

INSTALLING AVALANCHE 5.3

Avalanche is designed to operate on a wide variety of network configurations. The type of devices you want to manage, your network setup, and the database management system you choose to use determine which version of Avalanche you should install.

Avalanche Mobility Center (Avalanche MC) contains the necessary components to manage both mobile devices and infrastructure devices. It can be deployed in either a centralized or distributed model. The Avalanche MC installation process allows you to install components on different servers, so it is somewhat less automated than that of the Avalanche SE.

Avalanche Site Edition (Avalanche SE) is particularly suitable for smaller organizations that only need centralized mobile device management. It is lighter weight and designed to install quickly and easily. Avalanche SE supports multiple consoles, but does not manage infrastructure devices and cannot run in a distributed model without performing a migration to Avalanche MC.

Use the following statements to help you decide which version of Avalanche to use:

- If you plan to manage only mobile devices at one location, install Avalanche Site Edition (SE).
- If you plan to manage mobile and/or network infrastructure devices in either a single location or multiple locations, install Avalanche Mobility Center (MC).
- If you plan to maintain your databases on a separate system from the Enterprise Server, install Avalanche with External Databases. This version allows you to manage mobile and/or network infrastructure devices in either a single location or multiple locations. For information about the database platforms compatible with Avalanche, see [Installing Avalanche with External Databases](#).
- If you have already installed either Avalanche MC or SE and want to access and manage information using the Java Console from a different location, install the Console-only version of Avalanche.
- If you plan to manage mobile devices in either a single location or spread over multiple locations, you have the option of using Avalanche On Demand. Avalanche On Demand is a software service hosted by Wavelink. With Avalanche On Demand, the servers are installed and maintained by Wavelink. For more information about Avalanche On Demand, see the [Wavelink Web site](#) or contact Wavelink Sales.

See the following sections for information on installing Avalanche:

- [Installing Avalanche Site Edition](#)



- [Installing Avalanche Mobility Center](#)
- [Installing Avalanche Console Only](#)
- [Installing Avalanche MC with External Databases](#)
- [Uninstalling Avalanche](#)

If you are migrating to Avalanche 5.3, see the migration documentation on the Wavelink Web site.

INSTALLING AVALANCHE SITE EDITION

This section provides instructions for the installation process for Avalanche Site Edition (SE) with the included PostgreSQL database. The SE installer also gives you the option to install the Avalanche Remote Control 4.1 server.

If you are currently running a version of Avalanche, see the migration documents or release notes located on the Wavelink Web site to ensure the latest version of Avalanche installs properly and no data is lost during the installation. If you have a previous version of the Remote Control server, uninstall Remote Control before using the SE installer to install Remote Control 4.1.

If there is a Guest account on the computer where you plan to install, it should be disabled before installing Avalanche.

[To install Avalanche SE:](#)

- 1 Obtain the installation file for Avalanche SE.
- 2 Close other applications running on the computer.
- 3 Double-click the file to start the installation process.
- 4 The *Wavelink AvalancheSE* dialog box appears. Click **Yes**.
- 5 The *Install Wavelink AvalancheSE and Remote Control* dialog box appears. Click **Yes** to install the Remote Control server. If you choose not to install Remote Control, skip to step 14.
- 6 The *InstallShield Wizard* for Remote Control appears. Click **Next**.
- 7 The Remote Control Server Password screen appears. Provide a username and password to use to access the Remote Control Console and click **Next**.
- 8 The License Agreement screen appears. Agree to the terms of the license and click **Next**.
- 9 The Select Destination Location screen appears. Click **Next** to accept the default installation folder, or click **Browse** to navigate to a folder of your choice. After you select an installation folder, click **Next** to continue the installation process.



- 10** The Select Start Menu Folder screen appears. Click **Browse** to navigate to and select the folder where you want to create Remote Control shortcuts in the **Start** menu.
- 11** Click **Next**.
- 12** The Ready to Install screen appears. Click **Install** to begin the installation.
The Remote Control Setup Wizard installs Remote Control.
- 13** To close the installation wizard, click **Finish**.
- 14** The wizard for installing Avalanche SE appears. Click **Next** to continue the Avalanche SE installation process.
The License Agreement screen appears.
- 15** If you agree with the terms in the License Agreement, click **Yes**.
The Postgresql Super Account Password screen appears.
- 16** Specify a password for the PostgreSQL databases. This password must meet the domain password requirements set by your network administrator. Retain this password for your records. Type the password again to confirm and click **Next**.
The Avalanche SE Setup screen appears.
- 17** Type the name of your company and click **Next**.
The Choose Destination Location screen appears.
- 18** Click **Next** to accept the default installation folder, or click **Browse** to navigate to a folder of your choice. After you select an installation folder, click **Next**.
Avalanche is installed on your system.
- 19** The InstallShield Wizard Complete screen appears. Click **Finish**.

INSTALLING AVALANCHE MOBILITY CENTER

This section provides instructions for the complete Enterprise installation process for Avalanche with the included PostgreSQL database on a Windows OS. If you are installing Avalanche with some components on a Linux OS, see the *Avalanche MC on Linux Reference Guide* on the Wavelink Web site.

If you are currently running a version of Avalanche, see the migration documentation on the Wavelink Web site. You cannot install Avalanche on a system where Mobile Manager Enterprise is currently installed. You must remove Mobile Manager Enterprise before you attempt to install Avalanche.

NOTE: If there is a Guest account on the computer where you plan to install, it should be disabled before installing Avalanche.

To install Avalanche:

1 Obtain the installation file for Avalanche MC.

2 Close other applications running on the computer.

3 Double-click the file to start the installation process.

The *InstallShield Wizard* appears.

4 Click **Next** to continue the installation process.

The License Agreement screen appears.

5 If you agree with the terms in the License Agreement, click **Yes**.

The PostgreSQL Super Account Password screen appears.

6 Specify a password for the PostgreSQL databases. This password must meet the domain password requirements set by your network administrator. Retain this password for your records. Type the password again to confirm and click **Next**.

The Avalanche MC Setup screen appears.

7 Enter the name of your company or organization in the text box and click **Next**.

The AMC Installation Options screen appears.

8 Select the type of installation desired.

- **Custom.** Allows you to choose which components to install. If you choose **Custom** and click **Next**, you will be prompted to select the desired components.
- **Enterprise.** Installs full support for distributed mobile device and infrastructure servers, the enterprise server, the statistics server, and the databases.

9 Click **Next**.

The Choose Destination Location screen appears.

10 Click **Next** to accept the default installation folder, or click **Browse** to navigate to a folder of your choice. After you select an installation folder, click **Next**.

Avalanche is installed on your system.

The InstallShield Wizard Complete screen appears.

11 Click **Finish**.

Log in to the Avalanche Java Console to deploy mobile device servers and/or infrastructure servers to the desired locations.

INSTALLING AVALANCHE CONSOLE ONLY

This section provides information about a Console-only installation of Avalanche. If you choose to install only the Avalanche Console, you must install the server and database components on a separate system for Avalanche to function.

To install the Avalanche Console:

- 1 Obtain the installation file from the Avalanche Console.
- 2 Close other applications running on the computer.
- 3 Double-click the file to start the installation process.

The *InstallShield Wizard* appears.

- 4 Click **Next** to continue the installation process.

The License Agreement screen appears.

- 5 If you agree with the terms of the License Agreement, click **Yes**.

The Choose Destination Location screen appears.

- 6 Click **Next** to accept the default installation folder, or click **Browse** to navigate to a folder of your choice. After you select an installation folder, click **Next** to continue the installation process.

The Avalanche Console is installed on your system.

- 7 Click **Finish**.

INSTALLING AVALANCHE MC WITH EXTERNAL DATABASES

Avalanche MC uses two databases to store and manage information for your network. The standard Avalanche installation comes with a PostgreSQL database setup included. If you want your databases managed on a computer other than the system running your Enterprise Server, or if you choose to use a different database management system (DBMS), you should use the External Database installation.

While Wavelink recommends that you use the built-in Avalanche database platform (PostgreSQL) when possible, Avalanche MC also works with an external PostgreSQL, SQL Server 2005, SQL Server 2008, or Oracle 11g.

A basic assumption with the alternate database management system is that the customer takes responsibility for some of the database administration tasks that are otherwise handled in an automated manner with the built-in Avalanche databases.

NOTE: When an alternate DBMS is used, you are responsible for properly licensing the DBMS.

Depending on the DBMS you are using, there are some tasks that must be accomplished before you install Avalanche with external databases. This section provides the following information:

- [Before You Begin \(PostgreSQL\)](#)
- [Before You Begin \(SQL Server\)](#)
- [Before You Begin \(Oracle\)](#)
- [Completing an External Database Installation](#)

BEFORE YOU BEGIN (POSTGRESQL)

You must complete the following tasks before you can install Avalanche to work with external PostgreSQL databases:

- Install PostgreSQL 9.1.
- Create the Avalanche databases. The databases must be named `avalanche53` and `avastats53`.
- Create the login role for the databases.
- If you are installing Avalanche in a different location than the database server, modify `pg_hba.conf` and `postgresql.conf` to support a remote connection.
- If you are installing Avalanche in a different location than the database server, install the latest version of pgAdmin on the computer where you plan to install. You will need to know the location of the `psql.exe` and `pg_dump.exe` files (included in pgAdmin) at the time of installation.
- If there is a Guest account on the computer where you plan to install, it should be disabled.

When you have completed these tasks, proceed to [Completing an External Database Installation](#).

BEFORE YOU BEGIN (ORACLE)

You must complete the following tasks before you can install Avalanche with Oracle:

- Install Oracle 11g and obtain DBMS licenses.

- Perform an Administrator installation of the Oracle Client Utility (`win32_11gR1_client.zip`) at the location where you will be installing Avalanche.

NOTE: If you do not use the Administrator installation type, Avalanche will not have all the tools necessary to communicate with the databases.

- Create or determine the SID Avalanche will use.
- Create the Avalanche schemas (i.e., usernames and passwords). For Avalanche 5.3, Wavelink recommends the schema names `avalanche53` and `avastats53`. The schemas will need sufficient privileges to create, alter, drop, select, delete, or update any table, index, view, or sequence.
- Update the `tsanames.ora` file to contain the configuration information for the chosen SID. The file should be available to the Client Utility.
- If you are installing Avalanche in a different location than the database server, you must configure the server to allow remote access.
- If there is a Guest account on the computer where you plan to install, it should be disabled.

When you have completed these tasks, proceed to [Completing an External Database Installation](#).

BEFORE YOU BEGIN (SQL SERVER)

You must complete the following tasks before you can install Avalanche with SQL Server:

- Install Microsoft SQL Server and obtain DBMS licenses.
- Create the Avalanche databases. The databases must be named `avalanche53` and `avastats53`.
- Create the login role for the databases.

NOTE: Avalanche does not support Windows Authentication for the SQL Server login.

- If you are installing Avalanche in a different location than the database server, you must configure the server to allow remote access.
- Install the Microsoft SQL Server Native Client and SQL Server Command Line Query Tool for your edition of SQL Server on the machine where you will be installing Avalanche. You must use the Client and Query Tool specific to your edition. If you are using SQL Server 2005, these files will be `sqlncli.msi` and `SQLServer2005_SQLCMD.msi`. If you are using SQL Server 2008, these files will be `sqlncli.msi` and `SqlCmdLnUtils.msi`.

NOTE: When you install the utilities for SQL Server 2008, you must add the path to the `sqlcmd.exe` file to your system PATH variable.

- If there is a Guest account on the computer where you plan to install, it should be disabled.
- Ensure there are no active connections to the database.

When you have completed these tasks, proceed to [Completing an External Database Installation](#).

COMPLETING AN EXTERNAL DATABASE INSTALLATION

Once you have created the database, created the login and assigned the login to the database, you can complete the Avalanche installation.

To install Avalanche:

- 1 Obtain the external database installation file.
- 2 Close other applications running on the computer.
- 3 Double-click the file to start the installation process.

The *InstallShield Wizard* appears.

- 4 Click **Next** to continue the installation process.

The License Agreement screen appears.

- 5 If you agree with the terms in the License Agreement, click **Yes**.

The AMC Installation Options screen appears.

- 6 Select the type of installation desired.

- **Custom.** Allows you to choose which components to install. If you choose **Custom** and click **Next**, you will be prompted to select the desired components.
- **Enterprise.** Installs full support for distributed mobile and infrastructure servers.

- 7 Click **Next**.

The Avalanche MC Setup screen appears.

- 8 Type the name of your company or organization in the text box and click **Next**.

The AMC Database Options screen appears.

- 9 Select the desired database platform and click **Next**.

- If you are using PostgreSQL, the Choose Destination Location screen appears. Provide the path to the directory where the `psql.exe` and `pg_dump.exe` files are located. (These files are included in the pgAdmin III installation.)

The Database Location Information screen appears.

10 Depending on the database platform you are using, different information is required on this page. Enter the required database information in the appropriate text boxes and click **Next**.

- If you are using a PostgreSQL or SQL Server database, enter the **Hostname** and **Port** for the enterprise database.
- If you are using an Oracle database, enter the **Hostname**, **Port**, and **SID** for the enterprise database.

The Database Login Information screen appears.

11 Enter the username and password for the enterprise database and click **Next**.

- If you are using an Oracle database, the installer will verify your credentials and then the Stats Server Credentials screen appears. Enter the username and password for the stats server database and click **Next**.

The Install Destination Folder screen appears.

12 Click **Next** to accept the default installation folder, or click **Change** to navigate to a folder of your choice. After you select an installation folder, click **Next** to continue the installation process.

The Setup program configures several internal components to run on your system and installs Avalanche.

13 Click **Finish**.

Once the installation is complete, you are prompted to activate Avalanche for your network.

UNINSTALLING AVALANCHE

You can run the Avalanche uninstall utility from the Windows Control Panel or from the **Programs** menu.

When you uninstall Avalanche, you are given the option to uninstall the PostgreSQL database as well. If you select to uninstall Avalanche and the PostgreSQL database, all components of Avalanche and the database will be removed. If you select to uninstall Avalanche but leave the database, the `\db` folder located in the default installation directory will remain on your system. (The default location is `C:\Program Files\Wavelink\AvalancheMC\db`.)

The uninstall utility will not remove a Remote Control Server. Remote Control components have separate utilities for uninstallation. For more information, see the *Remote Control User Guide*.

If you uninstall and reinstall the enterprise server (on the same system) without uninstalling the device servers, the device servers are automatically discovered and appear in the **Unassigned Server Locations** region. If you install the enterprise server on a different system, device servers are not auto-discovered.

To uninstall Avalanche:

- 1 From the **Start** menu, select **Settings > Control Panel > Add or Remove Programs > Wavelink Avalanche** and click **Change/Remove**.

-Or-

From the **Start** menu, select **Programs > Wavelink Avalanche > Uninstall Avalanche**.

The *Uninstall Wizard* appears.

- 2 Follow the wizard prompts, based on what you want to remove.

Upon completion, Avalanche and any selected components are removed from your system.



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