

Installation Guide

for Informix® Dynamic Server™

on UNIX®

Informix Dynamic Server
Informix Dynamic Server, Developer Edition
Informix Dynamic Server, Workgroup Edition

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About This Manual

This manual contains instructions for how to install Informix Dynamic Server and INFORMIX-Connect on computers that run the UNIX operating system. Keep it with your Informix software documentation for easy reference.

The information in this guide describes the basic installation procedures in a UNIX environment for the following Informix products:

- Informix Dynamic Server, Version 7.3
- INFORMIX-Connect, Version 2.0x

Types of Users

This manual is written for database administrators who are installing Informix database server products. This manual assumes that you are familiar with the operating procedures of your computer and with your operating system.

Preparing to Install Informix Products

To install Informix products, you set certain environment variables, load the files supplied by Informix onto your computer, and run an installation script.

You can install Informix products only as licensed by Informix. You must not transfer software from one computer to another or to another portion of your network without reregistration and the written consent of Informix.

For the installation procedures, see [“Installing the Database Server” on page 3](#). If you encounter difficulties when you install these products, refer to [“Solving Installation Problems” on page 14](#). If you continue to encounter problems, contact the Informix Technical Support Department. In North America, call toll-free (800) 274-8184 or send a FAX to (913) 599-8590. Outside North America, contact your distributor or the nearest Informix subsidiary.

Order of Installation

If you install more than one Informix product on the same computer, you do not have to install them in a specific order. You can install clients first or the database server first.

For information about migrating from one Informix database server to another, see the [Informix Migration Guide](#).

If you install more than one Informix product, complete all installation procedures for one product before you start to install the next product. Do not load the files from another Informix product onto your computer until you complete the current installation.

To preserve product files of earlier versions, create separate directories for each version of your Informix products. If you install multiple versions of an Informix product, set the `INFORMIXDIR` environment variable to the appropriate directory name for the version that you want to access.

For information about the `INFORMIXDIR` environment variable, see [“Setting the Environment” on page 5](#).

Compatibility Information

Earlier versions of Informix client products are compatible with Informix Dynamic Server.

Installing the Database Server

Database server installation includes the following tasks:

- Establishing the **informix** user, group, and directory
- Setting the environment
- Verifying directory ownership by user **informix**
- Loading product source files
- Checking on-line files
- Running the installation script
- Optionally enabling the Role Separation feature
- Preparing to use the database server

Before you proceed with the steps in this section, review the discussion of the additional configuration tasks in your [Administrator's Guide](#).

Certain computers require special installation procedures. If you have such a computer, Informix includes a separate installation letter with the product materials package. If you find such a letter, follow those instructions before you continue with the installation instructions in this guide. Also, refer to the appropriate machine notes file for additional instructions that pertain to your computer.

If any Informix product is currently installed, you can bypass “[Establishing the informix User, Group, and Directory](#)” on page 4 and go directly to “[Setting the Environment](#)” on page 5.

Establishing the informix User, Group, and Directory

The first time that you install an Informix product, you need to create a new user, group, and directory.

Creating the informix User and Group

The following steps illustrate how to create entries for the user and group **informix**. If you do not have **root** user privileges, ask your system administrator to perform these steps.

1. Log in as **root**.
2. Use any operating-system tool or utility that can create a new entry for the group **informix** in the group file. The group file is **/etc/group** on most UNIX-based systems. Provide an unused group number equal to or greater than 100. If necessary, see your system administrator or operating-system manual for assistance.
3. Add a new user called **informix** with any operating-system tool or utility that can create a new entry in the **/etc/passwd** file. Provide a user ID number equal to or greater than 100 for that user and assign the user to the group **informix**. Create a password for the user **informix**.



Important: When you use a network, propagate the new user name to all the systems on the network. For example, on some systems you (or the network administrator) must run the **yppmake** utility.

The user **informix** is the database equivalent of the UNIX **root** account, so that anyone logged in as **informix** can completely access any Informix products and databases. Make sure that you keep the password for the user **informix** confidential.

Informix products use the group **informix** internally to control database access. You must make the user **informix** the *only* member of the group **informix**. If you make an actual user of an Informix product a member of the group **informix**, you can cause unintended and uncontrolled database access.



Important: When administrative role separation is enforced, any person logged on as the user **informix** is a database server administrator.

Creating the Informix Directory

The following steps illustrate how to create the Informix directory:

1. Log in as **root**.
The rest of this procedure assumes that you are logged in as **root** unless otherwise specified.
2. Create a new directory for your Informix product:
Your Informix directory can be any directory that is local and is not mounted from another system on the network.

Setting the Environment



Important: A database server must be installed in the same directory as any local client products that use it. Make sure that **INFORMIXDIR** is set to this directory before you install the client products.

To prepare the UNIX environment for the installation procedure, log in as **root** and then set the terminal erase key to the backspace key with the following command:

```
stty erase CTRL-h
```



Tip: CTRL-h looks like ^H on the screen.

Before you can install an Informix product, you need to set the **INFORMIXDIR** and **PATH** environment variables. Follow these steps:

1. Set the **INFORMIXDIR** environment variable to the directory that you created for your Informix products.
INFORMIXDIR specifies the directory where the product files are installed.
2. Add **\$INFORMIXDIR/bin** to the **PATH** environment variable.
PATH tells the shell the directories to search for executable files.

For more information about the Informix environment variables, see the [Informix Guide to SQL: Reference](#).

Verifying Directory Ownership by the Informix User

If you have installed or plan to install INFORMIX-Client Software Developer's Kit, Version 2.0x, or INFORMIX-Connect, Version 2.0x, on this computer, proceed to ["Loading Product Source Files."](#)

If you plan to install the database server onto an existing database server installation without first installing either INFORMIX-Client Software Developer's Kit, Version 2.0x, or INFORMIX-Connect, Version 2.0x, you must ensure that the user **informix** owns the **aaodir**, **dbssodir**, and **hhhelp/xprinter** directories.

Loading Product Source Files

Your Informix product materials include a serial-number keycard and electronic media that contain all product files. Both are necessary for installation. If you do not have the serial-number keycard or the proper media, contact your supplier or Informix sales representative.

To load the product source files

1. Load the media supplied with your software into the appropriate drive of your computer.
If you are installing from a CD, use the UNIX `mount` command to mount the CD.
2. Make sure that you are in the **INFORMIXDIR** directory.
3. To transfer the software from the media to the current directory, enter the appropriate `cpio`, `tar`, or other load command listed on the Load Line on the serial-number keycard.

Checking On-Line Files

The Informix product files include online informational files that answer specific technical questions. These files are installed in the `$SINFORMIXDIR/release/en_us/0333` directory.

Three categories of on-line informational files exist:

- Documentation notes
- Release notes
- Machine notes

The number at the end of each filename indicates the product version number for that file (for example, `SERVERS_7.3` or `DBACCDoc_7.3`).



Important: *Sometimes machine notes contain information for how to install Informix products on a particular computer. Make sure you read the appropriate Informix machine notes after you load, and before you run, the appropriate installation script for your product.*

When you use any Informix manual, also refer to the documentation notes, release notes, and machine notes files that are referenced in that manual. References to these files appear in the introduction of each manual.

On-Line File	Purpose
<code>INSTALLDOC_7.3</code>	Documentation-notes files describe features that are not covered in product manuals or that have been modified since publication. The file listed contains the documentation notes for this manual.
<code>SERVERS_7.3</code>	Release-notes files describe compatibility issues, feature differences from earlier versions of Informix products, and how these differences might affect current products. Release notes also contain information about any known problems and their workarounds.
<code>IDS_7.3</code>	Machine-notes files describe any special actions that are required to configure and use Informix products on your computer. Machine notes are named for the product described. For example, the file listed contains the machine notes for the database server.



Important: The release notes and documentation notes files contain important information for application development. Therefore you need to make this information available to both developers and users. Informix recommends that you print copies of these files and attach a copy to each set of documentation. The machine notes files contain information primarily of interest to system and database administrators.

To install the database server and enable role separation, refer to [“Role Separation” on page 10](#). Otherwise, continue with the next section, [“Running the Installation Script.”](#) For a description of role separation, see your [Trusted Facility Manual](#).

Running the Installation Script

Figure 1 shows the scripts that you can use to install the database server.

Figure 1
Installation Commands for Informix Products

Product	Installation Command
INFORMIX-Connect	<code>./installconn</code>
Informix Dynamic Server	<code>./installserver</code>

To run the installation script

1. Log in as **root**.
2. Enter one of the installation commands listed in Figure 1.

If you have installed INFORMIX-Client Software Developer’s Kit, Version 2.0x, on this computer, you do not need to execute the `./installconn` script at this time.

If you execute the `./installconn` script, you can use one of the options in the following table.

Option	Meaning
<code>-o</code>	Install Connect and Informix Dynamic Server at the same time. If you select this option, you should be logged in as root .
<code>-s</code>	Install Connect as a standalone product.

If you do not supply one of these options, the script asks you to specify the database server with which you are installing Connect. To install Connect with Informix Dynamic Server, you must be logged on as **root**.

3. To install the database server without role separation, execute the `./installserver` script. To enable role separation, refer to [“Role Separation” on page 10](#).

After you enter the installation command or finish role-separation configuration, as described in [“Role Separation,”](#) the script displays information about the product and the script requirements.

4. Press RETURN to continue the installation procedure.

The following prompt appears:

```
Enter your serial number (for example, INF#X999999) >
```

5. Enter the 11-character License S/N from your serial-number keycard.

The License S/N consists of three uppercase letters, followed by a pound sign (#), followed by one uppercase letter and six digits.

After you press RETURN, the script prompts you to enter your Key.

6. Enter the six-letter Key from your serial-number keycard.

After you press RETURN, the script displays a message about the license agreement with Informix. If your software is licensed for use by an unlimited number of simultaneous users, the script displays a message to that effect.

7. Press RETURN to continue the installation procedure.

At this point, the installation procedure begins. A series of messages appear on the screen as each directory is installed. The messages look similar to the following example:

```
Installing directory .  
Installing directory bin  
Installing directory lib  
.  
.
```

8. If no error messages appear during the installation procedure, the installation is successful. If any error messages appear before the Installation complete message, see [“Solving Installation Problems”](#) on page 14.

Role Separation

Role separation is an enhanced-security feature that provides checks and balances to administrative responsibilities. Role separation requires members of different operating-system user groups to run the database server while they perform unique administrative tasks. You must decide when you install the database server whether you want to activate the role-separation feature.

This section shows you how to start the installation script and how to configure the role-separation portion of the installation script. At the end of this section, you are referred back to step 3 on page 9 in [“Running the Installation Script”](#) to finish the rest of the installation procedure.

Setting Up the Accounts for Separate Administrative Roles

To enable role separation, you must set up separate administrative-role accounts before you run the installation script. In addition to the database server administrator, role separation requires the following accounts:

- The audit analysis officer (AAO) account
- The database system security officer (DBSSO) account



For information about the AAO and the DBSSO accounts, see your [Trusted Facility Manual](#).

Important: Members of the group **informix** are characterized as the database server administrator and as such are not configurable at installation time.

Account Names

To enable role separation, use account names other than **informix** or **root** for the AAO and DBSSO accounts. You can have as many AAO and DBSSO accounts as your system needs, but only one user and one group are required for the AAO and DBSSO directories.

For audit purposes, Informix recommends that you establish one account for each individual who acts as an AAO or DBSSO. For example, **dickAAO** and **janeAAO** might be the account names for the AAO role, and **DBSSO1** and **DBSSO2** might be the account names for the DBSSO role. In addition, all standard users should have separate account names.

Group Names

Group assignments are central to role-separation implementation. AAOs and DBSSOs gain their administrative privileges based on their group assignments. The AAO group maintains and analyzes audits, while the DBSSO group oversees the security concerns of the database server. Assign unique names to the AAO and DBSSO groups. For example, you could specify the groups **ix_aao** and **ix_dbssso** or the groups **auditors** and **admin**. Database server administrators gain their administrative privilege based on their membership in the group **informix**.

Setting Up the Accounts for Standard Users

Standard users must belong to a designated user group to access the database server. To restrict standard-user access to the database, create a special group. If you specify that group during the role-separation portion of database server installation, only members of that special group can access the database server. By default, all user groups can access the database server.

Setting the Role-Separation Environment Variable

After you set up the role-separation accounts, enable the role-separation environment variable. When you set the `INF_ROLE_SEP` environment variable, role separation is implemented, and separate groups are responsible for specific administrative tasks.

After you have set this environment variable, you are ready to install the database server with role separation.

Starting the Role-Separation Installation Script

This section describes how to start the installation script and configure the role-separation portion of the installation script.

The role-separation script assigns the newly created AAO and DBSSO users and groups to own the **aaodir** and **dbssodir** subdirectories in the **\$INFORMIXDIR** directory. The database server uses the **\$INFORMIXDIR** directory to determine who has AAO and DBSSO privileges. By default the user **informix** and the group **informix** own all **\$INFORMIXDIR** subdirectories.

To run the installation script

1. Enter the following database server installation command:

```
./installserver
```

The script displays information about role separation.

2. Press RETURN to continue role-separation configuration.

The script prompts you for a group name for the DBSSO account.

3. Enter the group name for the DBSSO account.

The group name that you enter becomes the group that owns the **dbssodir** directory. The group name must be identical to the group name that you assigned to the DBSSO group.

The script prompts you for a group name for the AAO account.

4. Enter the group name for the AAO account.

This step specifies the group of users who are allowed to access the database. The group name that you enter becomes the group that owns the **aaodir** directory. The group name must be identical to the group name that you assigned to the AAO group.

The script prompts you for a group name for the user account.

5. Enter the name of the group that should be granted access to the database.

Users who are members of this group can access the database server.

To grant access to all user groups, enter an asterisk (*). If you do not specify a group, the script uses the default (*).

After you press RETURN, the information that you entered is displayed as follows:

```
The DBSS0 group is dbss0_group
The AAO group is aao_group
The USER group is user_group
Please inspect your choices and Press RETURN to
Continue or (q/Q) to Quit:
```

6. If the values described in step 5 are not correct, press Q and restart the installation script.

If all of the values are correct, press RETURN.

The configuration of role separation is complete. To proceed with the rest of the installation procedure, refer to the explanatory text that follows [Figure 1 on page 8](#) and follow all subsequent steps.

Preparing to Use the Database Server

The database server requires additional installation and configuration tasks not covered in this guide. For information on how to set the required environment variables, how to set up the **sqlhosts** and the **onconfig.std** files, and other configuration tasks, see your *Administrator's Guide*.

Before you use an installed Informix product, you must set the following environment variables:

- **INFORMIXDIR**
- **PATH**
- The environment variable that specifies the library search path

If you performed the steps in “[Setting the Environment](#)” on page 5, you already set **INFORMIXDIR** and **PATH**. On Solaris, the environment variable that specifies the library search path is **LD_LIBRARY_PATH**. Use the appropriate environment variable for your system.

Solving Installation Problems

This section describes the more common installation problems and how to solve them. If any of the outlined problems persist, contact the Informix Technical Support Department. In North America, call toll-free (800) 274-8184 or send a FAX to (913) 599-8590. Outside North America, contact your distributor or the nearest Informix subsidiary.

Media-Loading Failures

The problems in this category refer to difficulties when you load the product files onto your computer from the media supplied by Informix:

- **Problem.** You attempt to load the files, but the `cpio`, `tar`, or other load command fails with an error message similar to one of the following examples:

```
invalid blocksize
cannot open devicename
unknown option
tape read error
```

Solution. The load command is most likely to fail because the wrong command arguments were entered or because the media is damaged. Check the serial-number keycard and verify that you entered the `cpio`, `tar`, or other load commands exactly as written. Try the command again. If it continues to fail, contact the Informix Technical Support Department or the vendor from whom you purchased the product. You might need to obtain new media.

- **Problem.** You copy files with `cpio` from multiple disks onto a (most frequently XENIX-based) computer. After you enter the `cpio` command, you get a message similar to one of the following examples:

```
error 9: cannot read input ... type
device/filename to continue.
error 2: cannot read input ... type
device/filename to continue.
```

Solution. Although these messages appear to refer to an error, they might instead be messages that prompt you to insert the next disk and to type the device name to continue. The message `cannot read input` in this context means that no more data is present to read on that disk. Load the next disk, enter the device name exactly as you did for the `cpio` command, and press RETURN. Continue the process for each disk supplied for that Informix product.

Product-Installation Failures

The problems in this category refer to difficulties that you might encounter while you run the installation script:

- **Problem.** When you attempt an installation, you see the following message:

```
Please rerun this installation procedure as
the informix user.
```

Solution. Check that you are logged in as **informix**.

- **Problem.** When you attempt an installation, you see the following message:

```
INFORMIXDIR is not set.
```

Solution. No default **INFORMIXDIR** exists for installation. You must set the variable to the directory where the product is to be installed.

- **Problem.** When you attempt installation, you see the following message:

```
INFORMIXDIR and working directory do not match.
INFORMIXDIR = pathname
Current working directory = pathname
```

Solution. To run the installation script, you must be in the **INFORMIXDIR** directory. Make sure that you are in the **INFORMIXDIR** directory.

Problem. After you enter the six-letter **Key**, the script displays a message similar to one of the following examples:

```
chmod: can't change filename
etc/brand: cannot open filename
filename: not owner
```

Solution. This problem usually occurs because you loaded the product source files as user **root**.

If you plan to install the product onto an existing installation, log out and log back in as **informix**. Reload the product source files (see [“Loading Product Source Files” on page 6](#)) and repeat all subsequent steps.

If this is the first Informix product to be installed, remove the **informix** directory and all of its files. Then begin with [“Creating the Informix Directory” on page 5](#) and repeat all subsequent steps.

This problem can also occur when you attempt the installation on a cross-mounted file system. In such a case, log in as **informix** on the computer where the cross-mounted file system resides. Follow the suggested procedures of the preceding paragraphs as appropriate.

- **Problem.** After you enter the six-letter Key, the following message appears as different directories are installed:

```
"WARNING: This is an invalid serial number.
Exiting install script."
```

Solution. This message occurs when you enter an incorrect Key. Make sure you enter the correct value.

- **Problem.** After you enter the six-letter Key, the following message appears as different directories are installed:

```
etc/brand: invalid serial number and/or key.
** Verify serial number and key values. **
** Restart installation procedure.      **
** Please type carefully.               **
```

Solution. This problem occurs because you did not enter the correct License S/N or Key. Make sure that you enter the correct values.

If you did enter the License S/N and Key correctly, the error can occur because the `stty erase CTRL-h` command was not run properly, which causes certain keystrokes to be misinterpreted. (For example, a pound sign (#) might be read as a backspace.) If you suspect this problem, rerun the `stty` command before you continue. (See “[Setting the Environment](#)” on page 5.)

You must rerun the installation script ([Figure 1 on page 8](#)), and repeat all subsequent steps. The installation might still fail. If the installation still fails, reload the product files from the media (step 1 on page 6) and repeat all subsequent steps.

- **Problem.** After you enter the six-letter Key, the following message appears as different directories are installed:

```
Unknown message number 32766.
```

Solution. This problem occurs when **INFORMIXDIR** is not set before you run the installation script. You must set **INFORMIXDIR**, rerun the installation script ([Figure 1 on page 8](#)), and repeat all subsequent steps.

Access Problems After Installation

The problems in this category refer to access difficulties with Informix products:

- **Problem.** You try to run an Informix product program from the command line (or through an alternative method), but you receive only a system prompt or the following (or a similar) message:

```
program: Command not found.
```

Solution. Such a response indicates that the executable file could not be found. This problem normally involves environment variables. Most likely, either **INFORMIXDIR** is not set or **PATH** is set incorrectly. “[Setting the Environment](#)” on page 5 discusses how to set these environment variables. Verify that the environment variables are set properly.

If the **INFORMIXDIR** and **PATH** environment variables are set correctly, check whether another file with the same name exists in the path that would be accessed before the Informix executable file. If such a file exists, you must move, rename, or delete it; alternatively, you can reorder the path to find the Informix executable file before the other file.

This problem can also occur when the **TERM**, **TERMCAP** (or **TERMINFO**), and **INFORMIXTERM** environment variables are set incorrectly. These environment variables control terminal handling. The following table lists documents that describe these environment variables.

Document	Description
Informix Guide to SQL: Reference	Describes the Informix environment variables.
Machine Notes	Lists computers that provide full support for the UNIX System V terminfo library.
<code>\$INFORMIXDIR/etc/tctermcap</code>	Describes how to modify or create a tctermcap file.
Archive and Backup Guide	Provides more information about tctermcap and the ON-Archive menu interface.

To verify that these values are set correctly, invoke a text editor such as `vi`. An unformatted display indicates that these environment variables are not set correctly for your terminal.

For more information about environment variables, see the [Informix Guide to SQL: Reference](#).

- **Problem.** You try to invoke an Informix product from the command line (or through an alternative method), but you get the following (or a similar) message:

```
Unknown message number 32766.
```

Solution. This problem generally occurs when `INFORMIXDIR` does not point to the correct directory or when the directory is misspelled. Check what `INFORMIXDIR` is set to, and reset it to the correct directory.

This problem also can occur when you use the `DBLANG` or `CLIENT_LOCALE` environment variables, if either is not set correctly. As with `INFORMIXDIR`, check your `DBLANG` or `CLIENT_LOCALE` environment variable, and reset it if necessary. For information on `DBLANG` and `CLIENT_LOCALE` environment variables, refer to the [Informix Guide to GLS Functionality](#).

- **Problem.** You try to call an Informix product from the command line (or through an alternative method), but you get the following (or a similar) message:

```
Invalid serial number or mistyped key.  
Please consult your installation instructions.
```

Solution. This message generally indicates that the product is not installed. Either the installation script was not run, or it failed. You must rerun the installation script ([Figure 1 on page 8](#)) and repeat all subsequent steps.

Another possibility is that the installed product files were copied into another directory that is in the `PATH` before `$INFORMIXDIR/bin`. Try to place `$INFORMIXDIR/bin` first in the `PATH` to determine if this is the problem.

- **Problem.** You try to send a command to an Informix product from the command line (or through an alternative method), but you receive the following (or a similar) message:

```
cannot attach to shared memory
```

Solution. This problem occurs when you use the database server and the database server is in off-line mode or, possibly, quiescent mode. You must bring the database server to on-line mode before you can use the database server. (Refer to the discussion of configuring the database server in your *Administrator's Guide*.)

Difficulties While Using Informix Products

The problems in this category refer to difficulties that you might encounter while you use Informix products. These problems are not directly related to installation, but they do involve environment variables:

- **Problem.** You cannot connect to a local database server from a tool that is earlier than Version 6.0 because the **SQLEXEC** environment variable is not set to the Version 7.3 relay module.
Solution. Set the **SQLEXEC** environment variable to the full path of the Version 7.3 relay module, which is **\$INFORMIXDIR/lib/sqlrm**.
In addition, if the **SQLRMDIR** and **SQLRM** environment variables are set, they must be unset.
- **Problem.** You attempt to list all databases, but the list of databases is incomplete.
Solution. Make sure the **DBPATH** environment variable contains the names of all other database servers not referenced by the **INFORMIXSERVER** environment variable.

- **Problem.** You access an Informix application, but the screen display is unformatted.

Solution. The following three environment variables control terminal handling: **TERM**, **TERMCAP** (or **TERMINFO**), and **INFORMIXTERM**. If these variables are set incorrectly, terminal difficulties can result. (Refer to the on-line machine notes file for your product for a list of computers that provide full support for the UNIX System V **terminfo** library.)

INFORMIXTERM determines whether Informix products access a **termcap** file or **terminfo** directory for screen handling. By default, Informix products look for a **termcap** file. If you wish to access a file in the **terminfo** directory, you must set **INFORMIXTERM** to **terminfo**. (For more information on how to set variables for screen handling, see the [Informix Guide to SQL: Reference](#).)

TERM specifies the name of the terminal you use, and **TERMCAP** specifies where to look for the **termcap** file. The **TERM** entry must correspond to an entry in the **termcap** file (or **terminfo** directory), and **TERMCAP** must provide the correct path to the **termcap** file. (If you use **terminfo**, you set the environment variable **TERMINFO** instead of **TERMCAP**. It is generally unnecessary to set **TERMINFO** because most systems use a default path.)

If you want to modify or create a **tctermcap** file, you can find instructions in the default file **\$INFORMIXDIR/etc/tctermcap**. For additional information about **tctermcap** and the ON-Archive menu interface, see your [Archive and Backup Guide](#).

When **TERM**, **TERMCAP** (or **TERMINFO**), or **INFORMIXTERM** is set to a nonexistent name or location, you might receive an error message that identifies it as unknown. However, you do not receive an error when you specify an existing but incorrect **TERM** name. You can invoke a text editor (for example, **vi**) to check if these environment variables are set correctly. An unformatted display indicates that these environment variables are not set correctly for your terminal, and you need to reset one or more of them.

- **Problem.** You successfully install your Informix products and you successfully invoke the database server, but you cannot connect to the database server.

Solution. Check for typographical errors and misspellings in your **sqlhosts**, **/etc/hosts**, and **/etc/services** files. Errors and misspellings might also occur in your environment variables, especially **INFORMIXSERVER** and **SQLEXEC**. Also, you might think you set an environment variable to one value, when that variable is actually set to another value.

If you use a network information system, make sure that the changes you make to the **services** file are properly accessed or available to your computer.

Watch for consistency, especially when you name file contents, values, and parameters.

The database server might also be configured incorrectly. See the discussion of configuration information in your [Administrator's Guide](#).

- **Problem.** If unusual problems occur (for example, networking problems on Hewlett-Packard computers or unexplainable crashes on Sun computers), your operating system might need a patch.

Solution. Read the **IDS_7.3** file in the default directory **\$INFORMIXDIR/release/en_us/0333/IDS_7.3** for advice on patch information.

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