

Manitou Web Client - Update Instructions

12/22/2023 1:25 pm EST

Information and Terminology

The information found in this document is the standard for updates 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. The Manitou Version will not change with an update.

Upgrade - This is the term for version upgrades. This is detailed in a separate document as it is a different process. 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.

Upgrade Steps Overview

Upgrade steps must be executed in this order

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

Preparation for the Update

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 process, verify all the following items are completed/in place.

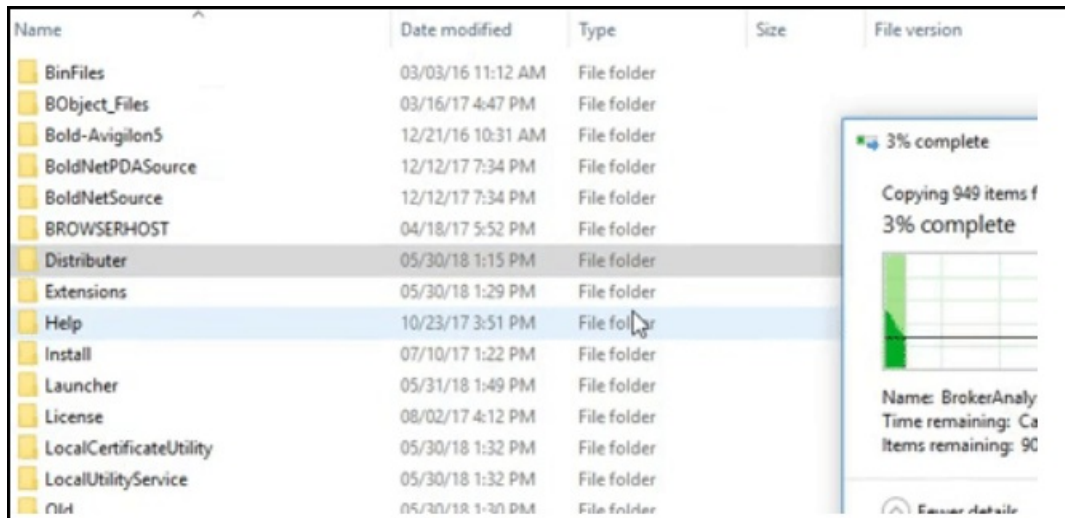
- Download the latest or intended update files.
 - Verify NTFS Permissions are not in place on the downloaded update files.¹
 - Leave the files on the Desktop or Download directory. Future steps will provide a guide to putting these in place.
- Note all Servers/Systems that need to be upgraded.
- Verify 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 100GB in size, there would need to be 110GB in space available.
 - 100GB for the backup
 - 10GB 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

2. Make a backup of the Manitou Database.⁴

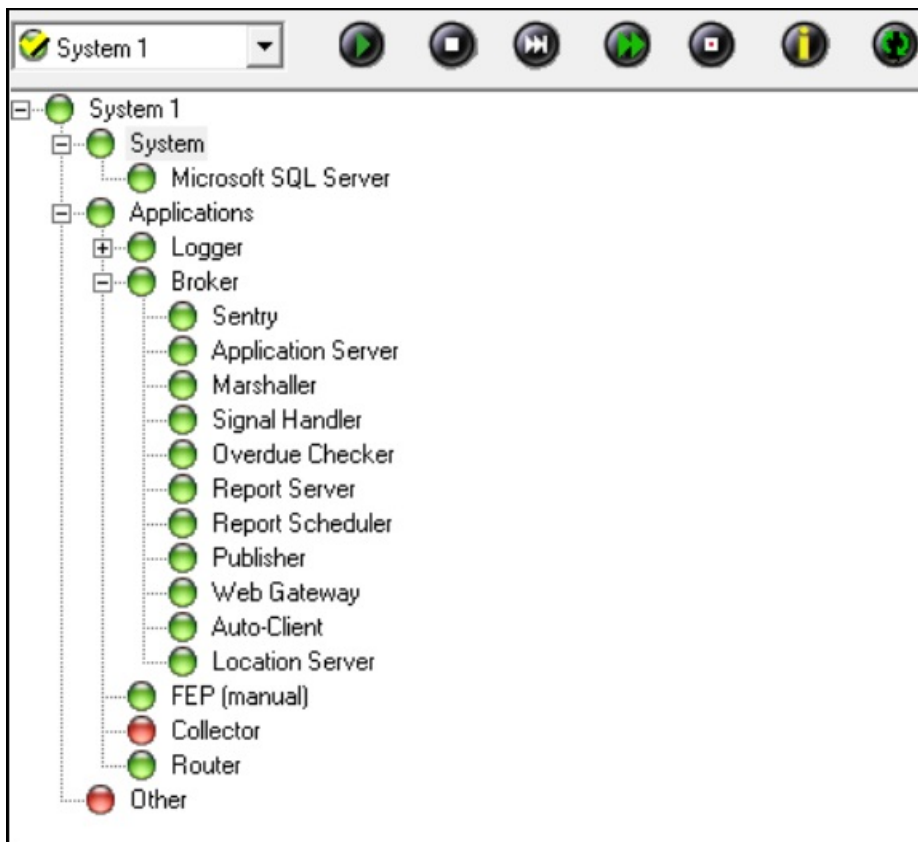
3. Backup the Manitou and Web Directories that will be impacted.⁵

- a. Backup the Distribution folder on the Distribution Server.
 - If the distribution server is also currently the running primary server, create a backup of the entire Manitou folder. This will take care of both steps 1 and 2 of backing up the Manitou directory.
 - 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".



2. Backup the Manitou folder on the primary server using the same process as the Distributer Folder.
3. Backup the Manitou Web folder, again using the same process. (typically c:/inetpub/wwwroot/Manitou)
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 a 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.

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 updated 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.

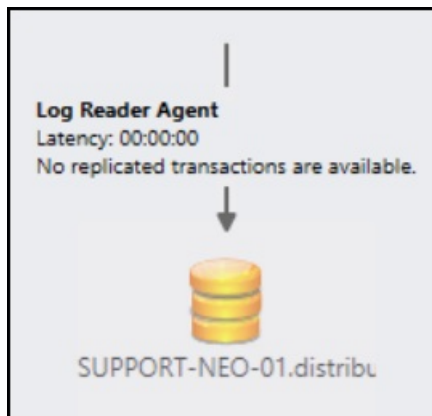
2. Open the Database Manager Configuration.

- 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)

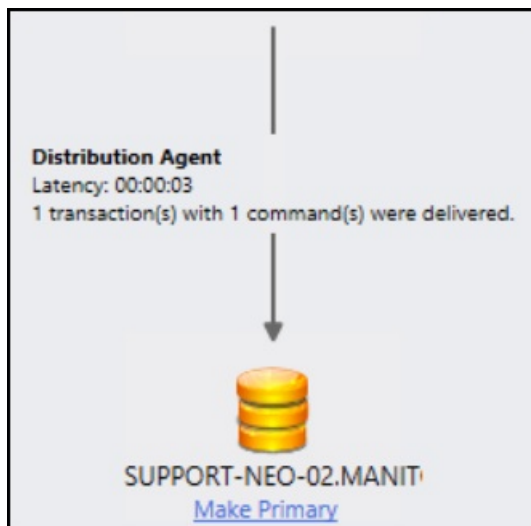
3. Verify that replication is still running.

- Select Manage Replication

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



4. 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.

5. 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.

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'

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, proceed to apply the database update.

Applying the Database Update

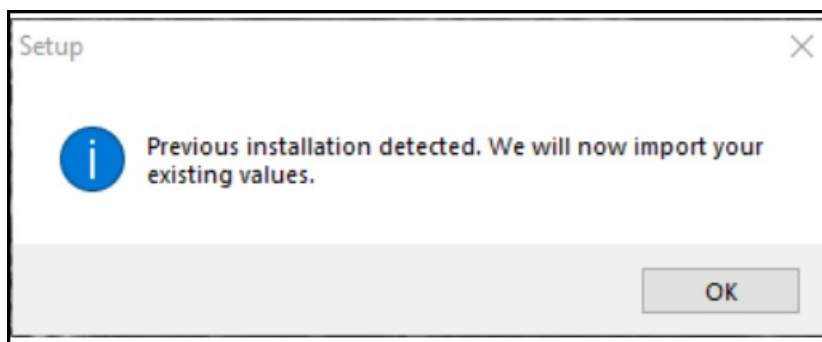
1. Select the 'Database Updates' tab
2. From the database dropdown, select the database that will be primary (typically the server that was just running as primary)
3. Select Apply
4. The Log window that appears should state 'Database updates complete.' as it's final entry allowing you to bring the system back online.

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. Verify customer data and signals
 - 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.
4. Right-click on the FEP and select 'Start'
 - Repeat for any additional FEPs that were running previously.
5. Right-click and select 'Start' on all additional services that were running previously.

Updating the ManitouNEO web client

1. Grab the latest version of the ManitouNEO installer (ManitouNEO_setup.exe) and place it on the desktop.
 - This needs to be the latest version found in the patches applied to the system.
2. Right click on the ManitouNEO installer and run as administrator.
 - You should be presented with a Setup dialog popup window similar to the one below.



- If you are not presented with that window, please verify it has been installed using the ManitouNEO first install instructions.
3. Select Next and check the 'Modify' radio button.
4. Select the ManitouNEO Installation Type radio button.

5. Verify the IIS Server URL is exactly what the end user uses to access the website.
 - This cannot be the IP Address, localhost, or an alias. It MUST be the FQDN as determined by their domain or as specified on the SSL certificate they have installed.
6. Verify the Sentry Service has all of the Manitou Servers that contain a Sentry listed.
 - Multiple servers are separated by a comma
7. Verify the timeout is as requested by the end user.
8. Select Next.
9. Accept the agreement and select Next.
10. Verify the install path is correct and select Next.
 - A popup window may present stating the directory already exists. This is intended due to this being an upgrade. Select 'Yes' to the dialog window to proceed.
11. Select Install to complete the setup.
12. Test loading the website using the path specified in step 5. If it does not load, verify that all steps were followed correctly and that the FQDN or SSL Address is correct.
13. Repeat these steps for any additional Manitou Servers that have the Web Client installed on them.
14. Delete the ManitouNEO_setup.exe from the desktop once complete.

Updating the Local Utility Service

1. Locate the Local Utility Service (LUS) installer (Manitou_Utility_Service_setup.exe).
 - This is pushed out with the Distributer Client and can be found in the Manitou directory of the workstations.
 - If it is not in the Manitou directory, you will need to manually copy the latest version available from the distribution files.
 - Additionally, if the installer is not in the Manitou directory, the Distributer Client will need to be manually installed or the update directory pointed to the correct location.

2. Right click the LUS installer and select 'Run as Administrator'.
3. The default ports should not be changed unless the customer has specific integrations that require a change.
4. Select Next.
5. Accept the agreement and select Next.
6. Verify the install path is correct and select Next.
 - A popup window may present stating the directory already exists. This is intended due to this being an upgrade. Select 'Yes' to the dialog window to proceed.
7. Verify the checkbox for adding the application directory to the local environmental paths is checked and select Next.
8. Select Install to complete the setup.
9. Leave the installer on the desktop and let the end user know the installer left on the desktop will need to be copied and installed to any workstations using the ManitouNEO web client before they can login on their workstation.

Updating the VCC

The following steps are for updating the VCC, this is required only for sites monitoring video.

1. Grab the latest version of the VCC installer (VCC_setup.exe) and place it on the desktop.
 - This needs to be the latest version found in the patches applied to the system.
2. Right click the VCC installer and select 'Run as Administrator'.
3. The default Video Service Port should not be changed unless the customer has specific integrations that require a change.
4. Select Next.
5. Accept the agreement and select Next.
6. Verify the install path is correct and select Next.
 - A popup window may present stating the directory already exists. This is intended due to this being an upgrade. Select 'Yes' to the dialog window to proceed.

7. Verify the checkbox for adding the application directory to the local environmental paths is checked and select Next.
8. Select Install to complete the setup.
9. Leave the installer on the desktop and let the end user know the installer left on the desktop will need to be copied and installed to any workstations using the VCC before they can load any monitored video systems on their workstation.

Package Updates

Certain Programs are updated by pushing packages to the machines they are installed on. The products and their respective package are detailed here.

Package #	Program Updated/Impacted
1	Distributer Files (Client and Commander)
2	Dependencies for Core Manitou Files
3	NO LONGER NEEDED (Upgrade Utilites for Before version 1.6.2)
4	NO LONGER NEEDED (rscoree.dll)
6	Port Splitter
7	32-bit TAPI drivers
8	64-bit TAPI drivers
9	Help Files (Only for VB clients)
11	NO LONGER NEEDED
12	MediaGateway Files
14	BrowserHost Files (Only for mapping in the VB clients)
20	NO LONGER NEEDED (Old SecureVoice Files)
21	NO LONGER NEEDED (Old SecureVoice Files)
22	SecureVoice Integration Files
30	Access Control Gateway
32	PBX Files for Aeonix 2.4 and 2.3

33	PBX Files for Aeonix 2.5.142
34	NO LONGER NEEDED (PBX Files for Aeonix 3.0.664)
35	Updated PBX Files for Aeonix 3.0.664
36	Updated PBX Files for Aeonix 3.1.181
40	BoldNet Mobile Files
50	32-bit TLS files (Necessary on any machine running TLS 1.0 or up)
51	64-bit TLS files (Necessary on any machine running TLS 1.0 or up)
60	2005 and 2008 C++ Redistributables
92	Sedona Integration Files
93	Navision Integration Files
94	QuickBooks Integration Files
95	BoldNet Silverlight

Final Steps

- Update additional programs as necessary. The update for any additional programs can be found in the installation documentation for that product unless otherwise specified in this document.

Links and Reference Material

³ Standard Compliance Documentation for checking minimum requirements

⁴ For information on creating a database backup, please see the "Database Backup Guide"

⁵ 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.