and responsive feedback to the client side for large and multi-page documents.

The server has complete control over the functions available to clients. For example, users may be granted or denied rights to perform printing, redlining, or any other functions depending on their access permissions.

AutoVue for Agile PLM uses cookies to track the number of users. The cookie is a unique number assigned to each browser that defines a user as a single session, regardless of the number of files a user consecutively or simultaneously opens.

Note: If you disable or refuse cookies in your browser, AutoVue for Agile PLM will continue to work. However, each new instance of the browser creates a new session in AutoVue for Agile PLM.

HTTPS can be used for secure communications if you tunnel all communications between the viewer client and the server through HTTPS, which uses SSL. The applet must communicate with the AutoVue server through the AutoVue for Agile PLM servlet and any Agile PLM communications that are tunneled are encrypted.

A.2 Testing the VueServlet

Note: The Agile View servlet (VueServlet) is packaged and deployed as part of the File Manager installation. The VueServlet is deployed on the File Manager and tunnels the requests to the Agile PLM Application Server using HTTP protocol. No additional configuration is required.

The VueServlet is used to access the AutoVue server across firewalls from external clients on standard HTTP/HTTPS ports.

You must ensure that the VueServlet has been loaded successfully and that the VueServlet communicates with the AutoVue server. Open a browser and type the following URL in the address bar:

```
http://FileManager_hostname:port/Filemgr/Configuration
```

If this page loads, it means that the File Manager was successfully started and initialized. VueServlet status can be seen in this page.

ABV Configuration

Oracle also delivers an Augmented Business Visualization (ABV) framework, which enables the connecting of portions of documents back to business data in enterprise applications. When integrated with enterprise applications such as Agile PLM, it helps organizations create rich and actionable visual decision-making environments, making it easier for users to consume and understand data in the specific context of business. The solution enables the creation of change objects in Agile from AutoVue PLM via an ABV integration. When a user right-clicks a part in a 3D model in Agile from AutoVue PLM, options are listed to create various change objects (which the user has privileges to create) such as Create Engineering Change Request (ECR) or Create Engineering Change Order (ECO).

B.1 Configuring the ABV Framework

In order to configure the ABV framework, do the following:

1. Copy folder "abvpx" to what ever location from Agile installation location "<AGILE_HOME>\AgilePLM_Samples\9.3.6_SDK_Samples\samples\".
2. Modify build.bat to set ANT_HOME to your location.
3. Modify custom.property file to set "wls.deploy.agilelib.dir" and "sdk.deploy.loc"; In installation case, use the installation proper location.
4. Run "build.bat" in command line.

In this chapter we discuss the common troubleshooting issues with AutoVue for Agile PLM.

C.1 Troubleshooting AutoVue for Agile PLM

This section provides information for troubleshooting your AutoVue for Agile PLM installation.

C.1.1 Enabling Client Verbosity

To enable detailed logging, you need to set certain parameters, and set the folder where the logs are stored.

C.1.1.1 Detailed WebLogic Logs

To enable detailed logging, set STARTMODE to false in \$AGILE_HOME/agileDomain/bin/startAgile.sh.

Logs will be in \$AGILE_HOME/agileDomain/servers/\$HOSTNAME-AgileServer.

C.1.1.2 File Manager (Tomcat logs)

Edit \$AGILE_HOME/FileManager/conf/server.xml and uncomment the following valve:

```
<Valve className="org.apache.catalina.valves.AccessLogValve" directory="logs"
prefix="localhost_access_log." suffix=".txt" pattern="%h %l %u %t &quot;%r&quot;
%s %b"/>
```

The log will be in \$AGILE_HOME/FileManager/logs

C.1.1.3 File Manager VueServlet Logs

To enable logging for VueServlet, do the following:

Stop Tomcat <Agile Install>/Filemgr/FileManager/bin/shutdown.sh

Backup <Agile

Install>/Filemgr/agileDomain/applications/webfs/WEB-INF/classes/log.xml

Replace contents of <Agile

Install>/Filemgr/agileDomain/applications/webfs/WEB-INF/classes/log.xml with

```
<?xml version="1.0" encoding="UTF-8" ?>
<!--!DOCTYPE log4j:configuration SYSTEM "log4j.dtd"-->

<log4j:configuration xmlns:log4j='http://jakarta.apache.org/log4j/'>

<appender name="webfs" class="org.apache.log4j.ConsoleAppender">
```

```

<layout class="org.apache.log4j.PatternLayout">
<param name="ConversionPattern" value="%d%> < %c{1}:%p%> %m\n"/>
</layout>
</appender>

<appender name="viewer" class="org.apache.log4j.ConsoleAppender">
<layout class="org.apache.log4j.PatternLayout">
<param name="ConversionPattern" value="%d%> < %c{1}:%p%> %m\n"/>
</layout>
</appender>

<appender name="metafile" class="org.apache.log4j.ConsoleAppender">
<layout class="org.apache.log4j.PatternLayout">
<param name="ConversionPattern" value="%d%> < %c{1}:%p%> %m\n"/>
</layout>
</appender>

<appender name="cimmetry" class="org.apache.log4j.ConsoleAppender">
<layout class="org.apache.log4j.PatternLayout">
<param name="ConversionPattern" value="%d%> < %c{1}:%p%> %m\n"/>
</layout>
</appender>

<category name="com.agile.webfs" additivity="false">
<priority value="debug" />
<appender-ref ref="webfs" />
</category>

<category name="com.agile.viewer" additivity="false">
<priority value="debug" />
<appender-ref ref="viewer" />
</category>

<category name="com.agile.metafile" additivity="false">
<priority value="debug" />
<appender-ref ref="metafile" />
</category>

<category name="com.cimmetry" additivity="false">
<priority value="debug" />
<appender-ref ref="cimmetry" />
</category>
</log4j:configuration>

```

To make the change permanent, update webfs.war:

- cd <Agile Install>/Filemgr/agileDomain/applications
- Extract the log.xml from webfs.war:
 <Agile Install>/Filemgr/jdk/bin/jar -xvf webfs.war WEB-INF/classes/log.xml
- Update log.xml
- Update webfs.war: <Agile Install>/Filemgr/jdk/bin/jar -uvf webfs.war
 WEB-INF/classes/log.xml

Restart Tomcat <Agile Install>/Filemgr/FileManager/bin/start_up.sh.

The output log with VueServlet data is in <Agile Install>/Filemgr/FileManager/logs/catalina.out

C.1.1.4 AutoVue Detailed Client/Server Logs

The AutoVue Client/Server Deployment allows verbose logging. This is applicable when integrated with Agile PLM. Following are the two stages to enable client logging when using the AutoVue Client/Server Deployment:

1. Modify user's AutoVue profile for VERBOSE debugging:

Edit <Agile Install>/avs/bin/profiles/<UserID>.ini by adding entry:

[Logging]

VERBOSE=DEBUG

2. Set up Java logging:

- a. Access the Java Control Panel:

On Windows: From **Start**, select **Control Panel**, then **Java**.

On Linux: Navigate to the JRE installation directory (meaning the JRE used by the web browser on the particular client machine), then into the 'bin' folder, then type ./ControlPanel.

- b. In the Java Control Panel that appears, click **Advanced** tab. In the Debugging option, select the check boxes-**Enable tracing** and **Enable logging**.

- c. In the Java Control Panel, click **Java** tab, and then select **View**. In the Java Runtime Environment Settings window that appears, in the "Runtime Parameters" text field enter the following line:

-Djavaplugin.trace=true-Djavaplugin.trace.option=basic|net|cache|security|ext|liveconnect|temp-Djavaplugin.logging=true

- d. Click **OK** in the Java Runtime Environment Settings window, and click **Apply** in the Java tab.

- e. After launching the Applet and doing the required tests the tracing and logging files will be dumped in the windows user profile. For instance, if the client is using:

Windows XP: The files will be dumped in c:\Documents and Settings\<User Name>\Application Data\Sun\Java\Deployment\log

Windows 7: The files will be dumped in C:\Users\User_Name\AppData\LocalLow\Sun\Java\Deployment

Note: For more information, refer to the KM Note-[Doc ID 752589.1](#)

C.1.2 Errors Which May Occur While Using the AutoVue Server

Common errors that occur while using the AutoVue server are listed in the table below along with solutions.

While the Web or Java client tries to start the AutoVue server:

Table C–1 Problem and solution while trying to start the AutoVue server

Error	Reasons	Solution
jVue not found	Viewer Content URL in Admin > Server Settings > Locations > File Manager is incorrect. Incorrect client applet alias specified instead of mandatory "jVue."	Confirm that the Viewer Content URL is accessible and the jVue.jar file is listed.
An error occurred while connecting to the server. Restart the applet?	The AutoVue server or File Manager is down. Incorrect View Server URL in Admin > Server Settings > Locations > File Manager. The AutoVue server is configured incorrectly, or is unavailable	Confirm that the Viewer Server URL is accessible and returns a successful connection status.

When the Web Client or the Java Client tries to connect to a File Manager:

Table C–2 Problem and solution while connecting to a File Manager

Error	Reason	Solution
File not found	The File Manager is down. The VueServer.ini file points to incorrect File Manager.	Confirm that the File Manager is up and running.
File not found	File not present in the File Vault	No solution

If an attachment uses special fonts:

Table C–3 Problem and Solution if attachment used special fonts

Error	Reason	Solution
Fonts may not appear correctly or a file error may occur or an incorrect font substitution may occur with viewing or printing the attachment.	The computer where the Viewer is installed does not have the fonts installed.	The computer where Viewer is installed must have those special fonts installed locally. For fonts other than the ones used by the operating system, the user's profile should include a reference to the location of the fonts in the XFONTPATHS parameter.

C.1.3 Changing Port Numbers

Some AutoVue server port numbers can be changed in the event of a port conflict. It is important to change the port number in all referenced locations.

Port 5099 is used for communication between the AutoVue server and its clients.

For the AutoVue server, go to the \AVS\bin folder and open the jvueserver.properties file. Locate the following port information:

* Socket port number

jvueserver.socket.port=5099

You can change port 5099 to another available port number.

If you are changing the AutoVue server port, update the port number in the VueServlet section of the web.xml file located at AgileHome\agileDomain\applications\webfs.war\WEB-INF\ on all viewer clients. Extract webfs.war file from AgileHome\agileDomain\applications, then open the WEB-INF folder for web.xml file.

Port 2001 is used for RMI.

For the AutoVue server, go to the \AVS\bin folder and open the jvueserver.properties file. Locate the following port information:

* RMI Registry port number

jvueserver.rmi.port=2001

You can change port 2001 to another available port number.

Note: Refer to the AutoVue Installation and Configuration Guide for more information on port numbers.

C.2 Verify AutoVue Server

To verify the installation, do the following:

Check the File Manager configuration. Refer to Oracle AutoVue 21.1 Testing Guide > Chapter 6 AutoVue for Agile Specific Testing Guidelines > Testing File Manager Configuration Page.

Feedback

If you have any questions or require support for AutoVue for Agile PLM please contact your system administrator.

If at any time you have questions or concerns regarding AutoVue for Agile PLM, please contact us.

D.1 General AutoVue for Agile PLM Information

Web Site <https://www.oracle.com/scm/product-lifecycle-management/technical-resources/documentation/agile/#autovue>

Blog <http://blogs.oracle.com/enterprisevisualization/>

D.2 Oracle Customer Support

Web Site <http://www.oracle.com/support/index.html>

D.3 My Oracle Support AutoVue for Agile PLM Community

Web Site <https://community.oracle.com/hub/>

D.4 Sales Inquiries

Web Site <https://www.oracle.com/corporate/contact/global.html>
