

Manitou - Testing Steps for Activity Sync

12/21/2023 4:55 pm EST

Activity Sync Testing Steps

The purpose of Activity Sync is to get un-replicated alarm data from an old system to a newly upgraded system. During the upgrade process, replication has to be stopped to do database updates on the server that is first being updated to the latest version. To allow operators to continue to work alarms during this time, once the upgraded server is ready, the Activity Sync can pull the alarm data from the old system and put insert it into the updated system. The updated system can then be started, operators can point to the new server and log back into Operator Workstation and the alarm queue will look as it did on the old system.

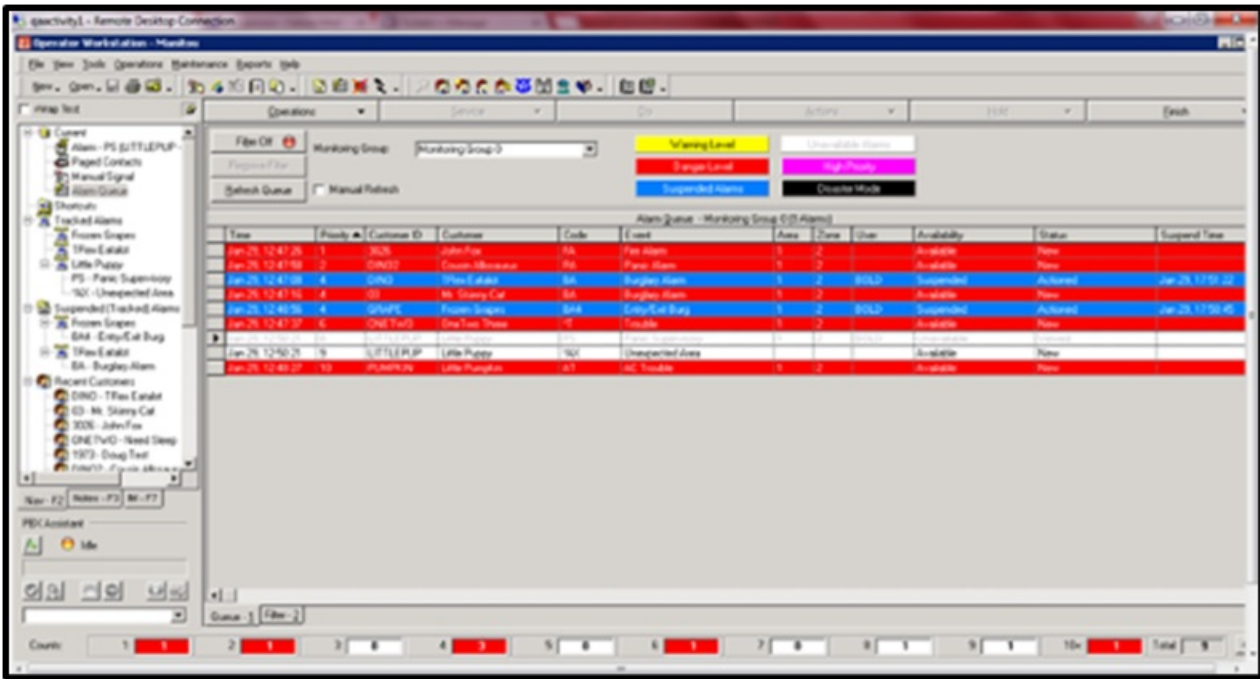
Steps

Make sure replication is successfully running from serverA to serverB.

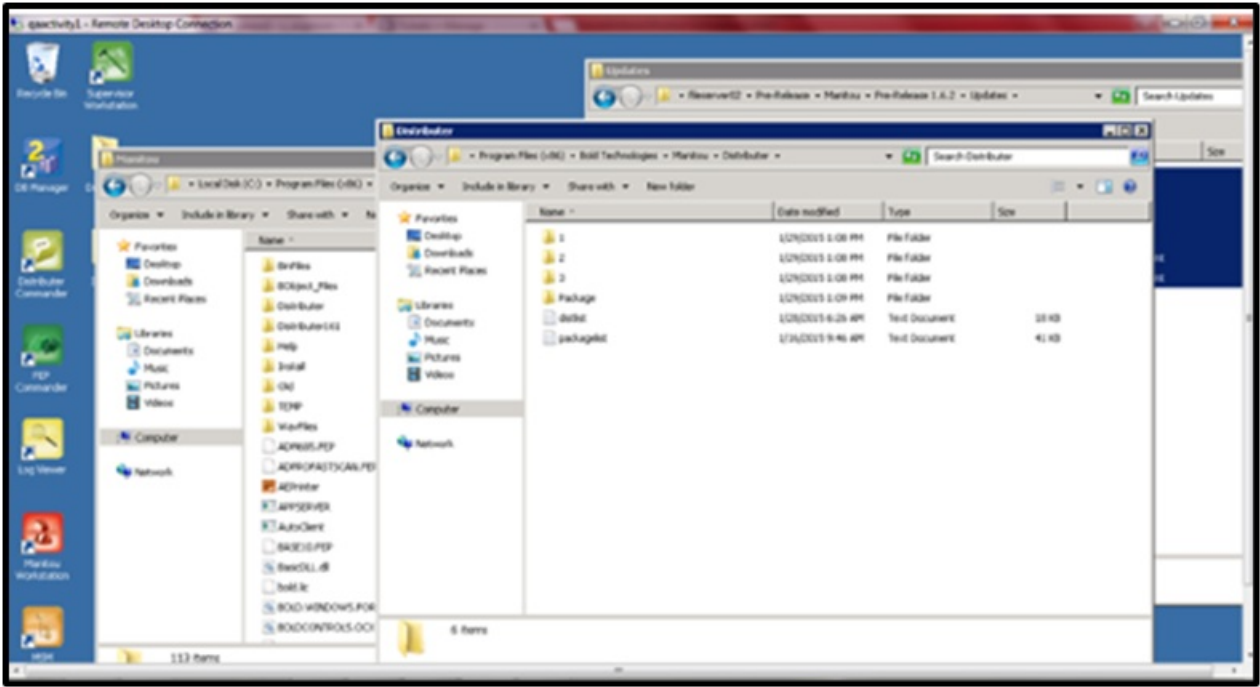


Create some alarm data in the queue

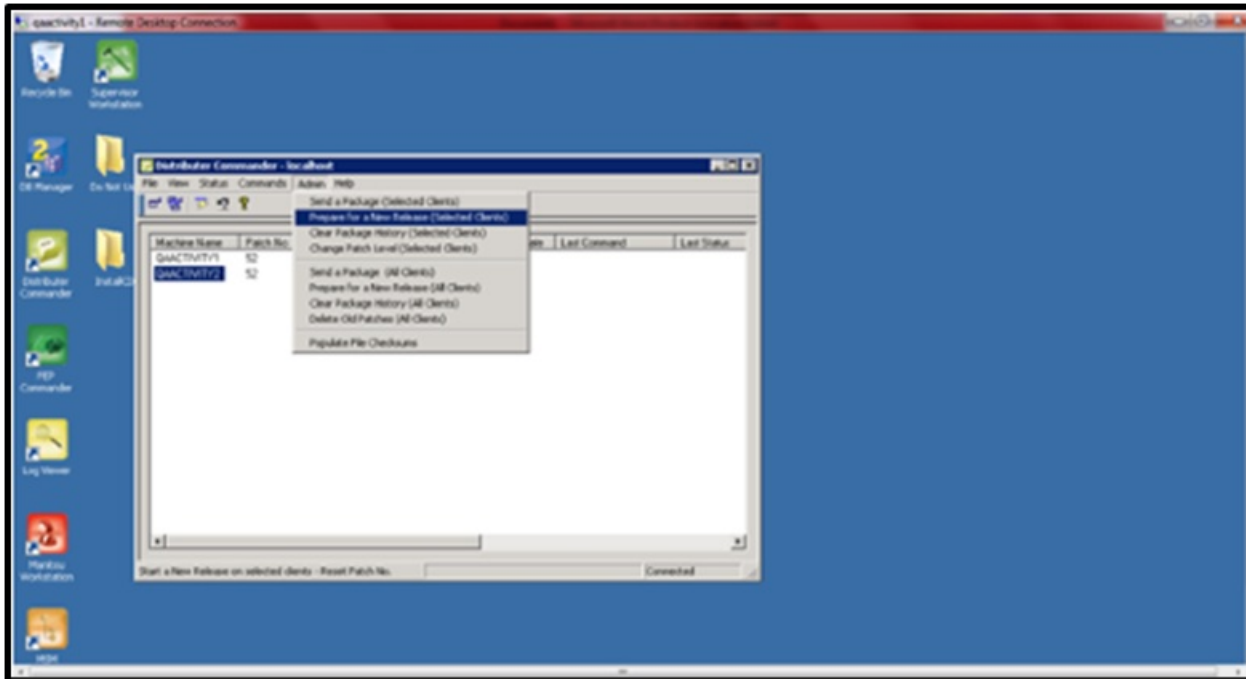
- Alarms
- Suspended alarms
- Paged contacts
- New maintenance issues on accounts
- Alarms in progress



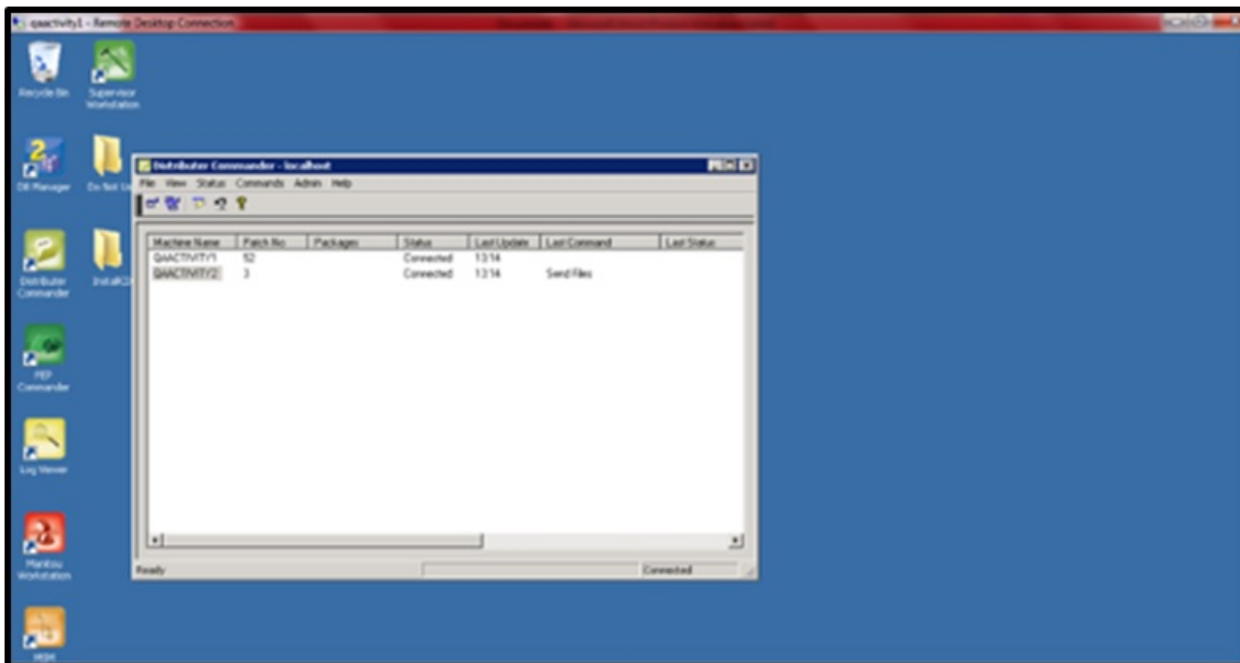
On the system that is running the distributor, rename the current Distributer folder to Distributer<current version> and create a new Distributer folder. In the new Distributer folder move over the files from the new release.



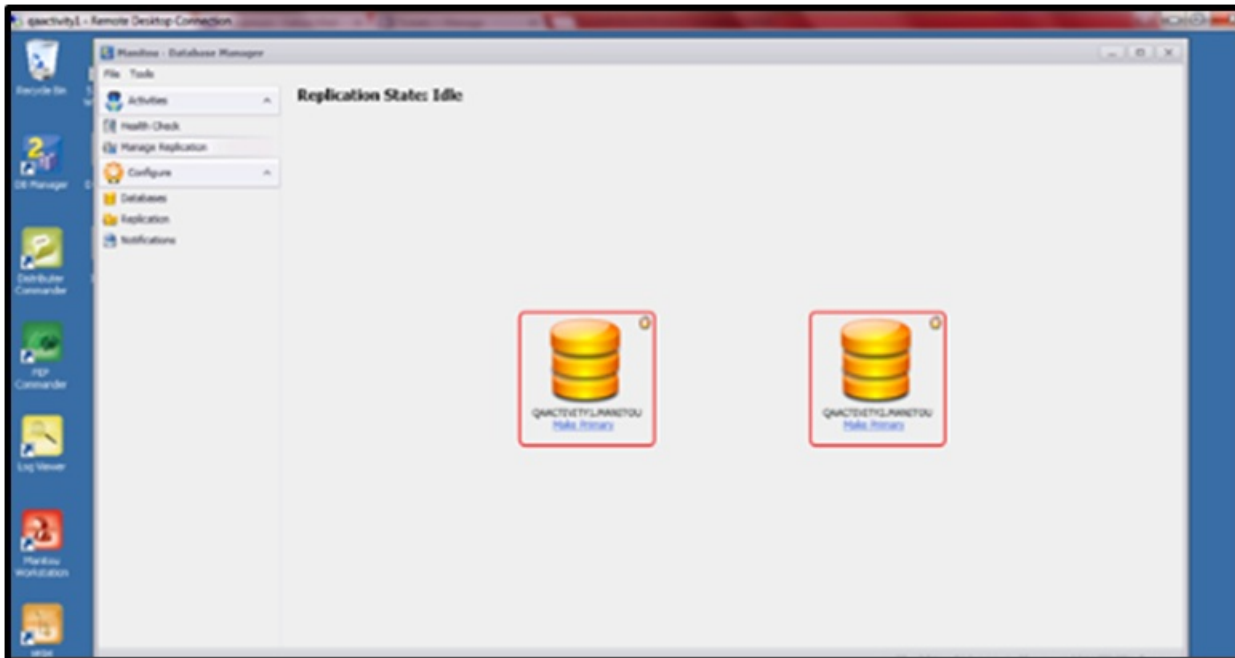
In the Distributer commander, select serverB and go to Admin -> Prepare for a new release (selected clients), and Click Send Change. The patch number for the server will change to '0'.



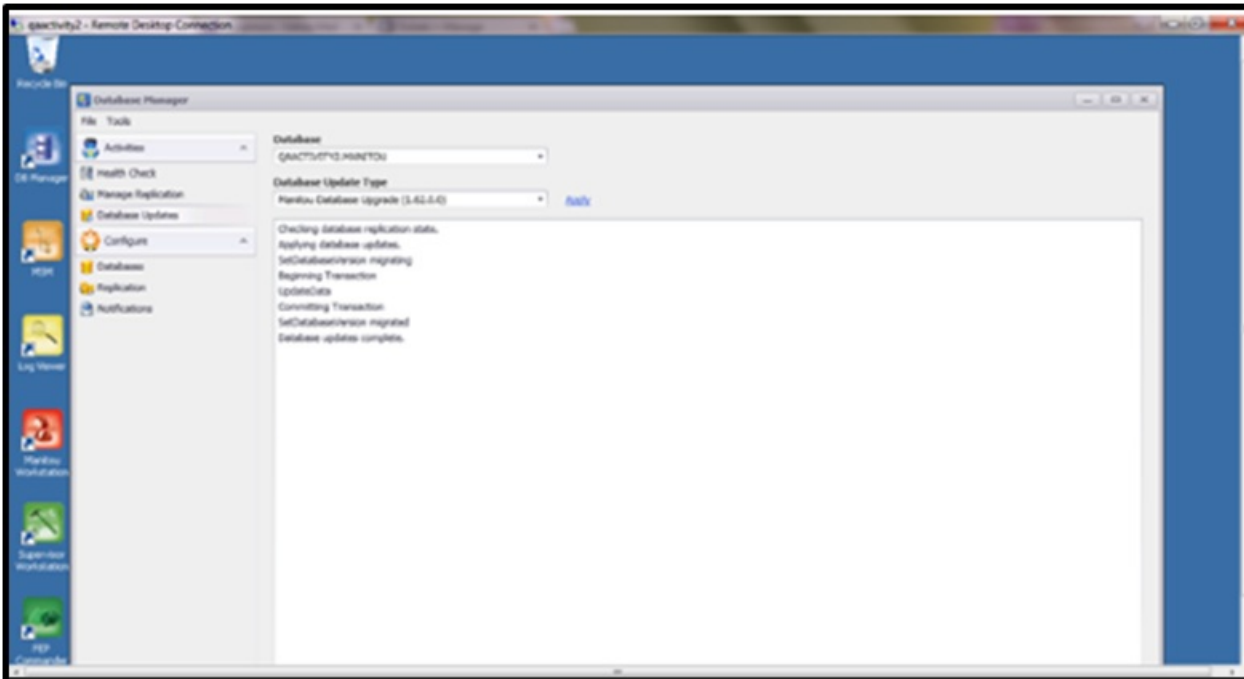
Make sure serverB is still selected then go to Commands -> Update to the latest patch (selected clients) and click Send Files. This will send all the updated files for the new release to serverB. The patch number for the server should now reflect the latest patch number for the new release.



At this time replication needs to be stopped. Remove replication and do not proceed until replication is completely stopped. Operators could continue to work alarms still on serverA at this point, but all data entry should be stopped.



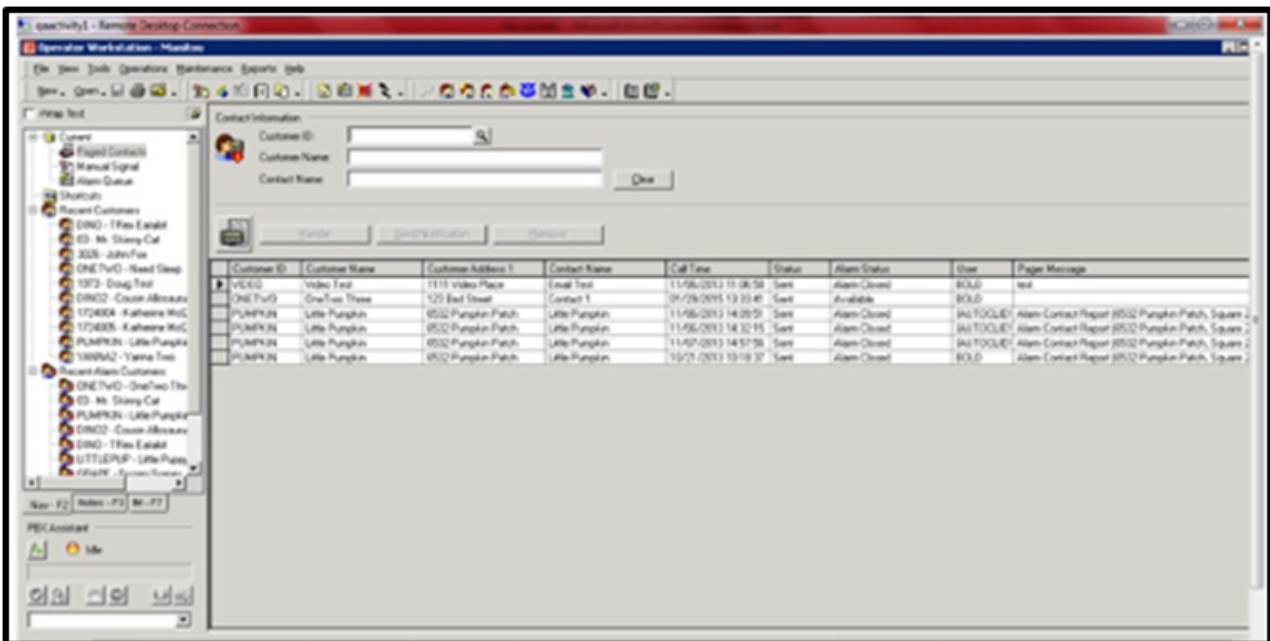
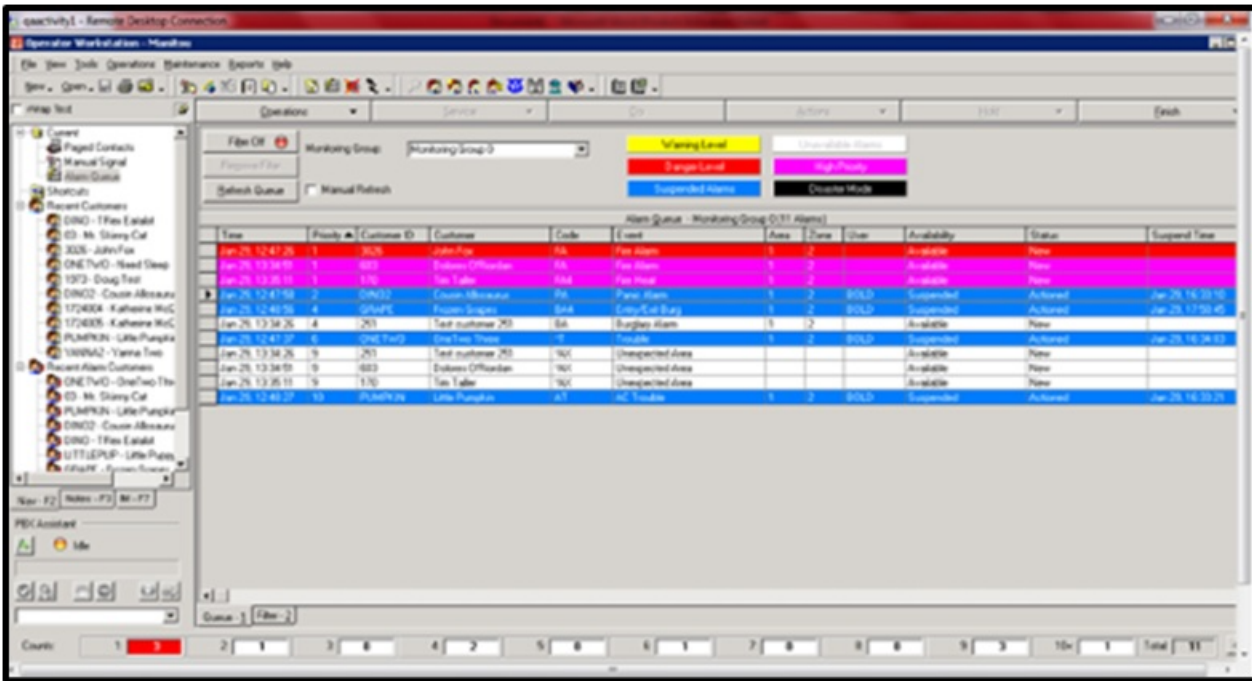
Move over to serverB to finish upgrading it. Verify in the Manitou directory that the latest files were moved over. If you are upgrading from a lower version such as 160, before proceeding it would be best to update the license using the latest licensing tool to insure the system will start after updating. After verifying the correct files are in place, run the latest upgrade_161.exe. After running the upgrade_161.exe to complete the database updates, start the Database Manager. Load the database file and go to the new section under Activities of Database Updates. Select the serverB from the server list and the Update Types will default to the latest update. Click Apply.



ServerB is now fully up to date on the new version. For testing purposes, though we want to make sure all the alarm data that operators would have been doing from the point replication shut down will be transferred over to serverB. So before we run Activity Sync you need to go back to server A and run some more alarm data.

- Close some alarms
- Create new alarms
- Suspend different alarms
- Create paged contacts
- Add/update Maintenance issues on customers

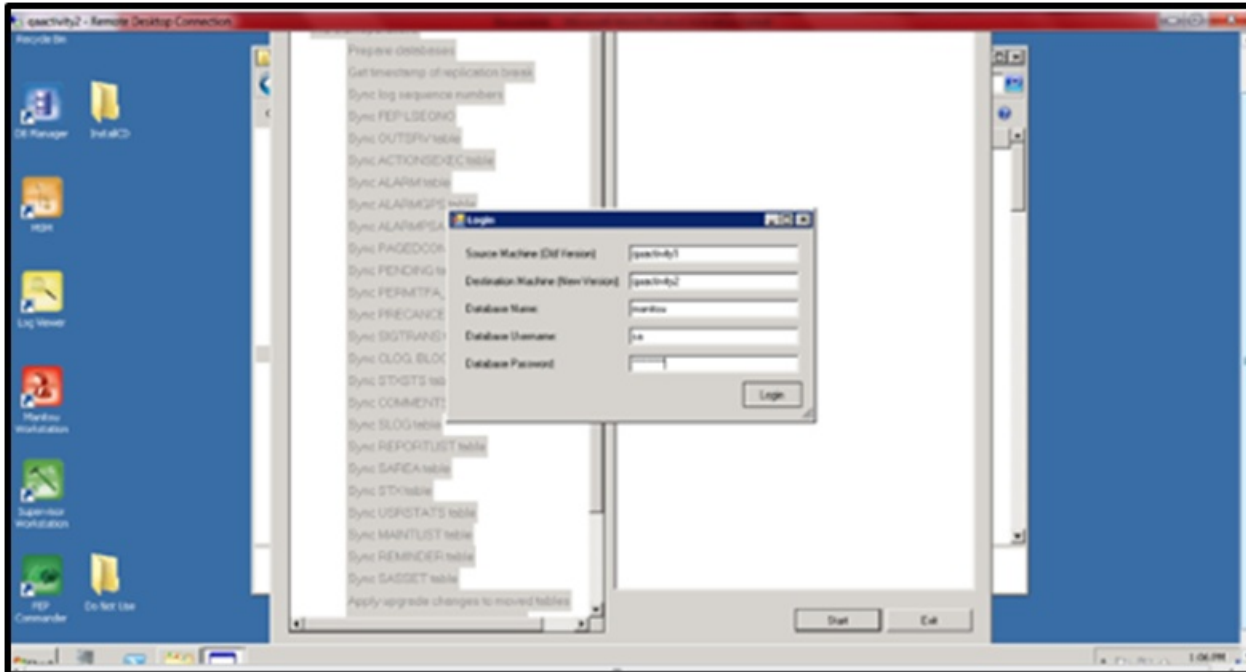
When you have added/edited/suspended/deleted alarm data take screenshots of the alarm queue and paged contacts to remember how it was before you shut down the MSM system on serverA.



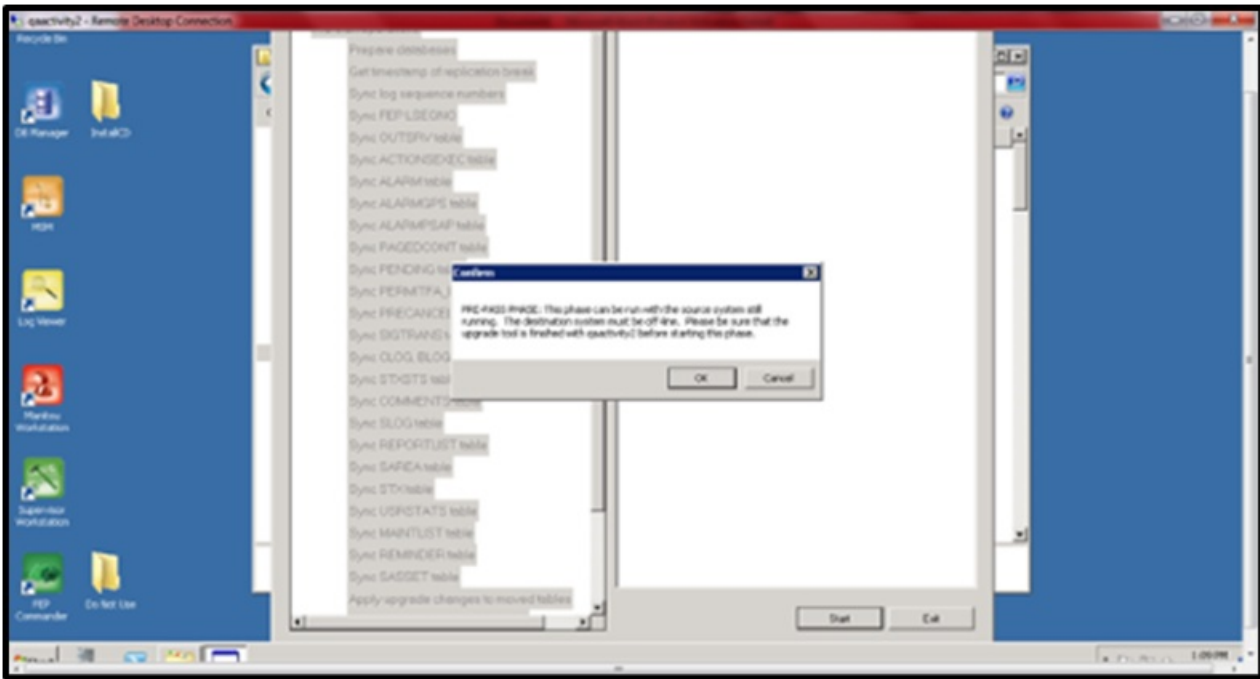
When you have changed alarm data, go back to serverB and run the Activity Sync.

1. Click Start at the bottom to begin.
2. Put in the old server name (serverA)
3. The new server name (serverB)

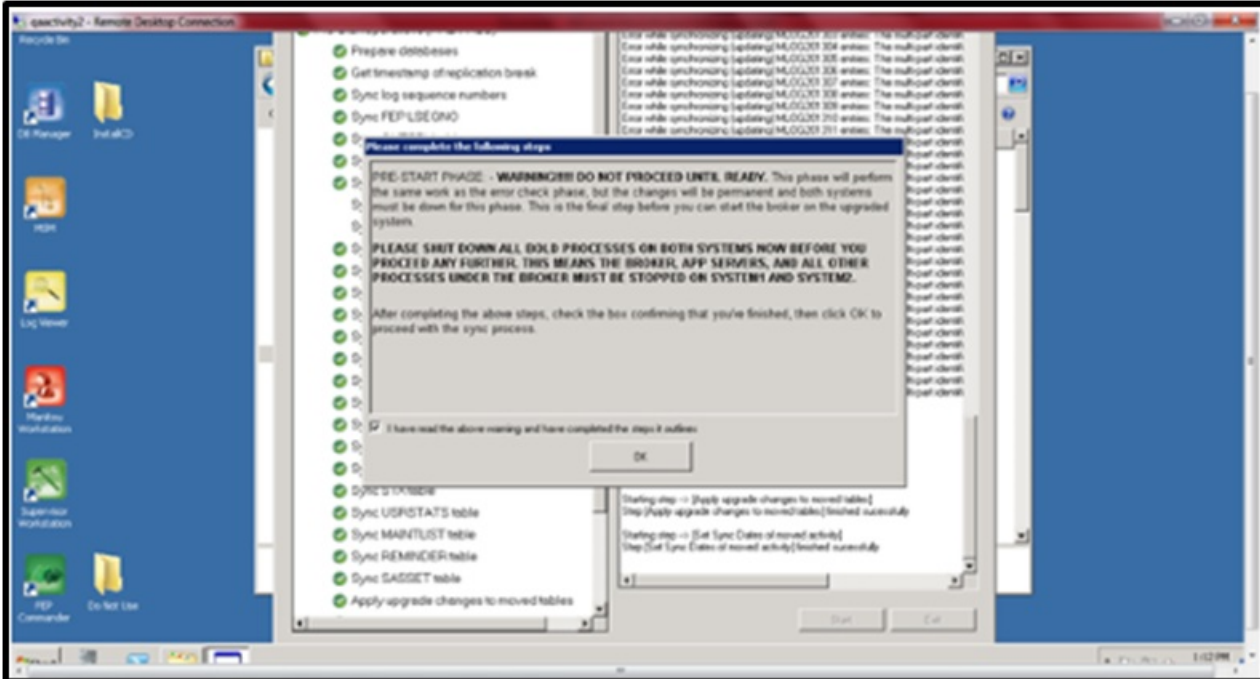
4. The database name (Manitou)
5. The database username (sa)
6. And the database password and click Login.



It will first run a pre-pass phase. During this phase, it will check to verify if there could be any errors during the final phase so that they can be fixed first. During this phase, operators could continue to work alarms on serverA.

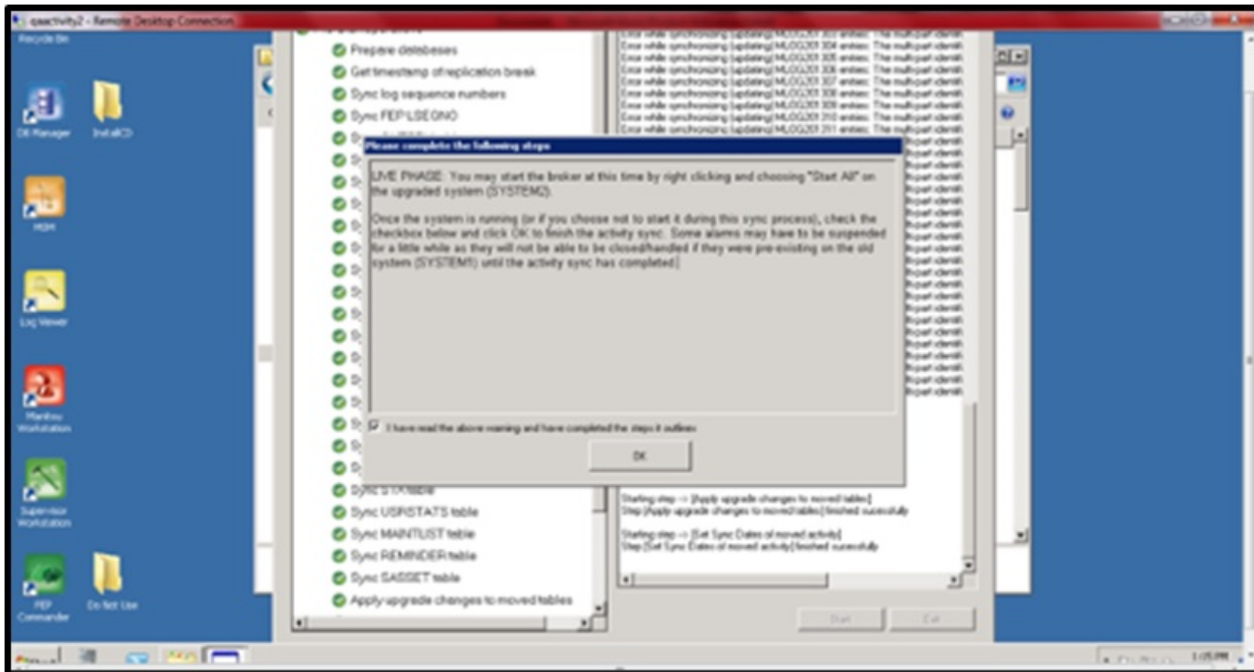


So long as there are no errors during the pre-pass phase a message box with a warning will come up. The warning states that the MSM system on the old system (serverA) must be completely shut down at this point. In the MSM on serverA make sure the Broker and all child services are stopped. Verify there are no incoming data connections to the Manitou system. Once that is verified check the box on the warning message and click OK.



After that phase is done another message box will come up stating that the Broker and other services on the newly updated server (serverB) may now be started and operators can reconnect pointed to the new system (serverB). It also

provides information that once the system is running (or if you choose not to start it during this sync process), check the checkbox below and click OK to finish the activity sync. Some alarms may have to be suspended for a little while as they will not be able to be closed/handled if they were pre-existing on the old system (SYSTEM1) until the activity sync has been completed. Click the checkbox stating that you understand and click OK.



After clicking ok it will continue to update any log tables. When it is done there will be one more message stating the process is complete and replication may be started. Activity Sync can be exited at this point. Replication should be started with serverB now being the primary. Once replication is up and running, other servers can be updated to the new release via the Distributer Commander following the usual steps.

Once the system is up and running on the newly updated system (serverB) you will want to log into the alarm queue and verify the alarms look the same as what you had in your screenshot. Verify paged contacts and verify there are no errors when adding/editing/closing out maintenance issues.

Operator Workstation - Monitor

File Edit Working Group: Plumbing Group 0

Priority Level: Warning Level Unavailable Status

Default Queue: Manual Refresh

Error Level High Priority

Suspended Alarm Device Mode

Alarm Queue - Working Group 0 (31 Alarms)

Time	Priority	Customer ID	Customer	Code	Event	Area	Zone	User	Availability	Status	Suspend Time
Jan-25 12:47:28	1	3625	John Fox	90	Fire Alarm		2		Available	None	
Jan-25 13:34:50	1	8033	Business Office/Shop	90	Fire Alarm		2		Available	None	
Jan-25 13:35:55	1	1170	Van Table	90	Fire Alarm		2		Available	None	
Jan-25 13:47:50	2	109402	Custom Microwave	90	Fire Alarm		2	0025	Suspended	Activated	Jan-25 14:33:15
Jan-25 12:40:30	4	109405	Frozen Snaps	90	Line/Fat Burn		2	0025	Suspended	Activated	Jan-25 13:50:45
Jan-25 13:34:26	4	201	Test customer 201	90	Burglar Alarm		2		Available	None	
Jan-25 12:47:37	6	1240	Fire Test	90	Fire Alarm		2	0025	Suspended	Activated	Jan-25 14:34:53
Jan-25 13:34:26	9	201	Test customer 201	90	Uninspected Area				Available	None	
Jan-25 13:34:59	9	8033	Business Office/Shop	90	Uninspected Area				Available	None	
Jan-25 13:35:15	9	1170	Van Table	90	Uninspected Area				Available	None	
Jan-25 12:40:37	10	PLMFKN	Late Pumpkin	90	AC Trouble		2	0025	Suspended	Activated	Jan-25 14:33:21

Counts: 1 3 2 1 3 6 4 2 5 6 4 1 7 8 9 6 9 3 10 1 Total 31