

Installing Synergy/DE® 12.3.1 for Unix

March 5, 2024

Refer to [System Requirements](#) below for information on supported platforms and versions.

If you're updating an existing installation (that is, installing over an earlier version of Synergy/DE),

- stop any running Synergy programs using dbr or dbs.
- stop the xfServer/xfServerPlus and SQL OpenNet servers. For rsynd, use the -q option. For vtxnetd, use the vtxkill utility. See the "[Configuration Guide](#)" in the Synergy/DE documentation for more information on stopping these servers.

If you encounter any problems installing, please contact Synergy/DE Developer Support for assistance:

support@synergex.com or 800.366.3472 (toll-free from the U.S. and Canada) or +1.916.635.7300.

REV11 licensing requirements

- Synergy/DE 12 includes REV11 licensing. For general information on REV11 licensing, see "[Synergy/DE Licensing](#)" in the Synergy/DE documentation; the "[Licensing FAQ](#)" may be particularly useful.
- An internet connection is required to sync with the Synergy License Web Service and download product keys. The Synergy License Web Service is a standard RESTful web service running on the standard HTTPS port, 443. If your firewall does not allow outbound access on port 443, you'll need to create an outbound rule for that port to either the DNS address (licensing.synergex.com) or the IP address (104.40.28.133) used by the Synergy License Web Service.
- If a proxy is in use on your license server, you'll need to specify it using the `lmu -pp` option; see "[Using a proxy server with REV11 licensing](#)" in the Synergy/DE documentation for details on syntax.
- The installation runs the **lmcheck** utility to verify connectivity to the Synergy License Web Service. We recommend that you run **lmcheck** separately before installing Synergy/DE 12 to not only check connectivity, but also verify your license in Synergex's database. This utility can be downloaded from the [REV11 Licensing Upgrade Package](#) page in the Downloads area of the Synergex Resource Center. If you're using a proxy server, run **lmcheck** with the `-pp` option. See "[lmcheck utility](#)" in the Synergy/DE documentation for the syntax.

Installing Synergy/DE

1. Download the installation file from the [Downloads](#) area of the Synergex Resource Center, using the computer that you use to access the internet—typically a Windows PC. There is a single file that includes the entire set of installation files; xfNetLink Java may be downloaded separately (but it's included in the single download).
2. On your Unix system, log in as root.
3. Create an installation directory for the download file, and then change to that directory. (The Synergy/DE files will be installed in subdirectories below this installation directory.) For example,

```
mkdir /usr2/synergex  
cd /usr2/synergex
```
4. Use a file transfer utility such as FTP to perform a binary (image) file transfer to the installation directory that you created on the target Unix system. As you place the file on the Unix system, write down the filename (including case).

5. Use the **umask** and **cpio** commands to restore the distribution files. For example, on most systems,

```
umask 0
```

```
cpio -icvBdum < filename.a
```

where *filename.a* is the filename that you wrote down when you FTP'd the file.

Note: On Linux 32-bit and 64-bit, do not use the -c option. If you see a gzip error on any variety of Unix, rename the gzip file included in the installation and copy the operating system gzip to that directory. (It is usually located in either /usr/bin or /bin).

6. Execute the installation script program, `install.sde`, and follow the on-screen instructions. For example,

```
./install.sde
```
7. (Linux only) If you are installing on a system that has never had Synergy/DE installed, you'll be prompted to use licenses from an existing Windows server. This feature is referred to as *Linux license forwarding*. To use Windows licenses, select Y and enter the Windows license server name or IP address. To use Linux licenses, accept the default (N). (See "[Using Linux license forwarding](#)" in the Synergy/DE documentation for more information.)
8. If you are installing on a system that has never had Synergy/DE installed, you'll be prompted for the licensee name. Enter the unique licensee name that you provided to Synergex® when you ordered Synergy/DE products. (Linux only: If you selected Y in step 7, you won't see the licensee name prompt.)
9. Source the **setsde** script in the `synergyde` directory to enable the new Synergy/DE environment. For example,

```
. ./setsde
```

This script must be sourced by every user who wants to use Synergy/DE products. Your Unix shell may require different syntax for the environment variables in this script; see your system administrator for assistance.
10. If you're installing on a machine that previously had Synergy/DE 11 or lower installed, the fuzzy matching feature will enable your products to run immediately. Once your upgrade order has been processed, your system will automatically download and install version 12 product keys.
11. If you're installing on a machine that has never had Synergy/DE installed, there is a 14-day grace period after installation, during which you can run the software without licensing it. To initiate licensing, apply the install code that was emailed to you by Synergex after you ordered products by running **Imu -installcode**.

Applying the install code transmits your registration string to Synergex. After product keys are generated, they will automatically be downloaded and installed on your system.

For more information on licensing in Synergy/DE 12, see "[Synergy/DE licensing](#)" in the Synergy/DE documentation. If your system has problems contacting the Synergy License Web Service, run the `Imcheck` utility to help with troubleshooting; see "[Imcheck utility](#)."

System Requirements

See the table below for OS requirements. For additional information, including required patches, see [“Unix requirements”](#) in the Synergy/DE documentation. Other dependencies or requirements may exist for certain components or under certain circumstances. For more information, see the [Synergy/DE release notes](#).

Platform	System Code	Version
IBM AIX 32-bit	004	7.2 or higher
IBM AIX 64-bit	304	7.2 or higher
Linux (x86)	028	CentOS 6.5 or higher Debian 7 or higher Fedora 13 or higher Red Hat RHEL 6 or higher SUSE 11.3 or higher Ubuntu 11.10 or higher
Linux (x64)	428	