LifeCycle Manager User Guide

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Important Notices

Trademark Acknowledgements

Publication Information

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Version Log

The version log describes the changes between versions of this document.

Part Number	Release Date	Description
1.0	2013-02	Initial 10.1.0.0 version
2.0	2013-05	GA version 10.1.0.0
3.0	2013-12	GA version 10.1.1.0
4.0	201405	CA version 10.1.2.0

Contents

Overview

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What is LifeCycle Manager?

LifeCycle Manager is a framework that facilitates standardized and uniform installation, maintenance, and management of M3 products. This framework enables administration and customization of several servers and products from a centralized location. For information about supported platforms, see the System Requirements in *LifeCycle Manager Installation Guide*.

Intended Audience

This document is primarily meant for LifeCycle Manager users and administrators who manage M3 and Lawson products.

LifeCycle Manager Roles and Security

There are three levels of users in a LifeCycle Manager environment:

- LifeCycle Manager Administrators

  Members of this group are allowed to execute all tasks throughout the server environment.

- Product Installation Administrators

  Members of this group are allowed to administer and perform tasks on a specific product installation, as well as on all product installations that are children to it.

Note: An administrator group can be defined for each product installation.

To be able to set the administrator group for a product installation, you need to be administrator for the parent of that product installation (or be a LifeCycle Manager administrator). This exception also applies to the Adding a Path and Removing a Path tasks.

- Viewers

  All users that can log on to LifeCycle Manager can view information about managed servers and installed applications. The users, however, are not allowed to perform any task, unless the task is explicitly defined as a "viewer task".

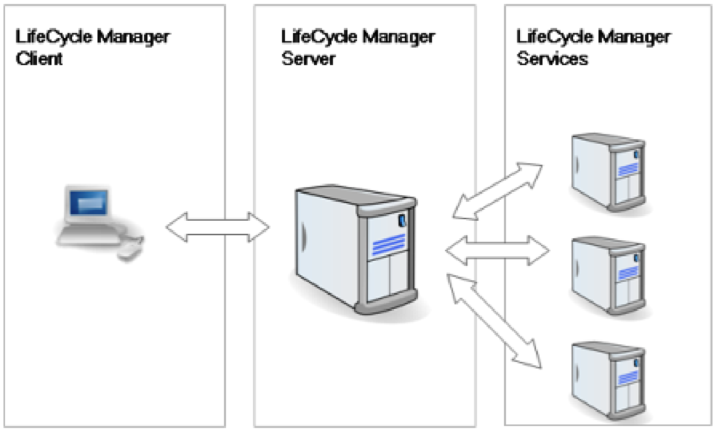
LifeCycle Manager Architecture

LifeCycle Manager is a framework that helps in installing, managing, and maintaining several M3 and Lawson products, service packs, fix packs, and fixes.

It comprises the following:

- LifeCycle Manager Server – containing database, product packages and associated scripts
- LifeCycle Manager Service – containing installed services that are administered with the help of LifeCycle Manager Server
- LifeCycle Manager Client – containing product plug-ins

The LifeCycle Manager Client connects to the LifeCycle Manager Server, which, in turn, connects to each LifeCycle Manager Service as shown in the following diagram:



LifeCycle Manager Server

A LifeCycle Manager Server must first be installed in the network before a service can be installed. A LifeCycle Manager Service is installed on all servers that are managed using LifeCycle Manager, such as application servers and database servers.

LifeCycle Manager Service

A LifeCycle Manager Service receives scripts and packages from the LifeCycle Manager Server, then executes the scripts. The progress and logs are sent back to the LifeCycle Manager Server, which, in turn, forwards the information to the client.

The Service also exposes local resources to the client. For example, the Service allows the client to browse certain folders and read log files.

Note: When upgrading the LCM Server the services will be updated as well.

LifeCycle Manager Client

LifeCycle Manager Client is the user interface for the LifeCycle Manager Server. The Client can browse the content on the servers, and enable LifeCycle Manager Server to perform tasks, for example, "install service pack A for product B installed on server C".

The LifeCycle Manager Server then performs the task by copying scripts and packages to a LifeCycle Manager Service, which executes the scripts and send progress and logs back to the client. Each script requires certain input. It is the responsibility of the client to retrieve this input, for example, by executing a wizard.

The clients can receive new plug-ins that enable them to administer new products, and update existing products.

LifeCycle Manager Basics

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The LifeCycle Manager Portal

LifeCycle Manager delivers a Portal page, from which you can access the following:

- The installation files for the LifeCycle Manager Client and LifeCycle Manager Service.

  For installation instructions for these products, see the *LifeCycle Manager Installation Guide*.

- The product documentation page for M3 Technology components.

  All product documentation infocenters which have been uploaded to LifeCycle Manager will be available from the product documentation page.

- Install and update information for Eclipse-based Infor products.

  LifeCycle Manager can handle distribution of Eclipse-based Infor products. If you have uploaded a Infor product containing an Eclipse plugin, either via Upload Packages in the Admin View or via Infor's CCSS Server, information about your Eclipse products will be available from this link.

To access the LifeCycle Manager Portal page

- In the address line of a web browser, type the URL to the Portal page

  http://*LifeCycle_Manager_Server_IP_address*:*Port#* where *Port#* is the number you specified for the LifeCycle Manager Server port, plus 2.

  - If you used the default value (4060), the Port# is 4062.

- If you do not know the value, look in the LCMInstallDir\Server\lcm.properties file for the value of http.server.port.

The Portal page appears.

To download the LCM Client or Service installation packages

1 Access the LifeCycle Manager Portal page

The Portal page appears.

2 Click on the link to download the product you want to install.

3 In the dialog box, click Save.

4 Browse to the location where you want to save the package, and click Save.

For instructions on how to install the Client and Service, see the *LifeCycle Manager Installation Guide*.

To access product documentation

1 Access the LifeCycle Manager Portal page and click on the Documentation link.

A web page appears with links to all of the product documentation packages you have installed.

2 Click on a link to view the associated product documentation.

To view information about Eclipse-based products

- Click on the Update site for Eclipse based Infor products link.

  A web page appears with a list of all the Eclipse product repositories uploaded to the LifeCycle Manager server and the URL to the download site from where you can find them. When you install the product in Eclipse, you will need to provide this URL.

  For instructions on how to install Infor products in Eclipse, see the specific product documentation.

Logging on to the LifeCycle Manager Client

Use this procedure to log on to the LifeCycle Manager Client.

❑ Log on to the LifeCycle Manager Client

___1 On the Start menu, click the LCM-Client shortcut. It will have the name provided during the installation.

Important: If you installed the LifeCycle Manager Client under the Program Files folder and have User Account Control (UAC) enabled and did not change the compatibility level for the LifeCycle Manager.exe file, then you must right-click the LifeCycle Manager Client shortcut (for example, LCM-Client) and select Run as administrator from the menu.

The LifeCycle Manager login page is displayed.

___**2** Provide necessary information. Consider the following fields:

User	Specify your LifeCycle Manager user name.
Password	Specify the corresponding password for the user.
Server	Specify the IP address or domain name of the LifeCycle Manager Server.
Port	Specify the LifeCycle Server port number. The default value is 4060.
Workspace	Accept default path to the workspace, or click the Browse button to select a different workspace location.

___**3** Click Log On. The server certification information window is displayed when the LifeCycle Manager Client connects to a server for the first time.

___**4** Click Yes to accept the certificate. A message is displayed asking you to update the client.

___**5** Click Yes then click OK to restart LifeCycle Manager. The LifeCycle Manager login page is displayed.

___**6** Specify the required information and click Log On. LifeCycle Manager is now started. A dialog box is displayed if a new Java configuration file for Grid applications is available on the CCSS server.

___**7** Click Yes to review the changes. A compare window is displayed.

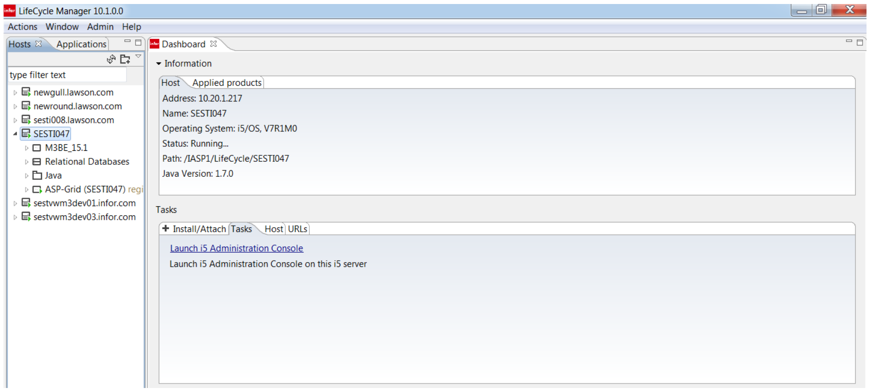
___**8** Click Apply New Version to apply the new configuration file.

Note: For more information regarding Retrieving Grid Java Configuration see the *LifeCycle Manager Administration Guide*.

Important: If you attempt to log on to a version of LifeCycle Manager Server earlier than 10.1.2.0 using your newly installed client, a message is displayed informing you that an earlier version of LifeCycle Manager Client is required to connect to that server.

LifeCycle Manager Main Interface

The LifeCycle Manager (LCM) client main interface is presented with the following view:



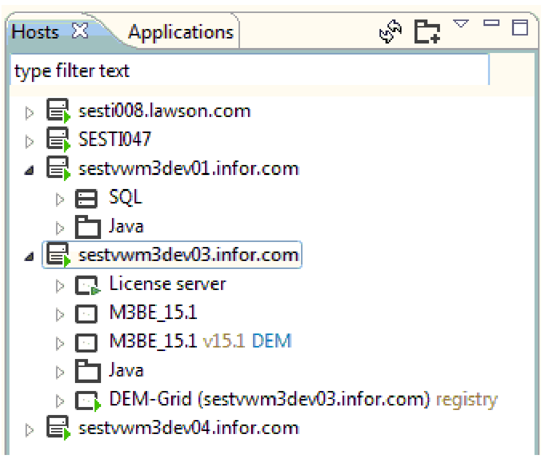
The main areas in the LCM client main interface are the following:

- Hosts
- Applications
- Dashboard

Hosts

The Hosts tab displays all servers, middleware, and products installed on the LifeCycle Manager Server. You can select which object to display in the Hosts tab using the text filter field in the tab. If the Hosts tab is not displayed, then select Show > Hosts.

A context menu is displayed when you select and right-click an object in Hosts tab. It contains the tasks specific to the object and the available options vary depending on the object selected: a server, an application, a product, or a middleware. The tasks in the context menu are also available on the Dashboard when you double-click an object.



The following table lists the icons in the Hosts tab:

Icon	Type	Description

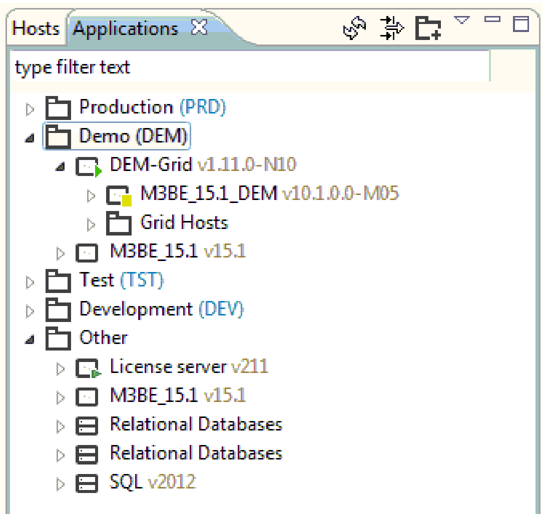
	Server	This icon is used to indicate a server in LifeCycle Manager.
	Product installation	This icon is used to indicate a product installation in LifeCycle Manager.
	Middleware installation	This icon is used to indicate a middleware installation in LifeCycle Manager.
	Database	This icon is used to indicate a database installation in LifeCycle Manager.
	Refresh	This icon is used to refresh the objects listed in the Hosts and Applications tabs.
	Manage Hosts	This icon opens the Manage Hosts dialog. In this dialog you can sort and filter hosts. You can also use it to add an "external host". For more information, see Manage Hosts in the *LifeCycle Manager Administration Guide*.
	View Menu	This icon gives you another option to Install or Attach a product.
	Minimize	This icon gives you the option to minimize the Hosts and Applications tabs.
	Maximize	This icon gives you the option to maximize the Hosts and Applications tabs.

Applications

The Applications tab shows all spaces, products, and middleware available on the LifeCycle Manager Server. You can select which object to display in the Applications tab using the text filter field in the tab.

A context menu is displayed when you select and right-click an object in Applications tab. It contains the tasks specific to the object and the available options vary depending on the object selected: an application, a product, or a middleware. The tasks in the context menu are also available on the Dashboard when you double-click an object.

If the Applications tab is not displayed, then select Show > Applications.



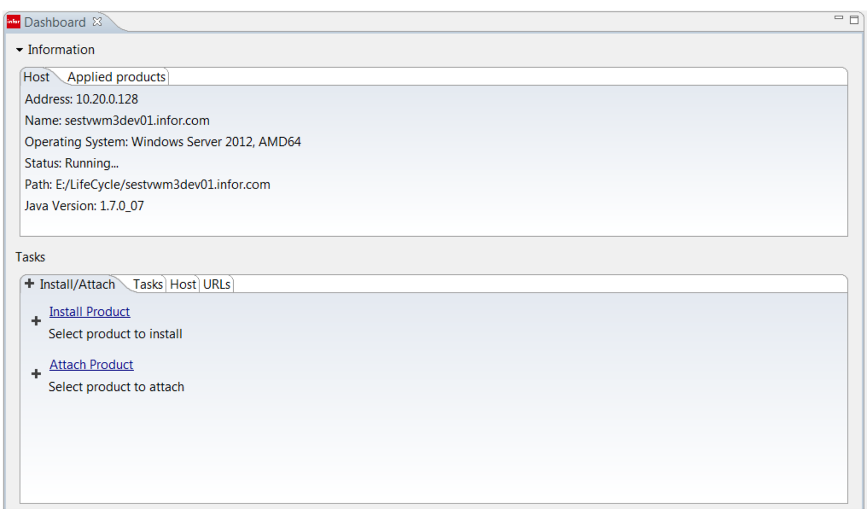
The following table lists the icons in the Applications tab:

Icon	Type	Description
	Product installation	This icon is used to indicate a product installation in LifeCycle Manager.
	Middleware installation	This icon is used to indicate a middleware installation in LifeCycle Manager.
	Filter	This icon allows you to filter the content of the Applications tab. A window is displayed allowing you to filter disabled products or middleware without attached instances.
	Refresh	This icon is used to refresh the objects listed in the Hosts and Applications tabs.

	Manage Spaces	This icon opens the Manage Spaces dialog. In this dialog you can sort and filter spaces. You can also add, edit, and remove spaces. For more information, see Manage Spaces in the *LifeCycle Manager Administration Guide*.
	View Menu	This icon gives you another option to Install an application.
	Minimize	This icon gives you the option to minimize the Hosts and Applications tabs.
	Maximize	This icon gives you the option to maximize the Hosts and Applications tabs.

Dashboard

The Dashboard consists of detailed information about each object in the Hosts or Applications tab. The Dashboard is displayed once you double-click an object in the Hosts or Applications tab.



The Dashboard contains two panes: Information and Tasks.

The Information pane consists of details about the server, product, or middleware, list of applied products, product and middleware paths, connected products, and version information.

The Tasks pane displays all available tasks specific to the object selected. These are the same tasks available in the context menu displayed when you select and right-click an object in the Hosts or Applications tab.

Actions Menu

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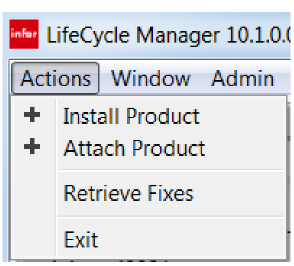
Actions

The Actions menu allows you to install a product, attach a product or middleware, or retrieve fixes.

You can access Actions menu from the Windows menu. You can select the preferred task from the Actions menu as shown below:



Install Product

This action allows you to install a product in the LifeCycle Manager Server. Selecting this option will launch the Install wizard.

There are other ways to install a product in the LifeCycle Manager Server aside from using the Install task in the Actions menu. You can use any of the following options to launch the Install wizard:

- Right-click an object in the Hosts or Applications tab and select Install Product in the context menu.
- Click the Install Product task on the Dashboard.

Attach Product

This action allows you to attach a middleware or product to a server in LifeCycle Manager. Selecting this option will launch the Attach wizard.

There are other ways to attach a middleware or product aside from using the Attach task in the Actions menu. You can use any of the following options to launch the Install wizard:

- Right-click an object in the Hosts or Applications tab and select Attach Product in the context menu.
- Click the Attach Product task on the Dashboard.

For more information about attaching a product, see Attaching a Product or Middleware.

Retrieve Fixes

This action provides you a uniform mechanism to filter, search, and retrieve available fixes from a product-specific Customer Correction Self Service (CCSS) channel. This CCSS channel allows a product to transfer a fix from the CCSS server to the customer LifeCycle Manager Servers. A channel is defined per version of a product and there can be more then one channel for a specific product in the Retrieve Fixes tab. This is possible if two instances of the same product but having different versions are installed. If you determine that you no longer need a channel, you can remove it.

For more information about types of fixes and the procedures for retrieving fixes and exporting fix information, see Types of Fixes, Retrieving Fixes, and Exporting Fix Information to an Excel File. To remove a channel, see Removing a CCSS Channel

Types of Fixes

The following table lists the types of fixes that can be handled by the LifeCycle Manager Server:

Type	Description

Product Fix	A Product fix is a fix to a specific product that is not installed on Grid. This type of fix can either be a cumulative fix or a hotfix. This fix is uploaded to the LifeCycle Manager Server using the Retrieve Fixes task. The fix is installed using the Manage Fixes functionality within the specific product.
Product Package Fix	A Product Package Fix is a correction to the wizards and scripts used by LifeCycle Manager (LCM) to manage and maintain a specific product. This fix is both uploaded and installed using the Retrieve Fixes task.
Grid Fix	A Grid Fix is a fix to a specific product installed in Grid. It contains the complete product together with one or multiple fixes for the specific product. This fix is also uploaded using the Retrieve Fixes task. However, this type of fix is packed and installed differently compared to a Product Package Fix.
External Fix	An External Fix is a fix to a part of a product that is not directly related to LifeCycle Manager (LCM), for example, a client of a product handled by LCM. This fix is uploaded using the Retrieve Fixes task and is automatically placed in a folder named after the product. The fix is downloaded from the LCM download area**`http://`***`<IP-adress of your LCM server>`***`:4062/ccss/`** and installed within the external product.

For instructions on retrieving and installing these fixes, see Retrieving Fixes. For instructions on exporting fix information, see Exporting Fix Information to an Excel File.

Attaching a Product or Middleware

Use this procedure to attach an already installed product or a middleware to a server. This version of LifeCycle Manager supports several products and middleware. All supported products or middleware are specified in System Requirements of *LifeCycle Manager Installation Guide*.

To attach a product or middleware

1 Log on to LifeCycle Manager.

2 Select Actions > Attach Product. The Attach Product window is displayed with a list of available products and middleware that can be attached to the LifeCycle Manager Server.

Tip: You can also attach a product or middleware by clicking the Attach Product task on the Dashboard.

3 Select a product or middleware to attach in the list. You can type a filter in the text field to sort the list of products and middleware.

4 Click Next. The Location window is displayed.

5 Select the server for the product or middleware to attach in the list.

6 Click Next. If you are attaching IBM DB2 for i, a User Information window is displayed. Specify a user name and password.

7 Click Next. Depending on the selected product or middleware, a corresponding window is displayed:

IBM DB2 for i	The Attach IBM DB2 for i window is displayed.
IBM HTTP Server	The Attach IBM HTTP Server window is displayed.
Java	The Attach Java window is displayed.
Oracle	The Attach Oracle window is displayed.
Microsoft SQL Server	The Attach SQL Server window is displayed.
OpenText StreamServe	The Attach OpenText StreamServe window is displayed.
WebSphere Application Server	The Attach WebSphere Application Server window is displayed.

8 Provide the necessary information. Consider the following fields:

Note: Fields may vary for each product or middleware. Some fields in the following table may not be applicable to your product or middleware.

Name	Type a unique name to identify the server where to attach the product or middleware. **Note:** This field is only applicable for WebSphere Application Server, OpenText StreamServe, and MS SQL.
Description	Type a short description of the server where to attach the product or middleware.

Installation path	Type or select the path to the server installation. **Note:** This field is only applicable for OpenText StreamServe and IBM HTTP Server.
Version	Select the version of the product or middleware to attach. **Note:** This field is only applicable for MS SQL.

9 Click Next.

10 Click Next. A Summary window is displayed.

11 Verify the information and click Finish.

12 When the task is finished, a window is displayed. Click OK or click View log. You can also go to the Logs tab to view the log file.

The selected product or middleware is now attached to the server.

Retrieving Fixes

Use this procedure to filter, search for, retrieve, and install available fixes handled by LifeCycle Manager from a Customer Correction Self Service (CCSS) channel.

For more information on the types of fixes, see Types of Fixes.

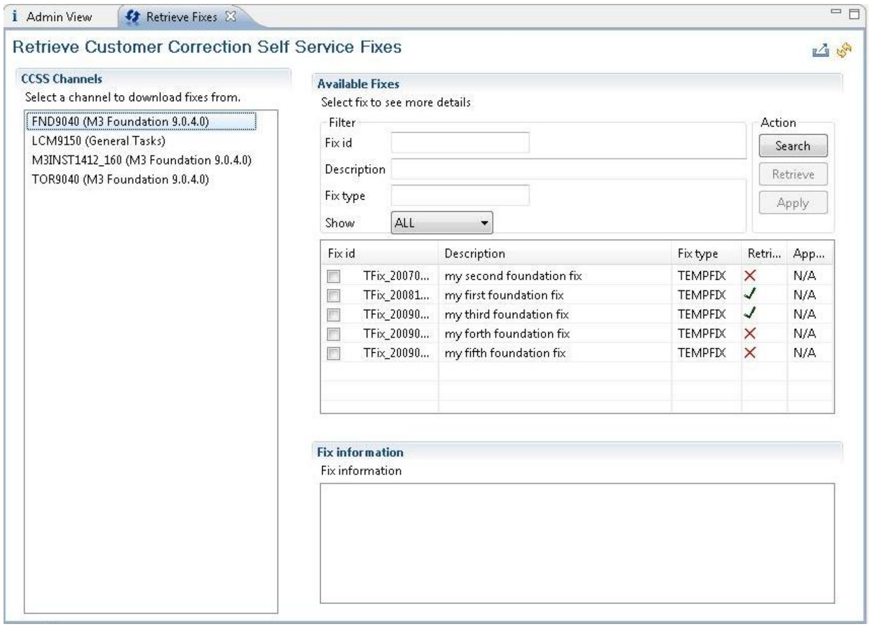
Before you start You may need to set up access to the CCSS server before you can retrieve fixes. For example, if your organization uses a proxy server to access the internet, you must first set up LifeCycle Manager to recognize the proxy. Review the guidelines and procedures in Managing Access to the Customer Correction Self Service (CCSS) Server.

To retrieve fixes

1 Log on to LifeCycle Manager.

2 Select Actions > Retrieve Fixes.

The Retrieve Fixes tab is displayed.



3 In the CCSS Channels pane, select a CCSS channel from where you want to download fixes.

A Logon to CCSS Server window is displayed.

4 Type a valid user name and password.

5 Click OK. The available fixes in the selected channel are displayed.

6 In the Available Fixes pane, browse a solution from the list of available fixes using the following filter options:

Fix id	Type the ID number of the solution.
Description	Type a description of the solution.
Fix type	Type the type of fix that you want to retrieve.
Show	Select to view all solutions or view only those that have been retrieved or not retrieved already.

7 Click Search. The search results are displayed. The following table lists the status that might be displayed in the Retrieved column of the results list:

Status	Description
✓	The solution is already retrieved and available on the LifeCycle Manager Server.
✗	The solution is not yet retrieved.

8 Select one fix in the list. The details of the selected fix are displayed in the Fix information pane.

9 Select the checkbox of one or more fixes that you want to Retrieve.

10 Click Retrieve. A Verifying package window is displayed prompting you to register the package on the LifeCycle Manager.

11 Click Yes. The fix is retrieved and uploaded to the LifeCycle Manager Server. After retrieving, you can proceed with the installation of the fix.

12 To install the retrieved fix, perform one of the following actions:

- If the fix is of type Product Package Fix, click Apply. The fix will be installed in the LifeCycle Manager Server. A notification will be displayed and the Client needs to be restarted.
- If the fix is of type Product Fix, use the Manage Fixes task in LifeCycle Manager for that product. For detailed information, see the instructions in the product-specific user guide.
- For Grid and External fixes, perform the specific fix-installation procedures. For detailed information, see the instructions in the Grid and external applications guides.

Exporting Fix Information to an Excel File

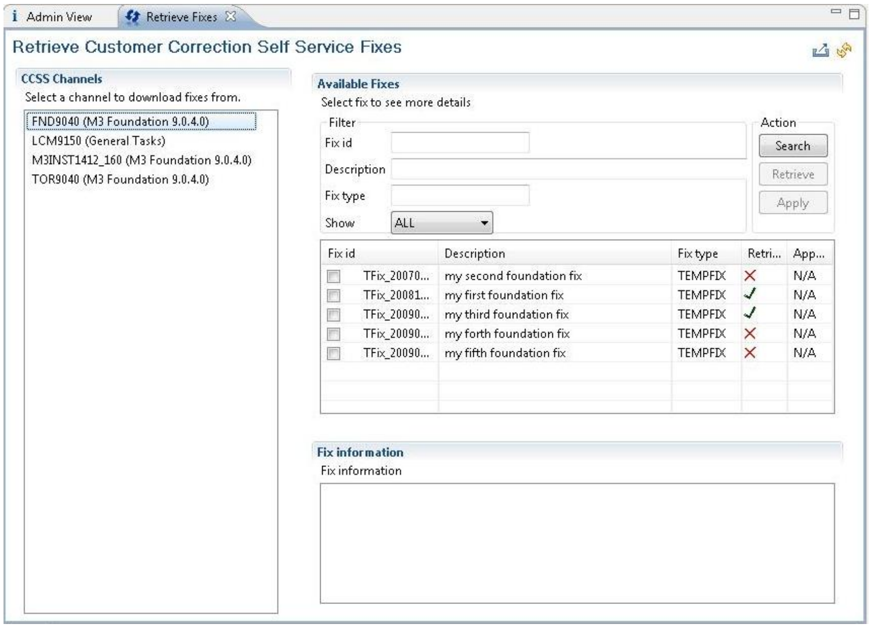
Use this procedure to export fix information for all products to an Excel file. You can export information for fixes that are already retrieved or installed. The fix information includes the product name, fix type, fix name, description, file name, and install path.

To export fix information to an Excel file

1 Log on to LifeCycle Manager.

2 Select Actions > Retrieve Fixes.

The Retrieve Fixes tab is displayed.



3 Click the Export fix information button at the upper right section of the Retrieve Fixes tab.

A Logon to CCSS Server window is displayed.

4 Type a valid user name and password.

The Export to Excel file window is displayed.

5 Type a filename and click Save.

6 If the filename already exists, a warning message is displayed. Click OK if you want to overwrite the existing file. Otherwise, click Cancel and provide another filename.

7 When the task is finished, a notification message window is displayed. Click OK. All fix information is exported to an Excel file in the specified location.

Removing a CCSS Channel

Use this procedure to remove a registered CCSS channel.

1 Log on to LifeCycle Manager.

2 Select Actions > Retrieve Fixes.

The Retrieve Fixes tab is displayed.

3 In the CCSS Channels pane, select the CCSS channel to be removed.

The Logon to CCSS Server window is displayed.

4 Type a valid user name and password and click OK.

The available fixes in the selected channel are displayed.

5 Right-click the CCSS channel and select Remove.

A message appears, asking you to confirm the removal of the channel.

6 Click Yes to permanently remove the channel.

Window Menu

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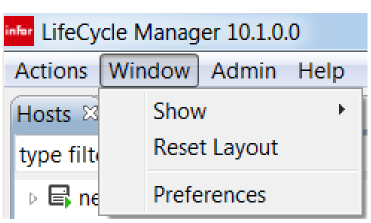
Window

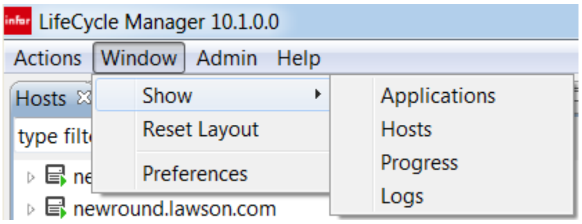
The Window menu allows you to select the tabs and reset the layout of the LifeCycle Manager main interface. It also allows you so set the preferences for script log level and Customer Correction Self Service (CCSS) settings. You can access the these options from the Window menu as shown below:



Show

The Show menu allows you to view four different tabs: Hosts, Applications, Progress, and Logs. To access this menu, select Window > Show.

You can select the different tabs from the Show menu as shown below:



The selected tab is then enabled in the LifeCycle Manager. The following sections provide information about the available tabs in the Show menu.

Applications

The Applications tab shows all spaces, products, and middleware available on the LifeCycle Manager Server. For more information about the Applications tab, see Applications.

Hosts

The Hosts tab shows all servers, middleware, and products installed on the LifeCycle Manager Server. For more information about the Hosts tabs, see Hosts.

Progress

The Progress tab shows the status of any operation in LifeCycle Manager.

Each time a task is finished, a message is displayed. If there is any problem in completing the task, an error icon is included in the message.

You can click View log to view the details. This information can be useful for troubleshooting purposes when, for example, sending information to support personnel.

Logs

The Logs tab shows the details of the tasks performed by all users of LifeCycle Manager. A row with text in red indicates an error. This tab also has a filter feature allowing you to set conditions on how to display the logs.

For more information about filtering and saving logs, see Filtering Logs and Viewing and Saving Logs.

Reset Layout

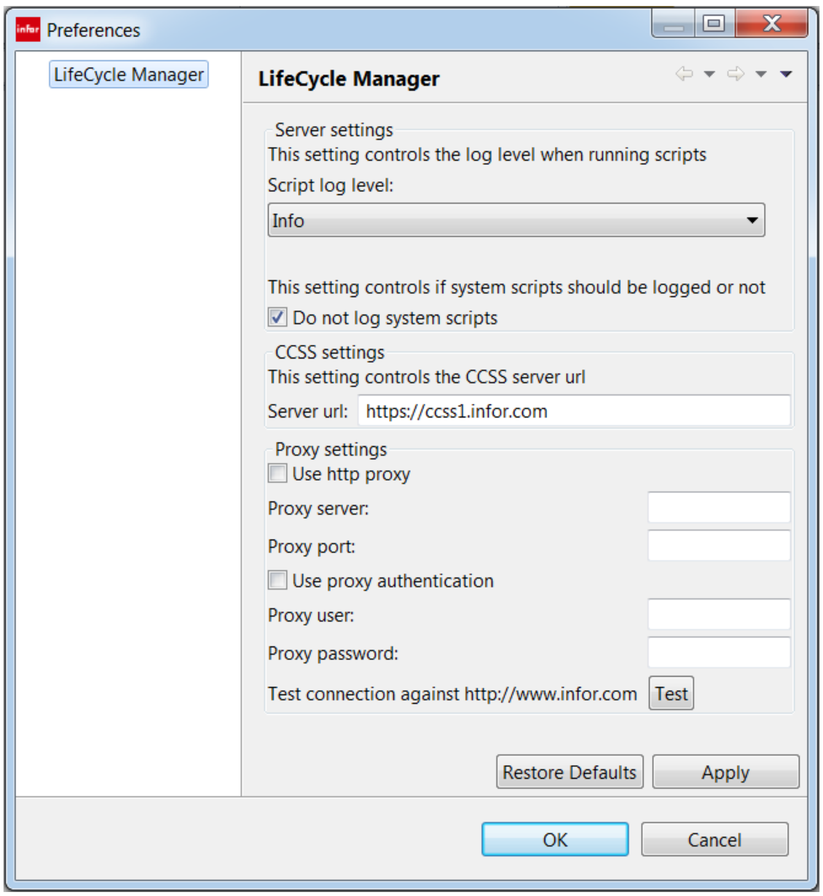
The Reset Layout option allows you to refresh the layout of the LifeCycle Main Interface. To access this option, select Window > Reset layout. You can also use this option to display the Applications tab.

Preferences

The Preferences window allows you to do the following:

- Select the server settings needed to control the log levels when running scripts. Typical system scripts are background processes run, for example, at log on. For more information, see Selecting the Script Log Level.
- Set up access to the Customer Correction Self Service (CCSS) server so that you can retrieve fixes. For example, you can change the CCSS server location if required. If your organization uses a proxy server for internet access, you can set up CCSS access to use the proxy. For more information, see Managing Access to the Customer Correction Self Service (CCSS) Server

To access the Preferences window, select Window>Preferences.



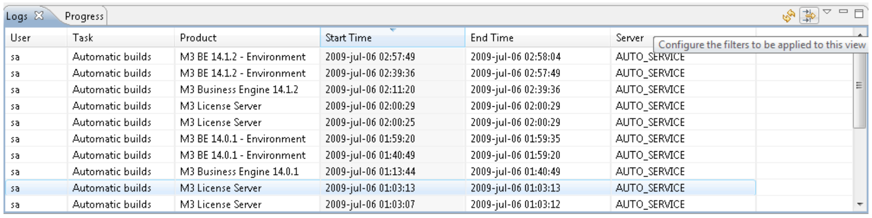
Filtering Logs

Use this procedure to filter the logs and change display options in the Logs tab using the Filter feature.

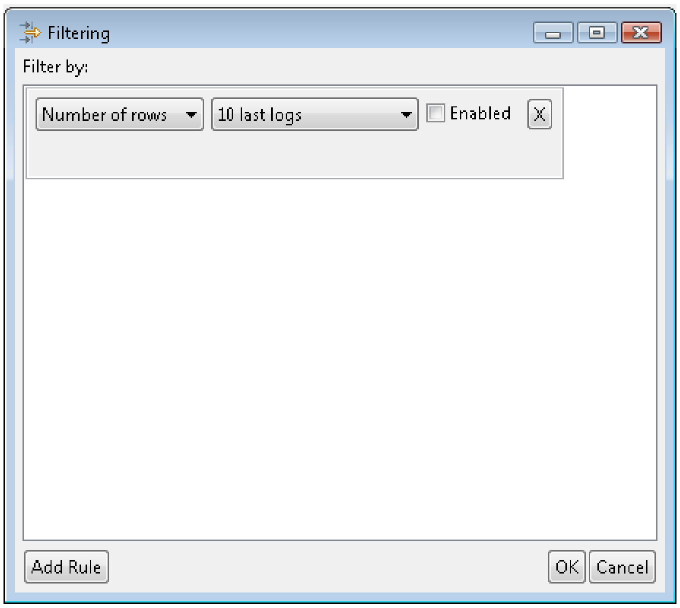
To filter logs

1 Log on to LifeCycle Manager.

2 Select Windows > Show > Logs. The Logs tab is displayed.



3 Click the filter button located at the upper right corner of the tab. The Filtering window is displayed.



4 Provide necessary information. Consider one or more of the following filter options:

Number of rows Select number of logs to view according to the following options:

- 10 last logs
- 100 last logs
- 1000 last logs

User	Type the user name that you want to use to filter the logs. You can also use these additional filter options to filter the user names: • Equals current user • Contains • Starts with • Ends with
Task	Type the task that you want to use to filter the logs. You can also use these additional filter options to filter the tasks: • Contains • Starts with • Ends with
Product	Type the product that you want to use to filter the logs. You can also use these additional filter options to filter the products: • Contains • Starts with • Ends with
Start Date	Type the start date and time that you want to use to filter the logs. You can also use these additional filter options to filter the start date: • Before • After
End Date	Type the end date and time that you want to use to filter the logs. You can also use these additional filter options to filter the end date: • Before • After
Status	Select to view logs according to their status using the following options: • Exclude failed • Exclude passed

5 Select Enabled in order to implement the conditions that you have set.

6 Click OK. The filter icon changes appearance when the filter is activated.

7 If you want to add another filter or set of conditions, click Add rule. You can also remove any existing filter by clicking the X button.

Viewing and Saving Logs

Use this procedure to view and save the log file of a specific task.

To view and save logs

1 Log on to LifeCycle Manager.

2 Select Windows > Show > Logs. The Logs tab is displayed.

3 Double-click a row in the list. The log file for the task selected is displayed in a new window.

4 If you want to save the log file, right-click the same row, and select any of the following options:

- Save as Text File
- Save as Zip File
- Save Support Package

Note: The Save Support Package option is enabled only for tasks with errors.

Archiving Logs

Use this procedure to archive log files. Archiving moves log files, stored in the log folder where the LCM server is installed, into a zip file which can be moved in a different location in order to save file space.

Note: Once log files have been archived, there is no way to undo the action.

To archive logs

1 Log on to LifeCycle Manager.

2 Select Window > Show > Logs.

3 From the Logs tab, select the logs to archive. Right-click and choose Archive Log files.

4 Click Yes on the dialog box that appears to confirm.

5 When the archiving completes, a dialog box appears indicating the location of the archived log files.

Acknowledging Errors

Use this procedure to acknowledge that an error has been handled. Acknowledging an error makes it show up in black text instead of red in the log view.

To acknowledge errors

1. Log on to Lifecycle Manager.
2. Select Window > Show > Logs.
3. From the Logs tab, select which logs you want to acknowledge. Right-click and select Acknowledge error.
4. Click Yes to acknowledge the selected log files.

   Note: To undo acknowledging an entry, select the log file and click Acknowledge log file.

Selecting the Script Log Level

Use this procedure to set the script log level settings of the server. This setting controls the log level when running scripts.

To select the script log level

1. Log on to LifeCycle Manager.
2. Select Windows > Preferences. The Preferences window is displayed.
3. Select one of the following Script log levels:
   - Error – Displays all error messages.
   - Warning – Displays all warning messages, along with Error messages.
   - Info – Displays all the information messages, along with Error and Warning messages.
   - Verbose – Displays all console messages generated by LifeCycle Manager, along with Info, Error and Warning messages.
   - Debug – Displays all messages that are specifically generated by LifeCycle Manager for debugging, along with Info, Warning, Error and Verbose messages.
4. If you want to turn off logging of system scripts, select Do not log system scripts.
5. Click Apply and click OK to save the changes. If you want to revert to the default settings, click Restore Defaults. The default script log level value is Info.

Managing Access to the Customer Correction Self Service (CCSS) Server

Access to the CCSS server requires an external internet connection. If you can access the internet directly from your LifeCycle Manager client machine, you should be able to log in to the CCSS server without any initial setup in LifeCycle Manager. However, depending on your organization's internet policies, you may need to do some configuration before you can use CCSS.

CCSS access requires the following:

- A valid Infor Xtreme account

  If you don't have a Infor Xtreme account, contact your Infor customer account executive for more information. Customers should complete a Customer Administrator form to get a Infor Xtreme membership. Log in to Infor Xtreme to verify the account.

- Access to the CCSS server

  On the machine where the LifeCycle Manager Client is installed, use any of the links below to verify that you can access the CCSS URL. If the web page for Customer Correction Self Service is displayed, you do have access to the CCSS server from your network.

  If you cannot reach the URL page, the CCSS server might be down or there could be a problem with your network configuration. If you use a firewall, the firewall must allow traffic on these ports.

	Port number	Server URL
For Infor Technology products	443	https://ccss1.infor.com/CCSSServerTech https://ccss1.infor.com/CCSSGeneric
For M3 Business Engine	443	https://ccss1.infor.com/<BEversion> https://ccss1.infor.com/CCSSServerGeneric where *<BEversion>* is your Business Engine version BE1510 or BE1511, etc.

To change the Server URL

1 Log on to LifeCycle Manager.

2 Select Windows > Preferences. The Preferences window is displayed.

3 Select a product on the left side. In the CCSS Settings panel, change the Server URL.

4 Click Apply to save the settings.

5 Click OK to close the Preferences window.

If the LifeCycle Manager Client has to pass a proxy server to access the internet, you must configure proxy information using the following instructions.

To set up proxy server information

1. Log on to LifeCycle Manager.
2. Select Windows > Preferences. The Preferences window is displayed.
3. In the Proxy Settings panel, select the Use Http Proxy checkbox and fill in the server information fields:

Proxy server	Type the IP address for your organization's proxy server.
Proxy port	Type the proxy server port.

4. If your proxy server is configured to authenticate users before granting them access to internet, select the Use Proxy Authentication checkbox and enter the user name and password for a user that has permissions to access the internet.
5. Click Apply to save the settings.
6. Test the proxy connection by clicking the Test button.

   LifeCycle Manager will attempt to access the website using the proxy settings you provided. A successful test will return a "Succeeded" message.
7. Click OK to close the message, and then click OK to close the Preferences window.

Help Menu

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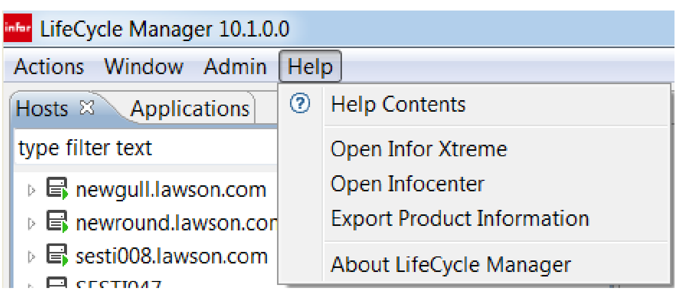
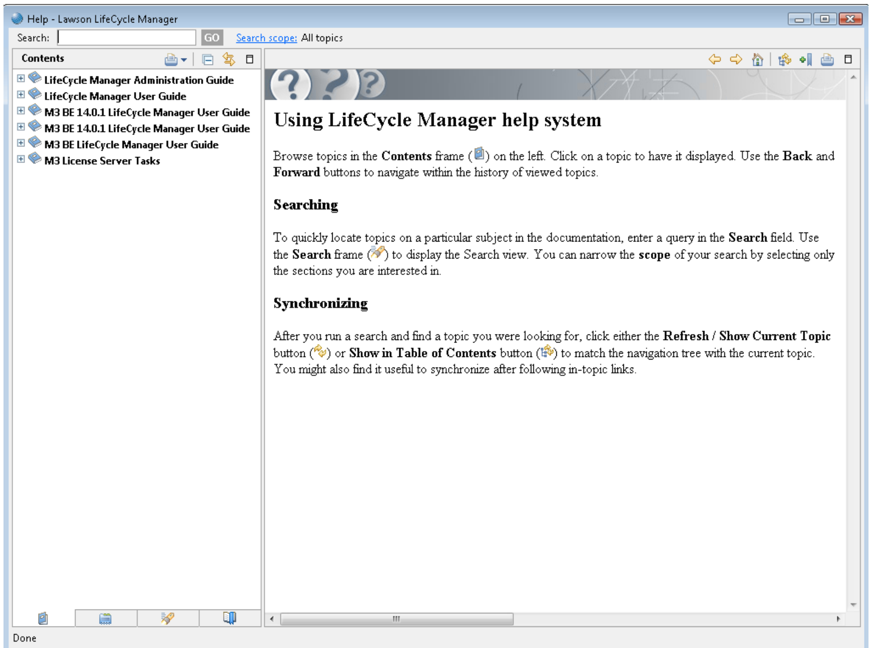
Help

The Help menu allows you to view more information about LifeCycle Manager. You can access the Help options from the Help menu as shown below:



Help Contents

The Help Contents option provides a field level help for all the features in the LifeCycle Manager application. Select Help > Help Contents to access available help topics.



Open Infor Xtreme

The Open Infor Xtreme option allows you to connect to the Infor Xtreme website, where you can log in to report product issues, open a case with the Infor Support team, or view the status of existing cases.

1 To access the Infor Xtreme system, Select Help > Open Infor Xtreme

The login screen appears.

2 Log into Infor Xtreme using your Infor customer user name and password.

Open Infocenter

The Open Infocenter option opens the Documentation Portal page, which lists all of the online documentation infocenters you have uploaded using LifeCycle Manager.

1 In the LifeCycle Manager Client, click Help > Open Infocenter.

The Documentation Portal page opens in a new browser window.

2 Click on any link to open the product documentation.

Export Product Information

The Export Product Information option provides the possibility to export information about all products and middlewares that are installed using LifeCycle Manager.

This information is useful for troubleshooting purposes when, for example, sending information to support personnel. The exported product information will be included when saving a support package. For more information, see "Viewing and Saving Logs" on page 31.

1. In the LifeCycle Manager Client, click Help > Export Product Information.
2. Browse to the location where you want to store the lcm.zip file and click Save.
3. When the task is finished, a window is displayed. Click OK or click View log.

   Note: You can also go to the Logs tab to view the log file.

About LifeCycle Manager

The About LifeCycle Manager option provides the version and build details of your LifeCycle Manager application. You can also view the Plug-in Details, Configuration Details, and Server Details of the application. Select Help > About LifeCycle Manager to access this information. In the About LifeCycle Manager window, click Installation Details for more detailed information.

The following table lists the buttons in the LifeCycle Manager Installation Details window.

Tab	Description	Available tasks
Plug-ins	This tab provides detailed information about all the application plug-ins, such as Provider, Plug-in Name, Version, and Plug-in ID.	Select a row, and click one of the following options: • Legal Info to view the license information. • Show Signing Info to view the signing date and certificate. • Columns to configure the column width.

Configuration	This tab provides detailed information about the platform, system properties, features, and plug-ins.	Click one of the following options: • View Error Log to open the LifeCycle Manager Client log file. This information may be useful for troubleshooting purposes when, for example, sending information to support personnel. • Copy to Clipboard to copy the configuration details to your local drive.
Server Details	This tab provides detailed information about the components that have been uploaded to the LifeCycle Manager Server. This information could be useful for troubleshooting purposes when, for example, sending information to support personnel.	Click Copy to Clipboard to copy the server details to your local drive.

General Tasks

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General Tasks

The LifeCycle Manager general menu options allow you to access different tasks available for an object in LifeCycle Manager. The tasks displayed may vary depending on the object selected: a host, a product, or a middleware. For example, you can manage web pages as shortcuts in the context menu, and administer groups and paths for product installation.

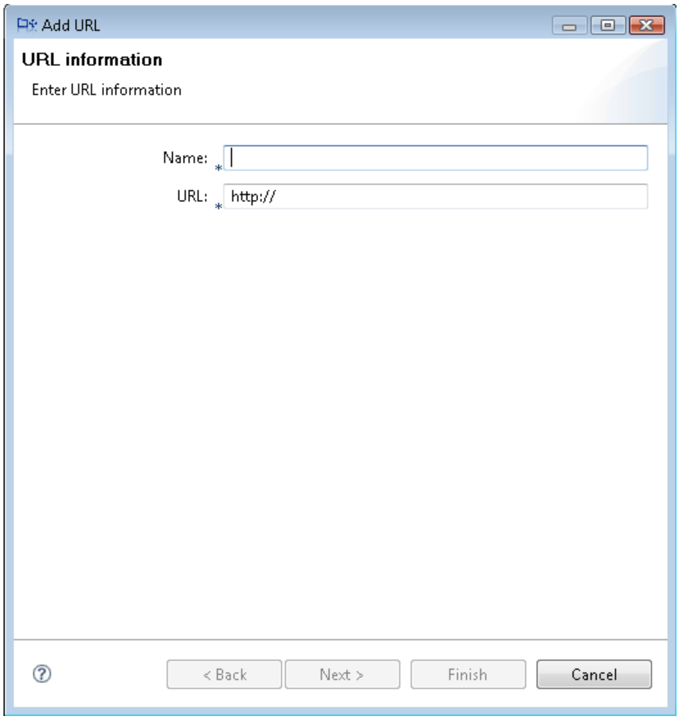
The following sections provide more information on adding and removing URLs. For more information about other general menu options, such as setting an Admin group and removing and adding a path, see *LifeCycle Manager Administration Guide.*

Adding a URL

Use this procedure to add a favorite Web page as a shortcut in the URLs menu. Typically, a Web page shortcut can be used when there is a need to link, for example, a Web console to a specific product, middleware, or installation.

To add a URL

1. Right-click a product or middleware installation.
2. Select URLs > Add URL. The URL information window is displayed.



3 Provide necessary information. Consider the following fields:

Name	Type an alias or name to be used as a shortcut for the URL to be added.
URL	Type the actual URL.

4 Click Next. The Summary window is displayed.

5 Verify the property values, and click Finish.

6 When the task is finished, a window is displayed. Click OK or click View log. You can also go to the Logs tab to view the log file.

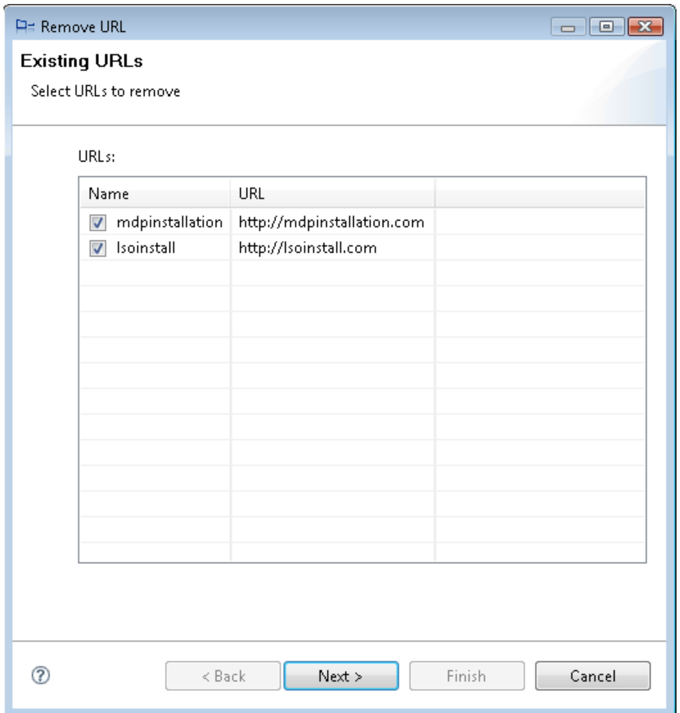
Removing a URL

Use this procedure to remove any created link to a Web page.

To remove a URL

1 Right-click a product or middleware installation.

2 Select URLs > Remove URL. The Existing URLs window is displayed.



3 Select one or more URLs to be removed in the list.

4 Click Next. The Summary window is displayed.

5 Verify the property values, and click Finish.

6 When the task is finished, a window is displayed. Click OK or click View log. You can also go to the Logs tab to view the log file.