Updating Manitou

Checklist

Prepare for the Update

- ❑ Log into the Bold Support Portal and locate the Release notes for your current version.
- ❑ Review the Release Notes
- ❑ Download the patch, package, distlist, and packagelist files
- ❑ Remove the NTFS permission blocking from the downloaded files.
    - ❑ Right-click - Properties
    - ❑ General Tab - Unblock button, or deselect the blocked check box.
    - ❑ Apply
    - ❑ Click OK
- ❑ Make a backup copy of the Distribution folder. C:\Program Files (x86)\Bold Technologies\Manitou\Distributer
- ❑ Unzip the new files to their distribution location.
- ❑ Verify the Distlist.txt file has the correct update number.
- ❑ Remove Replication
    - ❑ Open the DB Manager2
    - ❑ Load the dbsystem file
    - ❑ Click Manage Replication
    - ❑ Click Remove Replication
- ❑ Backup the Database (Steps found in the Failover How To guide.)

Run the Update(s) and Restart Manitou

- ❑ Open the Distributer Commander
- ❑ Note existing packages
- ❑ Push any new Packages, as needed
- ❑ Update machines to the Latest Patch
- ❑ If FEP restart required, Screenshot the FEP Commander on the Active server(s)
- ❑ Notify the team of the upcoming downtime
- ❑ Stop the Manitou Services
    - ❑ Stop the FEP
    - ❑ Stop All on the Broker
    - ❑ Stop other items required for the update: (Router, Event Centre, MediaGateway (leave the telephony services active))
    - ❑ Stop the Logger
- ❑ Run the Upgrade within the DB Manager2 on all servers except 1 standby server.
- ❑ If required, restart the MMonitor service found in the Services.msc form.
- ❑ Re-open the MSM and Start the services again.
    - ❑ Logger
    - ❑ Broker
    - ❑ FEP
- ❑ Verify signals are passing into Manitou and operators are not experiencing any challenges.
- ❑ Review data to ensure it is good.
- ❑ Restart any additional services in the MSM

Restart Replication and Update Peripherals

- ❑ Restart Replication
    - ❑ Open the DB Manger2
    - ❑ Load the dbsystem file
    - ❑ Click Manage Replication
    - ❑ Locate the active server and click "Make Primary"
    - ❑ Ensure Replication is building and snapshots are copying.
    - ❑ Close the DB Manager2
- ❑ Update BOBJECT files
    - ❑ Rename current BOBJECT folder
    - ❑ Move the BOBJECT file from the Distributer folder to the Manitou folder
    - ❑ Open a Command Prompt as an Administrator
    - ❑ Navigate to C:\PATHTOMANITOU\Manitou
    - ❑ Type import_all.bat and press enter
    - ❑ Verify no errors
    - ❑ Close the Command window

PLEASE READ AND UNDERSTAND THE RELEASE NOTES BEFORE SENDING ANY UPDATES TO MANITOU.

- • Take time to note what machines make up your Manitou system.
- • Some items require manual update after a Patch update.
- • Servers must be compatible to the version required for the update.
- • Complete all Windows updates before updating to the latest version.
- • Note if you have any custom work/applications on your system.
- • Be sure there is enough available space on your hard drives to contain the downloaded and extracted files.
- • How to update other elements of Manitou managed on additional guides and/or tutorials