Cybozu Garoon Version 4.2 Installation Guide

Edition 2.1

Cybozu

Preface

This guide describes instructions on installation and initial configurations of Cybozu Garoon Version 4.2.0 on one server machine. This guide also explains how to upgrade your Garoon to version 4.2.0.

For instruction on installation or upgrade on an environment that has distributed application servers and a database server, refer to the Installation Guide for Server Distributed System.

Who Should Use This Guide

The target audience of this guide is as follows:

- People who are interested in the installation of cybozu Garoon.

Typographic Conventions

Conventions	Meaning
Important	Describes particularly important warnings.
Note	Indicates important information.
Tip	Provides a helpful hint or information.
See "Section title" on page ###.	Indicates a cross reference link to the detailed information.

Production Environment

This guide is produced on the following environment:

- OS: Windows Server 2012 Standard Edition, Red Hat Enterprise Linux 6
- Internet Explorer 11
- Product version: Cybozu Garoon Version 4.2.0

The contents of a screen vary depending on the Web browser that you are using.

Abbreviations

Abbreviation	Meaning
Garoon	Cybozu Garoon Version 4.2.0
Full text search	Cybozu Full Text Search Server Version 2.0

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  (eay@cryptsoft.com)
  This product includes software written by Tim Hudson.
  (tjh@cryptsoft.com)

Contents

1   Before Setting Up

This chapter explains the system requirements and the network configurations of Garoon. Read this chapter before installing or upgrading this product.

1.1   System Requirements

The system requirements of Garoon are as follows: (November 2015)

> **Note**
> - We will not support the products and the services that are listed but are no longer supported by their manufacturers.

Server OS

OS	Version
Windows (64bit)	Windows Server 2012 R2 Standard Edition Windows Server 2012 R2 Datacenter Windows Server 2012 Standard Edition Windows Server 2012 Datacenter Windows Server 2008 R2 Standard (SP1) Windows Server 2008 R2 Enterprise (SP1) Windows Server 2008 Standard (SP2) Windows Server 2008 Enterprise (SP2)
Linux(64bit)	Red Hat Enterprise Linux 7 Red Hat Enterprise Linux Server 6 Red Hat Enterprise Linux Server 5 Advanced Platform Red Hat Enterprise Linux Server 5

Web Server

OS	Web Server
Windows	Apache 2.2.x Internet Information Service (IIS) 7.0, 7.5, 8.0, 8.5
Linux	Apache 2.2.x, 2.4.x

Web Browser

OS	Web Browser
Windows	Internet Explorer 9, and 11 (modern UI and desktop versions)
	Microsoft Edge latest version
	Mozilla Firefox latest version
	Google Chrome latest version
Mac OS	Safari latest version
	Mozilla Firefox latest version
iOS	iOS 8 Safari, iOS 9 Safari
Android	Android Chrome

<div style="background:#ccc;display:inline-block;padding:2px 40px">Tip</div>

- Garoon can also run on virtual environments. Performance degradation may occur depending on your virtual environments.
- For the latest information for system requirements and limited functions, see the following page on our website:
  https://garoon.cybozu.co.jp/product/environment/
  This page is currently available only in Japanese.

Mail Server

You need to install a mail server to use the E-mail feature. This product supports the following mail servers:

Protocol
- SMTP
- SMTPS
- POP3
- POP3S
- IMAP4
  This product currently supports only the e-mail receiving feature of IMAP4. You cannot use other features of IMAP4.

Authentication Method
- APOP
- POP before SMTP
- SMTP Authentication

Encryption Protocol
- SSL
- TLS
  TLS is supported only as outgoing mail servers.

1.1.1   Server Example for Garoon

The server architecture for installing Garoon varies depending on the number of users. For more server examples, see the following page on our website. This website is currently available only in Japanese.

https://garoon.cybozu.co.jp/product/environment/construction/

1.2   Network Configurations

Garoon uses HTTP or HTTPS to communicate with Web browsers. You must open the port that is relevant to the communication protocol if you use Garoon through a firewall.

Example of Combination of Port Number and Network Protocol

Protocol	Common port number
HTTP	80
HTTPS	443

MySQL Communication with Garoon

- You must close the port that is used for the communication with the MySQL because access from outside the server is unnecessary. Keep the port number confidential.
- Garoon uses port 3770 to communicate with the MySQL.
- However, a different port number may be used, depending on your environment.
- The port number for the MySQL can be found in the MySQL configuration file (my.ini).
- When you have installed Garoon in the default directories, my.ini is saved in the following directory:
  Windows: C:\Program Files\Cybozu\mysql-5.0\etc\my.ini
  Linux: /usr/local/cybozu/mysql-5.0/etc/my.ini

Port Number Setting

```
[mysqld]
port =              3770
```

Garoon must be able to connect to the Internet to use the following features. We offer the Cybozu Online Service and the Notices from Cybozu, which are only available in Japanese.

- Cybozu Online Service (Weather forecast, Rokuyo)
- Notices from Cybozu
- RSS Reader (with subscription to RSS websites)

> **Tip**
- To use Garoon on the server using IPv6 communication, see the following page:
  "Appendix B Required Settings for the Server Using IPv6 Communication" on page 50.

2 Installing

This chapter explains how to install Garoon.

| Tip |

- You need to configure Garoon if you use SSL to connect to LDAP. For configuration steps, see the following page on our website.
  https://manual.cybozu.co.jp/en/tech/sslsetup.html

2.1 Preparing Information for Installation

The following programs and information are required for installing Garoon:

Item	Description
Installer	The latest installer can be downloaded on our website. The following Cybozu website is currently available only in Japanese: https://garoon.cybozu.co.jp/trial/package/index.html
Administrator password (Windows) or root password (Linux)	The password that is used to manage Garoon. This password is required for initializing Garoon.
System administrator information	The information of the system administrator of Garoon. - User name - Login name - Password
Customer information	The information of the customers of Garoon: - Company name - Pronunciation of company name If you want to change the logo, prepare either one of the following items: - Image file - URL for image file location
Document root directory	The directory that is used for storing html files and image files for Garoon.
CGI directory	The directory that is used for storing CGI program and setting files for Garoon.
Installation identifier	The characters that are used for identifying Garoon. Valid characters are as follows: - a through z (lower case alphabet) - A through Z (upper case alphabet) - Underscore (_) - 0 through 9 Tip: - Numeric characters from 0 through 9 are only allowed after alphabetic characters. - You can enter up to 10 characters. - The installation identifier must be different from any identifiers that are currently used for Cybozu products.

Item	Description
Database administrator password	The password that is used to manage the MySQL (cbroot). You must keep this password strictly confidential.
Database user password	The password that is used to access the MySQL. You must keep this password strictly confidential.
Time zone information	The time zone information that will be used on Garoon. Prepare the time zone information of Garoon users.

What is Sample Data?

The sample data contains data that can help users understand more about Garoon features. The sample data is only available when Japanese is selected for Web browser setting while installation. This service is currently available only in Japanese.

Tip

- You can delete sample data after initializing Garoon.
  - On Windows:
    See "2.2.3 Initializing Garoon" on page 18.
  - On Linux:
    See "2.3.3 Initializing Garoon" on page 26.

Using MySQL Installed on Your Server

The Garoon installer includes MySQL 5.6.25. We recommend that you set up Garoon using the MySQL included in the Garoon installer, but you can also set up Garoon using MySQL already installed on your server.

The supported version of MySQL is 5.6.25 only. That is the same version as the one included in the Garoon installer.

You need to perform the following additional steps to use the MySQL already installed on your server:

Changing the MySQL Configuration File (my.ini on Windows, or my.cnf on Linux)

Before running the Garoon installer, you need to add lines to the MySQL configuration file (my.ini on Windows, or my.cnf on Linux).

To change the MySQL configuration file:

1 Stop MySQL on your server.

2 Move to the directory where the configuration file is located.
- Example of Windows environment: C:\ProgramData\MySQL\MySQL Server 5.6\my.ini
- Example of Linux environment: /usr/my.cnf

3 Open the configuration file in a text editor. Add the following line and save the file:
- Before changing (my.ini file on Windows):
  sql_mode=NO_ENGINE_SUBSTITUTION,STRICT_TRANS_TABLES

After changing:

```
sql_mode=NO_ENGINE_SUBSTITUTION
```

- Before changing (my.cnf file on Linux):

```
sql_mode=NO_ENGINE_SUBSTITUTION,STRICT_TRANS_TABLES
```

After changing:

```
sql_mode=NO_ENGINE_SUBSTITUTION

character-set-server = utf8mb4
collation-server = utf8mb4_general_ci
skip-character-set-client-handshake

[client]
default-character-set=utf8mb4
```

4 Start MySQL on your server.

Entering Access Information for MySQL During the Installation

During the installation of Garoon, select the "Use MySQL already installed on the server" option and enter the following information:

- Directory where MySQL has been installed
- Port number of MySQL
- MySQL root password

Restarting MySQL After the Installation Complete

After the installation of Garoon is complete, you need to restart MySQL.

Contacting Cybozu about Setting Up the Full Text Search Server

When you are using the MySQL that has been included in the Garoon installer, you will be able to set up the Full text search server using the normal procedure.

When you are using the MySQL that has been installed on your server, you need to perform the additional procedure to set up the Full text search server. For more information on the procedure, please contact us.

2.2   Installing on Windows

This section explains how to install Garoon on Windows Server 2008.

The description assumes that Garoon has been installed on the following environment:
- Web server: IIS 8.0
- CGI directory: C:\inetpub\scripts
- Document root directory: C:\inetpub\wwwroot
- MySQL: Using MySQL included in the Garoon installer

2.2.1   Preparing for Installation

Verify the following requirements before installing Garoon:

Have You Already Installed a Web Server?

If not, install a Web server on the server and configure the Web server to permit CGI execution.

See "Web Server" on page 6.

See "Configuring for IIS on Windows" on page 20.

> **Tip**
> - For information on how to install a Web server, see the following page on our website:
>   https://manual.cybozu.co.jp/en/tech/webinstall/
> - For scripts directory setting information, see the following page on our website:
>   https://manual.cybozu.co.jp/en/tech/webalias/

Have You Gathered Necessary Information to Install Garoon?

Prepare information such as administrator password, installation identifier, and so on.

See "2.1 Preparing Information for Installation" on page 9.

2.2.2   Installing

This subsection explains the steps of installing Garoon on Windows.

> **Important**
> - Do not install the new version of Garoon on the server where the older version of Garoon is installed, if you do you will not be able to use the older version of Garoon.

> **Note**
> - You must exit all Windows programs before running the installation program.
> - If you have already installed the Web server, verify that the Web server is running on the server.

- You must keep the database administrator password and database user password strictly confidential. If you lose the password, you cannot reset the password nor migrate Garoon to another server.
- Do not operate more than one Garoon on a single server.
- The Microsoft Visual C++ 2008 SP1 Redistributable Package is installed. Do not remove it.

1 Log in to the server as an administrator of the server where Garoon has been installed.

2 Place the installer in any folder, such as the "C:\Temp" folder.

3 Start the installer and click **Next**.
Click **Cancel** to cancel the installation.
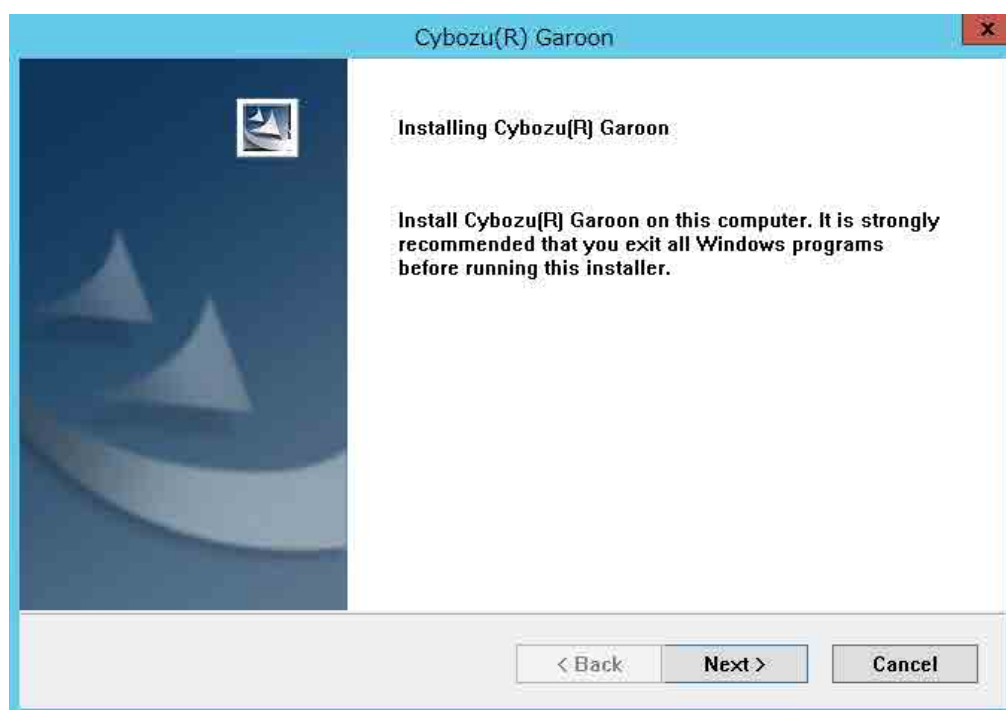
4 Read the Software License Agreement carefully. If you agree with the Software License Agreement, select "I agree to the Software License Agreement." and click **Next**.
If you do not agree to the Software License Agreement, click **Cancel**. The installer will exit.
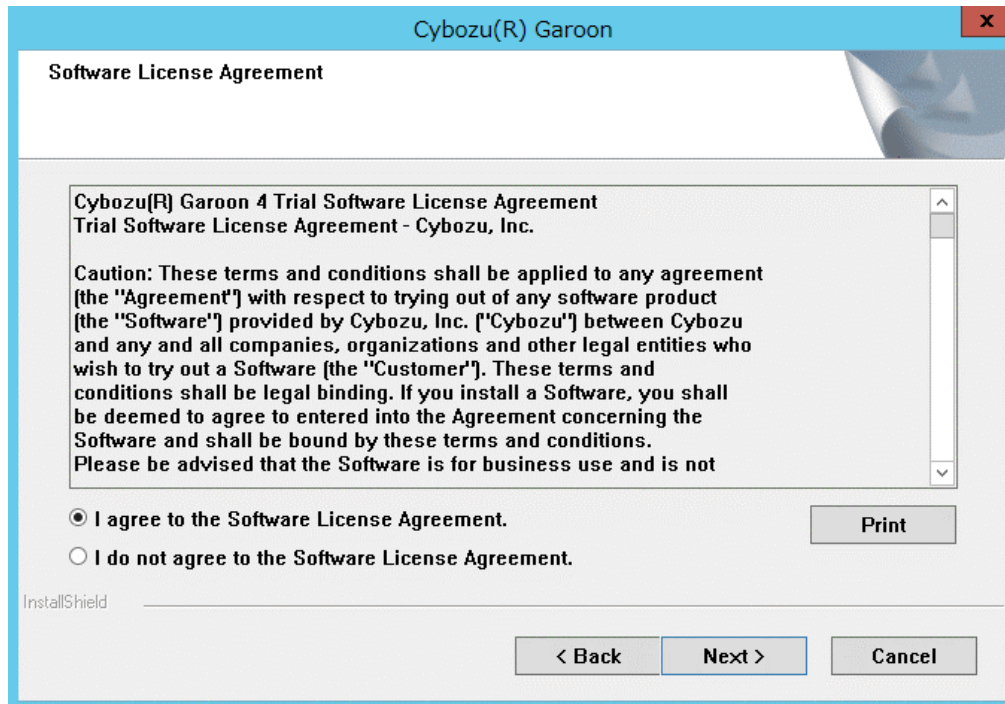
5 Select **Install the bundled MySQL Community Server (GPL) automatically (Recommended)** and click **Next**.
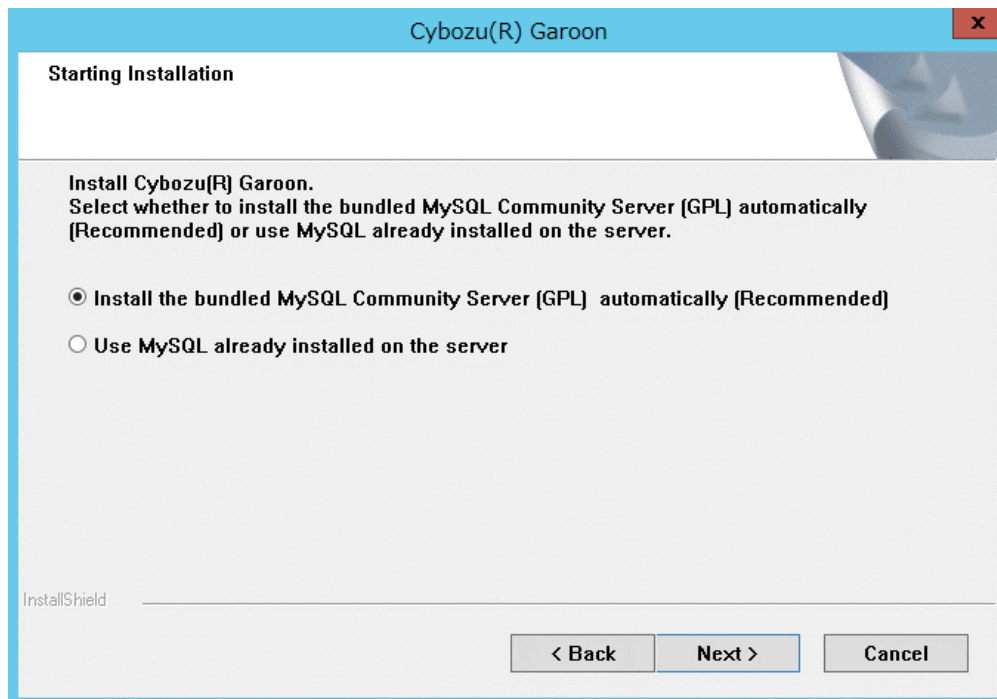
6 Verify the Cybozu application directory, and click **Next**.

If you want to change the Cybozu application directory, click **Browse** and select another installation directory.
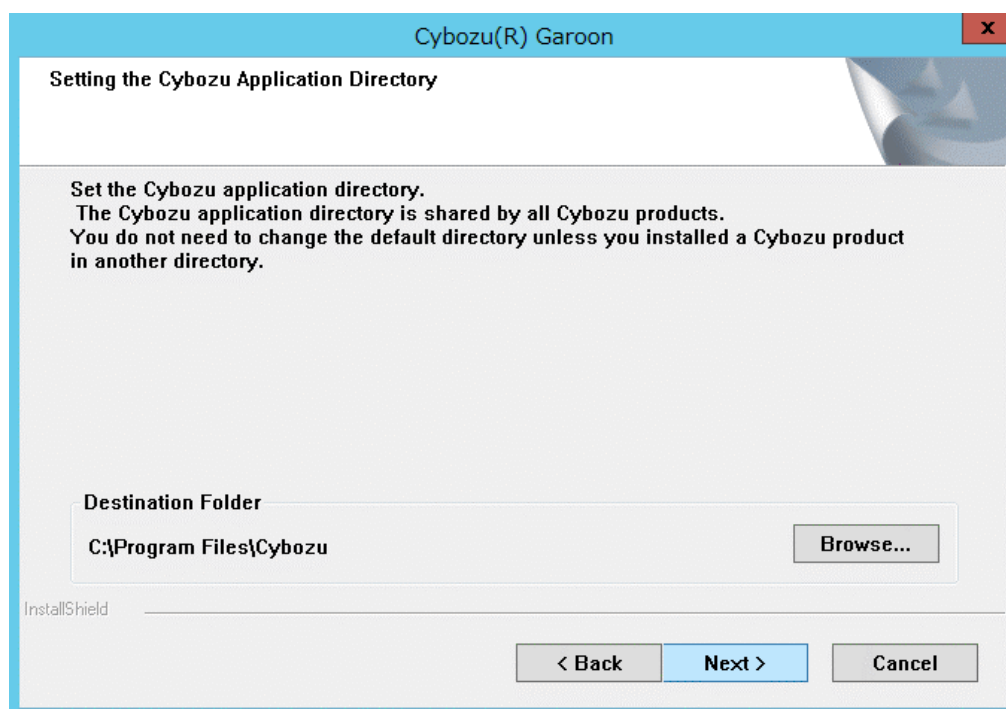
7 Enter the database administrator password and click **Next**.
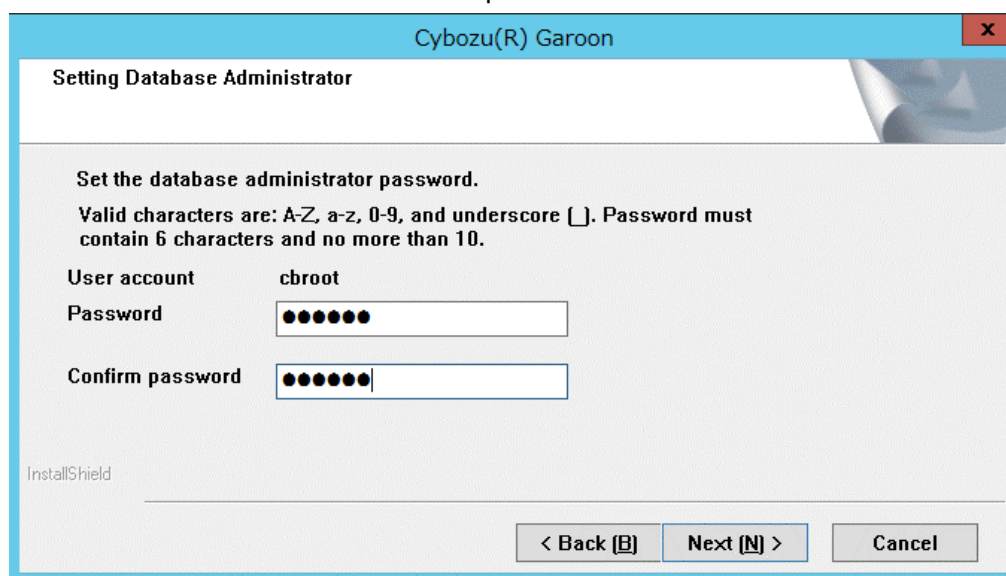
8 Verify the installation identifier and click **Next**.

The installation identifier must be different from any identifiers that are currently used for Cybozu products. The installation identifier that you have entered here will be included in the URL to access Garoon.
If IIS is not running, you will get a "Failed to detect a web server" error and the installer stops.
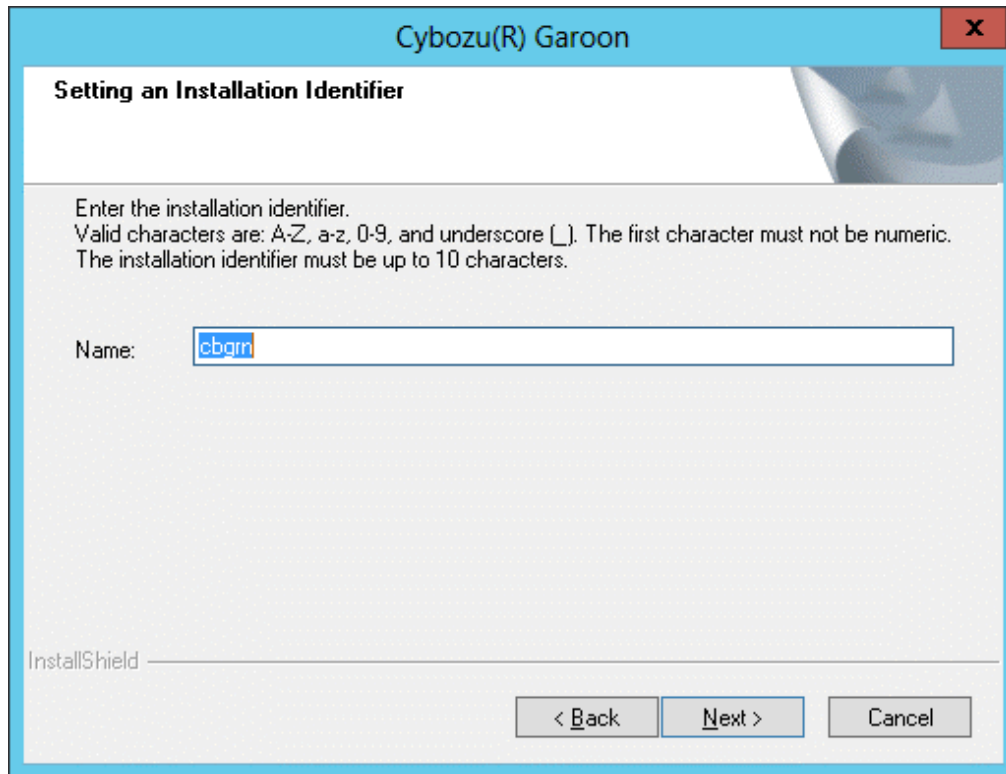
9 Verify the CGI directory and click **Next**.

If you want to change the CGI directory, click **Browse** and select another directory.
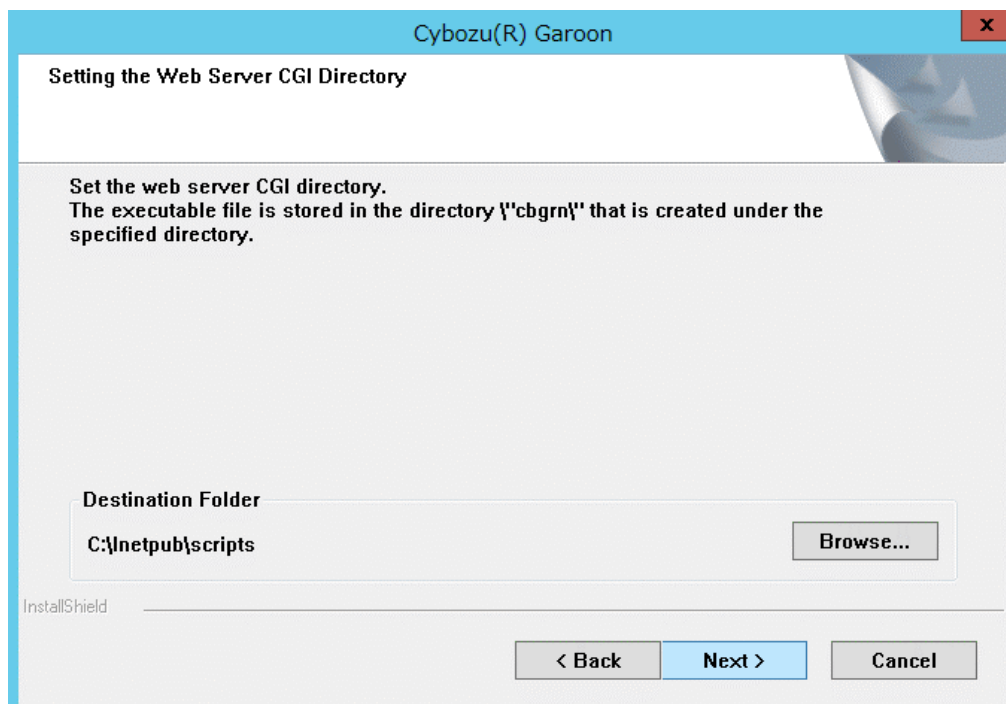
10 Verify the document root directory and click **Next**.

If you want to change the document root directory, click **Browse** and select another directory.
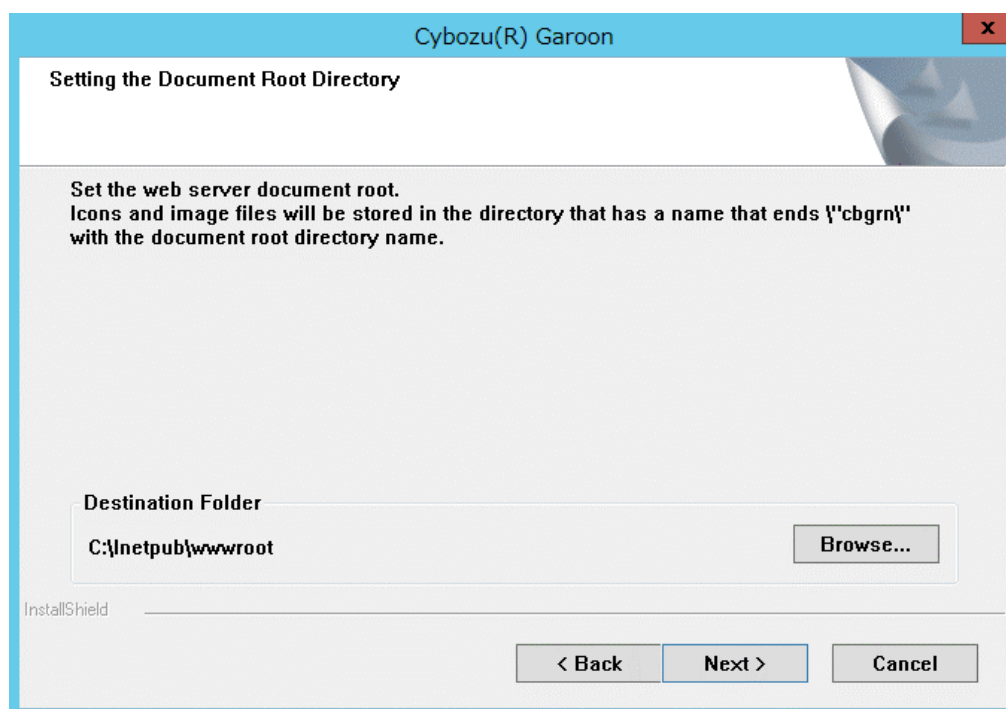
11 Verify the installation settings displayed on the screen and click **Install**.
The installation will start.
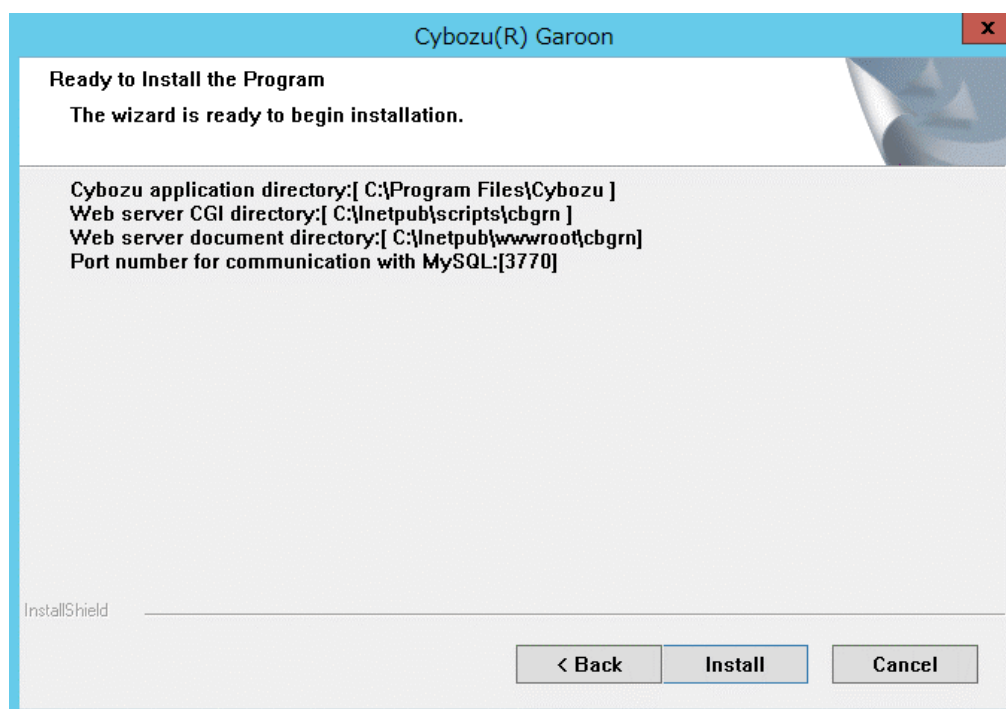
12 Click **Finish** on the **InstallShield Wizard Complete** screen.
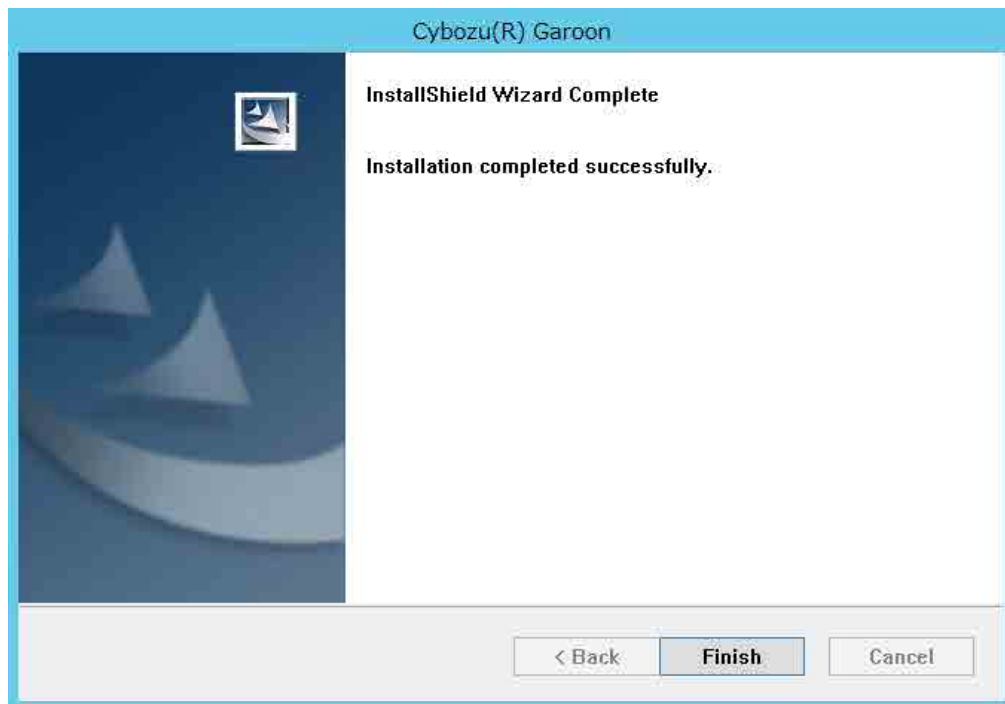
13 Initialize Garoon.

See "2.2.3 Initializing Garoon" on page 18.

> **Tip**
> - If Garoon screen is not displayed properly, verify the following information:
>   - IUSR of IIS can access the document root directory.
>   - The virtual directory of the Web server is set properly.
>   For information on how to create a virtual directory, see the following page on our website:
>   https://manual.cybozu.co.jp/en/tech/webalias/
> - The installation log file of Garoon and MySQL is saved in the following file, if you installed Garoon with the default settings:
>   - C:\WINDOWS\SysWOW64_cb_installer.log
> - To solve an error that occurs when attempting to attach files, see the following page:
>   https://manual.cybozu.co.jp/tech/support/trouble/access_05.html
>   This page is currently available only in Japanese.

2.2.3   Initializing Garoon

Set the administrator password and the database user password, and initialize Garoon.

From a command prompt, initialize Garoon using initialize.bat.

> **Note**
> - You may be unable to use Garoon if you cancel the initialization process while it is running.
>   If you cancelled the initialization process midway, roll back Garoon to its pre-initialization state and start the initialization process again from the beginning.
> - To delete sample data, you must initialize Garoon. Initialization of Garoon deletes all of the registered data.

- To change the locale default setting, you must initialize Garoon. Initialization of Garoon deletes all of the registered data.

1 Proceed to the initialize directory.

To continue on to the initialization after completing the installation, this step is not required. Proceed to step 3.

Open the command prompt and execute the following command:

cd *CGI directory\installation identifier*\initialize

Example: cd C:\inetpub\scripts\cbgrn\initialize

2 Enter the following command and then press the Enter key:

initialize.bat en "C:\Program Files\Cybozu\mysql-5.0" cybozu

- initialize.bat Description
Parameters:
initialize.bat [language] [path to the MySQL directory] [database administrator password]
  - Parameters description:

language	Enter one of the followings: ja: Japanese. Time zone is Asia/Tokyo. en: English. Time zone is Europe/London. zh: Simplified Chinese. Time zone is Asia/Shanghai.
path to the MySQL directory	When you installed the MySQL included in the Garoon installer, the directory path is as follows: C:\Program Files\Cybozu\mysql-5.0 When you are using the MySQL that has been installed on your server, enter the MySQL installation directory.

3 Confirm the displayed information and press the 'Y' key.

4 Enter the database user password, and then press the Enter key.

5 Enter the Administrator password, and then press the Enter key.

Tip:

- Use only single-byte characters for the password.
- Cannot contain a less than sign (<), greater than sign (>), vertical bar (|), and ampersand (&). Depending on your environment, symbols not mentioned above may also not allowed in the password.
- During the installation, do not use symbols in the password. To use symbols in the password, initialize Garoon and then change the password with symbols in the system administration.

See the following section for changing your password:
"Modifying User Information" in the "Cybozu Garoon Administrator Guide"

6 Type **yes**, and then press the Enter key.

The initializayestion will start.

To quit the initialization, type **no** and press the Enter key.

7 Confirm that the initialization is complete.

8 Change the handler mapping in IIS.

See ″2.2.4 Configuring for IIS on Windows″ on page 20.

9 Start configuring Garoon.

See ″2.4 Setting Up for Starting Garoon″ on page 28.

Verifying grn_initialize.log

You can confirm that the initialization complete successfully or not by viewing grn_initialize.log.

When you have installed Garoon in the default directories, grn_initialize.log is saved in the following directories:

C:\inetpub\scripts\cbgrn

Example of grn_initialize.log

```
2013-04-03 15:48:17 Writing to log file: C:\inetpub\scripts\cbgrn/grn_initialize.log
2013-04-03 15:48:17 Garoon: Version 4.2.0
2013-04-03 15:48:17 Operating System: Windows NT WIN-GVZB4L8PJFF 6.0 build
6002 (Windows Server 2008 Enterprise Edition Service Pack 2) i586
2013-04-03 15:48:17 Command Line Parameters: db_admin_password='cybozu'
db_user_password='cybozu' garoon_admin_password
default_timezone='Europe/London' default_locale='en' force_initialize='yes'
init_data='0'
2013-04-03 15:48:17 Starting
2013-04-03 15:48:23 Done in 6 seconds.
```
a)

a): When initialization is complete, the total processing time is displayed.

2.2.4 **Configuring for IIS on Windows**

After the installation of Garoon is complete, change the handler mapping in IIS. The description assumes that you are using IIS 8.0 and that Garoon has been installed on the default installation directory.

1 Start Server Manager.

2 Start IIS Manager.

- For IIS 7.0 or 7.5:
  Select "Roles" > "Web Server (IIS)" > "Internet Information Services (IIS) Manager".
- For IIS 8.0 or 8.5:
  Select "Tools" > "Internet Information Services (IIS) Manager".

3 From the **Connections** pane, select "*Computer name*" > "Sites" > "Default Web Site" > "scripts".

4 In the Features View, double click **Handler Mappings**, select "CGI-exe" and click **Edit**.

5 On the **Edit Script Map** dialog box, enter the path to grn.exe to the **Executable** field and click **OK**.
  Example: C:\inetpub\scripts\cbgrn\grn.exe

6 When the **Do you want to allow this ISAPI extension?** message appears on the **Edit Script Map** screen, click **Yes.**

Tip

- If other exe files on the same virtual directory use scripts, script map settings are required for each exe file.

Allowing the ISAPI extension enables the Garoon programs to run in the IIS process.

2.3   Installing on Linux

This section explains how to install Garoon on a 64 bit Linux.
The description assumes that Garoon has been installed on the following environment:

- Web server: Apache
- CGI directory: /var/www/cgi-bin
- Document root directory: /var/www/html
- MySQL: Using MySQL included in the Garoon installer

2.3.1   Preparing for Installation

Verify the following requirements before installing Garoon:

Have You Already Installed a Web Server?

If not, install a Web server on the server and configure the Web server to permit CGI execution.

- See "Web Server" on page 12.
- See "Installing Web servers":
  https://manual.cybozu.co.jp/en/tech/webinstall/

> **Tip**
- You must run Apache in prefork mode.

Have You Gathered Necessary Information to Install Garoon?

Prepare information such as administrator password, installation identifier, and so on.

See "2.1 Preparing Information for Installation" on page 9.

Is SELinux Disabled?

Garoon does not operate properly while SELinux is still active.

Have You Installed the Required Libraries to Use Garoon Library?

Confirm that the required libraries to use Garoon are installed on your server.
For details, see the following page on our website:
https://manual.cybozu.co.jp/tech/linux_library2.html

2.3.2   Installing

This subsection explains the steps of installing Garoon on Linux.

Important

• Do not install the new version of Garoon on the server where the older version of Garoon is installed, if you do you will not be able to use the older version of Garoon.

Note

• If you have already installed the Web server, verify that the Web server is running on the server.

• You must keep the database administrator password strictly confidential. If you lose the password, you cannot reset the password nor transfer Garoon to another server.

• Do not operate more than one Garoon on a single server.

1 Log in to the server as a root user.

2 Move to the directory where the installer is located.

3 Execute the installer.

[root@garoon admin]# sh grn-4.2.0-linux-x64.bin

4 Enter 'y' or 'n' according to the message shown, and then press the Enter key.

ガルーンのインストールを開始します。このメッセージが正しく表示されている場合は Y を入力します。
Installing starts. If the above message is displayed correctly, type 'Y', otherwise type 'N'.

5 Read the Software License Agreement carefully. If you agree with the Software License Agreement, type **yes**, and then press the Enter key.

Use the Space key or Enter key to scroll down. If you do not agree to the Software License Agreement, type "no" and then press the Enter key. The installer will stop.

6 Enter the installation identifier, and press the Enter key.

The installation identifier must be different from any identifiers that are currently used for Cybozu products. The installation identifier that you have entered here will be included in the URL to access Garoon.

Enter the installation identifier.

Valid characters are: a-z, A-Z, 0-9, and underscore (_). The first character must not be numeric.
The installation identifier must be up to 10 characters.
[cbgrn]:

7 Select which MySQL to use. Enter '1' and press the Enter key.

Select whether to install the bundled MySQL Community Server (GPL) automatically (Recommended) or use MySQL already installed on the server.
1: Install the bundled MySQL Community Server (GPL) automatically (Recommended)
2: Use MySQL already installed on the server
[1|2]:

8 Verify the directories of both the Garoon program and the data and press the Enter key.

If you want to change the installation directory, type the absolute path of another directory and press the Enter key.

```
Specify a directory for program files.
Check available free disk space.
The data size may become large.
[/usr/local/cybozu]
```

9 Enter the database administrator password and press the Enter key.

```
Enter a password for database administrator (cbroot).
Valid characters are: A-Z, a-z, 0-9, and underscore (_).
Password must contain 6 characters and no more than 10.
Enter Password:
```

10 Enter the database user password and press the Enter key.

```
Enter a password for database user.
Valid characters are: A-Z, a-z, 0-9, and underscore (_).
Password must contain 6 characters and no more than 10.
Enter Password:
```

11 Enter the Administrator password and press the Enter key.

```
Enter a password for Administrator.
Enter Password:
```

12 Verify the CGI directory and press the Enter key.

If you want to change the CGI directory, type the absolute path of another directory and press the Enter key.

```
Enter the CGI directory.
The installation directory is located in the CGI directory "/cbgrn.
Example: /var/www/cgi-bin/cbgrn
[/var/www/cgi-bin]
```

13 Verify the document root directory and press the Enter key.

If you want to change the document root directory, type the absolute path of another directory and press the Enter key.

```
Specify the document root directory.
The installation directory is located in the document root directory "/cbgrn.
Example: /var/www/html/cbgrn
[/var/www/html]
```

14 Verify the user name that is used to execute the Web server and press the Enter key.

Type a correct Web server user name if the current user does not have the right to execute the Web server, and press the Enter key.

```
Enter the web server user name.
[apache]:
```

15 Confirm the displayed information. Type "yes" and press the Enter key if you want to start the installation process.

The installation will start. Otherwise, type "no" and press the Enter key to cancel the installation.

```
Summary of install configuration

Program files: /usr/local/cybozu
Database administrator: cbroot
Database administrator password: cybozu
Administrator password: cybozu
Database user password: cybozu
Installation identifier: cbgrn
Web server user name: apache
CGI installation directory: /var/www/cgi-bin/cbgrn
Installation directory for image files: /var/www/html/cbgrn
Port number for communicate with MySQL: 3770
Installation script for scheduling service: /etc/rc.d/init.d/cyss_cbgrn
Uninstallation script for Cybozu product: /var/www/cgi-bin/cbgrn/uninstall_cbgrn
Installation script for MySQL: /etc/rc.d/init.d/cyde_5_0
Uninstallation script for MySQL:
/usr/local/cybozu/mysql-5.0/uninstall_cyde_5_0

Are you sure you want to install the product with the above settings?
[yes or no]: yes
```

16 Confirm that the installation is complete.

```
Installing MySQL...
Installing CGI...
installing DB Script...
Installing Cybozu Scheduling Service.
Installing Web files
Copying license files.
Installing uninstall scripts.
DataBase Initialization...

The installation has completed successfully.
Start a web browser and access the URL below:

http://(FQDN or IP address of the server)/(Virtual path to the CGI
directory)/cbgrn/grn.cgi

Example: http://webserver.cybozu.co.jp/cgi-bin/cbgrn/grn.cgi
Example: http://10.10.203.55/cgi-bin/cbgrn/grn.cgi
[root@garoon admin]#
```

17 Start configuring Garoon.

"2.4 Setting Up for Starting Garoon" on page 28.

> **Tip**

- For Garoon version 3.5.0 and later, Garoon is initialized during installation so there is no need to initialize Garoon before beginning operation.

After beginning operation, initialize Garoon to delete sample data and data that was collected during the trial period.
"2.3.3 Initializing Garoon" on page 26

- If the Garoon screen is not displayed properly, verify the following information:
  - The Web server user (example: apache) has read privileges for the document root directory of the Web server.
  - Is the virtual directory of the Web server set properly?
    For information on how to create a virtual directory, see the following page on our website: https://manual.cybozu.co.jp/en/tech/webalias/
  - Is SELinux disabled?
  - Is firewall set up correctly?
- The installation logs of Garoon and MySQL are saved in the following files:
  - Garoon: Installation directory/install.log
  - MySQL: *Installation directory/*install_cyde.log

2.3.3 **Initializing Garoon**

Initialize Garoon to delete sample data and data that was collected during the trial period.

Set the Garoon administrator password and the database user password, and then initialize Garoon.

> **Note**
>
> - You may be unable to use Garoon if you cancel the initialization process while it is running. If you cancelled the initialization process midway, roll back Garoon to its pre-initialization state and start the initialization process again from the beginning.

1 Start a command line and change to the following directory:

cd *CGI directory\installation identifier*

Example: cd /var/www/cgi-bin/cbgrn

2 Enter the following command and press the Enter key:

```
./grn.cgi -C -q code/command/grn_initialize.csp db_admin_password='cybozu'
db_user_password='cybozu' garoon_admin_password='cybozu'
default_timezone='Europe/London' default_locale='en'
```

Paramaters:

db_admin_password	Enter database administrator password.
db_user_password	Enter database user password.
garoon_admin_password	Enter Administrator password.
default_timezone	Enter time zone information.
default_locale	Indicates locale information. Select a language from Japanese, English and Chinese. - ja: Japanese - en: English - zh: Simplified Chinese

3 Enter 'y', and then press the Enter key.

To quit the initialization, enter 'n' and press the Enter key.

> Do you really initialize Garoon? (y/[n]) :

4 Confirm that the initialization is complete.

> Done in 1 minutes 25 seconds.

Verifying grn_initialize.log

You can confirm that the initialization complete successfully or not by viewing grn_initialize.log.

When you have installed Garoon in the default directories, grn_initialize.log is saved in the following directory:

C:\inetpub\scripts\cbgrn

Example of grn_initialize.log

> 2013-04-03 16:06:46 Writing to log file: /var/www/cgi-bin/cbgrn/grn_initialize.log
> 2013-04-03 16:06:46 Garoon: Version 4.2.0
> 2013-04-03 16:06:46 Operating System: Linux chiba.dev.cybozu.co.jp 2.6.32-
> 220.el6.x86_64 #1 SMP Wed Nov 9 08:03:13 EST 2011 x86_64
> 2013-04-03 16:06:46 Command Line Parameters: db_admin_password='cybozu'
> db_user_password='cybozu' garoon_admin_password default_timezone='Europe/London'
> default_locale='en' force_initialize='yes' init_data='0'
> 2013-04-03 16:06:46 Starting
> 2013-04-03 16:06:49 Done in 3 seconds. ────────────────────────────┐
>
> **a)**

a): When initialization is complete, the total processing time is displayed.

2.4   Setting Up for Starting Garoon

When Garoon has finished the initialization, register the customer information and the system administrator information.

2.4.1   Registering Customer Information

Access the System administration screen of Garoon and register the customer information.

1   Access from one of the following URL

On Windows: http://*server IP address or host name*/scripts/cbgrn/grn.exe/system/index
On Linux: http://*server IP address or host name*/cgi-bin/cbgrn/grn.cgi/system/index

2   Enter the login name and the password of the administrator and click **Login**.

3   On the **System administration** screen, click **Basic system administration > Customer information > Verify customer information**.

4   On the **Verify customer information** screen, click **Edit**.

5   On the **Edit customer information** screen, set necessary information, and then click **Save**.

You can set the following information:

> Company name: Enter your company name.
> Pronunciation of company name: Enter the pronunciation of your company name.
> Logo (URL): Enter the URL of the logo image on the web server.
> Logo (File): Browse to the logo file on your computer.

> Note

- If you configure a file to display logo on Garoon, every time you access Garoon, file data are imported from servers. High levels of data communications may overload system performance. We recommend that you use image URL to display logo.

2.4.2   Assigning Administrators

This section explains how to grant Administrator role to users.

Adding Users

Add users to Garoon.

1   On the System administration screen, click **Basic system administration > Users > Organization/user settings**.

2 Click **Add user** on the **Organization/user settings** screen.

3 Enter necessary information on the **Add user** screen, and then click **Add**.

The user that has been added belongs to Unassigned users.

Entry Fields for User Information

Item	Description
Name *	Enter the user name. On "Default", select one language among Japanese, English, and Chinese from the drop-down list, and then enter the user name. On "English spelling", enter the user name in alphabet characters.
Login name *	Enter the login name of the user. The login name must be unique.
Password	Enter the password of the user.
Confirmation password	Re-enter the password for confirmation.
Locale	Select a locale. To select a locale, you must have at least one locale on the **Locale settings** screen.
Office	Select an office. To select an office, you must have at least one office on the **Office settings** screen.
Organization membership	The organizations of the user are displayed. To change the organizations of the user, click **Change.**
Priority organization	Select a priority organization.
Display order	Enter a number that is equal to or greater than 0 to decide the order of the user on the user list. The users will be displayed in the increasing order of display order. The users that have the same display order will be displayed in the order that they were registered in Garoon.
Status	To deactivate the account, check this check box. The deactivated user account cannot access Garoon.
Pronunciation	Enter the pronunciation of the user name.
E-mail	Enter an e-mail address.
Notes	Enter some notes about the user.
Position	Enter the position of the user.
Contact	Enter the contact information.
URL	Enter the website URL that relates to the user.
Picture	Specify an image to display on the **User details** screen.

"*" indicates required fields.

Granting Administrator Role to Users

1 On the System administration screen, click **Basic system administration > Users > Role settings**.

2 On the **Role settings** screen, click **Administrators > Grant role to users**.

3 On the tree on the left side of the **Grant role to users** screen, select the organization containing the user you want to assign to system administrator or **Unassigned users**.

4 Select users to grant the Administrator role and click **Add**.

To remove specific users that have been added, select the users in the lower box, and click Remove

5 Click **Grant role**.

2.4.3 Changing Database Settings

If the on-board memory in your server exceeds 8 GB, change the settings of mysqld. To change the mysqld settings, edit the MySQL configuration file (my.ini).

The my.ini file may be configured differently depending on the memory capacity of the server of the MySQL.

Recommended Configurations for my.ini

Recommended configurations when the on-board memory capacity of your server is 80 GB or less:

On-board memory capacity / Item		8GB	16GB	24GB	48GB	80GB
Memory usage of Garoon		5.2GB	12GB	18GB	36GB	60GB
Value in each item	innodb_buffer_pool_size	4600M	11200M	17100M	34600M	57700M
	max_connections	50	50	50	50	100

Recommended configurations when the on-board memory capacity of your server is 128 GB or more:

On-board memory capacity / Item		128GB	154GB	180GB	206GB	232GB	256GB
Memory usage of Garoon		96GB	115.5GB	135GB	154.5GB	174GB	192GB
Value in each item	innodb_buffer_pool_size	92800M	111400M	130500M	149100M	168100M	185300M
	max_connections	100	150	150	200	200	250

> **Note**
>
> • Edit the my.ini file so that the total usage memory capacity of the OS, other programs, and Garoon is under the on-board memory capacity of the server.

Editing my.ini File

The following instruction on how to configure the my.ini file is divided into two parts: Windows and Linux.

Windows

1 From the Windows Administrative Tools, open "Services".

2 Select "Cybozu_Scheduling_Service_cbgrn", and click **Stop the service**.

3 Select "Cybozu_Database_Engine_5_0" and click **Stop the service**.

4 Take a backup of the my.ini file.
When you have installed Garoon in the default directories, my.ini is saved in the following directory:
C:\Program Files\Cybozu\mysql-5.0\etc\my.ini

5 Edit the values of my.ini
See "Recommended Configurations for my.ini" on page 30.

6 Select "Cybozu_Database_Engine_5_0" and click **Start the service**.

7 Select "Cybozu_Scheduling_Service_cbgrn" and click **Start the service**.

Linux

1 Stop the scheduling service.
[root@garoon admin]# /etc/init.d/cyss_cbgrn stop

2 Stop the MySQL.
[root@garoon admin]# /etc/init.d/cyde_5_0 stop

3 Take a backup of the my.ini file.
When you have installed Garoon in the default directories, my.ini is saved in the following directory:

/usr/local/cybozu/mysql-5.0/etc/my.ini

4 Edit the values of my.ini
See "Recommended Configurations for my.ini" on page 30.

5 Start the MySQL.
[root@garoon admin]# /etc/init.d/cyde_5_0 start

6 Start the scheduling service.
[root@garoon admin]# /etc/init.d/cyss_cbgrn start

3   Upgrading

You can upgrade to version 4.2.0 only from version 4.0.0.

If you are using Garoon version 3.7 or earlier, upgrade it to version 4.0 first, then upgrade to 4.2.

Note

- You must back up your Garoon data before performing the upgrade. For more details on Garoon data backup, see the "Maintenance" on the "Administrator guide".
- Do not stop the backup program until it completes.
- When using one or more of the Power Up Kit Series, the upgrading procedures of Garoon vary. Before the upgrade of Garoon, make sure to consult our official partners or your vendor.

Tip

- For more help on the upgrade process, consult our official partners or your vendor.
  https://www.cybozu.com/jp/partner/list/sales/
  This page is currently available only in Japanese.

Upgrading Garoon from Version 4.0.x to 4.2.0

You can upgrade Garoon using the latest installer.

To upgrade, follow the following procedure:

"3.1 Upgrading on Windows" on page 33.

"3.2 Upgrading on Linux" on page 36.

Upgrading Garoon from Version 3.7.x to 4.2.0

Upgrade Garoon using the following steps:

Step 1: Upgrade Garoon to Version 4.0.0.

Step 2: Upgrade Garoon to Version 4.2.0.

You can download the installer for version 4.0.0 of Garoon and its Installation Guide from the following pages:

- Installer
  https://garoon.cybozu.co.jp/support/download/garoon4/archive/
- Installation Guide
  https://help.cybozu.com/en/g4/guide/index.html#guide_index_01

Upgrading Garoon from Version 3.0.x, or 3.1.x to 4.2.0

Upgrade Garoon using the following steps:

Step 1: Upgrade Garoon to Version 3.5.0.

Step 2: Upgrade Garoon to Version 3.7.0.

Step 3: Upgrade Garoon to Version 4.0.0.

Step 4: Upgrade Garoon to Version 4.2.0.

You can download the installers and Installation Guides from the following pages:

- Installers for version 3.5.0 and version 3.7.0 of Garoon:
  http://products.cybozu.co.jp/garoon3/download/archive/
- Installer for version 4.0.0 of Garoon:
  https://garoon.cybozu.co.jp/support/download/garoon4/archive/
- Installation Guides for version 3.5.0 and version 3.7.0 of Garoon:
  https://help.cybozu.com/en/g/guide/index.html#gr3_install
- Installation Guide for version 4.0.0 of Garoon:
  https://help.cybozu.com/en/g4/guide/index.html#guide_index_01

> **Tip**
>
> - You can download the installers from the archive library. For user name and password required to access the archive library, refer to our online support (available only in Japanese).

Version and CGI Memory Usage

Upgrading Garoon from versions prior to 3.5.0 to version 3.5.0 or later increases the memory usage per CGI process.

The memory usage per CGI process for each version is as follows:

Version	Memory Usage per CGI Process
3.0.0 up to, but not including, 3.5.0	about 40 MB
3.5.0 and later	about 55 MB

Depending on the service usage and operating environment of Garoon, the amount of memory that is required to be installed in your Web server can change.

For more information on the necessity of additional memory, consult our official partners or your vendor.

https://www.cybozu.com/jp/partner/list/sales/

This page is currently available only in Japanese.

3.1   Upgrading on Windows

The description assumes that Garoon has been installed on the following environment:

- OS: Windows Server 2012
- Web server: IIS 8.0
- CGI directory: C:\inetpub\scripts
- Document root directory: C:\inetpub\wwwroot
- Default installation identifier: "cbgrn"
- MySQL: Using MySQL included in the Garoon installer

> **Note**
> • Before beginning the upgrade process, check the notes on upgrading.
>   "Chapter 3 Upgrading" on page 32.

3.1.1 Preparing for Upgrading

To upgrade Garoon, the following preparation steps are required:

Prepare the database user password

The password that has been set during the installation of Garoon is required.
See "Preparing Information for Installation" on page 9.

Change the IIS settings

To use Garoon with IIS of a different version than you were using before the upgrade, you need to configure IIS.
For details, see the following sections:
See "2.2.4 Configuring for IIS on Windows" on page 20.

Stopping Full Text Search Server

When Full text search is active, stop Solr and Worker on the server where Full text search is running.
For details on how to stop the services, see the following guide:
"Cybozu Full Text Search Server Version 2.0 Guide"
This guide is available only in Japanese.
https://help.cybozu.com/ja/g4/guide/index.html#guide_index_07

3.1.2 Upgrading

This subsection explains the steps of upgrading Garoon to version 4.2.0 on Windows.

> **Note**
> • You must exit all Windows programs before running the upgrade program.

1 Log in to the server where Garoon is installed as an administrator of the server.

  Back up the data of the Garoon that you want to upgrade. For more details on backup, see the "Maintaining Garoon" on the "Administrator guide".

2 Stop the Web server.

3 From the Windows Administrative Tools, open "Services".

4 Select "Cybozu_Scheduling_Service_cbgrn", and click **Stop the service**.

5 Confirm that "Cybozu_Database_Engine_5_0" is at "Started" status, and then close the **Services** window.

If "Cybozu_Database_Engine_5_0" stopped, click **Restart the service**, and then close the **Services** window.

You must close the **Services** window once the MySQL starts. Otherwise the upgrade will fail.

6 Start the Garoon version 4.2.0 installer.

7 Enter the database administrator password and click **Next**.

8 Click **Finish** on the **Upgrade complete** screen.

9 From the Windows Administrative Tools, open "Services".

10 Select "Cybozu_Scheduling_Service_cbgrn" and click **Start the service**.
Confirm that the scheduling service is at "Started" status.

11 Start the Web server.

<div style="background:#ccc;display:inline-block;padding:2px 20px;font-weight:bold">Tip</div>

- After the upgrade process is finished, the logs are saved in the following files:
  - Installation log of MySQL: C:\WINDOWS\SysWow64_cb_installer.log
  - Upgrade log: C:\inetpub\scripts\cbgrn\versionup_###.log[1]
    [1]: ### indicates a 3 digit number.
  - MySQL errors: C:\ProgramFiles\Cybozu\mysql-5.0\data\error.log
- The following message will appear during the upgrade, but the process has completed successfully. No action required:
  - Warning: Using a password on the command line interface can be insecure.

3.2 Upgrading on Linux

The description assumes that Garoon has been installed on the following environment:

- OS: Red Hat Enterprise Linux 6
- Web server: Apache
- CGI directory: /var/www/cgi-bin
- Document root directory: /var/www/html
- Default installation identifier: "cbgrn"
- MySQL: Using MySQL included in the Garoon installer

> **Note**
>
> - Before beginning the upgrade process, check the notes on upgrading.
>   "Chapter 3 Upgrading" on page 32.
> - Put the installer in a directory that is executable and writable by the Web server user.
>   All directories above the directory of the installer must be executable and writable by the Web server user.

> **Tip**
>
> - For more help on the upgrade process, consult our official partners or your vendor.
>   https://www.cybozu.com/jp/partner/list/sales/
>   This page is currently available only in Japanese.

3.2.1 Preparing for Upgrading

To upgrade Garoon, the following preparation steps are required:

Prepare the database user password

The password that has been set during the installation of Garoon is required.
See "2.1 Preparing Information for Installation" on page 9.

If you made changes to the default values in the my.ini file, copy the my.ini file to a directory outside of the directory where you install Garoon.

Have You Installed the Required Libraries to Use Garoon Library?

Confirm that the required libraries to use Garoon are installed on your server.
For details, see the following page on our website:
https://manual.cybozu.co.jp/tech/linux_library2.html

Stopping Full Text Search Server

When Full text search is active, stop Solr and Worker on the server where Full text search is running.
For details on how to stop the services, see the following guide:
"Cybozu Full Text Search Server Version 2.0 Guide"

This guide is available only in Japanese.

https://help.cybozu.com/ja/g4/guide/index.html#guide_index_07

3.2.2   Upgrading

This subsection explains the steps of upgrading Garoon to version 4.2.0 on Linux.

1 Log in to the server as a root user.

2 Stop the Web server.
- For Red Hat Enterprise Linux 6 or earlier:
```
[root@garoon admin]# /etc/init.d/httpd stop
```
- For Red Hat Enterprise Linux 7 or later:
```
[root@garoon admin]# systemctl stop httpd.service
```

3 Stop the scheduling service.
```
[root@garoon admin]# /etc/rc.d/init.d/cyss_cbgrn stop
```

4 Check the MySQL status.
```
[root@garoon admin]# /etc/init.d/cyde_5_0 status
```
Start the MySQL if stopped.
```
[root@garoon admin]# /etc/init.d/cyde_5_0 start
```

5 Move to the directory where the installer is located.

6 Execute the installer.
```
[root@garoon admin]# sh grn-4.2.0-linux-x64.bin
```

7 Enter 'y' or 'n' according to the message shown, and then press the Enter key.
```
Installing starts. If the above message is displayed correctly, type 'Y', otherwise
type 'N'.
```

8 If you agree with the Software License Agreement, type "yes" and press the Enter key.

To scroll down, use the Space key or Enter key.

If you do not agree to the Software License Agreement, type "no" and press the Enter key. The upgrade process will stop.

9 Enter '1' and press the Enter key.

Enter '2' for a partial uninstallation or enter '3' for a complete uninstallation, and then press the Enter key.

10 Confirm the installation destination, enter the database administrator password, and press the Enter key.

11 Confirm the displayed information. Type "yes" and press the Enter key.

The installation will start. Otherwise, type "no" and press the Enter key to cancel the installation.

```
Summary of install configuration

Program files: /usr/local/cybozu
Database administrator: cbroot
Database administrator password: cybozu
Installation identifier: cbgrn
Web server user name: apache
CGI installation directory: /var/www/cgi-bin/cbgrn
Installation directory for image files: /var/www/html/cbgrn
Port number for communicate with MySQL: 3770
Installation script for scheduling service: /etc/rc.d/init.d/cyss_cbgrn
Uninstallation script for Cybozu product: /var/www/cgi-bin/cbgrn/uninstall_cbgrn
Installation script for MySQL: /etc/rc.d/init.d/cyde_5_0
Uninstallation script for MySQL:
/usr/local/cybozu/mysql-5.0/uninstall_cyde_5_0
Are you sure you want to install the product with the above settings?
[yes or no]: yes
```

12 Confirm that the upgrade is complete.

```
Installing MySQL…
Istalling DB Script…
Restore MySQL Table
MySQL Restore is success!
Installing Cybozu Scheduling Service…
Installing Web files…
Copying license files…
Installing uninstall scripts…

The installation has completed successfully.
Start a web browser and access the URL below:

http://(FQDN or IP address of the server)/(Virtual path to the CGI
directory)/cbgrn/grn.cgi

Example: http://webserver.cybozu.co.jp/cgi-bin/cbgrn/grn.cgi
Example: http://10.10.203.55/cgi-bin/cbgrn/grn.cgi
[root@garoon admin]#
```

13 Start the scheduling service.

```
[root@garoon admin]# /etc/rc.d/init.d/cyss_cbgrn start
```

14 Confirm that the scheduling service is started.

```
[root@garoon admin]# /etc/rc.d/init.d/cyss_cbgrn status
```

When the scheduling service is running, the process ID of running process is displayed.
Process ID display example:

```
sched(31622) is running…
```

15 Start the Web server.

- For Red Hat Enterprise Linux 6 or earlier:
[root@garoon admin]# /etc/init.d/httpd start

- For Red Hat Enterprise Linux 7 or later:
[root@garoon admin]# systemctl start httpd.service

16 Confirm that the Web server is started.

- For Red Hat Enterprise Linux 6 or earlier:
[root@garoon admin]# /etc/init.d/httpd status

- For Red Hat Enterprise Linux 7 or later:
[root@garoon admin]# systemctl status httpd.service

When the Web server is starting up, the process IDs of running processes are displayed.

Process ID display example:

httpd (pid 21583 21576 21575 21573 21572 21571 21570 21569 21568) is running

> **Tip**

- The upgrade log is saved in the following file:
  - Installation log of Garoon: */The directory where the installation was performed*/install.log
  - Installation log of MySQL: */The directory where the installer is located*/install_cyde.log
- The following message will appear during the upgrade, but the process has completed successfully. No action required.
  - Warning: Using a password on the command line interface can be insecure.

3.3 Configuring After Upgrading

Execute the following tasks if required:

Verifying Log Files

Open the log files to check if the files are updated successfully. The log files contain the following information:
- Report on the MySQL update process
- Report on the update of Garoon data
- Report on the update program execution

When you have installed Garoon in the default directories, the logs are saved in the following directories:

indicates a 3 digit number.

Logs on Windows

- Results after running the update program: C:\inetpub\scripts\cbgrn\versionup_###.log
- MySQL errors: C: \Program Files\Cybozu\mysql-5.0\data\error.log

Logs on Linux

- Results of the installation of Garoon: *The directory where the installation was performed*/install.log
- Results of the installation of MySQL: *The directory where the installation was performed*/install_cyde.log
- Results after running the update program: /var/www/cgi-bin/cbgrn/versionup_###.log
- MySQL errors: /usr/local/cybozu/mysql-5.0/data/error.log

How to See a versionup_###.log

The description assumes that a versionup_###.log has been exported on Windows.

```
[Tue, 12 Aug 2014 20:49:21 +0900] DB root password corrected!
[Tue, 12 Aug 2014 20:49:21 +0900] start upgrading mysqldb
(Omitted)
20140812 20:49:40 [INFO] Started grn4.2.0_local_main.
20140812 20:49:40 [INFO] Updated the version number of system attribute. 4.2.0
20140812 20:49:40 [INFO] Start execDiffSql()
20140812 20:49:53 [INFO] End execDiffSql()
20140812 20:49:53 [INFO] Start _convertApplicationUserSettings
20140812 20:49:53 [INFO] End _convertApplicationUserSettings
20140812 20:49:53 [INFO] Start execDropSql()
20140812 20:49:54 [INFO] Start _setDemoLicense
20140812 20:49:54 [INFO] End _setDemoLicense
20140812 20:49:54 [INFO] End execDropSql()
20140812 20:49:54 [INFO] Finished grn4.2.0_local_main.
20140812 20:49:54 [INFO] Started grn420_remote_main.
```
a)

```
20140812 20:49:54 [INFO] Finished grn420_remote_main.
20140812 20:49:54 [INFO] Finished updating.

[Tue, 12 Aug 2014 20:49:55 +0900] 20140812 20:49:55 [INFO] Started updating
after installation.
20140812 20:49:55 [INFO] Remove all files of smarty cache directory.
20140812 20:49:55 [INFO] Remove all the session data.
20140812 20:49:55 [INFO] Finished updating after installation.


[Tue, 12 Aug 2014 20:49:55 +0900] start removing versionup scripts
[Tue, 12 Aug 2014 20:49:55 +0900] end removing versionup scripts
```

a)

b)

a): Results of the update of Garoon data
b): Results of the update program execution

> **Note**
>
> • If statuses other than "INFO" or "OK" are output, follow the instruction in the message to troubleshoot.
>   https://www.cybozu.com/jp/partner/list/sales/
>   This page is currently available only in Japanese.

Checking PHP Portlets

When using PHP portlets that use old versions of PHP, errors may occur.
If you use the same PHP portlets after upgrading, confirm that there are no errors before making the portlets public.

Compatible versions of Garoon and PHP are as follows:

• Garoon versions up to, but not including 3.1.0: PHP4

• Garoon version 3.1.0 and later: PHP5

Note for Connecting to LDAP with SSL

You must configure Garoon if you use SSL to connect to LDAP. For the configuration procedure, see the following page on our website:
https://manual.cybozu.co.jp/en/tech/sslsetup.html

Registering License

When you upgraded Garoon from version 3.7.x or earlier to version 4.2.0, you need to register the license for version 4.2.0 of Garoon. Garoon will run on trial mode until you register the license. If the license is not registered within 60 days after the upgrade, you will be unable to access the applications in Garoon.

To register your license:

1 Log into Garoon with a system administrator account.

2 On the **System administration** screen, click **Basic system administration** >
License > **Manage licenses**.

3 Click **Register license**.

4 Enter your license key and click **Register**.

5 Confirm the license information is correct and click **Register**.

Activating the Inactive Features

When you upgraded Garoon from version 3.7.x or earlier to version 4.2.0, the following
features that have been added in the version 4.2.0 are inactive. If necessary, activate the
inactive features.

- Mobile view
- Thumbnail images
- Respond feature in Space
- Drag and drop moving of appointments
- File attachments to appointments
- Automatic e-mail forwarding
- Facility usage request feature
- Appointment response request feature
- Displaying HTML e-mail as plain text by default

Start Full Text Search Server

When Full text search is active, start Solr and Worker on the server where Full text search
is running.
For details on how to start the services, see the following guide:
"Cybozu Full Text Search Server Version 2.0 Guide"
This guide is available only in Japanese.
https://help.cybozu.com/ja/g4/guide/index.html#guide_index_07

Updating Index in the Full Text Search Server

When you use the Full text search server, you need to update the index in the Full text
search server.
You can update the index even after you restart Garoon after the upgrade is complete.
Updating index can be executed while users are using Garoon because the updating does
not cause high load on Garoon and the search can be performed while updating the index.

For Windows OS:

1 Log in to the server as an administrator.

If you are running Garoon on the server distributed system, log in to the database server.

2 Open the command prompt and go to the following directory:

(CGI directory)/(installation identifier)

Example: cd C:\inetpub\scritps\cbgrn

3 Enter the following command and press the Enter key:

.\grn.exe -C -q code\command\fts\update_index.csp exec

When "Finish indexing of message data." appears and you can search messages in Garoon, the update process of the index has completed.

For Linux OS:

1 Log in to the server as a root user.

If you are running Garoon on the server distributed system, log in to the database server.

2 Go to the following directory:

(CGI directory)/(installation identifier)

Example: cd /var/www/cgi-bin/cbgrn

3 Enter the following command and press the Enter key:

./grn.cgi -C -q code/command/fts/update_index.csp exec

When "Finish indexing of message data." appears and you can search messages in Garoon, the update process of the index has completed.

3.4   Recovering Garoon after Failing to Upgrade

If you failed to upgrade Garoon to version 4.2.0, you can restore it to the previous version.

1   Back up the upgrade log files that were created when the upgrade failed.

For details about the log files to be backed up, see the following section:

See "Verifying Log Files" on page 40.

2   Uninstall version 4.2.0 of Garoon.

Select "Complete uninstallation" the installation method.

See "4 Uninstalling" on page 45.

3   Install the previous version of Garoon as a new installation.

If you have applied a Service Pack to the instance of Garoon before upgrading, you need to apply the same Service Pack to it.

For details on how to install Garoon, see the Installation Guide for the respective version.

Version 3.1.3 and earlier:
https://manual.cybozu.co.jp/en/garoon3/index.html#01

Version 3.5.0 and 3.7.0:
https://help.cybozu.com/en/g/guide/index.html#gr3_install

Version 4.0.0 and later:
https://help.cybozu.com/en/g4/guide/index.html#guide_index_01

4   Restore backed up data of Garoon.

Restore the data backed up before the upgrade to the new instance of Garoon you installed in step 3.

For details on how to restore data, see the Administrator Guide for the respective version.

Version 3.1.3 and earlier:
https://manual.cybozu.co.jp/en/garoon3/index.html#02

Version 3.5.0 and 3.7.0:
https://help.cybozu.com/en/g/guide/index.html#gr3_admin

Version 4.0.0 and later:
https://help.cybozu.com/en/g4/guide/index.html#guide_index_02

Tip

• You can restore Garoon only using the method described above.

4   Uninstalling

This chapter explains how to uninstall Garoon.

4.1   Uninstalling on Windows

This section explains how to uninstall Garoon on Windows.

> **Note**
> • Follow the following steps to uninstall the program completely. Otherwise, some files
> may remain on your computer.

1 Log in to the server where Garoon has been installed as an administrator of the
server.

2 Click **Control Panel** > **Programs** > **Programs and Features**.

3 Select "Cybozu(R) Garoon 4.2.0 (cbgrn)" on the **Programs and Features** screen,
and then click **Uninstall**.

Tip:

Change "cbgrn" to match your environment.

4 Select "Complete uninstallation" and click **Next**.
The uninstallation will start.
Click **Cancel** to cancel the uninstallation.

5 On the **Maintenance Complete** screen, select whether to restart your computer now
or later, then click **Finish**.
To continue on to uninstall MySQL, select "No" to restart later then click **Finish**.

6 Select "MySQL Community Server (GPL)" on the **Programs and Features** screen,
and click **Uninstall**.

7 Select "Complete uninstallation" and click **Next**.
The uninstallation will start.
Click **Cancel** to cancel the uninstallation.

8 Restart your computer.

Tip

- When you are using MySQL that was not included in the Garoon installer, the uninstallation process will not remove the MySQL that has been installed on your server. You can uninstall the MySQL manually after the uninstallation of Garoon, if you want.

4.2 Uninstalling on Linux

This section explains how to uninstall Garoon on Linux. To uninstall Garoon, use the Garoon installer.

<div style="background-color:gray;">**Note**</div>

- Follow the following steps to uninstall the program completely. Otherwise, some files may remain on your computer.

1 Log in to the server as a root user.

2 Move to the directory where the installer is located.

3 Execute the installer.

> [root@garoon admin]# sh grn-4.2.0-linux-x64.bin

4 Enter 'y' or 'n' according to the message shown, and then press the Enter key.

> Installing starts. If the above message is displayed correctly, type 'Y', otherwise type 'N'.

5 Read the Software License Agreement carefully. If you agree with the Software License Agreement, type "yes", and then press the Enter key.

To scroll down, use the Space key or Enter key to scroll down.

If you do not agree to the Software License Agreement, type "no" and press the Enter key to cancel the uninstallation.

6 Confirm the Garoon installation identifier for uninstalling.

7 Enter the installation identifier and press the Enter key.

8 Enter '3' to uninstall the product completely, and press the Enter key.

If you want to keep the resources such as the configuration file and the database files, enter '2'.

9 If you want to uninstall the MySQL completely, enter '3', and then press the Enter key.

The uninstallation completed.

<div style="background-color:lightgray;">**Tip**</div>

- When you are using MySQL that was not included in the Garoon installer, the uninstallation process will not remove the MySQL that has been installed on your server. You can uninstall the MySQL manually after the uninstallation of Garoon, if you want.

5 Stopping and Starting Services

This appendix explains how to stop and start the scheduling service and the MySQL. The description assumes that Garoon has been installed using the default installation identifier "cbgrn".

> **Note**
> • This procedure must be performed by a user with "Administrator" privileges in a Windows environment or by a root user in a Linux environment.

5.1 Stopping Services

Stop the scheduling service first, and then the MySQL.

On Windows

1 From the Windows Administrative Tools, open "Services".

2 Select "Cybozu_Scheduling_Service_cbgrn", and click **Stop the service**.

3 Select "Cybozu_Database_Engine_5_0" and click **Stop the service**.
When you are using MySQL that was not included in the Garoon installer, stop the MySQL that has been installed on your server.

On Linux

1 Stop the scheduling service.
```
[root@garoon admin]# /etc/init.d/cyss_cbgrn stop
```

2 Stop the MySQL.
```
[root@garoon admin]# /etc/init.d/cyde_5_0 stop
```
When you are using MySQL that was not included in the Garoon installer, stop the MySQL that has been installed on your server.

5.2 Starting Services

Start the MySQL first, and then the scheduling service.

On Windows

1 From the Windows Administrative Tools, open "Services".

2 Select "Cybozu_Database_Engine_5_0" and click **Start the service**.

When you are using MySQL that was not included in the Garoon installer, start the MySQL that has been installed on your server.

3 Select "Cybozu_Scheduling_Service_cbgrn" and click **Start the service**.

On Linux

1 Start the MySQL.

[root@garoon admin]# /etc/rc.d/init.d/cyde_5_0 start

When you are using MySQL that was not included in the Garoon installer, start the MySQL that has been installed on your server.

2 Start the scheduling service.

[root@garoon admin]# /etc/rc.d/init.d/cyss_cbgrn start

Appendix A Required Settings for the Server Using IPv6 Communication

To use Garoon on the server using IPv6 communication, you need to edit the my.ini file.

On Windows

1 Log in to the server as an administrator.

2 From the Windows Administrative Tools, open "Services".

3 Select "Cybozu_Scheduling_Service_cbgrn", and click **Stop the service**.

4 Select "Cybozu_Database_Engine_5_0" and click **Stop the service**.

5 Open the my.ini file.

   If you install Garoon in default directories, the my.ini file is saved in the following directory:

   C:\Program Files\Cybozu\mysql-5.0\etc\my.ini

6 Add "bind-address=::" to the [mysqld] section.

   Before changing:

```
#UNCOMMENT_ONPRE_LIN user  = %HTTPD_USER%
skip-name-resolve
port                       = 3770
#socket                    = C:/Program Files/Cybozu/mysql-
5.0/data/mysql.sock
(Omitted)
```

   After changing:

```
#UNCOMMENT_ONPRE_LIN user  = %HTTPD_USER%
skip-name-resolve
port                       = 3770
#socket                    = C:/Program Files/Cybozu/mysql-
5.0/data/mysql.sock
bind-address=::
(Omitted)
```

7 From the "Start" menu of Windows, click **Administrative Tools** > **Services**.

8 Select "Cybozu_Database_Engine_5_0" and click **Start the service**.

9 Select "Cybozu_Scheduling_Service_cbgrn" and click **Start the service**.

On Linux

1 Log in to the server as a root user.

2 Stop the scheduling service.

```
[root@garoon admin]# /etc/init.d/cyss_cbgrn stop
```

3 Stop MySQL.

```
[root@garoon admin]# /etc/init.d/cyde_5_0 stop
```

4 Open the my.ini file.

If you install Garoon 3 in default directories, the my.ini file is saved in the following directory:

Example: /usr/local/cybozu/mysql-5.0/etc/my.ini

5 Add "bind-address=::" to the [mysqld] section.

Before changing:

```
[mysqld]
user        = apache
skip-name-resolve
port                        = 3770
socket                      = /usr/local/cybozu/mysql-5.0/data/mysql.sock
(Omitted)
```

After changing:

```
[mysqld]
user        = apache
skip-name-resolve
port                        = 3770
socket                      = /usr/local/cybozu/mysql-5.0/data/mysql.sock
bind-address=::
(Omitted)
```

6 Start the MySQL.

```
[root@garoon admin]# /etc/init.d/cyde_5_0 start
```

7 Start the scheduling service.

```
[root@garoon admin]# /etc/init.d/cyss_cbgrn start
```

Appendix B File Structure

The description assumes that Garoon has been installed using the default installation identifier "cbgrn". The files are classified into three categories.

- CGI application files
- MySQL files
- Image files

Appendix B.1 File Structure on Windows

CGI Application

The CGI application of Garoon is installed in the CGI directory that you set during the installation process. The CGI application files are saved in the directory that takes the name of the installation identifier, under the CGI directory.

- Example of CGI directory: C:\inetpub\scripts

Bold text indicates directory names. Normal text indicates file names.

```
C:\inetpub\scripts              CGI directory
  └\cbgrn                       Installation identifier
    ├\code                      Garoon program
    │  ├\command
    │  ├\doc_root
    │  ├\include
    │  ├\pear
    │  ├\plugin
    │  ├\sched
    │  └\smarty
    ├\db
    ├\extensions                PHP extension files
    ├\grn                       Configuration files for Garoon
    ├\help
    ├\initialize
    ├\locale                    Garoon language resources
    ├\logs
    ├\page                      Garoon template files
    ├\sessiondata               PHP session data
    ├\smarty
    │  ├\cashed                 Cache data of the smarty library
    │  └\compiled               Compiled templates of the smarty library
    ├\tmp                       Temporary files created by the PHP script
    ├\upload_temp               Temporary uploaded files
    │
    ├\cacher.ini
    ├\common.ini
    ├\db_error.log
    ├\garoo.ini
    ├\garoon_lwc.ini
```

```
├\garoon_policy.ini
├\grn.exe
├\grn_initialize.log
├\libeay32.dll
├\libmariadbl.dll
├\libsasl.dll
├\libssh2.dll
├\LICENSE_en.txt
├\LICENSE_ja.txt
├\LICENSE_zh.txt
├\logger.ini
├\lwc.ini
├\php.ini
├\php5.dll
├\profile.ini
├\sched.exe
├\sched.ini
├\sched.log
├\state.ini
└\system_admin.ini
```

MySQL

MySQL files are saved in the installation directory that you set during the installation process.

• Example of installation directory: C:\Program Files\Cybozu

Bold text indicates directory names. Normal text indicates file names.

```
C:\Program Files\Cybozu          Installation directory
  └\mysql-5.0                     MySQL files
    ├\bin
    │   ├\my_print_defaults.exe
    │   ├\mysql.exe
    │   ├\mysql_upgrade.exe
    │   ├\mysqladmin.exe
    │   ├\mysqlbinlog.exe
    │   ├\mysqlcheck.exe
    │   ├\mysqld.exe
    │   ├\mysqldump.exe
    │   └\mysqlimport.exe
    │
    ├\data                        Data and log of the MySQL
    │   ├\cb_cbgrn
    │   ├\cb_slash
    │   ├\mysql
    │   ├\performance_schema
    │   ├\auto.cnf
    │   ├\error.log
    │   ├\ib_logfile0
    │   ├\ib_logfile1
    │   ├\ib_logfile2
    │   ├\ibdata1
    │   ├\mysql.pid
```

```
      │      └\slow.log
      │
      ├\etc
      │  ├\Samples
      │  └\my.ini
      │  └\worker.ini
      │
      ├\files                    Attached files of Garoon
      │  └\cbgrn
      ├\lib
      ├\share
      │  ├\charsets
      │  └\english
      ├\tmp
      └\cb_version
```

Image Files

Image files are saved in the directory that takes the name of the installation identifier.

- Example of document root directory: C:\inetpub\wwwroot

Bold text indicates directory names. Normal text indicates file names.

```
C:\inetpub\wwwroot              Document root directory
  └\cbgrn                       Installation identifier
     ├\3rd_party_license        Third party license information
     ├\api                      Files that are used by related products
     ├\fw                       Framework image files
     ├\grn                      Garoon image files
     │  ├\common
     │  ├\flash
     │  ├\html
     │  └\image
     │     └\cybozu
     ├\help                     Garoon help files
     └\tiny_mce                 Image files that relate to rich text format
```

Appendix B.2   **File Structure on Linux**

CGI Application

The CGI application of Garoon is installed in the CGI directory that you set during the installation process. The CGI application files are saved in the directory that takes the name of the installation identifier, under the CGI directory.

- Example of CGI directory: /var/www/cgi-bin

Bold text indicates directory names. Normal text indicates file names.

```
/var/www/cgi-bin                CGI directory
  └/cbgrn                       Installation identifier
     ├/code                     Garoon programs
     │  ├/command
     │  ├/doc_root
```

```
|     ├/include
|     ├/pear
|     ├/plugin
|     ├/sched
|     └/smarty
|
├/data
├/db
├/extensions            PHP extension files
├/grn                   Configuration files for Garoon
├/locale                Garoon resource information
├/logs
├/page                  Garoon template files
├/sessiondata           PHP session data
├/smarty
|     ├/cached          Cache data of the smarty library
|     └/compiled        Compiled templates of the smarty library
|
├/tmp                   Temporary files created by the PHP script
├/upload_tmp            Temporary uploaded files
├/cacher.ini
├/common.ini
├/cyss_cbgrn.pid
├/db_error.log
├/garoon.ini
├/garoon_lwc.ini
├/garoon_policy.ini
├/grn.cgi
├/grn.exe
├libmariadb.so
├libmariadb.so.2
├/LICENSE_en.txt
├/LICENSE_ja.txt
├/LICENSE_zh.txt
├/logger.ini
├/lwc.ini
├/php.ini
├/profile.ini
├/sched
├/sched.ini
├/sched.log
├/script.log
├/state.ini
├/system_admin.ini
└/uninstall_cbgrn
```

MySQL

MySQL files are saved in the installation directory that you set during the installation process.

• Example of installation directory: /usr/local/Cybozu

Bold text indicates directory names. Normal text indicates file names.

```
/usr/local/cybozu              MySQL files
└/mysql-5.0
  ├/bin
  │    ├/my_print_defaults
  │    ├/mysql
  │    ├/mysql_upgrade
  │    ├/mysql_install_db
  │    ├/mysql_upgrade
  │    ├/mysqladmin
  │    ├/mysqlbinlog
  │    ├/mysqlcheck
  │    ├/mysqld
  │    ├/mysqld_safe
  │    ├/mysqldump
  │    ├/mysqlimport
  │    └/resolveip
  │
  ├/data
  │    ├/cb_cbgrn
  │    ├/cb_slash
  │    ├/mysql
  │    ├/performance_schema
  │    ├/auto.cnf
  │    ├/error.log
  │    ├/ib_logfile0
  │    ├/ib_logfile1
  │    ├/ib_logfile2
  │    ├/ibdata1
  │    ├/mysql.sock
  │    └/slow.log
  │
  ├/etc
  │    ├/Samples
  │    └/my.ini
  │    └/worker.ini
  │
  ├/files
  │    └/cbgrn
  │
  ├/lib
  ├/scripts
  ├/share
  ├/support-files
  ├/tmp
  └/cb_version
  └/uninstall_cyde_5_0
```

Image Files

Image files are saved in the directory that takes the name of the installation identifier.

• Example of document root directory: /var/www/html

Bold text indicates directory names. Normal text indicates file names.

```
/var/www/html                Document root directory
  └/cbgrn                    Installation identifier
      ├3rd_party_license     Third party license information
      ├/api
      ├/fw                   Framework image files
      ├/grn                  Garoon image files
      │   ├/common
      │   ├/flash
      │   ├/html
      │   └/image
      │      └/cybozu
      ├/help                 Garoon help files
      └/ tiny_mce            Image files that relate to rich text format
```

Start Up Scripts

The start-up scripts are saved in the start-up script directory.

• Example of start-up script directory: /etc/rc.d/init.d

```
MySQL start-up script:     /etc/rc.d/init.d/cyde_5_0
Scheduling service start-up script:              /etc/rc.d/init.d/cyss_cbgrn
```

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