

Installation Guide for InfoMaker 2017 R2

InfoMaker® 2017 R2
FOR WINDOWS

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1 Installation Guide

This guide is for anyone installing Appeon InfoMaker 2017 R2.

Read this guide before you run the setup program to install InfoMaker 2017 R2.

2 Installation Workflow

This workflow defines a path for planning and installing InfoMaker®.

Installing the product

1. [Chapter 3, *Planning Your Installation*](#)
2. [Chapter 4, *Preinstallation Tasks*](#)
3. Choose one of these install methods:
 - [Chapter 5, *Starting the Common Setup Program*](#)
 - [Chapter 9, *Installing in Silent \(Unattended\) Mode*](#)
4. [Chapter 10, *Postinstallation Tasks*](#)

Uninstalling

[Chapter 12, *Uninstalling InfoMaker*](#)

3 Planning Your Installation

Before you install or upgrade, prepare your environment.

- Identify the components and options to install or upgrade.
- Make sure your system meets installation requirements.
- Obtain a license.
- Identify software required.

3.1 Installation Package Contents

The InfoMaker x86 32-bit installation package contains the common setup program for InfoMaker 2017 R2.

3.2 System Requirements

Make sure your system meets all requirements before you install InfoMaker. See the release bulletin for the most current information about required service packs.

Table 3.1: System Requirements for InfoMaker

Product	Computer	Minimum memory	Hard disk space	Operating system
This table provides system requirements for InfoMaker. The disk space requirements provided are approximate. The actual disk space you need for each product might vary depending on hard disk size, partitioning, and the features you choose to install. Additional temporary space is required on the hard disk during installation for uncompressing install files.				
InfoMaker	Intel Core i3 or higher	512MB	332MB for all components	Windows 7 32- or 64-bit with SP1, Windows 8.1, Windows 10 32- or 64-bit, Windows Server 2008 32- or 64-bit with SP2, Windows Server 2012 R2, or Windows Server 2016. ^a

^aSupports Windows Server 2008/2012/2016 runtime only, not development.

3.3 Software Requirements

Identify the software requirements for InfoMaker.

Table 3.2: Required Software for InfoMaker features

Feature	Required Software
The following table lists the software required for InfoMaker features.	

Feature	Required Software
Most of this software is not installed automatically when the feature is installed. Read this table to determine whether you need to install any software before you run the setup program.	
Tutorials, demo database, and code examples	<p>SQL Anywhere 12 thru 17.</p> <p>SQL Anywhere can be downloaded from the SAP web site. If the setup program does not detect SQL Anywhere 12, 16 or 17 on your computer, it displays a warning.</p> <p>If you choose to continue, the setup program does not install the tutorials or register the demo databases. To use these features later, install SQL Anywhere first, then reinstall InfoMaker.</p>
Saving DataWindows as Excel 12	Microsoft .NET Framework Version 4.0 or later.
Saving DataWindows as PDF using the Ghostscript distiller and PostScript printing	<p>Ghostscript and PostScript printer driver.</p> <p>See Section 10.1, “Installing Ghostscript” and Section 10.2, “Installing PostScript Drivers”.</p>
Saving DataWindows as PDF using XSL Formatting Objects (FO) and Java printing	<p>Oracle JDK and Apache FO processor.</p> <p>The Oracle JDK is installed in the <i>Appeon\Shared\PowerBuilder\Jdk1.6.0_24</i> directory when you install InfoMaker.</p> <p>The Apache FO processor is installed in the <i>Appeon\Shared\PowerBuilder\fop-0.20.5</i> directory when you install InfoMaker.</p>

4 Preinstallation Tasks

This topic describes tasks to perform before installation.

- Read the release bulletins for the latest information on the products that you are installing. Release bulletin is available on the Appeon web site at https://www.appeon.com/support/documents/appeon_online_help/pb2017r2/release_bulletin_for_pb (for PowerBuilder) and https://www.appeon.com/support/documents/appeon_online_help/pb2017r2/release_bulletin_for_im (for InfoMaker).
- Make sure the drive on which you install InfoMaker is not compressed. If compression is enabled on the installation drive, the setup program fails.
- Make sure you have a TEMP environment variable that points to an existing directory location with at least 300MB free space. The setup programs write files to this directory during the installation and frees the space after the installation is complete.
- Close any open applications.
- Back up any files created with earlier versions of Appeon tools. Make sure that any PBLs you plan to migrate have been regenerated without error in your current version of InfoMaker before you back them up.

In addition to backing up your PBLs, back up any files that contain information you do not want to lose, such as database files, INI files, preference information, and modified database definition files. For more information about backing up and migrating existing applications, see [Chapter 10, *Postinstallation Tasks*](#).

- Read [Section 3.3, “Software Requirements”](#) to determine whether you need to install any software before installing InfoMaker 2017 R2.

5 Starting the Common Setup Program

Use the downloaded image to start the InfoMaker setup program.

This procedure describes how to begin a local installation from a downloaded image. If you are a system administrator and want to allow users to install InfoMaker from a network drive instead, copy the files from the downloaded image into a directory on a network drive. Users can then install InfoMaker by running the setup program from the network.

Follow these steps to begin the InfoMaker installation.

1. Exit any programs that are running.
2. Launch the InfoMaker setup program.
 - To install from the installation package that you have downloaded from the Appeon web site, run the *Autorun.exe* file (in Universal edition) or the *setup.exe* file (in Standard or Cloud edition).
 - To install from a local network drive, follow your administrator's instructions for accessing and running the setup program there.

6 Selecting Products and Providing Basic Information

The setup program collects basic information before beginning the installation.

Note

To interrupt the installation at any point during this procedure, use the **Cancel** button in the wizard. When you click **Cancel**, you can choose to exit or resume the installation. If you choose to exit, you can exit the current setup program and continue with your other selections, or exit setup completely.

To provide basic information before installing InfoMaker:

1. After starting the setup program, click **Next** on the Welcome page.
2. On the License Agreement page, read the license agreement, select the **I accept the terms of the license agreement** radio button, and click **Next** to continue.
3. On the Customer Information page, enter your name and your company's name.
4. On the Choose Destination Location page, click **Next** to accept the destination path shown, or click **Browse** and select a different path, click **OK**, and click **Next**.
5. On the Choose Destination Location For Shared Files page, click **Next** to accept the destination path shown, or click **Browse** and select a different path, click **OK**, and click **Next**.
6. On the Specify the SQL Anywhere Engine page, select **Yes** and then specify the location of a SQL Anywhere engine that will be used to run the demo database (PB demo DB) or select **No** if no SQL Anywhere engine, and click **Next**.
7. On the Select Components page, select the components you want to install and click **Next** to continue.

7 Installing InfoMaker

This topic describes how to install InfoMaker, an easy-to-use tool for creating applications that query and report on databases.

The common setup program installs InfoMaker in default drives and directories unless you specify otherwise. If a directory you specify does not exist, setup creates it.

Prerequisites

You must have Administrator privileges to fully install this product.

Procedure

1. On the Select Components page, unselect the check box next to any components you do not want to install, and click **Next**.

You can expand the tree view to select or unselect subcomponents of top-level components, and click **Select All** or **Unselect All** to select or unselect all the check boxes.

You cannot unselect the **InfoMaker Base Components** option. See [Section 7.1, “InfoMaker Components”](#). To install optional painters, select the **InfoMaker Database Write Option**.
2. On the Select Program Folder page, select the program folder to which program icons will be added or specify a new one, and click **Next**.
3. On the Start Copying Files page, review your settings, then click **Next** to begin installing files or **Back** to change your selections.
4. On the InstallShield Wizard Complete page, select the check box if you want to read the *Readme* file, and click **Finish** to return to the common setup program.

Close the *Readme* file to continue.

7.1 InfoMaker Components

The setup program lets you install the base InfoMaker software and additional, optional components.

Table 7.1: InfoMaker Components

Component	Description
InfoMaker Base Components	The base components are required. If you select no other other components, this option installs InfoMaker as a reporting and query tool only. No optional painters are installed. You cannot open forms in the InfoMaker tutorial library; those forms require use of the optional painters that are installed with the database write option. This option installs the ODBC driver.
InfoMaker Database Write Option	Adds three additional painters so that you can work with data more fully: <ul style="list-style-type: none"> • Database painter for creating and modifying tables

Component	Description
	<ul style="list-style-type: none">• Form painter for creating and modifying data in a database• Data Pipeline painter for copying data from one database to another
Native Database Interfaces	Interfaces that enable you to interact with server databases natively. Expand the tree view to select which interfaces to install.
OLE DB Driver	Interface to connect to databases using an OLE DB data provider.
JDBC Driver	Interface to connect to databases using JDBC.
InfoMaker Tutorial	Source files for the tutorial in the Getting Started book. If you want to do the InfoMaker tutorial or use the sample library, install SQL Anywhere if it is not already installed on your computer. When you install InfoMaker, the setup program creates an ODBC data source for the demo database. If SQL Anywhere is not installed on your system when you install InfoMaker, setup does not install the demo database, sample library, or tutorial files.
Demo Database	A SQL Anywhere database used in the tutorial, the sample library, and examples in the documentation.
Online Help Files	Help files for InfoMaker.

8 Completing the Setup Program

After all the products you selected have been installed, you return to the common setup program.

To complete the common setup program:

1. On the InstallShield Wizard Complete page, click **Finish** to complete the installation.
2. On the System Reboot Required page, click **Finish** to reboot your computer, or choose to reboot your computer later.

After installing InfoMaker, always shut down and restart your computer before using it.

InfoMaker generates a log file *IMLog_2017_standalone.txt* in %Windows%\System32\AppeonInstallLog.

8.1 What the Setup Program Does

The setup program installs files and updates the Windows registry.

The setup program:

- Installs Appeon files in an *Appeon* directory
- Installs writable Appeon files to directories that are shared by all users
- Installs system files in the Windows operating system path
- Creates a program group and icons for each product installed
- Creates uninstall files to identify what needs to be removed if you uninstall a product
- Makes changes to the Windows registry
- Creates or updates the INI file *IM.INI* (for InfoMaker)

8.1.1 Writable files shared by all users

As part of its Federal Desktop Core Configuration (FDCC) compliance configuration, InfoMaker installs writable files that are shared by all users. On Windows 7/8.1/10, it is *C:\Users\Public\Documents\Appeon\InfoMaker 17.0*.

The shared files include:

- All Code Examples directories and files
- The InfoMaker compiled HTML Help files

8.1.2 Files reserved for individual users

Other writable files are installed in the default *Program Files\Appeon* subdirectories, but are copied to different locations the first time a user starts InfoMaker. In this way, each user gets a private copy of these files.

The following table lists the files that are copied and updated in the directories of users. In the table header, `UserName` is a variable that can be replaced by the user name of a InfoMaker user. For Windows 7, the `UserName` directory is under the `C:\Users` directory.

Table 8.1:

In <code>C:\...\UserName\</code> subdirectory	Files copied or updated
On Windows 2008, Windows 7/8.1/10: <ul style="list-style-type: none"> <code>AppData\Local\Appeon\InfoMaker 17.0</code> 	<ul style="list-style-type: none"> <code>PBODB170.INI</code> initialization file
On Windows 2008, Windows 7/8.1/10: <ul style="list-style-type: none"> <code>Documents\Appeon\InfoMaker 17.0\Tutorial</code> 	<ul style="list-style-type: none"> Files for the InfoMaker Getting Started tutorial

The locations of writable InfoMaker files reserved for individual use are set in `HKEY_CURRENT_USER` registry entries for each InfoMaker user. For example, the location of the `IM.INI` file that is copied to each user's local application data directory is registered under the registry key `HKEY_CURRENT_USER\Software\Sybase\InfoMaker\17.0\InitPath`.

8.1.3 Registry changes

The setup program makes the following changes to the Windows registry:

- Creates or updates the key in `HKEY_CURRENT_USER\Software` and `HKEY_LOCAL_MACHINE\Software`
- Updates system and user paths in `HKEY_CURRENT_USER\Environment`
- Adds the appropriate paths to the registry path `HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\App Paths`
- Adds the paths of compiled HTMLHelp files to the registry path `HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\HTMLHelp`

9 Installing in Silent (Unattended) Mode

Install InfoMaker from a Command Prompt window or script, without displaying messages or windows during the setup process.

Prerequisites

Complete installation planning.

1. Accept the license agreement.
2. Specify the SQL Anywhere engine.
3. Configure the **silentinstall.bat** file.
4. Run **silentinstall.bat** to install InfoMaker.

9.1 Accepting the License Agreement

Accept the Appeon license agreement before running the silent installation.

Edit the *silentinstall.bat* file located in the installation package and change the value of set AgreeToAppeonLicense from false to true. After you make this change, you can double-click the *silentinstall.bat* file instead of running it from a Command Prompt window.

```
set AgreeToAppeonLicense=false
```

9.2 Specifying the SQL Anywhere Engine

Specify the location of a SQL Anywhere engine before running the silent installation.

For InfoMaker, edit the *imsetup.iss* file located in the installation package and set the value of szSqlAnywhereDir.

```
szSqlAnywhereDir=C:\Program Files\SQL Anywhere 16\Bin64
```

9.3 Silent Install Commands

This topic describes the *silentinstall* command syntax for InfoMaker.

```
silentinstall.bat
[ "opt=product" "dir=directoryName" "shr=sharedDirectoryName" "log=logFileName" ]
[ { help | /? } ]
```

The parameters can be listed in any order and are not case sensitive. Parameter values are also not case sensitive.

Table 9.1:

Silent installation parameter	Description
opt	Names the product or products to install. This parameter is optional to InfoMaker.

Silent installation parameter	Description
dir	Indicates the main installation directory. If you omit this parameter, silentinstall installs the product to the <i>sysDriver\Program Files\Appeon\productName</i> directory, where <i>sysDriver</i> is the main computer drive, and <i>productName</i> is InfoMaker 2017 R2.
shr	Indicates the shared directory for InfoMaker. If you omit this parameter, this directory installs to <i>sysDriver\Program Files\Appeon\Shared</i> .
log	Names the log file for the installation. If you omit this parameter, the log file is written to the system <i>Temp</i> directory with the file name, <i>silentinstall.log</i> .
help or /?	Displays command syntax and parameters instead of running the command.

The following example uses all parameters for the silent installation command:

```
silentinstall.bat "dir=D:\appeon\im170" "shr=D:\appeon\shared" "log=D:\appeon\install.log"
```

When installing InfoMaker, the log file includes a warning if the setup computer does not have a working copy of SQL Anywhere. If SQL Anywhere is not found, the demonstration databases and code examples are not installed for InfoMaker.

10 Postinstallation Tasks

Before using InfoMaker after installation, you might need to perform some migration or configuration tasks.

- Migrating applications to the current version of InfoMaker 2017 R2

If you have applications that you created in an earlier version of InfoMaker, you can migrate them to version 2017 R2. Before you do, make sure your application can be successfully regenerated under the earlier version, and make backup copies.

Also read the [migration issues](#) section in the InfoMaker release bulletin and the [Migrating PowerBuilder Applications](#) technical document.

- Setting up your DBMS

Your DBMS might require additional setup procedures for use with InfoMaker. For details, see *Connecting to Your Database* in the help.

- Installing Ghostscript

Required if you want to use the distill method for saving DataWindows as PDF.

- Installing PostScript drivers

Required if you want to use the distill method for saving DataWindows as PDF.

10.1 Installing Ghostscript

Install Ghostscript if you plan to use the distill method for saving DataWindows as PDF.

To install Ghostscript:

1. Into a temporary directory on your computer, download the self-extracting executable file for the version of Ghostscript you want from one of the sites listed on the Ghostscript Web site at <http://ghostscript.com/>.
2. Run the executable file to install Ghostscript on your system.
The default installation directory is *C:\Program Files\gs*.

10.2 Installing PostScript Drivers

This topic describes how to install and use PostScript drivers for saving DataWindows as PDF.

Using the distill method for saving DataWindows as PDF requires a PostScript printer or printer driver installed on your system. Use the Windows Add Printer wizard to install a PostScript printer. If a PostScript printer was never installed on your computer or the required Microsoft *pscript5.dll* file is not available, the wizard might prompt you to insert a Windows operating system installation CD.

- To add a PostScript printer to your system:
 1. Select **Settings Printers** from the Windows **Start** menu.

2. Double-click **Add Printer**.
3. Specify a local printer.
4. Specify **FILE:** as the port.
5. Select a manufacturer (for example, HP) and a printer with the designation PS (such as HP LaserJet Series 4050 PS).

Note

Some printers do not handle images correctly. For example, the HP Color LaserJet PS does not display images in the PDF output, and the HP LaserJet 4/4M Plus PS 600 displays color images using greyscale.

6. Accept the default name or enter a shorter name for the printer.
 7. Complete the wizard.
- To use the print driver in the DataWindow painter:
 1. Select the **Distill Custom PostScript** check box on the Data Export property page for PDF export.
 2. On the Print Specifications page, specify the printer name (added to the Printer Settings dialog in Step [6](#) in the previous procedure).
 - To use the print driver in a script, set the Distill.CustomPostScript and Printer properties.

For example:

```
dw_1.Object.DataWindow.Export.PDF.Distill.CustomPostScript=1
dw_1.Object.DataWindow.Printer="HP LaserJet Series 4050
PS"
```

11 Activating InfoMaker

Starting from InfoMaker 2017, the developer is required to log in and activate InfoMaker first before using it. If you do not have a valid account to log in, please contact your license administrator to create an account for you. And depending on whether the machine where InfoMaker is installed has Internet access or not, the account should be assigned with an online license or offline license by your license administrator.

11.1 Online activation

Online activation requires you to input an account which is assigned with a valid online license by your license administrator. And Internet access is required during the activation process, because the online license will be activated by the Appeon license server.

For a complete view of the licence activation process for PowerBuilder, InfoMaker, and PowerServer, refer to [Appeon License User Guide](#).

11.1.1 Activating with an online license

To activate InfoMaker using an account assigned with an online license, follow these steps:

Step 1 -- Launch InfoMaker IDE. When you launch InfoMaker IDE for the first time after installation, the **Log in to InfoMaker** window displays automatically.

Step 2 -- Click **Log in** in the **Log in to InfoMaker** window.

Step 3 -- Input the user name and password for your account, and then click **Log In**.

Make sure the current machine can connect to Internet, as your account will be validated and the binding license will be activated by the Appeon license server immediately. Once validation and activation is successful, you will be logged in to InfoMaker IDE.

To view the account and license information, click your account name on the right top of the InfoMaker IDE and then click **Account Management** in the popup menu.

11.1.2 Refreshing an online license

When an online license is renewed or upgraded by your license administrator, you will need to refresh the online license information in the InfoMaker IDE accordingly.

You refresh an online license by clicking the **Refresh license** link in the account information window (opened by selecting the **Account Management** popup menu). Internet access is required.

11.1.3 Log out to de-activate

Once you log in to InfoMaker successfully, which also means the online license is activated successfully, you should stay login unless you absolutely need to log out to de-activate the license, for example, to move InfoMaker to a different machine.

To de-activate an online license, you log out of InfoMaker by clicking the **Sign out** link in the account information window (opened by selecting the **Account Management** popup menu). Internet access is required.

Once logout is successful, you will be shown with the **Log in to InfoMaker** window again.

When you uninstall InfoMaker with Internet connection, you will be automatically logged out InfoMaker when the uninstall process starts; when you uninstall InfoMaker without Internet connection, you will be prompted to contact your license administrator to de-activate your license on the website and then the uninstall process starts.

11.2 Offline activation

Offline license is created to meet the needs where the machine with InfoMaker installed does not have Internet connection.

An account assigned with an offline license can either be used to log in to InfoMaker with or without Internet connection. When an account with an offline license is logged in with Internet connection, the process is as easy as the account with an online license.

Please notice that cloud-based machines or virtual machines where InfoMaker is installed cannot be activated using an offline license; only online license can be used.

For a complete view of the licence activation process for PowerBuilder, InfoMaker, and PowerServer, refer to [Appeon License User Guide](#).

11.2.1 Activating with an offline license

To activate an offline license, follow these steps:

Step 1 -- In the **Log in to InfoMaker** window, click **Activate offline license manually**.

Step 2 -- Input the user name and password for your account, and select whether to activate the license with or without Internet connection.

- If **Activation with Internet connection** is selected, make sure your current machine can access Internet, and the offline license will be activated by the Appeon license server immediately after you click **Activate**.
- If **Activation without Internet connection** is selected, you will need to take the following steps to activate the offline license:
 1. Click **Generate Client Request** to create the client request (a text string), and then click **Copy Client Request** to copy the string to the clipboard.
 2. Transfer the string to a machine with Internet connection, and visit the **License Activation** web page by this URL: <https://www.appeon.com/license/get/activation-code?type=activation>. On the web page, paste the string to the text box and then click **Submit**. A server response (another text string) is generated.
 3. Transfer the server response string back to InfoMaker, and paste the string to the **Server Response** text box, and then click **Activate**.
 4. Click **OK** when the activation completes.

Once the offline license is activated successfully, you will be logged in to InfoMaker IDE.

To view the corresponding license information, click the menu **Help | Offline License Management | License Info** in the InfoMaker IDE.

11.2.2 Renewing an offline license

When an offline license is renewed by your license administrator, you will need to renew the offline license information in the InfoMaker IDE accordingly.

To renew an offline license in InfoMaker IDE, follow these steps:

Step 1 -- In the InfoMaker IDE, select **Help | Offline License Management | Renew**.

Step 2 -- Select whether to renew the offline license with or without Internet connection.

- If **Renew with Internet connection** is selected, make sure your current machine can access Internet, and the offline license will be renewed by the Appeon license server immediately after you click **Renew**.
- If **Renew without Internet connection** is selected, you will need to take the following steps to renew the offline license:
 1. Click **Generate Client Request** to generate a request string.
 2. Click **Copy Client Request** to get the request string, and transfer the string to a machine with Internet connection.
 3. On the machine with Internet connection, visit the **License Renewal** web page by this URL: <https://www.appeon.com/license/get/activation-code?type=renewal>. On the web page, paste the string to the text box and then click **Submit**. A response string will be generated if the license is renewed successfully by the Appeon license server.
 4. Transfer the response string back to the InfoMaker IDE, and paste the string to the **Server Response** text box, and then click **Renew**.
 5. Click **OK** when the renew completes.

The renewal license will take effect the day after the current license expires.

11.2.3 Upgrading an offline license

When an offline license is upgraded by your license administrator, for example, from a Standard Edition to a Universal Edition, you will need to upgrade the offline license information in the InfoMaker IDE accordingly.

To upgrade an offline license in InfoMaker IDE, follow these steps:

Step 1 -- In the InfoMaker IDE, select **Help | Offline License Management | Upgrade**.

Step 2 -- Select whether to upgrade the offline license with or without Internet connection.

- If **Upgrade with Internet connection** is selected, make sure your current machine can access Internet, and the offline license will be upgraded by the Appeon license server immediately after you click **Upgrade**.
- If **Upgrade without Internet connection** is selected, you will need to take the following steps to upgrade the offline license:
 1. Click **Generate Client Request** to generate a request string.

2. Click **Copy Client Request** to get the request string, and transfer the string to a machine with Internet connection.
3. On the machine with Internet connection, visit the **License Upgrade** web page by this URL: <https://www.appeon.com/license/get/activation-code?type=upgrade>. On the web page, paste the string to the text box and then click **Submit**. A response string will be generated if the license is upgraded successfully by the Appeon license server.
4. Transfer the response string back to the InfoMaker IDE, and paste the string to the **Server Response** text box, and then click **Upgrade**.
5. Click **OK** when the upgrade completes.

11.2.4 De-activating an offline license

Once you log in to InfoMaker successfully, which also means the offline license is activated successfully, you should stay login unless you absolutely need to de-activate the license, for example, to move InfoMaker to a different machine.

To de-activate an offline license, follow these steps:

Step 1 -- In the InfoMaker IDE, select **Help | Offline License Management | Deactivate**.

Step 2 -- Depending on whether the machine has Internet connection, select to deactivate the license with or without Internet connection.

- If **Deactivation with Internet connection** is selected, make sure your current machine can access Internet, and the offline license will be deactivated by the Appeon license server immediately after you click **Deactivate** and confirm the deactivation in the dialog box.
- If **Deactivation without Internet connection** is selected, you will need to take the following steps to deactivate the offline license:

1. Click **Deactivate / Copy Deactivation Request** to generate and copy the request string. Although the offline license is deactivated from InfoMaker immediately after you click **Deactivate**, you should not stop here, because you should also deactivate the license from the Appeon license server to release the license for the subsequent use.

The string is by default saved to the Users\<username>\AppData\Local\Temp\IMLicenseDeactivate\DeactivateCode.txt file.

2. Transfer the string to a machine with Internet connection.
3. On the machine with Internet connection, visit the **License Deactivation** web page by this URL: <https://www.appeon.com/license/get/activation-code?type=deactivation>. On the web page, paste the copied string to the text box and then click **Submit**. You will be prompted if the license is de-activated successfully from the Appeon license server.

12 Uninstalling InfoMaker

This topic describes how to uninstall InfoMaker.

When you start to uninstall InfoMaker, you will be asked to deal with the license first:

- If you are using an online license, when you uninstall InfoMaker with Internet connection, you will be automatically logged out InfoMaker when the uninstall process starts; when you uninstall InfoMaker without Internet connection, you will be prompted to contact your license administrator to de-activate your license on the website and then the uninstall process starts.
- If you are using an offline license, you can uninstall InfoMaker without deactivating the license (if you want to continue using the license on this computer), or deactivate the license and uninstall InfoMaker (if you want to move the license to a different computer).

For how to log out InfoMaker or deactivate an offline license, refer to [Log out](#) or [De-activating an offline license](#).

Use one of these methods to run the setup maintenance program for the product that you want to uninstall:

- Add or Remove Programs dialog box
 1. Make a backup copy of any files you might want to reuse (such as DB, INI, and PBL files) if you plan to reinstall.
 2. Open the Control Panel from the Start menu and double-click the **Add/Remove Programs** button.
 3. On the Install/Uninstall tab page, select the product to uninstall, click **Add/Remove**, and click **Yes** when prompted to confirm that you want to uninstall the tool.
 4. If you are prompted to delete a shared file, click the appropriate response.

If the usage count for a system file in the registry indicates that the file is no longer being used, the setup maintenance program asks if you want to delete the file. Some applications do not increment the usage count; therefore, **do not delete a file unless you are sure it is not being used by another application.**
- Silent uninstallation

See [Section 9.3, “Silent Install Commands”](#).

The setup maintenance program removes:

- Shared and standard program files
- Folder items
- Program folders
- Program directories

- Program registry entries

The setup maintenance program deletes file and icon groups, as well as system and user path settings in the registry and INI files. Simply deleting directories does not fully uninstall these products.

Note

The setup program increments the usage count in the registry for each shared Appeon DLL and each shared system DLL. The setup maintenance program decrements that count. The setup maintenance program does not try to delete a shared DLL until the usage count reaches zero.

Note

Unlike the setup program, the setup maintenance program has no **Back** or **Cancel** button. Once you click **Yes** in the procedure below, the program cannot be stopped.

13 Obtaining Help and Additional Information

Use the Product Documentation site and online help to learn more about this product release.

- Product Documentation at <https://www.appeon.com/developers/library/product-manuals-for-pb>— PDF documentation that you can download. The Web site also has links to other resources, such as white papers, community forums, maintenance releases, and support content.
- Online help in the product, if available.

To read or print PDF documents, you need Adobe Acrobat Reader, which is available as a free download from the [Adobe](#) Web site.

Note

A more recent release bulletin, with critical product or document information added after the product release, may be available from the Product Documentation Web site.

13.1 Technical Support

All customers are entitled to standard technical support for reproducible software defects. You can open a standard support ticket at the Appeon support site: <https://www.appeon.com/standardsupport/> (login required).

If your organization has purchased a premium support contract for this product, then the designated authorized support contact(s) may seek assistance with your technical issue or question at the Appeon support site: <https://support.appeon.com> (login required).

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