

Update Manager

Administrator Guide

Version 1.0.8
11/27/2017

November 2017

This document contains proprietary information of Mitrates Holdings, Inc., and is tendered subject to the condition that no copy or other reproduction be made in whole or in part, and that no use be made of information herein except for the purpose for which it is transmitted, without express written permission of Mitrates Holdings, Inc.

Copyright ©2017 Mitrates Holdings, Inc. All rights reserved worldwide.

All other trademarks and registered trademarks belong to their respective owners.

Table of Contents

Introduction	5
Welcome to Update Manager for Suite!	5
Getting Started	7
Using this Guide	7
Logging in to Update Manager	7
Configuring Update Manager.....	8
Configuring Deployments	8
Using Update Manager	11
Adding Updates.....	11
Importing Updates	12
Installing Updates	13
Viewing Logs	14
Uninstalling Updates.....	15
Consoles and Pages	17
Update Manager Console.....	17
Updates Page	17
Deployments Page.....	18
Settings Page	19
Logs Page	20
Troubleshooting	21
Glossary	22

Introduction

Welcome to Update Manager for Suite!

Update Manager is a Web application that makes installing subversion releases of Suite applications easy! The tool manages all update releases that are installed in your implementation of a Suite application, allowing you to install updates directly from the Internet, then uninstall if needed.

When installing an update or service pack, Update Manager will back up the current files before installing the update. Thus, when uninstalling the update, Update Manager can restore the installation to its previous state.

In addition, Update Manager supports a Really Simple Syndication (RSS) feed notification for the hosted Suite Updates Website so that you can be notified of new updates and service packs automatically.



Some features require Java scripting. If scripting has been disabled in a user's Web browser, they will be unable to open the application. First, verify with your company's IT department that enabling scripting will not interfere with security protocol. To enable scripting in Microsoft Internet Explorer, launch the user's browser and select **Tools > Internet Options** from the menu bar. On the **Security** tab, click the **Custom Level** button. Scroll down to **Scripting | Active Scripting** and select *Enable* for **Active Scripting**. It is recommended that the *Prompt* option *not* be used: this will require the user to confirm scripting permissions for every screen within Update Manager. Additionally, Update Manager uses pop-up windows. Users running a popup blocker must either disable the program or, if possible, allow popups for Suite application sites.

Getting Started

Using this Guide

This guide uses the typefaces and special symbol conventions.

- A **bold** font designates a button, menu, dialog box, or tab within Update Manager.
- An *italic* font designates a checkbox or option.
- File paths and directories are formatted **like this**. For example: **c:\My Documents**.
- Text that appears in italic within angled brackets (such as *<Server>*) is called a placeholder representing information you must supply.
- References to keys on the keyboard are indicated in brackets, such as **<CTRL>**.
- A  icon points to tips and generally helpful information.
- A  icon alerts you to particularly important information that may have a significant impact on the setup and usage of Suite applications.

Logging in to Update Manager

The [Update Manager console](#) is the starting point for all functionality when applying a service pack or patch to an existing Suite product release. The console itself is a framework through which all functionality can be accessed and completed.

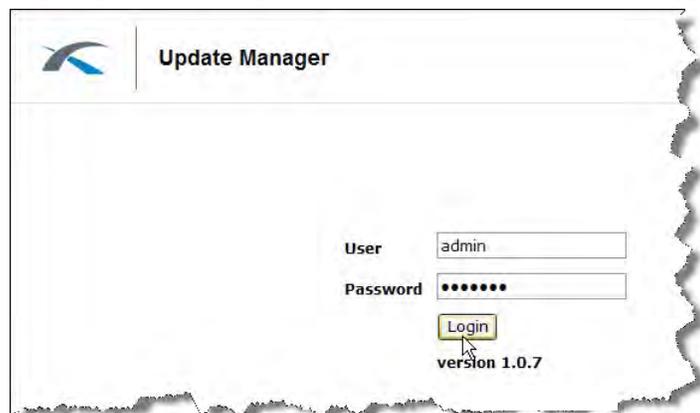
To Log In to Update Manager:

1. Open a Web browser.
2. Type the following URL in the Address text box, substituting the appropriate alias (context) and program name:

<http://<ServerName>:<Port>/<Context>>

where *<ServerName>* is the name of the server, *<Port>* is the port number to communication with the application (if you are using port 80, this value can be omitted), and *<Context>* is the context name for Update Manager (for example, <http://server:8080/bsiupdater>).

3. Click **Go**.
4. On the Update Manager **Login** page, type "admin" for the user name.
5. Type "updater" for the password the first time you access the application.



6. Click **Login**.

To Log Out of Update Manager:

On the [Update Manager console](#), click **Logout** in the upper-right corner.

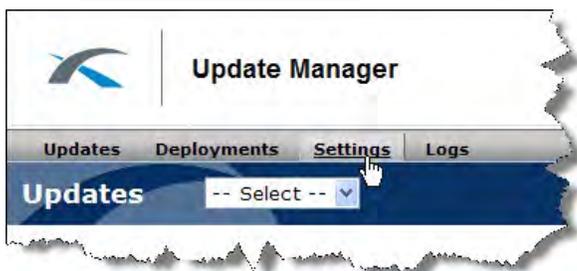


Configuring Update Manager

After logging in to Update Manager for the first time, several parameters must be configured to use the application. If you have deployed Update Manager in a clustered environment, you will need to propagate these settings to each node after saving the settings.

To Configure Update Manager:

1. [Start Update Manager](#).
2. On the [Update Manager console](#), click **Settings**.



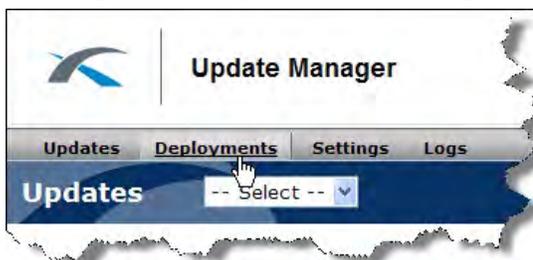
3. On the [Settings page](#), type the path to the directory Update Manager will use to store configuration and log files (Mitrtech recommends a path that is parallel to the Data Root path for Suite). This directory will be created by Update Manager if it does not exist.
4. Optionally, type the address for the proxy server and port number to use for communication.
5. Optionally, type the current password, and type a new password in the text boxes.
6. Click **Save**.

Configuring Deployments

Once you have configured Update Manager, you can configure the application deployments that you want to update.

To Create a Deployment Record:

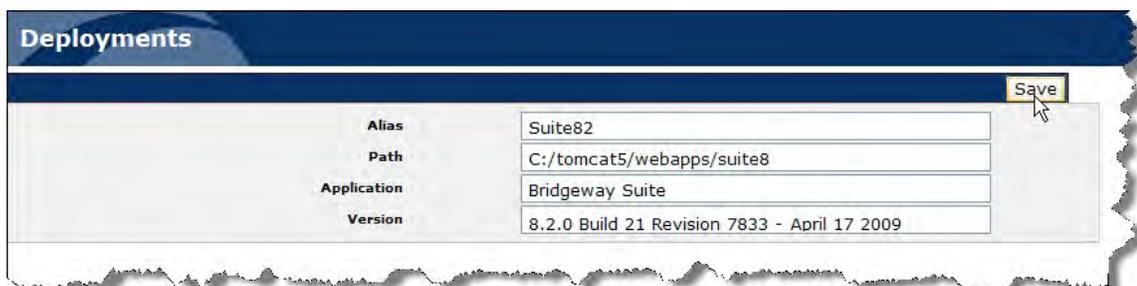
1. [Start Update Manager](#).
2. On the [Update Manager console](#), click **Deployments**.



3. On the [Deployments page](#), click **Add New**.



4. Type a name for the deployment definition.



5. Type the file path to the application implementation on the Java application server (a UNC path may be used). The application and version number will populate automatically based on the path.
 - ◆ The Java application server on which Update Manager is installed must have read/write access to the application file path. In addition, for clustered deployments, the path should point to the shared staging folder corresponding to the deployment.
6. Click **Save**.

Using Update Manager

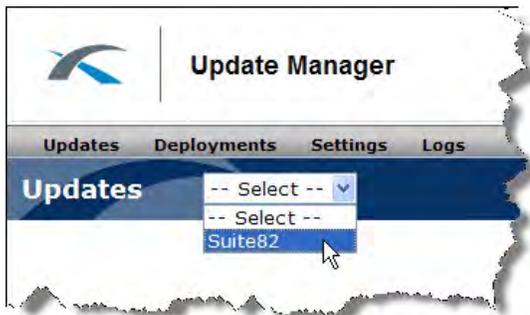
Update Manager can be used to maintain all updates to Suite applications, including the ability to download updates from a hosted Updates Website, install the updates, and then uninstall the updates if necessary. Besides installing single subversion releases, Update Manager also allows you to install service packs provided for Suite applications.

Adding Updates

Update Manager allows you to access updates using one of two methods: adding the update from a local file path or downloading the update from a hosted Updates Website.

To Add an Update:

1. [Start Update Manager](#).
2. On the [Updates page](#), select a deployment.



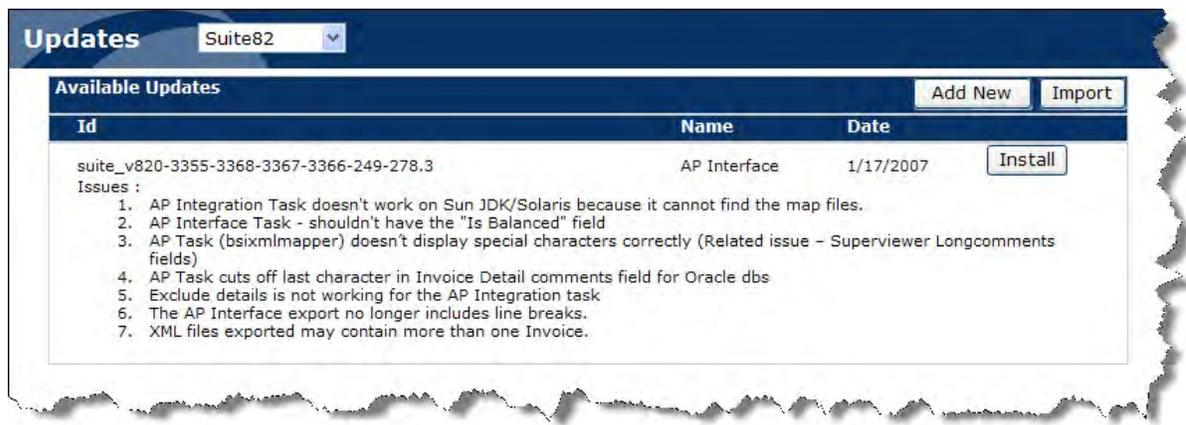
3. Click **Add New**.
4. Type the path to a file or click the **Browse** button to select an update file. On the Choose File dialog box, navigate to a **.bar** update file, then click **Open**.



5. Click **OK**.



The **Updates** page will display information concerning the update release.

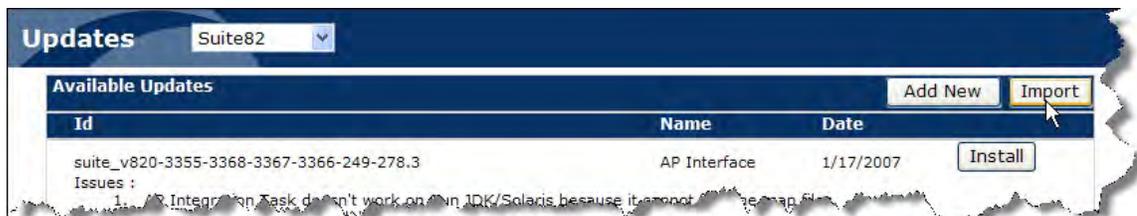


Importing Updates

Update Manager allows you to access updates using one of two methods: adding the update from a local file path or downloading the update from a hosted Updates Website.

To Download an Update:

1. [Start Update Manager.](#)
2. On the [Updates page](#), select a deployment.
3. Click **Import**. All new updates that are available for the deployment will be downloaded from the hosted Updates Website.



Installing Updates

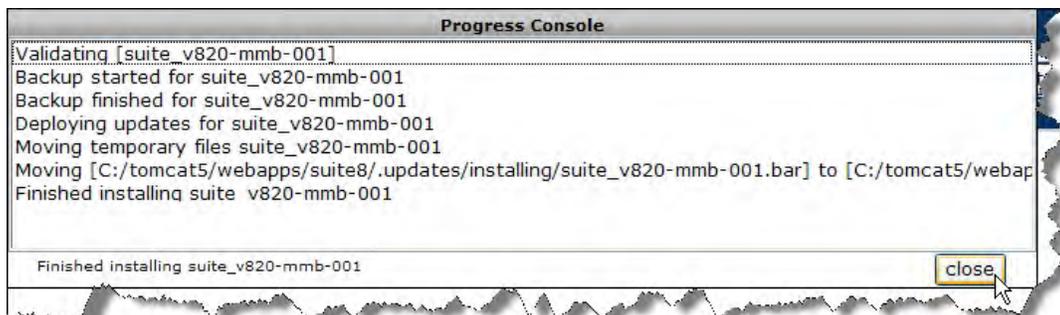
Once updates are available for the selected deployment, you can install the applicable updates.

To Install an Update:

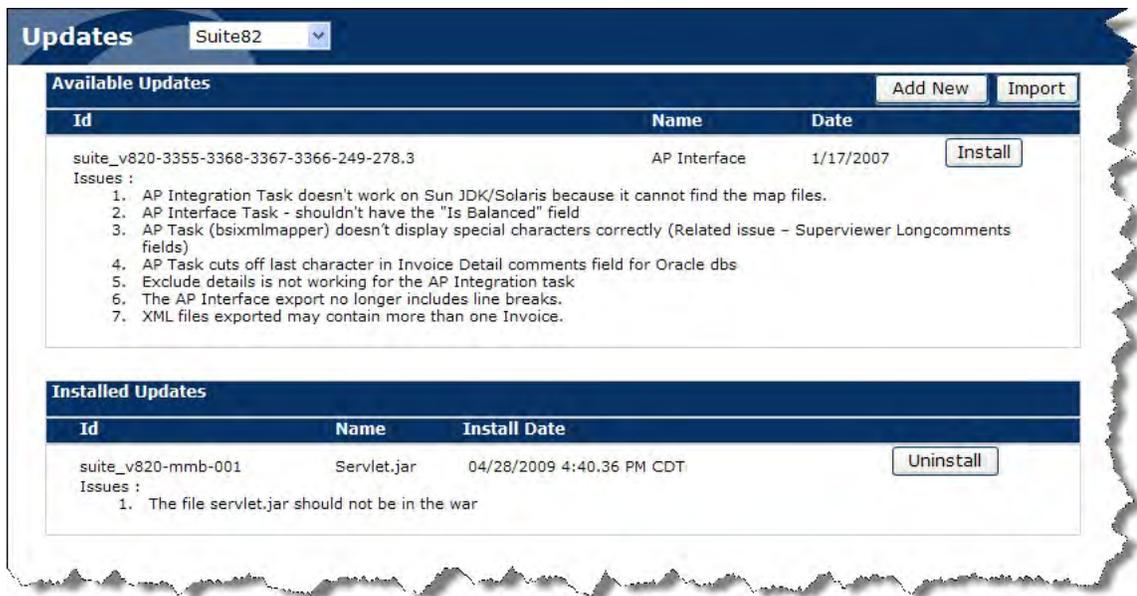
1. Stop the Suite application deployment on the Java server management console.
2. [Start Update Manager.](#)
3. On the [Updates page](#), select a deployment.
4. Click **Install** next to an available update.



5. The **Progress Console** dialog box will appear with the status of the installation. Click **Close** when finished.



The update will now appear in the *Installed Updates* area.



6. Restart the Suite application deployment on the Java server management console.

Viewing Logs

After installing updates to an application, you can view the log files that are created during the process.

To View Logs:

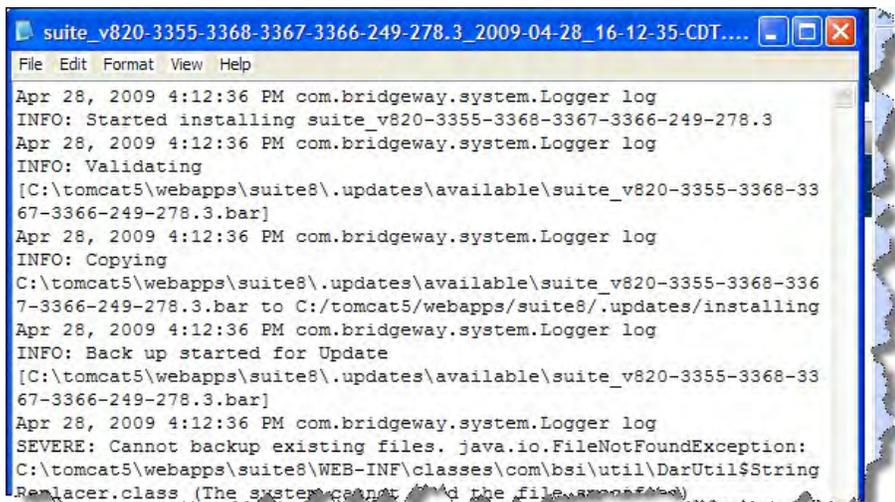
1. [Start Update Manager](#).
2. On the [Update Manager console](#), click **Logs**.



3. On the [Logs page](#), click **View** next to an update record.



4. The log file will open in the application used for **.log** files. Close the application.

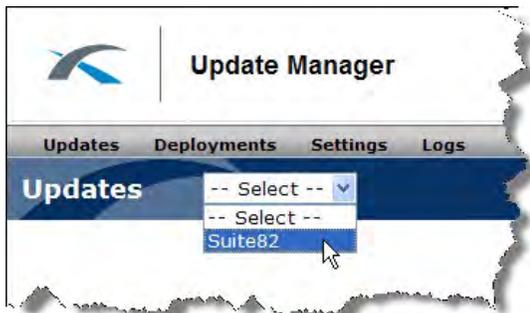


Uninstalling Updates

Once updates have been installed for the selected deployment, you can uninstall the update if needed.

To Uninstall an Update:

1. Stop the application deployment on the Java server management console.
2. [Start Update Manager](#).
3. On the [Updates page](#), select a deployment.



4. Click **Uninstall** next to an installed update.



The update will be moved to the *Available Updates* area.

5. Restart the Suite application deployment on the Java server management console.

Consoles and Pages

Update Manager Console

The top of the browser window contains a *console*. The console, which is available as long as the browser window is open and Update Manager is running, contains links to any tools in the product and access to help and logging out.



Toolbar

Updates – Click to open the **Updates** page to install/uninstall updates.

Deployments – Click to open the **Deployments** page to define Suite applications to update.

Settings – Click to open the **Settings** page to configure Update Manager.

Logs – Click to open the Logs page to view log files created during the installation process.

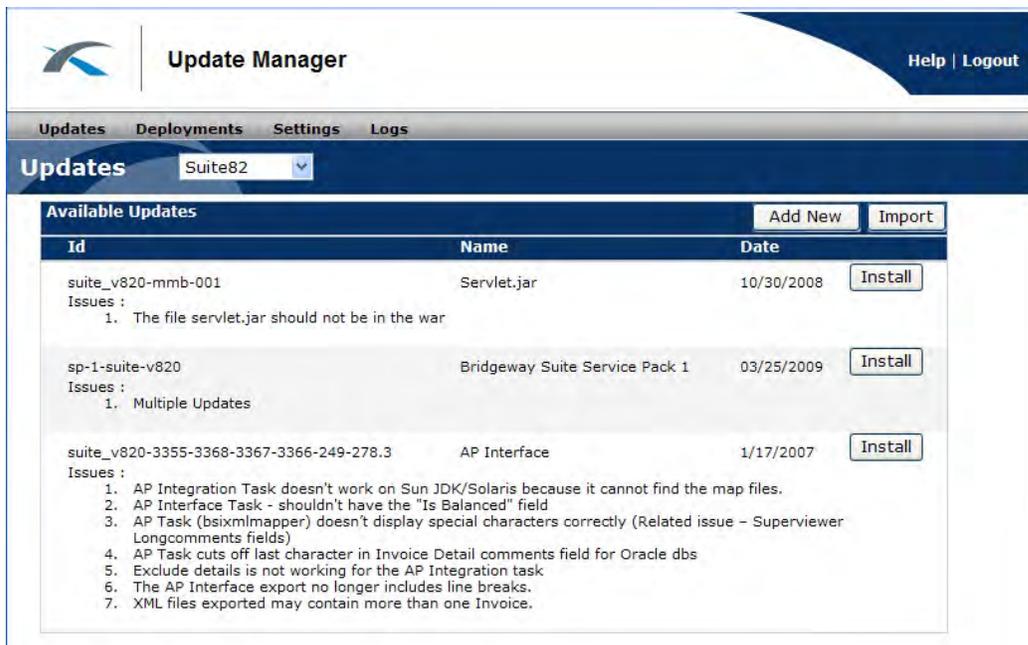
Menu Bar

Help – Click to open the online help for Update Manager.

Logout – Click to exit the application.

Updates Page

The **Updates** page allows you to add new updates for a specified deployment, import updates from a Website, install available updates, and uninstall updates.



Fields

Available Updates – Lists all updates that are available for the selected deployment definition.

- ID – The identifier for the update.
- Name – The name of the update.
- Date – The date the update was released.

Installed Updates – Lists all updates that have been installed for the selected deployment definition.

- ID – The identifier for the update.
- Name – The name of the update.
- Date – The date the update was installed.

Buttons

Add New – Click to download updates from the Suite update Website.

Import – Click to browse to an update to upload it.

Readme – Click to view the readme file for the update.

Deployments Page

The **Deployments** page allows you to create definitions for Suite application deployments that can be updated.



Fields

Alias – A name for the deployment definition.

Path – The file path to the deployment on the Java application server. A Uniform Naming Convention (UNC) path may be used.

Application – The name of the application.

Version – The version number of the application.

Buttons

Add New – Click to define a deployed application.

Delete – Click to remove the deployed application definition.

Settings Page

The **Settings** page allows you to configure settings for Update Manager.

The screenshot shows the 'Settings' page for Update Manager. The page has a header with the 'Update Manager' logo and 'Help | Logout' link. Below the header is a navigation bar with 'Updates', 'Deployments', 'Settings', and 'Logs'. The 'Settings' section is active, showing a form with fields for 'Data Path', 'Online Updates URL', 'Proxy Server', 'Proxy Port', 'Old Admin Password', and 'New Admin Password'. A 'Save' button is located at the top right of the form area.

Fields

Data Path – The file path Update Manager will use to store configuration and log files.

Online Updates URL – The URL to the hosted Suite Updates Website.

Proxy Server – The name of the proxy server used to connect to Update Manager through HTTP (HyperText Transfer Protocol)

Proxy Port – The number of the port used to connect to the proxy server.

Old Admin Password – The password for the administrator account for Update Manager.

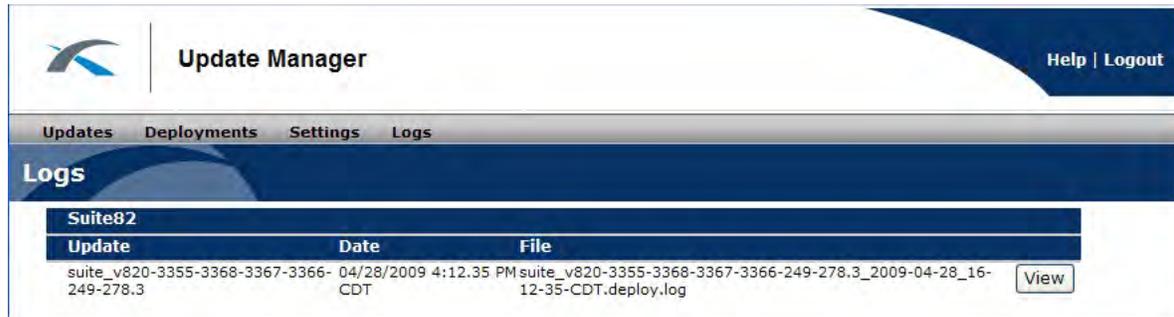
New Admin Password – A new password for the administrator account.

Buttons

Save – Click to save changes to the page.

Logs Page

The **Logs** page allows you to view logs after installing/uninstalling an update.



Fields

Update – The name of the update file.

Date – The date the update was installed/uninstalled.

File – The name of the log file.

Buttons

View – Click to open the log file in the default application associated with **.log** files.

Troubleshooting

Browser Issues

Problem: Graphical elements of Update Manager do not function properly.

Solution: Make sure that you have images turned on in your browser; otherwise, the graphics used by Update Manager may not display properly or may cause errors.

Problem: "Pop-up blocked" when using Update Manager.

Solution: If pop-up blocker is being used, always allow pop-ups from the site you are using to view Update Manager.

Configuration Issues

If you have deployed Update Manager in a clustered environment and entered your settings, the settings may appear blank if you login to Update Manager on another node. You will need to propagate these settings to each node after saving the settings for them to appear.

Importing Update Releases

When upgrading to Update Manager Version 1.0.8, the Online Updates URL on the **Settings** page automatically is populated with the value of <https://um.mitracloud.com/>, where update releases are stored to be downloaded. For some Java application servers (primarily Oracle WebLogic), you may need to accept a Secure Sockets Layer (SSL) Digital Certificate for your Java server's keystore when you import the first update release.

If you do not upgrade your current Update Manager, you will need to edit the current value of this field to the value above.

Glossary

E

eCounsel: Mitratesh Software's total practice management system designed exclusively for today's corporate legal department. Optimized for Intranet access, eCounsel provides the technological framework to help you decide how legal dollars, time, and people are best managed. eCounsel is optimized to handle a large distributed corporate environment spanning multiple offices, cities, and continents.

R

RSS: A Really Simple Syndication (RSS) feed is used to monitor the hosted Updates Website to determine if any new updates have been posted, and then notify all subscribers to the feed.

S

Secretariat: Designed specifically for the corporate secretary and used in more than 700 corporate legal departments worldwide. Secretariat is the most complete and successful solution for the Corporate Secretary.

