

2.0.0 to 2.1.0 - Upgrade Instructions

01/10/2024 1:41 pm EST

Information and Terminology

The information found in this document is the standard for upgrades on a Manitou system. This is intended for an in-place/same-server upgrade. Before beginning please familiarize yourself with some of the terms in this document.

DBM (Database Manager) - A Bold application for managing replication, Database Updates, and Database Health Checks. It is typically found in the Manitou folder. Please see the Database Manager User's Guide for detailed use and information.

Update/Patch - This is the term for same-version patches. This is detailed in a separate document as it is a different process. The Manitou Version will not change with an update.

Upgrade - This is the term for version upgrades. The Manitou Version will change with an upgrade.

Patch - Revision-dependent set of files versioned by a number intended to update core Manitou files.

Package - Revision-dependent set of files that are not versioned by a number. These are intended to update non-Manitou core files and to apply hotfixes.

Version - The base revision installed of a Manitou system. (e.g., 2.0.0, 1.6.4, 1.6.3)

MSM (Manitou System Manager) - A Manitou-specific application for starting and stopping necessary alarm automation services.

If there are any questions regarding the process or information found in this document, please contact Bold Support.

NOTE: These steps will change as we are improving the process to minimize downtime. Currently, the preferred method should be using the Activity Sync, however, it is not viable for customers to use and a new method is being developed. For more information please see the Development Manager or Support Manager.

Upgrade Steps Overview

Upgrade steps must be executed in this order

1. Prepare for the Update
2. Push the Package and then Patch files.
3. Stop the Manitou System and Update the Database.
4. Update ManitouNEO website.
5. Update the Local Utility Service.
6. Update the Video Control Center

Preparation for the Upgrade

Any special instruction that may be needed outside of this document such as manually placing files will be noted in the

release notes. Please read the release notes to familiarize yourself with the changes made. Additionally, please familiarize yourself with the update process before proceeding.

1. Before starting any of the upgrade processes, verify all the following items are completed/in place.

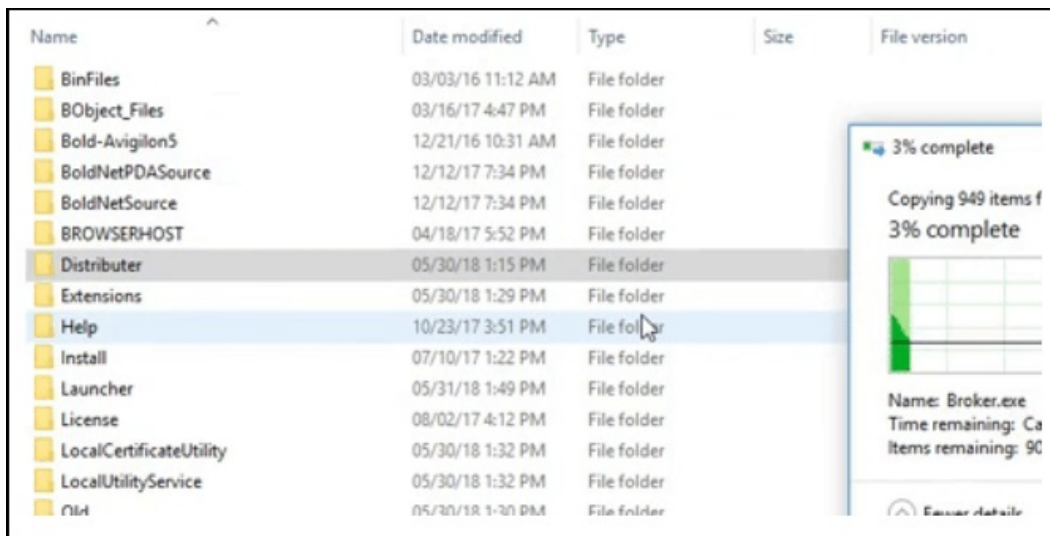
Let your customer know to have their operators start recording any changes they have made today and any memorable alarms they handled. When the upgrade is complete you will have them double-check that information is still there before starting the FEP

- Download the latest or intended upgrade files.
 - Verify NTFS Permissions are not in place on the downloaded update files.¹
 - Leave the files on the Desktop or Download directory. Future steps will provide a guide to putting these in place.
- Note all Servers/Systems that need to be upgraded.
- Verify Replication is running.²
- Check there is enough Hard Drive space for the current update packages and database backup.
 - Updates will need 10GB free
 - There will need to be enough space for the database backup and an additional 10%.
 - For example, if a database is 100 GB in size, there would need to be 110 GB in space available.
 - 100 GB for the backup
 - 10 GB for extra space
 - Note: This is not optimal but it is viable for an upgrade. It is preferred that there is enough room for at least 3 backups in addition to the Manitou Database.
- Verify there are no changes that would impact any custom work in place.
- Verify all servers and machines meet the latest minimum requirements guidelines.³
- If the site upgrade is UL, please verify all minimum UL requirements are in place.⁴
- Install all necessary Roles and Features for the ManitouNEO web client.⁵

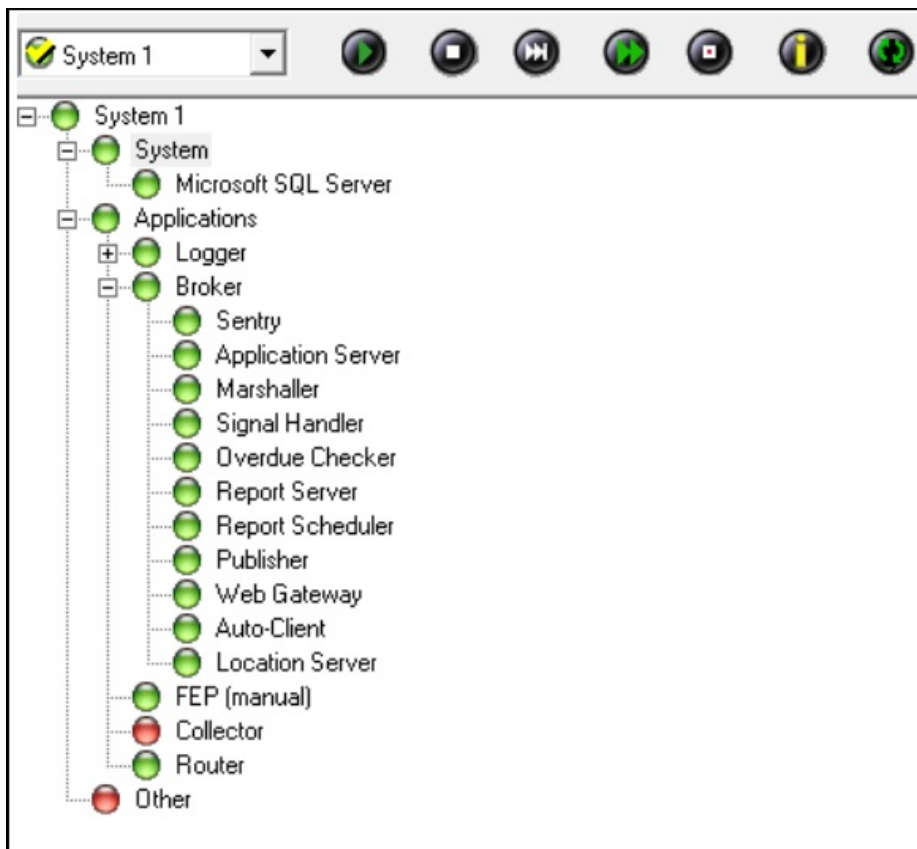
2. Make a backup of the Manitou Database.⁶

3. Back up the Manitou and Web Directories that will be impacted.⁷

- Back up the Distribution folder on the Distribution Server.
 - Open the Manitou folder containing the distribution files.'
 - Right-Click and drag the Distributer folder to the same directory it is in. This will make a backup folder called "Distribution - Copy".



- Back up the Manitou folder on the primary server using the same process as the Distributer Folder. (Example C:/Program Files (x86)/Bold Technologies/Manitou_old)
4. Take a screenshot of the MSM to note all running and not running services. This will be referred to when starting the system after updating.
- Open the MSM on the Primary Manitou server. (Shortcut should exist on desktop)
 - Once open, use snipping tool or similar program to take a screenshot of the Manitou processes running.



- DO NOT CLOSE THE MSM! If the MSM is closed, open it again before proceeding and leave it open until stated otherwise. Pushing patches may cause it to not open due to an incompatibility with the current database version. If completing a failover with an upgrade, verify the MSM on the machine that will become primary is open.

5. Take a Screenshot of the FEP Commander on any running FEP's to ensure all the receivers come back "Up" after the upgrade.

- Open the FEP Commander on the Primary Manitou server. (Shortcut should exist on desktop)
- Once open, click the status menu at the top of the window and select "Auto Pull" to see the receivers.
- Use snipping tool or similar program to take a screenshot of the receivers.

Pushing the Patches

Before pushing patches, note that all workstations that are currently logged in and have patches applied should not log out or close their application until the Manitou system is brought down. If a user logs out or closes their application, they should not log back in, as they may be running new file versions not compatible with the current Database Version.

1. Place the latest update files downloaded into the distributer directory.
 - Files in place should match the same format as before with numbers for patches, a package folder, packagelist.txt and distlist.txt. If any additional files exist, they are not needed unless specified otherwise.
2. Open the Distributer Commander and Verify which machines will first receive the patch.

- Only half of all production machines should be updated initially. This provides a fall-back point in the event of failure.
 - The machine containing the Database Manager MUST be updated if there is a database change. If there are multiple machines with the Database Manager installed, whichever machine is updated is the Database Manager that should be used.
3. Once an initial patch list is ready, push patches to the intended machines using the following steps.
- Right click on the machine or group of machines the patch should go to, and select 'Send a Package'.
 - Type in the package number to match what they currently have and select 'Send Change'.
 - For example, if the machine has packages 2 and 1, type in package 2 first, click 'Send Change'. Then repeat the process for sending package 1.
 - Once packages are sent, right click on the machine or group of machines and select 'Update to Latest Patch'
 - Select 'Send Files' and wait for the Patch No to update with the correct update number.
 - Complete sending all update files to intended machines, once all machines are updated move to the next step.

Updating the Database

These steps are only needed when there is a database change between the patch currently installed and the patch being put in place. Before proceeding with any of the steps, please make sure the database backup has been completed and is in an easily accessible location.

Verifying Replication

1. Now that the files have been pushed out, open the Database Manager as administrator.

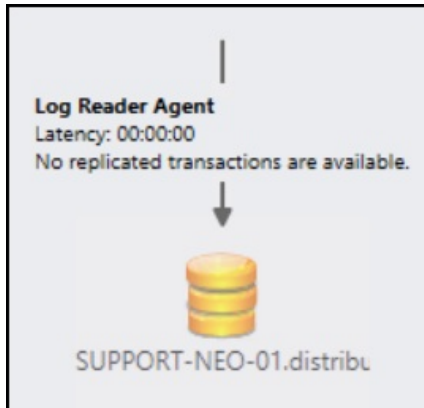
If the database manager was open before pushing out patches, it is still on the old version. Close any previously opened Database Managers and open up a new one to verify the latest version is being run. Completing the update with an old DBM can cause bad data if not caught.

2. Open the Database Manager Configuration.

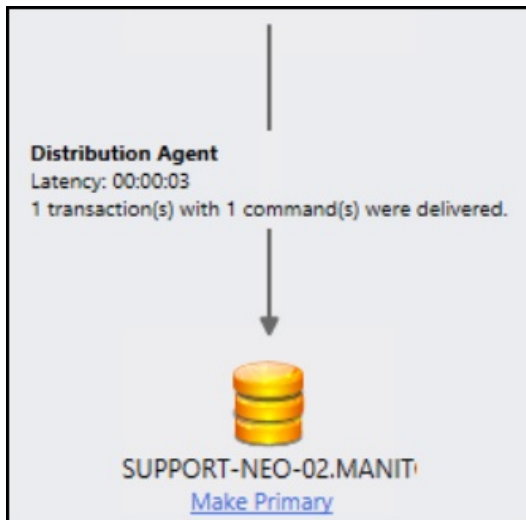
- Select File > Open
- Open the most recent Database Manager configuration file. This has an extension of .dbsystem (Typically in the Manitou Folder or the My Documents Folder or the Bold Directory folder)⁵

3. Verify that replication is still running.

- Select Manage Replication
- The Log Reader Agent should be reporting transactions with commands being delivered from the primary server to the Distribution Database.



- The Distribution agent should be taking from the Distribution Database and reporting transactions with commands being delivered to all backup servers.



If there is a cautionary symbol with a yellow border around any of the servers listed, hover over to see the reason for the caution. The most likely cause is unreplicated tables which could be intended if old history is not being replicated or custom tables exist.

4. Leave the Database Manager open and on the 'Manage Replication' tab to be ready for upcoming steps.

Stopping the Manitou System

Once replication is verified, it is now time to take the system down. Please verify all of the following before proceeding to

any of the next steps.

- All parties involved in the update (Bold Staff and Central Station Staff) are aware the system will now be stopped.
- There are no high priority alarms being handled or that need to be handled.
- If the central is going to operate manually, all necessary operators are ready and in place.
- The backup system is ready for a failover in the event of failure.
- The central is ready for potentially 2 to 3 minutes of alarm automation (Manitou) downtime.

IMPORTANT! All following items are time sensitive as the system will be down. Please complete all steps accordingly.

1. Let all necessary parties know we are stopping Manitou
2. Right-click on the FEP and select 'Stop'
 - Repeat for any additional FEPs running
3. Right-click on any additional programs running and select 'Stop'
 - e.g., MediaGateway, PBX Server, Router, Collector, etc.
4. Right-click on the Broker and select 'Stop All'
5. After all services have stopped, Close the MSM.

Breaking Replication

1. Return to the Database Manager
2. From the 'Manage Replication' tab select Remove Replication.
3. Select Yes to start removing replication.
4. Once all servers are side by side in a row close and reopen the Database Manager so that you can relaunch it with the newest version.

Applying the Database Update

1. Open the Database Manager Configuration.
 - a. Select File > Open
 - b. Open the most recent Database Manager configuration file. This has an extension of .dbsystem (Typically in the Manitou Folder or the My Documents Folder or the Bold Directory folder)⁵

2. Select the 'Database Updates' tab
3. From the database dropdown, select the database that will be primary (typically the server that was just running as primary)
4. Select Apply
5. The Log window that appears should state 'Database updates complete.' as it's final entry allowing you to bring the system back online.
6. Select the "Health Check" tab
7. From the database dropdown, select the database that will be primary (typically the server that was just running as primary)
8. Select the Magnifying Glass icon near the schema and navigate to the distributer folder within the Manitou directory. Search within the distributer for "schema" and sort by date modified.
9. Select the most recent Schema file and select ok.
10. Click check database.
11. When the results come back you will need to click Select All then select the column filter button and select remove table.
12. Uncheck all remove Table's
13. Now select remove index on the column filter button
14. Uncheck all Remove Index's
15. Select Apply.

Starting the System

1. Return to the MSM on the machine that will be primary.
2. Right-click the Broker and select 'Start All'.
3. Tell customer to let operators know to log in and Verify customer data and signals they wrote down before the upgrade.

- a. Verify a recently edited customer exists.
- b. Verify signals that existed right before stopping the system are still there.
- c. Verify the alarm queue is the same as before the update.

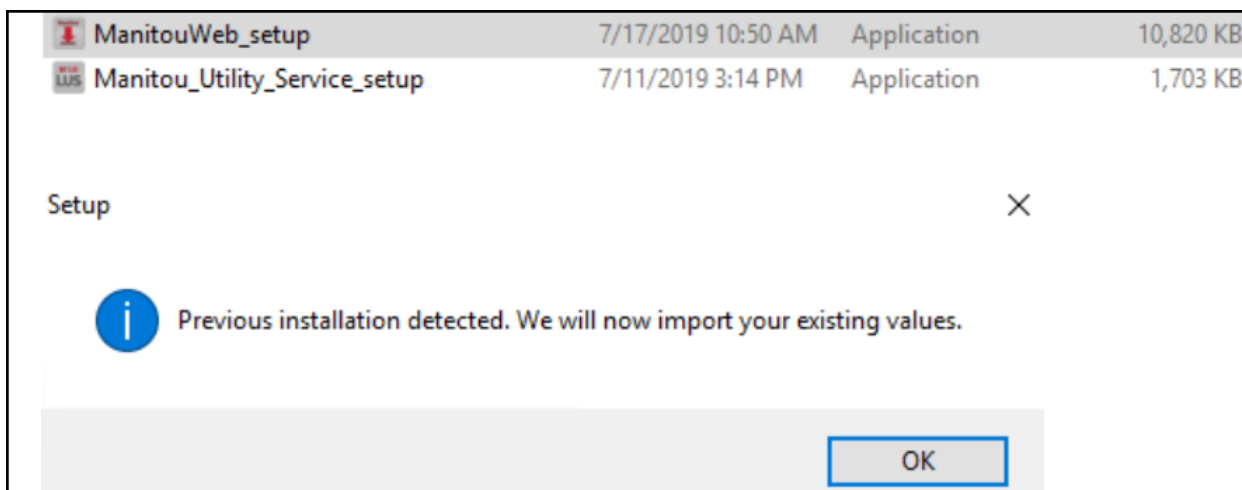
If the customer's operators report that they are missing the data recorded prior to the upgrade you will need to escalate this to a supervisor for further assistance. Do not start the FEP under any circumstances as you do not want to write new signals to a database that could be potentially corrupt. Your supervisor may have to revert your Manitou directory backup, and send out the latest 2.0.0 patch through the 2.0.0 distributor to all workstations needed to get them back up and running with your Pre 2.1 Manitou Database Backup.

4. If the customer says that the operators give the ok that the data is intact Right-click on the FEP and select 'Start'
 - Repeat for any additional FEPs that were running previously.
 - Verify with your screenshots that all the same receivers display "Up" in the FEP Commander.
5. Right-click and select 'Start' on all additional services that were running previously.

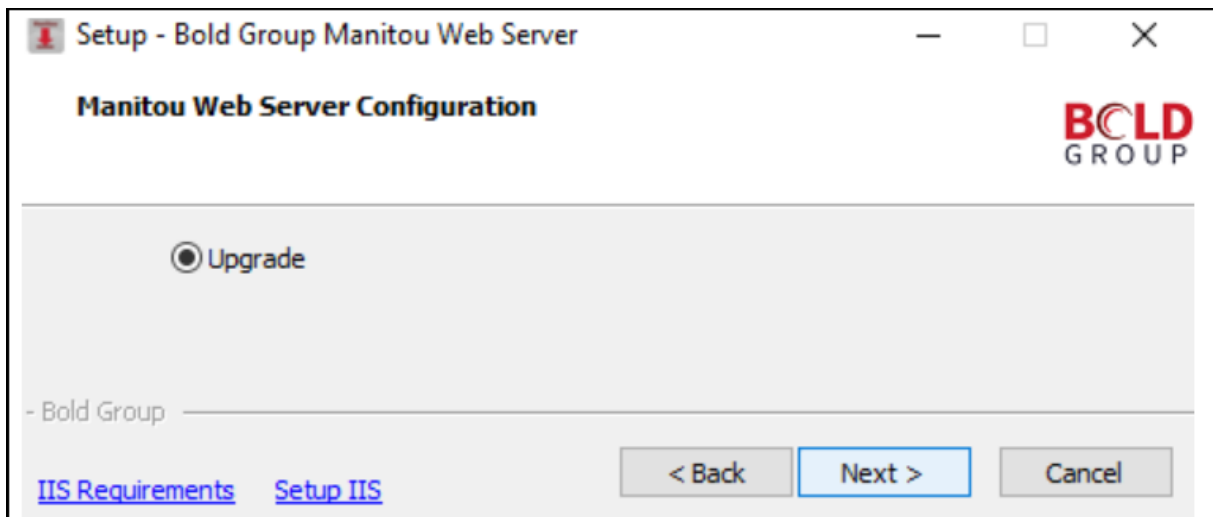
Updating the Manitou Web Client

If your customer had a previous version of Manitou Web installed you will get the message below, if they do not have Manitou Web installed continue to the "Installing the Manitou Web Client" section below.

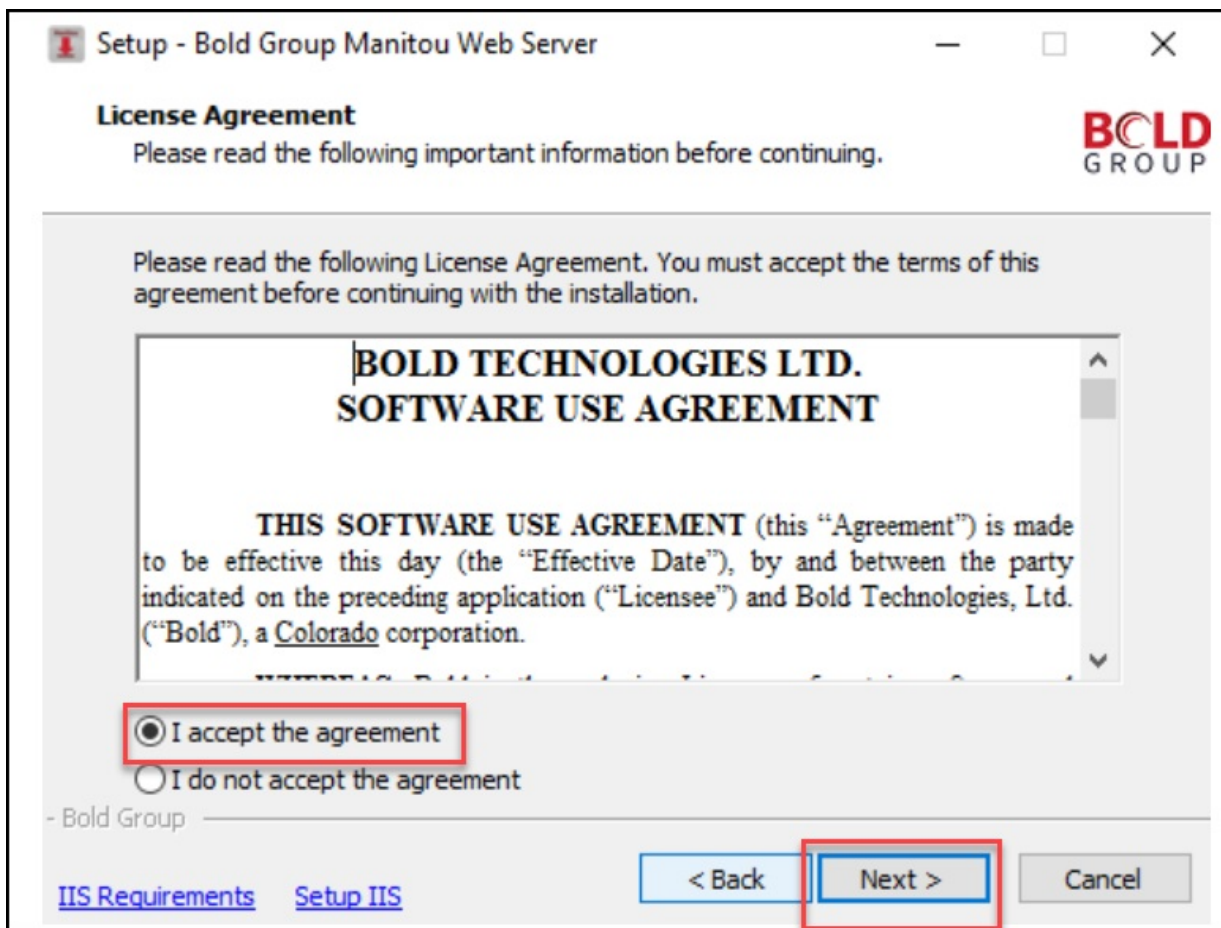
1. Select the latest ManitouWeb_Setup from the Distributer Folder in the Manitou Directory.



2. Select Next



3. Select "I Accept..." and then select Next.



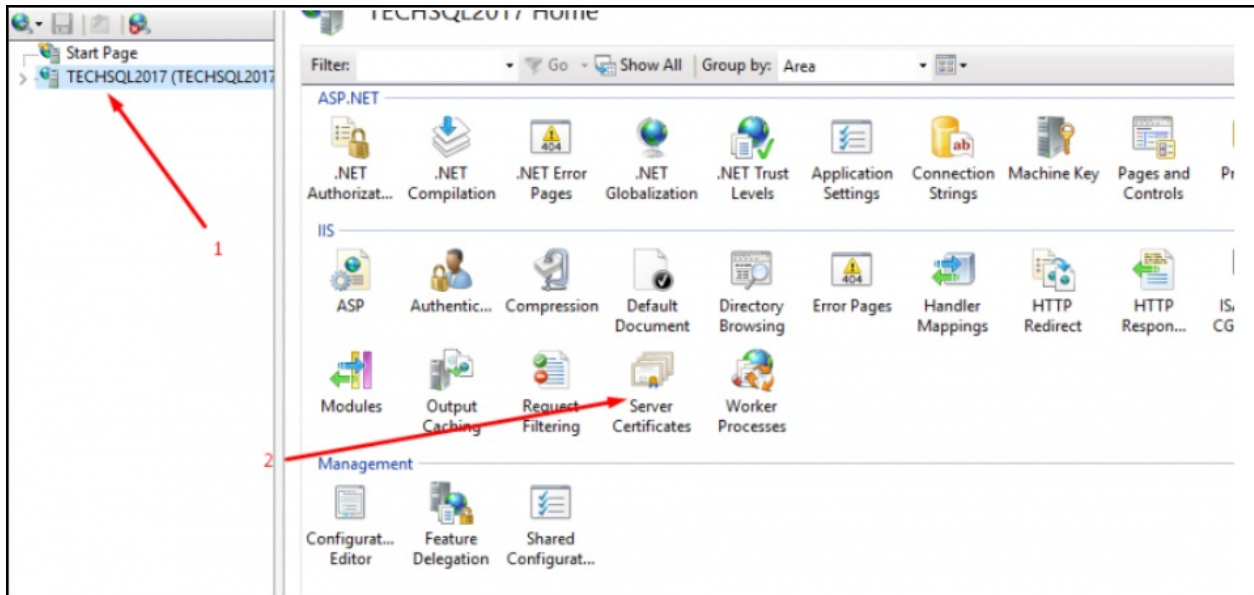
4. Continue selecting Next all the way through the install.

5. When the upgrade is complete, run the latest Manitou_Utility_Service_setup installer and select Next through the entire install as there are no settings that need to be adjusted.

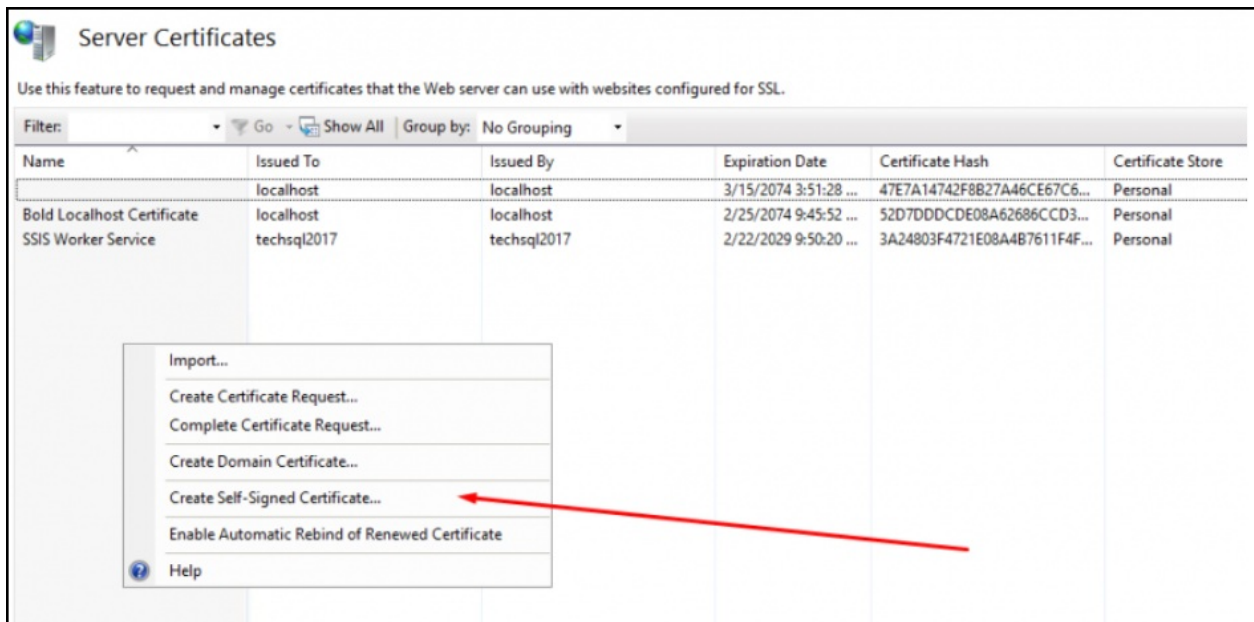
Installing the Manitou Web Client

NOTE: Use the following instructions if the customer has not had a previous Manitou Web Client install.

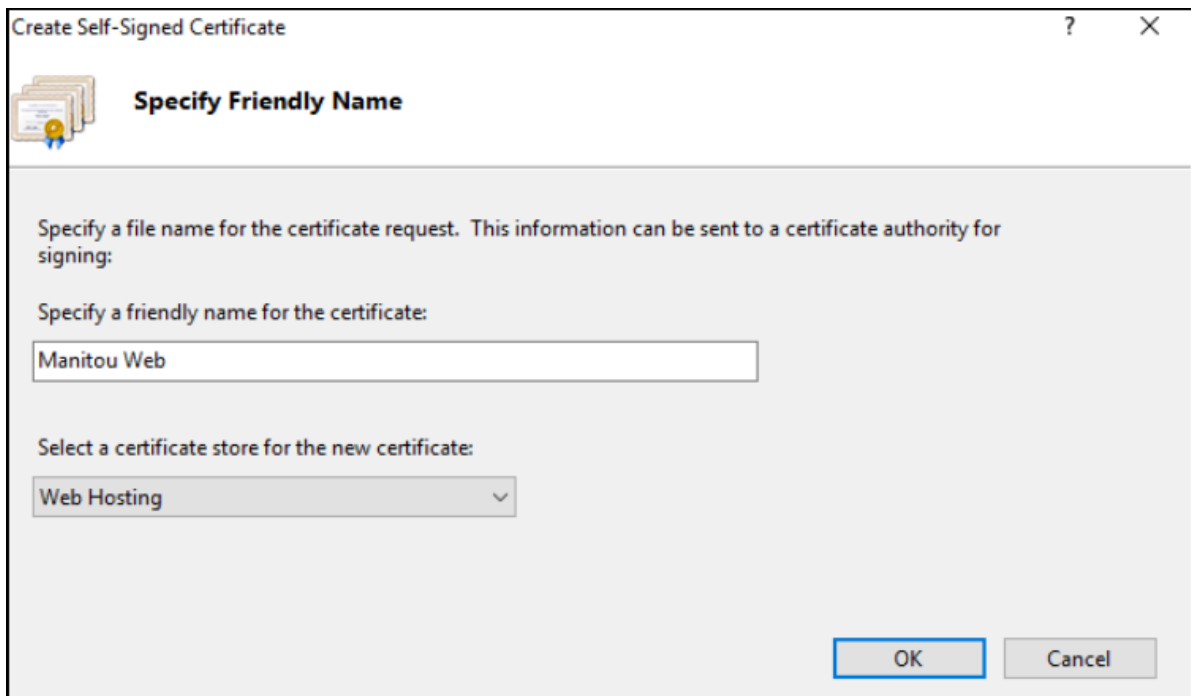
1. Before the install open up IIS and navigate to the Server Certificate Screen



2. Verify they have an SSL created, if not right click and create a self signed certificate:

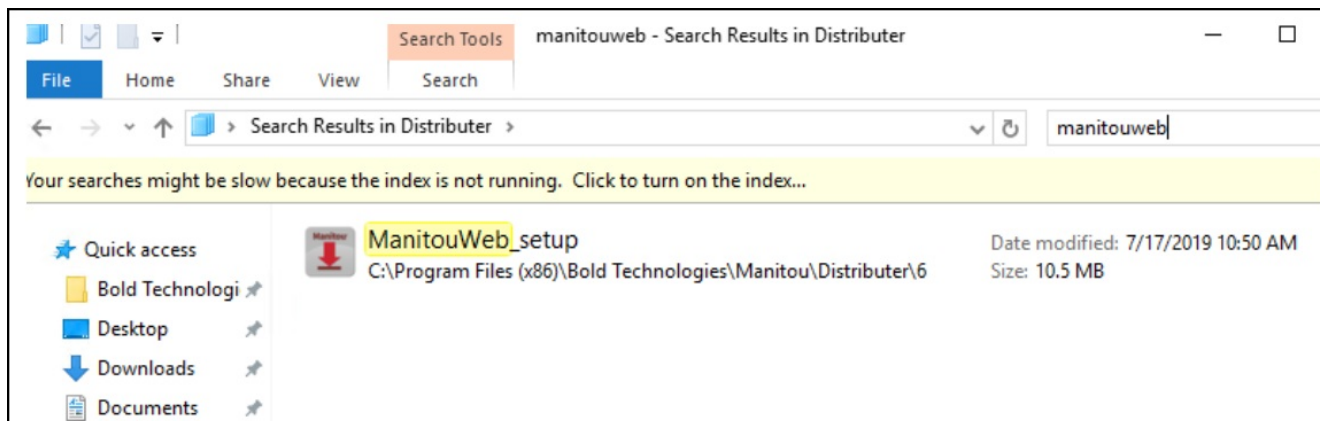


- Name the certificate Manitou Web and change the certificate store to Web Hosting

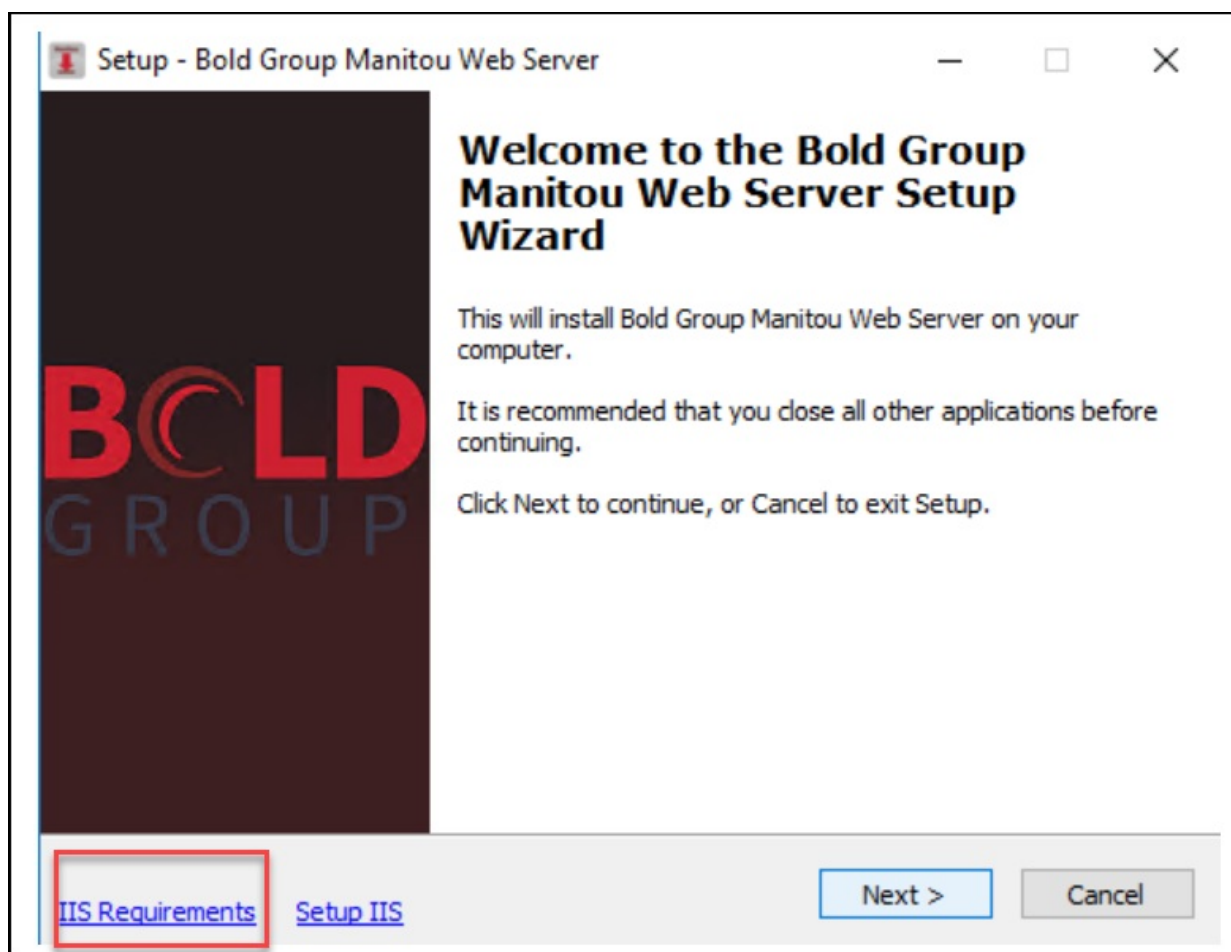


3. Now that you have an SSL created navigate to the distributor folder and search for ManitouNEO_Setup, sort by date modified and then run the newest installer as an admin:

NOTE: ManitouNEO is no longer the name of this product, it should be referred to as Manitou Web Client. When the installer's name is changed, the document will be updated.



4. Select Setup IIS on the installer.



5. Type Y in the command prompt window and hit enter, the IIS install process will show this message when it completes. Hit any key and the Command Prompt window will close.

```
C:\Windows\system32\cmd.exe

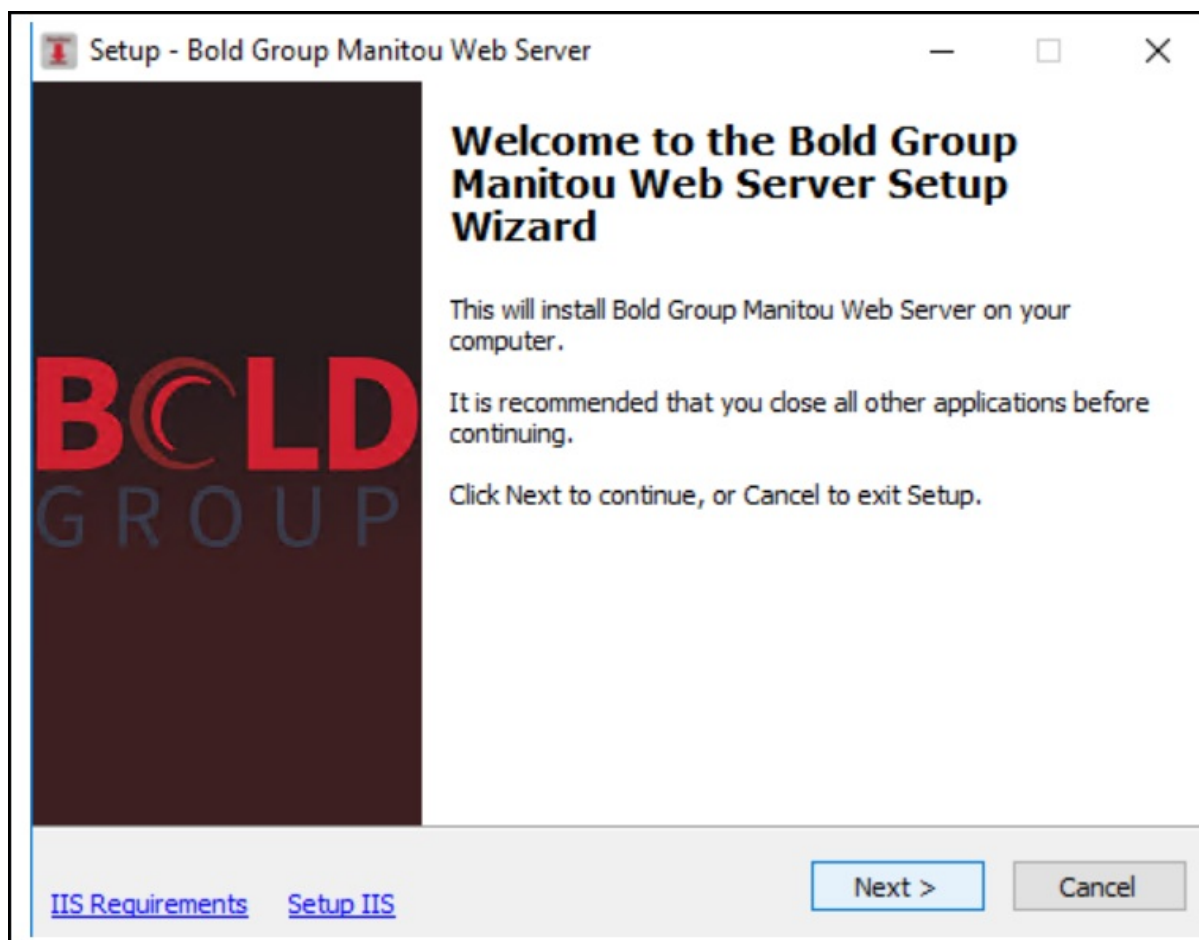
Would you like us to try to set these Roles and Features automatically (Y or N)? y
Attempting to set system Roles and Features.

Deployment Image Servicing and Management tool
Version: 10.0.14393.0

Image Version: 10.0.14393.2457

Enabling feature(s)
[=====100.0%=====]
The operation completed successfully.
Press any key to continue . . .
```

6. Select Next to continue the install.



7. Select ManitouWeb for the installation type and select Next.

Setup - Bold Group Manitou Web Server

Manitou Web Server Configuration

BOLD GROUP

Installation Type: ☒ Manitou Web Server ☐ BoldNet Neo

IIS Server: https:// /Manitou

Sentry Service:

Utility Service Port: Video Service Port:

Timeout (minutes):

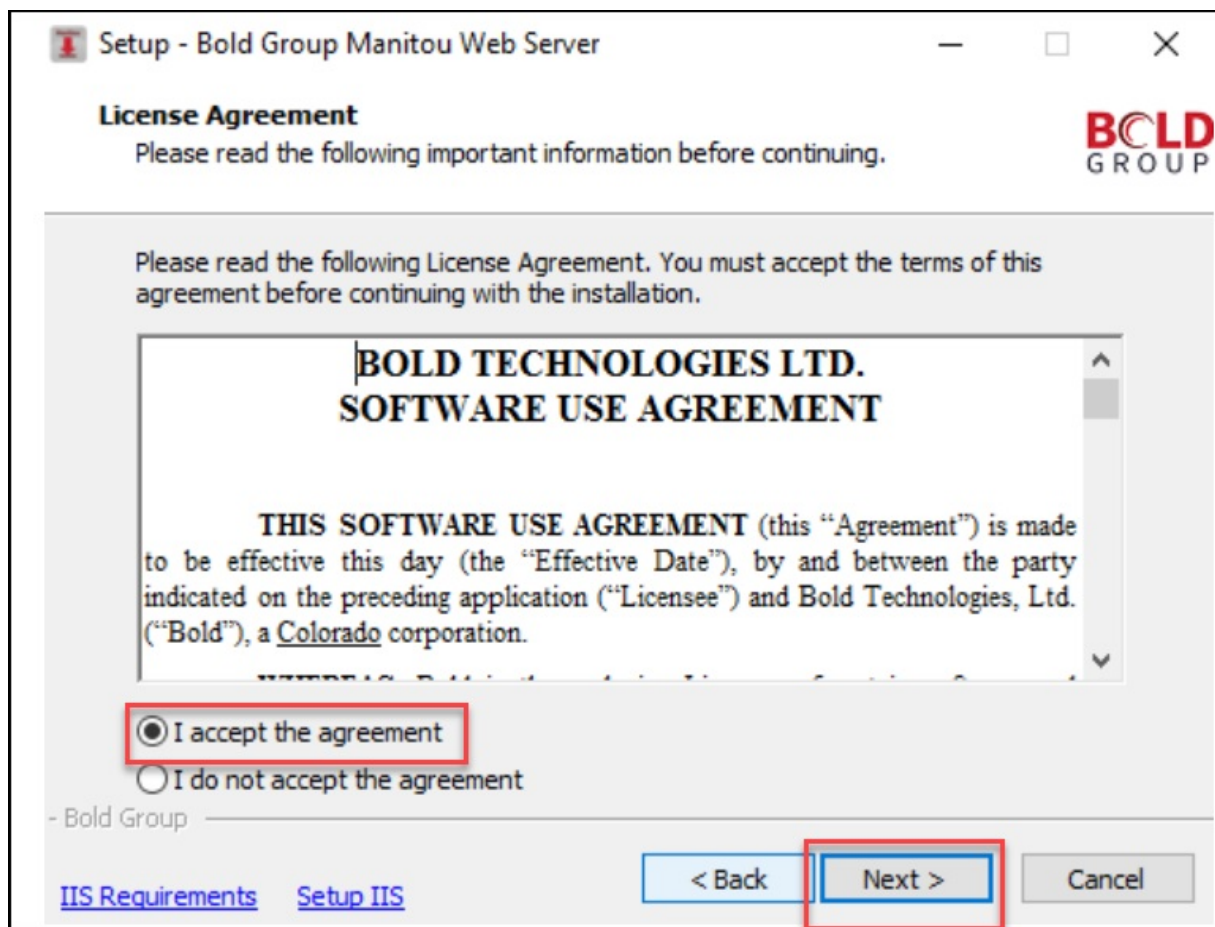
TIP: Depending on your configuration you may want to enter the full hostname, instead of the machine name, in the first field above (example: www.boldgroup.com).

- Bold Group

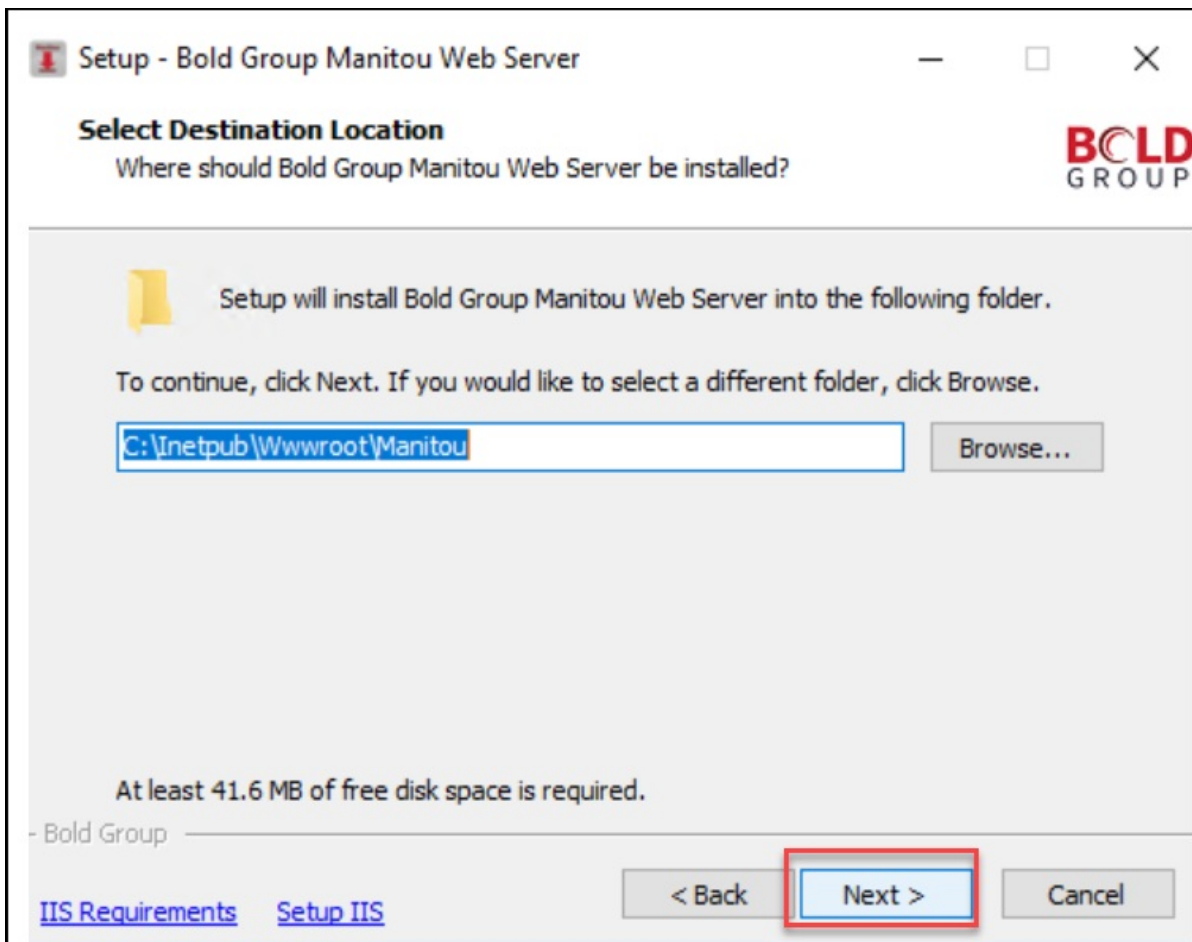
[IIS Requirements](#) [Setup IIS](#)

< Back Next > Cancel

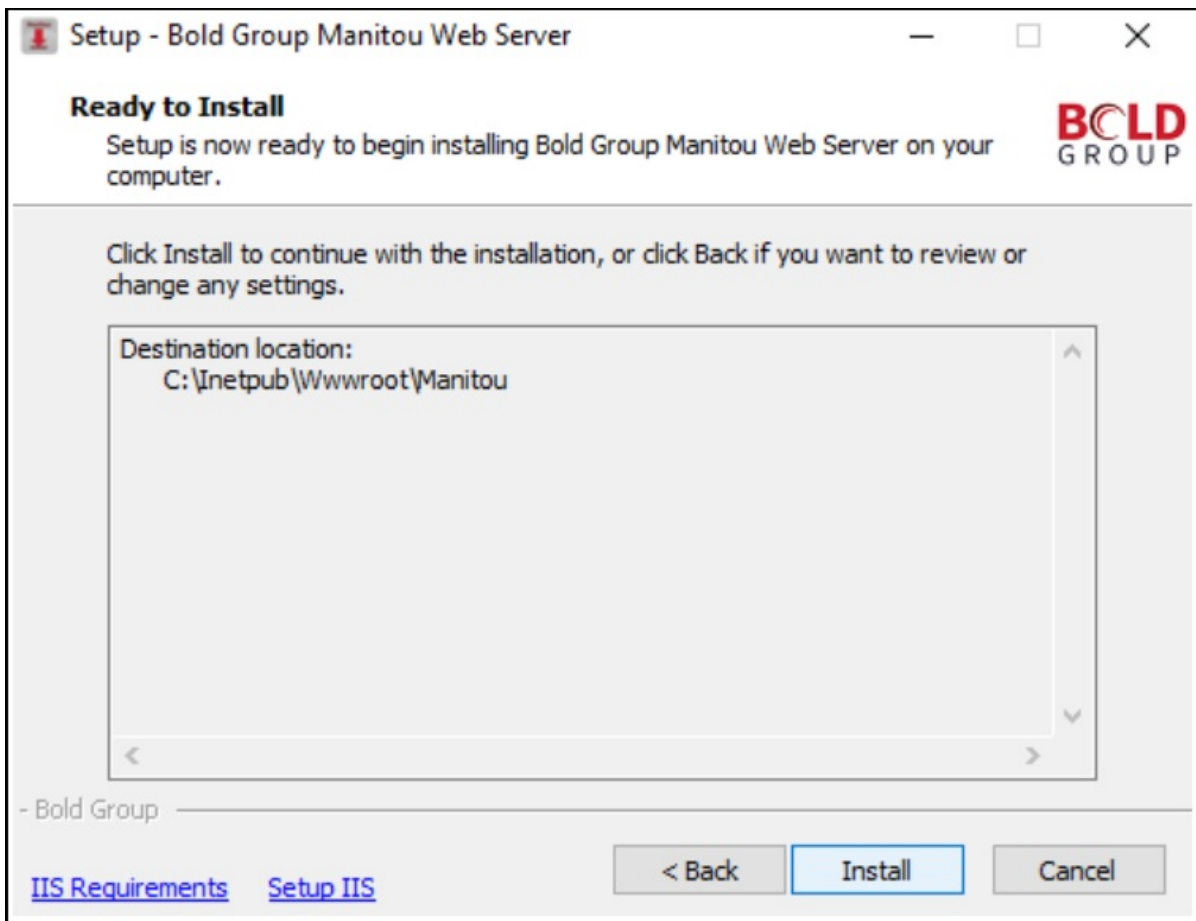
8. Accept the agreement and select Next.



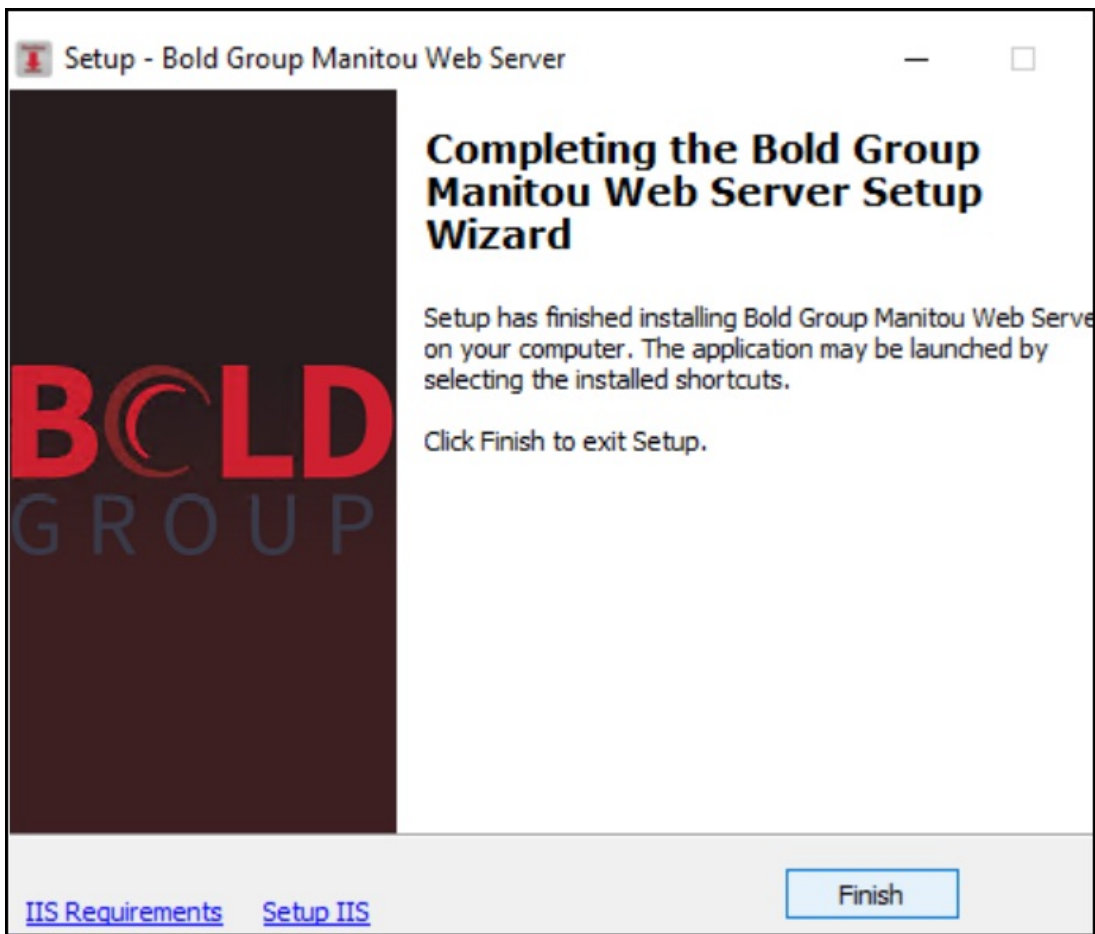
9. Select Next.



10. Select Install.



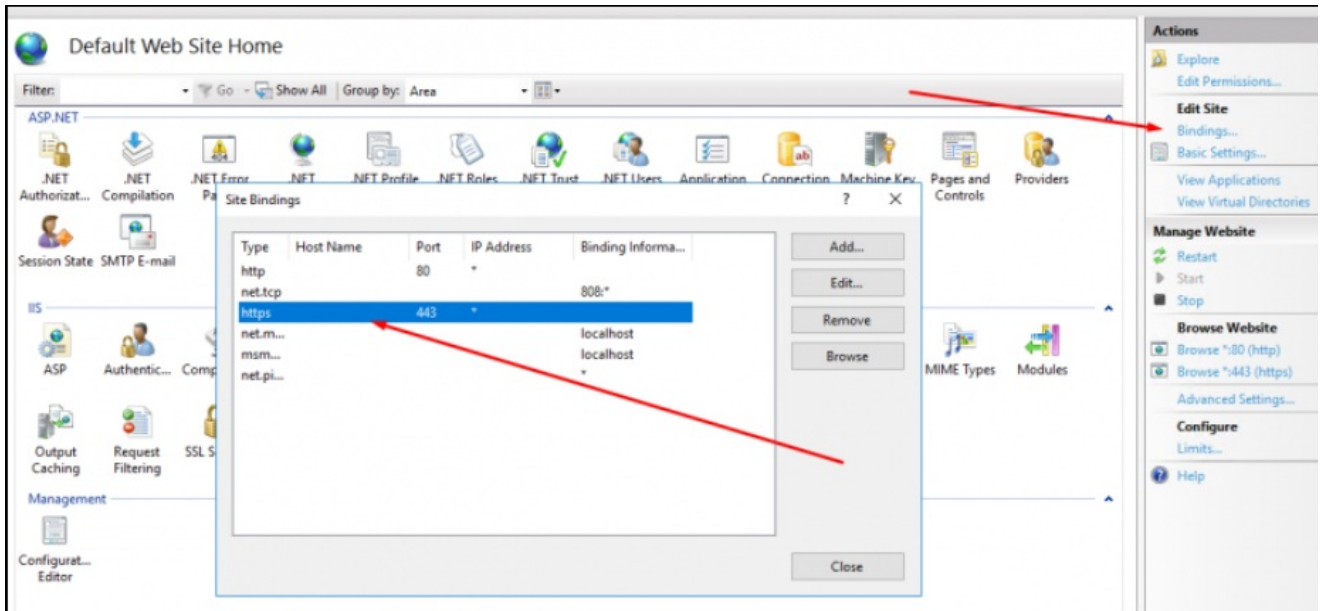
11. Select Finish.



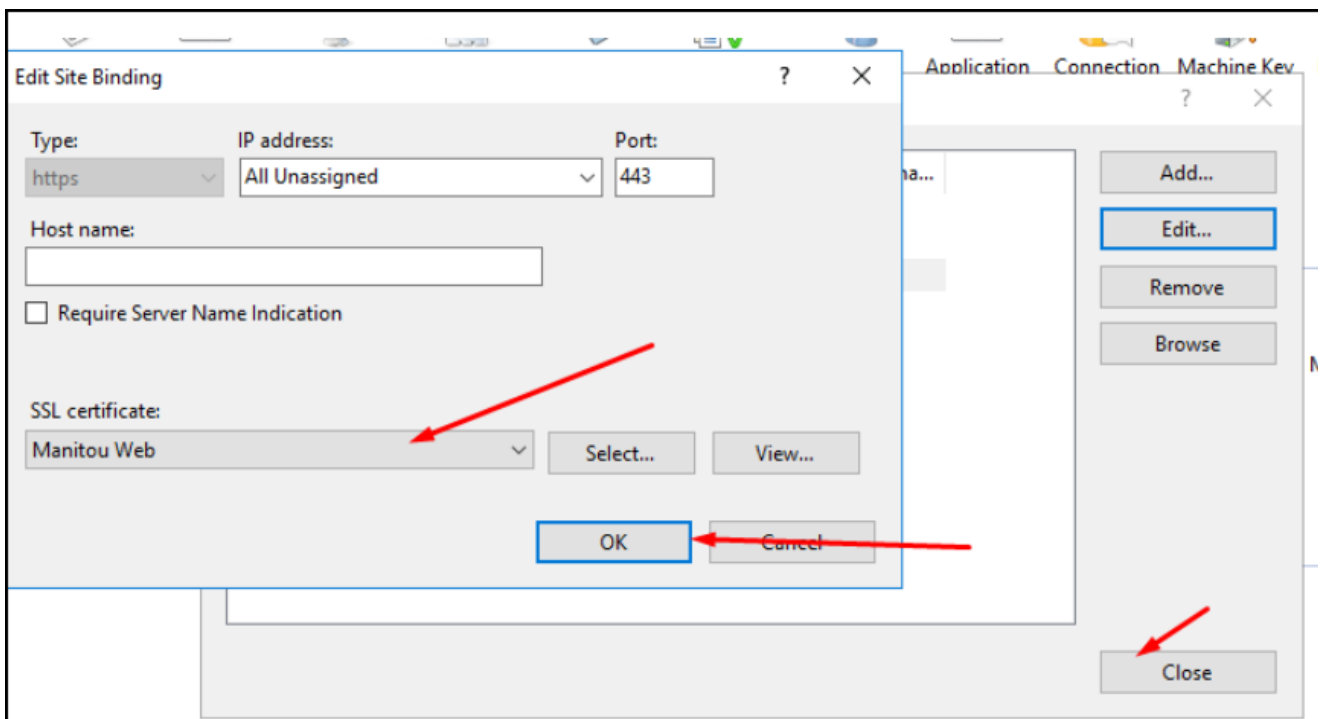
12. When the install is completed go back to the distributor folder in the Manitou directory and search for Manitou_utility_service_setup , sort by date modified and copy and paste the installer to the desktop. Run the installer as admin and select next throughout the whole process as no user input is needed.

	ManitouWeb_setup	7/17/2019 10:50 AM	Application	10,820 KB
	Manitou_Utility_Service_setup	7/11/2019 3:14 PM	Application	1,703 KB

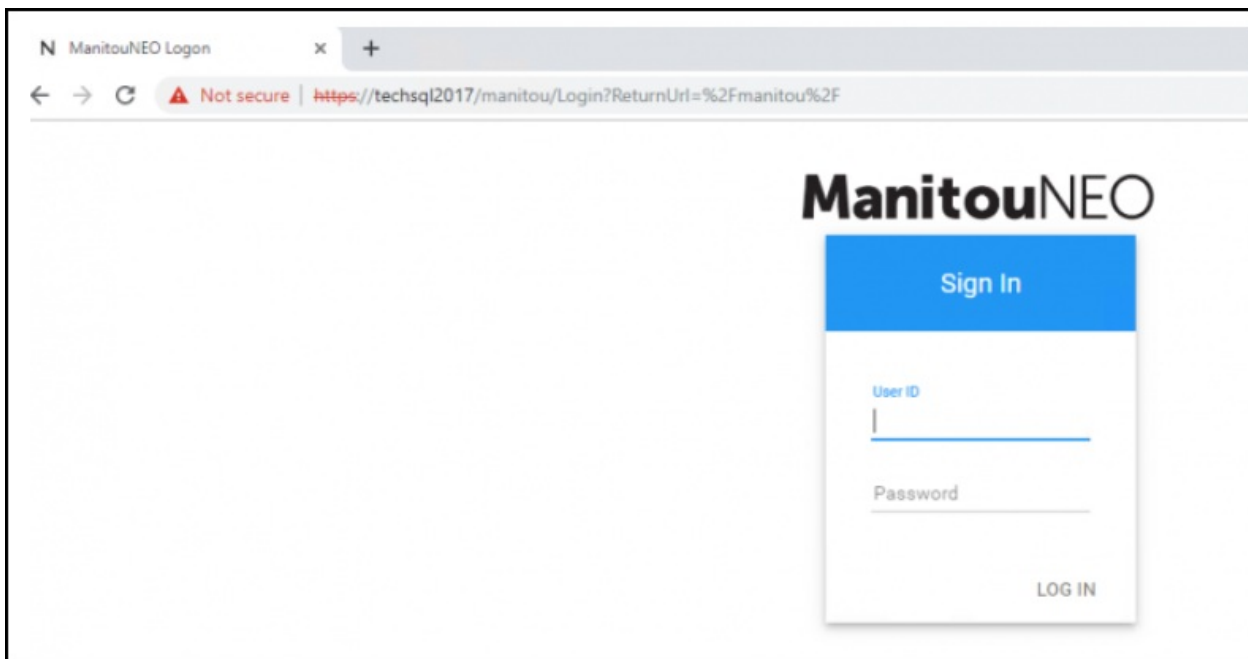
13. Open IIS and navigate to Sites then select Default Web Site. Select bindings on the right side navigation pane, then select HTTPS and then select edit:



14. Select the SSL Certificate Drop Down and select your Manitou Web SSL and select ok, and then close.



15. Navigate to your SSL's issued to adress plus /manitou using Google Chrome (Example: <https://Myserver.mycompany.com/manitou> or for a non FQDN)



If you can not get logged in follow the ManitouNeo & BoldNetNEO Client - Troubleshooting Guide

Final Steps

Before disconnecting, please verify the following

- If the customer previously had BoldTrak, verify the license exists. This had the possibility of running previously without the license. It will be broken on the new version without the license in place.
- License Enhanced Action Patterns
- License Web Edit if the customer uses, BoldNet, BoldNet Mobile, BoldNetNEO, MDK, or SDK. (Some features may have previously worked without the Web Edit license checked. It is now required)

Links and Reference Material

³ Standard Compliance Documentation for checking minimum requirements

⁴ [UL Requirements for ManitouNEO](#)

⁵ Roles and Features Required for ManitouNEO web client.

⁶ For information on creating a database backup, please see the "Database Backup Guide"

⁷ For any questions on file locations, please see the "Manitou Folder and File Paths Guide"

*If needed, please contact support for material when using PDF copy.