



# **Progress DataDirect for JDBC Drivers Installation Guide**

*June 2023*



# Copyright

---

Visit the following page online to see Progress Software Corporation's current Product Documentation Copyright Notice/Trademark Legend: <https://www.progress.com/legal/documentation-copyright>.

**Updated: 2025/05/14**



---

# Table of Contents

<b>Progress DataDirect for JDBC Drivers Installation Guide.....</b>	<b>7</b>
Installer Requirements.....	8
Driver Requirements.....	8
Evaluation Installations.....	8
Default Installation Directory.....	8
Setting Up an Installer Directory for Installation.....	8
GUI Installation.....	10
Command-Line Installation.....	12
Silent Installation.....	13
Creating a Response File Using the GUI Installer.....	14
Creating a Response File Using a Text Editor.....	16
Performing the Silent Installation.....	18
Installation Log File.....	18
Upgrading an Evaluation Installation to a Licensed Installation.....	19
Testing the Drivers.....	20
Uninstalling the Product.....	21
Uninstalling the 5.1.4 Product on Windows.....	21
Uninstalling the 6.0 Product on Windows.....	21
Uninstalling the 5.1.4 Product on UNIX/Linux.....	22
Uninstalling the 6.0 Product on UNIX and Linux.....	23
Using the Drivers with Application Servers.....	24
Using the Drivers with Hibernate.....	24
Contacting Technical Support.....	24



## Progress DataDirect for JDBC Drivers Installation Guide

---

This guide provides information on installing the Progress® DataDirect® *for* JDBC™ drivers and the Progress DataDirect Connect Series *for* JDBC drivers.

For details, see the following topics:

- [Installer Requirements](#)
- [Driver Requirements](#)
- [Evaluation Installations](#)
- [Default Installation Directory](#)
- [Setting Up an Installer Directory for Installation](#)
- [GUI Installation](#)
- [Command-Line Installation](#)
- [Silent Installation](#)
- [Installation Log File](#)
- [Upgrading an Evaluation Installation to a Licensed Installation](#)
- [Testing the Drivers](#)
- [Uninstalling the Product](#)
- [Using the Drivers with Application Servers](#)

- [Using the Drivers with Hibernate](#)
- [Contacting Technical Support](#)

## Installer Requirements

The installation program is available as a Java installer and a Windows installer. The installers can be run on any operating system using a JRE that is Java SE 11 or higher (LTS version), including Oracle JDK, OpenJDK, and IBM SDK (Java) distributions. Note that a supported JVM must be defined on your path to run the installer.

## Driver Requirements

The driver is compatible with JDBC 2.0, 3.0, and 4.0.

The driver requires a Java Virtual Machine (JVM) that is Java SE 8 or higher, including Oracle JDK, OpenJDK, and IBM SDK (Java) distributions.

For the latest support information, visit the DataDirect Product Compatibility Guide:

<https://docs.progress.com/bundle/datadirect-product-compatibility/resource/datadirect-product-compatibility.pdf>.

## Evaluation Installations

The installer allows you to install all drivers for a 15-day evaluation. Contact your sales representative or Progress Technical Support for further information.

## Default Installation Directory

The installer allows you to specify the product installation directory. By default, the installer installs the product in:

- **Windows:** `C:\Program Files\Progress\DataDirect\JDBC`
- **UNIX/Linux:** `/opt/Progress/DataDirect/JDBC`

---

**Note:** For UNIX/Linux, if you do not have access to `/opt`, your home directory is used in its place.

---

## Setting Up an Installer Directory for Installation

The installation program is available as a Java installer and a Windows installer. Use the installer best suited to your environment.

- **Java installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.jar`

The Java installer can be used to install the program on non-Windows platforms, but it may be run on Windows systems as well. If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls. Whether running the installer on a Windows or non-Windows platform, a supported JVM is required and must be defined on your path. See [Installer Requirements](#) on page 8 for details.

- **Windows installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.exe`

The Windows installer can be run on any supported Windows platform. The Windows installer allows you to install the driver in the Program Files system directory on Windows without turning off User Account Controls. Before running the installer, a supported JVM is required and must be defined on your path. See [Installer Requirements](#) on page 8 for details.

---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

**Note:** For information on installing, branding, unlocking, and distributing drivers, refer to the *Progress DataDirect for JDBC Drivers Distribution Guide* on the Progress PartnerLink website:

<https://content.partnerlink.progress.com/productcontent/datadirect/datadirectinsideconnection/dochome/>.

---

Before proceeding with an installation, take the following steps to set up an installer directory for installation.

1. Download the product zip file.

**Java installer product zip file**

`PROGRESS_DATADIRECT_JDBC_database_n.n.n.zip`

**Windows installer product zip file**

`PROGRESS_DATADIRECT_JDBC_database_WIN.zip`

2. Unzip the files to a temporary directory, maintaining the directory structure of the zip file.

**Java installer example**

- `PROGRESS_DATADIRECT_JDBC_INSTALL.jar`
- `DriverModules`
  - `PROGRESS_DATADIRECT_JDBC_database_n.n.n_INSTALL.iam.zip`
  - `PROGRESS_DATADIRECT_JDBC_COMMON_n.n.n_INSTALL.iam.zip`

**Windows installer example**

- `PROGRESS_DATADIRECT_JDBC_INSTALL.exe`
- `DriverModules`
  - `PROGRESS_DATADIRECT_JDBC_database_n.n.n_INSTALL.iam.zip`
  - `PROGRESS_DATADIRECT_JDBC_COMMON_n.n.n_INSTALL.iam.zip`

3. Choose one of the following methods to install the driver.

- If you prefer to use a Graphical User Interface (GUI), go to [GUI Installation](#) on page 10 for instructions.
- If you prefer to use a command line, go to [Command-Line Installation](#) on page 12 for instructions.
- If you prefer to use a silent installation, go to [Silent Installation](#) on page 13 for instructions.

# GUI Installation

Take the following steps to install the driver using the GUI installer.

---

**Note:** The sample screenshots reference specific drivers. However, these instructions apply to all drivers listed in the [introduction](#).

---

1. Run the installer from the temporary installer directory.

---

**Important:** For a better experience with the installer, use a higher screen resolution for your display.

---

---

**Important:** The installer directory must include the supporting installation zip files.

---

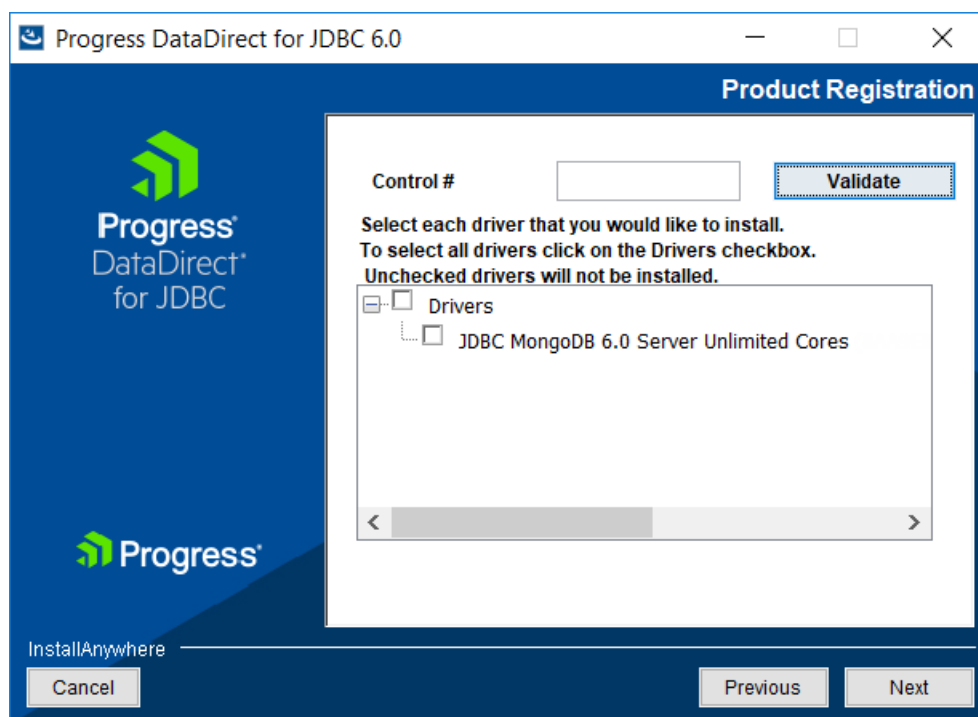
---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

- **Java installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.jar`
  - **Windows installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.exe`
2. The Introduction window appears. Click **Next**.
  3. The License Agreement window appears. Make sure that you read and understand the license agreement. To continue with the installation, select the **I accept the terms in the License Agreement** option; then, click **Next**.
  4. The Install Directory window appears. In the **Where Would You Like to Install?** field, type the path, including the drive letter, of the product installation directory or click the **Choose** button to browse to and select an installation directory. Verify the installation directory. Click **Next** to continue.
  5. Choose the type of installation to perform. Select one of the following options.
    - **Evaluation installation (will expire in 15 days).** Select this option to install evaluation versions of all available drivers. Click **Next** to continue with the installation. Skip to Step 9 on page 11.
    - **OEM or Licensed installation.** Select this option if you have purchased a licensed version of one or multiple drivers. Click **Next**. Proceed to the next step.
  6. Type the control number that was provided by Progress DataDirect in the **Control #** field, and click the **Validate** button. You can add multiple control numbers consecutively.

A tree menu of drivers with valid licenses appears in the selection box.



7. From the tree menu, select the drivers that you want to install. Click **Next** to continue.

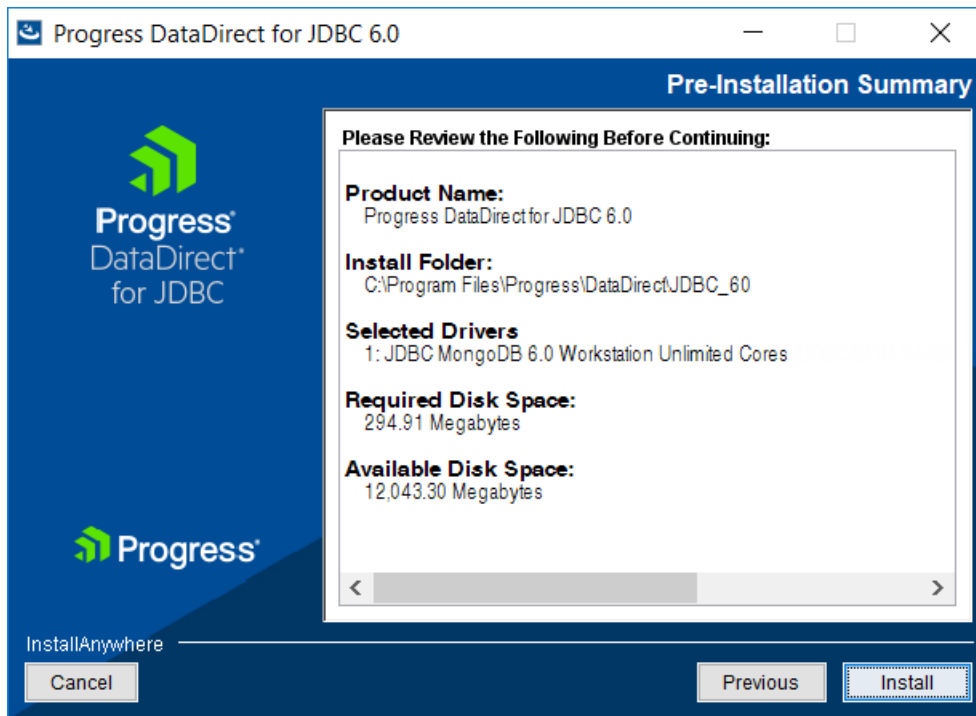
Drivers that are already installed will be listed under Drivers (Installed) and cannot be deselected. To remove installed drivers, you must uninstall the product. For information on uninstalling drivers, see [Uninstalling the Product](#) on page 21.

If you are installing a new version of a currently installed driver, the installer will overwrite the installed driver files with the newer version. To revert to an earlier version of the driver, you will need to uninstall the product and reinstall the desired version. For information on uninstalling drivers, see [Uninstalling the Product](#) on page 21.

8. Enter the information in the fields provided.
  - a) Type your name and company name into the corresponding fields.
  - b) Type the serial number that was provided by Progress DataDirect.
  - c) Click **Next** to continue.

Skip to Step [10](#) on page 11.

9. The Driver Evaluation selection window appears. From the Drivers To Be Evaluated tree, select the drivers that you want to install. Drivers that are already installed are listed in the Drivers (Installed) tree and cannot be deselected. To remove installed drivers, you must uninstall the product. See [Uninstalling the Product](#) on page 21 for details. Click **Next** to continue with the installation.
10. The Pre-Installation Summary window appears. Review the installation information. Click **Previous** to revise selections; or click **Install** to begin the installation.



- When the installation finishes, the Install Complete window appears. Click **Done** to exit the installer program. Refer to the installation log file for a record of any problems that may have occurred during the installation. See [Installation Log File](#) on page 18 for details.

## Command-Line Installation

Take the following steps to install the driver using the command line.

- At a command prompt, change to the directory containing the temporary installer and supporting zip files.

---

**Important:** The installer directory must include the supporting installation zip files.

---

- Run the installer using the appropriate command.

---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

- Java installer:** `java -jar PROGRESS_DATADIRECT_JDBC_INSTALL.jar -i console`
- Windows installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.exe -i console`

- The Introduction step appears. Press **ENTER**.

---

**Note:** The installer prompts you to answer questions regarding the installation. To accept the default value, press **ENTER**. To return to the previous step, type *back* and press **ENTER**.

---

4. The product license agreement appears. Press **ENTER** multiple times to page to the end of the agreement. At the end, you are asked to accept the agreement:
  - To accept the license agreement and continue with the installation, type **Y** and press **ENTER**.
  - To end the installation, type **N** and press **ENTER**.
5. You are prompted for the installation directory.
  - Press **ENTER** to accept the default directory.
  - Type the full path to the installation directory and press **ENTER**. You are prompted to confirm the installation directory. If correct, type **Y** and press **ENTER**.
6. You are prompted for the type of installation.
  - If you are installing an *evaluation* copy of the drivers (expires in 15 days), type **1** and press **ENTER**. Skip to Step 9 on page 13.
  - If you are installing a *licensed or OEM install*, type **2** and press **ENTER**. Proceed to the next step.
7. You are prompted for the control number that was provided by Progress DataDirect. Type the control number and press **ENTER**.

---

**Note:** If you were issued multiple product keys, you can type them sequentially, separating the keys with a space. For example: `xxxxkey1 xxxxkey2 xxxxkey3`.

---

8. The installer prompts you for product registration information. Enter your name, your company's name, and the serial number provided by Progress DataDirect; then, press **ENTER**.
9. A pre-installation summary provides installation information. You are prompted to accept or change the information:
  - Press **ENTER** to accept the information and begin the installation.
  - To change the information, type `back`; then, press **ENTER**. You are prompted for the information again.
10. After completion of the installation, a message appears indicating that you have installed the software successfully. This completes the installation.

Refer to the installation log file for a record of any problems that may have occurred during the installation. See [Installation Log File](#) on page 18 for details.

## Silent Installation

The silent installation is useful if you want to create a response file that can be distributed and run on multiple computers to create an identical installation of the product on each computer. To perform the silent installation, you must distribute the response file and the appropriate installer file with supporting installation zip files.

- **Java installer**
  - `PROGRESS_DATADIRECT_JDBC_INSTALL.jar`
  - `DriverModules`
    - `PROGRESS_DATADIRECT_JDBC_database_n.n.n_INSTALL.iam.zip`
    - `PROGRESS_DATADIRECT_JDBC_COMMON_n.n.n_INSTALL.iam.zip`

- **Windows installer**
  - PROGRESS\_DATADIRECT\_JDBC\_INSTALL.exe
  - DriverModules
    - PROGRESS\_DATADIRECT\_JDBC\_database\_n.n.n\_INSTALL.iam.zip
    - PROGRESS\_DATADIRECT\_JDBC\_COMMON\_n.n.n\_INSTALL.iam.zip

---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

A silent installation requires performing the following steps:

- Creating the response file. You can create this file in either of the following ways:
  - Using the installer. See [Creating a Response File Using the GUI Installer](#) on page 14 for instructions.
  - Using a text editor. See [Creating a Response File Using a Text Editor](#) on page 16 for instructions.
- Performing the silent installation. See [Performing the Silent Installation](#) on page 18 for instructions.

---

**Important:** Your product license may limit the number of CPUs that can exist on the machine on which the product is installed. This limit also is imposed on any machine on which the silent installation is performed. If you need to upgrade your product license, contact your Progress DataDirect sales representative.

---

## Creating a Response File Using the GUI Installer

Take the following steps to create a response file using the GUI installer.

---

**Note:** The sample screenshots reference specific drivers. However, these instructions apply to all drivers listed in the [introduction](#).

---

1. At a command prompt, change to the directory containing the temporary installer and supporting zip files.

---

**Important:** The installer directory must include the supporting installation zip files.

---

2. At a command prompt, type the appropriate command.

---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

- **Java installer:** `java -jar PROGRESS_DATADIRECT_JDBC_INSTALL.jar -r response_file`
- **Windows installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.exe -r response_file`

where *response\_file* is the path and file name of the response file you want to create. You can specify an absolute or relative path. If the path is not specified, the specified file is created in the current working directory.

**Java installer on UNIX/Linux**

This example creates a response file named `installer.properties` in the `/install` directory, which is relative to the current working directory.

```
java -jar PROGRESS_DATADIRECT_JDBC_INSTALL.jar -r /install/installer.properties
```

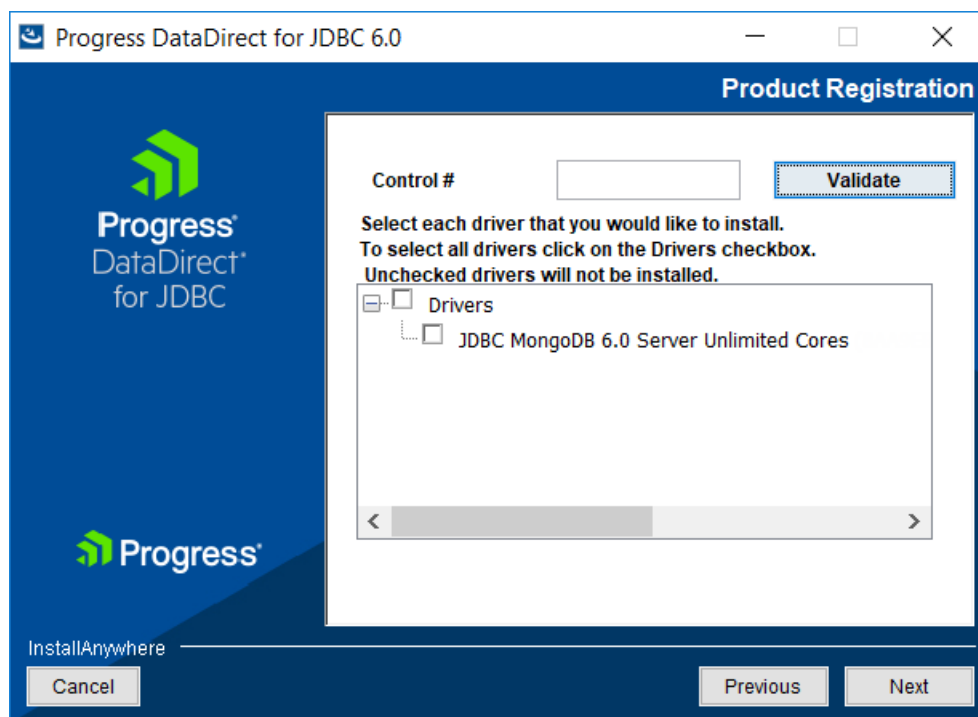
### Windows installer on Windows

This example creates a response file named `installer.properties` in the `C:\temp` directory.

```
PROGRESS_DATADIRECT_JDBC_INSTALL.exe -r C:\temp\installer.properties
```

3. The Introduction window appears. Click **Next**.
4. The License Agreement window appears. Make sure that you read and understand the license agreement. To continue with the installation, select the **I accept the terms in the License Agreement** option; then, click **Next**.
5. The Install Directory window appears. In the **Where Would You Like to Install?** field, type the path, including the drive letter, of the product installation directory or click the **Choose** button to browse to and select an installation directory. Verify the installation directory. Click **Next** to continue.
6. Choose the type of installation to perform. Select one of the following options:
  - **Evaluation installation (will expire in 15 days)**. Select this option to install an evaluation version of the available drivers. Click **Next** to continue with the installation. Skip to Step 10 on page 16.
  - **OEM or Licensed installation**. Select this option if you have purchased a licensed version of one or multiple drivers. Click **Next**. If you are updating a currently installed driver, skip to Step 8 on page 15; otherwise, proceed to the next step.
7. Type the control number that was provided by Progress DataDirect in the Control # field, and click the **Validate** button. You can add multiple control numbers consecutively.

A tree menu of drivers with valid licenses appears in the selection box.

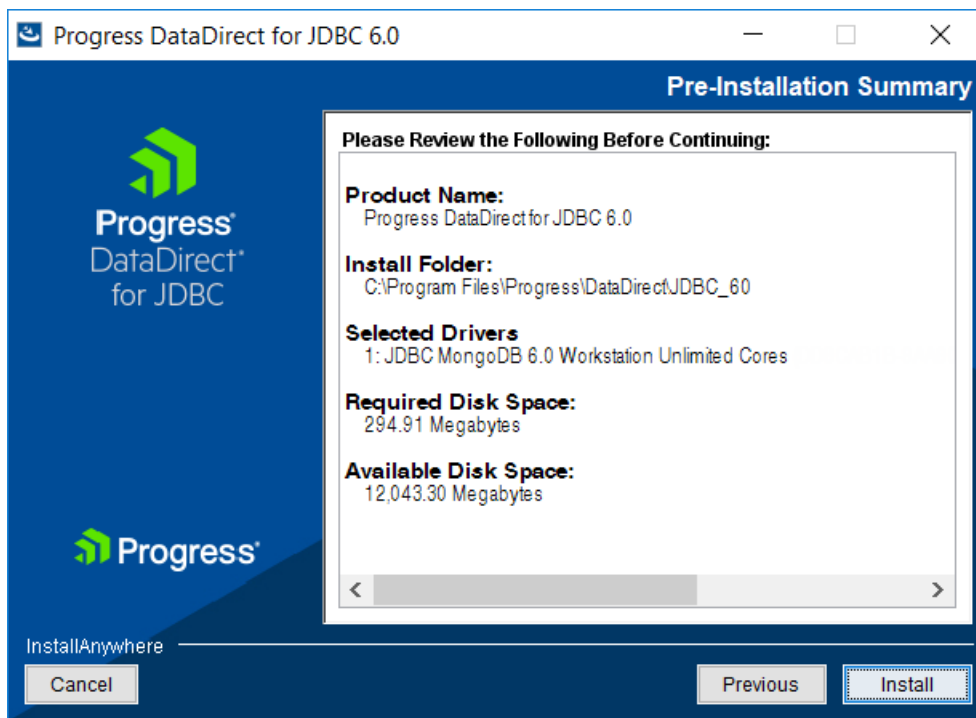


8. From the tree menu, select the drivers that you want to install. Click **Next** to continue.

Drivers that are already installed are listed under Drivers (Installed) and cannot be deselected. To remove installed drivers, you must uninstall the product. For information on uninstalling drivers, see [Uninstalling the Product](#) on page 21.

If you are installing a new version of a currently installed driver, the installer will overwrite the installed driver files with the newer version. To revert to an earlier version of the driver, you must uninstall the product and reinstall the desired version. For information on uninstalling drivers, see [Uninstalling the Product](#) on page 21.

9. Enter the information in the fields provided.
  - a) Type your name and company name into the corresponding fields.
  - b) Type the serial number that was provided by Progress DataDirect.
  - c) Click **Next** to continue.
10. The Pre-Installation Summary window appears. Review the installation information. Click **Previous** to revise selections; or click **Install** to begin the installation.



11. Click **Done** to exit the installer. The response file is created in the directory you specified in Step 5 on page 15.

Refer to the installation log file for a record of any problems that may have occurred during the installation. See [Installation Log File](#) on page 18 for details.

See [Performing the Silent Installation](#) on page 18 for instructions on running the response file.

## Creating a Response File Using a Text Editor

Generating a response file with the GUI installer is the preferred method for creating a response file. However, you can use the following template to create a response file with a text editor.

```
#License Agreement  
#-----
```

```
ACCEPT_LICENSE_AGREEMENT=true

#Choose Install Folder
#-----
USER_INSTALL_DIR=install_dir

#Install Type
#-----
LICENSED=1

#User Details
#-----
SERIALNUMBER=xxxxxxxx

#IPE Key or Control Number
#-----
KEYLIST=yyyyyyyy
```

where:

`true`

indicates that the license agreement has been accepted

`install_dir`

specifies your product installation directory.

---

**Note:** If coding a path on Windows to an installation directory using the Universal Naming Convention (UNC), you must escape the double backslash (\\) and the single backslash with a Java escape character. For example: \\server1\Progress\DataDirect\JDBC.

---

`1`

indicates you are installing a licensed copy of the driver(s).

`xxxxxxxx`

is your product serial number.

`yyyyyyyy`

is your IPE key (also known as the *Control Number*). If specifying multiple keys, separate them using a space, for example, `KEYLIST=3333333 5555555 7777777`.

See [Performing the Silent Installation](#) on page 18 for instructions on running the response file.

#### Windows Example:

```
##
ACCEPT_LICENSE_AGREEMENT=true
USER_INSTALL_DIR=C:\\Program Files\\Progress\\DataDirect\\JDBC
LICENSED=1
SERIALNUMBER=1234567
KEYLIST=xxxkey1 xxxkey2 xxxkey3
```

#### UNIX/Linux Example:

```
##
ACCEPT_LICENSE_AGREEMENT=true
USER_INSTALL_DIR=/opt/Progress/DataDirect/JDBC
```

```
LICENSED=1
SERIALNUMBER=1234567
KEYLIST=xxxkey1 xxxkey2 xxxkey3
```

## Performing the Silent Installation

Take the following steps to perform a silent installation using a response file.

1. At a command prompt, change to the directory containing the installer and supporting zip files.

---

**Important:** The installer directory must include the supporting installation zip files.

---

2. Type the appropriate command:

- **Java installer:** `java -jar PROGRESS_DATADIRECT_JDBC_INSTALL.jar -f response_file -i silent`
- **Windows installer:** `PROGRESS_DATADIRECT_JDBC_INSTALL.exe -f response_file -i silent`

where *response\_file* is the path and file name of the response file created in [Creating a Response File Using the GUI Installer](#) on page 14 or [Creating a Response File Using a Text Editor](#) on page 16. You can specify an absolute or relative path. If the path is not specified, the silent installation looks for the response file in the current working directory.

### Java installer on UNIX/Linux

This example performs a silent installation by running a response file named `installer.properties` in the `/install` directory, which is relative to the current working directory.

```
java -jar PROGRESS_DATADIRECT_JDBC_INSTALL.jar -f /install/installer.properties
-i silent
```

### Windows installer on Windows

This example performs a silent installation by running a response file named `installer.properties` in the `C:\temp` directory.

```
PROGRESS_DATADIRECT_JDBC_INSTALL.exe -f C:\temp\installer.properties -i silent
```

---

**Important:** If running the Java installer on Windows, you must either select a non-system directory as the installation directory or turn off User Account Controls.

---

3. The installation proceeds without any further user intervention or notification.

Refer to the installation log file for a record of any problems that may have occurred during the installation. See [Installation Log File](#) on page 18 for details.

## Installation Log File

If the installer successfully creates the product installation directory, the installer writes a log file to the following directory:

- **Windows:** `install_dir\install\logs`

- **UNIX/Linux:** `install_dir/install/logs`

The name of the log file takes the form `driverdatabasename_install_timestamp.log` where:

`driverdatabasename`

is the name of the database for which the driver was developed.

`timestamp`

is the date and time the driver was installed.

For example, if you installed the Progress DataDirect for JDBC for MongoDB driver on June 23, 2014 at 9 AM, the file log name would be `Mongodb_Install_06_23_2014_09_00_00.txt`.

Examine the log file for a record of any problems that may have occurred during the installation.

If a silent installation fails completely, the installer writes a file named `Progress_DataDirect_for_JDBC_SilentInstallFailed.log` to the temporary directory where you unzipped the installation files.

If you need help interpreting the contents of these files, contact Progress Technical Support.

## Upgrading an Evaluation Installation to a Licensed Installation

You can upgrade an evaluation installation to a licensed installation using the License Tool (`LicenseTool.jar`) provided in the product installation directory.

The License Tool has the following limitations:

- The License Tool does not support OEM control numbers. Therefore, it cannot be used for OEM installations. To upgrade an OEM installation, rerun the installer program.
- The License Tool does not support upgrading installations of the already licensed drivers. For example, it cannot be used to upgrade a 5-CPU license to a 10-CPU license. For this type of upgrade, rerun the installer program.
- When you provide a control number that licenses multiple drivers, the License Tool automatically upgrades licenses for all the corresponding drivers. It does not allow you to upgrade a subset of the drivers that are enabled by the control number.
- The License Tool directly upgrades the license information contained within the driver jar files. Therefore, if you rerun the installer after using the License Tool, it may not reflect the changes and continue to show the licensed drivers as evaluation drivers.

To upgrade an evaluation installation to a licensed installation using the License Tool:

---

**Important:** The driver jar files must not be in use during the upgrade.

---

**Important:** For workstation control numbers, the Java process requires administrative rights in the Windows operating system.

---

1. At a command prompt, change to the product installation directory.
2. Type one of the following commands; then, press **ENTER**.

- If you want to provide the control number at a later stage in the process, type the following command.

```
java -jar LicenseTool.jar -d install_dir
      -type EVAL2LIC
```

- If you want to provide the control number now, type the following command.

```
java -jar LicenseTool.jar -d install_dir
      -k control_number -type EVAL2LIC
```

where:

*install\_dir*

specifies your product installation directory.

*control\_number*

is the control number that was provided by Progress DataDirect.

3. Follow the prompts to upgrade your license.

After completing the prompts, a summary of the licensing process appears. It shows if the drivers have been upgraded successfully. If an error occurs during the licensing process, the details of the error are displayed in the summary.

The details of the licensing process are also recorded in the log file. The path of the log file is displayed in the command prompt immediately after you enter one of the commands discussed in the procedure.

Format of the log file path:

```
install_dir/install/logs/licensetoollogs/
licensing_Process_DD_MM_YYYY_HH_MM_SS.log
```

Generally, the License Tool creates the log file in the product installation directory. However, if an error occurs while creating the log file, it creates the log file in the user temp directory.

Along with upgrading installations, the License Tool can also be used for displaying licensing information of an existing driver installation.

To display the licensing information of an existing driver installation using the License Tool:

1. At a command prompt, change to the product installation directory.
2. Type the following command.

```
java -jar LicenseTool.jar -d install_dir -list
```

3. Press **ENTER**.

## Testing the Drivers

To get started using the drivers and for complete information about establishing connections and testing the drivers, refer to your driver user's guide. Guides for DataDirect drivers are available on the Progress DataDirect Connectors Documentation Hub:

<https://docs.progress.com/bundle/datadirect-connectors/page/DataDirect-Connectors-by-data-source.html>.

# Uninstalling the Product

You must follow different procedures to uninstall the driver based on the operating system you are using and the version of the product you have installed. See the appropriate topic for the correct procedure to uninstall the product.

- [Uninstalling the 5.1.4 Product on Windows](#) on page 21
- [Uninstalling the 6.0 Product on Windows](#) on page 21
- [Uninstalling the 5.1.4 Product on UNIX/Linux](#) on page 22
- [Uninstalling the 6.0 Product on UNIX and Linux](#) on page 23

## Uninstalling the 5.1.4 Product on Windows

When uninstalling the 5.1.4 version of the product, all drivers associated with the installation will be uninstalled. There is no option to uninstall individual drivers.

On Windows, you can uninstall the 5.1.4 version of the product in either of the following ways:

- Run the uninstall executable in the `install_dir\uninstall\` directory.
- Use the Windows Add or Remove Programs option.

---

**Note:** If you installed the driver using the Java installer on a Windows machine, you can remove the driver by deleting the entire installation directory.

---

## Uninstalling the 6.0 Product on Windows

You can uninstall the 6.0 version of the product on Windows using the GUI or command line. See the appropriate topic for details.

- [Uninstalling on Windows Using the GUI](#) on page 21
- [Uninstalling on Windows Using the Command Line](#) on page 22

### Uninstalling on Windows Using the GUI

This procedure describes how to uninstall the 6.0 version of the product on Windows using the GUI.

With the 6.0 version of the product, you can uninstall individual drivers or the entire product.

1. Run the uninstall executable located in your installation directory, for example, `C:\Program Files\Progress\DataDirect\JDBC\uninstall\Uninstall_JDBC.exe`.

The Uninstall Progress DataDirect for JDBC 6.0 window appears.

2. From the tree menu, select the driver(s) you wish to uninstall.  
If you select all the installed drivers, the entire product will be removed, including common files and shortcuts.
3. Click **Uninstall** to remove the product or driver(s).

A confirmation window appears when the selected components have been uninstalled.

4. Click **Done** to exit the program.

The 6.0 product or driver(s) has been removed from your Windows operating system.

## Uninstalling on Windows Using the Command Line

This procedure describes how to uninstall the 6.0 version of the product on Windows using the command line.

With the 6.0 version of the product, you can uninstall individual drivers or the entire product.

1. From a command prompt, navigate to the `uninstall` folder in the product installation directory (for example, `C:\Program Files\Progress\DataDirect\JDBC\uninstall\`).
2. At the command prompt, execute the following command:

```
Uninstall_JDBC.exe -i console
```

3. The **Uninstall\_JDBC.exe** window appears. Press **ENTER** to continue.

A list of uninstall options is displayed.

4. Take one of the following actions:

- To uninstall a specific driver, type the number that corresponds to the driver you want to uninstall. For multiple drivers, separate the numbers entered with a comma. Press **ENTER**.
- To uninstall the entire product, type the number that corresponds to the `All drivers` option. Press **ENTER**.

The program provides you with an opportunity to confirm your selection.

5. Proceed by taking one of the following actions:

- To uninstall the selected the product or selected driver(s), type `Y`, press **ENTER**, and proceed to the next step.
- To change your selection, type `N`, press **ENTER**, and return to Step 4 on page 22 to select the appropriate uninstall option.
- To exit the uninstall process, type `quit` at the prompt and press **ENTER**.

6. Press **ENTER** to uninstall.

A confirmation window appears when the selected components have been uninstalled.

7. Press **ENTER** to exit the program.

The 6.0 product or driver(s) has been removed from your Windows operating system.

## Uninstalling the 5.1.4 Product on UNIX/Linux

When uninstalling the 5.1.4 version of the product, all drivers associated with the installation will be uninstalled. There is no option to uninstall individual drivers.

On UNIX/Linux, you can uninstall the 5.1.4 version of the product in either of the following ways:

- Run the `uninstall.jar` file in the `install_dir\uninstall\` directory.
- Delete the entire installation directory.

## Uninstalling the 6.0 Product on UNIX and Linux

You can uninstall the 6.0 version of the product on UNIX and Linux using the GUI or command line. See the appropriate topic for details

- [Uninstalling on UNIX and Linux Using the GUI](#) on page 23
- [Uninstalling on UNIX and Linux Using the Command Line](#) on page 23

### Uninstalling on UNIX and Linux Using the GUI

This procedure describes how to uninstall the 6.0 version of the product on UNIX and Linux using the GUI.

With the 6.0 version of the product, you can uninstall individual drivers or the entire product.

1. Open the `uninstall.jar` file located in your installation directory, for example, `/opt/Progress/DataDirect/JDBC/uninstall/uninstaller.jar`.  
The Uninstall Progress DataDirect for JDBC 6.0 window appears.
2. From the tree menu, select the driver(s) you wish to uninstall.  
If you select all the installed drivers, the entire product will be removed, including common files and shortcuts.
3. Click **Uninstall** to remove the product or driver(s).  
A confirmation window appears when the selected components have been uninstalled.
4. Click **Done** to exit the program.

The 6.0 product or driver(s) has been removed from your UNIX or Linux operating system.

### Uninstalling on UNIX and Linux Using the Command Line

This procedure describes how to uninstall the 6.0 version of the product on UNIX and Linux using the command line.

With the 6.0 version of the product, you can uninstall individual drivers or the entire product.

1. From a command prompt, navigate to the `uninstall` folder in the product installation directory (for example, `/opt/Progress/DataDirect/JDBC/uninstall/uninstaller.jar`).
2. At the command prompt, execute the following command:  

```
java -jar uninstaller.jar -i console
```
3. The Uninstall Progress DataDirect for JDBC 6.0 program opens. Press **ENTER** to continue.  
A list of uninstall options is displayed.
4. Take one of the following actions:
  - To uninstall a specific driver, type the number that corresponds to the driver you want to uninstall. For multiple drivers, separate the numbers entered with a comma. Press **ENTER**.
  - To uninstall the entire product, type the number that corresponds to the `All drivers` option. Press **ENTER**.

The program provides you with an opportunity to confirm your selection.

5. Proceed by taking one of the following actions:

- To uninstall the selected drivers, type `Y`, press **ENTER**, and proceed to the next step.
- To change your selection, type `N`, press **ENTER**, and return to Step 4 on page 23 to select the appropriate uninstall option.
- To exit the uninstall process, type `quit` at the prompt and press **ENTER**.

6. Press **ENTER** to uninstall.

A confirmation window appears when the selected components have been uninstalled.

7. Press **ENTER** to exit the program.

The 6.0 product or driver(s) has been removed from your UNIX or Linux operating system.

## Using the Drivers with Application Servers

For information about using the drivers with application servers, refer to [Progress DataDirect JDBC Tutorials](#) for technical articles about using the drivers with various application servers, such as JBoss, Apache Tomcat, Oracle/BEA WebLogic, and GlassFish Enterprise Server.

## Using the Drivers with Hibernate

For information about using the drivers with Hibernate, refer to the following Web pages:

- [Using DataDirect JDBC Drivers with Hibernate](#)
- [How to Configure DataDirect with Hibernate](#)

## Contacting Technical Support

Progress DataDirect offers a variety of options to meet your support needs. Please visit our Web site for more details and for contact information:

<https://www.progress.com/support>

The Progress DataDirect Web site provides the latest support information through our global service network. The SupportLink program provides access to support contact details, tools, patches, and valuable information, including a list of FAQs for each product. In addition, you can search our Knowledgebase for technical bulletins and other information.

When you contact us for assistance, please provide the following information:

- Your number or the serial number that corresponds to the product for which you are seeking support, or a case number if you have been provided one for your issue. If you do not have a SupportLink contract, the SupportLink representative assisting you will connect you with our Sales team.
- Your name, phone number, email address, and organization. For a first-time call, you may be asked for full information, including location.

- The Progress DataDirect product and the version that you are using.
- The type and version of the operating system where you have installed your product.
- Any database, database version, third-party software, or other environment information required to understand the problem.
- A brief description of the problem, including, but not limited to, any error messages you have received, what steps you followed prior to the initial occurrence of the problem, any trace logs capturing the issue, and so on. Depending on the complexity of the problem, you may be asked to submit an example or reproducible application so that the issue can be re-created.
- A description of what you have attempted to resolve the issue. If you have researched your issue on Web search engines, our Knowledgebase, or have tested additional configurations, applications, or other vendor products, you will want to carefully note everything you have already attempted.
- A simple assessment of how the severity of the issue is impacting your organization.

