vFire

vFire 9.7

Installation and Upgrade Guide

Version 1.3





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Version Details

This document supports the latest version of the product. The table below contains version details for this and previous document versions.

Version Number	Date	Details
1.0	25 January 2017	This document describes how to install vFire 9.7. Significant changes to previous installation instructions include:
		 Resetting forgotten password settings. The default "Forgotten Password" setting on the vFire Self Service login window in 9.7 is that "Click here for reminder" is displayed. The Forgot Password settings are now maintained in Designer. See page 62 for more details.
		 Using the Maintenance Package. (This was available for earlier releases, but is now in common use.) See page 65 for more details.
		• Troubleshooting the Alemba API installation. All error messages arising from issues relating to the Alemba API are prefixed with their own text identifier. See page 35 for more details.
1.1	8 February 2017	Additional information in the Installing Client Components section on Installing Client Components from the MSI
1.2	23 February 2017	Additional information regarding creating backups and rolling back after an upgrade. See page 44 for more details. Removal of instruction regarding use of the maintenance package. This is not suitable for upgrades within the current release of 9.7.



Version Number	Date	Details
1.3	27 February 2017	Reinstatement of instruction regarding use of the maintenance package, for upgrading from 9.7.2 to 9.7.3.
		If you are upgrading from 9.7.2, you can use the maintenance package to upgrade to 9.7.3. If you are upgrading from any version lower than that, you must use the standard upgrade route.

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About this Guide

This guide describes the steps detailing how to install the latest version of vFire.

This version of the guide contains instruction for the latest version of the vFire software. For earlier versions of vFire Core please refer to earlier versions of the guide as outlined in the version table.

Intended Audience

This guide is written for system administrators responsible for installing vFire.

Standards and Conventions

The following standards and conventions are used throughout the guide:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
Ţ	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
Field name	Fields are highlighted in bold text.



Installing or Patching

Alemba ships two different software installations for each release:

- vFire Core Setup 9xx.exe (for example vFire Core Setup 970.exe)
- vFire Core Patch 9xx.msi (for example vFire Core Patch 970.msi)

The 'Setup' is used for installing new systems or upgrading from previous versions, such as v8 to v9. The 'Patch' is used for upgrading systems on the same versions to a new dot release, such as v9.1.5 to v9.7.0.

If you are viewing a release other than a beta release, you will also see a maintenance package. This is used to upgrade from point releases within the same version, such as v9.6.0 to 9.6.1.

What I want to achieve	What I need to do
l want to create a brand new vanilla System	Install the latest vFire Core Setup 9xx.exe then use the Server Console system creation wizard.
I have an existing v9.x.x system and I want to upgrade it (on the same server)	Always take a backup of your existing system before preforming an upgrade.
	Install the latest vFire Core Patch 9xx.msi.
	The vFire Patch Tool will upgrade the system files and database.

There are different circumstances when they can be used as outlined below.



What I want to achieve	What I need to do
I have a v8 System I want to upgrade	The minimum version from which you can upgrade from v8 to v9 is v8RP40. If you have a version earlier than this, you must upgrade to v8RP40 before attempting to upgrade to v9.
	Always take a backup of your existing system before preforming an upgrade.
	 Stop all Infra v8 services on the application server Install vFire Core Setup 9xx.exe.
	3. Create a new system using the Server Console system creation wizard.
	 During system creation, point the new vFire Core system to your existing v8 database.
	The system creation wizard will upgrade the database and create the new v9 system.
I have a v9.x.x system, and I want to upgrade it and	Always take a backup of your existing system before preforming an upgrade.
move to a new server at the same time.	 Install the latest vFire Core Patch 9xx.msi on the old server and upgrade the database.
	 Decommission the old server - turn off the vFire Core Services and IIS Admin Service, and set their Startup Type setting to Manual.
	3. Install the latest vFire Core Setup 9xx. exe on the new server.
	4. On the new server, create a new system using the Server Console system creation wizard.
	During system creation, point to the existing database, and when ask if you wish to upgrade the database, select No.



What I want to achieve	What I need to do
I would like to upgrade between minor point releases.	Always take a backup of your existing system before preforming an upgrade.
	You can upgrade between minor point releases (e.g. 9.5.0 to 9.5.2) by applying a Maintenance Package , and in doing this you will not need to run through a full patch upgrade process.
	Download the maintenance package for the appropriate release from www.alemba.help, and follow the steps outlined in page 65.
	This only applies to version 9.4.0 and higher.
	The maintenance package is not suitable for upgrading from 9.7.0 or 9.7.1 to 9.7.2, due to the nature of some of the enhancements in the 9.7.2 release. Instead, you should use the standard upgrade process. Any upgrades from 9.7.2 to a higher 9.7 version can be done using the maintenance package.



Configuring the Server

🖱 Before you start

Before doing an installation, check that your server and client machines meet all the prerequisites for web server deployment, database server requirements and client requirements .

If you are using an Oracle database, you need to ensure that you are running Oracle client version 12c or higher before installing vFire Core. To update the dictionary system statistics, you must have Database Account privileges on the GATHER_SYSTEM_STATISTICS role.

To configure the Windows 2012 Server for vFire Core, follow the instructions in this section.

If you are using Windows 2008, you will need to follow the instructions outlined on page 82.

1. Go to the **Server Manager** application, select **Dashboard**, and select the **Add roles and features** link.

L.	Server Manager	- 0 ×
Server Manag	ger • Dashboard • 🕑 🏲 🗤 🗤 🗈	[ools ⊻iew <u>H</u> elp
He Dashboard WE Local Server Local Server Miscover Miscover	Account to Server Manader	م ا
	LES AND SERVER GROUPS mail Server propert Server statut File and Storage Services Performance BPA results 1	Hide



2. This will bring up the Add Roles and Features Wizard which opens on the Before You begin window. Read this page carefully and ensure that you have completed the tasks listed.

6	Add Roles and Features Wizard
Before you begin	DESTINATION SERVER WIN-Perod3uBUC4
Before You Begin Installation Type	Inis ward helps you install roles, role services, or features, rou determine which roles, role services, or features to install based on the computing needs of your organization, such as sharing documents, or hosting a website.
Server Selection Server Roles	To remove roles, role services, or features: Start the Remove Roles and Features Wzard
Features Confirmation Results	Before you continue, verify that the following tasks have been completed: • The Administrator account has a strong password • Network settings, such as static IP addresses, are configured • The most current security updates from Windows Update are installed If you must verify that any of the preceding prerequisites have been completed, close the wizard, complete the steps, and then run the wizard again. To continue, click Next.
	Skip this page by default
	< Previous Next > Install Cancel

- 3. Select **Next** to continue.
- 4. On the Select installation type window, select Role-based or feature-based installation.

b	Add Roles and Features Wizard
Select installation	type Destination server WIN-Reconsultured
Before You Begin Installation Type Server Roles Features Confirmation Results	Select the installation type. You can install roles and features on a running physical computer or virtual machine, or on an offline virtual hard disk (VHD). Role-based or feature-based installation Configure a single server by adding roles, role services, and features. Remote Desktop Services installation Install required role services installation Install required role services for Virtual Desktop Infrastructure (VDI) to create a virtual machine-based or session-based desktop deployment.
	< Previous Next > Install Cancel

5. Select **Next** to continue.



6. On the Select destination server window, select the server that you will be using.

B	Add Roles and Features Wizard
Select destination	DESTINATION SERVER WIN-PROCOSUBUO4
Before You Begin	Select a server or a virtual hard disk on which to install roles and features.
Installation Type	Select a server from the server pool
Server Selection	 Select a virtual hard disk
Server Roles	Server Pool
Features	
Confirmation	Filter
Results	Name IP Address Operating System
	WIN-P86003UBUO4 192.168.211.133 Microsoft Windows Server 2012 Standard
	1 Computer(s) found
	This page shows servers that are running Windows Server 2012, and that have been added by using the Add Servers command in Server Manager. Offline servers and newly-added servers from which data collection is still incomplete are not shown.
	< Previous Next > Install Cancel

- 7. Select Next to continue.
- In the Select server roles window, the Description field on the right side of the window gives you an explanation of the purpose of the different roles. Within Application Development, select Application Initialization and WebSocket Protocol.

a	Add Roles and Features Wizard	_ D X
Select server roles Before You Begin Installation Type Server Selection Server Roles Features Confirmation Results	Select one or more roles to install on the selected server. Roles Application Development (6 of 11 installed) Application Initialization Application Initialization ASP.NET 3.5 (Installed) ASP.NET 3.5 (Installed) ASP.NET 4.5 (Installed) GasP.NET 4.5 (Installed) SASP.NET 4.5 (Installed) Methods 4.5 (Installed) SASP.NET	DESTINATION SERVER vandevisit.corp.alembagroup.com Description IIS 8.5 and ASP.NET 4.5 support writing server applications that communicate over the WebSocket Protocol.
	< <u>P</u> revious <u>N</u> ext :	Install Cancel

These options will not be available if you are working in Windows 2008.



9. Select Application Server and Web Server (IIS) as a minimum requirement.



10. When you select **Web Server (IIS)**, the **Add Roles and Features Wizard** window is displayed, prompting you to add management tools.

à	Add Roles and Features Wizard	x
Ac The hav	Id features that are required for Web Server (IIS)? Following tools are required to manage this feature, but do not e to be installed on the same server.	
4	Web Server (IIS) Management Tools [Tools] IIS Management Console	
✓	Include management tools (if applicable) Add Features Cancel]

- 11. Select Add Features. The window closes and you are returned to the Select server roles window.
- 12. Select **Next** to continue.



13. In the Features window, ensure that the following options are selected.

2	Add Roles and Features Wizard	_ D X
Before You Begin Installation Type Server Selection Server Roles Peatures Application Server Role Services Web Server Role (IIS) Role Services Confirmation Results	Select one or more features to install on the selected server. Features NET Framework 3.5 Features Net Framework 3.5 (includes .NET 2.0 and 3.0) HITP Activation Non-HITP Activation ME Framework 4.5 (Installed) ME Framework 4.5 (Installed) ME Framework 4.5 (Installed) ME Services (Installed) ME Services (Installed) ME Sage Queuing (MSMQ) Activation Message Queuing (MSMQ) Activation Message Queuing (MSMQ) Activation ME TCP Activation TCP Activation TCP Activation ME Services (Installed) Background Intelligent Transfer Service (BITS)	Description Methods and a series of the ser
	< Previous Next	Install Cancel
	< <u>Previous</u> <u>Next</u> :	> Install Cancel

14. When you select **HTTP Activation** under .NET Framework, the **Add Roles and Features Wizard** window is displayed, prompting you to add further features.

â	Add Roles and Features Wizard
Ac	Id features that are required for HTTP Activation?
You or f	a cannot install HTTP Activation unless the following role services eatures are also installed.
⊿	Web Server (IIS)
	⊿ Web Server
	▲ Application Development
	ASP.NET 4.5
	ISAPI Extensions
	ISAPI Filters
	.NET Extensibility 4.5
⊿	Windows Process Activation Service
	Configuration APIs
~	Include management tools (if applicable)
	Add Features Cancel

15. Select **Add Features**. The window closes and you are returned to the **Select features** window.



- 16. Continue adding the features. When you select **HTTP Activation** beneath **WCF Services**, you will see the **Add Roles and Features Wizard** window again. Select **Add Features** to add the required features and return to the Select features window once more.
- 17. Select **Next** to continue.
- 18. The **Application Server** window is displayed, giving you information about the application server. Read through the details to ensure you are familiar with them.

💟 You may not see this window if you are upgrading.



- 19. Select Next to continue.
- 20. In the **Select role services** window, select the following role services for the application server.

2	Add Roles and Features Wizard	_ _ X
Before You Begin Installation Type Server Roles Features Application Server Role Services Web Server Role (IIS) Role Services Confirmation Results	Select the role services to install for Application Server Role services	DESTINATION SERVER WIN-REGOOGUEUDOA Description Web Server (IIS) Support enables Application Server to host internal or external Web sites and Web services that communicate over HTTP, It includes support for ASPNET applications that can be accessed via a Web Brower such as Internet Explorer, and Web services built using Windows Communication Foundation (WCF).
	< <u>Previous</u> <u>Next</u>	:> Install Cancel



21. When the Add Roles and Features window is displayed, add the features.

à			Add Roles and Features Wizard
Ad Su You ser	dd Jpp u ca vice	fea ort nno s or	tures that are required for Web Server (IIS) ? t install Web Server (IIS) Support unless the following role features are also installed.
⊿	W	eb :	Server (IIS)
	⊿	W	eb Server
		⊿	Common HTTP Features
			HTTP Redirection
		⊿	Health and Diagnostics
			Logging Tools
			Request Monitor
		⊿	Security
			Basic Authentication
V	In	clud	Add Features Cancel

- 22. Select **Next** to continue.
- 23. In addition to role services for the **Application Server**, you will need to select Role Services for the Web Server Role (IIS). On the **Web Server Role (IIS)** window, read the



information provided.

24. Select **Next** to continue.



25. On the **Select role services** window, ensure that all of the roles shown in the following



screenshot are ticked.

vFire Core provides its own **Dynamic Content Compression**, which tests indicate performs slightly better than IIS Dynamic Content Compression. Disabling IIS Dynamic Content Compression is a viable option but not required.

Dynamic Content Compression is automatically enabled in IIS. When disabled, the Web Server (IIS) Support Role is also disabled, therefore, it is recommended you review the Role Services enabled by the Web Server (IIS) Support Role and manually re-enable those required for your environment.

26. Select **Next** to continue.



27. In the **Confirm installation selections** window, confirm that you have the following selected. Scroll down to see the details.





28. Select **Install** when you are ready to proceed. When installation is complete, the results window will display all roles, role services and features which have been

	Add Roles and Features Wizard	
Installation prog	JLESS DESTINATO	ON SERVER
Before You Begin	View installation progress	
Installation Type	Feature installation	
Server Roles	Installation succeeded on WIN-P86003UBUO4	
	.NET Framework 3.5 Features	^
	.NET Framework 3.5 (includes .NET 2.0 and 3.0)	=
Role Services	HTTP Activation	
Web Server Role (IIS)	Non-HTTP Activation	
Role Services	.NET Framework 4.5 Features ASP.NET 4.5	
	WCF Services	
Results	HTTP Activation	
	TCP Activation	
	Application Server	
	You can close this wizard without interrupting running tasks. View task progress or op gave again by clicking Notifications in the command bar, and then Task Details. Export configuration settings Previous Next > Close	cancel

29. Select **Close** to close the wizard. The configuration is complete.



Polling Services

Installing vFire Core installs the polling services automatically. The polling service in this version of vFire Core comprises eleven Windows services.

$\mathsf{vFire}\ \mathsf{Services}$

All vFire services must use the same service account, and that account must be able to access the database.

The following table lists these services and provides a brief description of the tasks each service performs.

Service	Tasks performed by the service
Administrative	Parent service for all vFire Core services
Config Portability	Processing configuration portability export and import
Connector	Service for connectors, such as Federated CMDB and Event Management
Core	A number of tasks including:Executing escalation and depreciation tasks
	 Sending Knowledge review notification
	 Sending Bulletin Board activation notification
	Creating scheduled requests
	 Activity log and session expiry tasks
	 Creating Calls or Requests when CMDB Thresholds are exceeded
Custom	Running custom polling logic
Escalation	Processing service level management events
Indexing	Text Indexing
Messaging	 A number of tasks including: Generating User Surveys Sending and receiving email and pager messages



Service	Tasks performed by the service
Proactive Analysis	Processing Proactive Analysis rules
Reporting	Processing scheduled reports
Workflow	 Activating Tasks including: Reset delay times Close delay tasks when target time is reached Close active tasks set to auto close Activate task dependencies on closure Close redundant tasks Reopen recursive tasks



Setting the Polling Service Startup Type

🔍 vFire 9 Administrative Service	Automatic	Local System
🌼 vFire 9 Config Portability Service	Automatic	Local System
🔍 vFire 9 Connector Service	Automatic	Local System
🐝 vFire 9 Core Service	Automatic	Local System
🔍 vFire 9 Custom Service	Manual	Local System
🔍 vFire 9 Escalation Service	Automatic	Local System
🔍 vFire 9 Indexing Service	Automatic	Local System
🔍 vFire 9 Messaging Service	Manual	Local System
🔍 vFire 9 Proactive Analysis Service	Automatic	Local System
🔍 vFire 9 Reporting Service	Manual	Local System
🔍 vFire 9 Workflow Service	Automatic	Local System

You can set a service startup type to be automatic or manual. This is done on the **Services** window.

- 1. Open Control Panel from the Windows Start menu.
- 2. Select System and Security and then Administrative Tools.
- 3. From the Administrative Tools list, select Services to bring up the Services window.
- 4. Right-click the service you want to set, and select **Properties** from the menu displayed. The **<Service Name> Properties** window appears.
- 5. From the Startup type list, select:
 - Automatic to start the service automatically
 - Manual to enable system admins to run the service when required
 - Disabled to prevent the service from running

Some services will start automatically when the vFire Core server is re-started unless the startup type is set to **Manual**.

Stopping a Polling Service

To manually stop a service:

- 1. Open Control Panel from the Windows Start menu.
- 2. Select System and Security and then Administrative Tools.
- 3. From the Administrative Tools list, select Services to bring up the Services window.
- 4. Right-click the service you want to stop, and select Stop from the menu displayed.



Installing vFire Core

You only need to perform the install operation on the server. Although each Analyst will be prompted to automatically download the vFire Core ActiveX controls, there is no need to install software on any client machines.

Do not put any third party software on the vFire Core server after installation without consultation with Alemba staff. Alemba cannot be held responsible for any problems

encountered with our software caused by other programs installed on the vFire Core server. It is recommended that you install any third party software on a test server first and review the Alemba Knowledge Bank for any known issues.

For sites that are security conscious, Alemba recommends setting up SSL on the web server.

🖑 Before you start

You will need a license key, provided by Alemba.

Ensure that your server meets the technical requirements for installing vFire Core, as outlined in the **Prerequisites Guide**.

Configure the server as described on page 11.

For a brand new instance of vFire Core, you must create a blank database in your database engine.

Stop all vFire Core dependent Windows Services before running the installer to avoid an error 1603. From the Windows Start menu, select **Control Panel**, **Administrative Tools** and then **Services**.

Installing vFire Core will stop IIS and any dependent services. Ensure that you install vFire Core at a time when these services are not needed.

Starting the Installation

1. Log in to the Alemba vFire Self Service **portal**, select **Browse The Service Catalog**, and place an Order for the **vFire Core vx.x Setup File** (where x.x is the appropriate version number). After submitting the order you will receive an email with a link to download the software.



- 2. Download and extract the ZIP file **vFire Core Setup x.x** which consists of an executable setup file that will run the InstallShield program that installs vFire Core.
- 3. Right click on the file and select Run as Administrator.
- 4. The **User Account Control** window appears. You will be prompted to allow the vFire Core application to begin the setup process. Select **Yes** to proceed.

An error message might display if, for example, you do not have the correct service pack for the operating system installed on your server, or the correct version of MMC. Check the **Prerequisites Guide** for more information about the minimum requirements for a vFire Core installation.

5. The first window of the vFire Core InstallShield Wizard will display.

vFire C	ore - InstallShield Wizard	x
vFire	Welcome to the InstallShield Wizard for vFire Core	
	< Back Next > Cancel	

6. Select **Next** to continue.



7. In the vFire Core License Agreement window, read the terms and conditions.

vFire Core - InstallShield Wizard	x			
vFire Core License Agreement	ORE			
IMPORTANT NOTICE: PLEASE READ CAREFULLY BEFORE INSTALLING THE SOFTWARE: Ownership: This software product ("Software") belongs to Alemba Limited (or its licensors). Rights to Use: You are only permitted to access this Software if you are a permitted user of an organisation who has signed a software licence contract with Alemba Limited (a "Customer") allowing the use of this Software. Your access and use of this Software is only allowed: • for the duration that you are permitted to do so by the Customer (being while you are engaged by or employed by the Customer and authorised by the Customer to use the Software on its behalf); and				
I accept the terms of the license agreement I do not accept the terms of the license agreement				
	ancel			

- 8. To print a copy of the license agreement, select **Print**. Accept the terms and then select **Next** to continue.
- 9. The User Information window displays the User Name and Company. These fields are automatically filled with your current login details. If required, modify this information.

vFire Core	- InstallShield Wizard	x
Customer Information Please enter your information.	🗘 vFıre	CORE
Please enter your name and the name	of the company for which you work.	
User Name:		
Company Name:		
InstallShield		
	< Back Next >	Cancel

10. Select Next to continue.



11. The Setup Type window appears.



- 12. Select **Complete** to install vFire Core into the default directory: **C:\Program Files\Alemba\vFire**. This is the recommended option.
- 13. Select **Custom** to specify a different directory on your computer as the installation directory.
- 14. Select **Next** to continue.
- 15. If you have selected **Custom**, the **Choose Destination Location** window is displayed. To change the folder in which vFire Core is installed, select **Browse**. Choose an installation folder from the directories list.



vFire Core - Inst	allShield Wizard
Choose Destination Location Select folder where setup will install files.	VFIRE CORE
Setup will install vFire Core in the following To install to this folder, click Next. To install to a d another folder.	older. fferent folder, click Browse and select
Destination Folder C:\Program Files\Alemba\vFire\ InstallShield	Browse <back next=""> Cancel</back>

- 16. Select **Next** to continue.
- 17. If you are performing a **Custom** install, you also need to complete the **Select Features** window. The only option is vFire Core, which is selected by default.

vFire Core - Ir	stallShield Wizard
Select Features Select the features setup will install.	* vFire core
Select the features you want to install, and de	select the features you do not want to install.
534.32 MB of space required on the C drive 9132.82 MB of space available on the C drive InstallShield	< Back Next > Cancel

- 18. Select Next to continue.
- 19. In the **Ready to Install the Program** window, select **Install** to proceed with the installation.



vFire Core - Instal	Shield Wizard
Ready to Install the Program The wizard is ready to begin installation.	VFIRE CORE
Click Install to begin the installation.	
If you want to review or change any of your installa	ion settings, click Back. Click Cancel to
TostallShield	
	Back Install Cancel

- 20. You will then get a window informing you that IIS needs to be stopped in order to continue. Select **Yes** to stop IIS and all dependent services and continue with installation.
- 21. The vFire Core files are copied to the computer. This may take several minutes. You will be prompted that IIS must be stopped if this has not already been done. Select **Yes** to continue.

	vFire Core	- InstallShield Wizard	x
Setup Status		🔅 vFıre	CORE
The InstallShield	Wizard is installing vFi	re Core	
Updating compor	nent registration		-
InstallShield ———			Cancel



22. Once installation is complete, the InstallShield Wizard Complete window appears.

vFire	Core - InstallShield Wizard
InstallShield Wizard Complete The InstallShield Wizard has successfully installed vFire Cor CORE	
	< Back Finish Cancel

23. Select **Finish** to exit the InstallShield Wizard. The installation process for vFire Core is complete. The next step is to open the vFire Core Server Console to create and configure your new system.

Creating a New vFire Core System

Creating a vFire Core system from a blank database is performed through the Server Console after installing vFire Core.

Follow the steps outlined in Creating a New System in the vFire Core Server Console Guide.

Installing and Upgrading on Multiple Web Servers

vFire Core can be installed on more than one web server all accessing the same database with the load distributed using a load balancer as illustrated below.





vFire Core must be installed on each server. A new system must then be created and configured on each server.

If **upgrading** in a multi-server environment, the upgrade only needs to be run once on the shared database. On the second and subsequent servers, make sure that you select **No** when prompted to upgrade the database.



Uninstalling vFire Core

You would normally uninstall vFire Core before you install a new version of vFire Core. Uninstalling vFire Core will stop IIS and any dependent services. You do not need to uninstall if you are performing a patch or upgrade.

🖑 Before you start

Ensure that no vFire Core files are being used or open. Files are found in the default directory C:\Program Files\Alemba\vFire or another directory you have specified.

1. Start the Windows **Control Panel**, and select **Programs**. From the Programs window, select **Programs and Features**. A list of installed programs will be displayed.

E		Programs and Features		_ 🗆 X
🛞 💿 🔻 🛉 🛃 > Control Panel > Programs > Programs and Features v C				
Control Panel Home	Uninstall or change a p	program		
View installed update	s To uninstall a program, select	To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.		
🚱 Turn Windows feature	es on or			
Install a program from	Organize 👻			······································
network	Name	Publisher	Installed On Si	ze Version ^
	vFire Core	Alemba Limited	04/02/2016	532 MB ≣
	5			· ·
Currently installed programs Total size: 2.28 G8 33 programs installed				

- 2. Select vFire Core. To remove the application, right-click and select Uninstall.
- 3. A message prompting you to confirm that you want to uninstall vFire Core appears. Click **Yes** to continue with the uninstallation.
- 4. If you have any open programs, you will be prompted to close them. Select whether or not to automatically close applications and click OK.



vFire Core - InstallShield Wizard X			
Files in Use Some files that need to be updated are currently in use.			
The following applications are using files that need to be updated by this setup.			
Microsoft Management Console			
 Automatically close and attempt to restart applications. Do not close applications. (A reboot will be required.) 			
InstallShield OK Cancel			

5. After validation is complete, a message prompting you to confirm to stop IIS and all dependent services appears.

	Question
?	IIS (and all dependent services) must be stopped to continue. Do you wish to stop IIS now? Note: Clicking 'No' will exit setup. Please run the vFire Core setup when IIS can be shut down.
	<u>Y</u> es <u>N</u> o

- 6. Click **Yes** to stop IIS and all dependent services and continue with the uninstallation, or click **No** to abort the process.
- 7. If Yes is selected, removal of vFire Core files will start



8. After this is complete an Uninstall Complete confirmation window will be displayed.

vFire	Core	- InstallShield Wizard	
	Uninstall Complete		
-::	InstallSh	ield Wizard has finished uninstalling vFire Core	
		< Back Finish Cancel	

9. Select Finish. vFire Core is now uninstalled.



Troubleshooting and FAQ

Why are some vFire Core files left on the server when I uninstall vFire Core?

If any vFire Core files are left open or are being used, those files will not be uninstalled because of Microsoft Explorer's restrictions. Before you uninstall vFire Core, ensure that no vFire Core files are being used or open. Files are found in the default directory C:\Program Files\Alemba\vFire or another directory you have specified.

I am getting error messages when I run Chat

One of the most common reasons for error messages and Chat working incorrectly is incorrect configuration of your virtual directory. Ensure that your system is pointing to the correct virtual directory and, if you have several systems, that they are each pointing to their own.

My Chat analysts are not showing as online.

Ensure that your system is pointing to the correct virtual directory.

Should vFire be added to the antivirus exclusion list?

Yes, exclude the vFire Core virtual directory and install location from antivirus scans and real-time monitoring.

 I have received an error with the prefix "Error Running PowerShell Script" or the "Alemba.zip package".

> Errors referencing PowerShell or the Alemba.zip package relate to PowerShell 5, required for using the Alemba API; and the Alemba API package itself. The Alemba API package is not required to run vFire 9.7, and you can run the scripts again in your server console. See Running Custom PowerShell Scripts in the online help for more details.



Upgrading Your System

You can upgrade your system using the vFire Core Patch Tool. It is recommended that you read this section fully before applying a patch.

🖑 Before you start

Create a backup of your databases before upgrading as the Patch Tool **will not** backup your database.

Backup your system files and registry settings as the Patch Tool **will not** create a backup. Ideally, create a snapshot or backup of the virtual web server, enabling a swift and simple rollback should the need arise.

Close the vFire Core Server Console and ensure that you are not logged in before running the upgrade otherwise an error will occur.

If you are performing an upgrade from a version lower than 9.2.0, it will invalidate your existing license key. You must have an updated license key to run vFire Core. Contact Alemba Support for more details if necessary.

- 1. Ensure that your system meets the prerequisites outlined in the **Prerequisites Guide**.
- Familiarize yourself with the information in the Installing or Patching section, on page 8.
- 3. Install the vFire Patch Tool (page 46). If you have already installed it, simply run through the wizard again.
- 4. Create a backup as described on page 43.
- 5. Carry out a Screen Pre-upgrade, as described on page 51.
- 6. Run the vFire Patch Tool, as described on page 55.
- 7. Apply the license key, if necessary, as described on page 55.
- 8. Should the need arise, roll back the upgrade as described on page 44

If you are using vFire Officer & Portal, you must disable the constraints before

- upgrading vFire Core, and enable them again when the upgrade is complete. You then
- need to upgrade Officer & Portal to ensure that you have a compatible version. See the **technical note** on the website.


Considerations When Upgrading to 9.3 or above

This section describes extra steps required after upgrading to vFire 9.3 and higher, if the features and functions listed below were in use prior to upgrade.

vFire App

If the vFire app is enabled in your environment, it needs to be re-enabled after upgrading to 9.3 by re-configuring the web.config file.

- 1. Download the **vFire Core 9.2.1 mobile hotfix pack** which contains all the necessary files. Alemba Support will provide you with this.
- 2. Extract the contents.
- 3. Stop all vFire Core services. You will need to exit vFire Core, stop all vFire Core services and restart IIS.
- 4. Open the folder which contains your vFire Core installation.

If you installed 9.2 from a clean install, the location will be C:\Program Files (x86)\Alemba\vFire

If you upgraded vFire Core from an older version (pre 9.2), the location will be C:\Program Files (x86)\VMware\Service Manager

The location may be different if you have used customized install locations.

5. In the mobile pack, navigate to the **RootFiles** subdirectory and copy:

Infra.Rules.dll

to:

C:\Program Files (x86)\Alemba\vFire

(or the equivalent location if your settings are customized or showing older file names). You will be prompted to replace the existing file. Confirm the replacement.

6. In the mobile pack, navigate to the **System Files\Bin** subdirectory and copy the following:

Infra.API.dll

Infra.Rules.dll



to:

C:\Program Files (x86)\Alemba\vFire\System1\Bin

(or the equivalent location if your settings are customized or showing older file names). You will be prompted to replace the existing files. Confirm the replacements.

7. In the mobile pack, navigate to the **SystemFiles\Config** subdirectory and copy:

queries-mobile.sql

to:

C:\Program Files (x86)\Alemba\vFire\System1\Config

(or the equivalent location if your settings are customized or showing older file names). You will be prompted to replace the existing file. Confirm the replacement.

8. In the mobile pack, navigate to the **SystemFiles\Config\90201** subdirectory, and copy:

patch-default-values.xml

to:

C:\Program Files (x86)\Alemba\vFire\System1\Config\90201

(or the equivalent location if your settings are customized or showing older file names)

9. In C:\Program Files (x86)\Alemba\vFire (or equivalent), select serverconsole.msc to open the Server Console.



10. Select the web server that you are configuring. (In our example, it is System1.)

🛟 Se	erverConsole - [Co	onsole Root\Alemb	a vFire\System1]	D X
File Action View Favorites	Window Help			- 8 ×
🗢 🄿 🙍 📰 🚺				
🚞 Console Root			Actions	
⊿ Surtem1	V⊢ıre	CONSOLE	System1	▲ <u>^</u>
p j System	Ganard		System1	
	System Name	System1	System Setup	
	Sustan Dath	Ci\ Program Files ()	P Copy Files	
	System Path	C:\Program Files \\	Parse Query Files	
	Default Portal		Properties	=
			Database Tasks	
			Patch Database	
			Page 1 - Run Custom SQL Script	
	Database		Update Database Statistics	
	DB System	SQL Server	Set System Language	
	DB Server	localhost	Reporting Setup	
	DB Name	test	P Update Reports	
	DB User ID	sa	Archiving	•

11. Select **Run Custom SQL Script** from beneath **Database Tasks** in the **Actions** menu on the right of the window.



12. This opens the **Run Custom SQL Script** window. Navigate to the **C:\Program Files** (x86)\Alemba\vFire\System1\Config\90201 folder if necessary.



13. The file type at the bottom of the window will be showing 'Script File (*.scp)' change this to XML File (*.xml) to display xml files.

0	Run Custom SQL Script			×
🗲 💿 🔻 🚺 « v	/Fire ► System1 ► Config ► 90201 V	Ċ	Search 90201	م
Organize 👻 New folde	r			☷ ▾ 🔟 🞯
🔆 Favorites	Name	D	ate modified	Туре
Desktop	patch-create-idx.xml	21	1/01/2015 11:19	XML File
🗼 Downloads	patch-create-pk.xml	16	6/01/2015 12:15	XML File
📃 Recent places	patch-create-tables.xml	20	0/02/2015 16:29	XML File
	patch-default-values.xml	16	6/03/2015 13:03	XML File
👰 This PC	patch-drop-pk.xml	16	6/01/2015 12:15	XML File
🗣 Network	patch-repair-data.xml	09	9/02/2015 15:34	XML File
			1	/
File	name: Custom_Update.scp	~	XML File (*.xml)	✓ Cancel

14. Select patch-default-values.xml. This will run the script.

Run Custom SQL Script
Executing Script File 1 of 1 : patch-default-values.xml

- 15. When this is complete, you will be asked if you want to run any more scripts. Select No
- 16. The database will update.

Update Database
Reading query file 28 of 43 : queries-service-catalog.sql

17. Close the Server Console when this is complete. Select <u>Yes</u> to save settings.





18. You will now need to restart the vFire Services. To do this, open the **Task Manager** and select the **Services** tab. Scroll down to locate the vFire Services if necessary.

四		Task Manager		_ □)	¢
File Options View					
Processes Performance User	s Details	Services			
N	DID		C		
Name	PID	Description	Status	Group	Ĥ
AudioEndpointBuilder		Windows Audio Endpoint Builder	Stopped	LocalSystemIN	
Audiosrv		Windows Audio	Stopped	LocalServiceN	
WMSVC		Web Management Service	Stopped		
w3logsvc		W3C Logging Service	Stopped	apphost	
VSS		Volume Shadow Copy	Stopped		=
VMTools	1060	VMware Tools	Running		
Sk vmvss		VMware Snapshot Provider	Stopped		_
🔐 vds		Virtual Disk	Stopped		
🔍 Infra.Services.Workflow		vFire 9 Workflow Service	Stopped		
🔍 Infra.Services.Reporting	Infra.Services.Reporting vFire 9 Reporting Service Stopped				
🕼 Infra.Services.Proactive vFire 9 Proactive Analysis Service Stopped					
🕼 Infra.Services.Messaging vFire 9 Messaging Service Stopped					
🔍 Infra.Services.Indexing	Infra.Services.Indexing vFire 9 Indexing Service Stopped				
🔍 Infra.Services.Escalation		vFire 9 Escalation Service	Stopped		
🔍 Infra.Services.Custom		vFire 9 Custom Service	Stopped		
🕼 Infra.Services.Core		vFire 9 Core Service	Stopped		
🔍 Infra.Services.Connector		vFire 9 Connector Service	Stopped		
🐘 Infra.Services.ConfigPortabi		vFire 9 Config Portability Service	Stopped		
Infra.Services.Administrative		vFire 9 Administrative Service	Stopped		
R ProfSvc	804	User Profile Service	Running	netsvcs	
G UALSVC	2036	User Access Logging Service	Running	LocalSystemN	
🔍 upnphost		UPnP Device Host	Stopped	LocalServiceA	
C TPVCGateway		TP VC Gateway Service	Stopped		~
Fewer details 🍓 Open S	Services	· · ·			

19. Right click and select **start** for each of the vFire services.

Reminder Columns on Calls Outstanding

If you are using reminder columns and are upgrading to 9.6 or above, you will need to remove and re-add them to your column configs after upgrading.



Search Fields on vFire Self Service Screens

After upgrading, existing Multi Value search fields that reference **External Suppliers**, and existing search fields that reference **SLA**, **OLA**, and **UC Agreements**, may stop working on Self Service submissions screens. These fields need to be removed and re-applied to the screen after the upgrade using **Designer**.

Personalized Column Configurations

Personalized column selections on the following search windows will need to be reconfigured after upgrade. Column selections on these search windows are reset to default as a result of the enhancement in 9.3.0 which extends the Configurable Column and Advanced Search functionality to these searches. Personalized columns will need to be reconfigured after upgrade.

Affected search windows: Organizations, Locations, Subscriber Groups, Contracts, Cost Centers, Jurisdictions, Knowledge Admin, Agreements, Bulletin Administration.

Integration Connectors

Connectors have been updated for vFire Core 9.3. Your existing integration settings will continue to function after upgrading to 9.3, with no additional steps required.

The exception is existing SAM connectors. If you are integrating with SAM, see below to learn more.

All 18 connector files now come included with the vFire Core software, not just the free connectors. There has been no change to the licensing model for connectors. If you want to add a licensed connector to your integration platform, you no longer need to download the files, however you still need to purchase a license key.

SAM Connector

The minimum version of Java required for this integration is **Java 8** 64-bit. After upgrading to vFire 9.3, follow these steps:

 Install Java Runtime Environment 8 for 64-bit on the vFire server. You can download JRE from the Java website (Windows x64 version): http://www.oracle.com/technetwork/java/javase/downloads/



2. Copy the file **Infra.Connector.Ionix.SAM.DomainManager.jar** from the vFire Core application root folder to the folder on the system environment variable CLASSPATH that was set during the initial SAM connector install.

Creating a Backup

Before upgrading you should create a backup so that the upgrade can be rolled back should the need arise.

For virtual servers

Create a snapshot or backup of the virtual web server and of the virtual database server.

For physical servers

1. Stop the vFire 9 Services. This can be done by stopping the vFire 9 Administration



Service.

2. Stop the vFire application pools and websites.





- 3. Create a backup of the system's database.
- 4. Create a backup of the vFire registry keys (e.g.: export to file HKEY_LOCAL_ MACHINE\SOFTWARE\Alemba\vFireCore)
- 5. Create a folder in the same location as the extracted zip file and backup the system directory (e.g.: C:\Program Files\Alemba\vFire**System1**) and the files in the **vFire** directory.



Rolling Back the Upgrade

If you need to rollback the upgrade and return your system to its previous version:

For virtual servers

Restore the web server and database server to the snapshot or backup you took prior to applying the upgrade.

For physical servers

1. Stop all vFire 9 Services. This can be done by stopping the vFire 9 Administration

(9		Seale				
	In Adapt Name	ne .					
		(mind and					
		of the Company of the Name	Are .	Sectors.	1000	berg law	100
			States and States	Automa .	freeze	Advertis	161
						Faind	
		and the proof	Contraction man			Page 1	
						Annal 1	. 64
						Adventor	- H
			Sector Charles and a features of				
						ALC: NOT	
						America	100
			Note 3 Sectors		famous	Advante	- H
						Particul	-
						ALC: NOT	
						Automatic .	
			to the Entering Second			Faired	
					Percent and	ALC: NOT	
						Percel	
						Automatic .	
			to have been	ALC: NO		Faired	



2. Stop the vFire application pools and websites.



- 3. Restore the system directory and files from the backup location you created prior to upgrading.
- 4. Restore the database from the backup.
- 5. Restore the registry keys from the backup.
- 6. Restart the vFire 9 services.
- 7. Restart the vFire website and application pool (IISreset)



Installing the Patch Tool

Before you can run an upgrade, you have to download the vFire Core Patch Tool and install it on your system.

🖱 Before you start

You must have .NET Framework 4.5.2 to install the Patch Tool.

- 1. Log in to the Alemba website and select the downloads tab. Download **vFireCorePatchxx** (where xx is the appropriate version number).
- 2. Extract the contents.
- 3. Copy the **vFireCorePatchxx.msi** file to a temporary location, such as your desktop, and double-click on it to start the Patch Installer wizard.





4. The **License Agreement** window is displayed. Read the details and accept the terms, before selecting **Next** to continue.

vFire Core Patch Installer - InstallShield Wiza	ard 🗶
License Agreement Please read the following license agreement carefully.	e core
IMPORTANT NOTICE: PLEASE READ CAREFULLY BEFORE IN THE SOFTWARE:	STALLING ^
Ownership: This software product ("Software") belongs to Alemba its licensors).	Limited (or
Rights to Use: You are only permitted to access this Software in	fyou are a
permitted user of an organisation who has signed a software licent	ce contract 🗵
 I accept the terms in the license agreement I do not accept the terms in the license agreement 	Print
InstallShield	
< Back Next >	Cancel



5. On the User Information window, enter your name and organization.

🖞 vFire Core 🛛 P	Patch Installer - InstallShield Wizard
Customer Information Please enter your information.	S VFIRE CORE
<u>U</u> ser Name: Alemba Organization: Alemba	
InstallShield	< Back Next > Cancel

- 6. Select **Next** to continue.
- 7. On the Setup Type window, you can select the type of setup you want.





Select Complete to install the upgrade files in the installation directory. The directory will depend on server configuration and which version was previously installed. An example of an old installation directory would be C:\Program Files
 (x86)\VMware\Service Manager.

Select **Custom** to change the directory in which you wish to install the upgrade files.

- 9. Select **Next** to continue.
- 10. In the Ready to Install the Program window, select Install.

vFire Core Patch Installer	r - InstallShield Wizard
Ready to Install the Program The wizard is ready to begin installation.	VFIRE CORE
Click Install to begin the installation. If you want to review or change any of your install exit the wizard.	ation settings, click Back. Click Cancel to
InstallShield ————————————————————————————————————	k 🚱 Install Cancel

11. If you receive a confirmation box, select **Yes** to continue.



12. Select Finish when the installation is complete.

😼 vFire Core	Patch Installer - InstallShield Wizard
	InstallShield Wizard Completed
vFire	The InstallShield Wizard has successfully installed vFire Core Patch Installer. Click Finish to exit the wizard.
	Show the Windows Installer log
	< Back Finish Cancel

You can now perform a **screen pre-upgrade**, as explained on page 51, and the **full upgrade**, as explained on page 55.



Screens Pre-Upgrade

You can run a pre-upgrade process that performs part of the upgrade process in advance, making the actual upgrade much faster.

The upgrade process run by the Alemba vFire Patch Tool performs several tasks, covering file replacement and database updates, including on occasion screen design updates. When these apply to multiple screens, and those screens have been modified using the vFire Designer, the upgrade can take a long time. This is due to the complexity of in-place modification of a screen design that is held in a single database field, and the often large number of screens to process. The result may be an extended period of system unavailability while the upgrade is under way.

By performing those screen updates in advance, you can reduce the upgrade time significantly, minimizing down time. The upgraded versions do not override the current screen design, but are stored in a location that is not used by the live system. Analysts and Users can therefore continue to work while the pre-upgrade is performed. All that the full upgrade has to do is swap the old and new screen designs, which is a simple and speedy process.

FAQ

How do I run the pre-upgrade?

When you run the Alemba vFire Patch Tool, you will see a checkbox labeled "Screens pre-upgrade only". If you check this, the only thing that the upgrade will do is take any modified screens and store an upgraded version of them in a place that does not affect the live system.

If you run the upgrade without this checked, the full upgrade will run, and any pre-upgraded screens will become the active versions of those screens.



Can I run the pre-upgrade more than once?

You can run the pre-upgrade as many times as you like before running the full upgrade, which is useful if you change the design of a screen after running the pre-upgrade. In this circumstance if you do not re-run the pre-upgrade, the screen will be upgraded during the full upgrade which may increase upgrade time. To bring up the Screens Pre-Upgrade option simply double click on the downloaded patch msi file, when prompted select to Modify the install, and run through the wizard until the Patch Tool window is displayed.

Why can't I see the pre-upgrade option?

Once you have fully upgraded the system, the pre-upgrade option will not be available, as by that point it would have nothing useful to do.

Can I run the pre-upgrade on my live system?

Yes. That is exactly what it has been designed for. All installed files remain unchanged by this process, as do all database tables other than those in which the screen designs are stored. Anyone using the screens being upgraded will not be impacted, as the design in use is not changed by the process. An upgraded copy of that design is simply stored in an unused location in that table.

Can I continue to run the old version of the system after a pre-upgrade has been run?

Yes. The system will continue to behave as before, as the system does not use the location in which the upgraded versions of the screens are stored.

Can I still run the upgrade without using the new pre-upgrade option?

Yes. The upgrade will run exactly as before. You can do this if you don't mind how long the upgrade takes, or if you only have a few screens that have been modified. Otherwise, you are best advised to run the pre-upgrade first.



Can I make changes to my screens via the designer once I have run the preupgrade?

> Yes. You may make changes to your screens via the designer once the preupgrade has been run. However, you should run the pre-upgrade again in order to save time during the full upgrade.

🖑 Before you start

Ensure that your system meets the prerequisites outlined in the **Prerequisites Guide**.

Familiarize yourself with the information in the Installing or Patching section, on page 8.

- 1. **Install the vFire Patch Tool** (page 46). If you have already installed it, simply run through the wizard again.
- 2. The Screens Pre-upgrade window is displayed.

0	Alemba vFire Pa	atch Tool	x
Alemba vFire Upgrade			
Screens pre-upgrade on	ly - refer to Installation and	Upgrade Guide	
Stage			
Status			
		Start	Close

3. Select the Screens Pre-upgrade box to run a screen pre-upgrade.



4. The following window is displayed when the pre-upgrade is complete.

Alemba vFire Patch Tool	x
Alemba vFire Upgrade - Installing	
Screens pre-upgrade only - refer to Installation and Upgrade Guide	
Stop services and upgrade database without prompting	
Overwrite all modified reports without prompting	
Complete	
Start Close	8

5. Now you can either upgrade the system by running the upgrade, as described on page 55, or close the window.



Running the vFire Patch Tool

Once you have installed the vFire Patch Tool and run the Screens Pre-upgrade, you run the vFire Patch Tool to upgrade your system.

🖑 Before you start

Ensure you have created a backup or snapshot, as described on page 43. The Patch Tool will not backup your database, system files, or registry keys.

Close the vFire Core Server Console and any other windows on the server, before running the upgrade otherwise errors may occur.

Ensure that your system meets the prerequisites outlined in the Prerequisites Guide.

Familiarize yourself with the information in the Installing or Patching section, on page 8.

Familiarize yourself with the Screen Pre-upgrade feature, as described on page 51.

If you are upgrading from a version lower than 9.2.0, it will invalidate your existing license key. You must have an updated license key to run vFire Core. Contact your Account Manager for more details if necessary.

1. Install the vFire Patch tool (page 46). If you have already installed it, simply run through the wizard again.



2. The Alemba vFire Patch Tool window is displayed.

:: Alemba vFir	e Patch Tool
Alemba vFire Upgrade	
Screens pre-upgrade only - refer to Installation	and Upgrade Guide
Stop services and upgrade database without	prompting
Overwrite all modified reports without promptin	g
Stage	
Status	
	Start Close

- 3. If you want to pre-upgrade your screens in preparation for an upgrade at a later time, select the **Screens pre-upgrade** box. If you have already run the screen pre-upgrade, or do not need one, make sure that this box is unchecked.
 - When the Screens pre-upgrade checkbox is selected, your system is not
 - upgraded. You can find out more about screens pre-upgrade on page 51.
- 4. If you want to run the patch tool in silent mode, meaning you will not be prompted for input while the patch tool runs, select the following check boxes:
 - Stop services and upgrade database without prompting if not selected the upgrade will pause and present a prompt requesting permission to stop the **IISAdmin** service and **vFire services**, and later on another prompt asking if you want to upgrade the database. Selecting this check box will automatically select Yes at both prompts.
 - Overwrite all modified reports without prompting if not selected, the patch will pause and present a prompt asking if you want to overwrite modified reports. Selecting this check box will automatically select Yes at this prompt.
- 5. Select **Start** to commence the upgrade.
- If you have not selected Stop services and upgrade database without prompting, or if you have not already stopped services, you will be prompted to stop IISAdmin and vFire services. Select Yes.





7. If you do not ensure that the console is closed before you begin (as mentioned on page 55), you will see the following warning message, or similar.

		Warning		
Pil is	e C:\ locked. You can eit	ther	-	Infra.Console.dll
(a) (b) stop all the infraE) unload the infraE	nterprise app pools nterprise IIS virtual	directories	
in Do	order to continue you wish to Retry	IIS may need to be : ?	stopped.	
	,,			
		Abort	Retry	Ignor

You need to make sure that the Server Console is not in use on that web server (either by the current windows login or another).

- 8. The patch tool will upgrade the databases. You will receive a confirmation dialog box warning you of this if you have not selected Stop services and upgrade database without prompting. Select Yes to upgrade the databases. Selecting No will cancel the installation process, as the database upgrade is an essential step in the upgrade installation. If you select No, you will need to run the process again.
- 9. The patch tool will update reports that ship with vFire Core. If you have not selected Overwrite all modified reports without prompting, or if you have modified the shipped reports, you will be asked whether to overwrite the modified report. Select Yes to update and restore the report to default. Selecting No will skip the report meaning modifications are retained but the report is not upgraded and therefore may no longer function properly after upgrade.

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10. Once the upgrade has been completed, you will see the following window.

Alemba vFire Patch Tool
Alemba vFire Upgrade - Installing
Screens pre-upgrade only - refer to Installation and Upgrade Guide
Stop services and upgrade database without prompting
Overwrite all modified reports without prompting
Complete
Start Close

11. Select **Close** to exit the wizard.



Applying the License Key

If you are applying a patch to a system version lower than 9.2.0, you will need a new license key, which will be provided by Alemba Support or your Account Manager.

1. After the patch is complete, open the Server Console.

0	Server	Console - [Console	Root\Alemba vFire	\System1]	- 🗆 X
File Action View Favorites	Window Help				_ & ×
🗢 🄿 🖄 📰 📓 🗊					
🚞 Console Root				Actions	
⊿ Svstem1	∷ v⊢ıre ∘	ONSOLE		System1	
Configuration Files	Court			System1	
Letters	System Name	System1		System Setup	
Log Files	System Path	C\	An and the same in the same	Copy Files	
	Dofault Portal	0.1		Parse Query Files	
	Default Portal			Properties	
				Database Tasks	
				🎦 Patch Database	
				🎦 Run Custom SQL Script	
	Database			P Update Database Statistics	
	DB System SG DB Server .	SQL Server	DB NT Auth DB SSL	Set System Language	
				Reporting Setup	
	DB Name TRAINING1		Encrypt In Registry	P Update Reports	
	DB User ID	sa		Archiving	•
					•
				View	•
	Virtual Directory	//SM		New Window from Here	
	MMA LIPI	http://www.upro.com	The second	🗙 Delete	
	MMAORE	http://	Core.aspx	🛒 Rename	
	Settings			Q Refresh	
	Session Time Out	120		Properties	
	Customer Portal Session	lime Out 120		🕜 Help	
	Server Date Format	aa/www.yyyyy H		1	

- 2. Select your system name and then select **Properties** from the **Actions** column on the right hand side to open the properties window.
- 3. Select the Licence tab.

vFire 9.7 Install & Upgrade Guide



	System1 Properties
General Data	base Licence Website Settings Diagnostics Virus Check
Enter New Licence Key	Load From File
	Сору
	e Paste
	Decode
	~
	OK Cancel Apply

4. Paste the new license key in the box and select **Decode**. Check that the license information is correct, and then select **OK**.

 $^{(0)}$ Should the need arise, roll back the upgrade as described on page 55

Upgrading Officer & Portal

You need to ensure that your version of Officer & Portal is compatible with the version of vFire Core. Any version of vFire Core 9.x will be compatible with any 9.x version of vFire Officer & Portal, regardless of the third release digit, unless otherwise stated in the release notes.



Troubleshooting the Upgrade

If you have adhered to the prerequisites, your upgrade should go smoothly. However, if you do have difficulties, refer to this section for suggested solutions.

System Crash (Windows Server 2008)

When you upgrade from 9.2.1 or below, the upgrade process should automatically change vFire Core system app pool settings to use .NET 4.5.2 (.NET CLR version **v4.0**) as well as changing the Managed Pipeline Mode to **Integrated**.

When you upgrade from 9.2.3 or below, the upgrade process should automatically change the vFire Core system app pool setting Enable 32-Bit Applications to **False**.

	Advan	ced Settings	?	x		
Gener	ral)			~		
.NET C	LR Version	v4.0				
Enable	32-Bit Applications	False				
Manag	ed Pipeline Mode	Integrated				
Name		test_Pool		=		
Queue	Length	65535				
Start M	ode	OnDemand				
CPU						
Limit (percent)	0				
Limit A	ction	NoAction				
Limit Ir	nterval (minutes)	5				
Process	sor Affinity Enabled	False				
Process	sor Affinity Mask	4294967295				Edit Application Pool
Process	sor Affinity Mask (64-bit	c 4294967295				Edit Application 1 001
Proces	s Model				Name:	
Genera	te Process Model Event	Li			test Pool	1
Identity	/	ApplicationPoolIdentity			-	
Idle Tin	ne-out (minutes)	60			.NET CLR	R version:
Idle Tin	ne-out Action	Terminate		~	.NET CLF	R Version v4.0.30319
lame		is the unique identifier for th			Manageo	d pipeline mode:

The following settings are correct:

If these settings are incorrect, you need to manually change the **Application Pool** settings in Internet Information Services (IIS) as follows:



- .NET CLR Version to v4.0
- Enable 32-Bit Applications to False
- Managed Pipeline Mode to Integrated

IIS Errors and Failure to see other Members of Chat

If the Virtual Directory was not correctly created for a System, it will not appear in the vFire Core Server Console or the server registry and therefore the upgrade process cannot change the app pool settings automatically. This will cause the system to crash.

The following settings are incorrect:

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ionPoolldentity te ue identifier for th	1

Forgotten vFire Self Service Password Settings

The default "Forgotten Password" setting on the vFire Self Service login window in 9.7 is that "Click here for reminder" is displayed. Upgrading your system to 9.7 will reset this setting to this default.



The **Forgot Password** settings were maintained in the **Self Service Settings** window prior to this release. These are now managed in **Designer** by configuring the "Click here for Password Reminder" label in the **Portal Screens Login** screen.

Designer System Administration	
Find a Screen View Screens Skins	
Edit Screens	
Add a Field Field Settings Styles Rules	Portal Screens Change Password Portal Screens Forgot Password Portal Screens Login
Field Properties -	
Label Click Here for Password Reminder Hidden No Tooltp	Login ID
	Password
	Database
Options Access	OK Forgotten your password Click Here for Password Reminder If you haven't resistered Click Here
	Save Save As Save All Load From Restore Default Open History Close

If you choose to hide the link, ensure that you reword the preceding text "Forgotten your password" so that it still makes sense to the user.

Problems with Text Searches

After upgrade, a small number of users may find that text searching does not work correctly and Matching Panel does not return call or KB results based on call description.

Searches that rely on the vFire Indexing Service, such as text searches and Matching Panel, do not return expected results after upgrading.

Symptoms include:

- Text searching in Search screens does not return calls/requests/tasks/KBs created since upgrade.
- Matching Panel does not return call or KB results when filtering by call description text. However, when filtering by call fields only, results are returned.
- The IN_CL_DOCUMENTS table is empty in the vFire database after upgrade
- No results are returned in Call Search when performing a text search using the Logical option



This occurs under the following conditions:

- The vFire Indexing Service is set to 'Manual' startup and/or was not running at time of upgrade
- The vFire Indexing Service was manually started after upgrade
- The vFire Core system is installed at the file location: <InstallDrive>:\Program Flies\Alemba

This is a known issue in vFire Core 9.3 and above, whereby the vFire Indexing Service does not start properly after upgrading.

To resolve the issue, restart the vFire Indexing Service on the application server where vFire Core is installed.

For further information, refer to the knowledge article KB Ref: 1182.



The Maintenance Package

From version 9.4.0, you can upgrade between minor point releases (e.g. 9.6.0 to 9.6.2) by applying a **Maintenance Package**, and in doing this you will not need to run through a full patch upgrade process.

Only use the maintenance package if you are confident of the version you are currently running, and that you are only attempting to complete a minor point upgrade.

You cannot use the maintenance package to upgrade to 9.7.2, due to the nature of the fixes and enhancements introduced in this release. If you are upgrading from 9.7.2 to a higher release version, you can use the maintenance package as described below.

The steps involved are as follows:

- 1. Create a backup of the database and system files, or create a snapshot of the virtual servers.
- 2. Download the Maintenance Package from www.alemba.help.

M You will need to register to access this download.

- 3. Install the Maintenance Package.
- 4. Confirm the patch.

If necessary, you can **roll back** the maintenance package to restore a previous version.

Creating a Backup

Before installing the maintenance package you should create a backup so that the upgrade can be rolled back should the need arise.

For virtual servers

Create a snapshot or backup of the virtual web server and of the virtual database server.



For physical servers

1. Stop the vFire 9 Services. This can be done by stopping the vFire 9 Administration

		Services				X
File Action	View Help					
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🔍 Services (Loca	a) Services (Local)					
	vFire 9 Administrative Service	Name	Description	Status	Startup Type	Log
		🖓 Themes	Provides us	Running	Automatic	Loc
	Stop the service	🖓 Thread Ordering Server	Provides or		Manual	Loc
	Restart the service	🖓 UPnP Device Host	Allows UPn		Disabled	Loc
		🍓 User Access Logging Service	This service	Running	Automatic (D	Loc
		🖓 User Profile Service	This service	Running	Automatic	Loc
		🙀 vFire 9 Administrative Service		Running		
		🖓 vFire 9 Config Portability Se			Automatic	Loc
		🖓 vFire 9 Connector Service		Running	Automatic	Loc
		🔍 vFire 9 Core Service		Running	Automatic	Loc
		🖓 vFire 9 Custom Service			Manual	Loc
		🔍 vFire 9 Escalation Service		Running	Automatic	Loc
		🖓 vFire 9 Indexing Service			Automatic	Loc
		🖓 vFire 9 Messaging Service			Manual	Loc
		🔍 vFire 9 Proactive Analysis Se		Running	Automatic	Loc
		🖓 vFire 9 Reporting Service			Manual	Loc
		🖓 vFire 9 Workflow Service			Automatic	Loc
		Virtual Disk	Provides m		Manual	Loc

Service.

2. Stop the vFire application pools and websites.

V]	Interne	t Informa	ation Services	(IIS) Manager			_ ×
	Application Pools						🕶 🖂 🏠 🔞 •
File View Help							
Connections Conne	Applicat This page lets you vie Applications, and prov. Fite: Name A NET v4.5 PAET v4.5 Cassic Core, Pool DefaultAppPool	ion Po w and mar associated ide isolatic Status Status Started Started Started Started	ols age the list of a game with worker pro monorg differ for ~	bplication pools on cesses, contain one ent applications. w All Group by: Integrated Classic Integrated Integrated	the server. or more Identity Application Application Application Application	Act	ions Add Application Pool Set Application Pool Defaults Application Pool Tasks Start Stop Recycles Edit Application Pool Basic Settings Rensme Remove View Applications Help
Ready	Features View	Content Vie	w				•1.:

4. Create a folder in the same location as the extracted Maintenance Package and backup the system directory (e.g.: C:\Program Files\Alemba\vFire**System1**) and the



files in the **vFire** directory.

4. Create a folder in the same location as the extracted Maintenance Package and backup the system directory (e.g.: C:\Program Files\Alemba\vFire**System1**) and the files in the **vFire** directory.



Installing the Maintenance Package

You need to download the maintenance package from www.alemba.help.

- 1. Extract the Maintenance Package to a folder on the Web Server.
- 2. Create a new folder C:\Alemba.



If you have multiple Web Servers the Maintenance Package will need to be uploaded and extracted to a folder on **each** Web Server.



3. Stop the vFire 9 Services. This can be done by stopping the vFire 9 Administrative

		Services				x
File Action View	w Help					
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Services (Local)	Services (Local)	-				
	vFire 9 Administrative Service	Name	Description	Status	Startup Type	Log
		🔍 Themes	Provides us	Running	Automatic	Loc
	Stop the service	Chread Ordering Server	Provides or		Manual	Loc
	Restart the service	🔍 UPnP Device Host	Allows UPn		Disabled	Loc
		🔍 User Access Logging Service	This service	Running	Automatic (D	Loc
		🔍 User Profile Service	This service	Running	Automatic	Loc
		🔍 vFire 9 Administrative Service		Running	Automatic	Loc
		🔍 vFire 9 Config Portability Se			Automatic	Loc
		🔍 vFire 9 Connector Service		Running	Automatic	Loc
		🔍 vFire 9 Core Service		Running	Automatic	Loc
		🔍 vFire 9 Custom Service			Manual	Loc
		🔍 vFire 9 Escalation Service		Running	Automatic	Loc
		🔍 vFire 9 Indexing Service			Automatic	Loc
		🔍 vFire 9 Messaging Service			Manual	Loc
		🔍 vFire 9 Proactive Analysis Se		Running	Automatic	Loc
		k vFire 9 Reporting Service			Manual	Loc
		🔍 vFire 9 Workflow Service			Automatic	Loc
		C. Virtual Disk	Provides m		Manual	Loc

Service.

4. Stop the vFire application pools and websites.

8	Interne	t Informa	ation Services	(IIS) Manager		_ _ X
	Application Pools					😐 🛛 🏠 🔞 •
File View Help						
Connections	Applicat This page lats you vie Application posts pilotation, and proc pilotation, and proc pilotation, and proc Pilotation, and proc NET v4.5 Classic DefaultAppPool California	ion Po w and man associated ride isolatic Status Status Started Started Started Started	Ols agage the list of a game with worker pro no among differ vector of the second differ vector of the second difference vector of the second difference vect	pilication pools on cesses, contain on nt applications. w All [Group by: Managed Pipel Integrated Classic Integrated Integrated	the server. e or more identity Application NetworkSe Application	Action: Constant Pool. Sch Application Pool Defaults Application Pool Teals: Sch Speichen Pool Teals: Sch Application Pool Eift Application Pool Eift Application Pool Recycling Recycl
Ready	tota .					¶.:

5. Copy all files from the LIB folder in the Maintenance Package to the vFire directory.

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6. Copy all files from the LIB folder in the Maintenance Package to the vFire system's



BIN directory.

- 7. Within the **System** folder in the Maintenance Package there may be sub folders, such as **Config**, **Search** and so on. Copy all the files and folders from each of these sub folders to the corresponding folders in your vFire system directory.
- 8. Copy all files from the **System\Config** folder in the Maintenance Package to the **Config** folder of your system directory.

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File Home Shar	e View	^ ()	File Home	Share View	^ 0	
Copy Paste 2 Clipboard Or	New Propert	ies Select	Copy Paste	Image: Image	Properties Open	
🛞 💿 🔻 🕇 📕 « :	system 🕨 Config	✓ ♂ Search Co	€ 🖲 ד ↑ 🛽	« vFireCo + Config	✓ ♂ Search Co ₽	
👉 Favorites	Name	*	🔶 Favorites	Name	* ^	
Desktop	90404		Desktop	90200	-	
鷆 Downloads	퉬 Common		🚺 Downloads	90201	-	
🖳 Recent places	鷆 Install		🔛 Recent place	5 🔒 90202	-	
	config-browsevie	ews		90203		
📜 This PC	config-patch		[툪 This PC	90300		
	core-data-model			90400		
🙀 Network	Infra.Connector.S	SingleSignOn	🗣 Network	90404		
	infra_queries			🎍 Common		
	j queries-integratio	on		🕌 Install		
	queries-portal			📕 Upgrade		
	📄 queries-slm			JE vCD 1.0-1.01		
				vco-plugin-set	s	
				Config Portabi	lity GUID Assignment	
				Config-assemb	lies	
				Config-browse	views	
				Config-Install		
				Config-patch		
				Config-queries		
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9. Copy all files from the **System** folder in the Maintenance Package to the vFire system directory (e.g.: C:\Program Files\Alemba\vFire**System1**).



This process will only update the files in your **existing** vFire Systems. If you wish to create new vFire Core systems at this patch level you will also need to copy the System sub folders to the **Original** directory.

10. Open the vFire Core Server Console, select the vFire Core System and then run the **Patch Database** Database Task.

0	ServerC	onsole - [Console	Root\Alemba vFire\vl	FireCore]	_ 0	x
File Action View Favorite	s Window Help					e ×
e e ≥ z i i i i Console Root 4 Alemba Vire CONSOLE				Actions vFireCore		
> 🗎 vFireCore	General System Name vFireCore System Path C.\Program Files\Hemba\vFire\vFireCore\ Default Self Service Portal				System Setup Copy Files Parse Query Files Properties Database Tasks Patch Database Run Custom SQL Scrip Set System Language	=
	Database DB System DB Server DB Name DB User ID	SQL Server localhost vFire Core sa	DB NT Auth DB SSL Encrypt In Registry	No No Yes	Reporting Setup Update Reports Archiving Workflow View)))) V

If you have multiple Web Servers, you will only need to Patch Database on the first Web Server you apply the Maintenance Package. On each of the other Web Servers in your environment you will need perform Steps 1 to 9, and for Step 10 you need to run the **Parse Query Files** action under **System Setup** actions instead.



- 11. Start the vFire 9 Services.
- 12. Restart the vFire Website and Application Pools (IISreset).
- 13. Analysts should clear the Local Browser Cache (CTRL+ALT+1).

Next, you need to confirm the patch.

Confirming the Patch

This is the final step in using the Maintenance Package to upgrade between minor point releases.

1. Confirm System Files have the correct Version number.

Infra.Rules.dll Properties				
General Security	Details Previous Versions			
Property Description File description Type File version Product name Product version Copyright Size Date modified Language Original filename	Value Alemba vFire Core Rules Component Application extension 9.4.5.5 Alemba vFire Core 9.4.5.5 © Alemba Limited (or its licensors, includi 6.75 MB 20/09/2016 10:55 Language Neutral Infra.Rules.dll			
Remove Properties and Personal Information				
	OK Cancel Apply			



2. Confirm the Version Number in the vFire Core Database.

select STATUS from SU_S	SYS_PARAMETERS where PARAMETER='Ver	rsion'
SQLQue	ery3.sql - PMDAVE96.vFire Core (sa (56))* - Microsoft SQL Server Managem	ent Studio
File Edit View Query Project Debug Tools Windo	w Help	
: 🛅 🕶 🗁 🚅 🚽 🝠 🔔 New Query 🛛 🚹 🐴 🏠	X 🖦 🛍 🤟 - (M - 💭 - 🖳 🜌 🕨 (M - 🕮 🎰 X	- 🆄
:	Debug = 🗸 📅 🖶 🛄 📅 👘 🌆 🎘 🎘 🚍 😤 🗮 🗮 🕹 📜	
Object Explorer	SQLQuery3.sql - PMDFire Core (sa (56))* ×	
Connect 🕶 🛃 📕 🍸 😰 🎿	select STATUS from SU_SYS_PARAMETERS where PARAMETER='Version'	÷
dbo.SU_ROLE_STENCIL		<u>^</u>
dbo.SU_ROLE_TA_SCREEN		
dbo.SU_ROLE_TYPE		
dbo.SU_SAVED_SEARCHES		
dbo.SU_SAVED_SEARCHES_GROUPS		
dbo.SU_SCHEDULE_INTERVAL		
dbo.SU_SCHEDULE_MONTH		
B GOOSO_SCHEDULE_MONTHWEEK		
dbo.SU_SCHEDULE_WEEKDAY		
H GOOD SCREEN FIELD KOLE		
m m dbo.SU_SEARCH_ROWS		
B doo.SU SECURITY PROFILE		
dbo.SU SELECT VALUES		\sim
H dbo.SU SERVICE TITLES	100 % - < III	>
H dbo.SU SO PROFILE 1	Results 🔂 Messages	
H dbo.SU_SO_PROFILE_2	STATUS	
dbo.SU_SUPPORT_GROUP	1 9.0405	
I dbo.SU_SYS_PARAMETERS		
dbo.SU_TRANSFORM		
Image:		

3. Confirm the Server Console is showing the correct Schema Version (may require you

0	ServerCor	nsole - [Console	Root\Alemba vFire\vf	ireCore]	_ _ ×
File Action View Favorites	s Window Help				_ & ×
Console Root	vFire CONSOLE				Actions
♦ VFireCore				vFireCore	
	General				System Setup
	System Name	vFireCore			Copy Files
	System Path C:\Program Files\Wemba\vFire\vFireCore\ Default Self Service Portal				Properties
					Database Lasks
					Set System Language
	Database				Reporting Setup
	DB System	SQL Server	DB NT Auth	No	
	DB Server	localhost	DB SSL	No	Morkflow
	DB Name	vFire Core	Encrypt In Registry	Yes	View
	DB User ID	sa			New Window from Here
	DB Schema Version	9.4.5.0			🗙 Delete
	Canada				🛋 Rename
	Virtual Directory /core		Refresh		
	MMA URL http://PMDAVE96/core./Core.aspx				Properties
					R Help
	Settings Session Time Out	120			
		120			1

to restart the console).

Rolling Back the Maintenance Package

You can roll back the maintenance package and return your system to its previous minor version:


For virtual servers

Restore the web server and database server to the snapshot or backup you took prior to applying the maintenance package.

For physical servers

1. Stop all vFire 9 Services. This can be done by stopping the vFire 9 Administration

		Services				X
File Action Vie	w Help					
(+ +) 🖬 🔄	🖸 🛃 🚺 📷 🕨 🔳 💵 🕨					
🔍 Services (Local)	Services (Local)	-				
	vFire 9 Administrative Service	Name	Description	Status	Startup Type	Log
		🐫 Themes	Provides us	Running	Automatic	Loc
	Stop the service	hread Ordering Server	Provides or		Manual	Loc
	Restart the service	🔍 UPnP Device Host	Allows UPn		Disabled	Loc
		端 User Access Logging Service	This service	Running	Automatic (D	Loc
		🖓 User Profile Service	This service	Running	Automatic	Loc
		😘 vFire 9 Administrative Service		Running	Automatic	Loc
		🖓 vFire 9 Config Portability Se			Automatic	Loc
		🖓 vFire 9 Connector Service		Running	Automatic	Loc
		🔍 vFire 9 Core Service		Running	Automatic	Loc
		🖓 vFire 9 Custom Service			Manual	Loc
		🔍 vFire 9 Escalation Service		Running	Automatic	Loc
		🖓 vFire 9 Indexing Service			Automatic	Loc
		🖓 vFire 9 Messaging Service			Manual	Loc
		🔍 vFire 9 Proactive Analysis Se		Running	Automatic	Loc
		🌼 vFire 9 Reporting Service			Manual	Loc
		🖓 vFire 9 Workflow Service			Automatic	Loc
		🐫 Virtual Disk	Provides m		Manual	Loc

Service.

2. Stop the vFire application pools and websites.

2 3	Internet Information Services (IIS) Manager						
O Application Pools O S						🖬 🛛 🖓 🔞 🗸	
File View Help							
Connections	Application Applications, and prov Filter: Name A NET V4.5 NET V4.5 Classic Composition DefaultAppPool	ion Po w and man associated ide isolatic Status Started Started Started Started Started	els age the list of a growth worker pro- memory affered and a monor an	pplication pools on cesses, contain one ent applications. Managed PipeL. Integrated Classic Integrated Integrated	the server. or more Identity Application Application Application Application	Action	s d Application Pool Application Pool Defaults pication Pool Tasks rt pp (vylee tt Application Pool aic Settings vanced Settings move w Applications Ip
Ready 9					• <u>1</u> .:		

- 3. Restore the system directory and files from the backup location you created prior to upgrading.
- 4. Restore the database from the backup you made prior to applying the maintenance package.
- 5. Restart the vFire 9 services.
- 6. Restart the vFire website and application pool (IISreset).



Logging on to vFire Core

You can log onto vFire Core using Internet Explorer 11 (or Internet Explorer 9 if using Windows Vista) from any machine, including the server.

🖑 Before you start

You must have installed the system on the server and created a system using the vFire Core Server Console.

vFire Core is designed to be used in **Internet Explorer**. Using other browsers is not recommended and may give unpredictable results.

If you access vFire Core from a client machine with Windows Vista installed, you should enable **Protected** mode on the Internet Explorer settings. This can be done through the option under the Security tab on the Internet Options. Otherwise the vFire Core login page will display behind the Internet Explorer page, and you will have to highlight it by selecting the vFire Core application on the Windows task bar.

vFire Core uses CAB files to download ActiveX controls. Some organizations may not allow CAB files to be downloaded because of Internet Explorer Security Settings. Ensure that the options that relate to file downloads are enabled.

Launching the Application from the Browser

To launch the application from the browser, type your URL as follows: http://machinename/Virtual Directory/core.aspx

You should...

Replace	with	
http	https if you have selected Use SSL when creating the virtual directory in the vFire Core Server Console	
machinename	e the domain name or IP address of the web server, load balancer, or publicly accessible website	
Virtual Directory	the name of the virtual directory you specified in the vFire Core Server Console	



💟 core.aspx is the name of the page that launches the wrapper executable.



Downloading CAB Files

vFire Core uses CAB files to download ActiveX controls from the web server. These are selfcontained files used for application installation and setup. In a CAB file, multiple files are compressed into one file. Data compression is performed across file boundaries, significantly improving the compression ratio and therefore decreasing download time.

On accessing vFire Core for the first time, Cabinet Files (CAB Files) are downloaded from the web server to the client machine before the Login window appears.

The download folder is held in C:\<WindowsFolder>\Downloaded Program Files, where WindowsFolder is the folder in which Windows is installed. The name may differ, depending on your version of Windows.

If you are not using the direct MSI installation of client components, the following controls are downloaded:

File Name	Description			
AlembaWrapper.cab	This contains an executable that runs on the client machine when you log into vFire Core. The wrapper contains and manages all the browser windows generated from running vFire Core, giving it a self contained desktop application feel. It also removes the reliance on the Internet Explorer browser and associated navigation problems.			
AlembaControls.cab	This contains the control elements such as Q/D fields, that are used in the everyday running of the system.			

CAB Files are only downloaded the first time you access a page with an ActiveX control due to version control on these files.

When the download is complete, you will be prompted to install the controls.



Installing the ActiveX Controls

- 1. When prompted, select Install.
- 2. Select Yes to allow the Microsoft windows to make changes to your computer.

Internet Explorer Add-on Installer - Security Warning					
Do you want to install this software? Name: vFire Core Controls Publisher: <u>Alemba Ltd</u>					
More options	Install	Don't Install			
While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. <u>What's the risk?</u>					

- 3. When installation is complete, you may be prompted to restart your computer. This is not necessary. If prompted to restart your computer, select No.
- 4. You will then be prompted to download the vFire Core Wrapper.
- 5. Select Yes to allow the Microsoft windows to make changes to your computer...
- 6. Select **Install**. When installation of the wrapper is complete, you may again be prompted to restart your computer. This is not necessary. If prompted to restart your computer, select No.
- 7. When the install is complete, the vFire Core login window appears.

Logging in

In the vFire Core login window, specify your **User Name** and **Password**. If Single Sign On (SSO) is enabled, the login window does not appear and you are logging in automatically.



Appendix B: Installing Client Components

When you navigate to vFire Core via the URL, the following components are automatically installed on the client machine if they are not found:

- vFire Core Controls
- vFire Core Wrapper

These components are located in the following location:

C:\WindowsFolder\Downloaded Program Files\

where **WindowsFolder** is the folder in which Windows is installed. This is named differently in various versions of Windows.

You may choose to install the wrapper and controls from the MSI instead for a number of reasons, including restrictions imposed by your organization security protocols. For more information, see below.

Installing Client Components from the MSI

32-bit MSI

Download the following file from the service catalog in alemba.help -

vFireCoreControls<version number>.msi, where <version number> refers to the software version number.

64-bit MSI

Download the following file from the service catalog in alemba.help -

vFireCoreControls<version number>x64.msi, where <version number> refers to the software version number.

Ninstalling the 64-bit version will also install the 32-bit version.

If you are working in Windows 8 or 10, you will always use the 64-bit wrapper and controls. If you are working in Windows 7, you will use the 32-bit wrapper and controls by default. You will need to create a shortcut to the 64-bit wrapper if you wish to use it.



Removing Client Components

Occasionally it may be necessary to reinstall the Wrapper and Controls if, say a new Wrapper or Control update has been released, or your current Wrapper or Control becomes corrupted and needs reinstalling.

This applies to automatic installs. If you have installed using the MSI, simply uninstall the program in the normal way.

Unregistering the wrapper

- 1. Select the Windows Start button. On the **start** page, type **cmd** to bring up the command prompt icon.
- 2. Select the command prompt icon to open the command prompt window.
- 3. Type the following command:

cd C:\Windows\Downloaded Program Files\

Your downloaded Program Files may be stored in a different location than Windows'. Ensure that the command above points to the correct folder.

4. Type the command:

AlembaWrapper.exe -UNREGSERVER

Unregistering the controls

- 1. Select the Windows Start button. On the **start** page, type **cmd** to bring up the command prompt icon.
- 2. Select the command prompt icon to open the coregmmand prompt window.
- 3. Type the following command:

cd C:\Windows\Downloaded Program Files\

Your downloaded Program Files may be stored in a different location than 'Windows'. Ensure that the command above points to the correct folder.

4. Type the command:

regsvr32 /u AlembaControls.ocx



Appendix B: Installing Client Components

When you navigate to vFire Core via the URL, the following components are automatically installed on the client machine if they are not found:

- vFire Core Controls
- vFire Core Wrapper

These components are located in the following location:

C:\WindowsFolder\Downloaded Program Files\

where **WindowsFolder** is the folder in which Windows is installed. This is named differently in various versions of Windows.

You may choose to install the wrapper and controls from the MSI instead for a number of reasons, including restrictions imposed by your organization security protocols. For more information, see below.

Installing Client Components from the MSI

32-bit MSI

Download the following file from the service catalog in alemba.help -

vFireCoreControls<version number>.msi, where <version number> refers to the software version number.

64-bit MSI

Download the following file from the service catalog in alemba.help -

vFireCoreControls<version number>x64.msi, where <version number> refers to the software version number.

Ninstalling the 64-bit version will also install the 32-bit version.

If you are working in Windows 8 or 10, you will always use the 64-bit wrapper and controls. If you are working in Windows 7, you will use the 32-bit wrapper and controls by default. You will need to create a shortcut to the 64-bit wrapper if you wish to use it.



Removing Client Components

Occasionally it may be necessary to reinstall the Wrapper and Controls if, say a new Wrapper or Control update has been released, or your current Wrapper or Control becomes corrupted and needs reinstalling.

This applies to automatic installs. If you have installed using the MSI, simply uninstall the program in the normal way.

Unregistering the wrapper

- 1. Select the Windows Start button. On the **start** page, type **cmd** to bring up the command prompt icon.
- 2. Select the command prompt icon to open the command prompt window.
- 3. Type the following command:

cd C:\Windows\Downloaded Program Files\

Your downloaded Program Files may be stored in a different location than Windows'. Ensure that the command above points to the correct folder.

4. Type the command:

AlembaWrapper.exe -UNREGSERVER

Unregistering the controls

- 1. Select the Windows Start button. On the **start** page, type **cmd** to bring up the command prompt icon.
- 2. Select the command prompt icon to open the coregmmand prompt window.
- 3. Type the following command:

cd C:\Windows\Downloaded Program Files\

Your downloaded Program Files may be stored in a different location than 'Windows'. Ensure that the command above points to the correct folder.

4. Type the command:

regsvr32 /u AlembaControls.ocx



Appendix C: Adding ASP.NET to Windows 2008

If you are using Windows 2012, you should follow the instructions in the Installation Procedure section of this document, when adding ASP.NET. Follow the instructions below if using Windows 2008.

Adding ASP.NET Role Service

To add ASP.NET as a role service to your Windows Server 2008 machine:

- Select Windows Start > Control Panel > Administrative Tools > Server Manager. The Server Manager window appears.
- 2. Select Server Manager > Roles > Web Server > Add Role Services. The Add Role Services window appears.

Add Role Services Select Role	e Services	×
Role Services Confirmation Progress Results	Select the role services to install for Web Server (IIS): Role services: Web Server (Installed) Example: Common HTTP Features (Installed) Default Document (Installed) Directory Browsing (Installed) HTTP Errors (Installed) HTTP Redirection WebDAV Publishing Application Development VebDAV Publishing ISAPI Extensionity ASP CGI JSAPI Extensionits Berver Side Indudes Health and Diagnostics (Installed) HTTP Logging (Installed) HTTP Logging Tools Request Monitor (Installed) Tracino	 Description: ASP.NET provides a server side object oriented programming environment for building Web sites and Web applications using managed code. ASP.NET is not simply a new version of ASP. Having been entirely rearchitected to provide a highly productive programming experience based on the .NET Framework, ASP.NET provides a robust infrastructure for building web applications.
	< Previous Ne	ext > Instal Cancel

- 3. Select Web Server > Application Development > ASP.NET.
- 4. Select Next to complete adding the role service.



Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit **www.alemba.com**.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at www.alemba.help/help.

Nou may need to register to access some of these details.

Technical Support

For technical support, please visit: **www.alemba.com** and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.