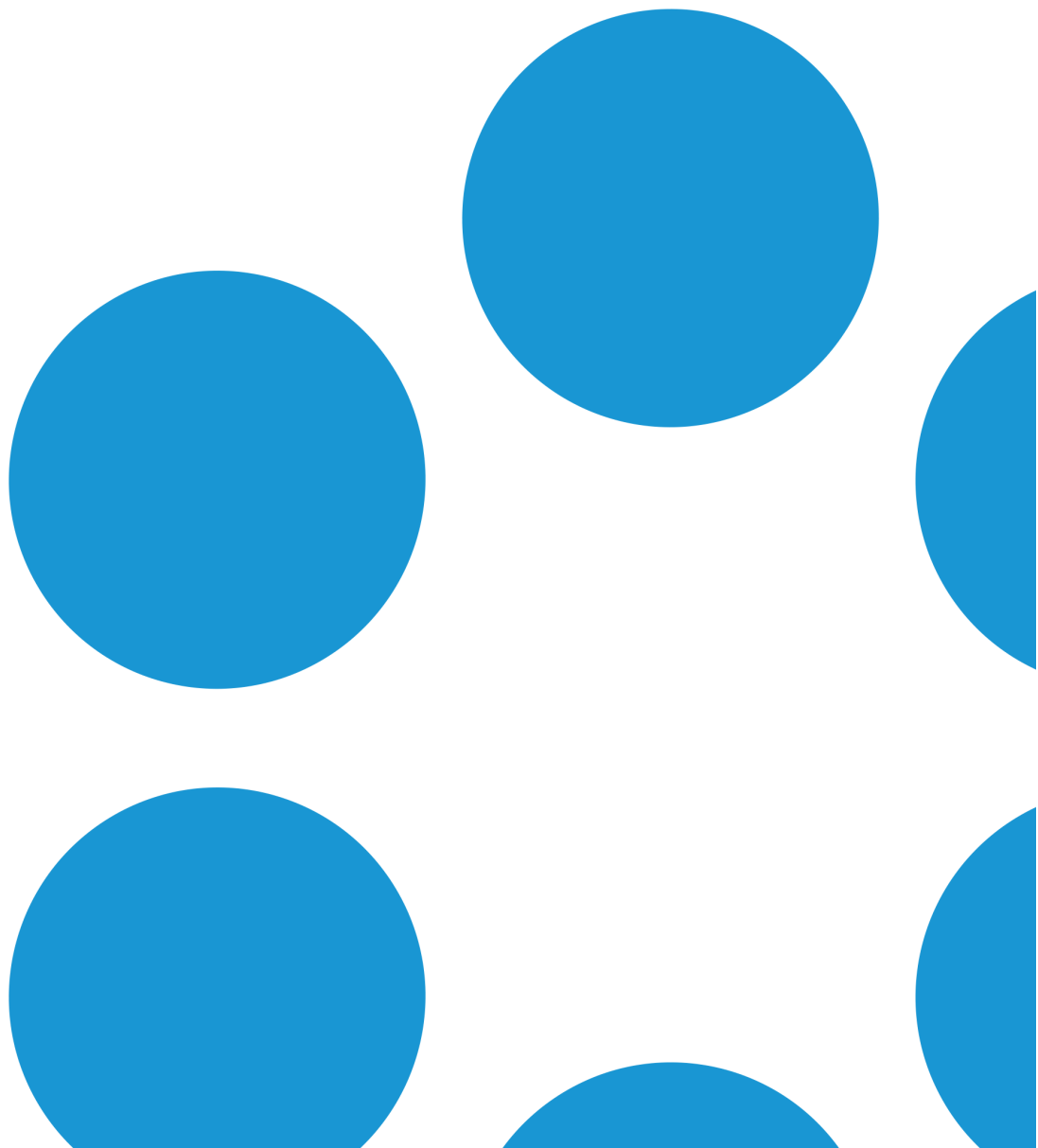




vFire Core 9.2  
Installation Guide  
Version 1.0







# Table of Contents

<b>Version Details</b> .....	<b>v</b>
Online Support .....	v
Comments and Feedback .....	v
Copyright .....	v
<b>About this guide</b> .....	<b>vii</b>
Intended Audience .....	vii
Standards and Conventions .....	vii
<b>Configuring Server for vFire Core 9.2</b> .....	<b>1</b>
Prerequisites .....	1
Oracle Client .....	1
Configuring Windows Server .....	1
Run IIS7 in 32-bit Mode on 64-bit System .....	11
Important Recommendations .....	12
Version 9.2 Setup Kit .....	12
<b>Installation Procedure for vFire Core 9.2</b> .....	<b>13</b>
Create New vFire Core Version 9.2 System .....	21
Install and Upgrade on Multiple Web Servers .....	21
<b>Polling Service</b> .....	<b>23</b>
vFire Core Services .....	23
Set the Polling Service Startup Type .....	25
Stop a Polling Service .....	25
<b>Set Application Pool for new System</b> .....	<b>27</b>
<b>Logging on to vFire Core</b> .....	<b>29</b>
Launching Application from the Browser .....	29



Downloading CAB Files .....	29
Installing the ActiveX Controls. ....	30
Logging in. ....	31
<b>Uninstalling vFire Core .....</b>	<b>33</b>
<b>Troubleshooting .....</b>	<b>37</b>
<b>Patch Installation Overview .....</b>	<b>39</b>
Backup .....	39
Before You Start .....	39
Installing the Rolling Patch .....	39
Rolling Back .....	45
Applying the License Key .....	48
Troubleshooting .....	50
<b>Appendix A: Database Configuration for SQL Server .....</b>	<b>53</b>
New Database Configuration: vFire Core Table Ownership .....	53
Existing Database Configuration: vFire CoreTable Ownership .....	53
<b>Appendix B: Installed Client Components .....</b>	<b>55</b>
Removing Client Components .....	55
<b>Appendix C - Adding ASP.NET to Windows 2008 .....</b>	<b>57</b>
Adding ASP.NET Role Service .....	57
IIS6 Compatibility Mode .....	58
ASP.NET Registration .....	58



# Version Details

This document supports the version of the product listed, and supports all subsequent versions until the document is replaced by a new edition. The table below contains version details for the guide.

Version Number	Date	Details
1.0	19 December 2014	This document describes the steps on how to install vFire Core Version 9.2.

## Online Support

For documentation, release notes, software updates or for information about Alemba products, licensing and service, visit: [www.alemba.com](http://www.alemba.com). You may need to register to access some of these details.

## Comments and Feedback

If you have any comments or feedback on this documentation, submit it to [info@alembagroup.com](mailto:info@alembagroup.com).

## Copyright

Copyright © Alemba Limited (or its licensors, including ©2010 - 2014 VMware, Inc). All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at: <http://www.vmware.com/go/patents>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. VMware Service Manager™ is also trademark of VMware, Inc. Alemba™, vFire™ and vFireCore™ are trademarks of Alemba Limited (vFire Core™ is developed by Alemba Limited from VMware, Inc's product "VMware Service Manager", under licence from VMware, Inc). All other marks and names mentioned herein may be trademarks of their respective companies.





# About this guide




This guide describes the steps detailing how to install vFire Core Version 9.2..

## Intended Audience

This guide is written for system administrators responsible for installing the vFire Core System.

## Standards and Conventions <sup>Ⓜ</sup>

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.
	Information related to the current topic that may be of interest/significance to certain users. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
<b>Field name</b>	Fields are highlighted in bold text.







# Configuring Server for vFire Core 9.2

This document describes the steps required to install vFire Core Version 9.2.

## Prerequisites

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** as described in the prerequisite documentation.

## Oracle Client

If you are using an Oracle database, you need to ensure that you are running Oracle client version 11g or higher before installing vFire Core 9.2.

## Oracle Database Account Privilege

To update the dictionary system statistics, user must have Database Account privileges on the GATHER\_SYSTEM\_STATISTICS role.

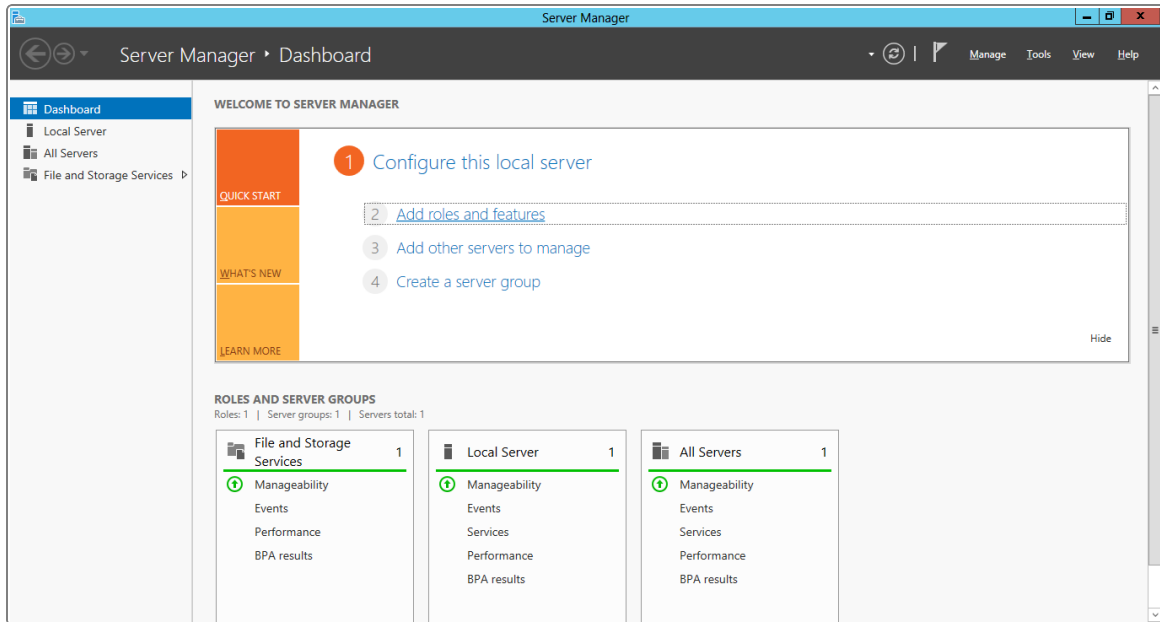
## Configuring Windows Server



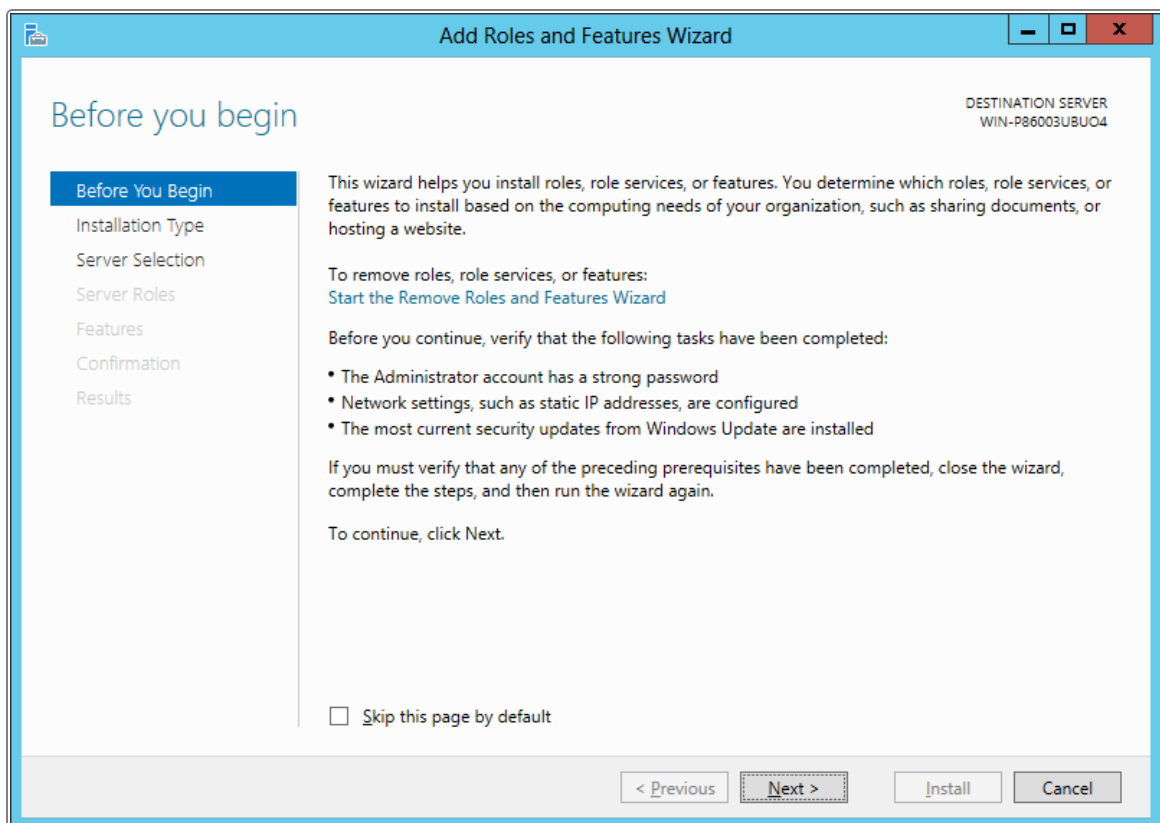
If you are using Windows 2008, you will need to follow the instructions outlined in **Appendix C - Adding ASP.NET to Windows 2008** (page 57)

To configure the Windows 2012 Server for vFire Core, follow the instructions below.

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

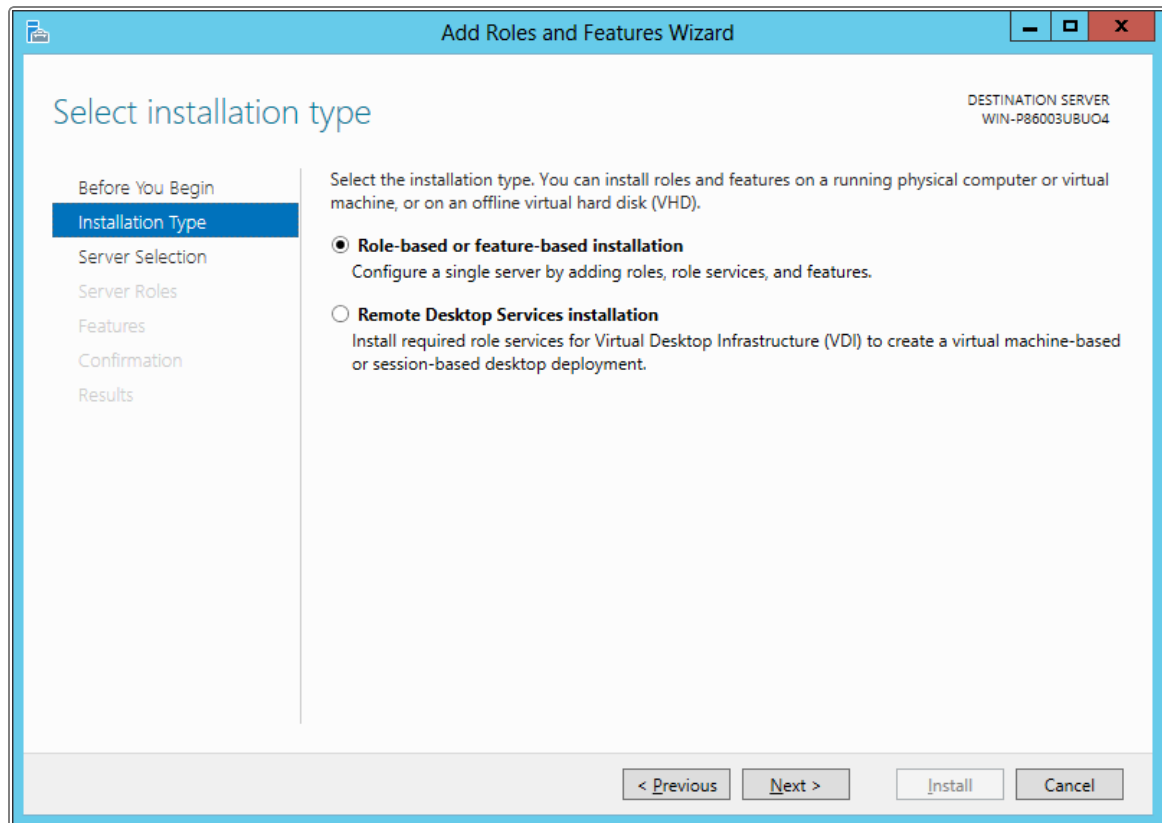


2. This will bring up the Add Roles and Features Wizard which opens on the **Before You Begin** window. Read this page carefully and ensure that you have completed the tasks listed. Select **Next** to continue.

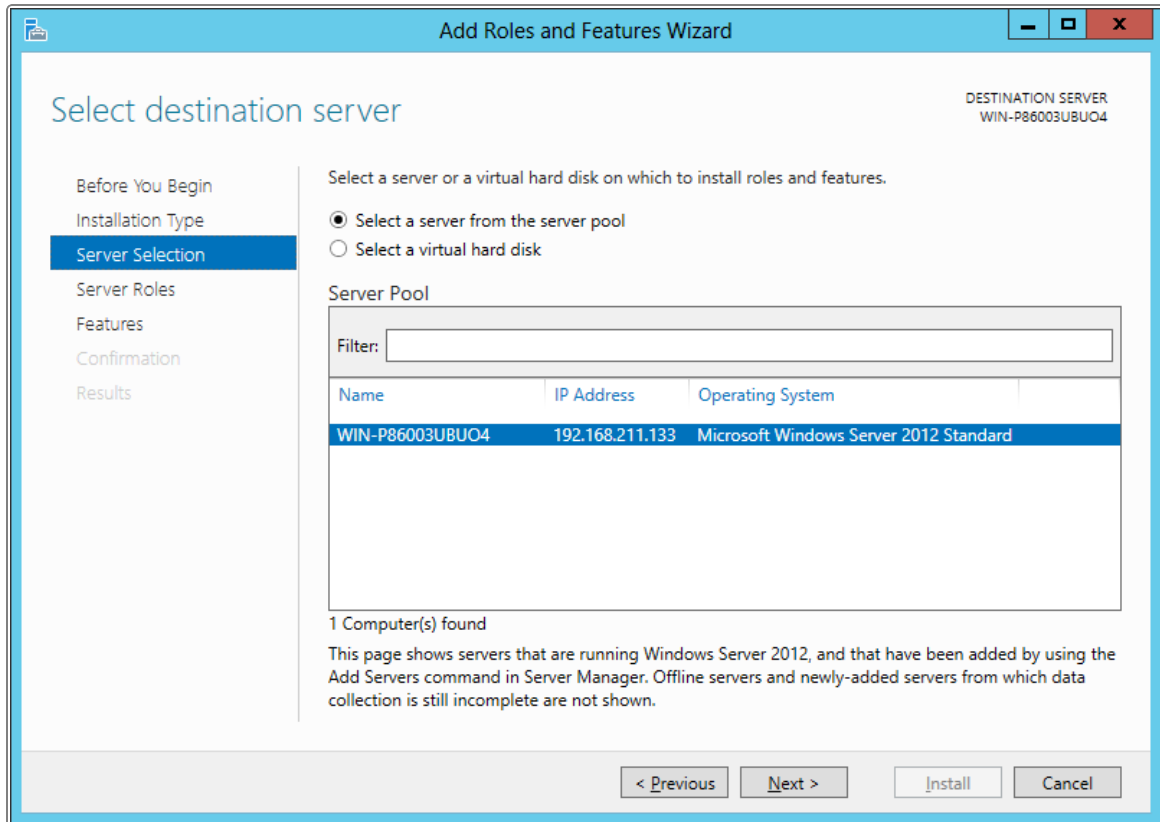




3. On the Select Installation Type window, specify **Role-based or feature-based installation** and select **Next**.



4. This brings up the Server Selection window from where you need to select whether to use a server from the server pool or a virtual hard disk.
5. From the list shown, select the server that you will be using. Once the required server is highlighted, select **Next** to continue.



6. In the **Server Roles** window, select **Application Server** and **Web Server (IIS)** as a minimum requirement. The Description field on the right side of the window gives you an explanation of the purpose of these roles. Select **Next** to continue.



DESTINATION SERVER  
WIN-P86003UBU04

## Select server roles

Select one or more roles to install on the selected server.

Roles	Description
<input type="checkbox"/> Active Directory Certificate Services	Application Server provides central management and hosting of high-performance distributed business applications such as those built with Enterprise Services and .NET Framework 4.5
<input type="checkbox"/> Active Directory Domain Services	
<input type="checkbox"/> Active Directory Federation Services	
<input type="checkbox"/> Active Directory Lightweight Directory Services	
<input type="checkbox"/> Active Directory Rights Management Services	
<input checked="" type="checkbox"/> Application Server	
<input type="checkbox"/> DHCP Server	
<input type="checkbox"/> DNS Server	
<input type="checkbox"/> Fax Server	
▶ <input checked="" type="checkbox"/> File And Storage Services (Installed)	
<input type="checkbox"/> Hyper-V	
<input type="checkbox"/> Network Policy and Access Services	
<input type="checkbox"/> Print and Document Services	
<input type="checkbox"/> Remote Access	
<input type="checkbox"/> Remote Desktop Services	

< Previous   Next >   Install   Cancel

DESTINATION SERVER  
WIN-P86003UBU04

## Select server roles

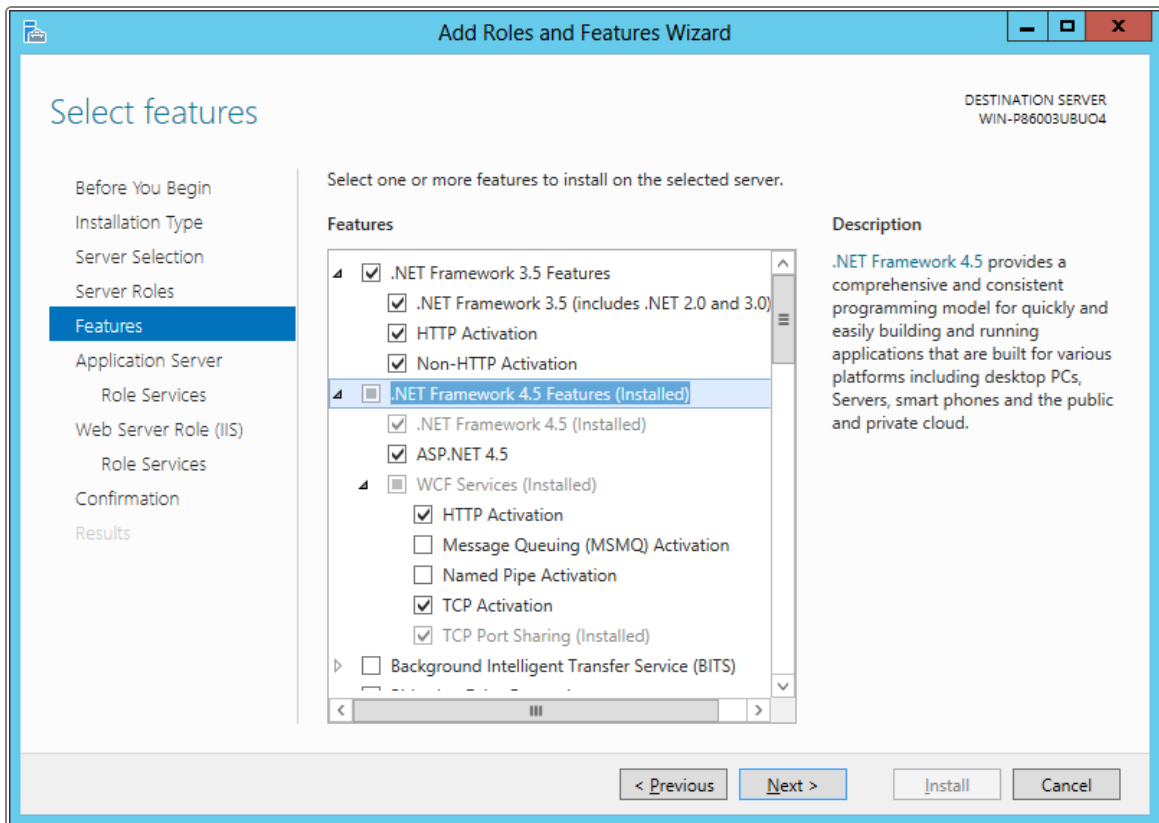
Select one or more roles to install on the selected server.

Roles	Description
<input type="checkbox"/> Active Directory Rights Management Services	Web Server (IIS) provides a reliable, manageable, and scalable Web application infrastructure.
<input checked="" type="checkbox"/> Application Server	
<input type="checkbox"/> DHCP Server	
<input type="checkbox"/> DNS Server	
<input type="checkbox"/> Fax Server	
▶ <input checked="" type="checkbox"/> File And Storage Services (Installed)	
<input type="checkbox"/> Hyper-V	
<input type="checkbox"/> Network Policy and Access Services	
<input type="checkbox"/> Print and Document Services	
<input type="checkbox"/> Remote Access	
<input type="checkbox"/> Remote Desktop Services	
<input type="checkbox"/> Volume Activation Services	
<input checked="" type="checkbox"/> Web Server (IIS)	
<input type="checkbox"/> Windows Deployment Services	
<input type="checkbox"/> Windows Server Update Services	

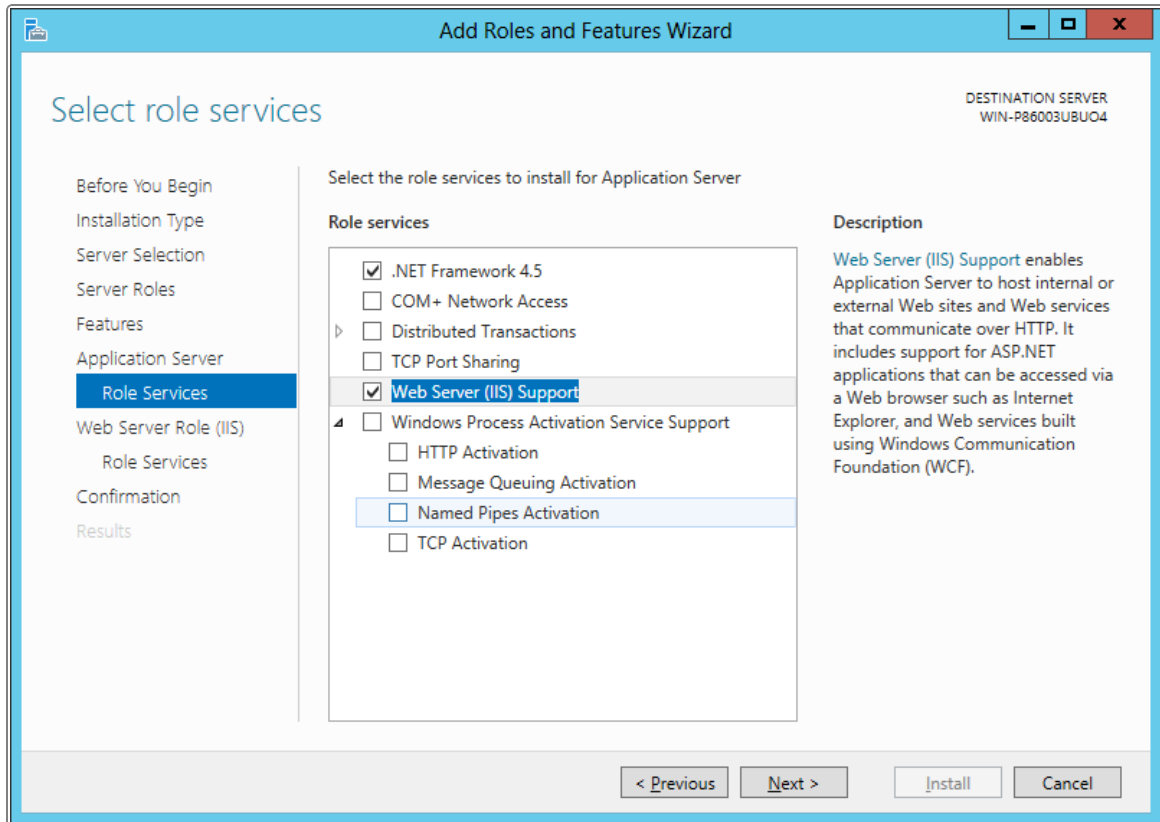
< Previous   Next >   Install   Cancel



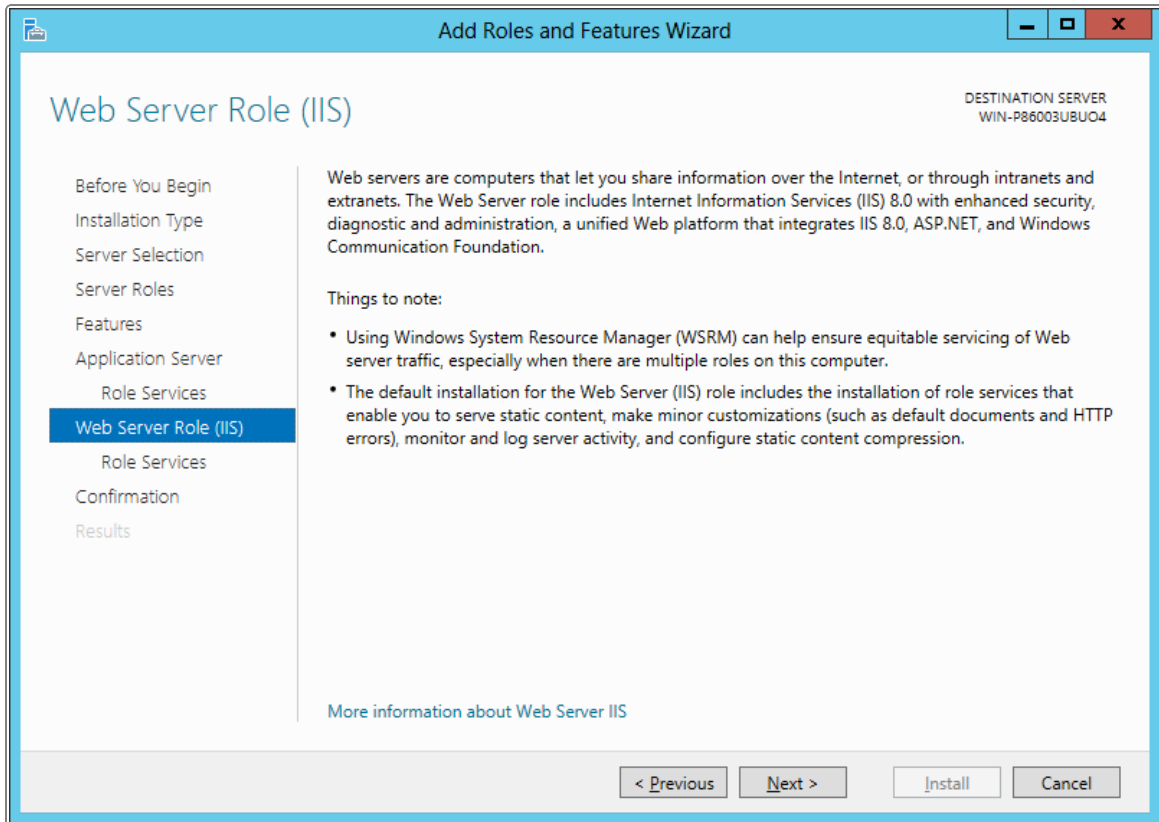
7. In the **Features** window, ensure that the following options are selected. Select **Next** to continue.



8. In the **Application Server Role Services** window, select the following role services. Select **Next** to continue.



9. In addition to selecting role services for the **Application Server**, you will also need to select Role Services for the **Web Server Role (IIS)**. On the Web Server Role window, read the information provided and select **Next** to continue.



10. On the Select Role Services Page ensure that all of the following roles are ticked. Select **Next** to continue.





Add Roles and Features Wizard
DESTINATION SERVER  
WIN-P86003UBU04

### Select role services

- Before You Begin
- Installation Type
- Server Selection
- Server Roles
- Features
- Application Server
- Role Services
- Web Server Role (IIS)
- Role Services
- Confirmation
- Results

Select the role services to install for Web Server (IIS)

**Role services**

- Web Server**
  - Common HTTP Features
    - Default Document
    - Directory Browsing
    - HTTP Errors
    - Static Content
    - HTTP Redirection
    - WebDAV Publishing
  - Health and Diagnostics
    - HTTP Logging
    - Custom Logging
    - Logging Tools
    - ODBC Logging
    - Request Monitor
    - Tracing
  - Performance
    - Static Content Compression
    - Dynamic Content Compression
  - Security
    - Request Filtering
    - Basic Authentication
    - Centralized SSL Certificate Support
    - Client Certificate Mapping Authentication
    - Digest Authentication
    - IIS Client Certificate Mapping Authentication
    - IP and Domain Restrictions
    - URL Authorization
    - Windows Authentication
  - Application Development
    - .NET Extensibility 3.5
    - .NET Extensibility 4.5
    - Application Initialization
    - ASP
    - ASP.NET 3.5
    - ASP.NET 4.5
    - CGI
    - ISAPI Extensions
    - ISAPI Filters
    - Server Side Includes
    - WebSocket Protocol
  - FTP Server
  - IIS Hostable Web Core
  - Management Tools**
    - IIS Management Console
    - IIS 6 Management Compatibility
      - IIS 6 Metabase Compatibility
      - IIS 6 Management Console
      - IIS 6 Scripting Tools
      - IIS 6 WMI Compatibility
    - IIS Management Scripts and Tools
    - Management Service

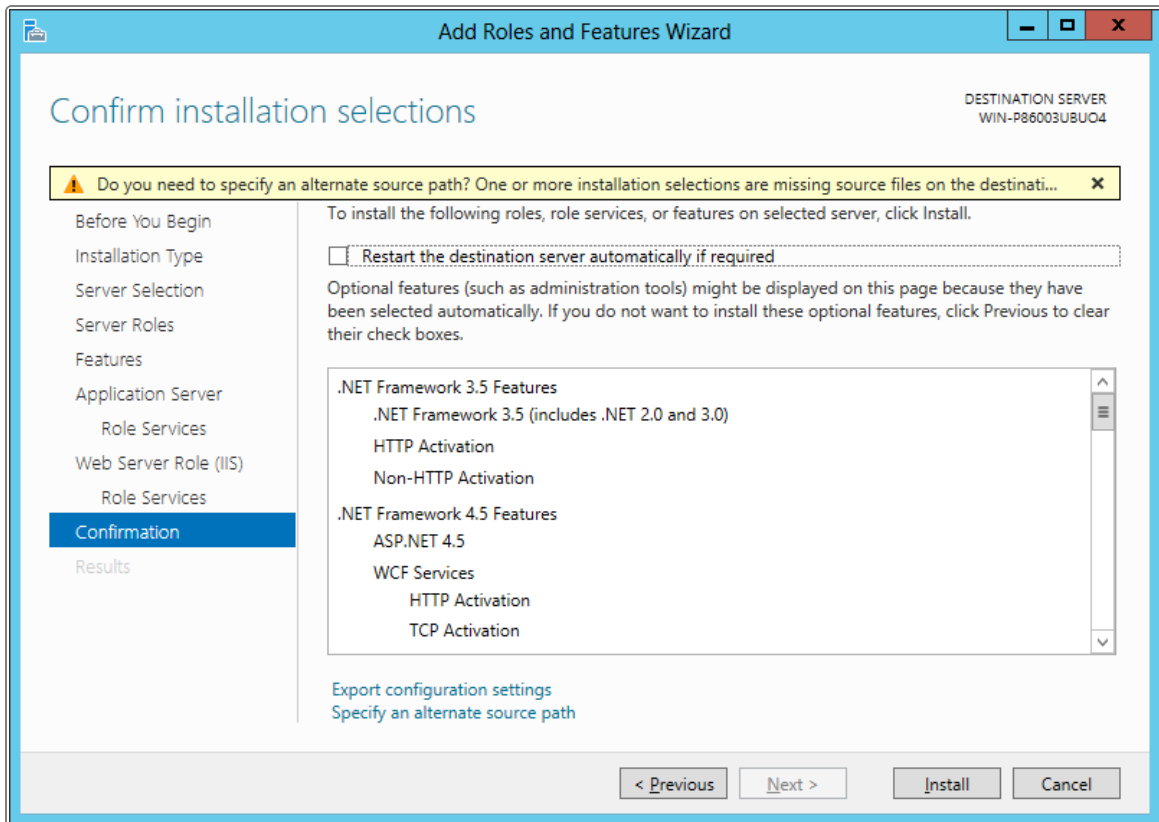
**Description**

Web Server provides support for HTML Web sites and optional support for ASP.NET, ASP, and Web server extensions. You can use the Web Server to host an internal or external Web site or to provide an environment for developers to create Web-based applications.

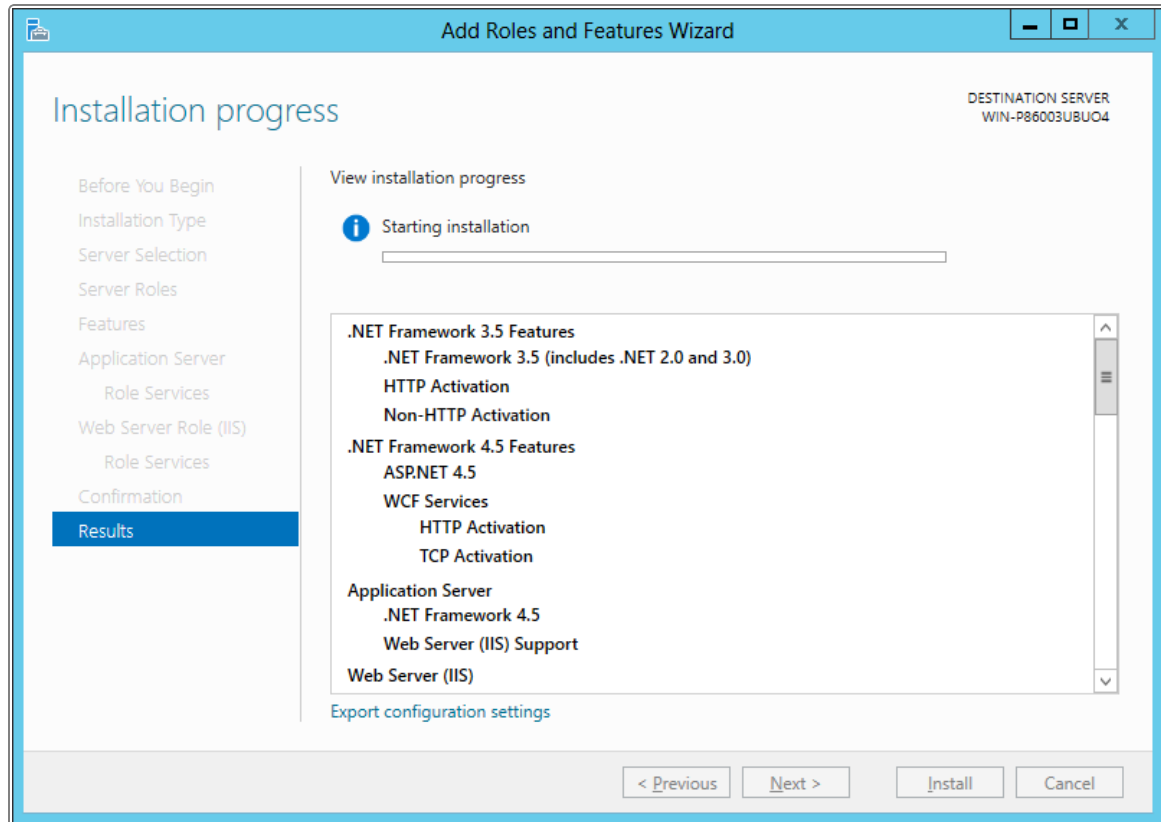
t >
Install
Cancel



11. The final window is the Confirmation window. There is an option to remove any optional features you have selected in the previous steps, if you decide that these are no longer required. Select **Install** when you are ready to proceed.



12. When installation is complete, the results window will display all roles, role services and features which have been installed.



## Run IIS7 in 32-bit Mode on 64-bit System

To run vFire Core you will need to run IIS7 in 32-bit mode on a 64-bit system. To do this, enter the following command line into a command window:

```
%windir%\system32\inetsrv\appcmd set config -
section:applicationPools-
applicationPoolDefaults.enable32BitAppOnWin64:true
```

For more information on running IIS in 32-bit mode on a 64-bit system, please refer to the **32-bit Mode Worker Processes Guide** on the Microsoft website.



## Important Recommendations

! No third party software should be put 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.

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

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

## Version 9.2 Setup Kit

The vFire Setup kit consists of an executable setup file. This file will run the InstallShield program that installs vFire Core. Installing vFire Core will stop IIS and any dependent services.



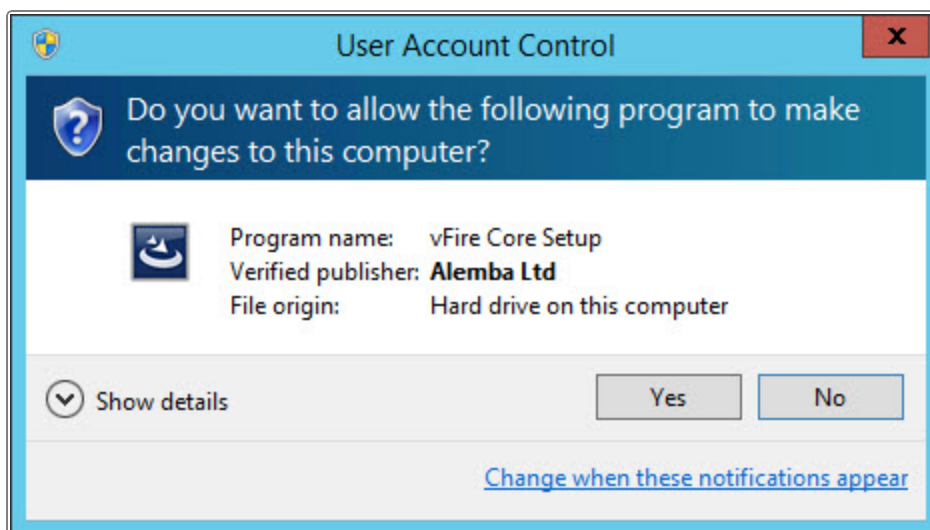
# Installation Procedure for vFire Core 9.2

After ensuring your server meets the technical requirements for installing vFire Core Version 9.2, follow the steps outlined below to install vFire Core.



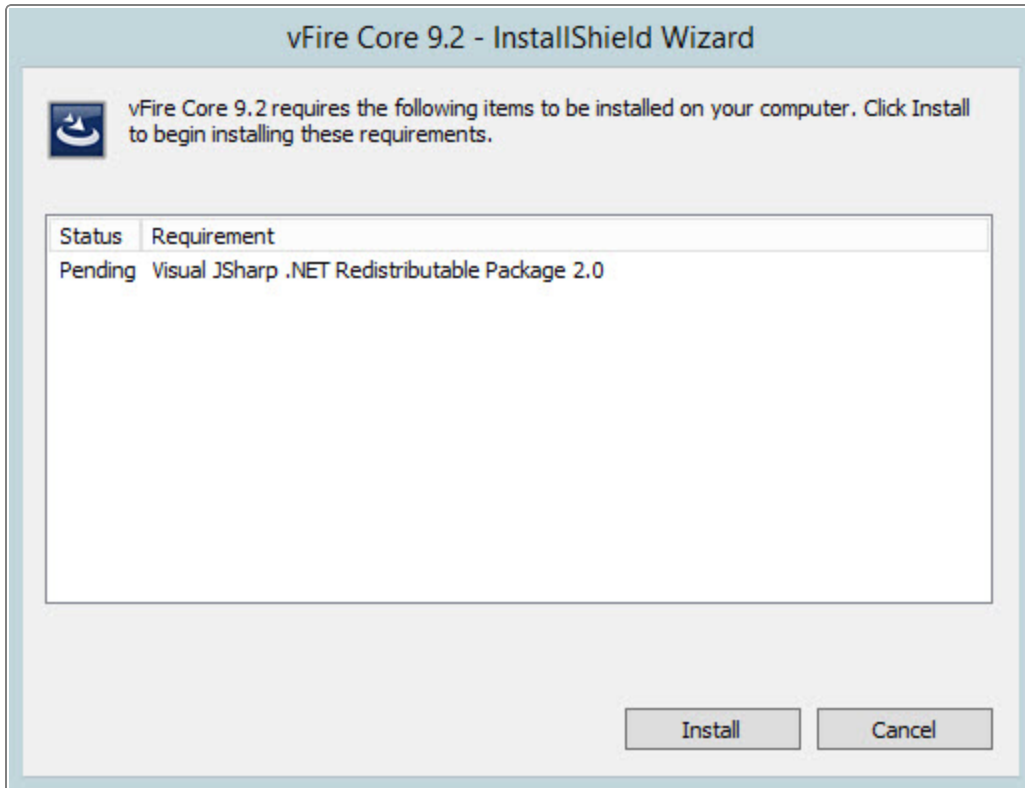
Ensure that Windows Services is closed before running the installer. An error 1603 will occur when the installer attempts to stop services otherwise. Windows Services is accessed by selecting Control Panel from the Windows Start menu, Administrative Tools and then Services.

1. Right click on the executable setup file and select **Run as Administrator**. 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.

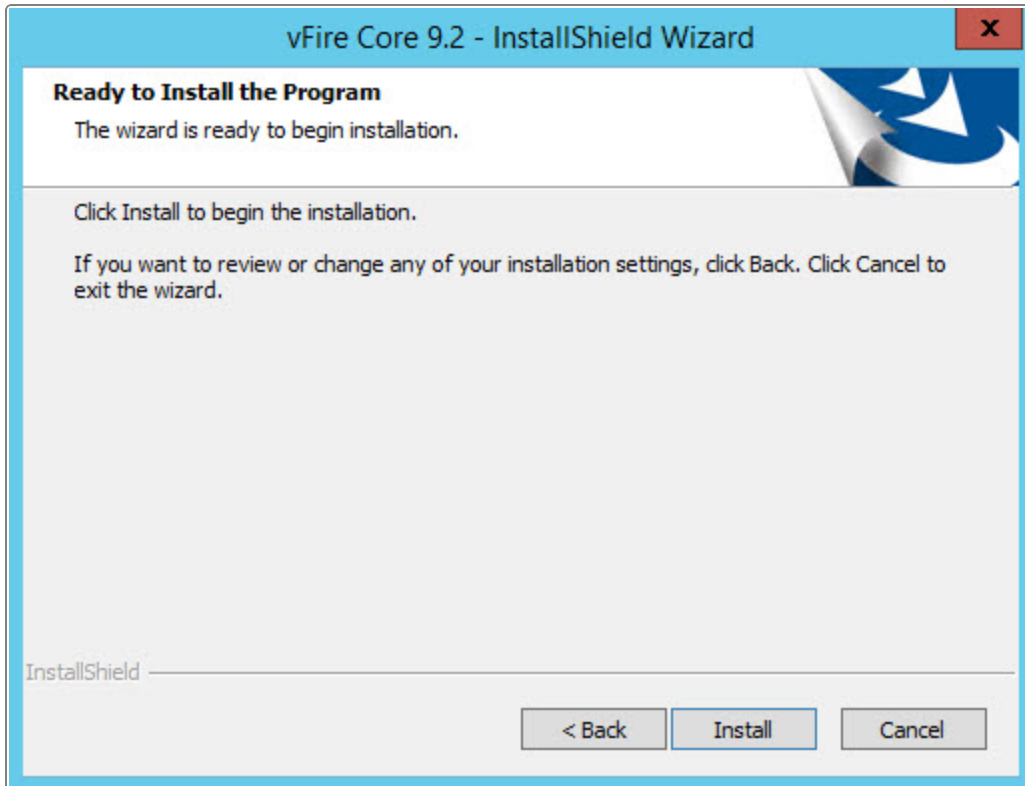


An error message might display instead. For example, if you do not have the correct service pack for the operating system installed on your server, or the correct version of MMC. If an error message displays, check **Web Server Deployment** (page 1) for more information about the minimum requirements for a vFire Core Version 9.2 installation

2. A window might display informing you that the Visual JSharp .NET Redistribute Package 2.0 needs to be installed. If this displays, select **Install**.

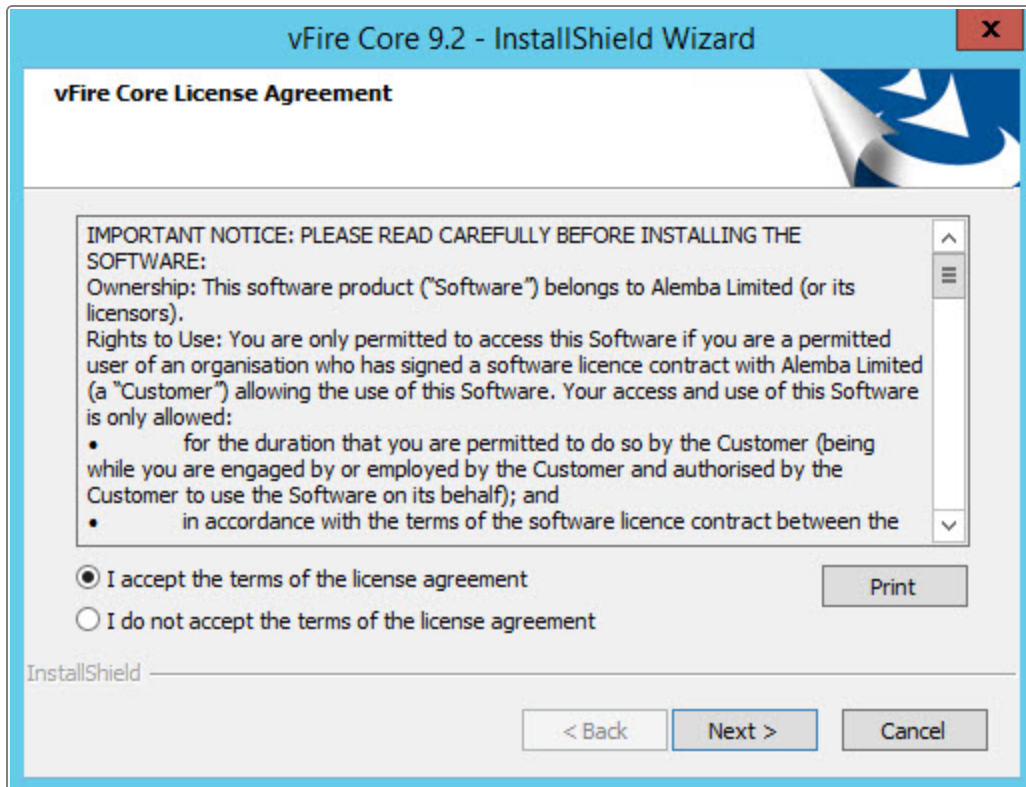


3. The vFire Core InstallShield Wizard will display. Select **Next** to continue.

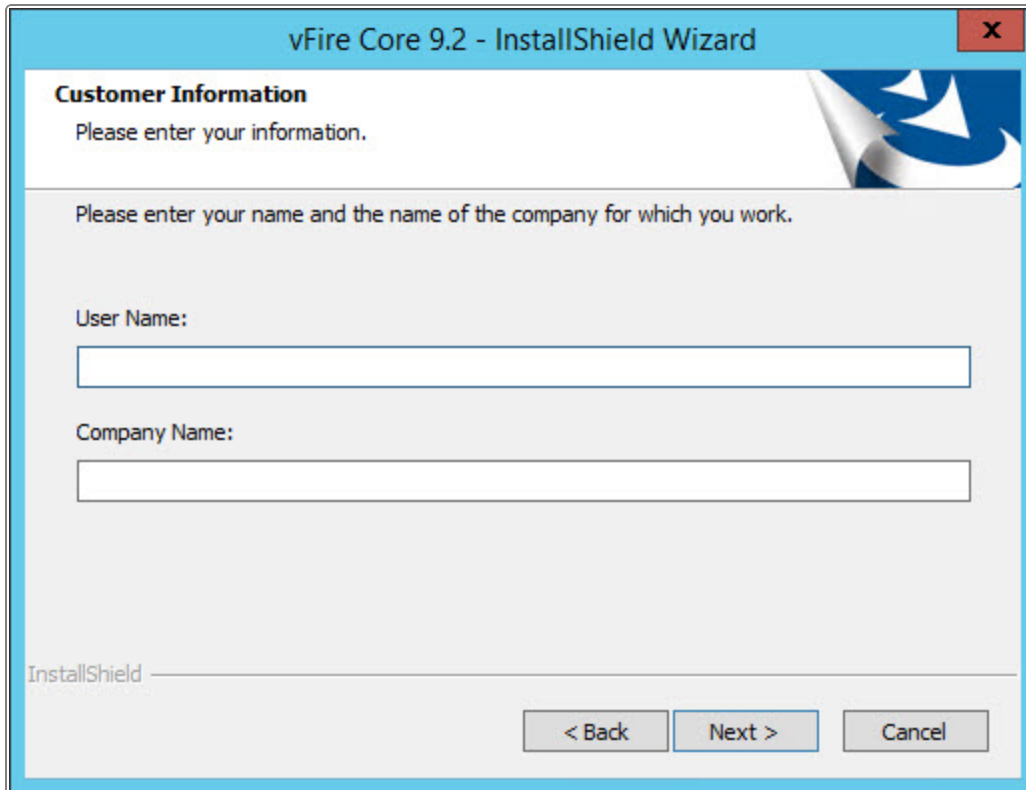




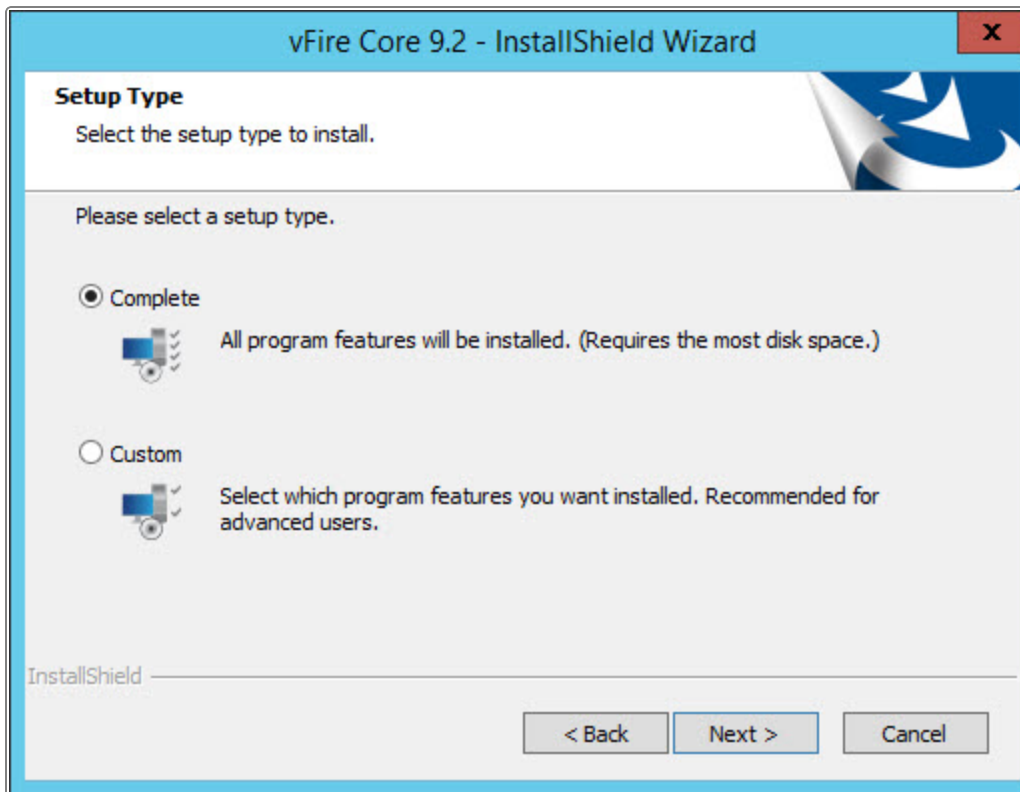
- The vFire Core License Agreement window will display. Read the terms and conditions and select OK if you are happy to proceed with the installation. You will not be able to proceed to the next step until you accept the license agreement. Select **Next** to continue. To print a copy of the license agreement, select **Print**.



- The Customer Information window displays the User Name and Company. These fields are automatically filled from the information on the computer to which you are logged on. If required, modify this information. Select **Next** to continue.



6. The Setup Type window appears.





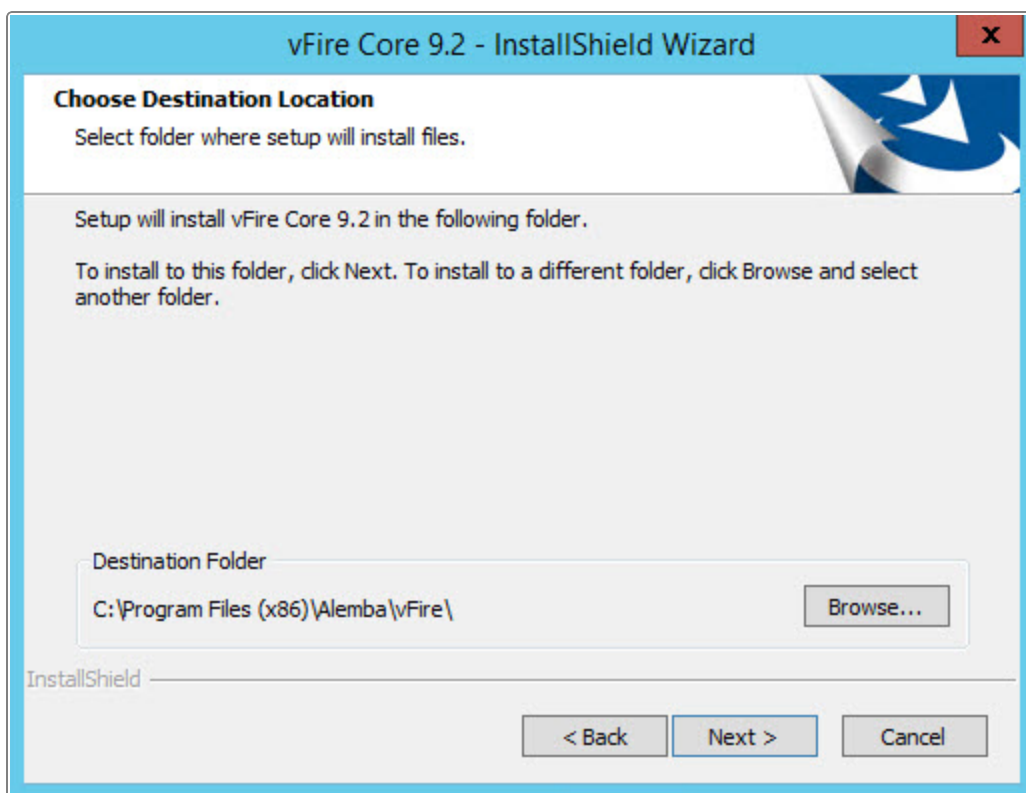


7. Select **Complete** to install vFire Core into the default directory: **C:\Program Files(x86)\Alemba\vFire**
8. Select **Custom** to specify a different directory on your computer as the installation directory.
9. Select **Next** to continue.

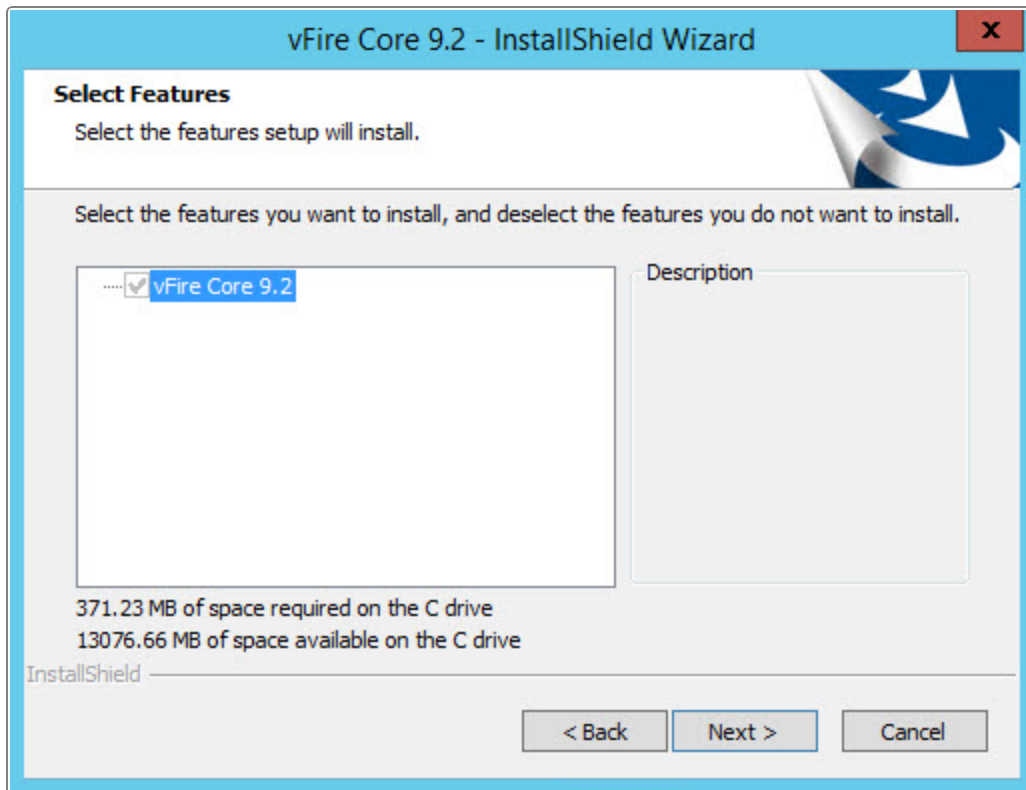


We recommend that you select the **Complete** option.

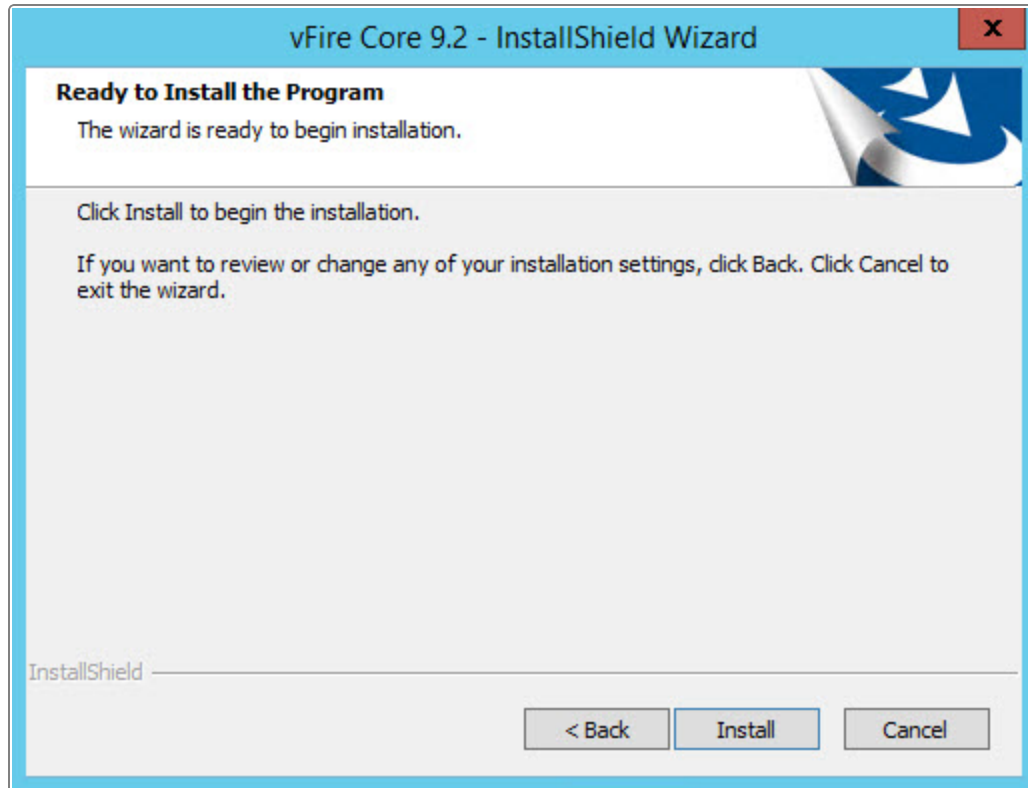
10. If you are performing a **Custom** install, you will need to complete the Choose Destination Location window. To change the folder in which vFire Core is installed, select Browse. Choose an installation folder from the directories list.



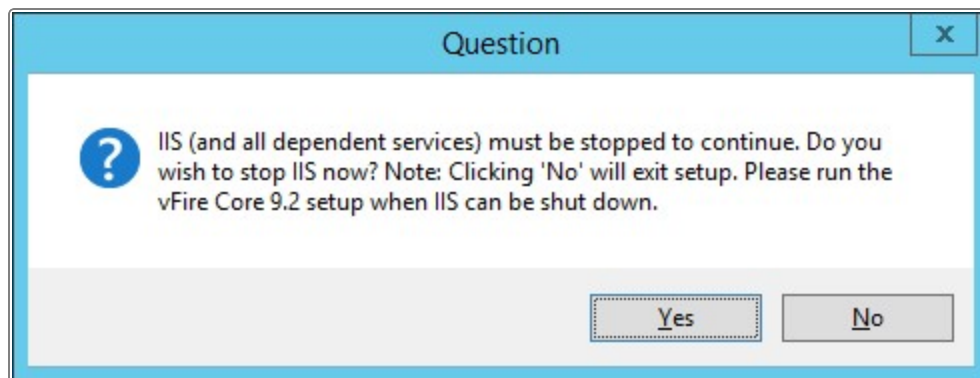
11. If you are performing a **Custom** install, you will also need to complete the Select Features window. However, the only option on this window is to install vFire Core 9.2, which is selected by default. Select **Next** to continue.



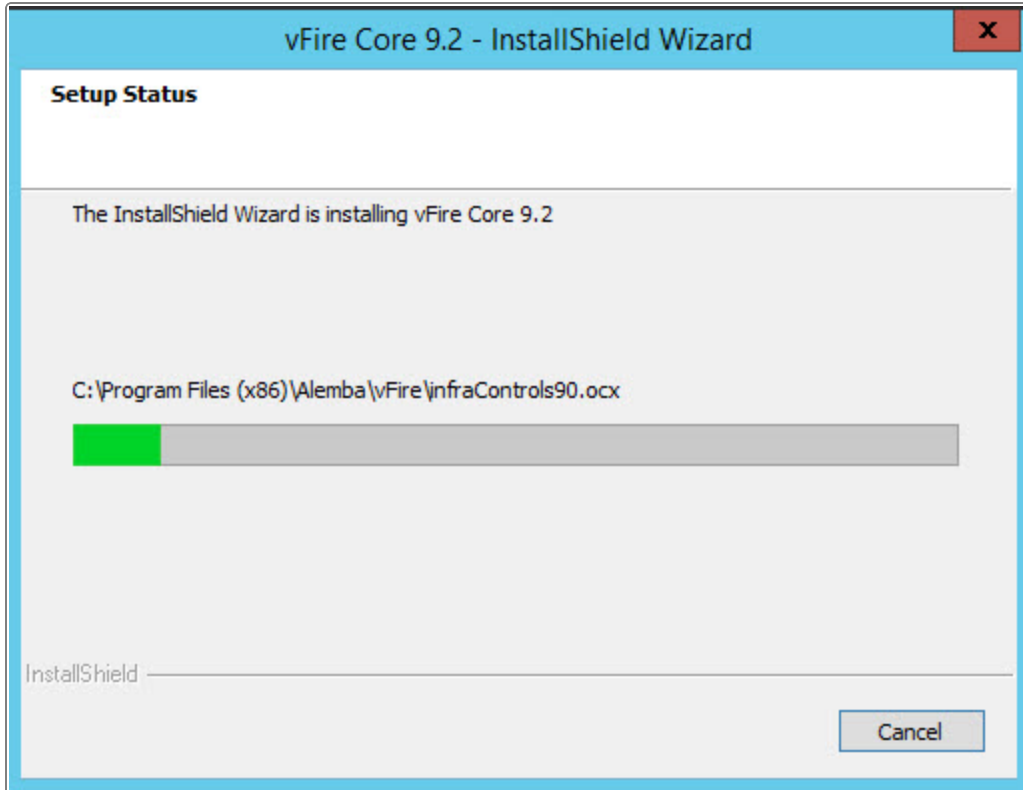
12. The Ready to Install the Program window appears. Select **Install** to proceed with the installation. If you do not want to proceed with the installation, select **Cancel**.



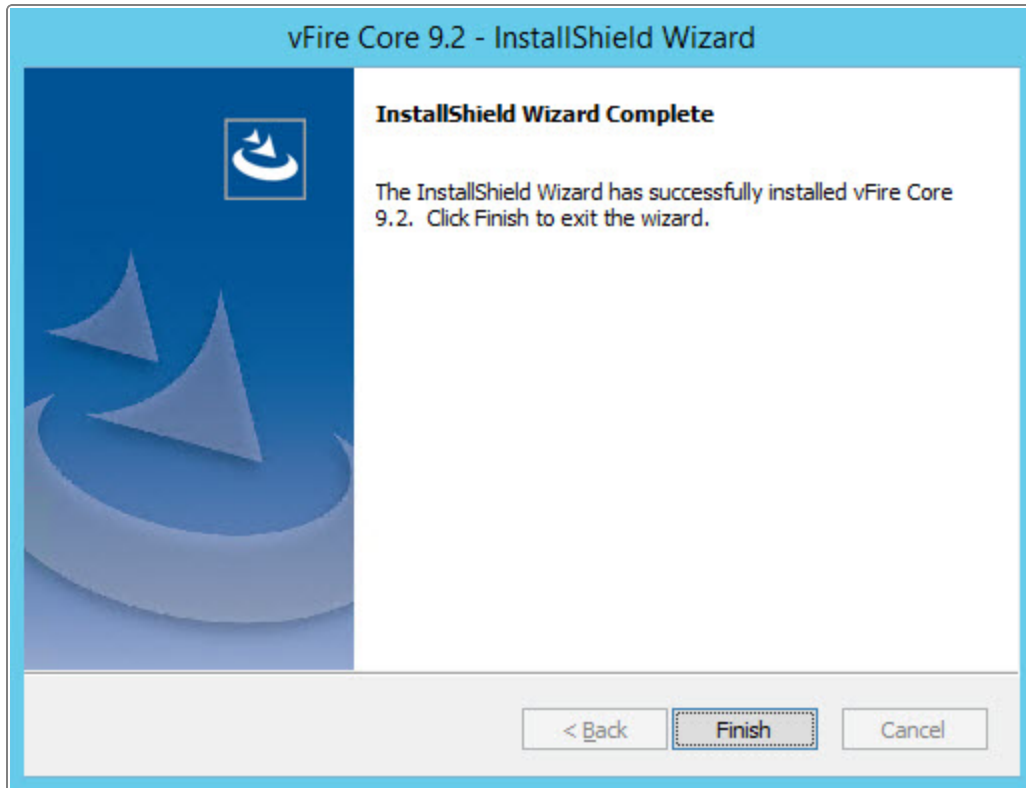
13. You will then get a window informing you that IIS needs to be stopped in order to continue. Select **Yes** to stop IIS and all dependent services and continue with installation.



14. If Yes is selected, the vFire Core files are copied to the computer. This may take several minutes.



15. Once installation is complete, the InstallShield Wizard Complete window appears. Select **Finish** to exit the InstallShield Wizard.



16. The installation process for vFire Core is complete. You can now open vFire Core and create or configure your new system. For more information on creating and configuring your vFire Core systems, see *Creating a New System in the Server Console Guide*.

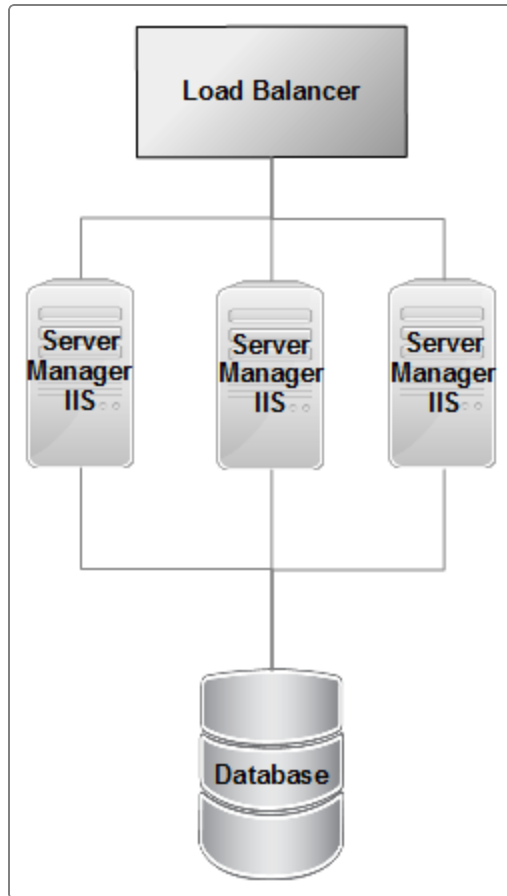
## Create New vFire Core Version 9.2 System

Creating a vFire Core Version 9.2 system from a blank database is performed through the Server Console after installing vFire Core Version 9.2.

Follow the steps outlined in *Creating a New System in the Server Console documentation*.

## Install and Upgrade on Multiple Web Servers

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



In order to install on multiple web servers, vFire Core must be installed on each server. A new system must then be created and configured on each server.



If upgrading from 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.



# Polling Service

The vFire Core 9.2 installs the polling services automatically. The polling service in this version of vFire Core comprises nine Windows services.

## vFire Core Services

The following table lists these services and provides a brief description of the tasks each service performs. Services run every 60 seconds, except the Workflow service which runs every 3 seconds and the Config Portability service which runs every 3 seconds.

Service	Tasks performed by the service	Default Timeout (in minutes)
Administrative	Parent service for all vFire Core services	0
Config Portability	Process configuration portability export and import	60
Connector	Service for connectors, such as Federated CMDB and Event Management	0
Core	A number of tasks including: <ul style="list-style-type: none"> <li>• Executing escalation and depreciation tasks</li> <li>• Sending Knowledge review notification</li> <li>• Sending Bulletin Board activation notification</li> <li>• Creating scheduled requests</li> <li>• Activity log and session expiry tasks</li> <li>• Sending emails and creating Calls or Requests when CMDB Thresholds are exceeded</li> </ul>	20



Service	Tasks performed by the service	Default Timeout (in minutes)
Custom	Run the custom polling logic	0
Escalation	Processing service level management events	0
Indexing	Text Indexing	60
Messaging	Generating customer surveys Sending email and pager messages	15
Proactive Analysis	Processing Proactive Analysis rules	5
Reporting	Processing report schedules	60
Workflow	Activating Tasks including: <ul style="list-style-type: none"> <li>• Reset delay times</li> <li>• Close delay tasks when target time is reached</li> <li>• Close active tasks set to auto close</li> <li>• Activate task dependencies on closure</li> <li>• Close redundant tasks</li> <li>• Reopen recursive tasks</li> </ul>	20





## Set 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 users 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.

## Stop 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.

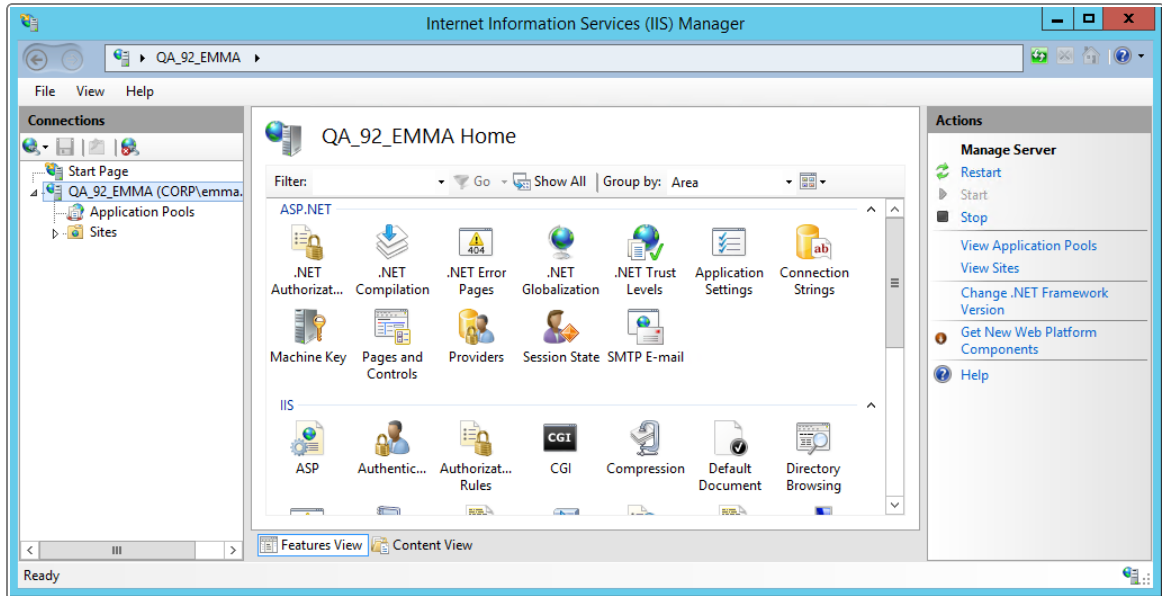




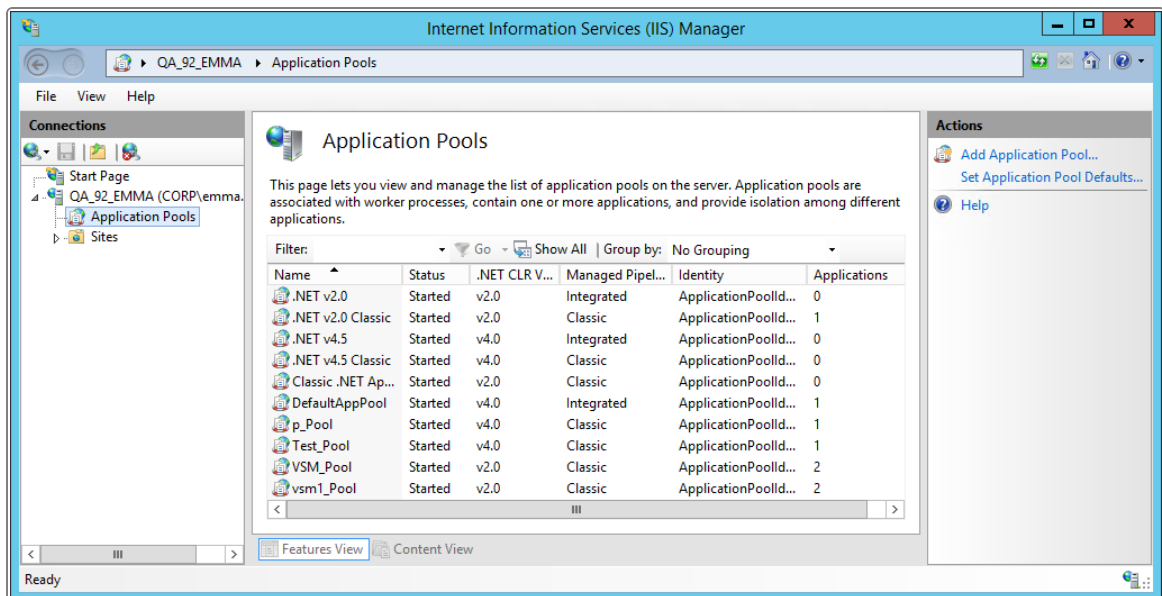
# Set Application Pool for new System

Whenever a new System has been created via the ServerConsole, the following steps will need to be taken to set the correct .NET Framework for the associate application pool. The Application Pool needs to be set to to .NET Framework v2.0.

1. Open the Internet Information Services (IIS) Manager.

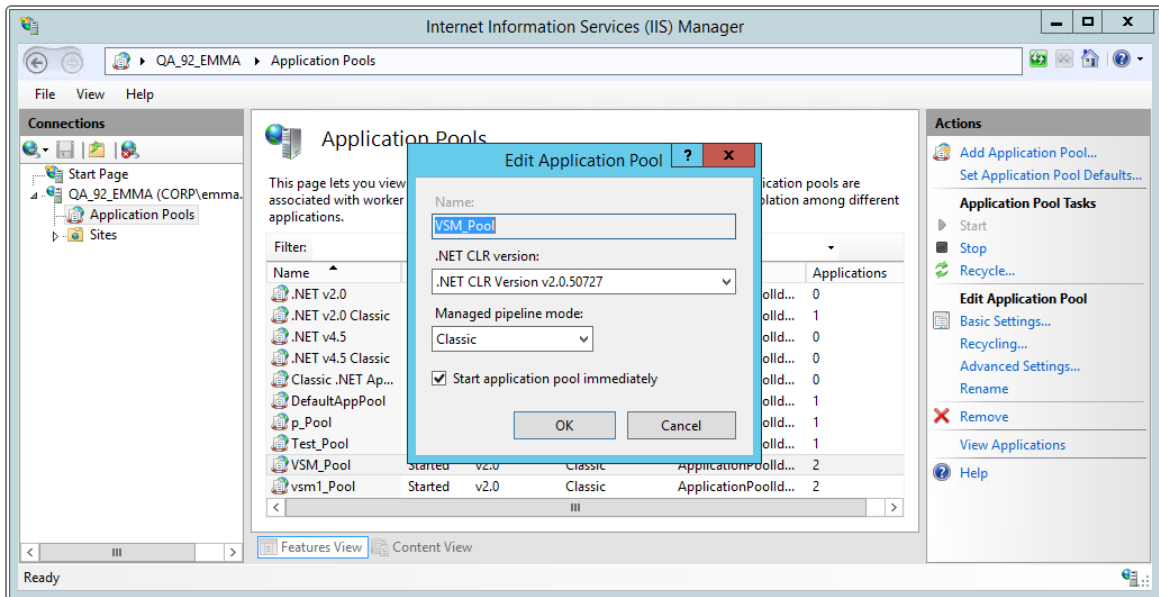


2. Navigate the Connections panel to Application Pools.





3. From the Application Pools, select the pool that was created for the Virtual Directory name that you entered as part of Creating a New System in the Server Console User Guide.
4. Right-click on your selection, and select **Basic Settings**




5. Set the .NET Framework version to .NET Framework v2.0.50727, and select **OK**.



# Logging on to vFire Core

You can log onto vFire Core using an Internet browser from any machine, including the server. For a client machine ensure that it has Internet Explorer 7 or higher, and MDAC 2.7 or higher. For more information, see **Web Server Deployment** (page 1)

! 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 logon 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.

## Launching Application from the Browser

To launch the application from the browser, type your URL according to the following criteria:

`http://machinename/Virtual Directory/core.aspx`

where:

<b>machinename</b>	name, domain name or IP address of the web server
<b>Virtual Directory</b>	name of the virtual directory you specified in the server console
<b>core.aspx</b>	name of the page that launches the wrapper executable

## Downloading CAB Files

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

CAB Files are self-contained files used for application installation and setup. In a cabinet 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. For this reason vFire Core uses the CAB files to download ActiveX controls to the browser from the web server, that is, the CAB file is a compressed ActiveX control.

CAB Files only get downloaded from the web server the first time you access a page with an ActiveX control due to version control on these files. Download folder

You can find this folder in the following location

C:\[WindowsFolder]\Downloaded Program Files

**WindowsFolder** the folder in which Windows is installed. This is named differently depending on the version of Windows.

The following controls are downloaded:

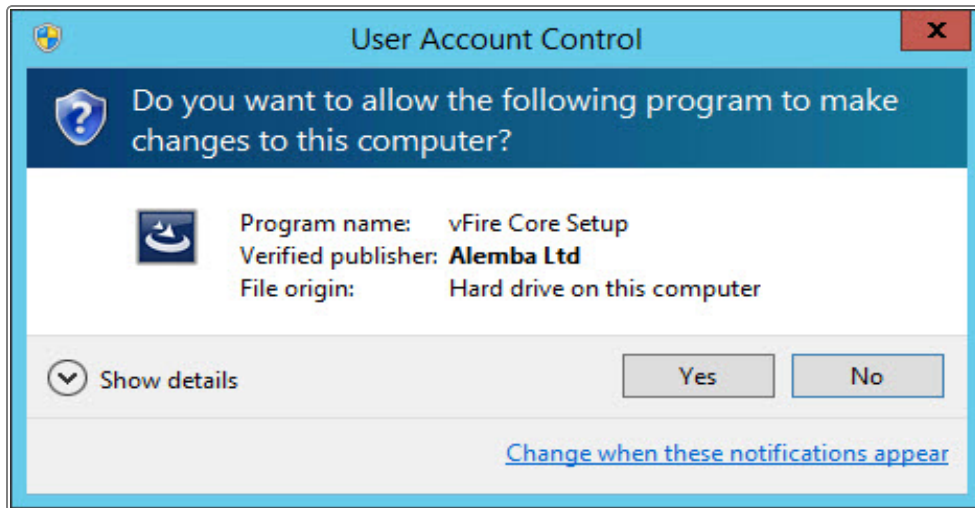
File Name	Description
vFireCoreWrapper92.cab	Located in the Downloaded Program Files folder. It contains an executable that runs on the client machine when you log into vFire Core. The wrapper contains and manages all the browser windows generated from running vFire Core, giving it a self contained desktop application feel. It also removes the reliance on the Internet Explorer browser and associated navigation problems. Non-Internet Explorer users can run the vFire Core application alongside their own browser.
vFireControls92.cab	Located in the Downloaded Program Files folder.

## Installing the ActiveX Controls.

1. You will be prompted install the controls.
2. When prompted, select **Install**.



3. Select **Yes** to allow the Microsoft windows to make changes to your computer.



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

Some organizations may not allow any CAB files to be downloaded because of Internet Explorer Security Settings. Ensure that the options that relate to file downloads are enabled.

## Logging in.

1. The vFire Core login window appears.
2. If the client machine does not have MDAC installed, a dialog box will appear allowing the user to download MDAC 2.8 directly from Microsoft's website.



This dialog box and link can be modified to point to another URL (for example, a location on your local Intranet).

3. Specify your **User Name** and **Password** to log in.



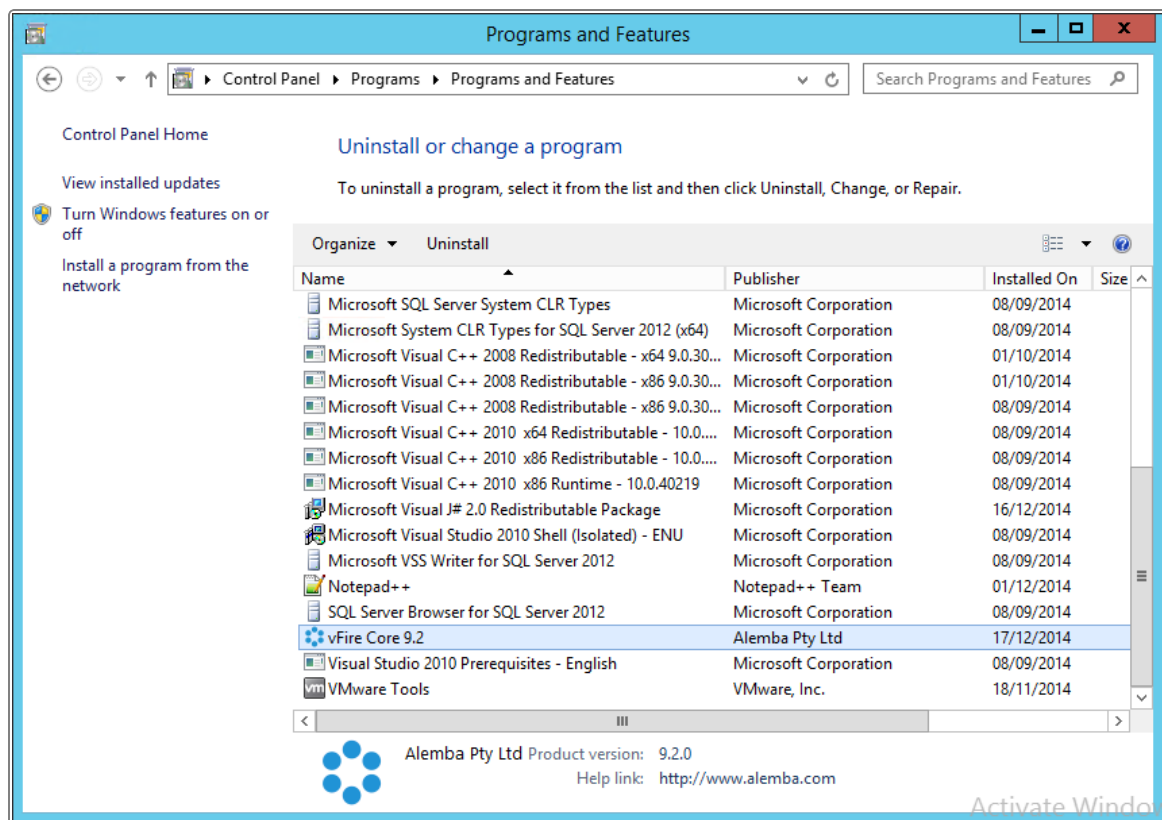




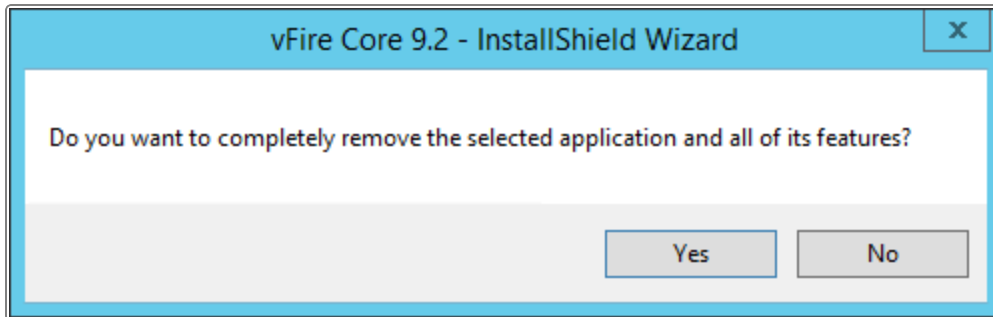
# Uninstalling vFire Core

This chapter describes how to uninstall vFire Core from your application server. 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.

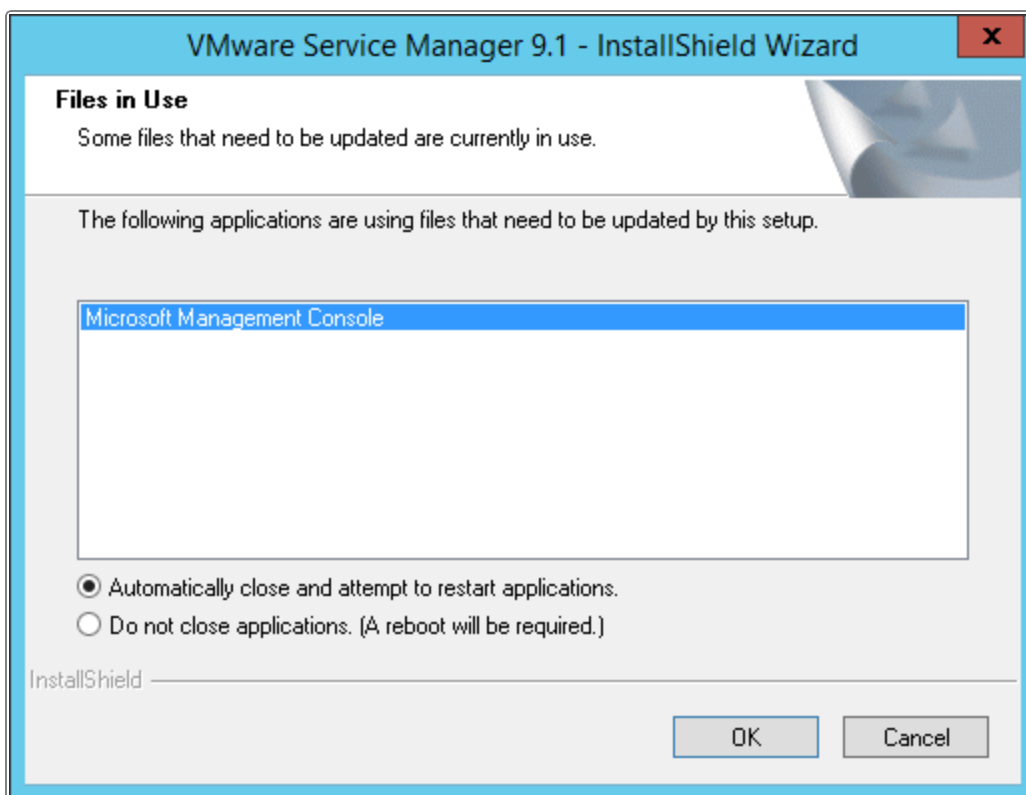
1. Start the Windows Control Panel, and select Programs. From the Programs window, select Programs and Features. A list of installed programs will be displayed.



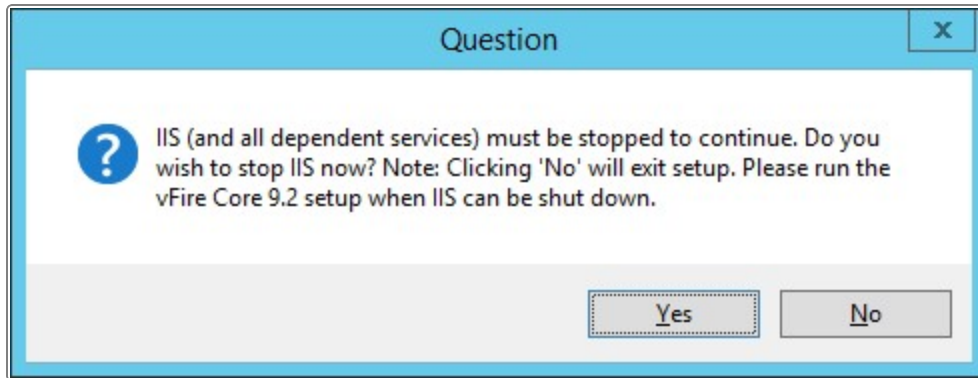
2. Select vFire Core. To remove the application, right-click and select **Uninstall**.
3. A message prompting you to confirm that you want to uninstall vFire Core appears.



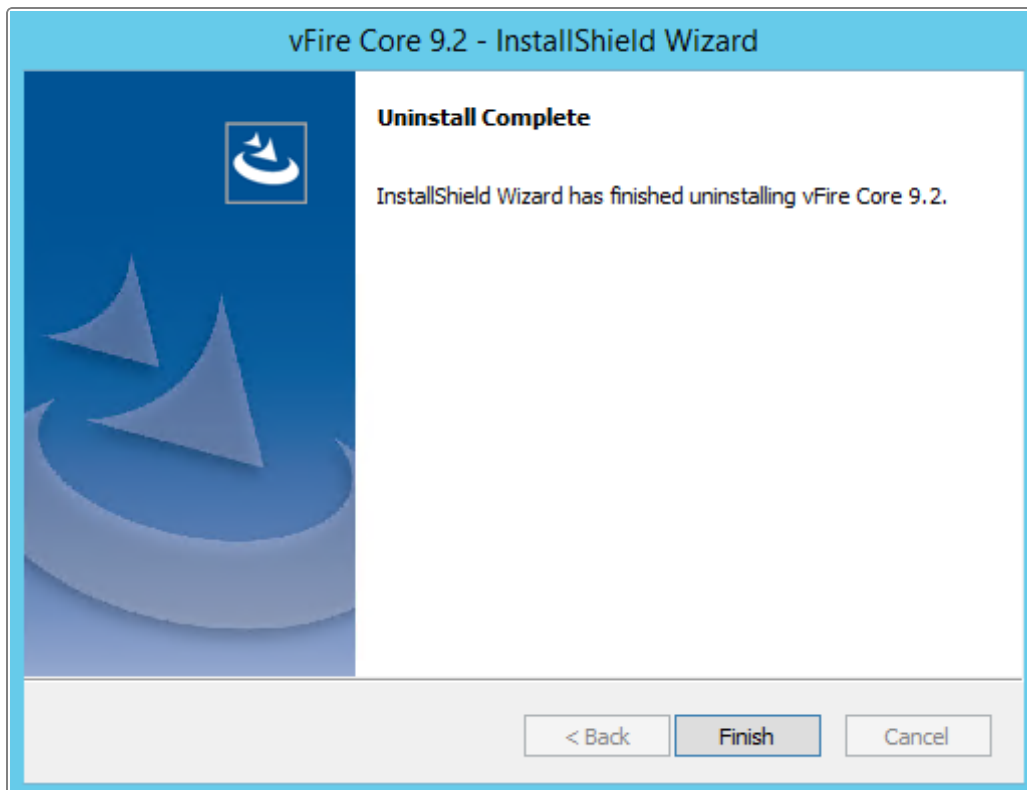
4. Click **Yes** to continue with the uninstallation.
5. If you have any open programs, you will be prompted to close them. Select whether or not to automatically close applications and click OK.



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



7. Click **Yes** to stop IIS and all dependent services and continue with the uninstallation, or click **No** to abort the process.
8. If **Yes** is selected, removal of vFire Core files will start
9. After this is complete an Uninstall Complete confirmation window will be displayed.







# Troubleshooting

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

**Resolution:** 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 (x86)\Alemba\vFire or another directory you have specified.

**Issue:** Why do I receive the error: "Active X Component Cannot Create Object" when trying to copy files or create a new virtual directory for a vFire Core system from the Server Console?

**Resolution:** This issue is caused by Microsoft's scrrun.dll file not being registered correctly on the server. This file should be manually registered to alleviate this problem. To do this, go to a command prompt, and change directory to the **C:\winnt\system 32** folder on the server. Then enter the following command:

```
regsvr32 scrrun.dll
```

A message that the DLL has been registered successfully should be displayed. You can then copy the files for the new system successfully after restarting the server.

**Issue:** Why do I receive this error: "An error occurred during the process of a configuration file required to service this request. Please review the specific error details below and modify your configuration file appropriately"?

**Resolution:** To resolve this issue, go to the start menu and enter **inetmgr** to open the Internet Information Services Manager window. Expand the view under your system name to display **Application Pools**. Select this to display a list of



Application Pools in the main window area. Right click your chosen Application Pool and select **Advance Settings**. Under **General**, select the .NET CLR Version to display the drop down list. Select **v2.0**. Ensure that you also select **v2.0** for the Default website node.



# Patch Installation Overview

This installation guide details the steps required to apply the vFire Core v9.2.0 Rolling Patch successfully. It is recommended that you read this document fully before applying a patch.

## Backup

The patch installation process will create a backup of your vFire Core system. However, Alemba strongly recommends that you also perform your own backup prior to the installation. You must ensure that your databases are backed up before applying the patch, as the patch installation **will not** back up your database.

The patch installation contains a function to rollback the rolling patch if required. Instructions for rollback can be found following the installation instructions.



Note that performing a rollback will not rollback your databases. You will need to restore the database from its backup taken prior to the upgrade.

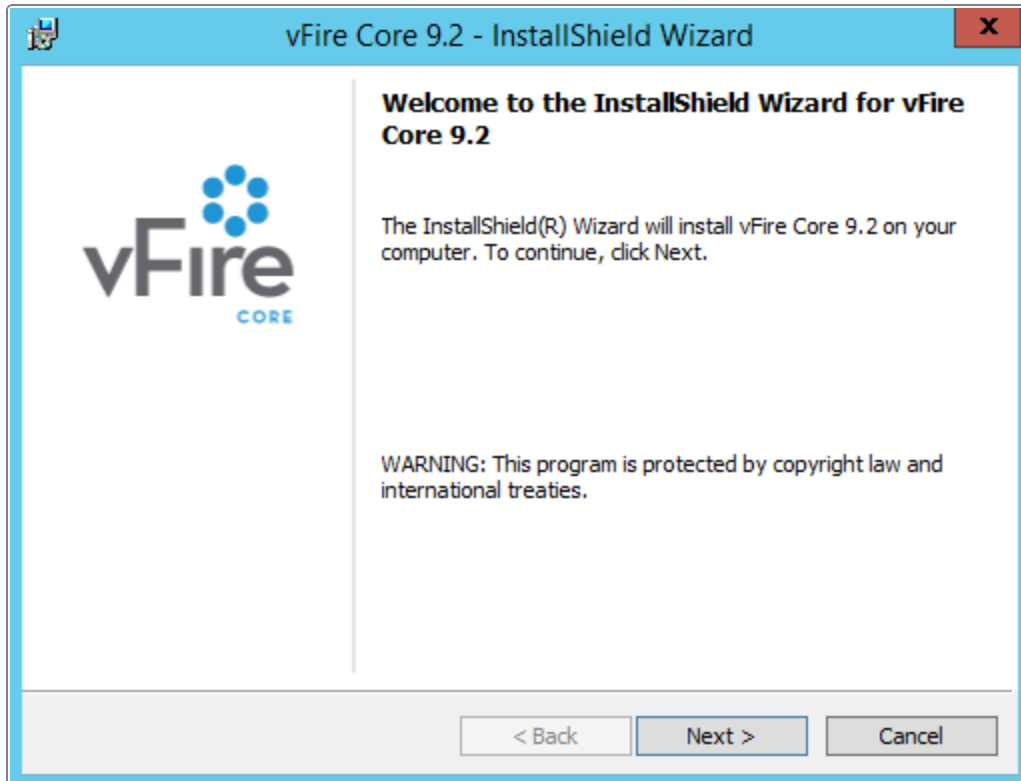
## Before You Start

Close vFire Server Console in order to ensure that you are not currently logged in when you try to install the patch as this will cause an **error**.

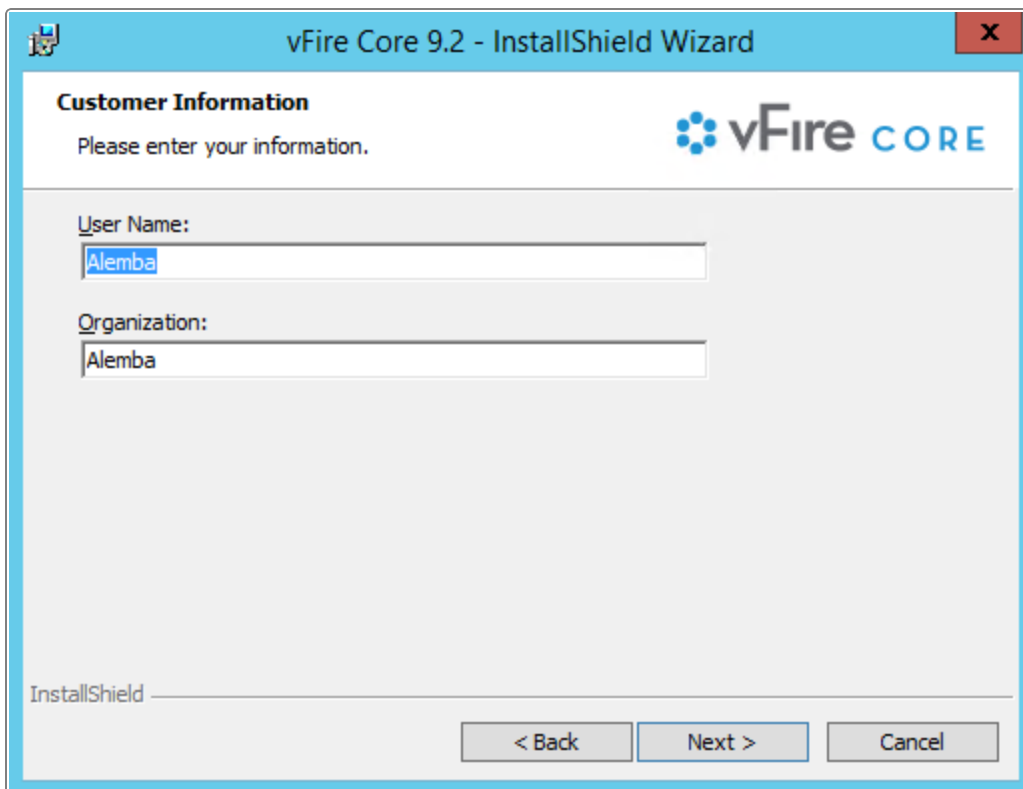
## Installing the Rolling Patch

1. Copy the **vFireCorePatch92xx.msi** file to a temporary location, such as your desktop, and double-click on it.

This will open the InstallShield wizard that will guide you through the installation process.



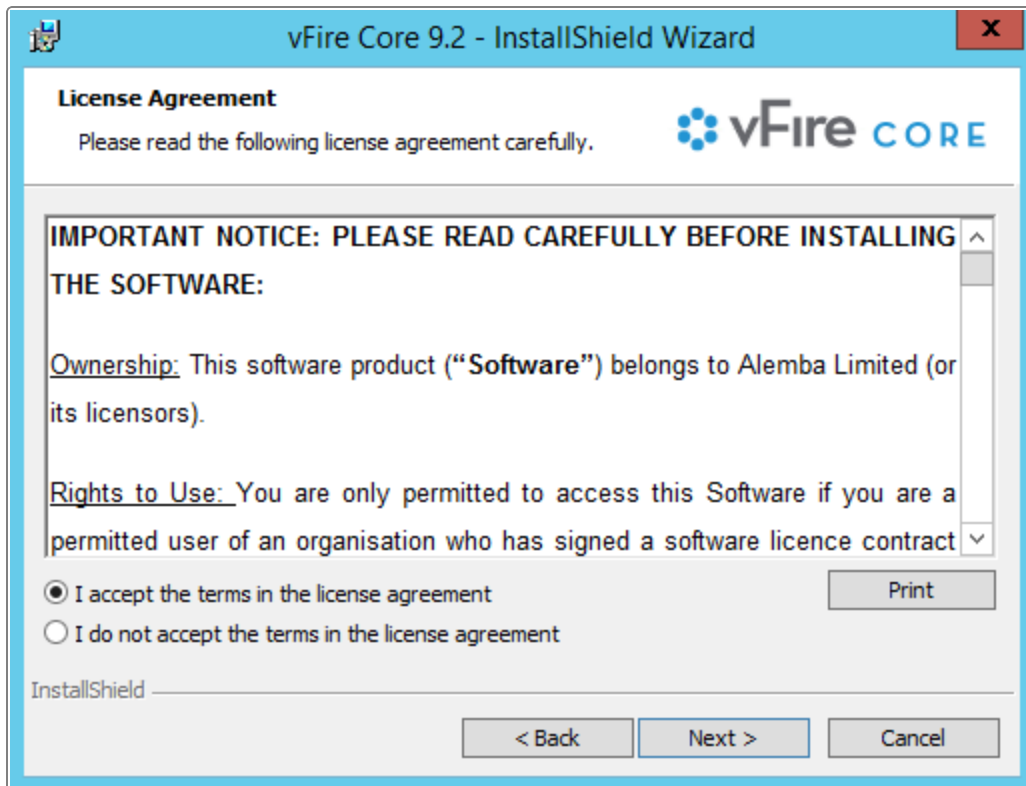
2. Select **Next**.



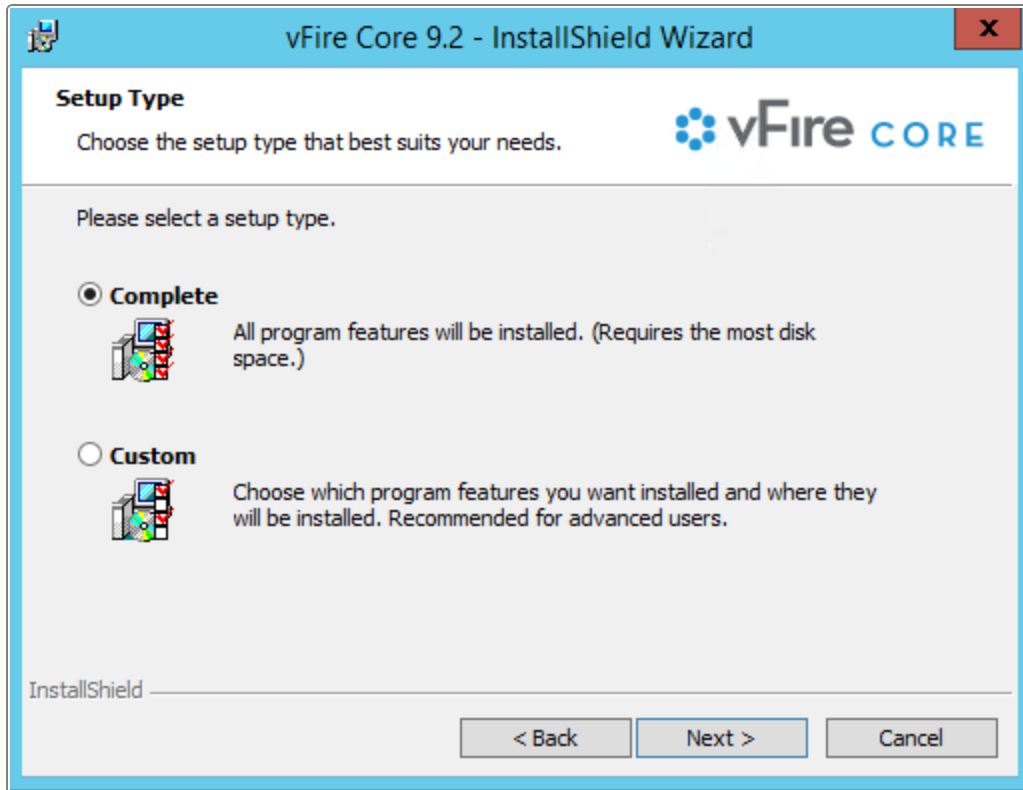




3. Enter your user name and organization details. Click **Next**.



4. The License Agreement window will open. Check the button next to 'I accept the terms in the license agreement' to continue with the installation.



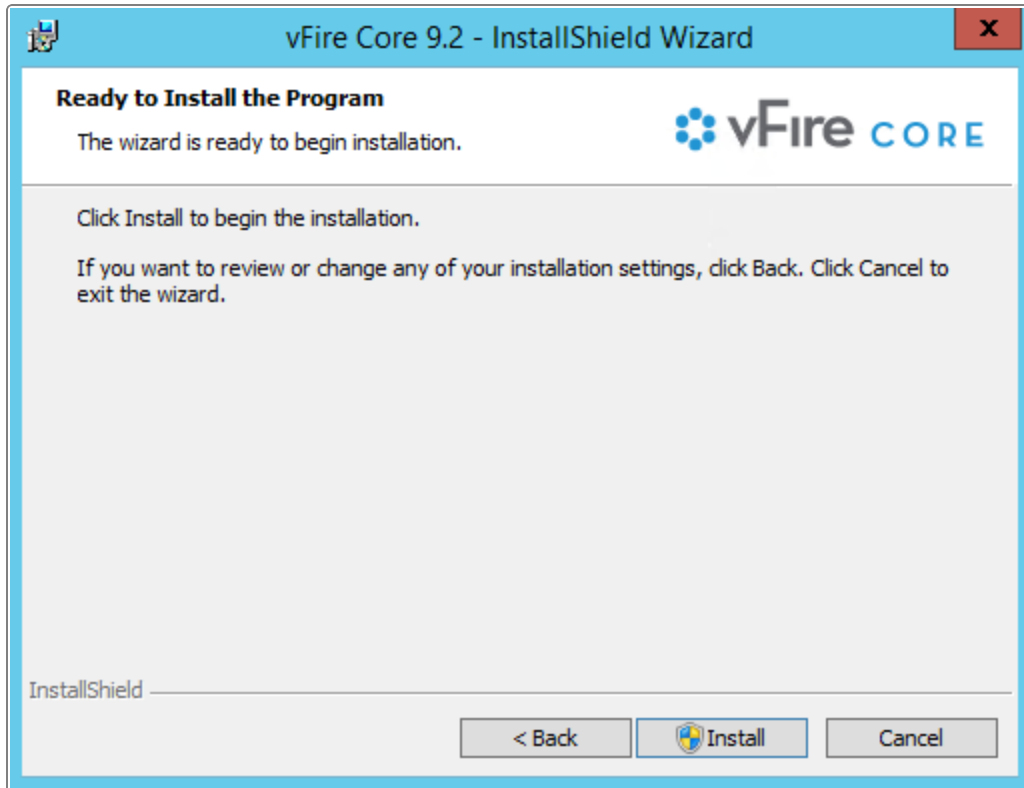
5. Select the Setup type. Selecting Complete will install the patch to the installation directory. The directory will depend on server configuration and which version was previously installed. An example of an old installation directory would be C:\Program Files (x86)\VMware\Service Manager.

Selecting Custom will enable you to change the directory in which you wish to install the rolling patch. It is recommended that you install the patch to the Infra directory of your installation. Do not use the Service Manager directory as this directory will be backed up during the installation process.

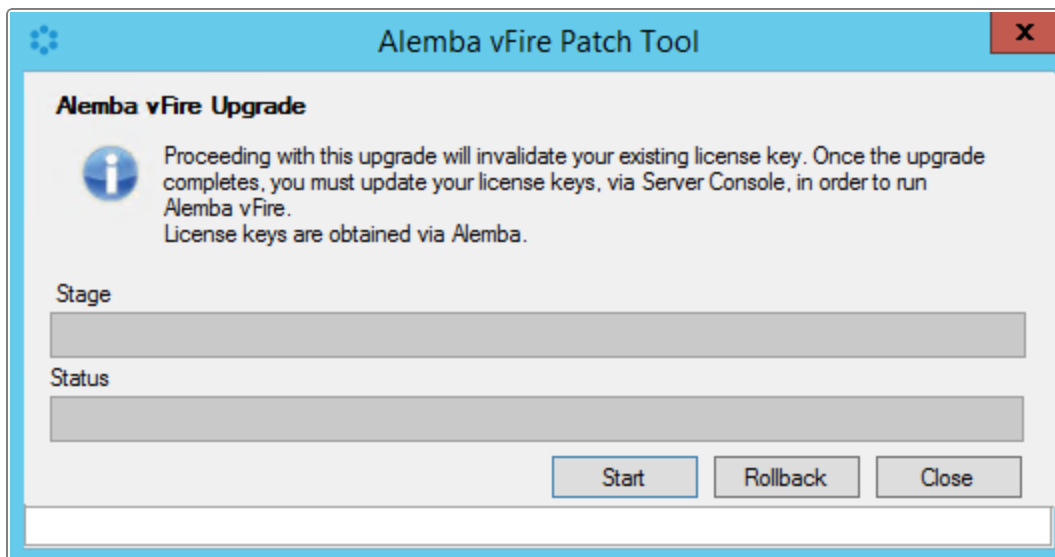


All future patches should be installed to this same directory.

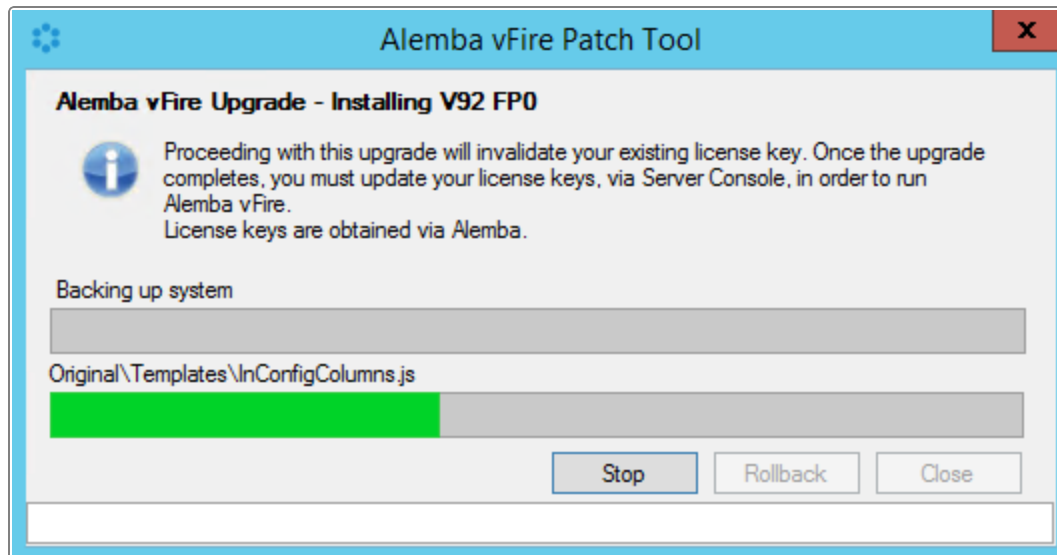
Select **Next**.



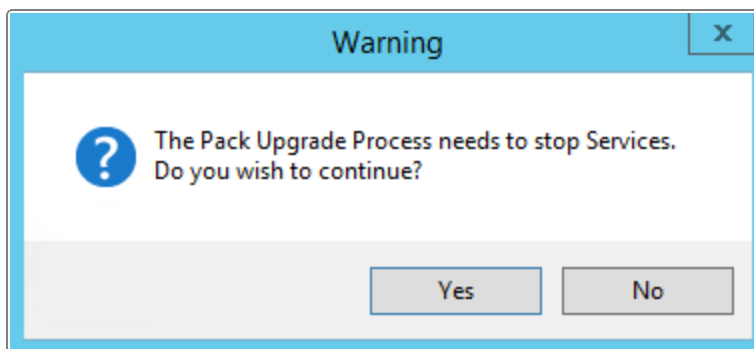
6. In the 'Ready to Install the Program' window, select **Install**. This will begin the installation.



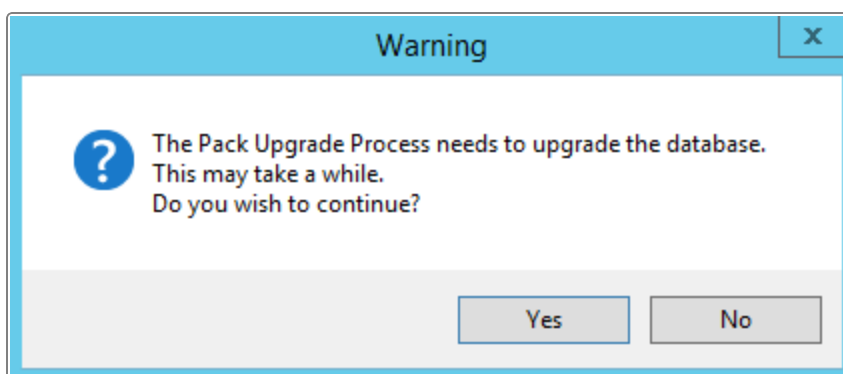
7. The installation process will automatically commence a backup of your current system.



8. You will be prompted to stop IISAdmin and infraEnterprise services. Select **Yes**.

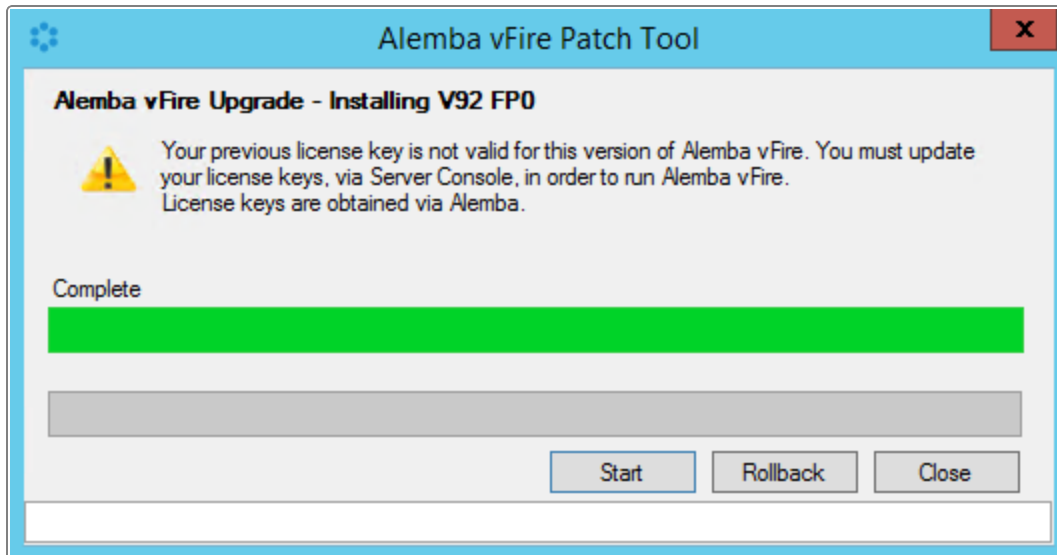


9. The system will then upgrade the databases. Select **Yes** to upgrade the databases. Selecting **No** will cancel the installation process, as the database upgrade is an essential step in the rolling patch installation. If you select **No**, you will need to run the process again.
10. If you select **Yes**, the databases will be upgraded, followed by the reports.





11. Once the installation of the rolling patch has been completed, you will see the following screen confirming that the patch process has been completed. Select **Close** to exit the wizard.

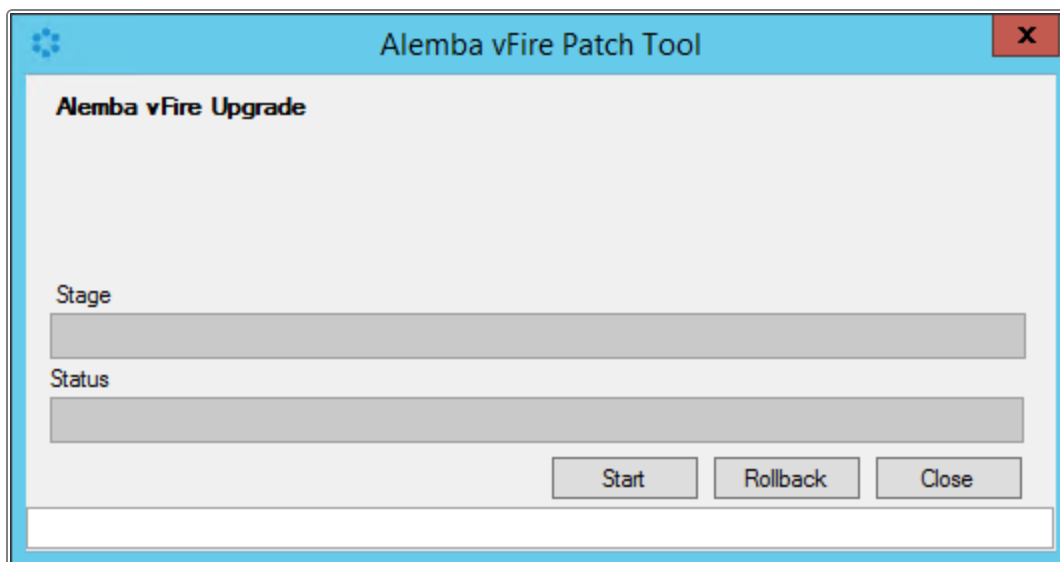


## Rolling Back

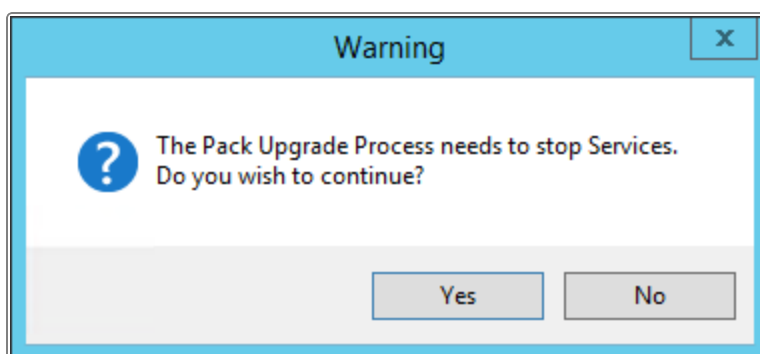
If you wish to rollback the changes applied by the rolling patch, please consult with the Alemba servicedesk before commencing. Performing a rollback will rollback all systems that have had the rolling patch applied. You will not be able to select a specific system to rollback.

Follow these instructions to perform a rollback:

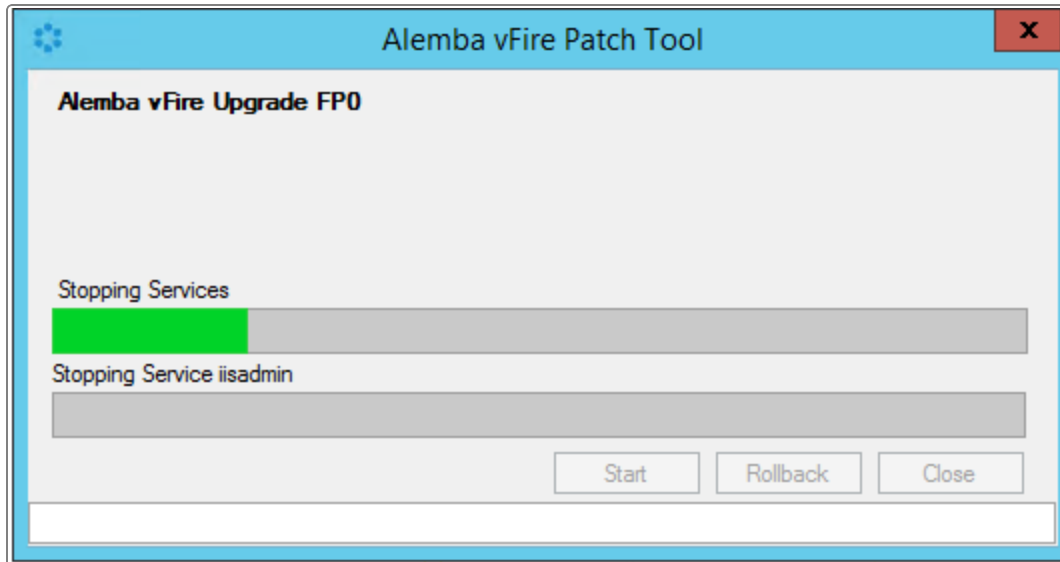
1. Open the file called **Infra.Update.UI.exe** in the patch installation directory. When the Alemba vFire Patch Tool window opens, select the **Rollback** button.



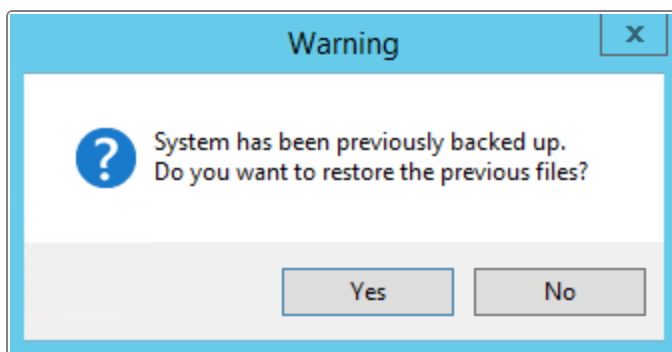
2. A warning may appear informing you that the Pack Upgrade Process needs to stop Services. Click **Yes** to continue.



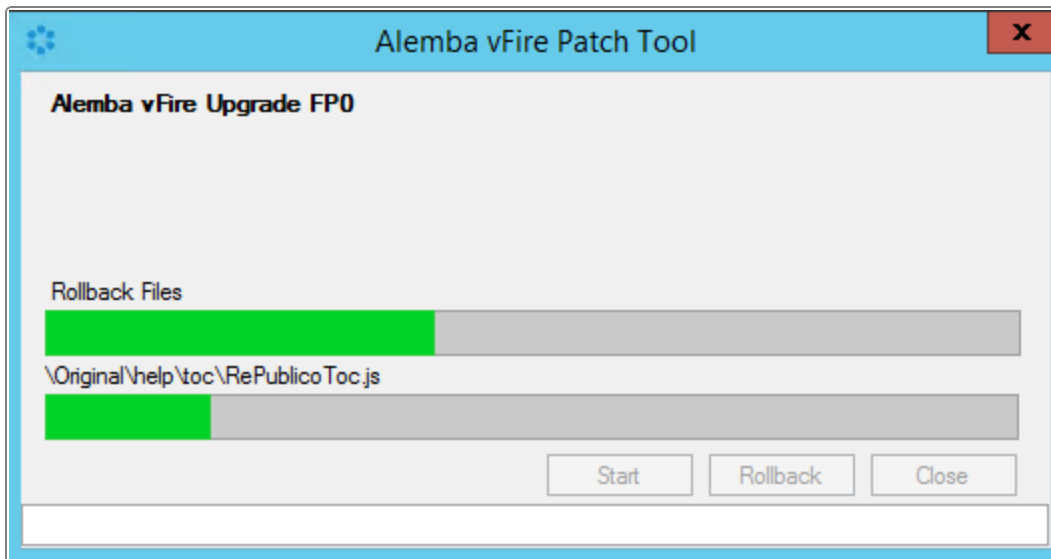
3. The Rollback process will start.



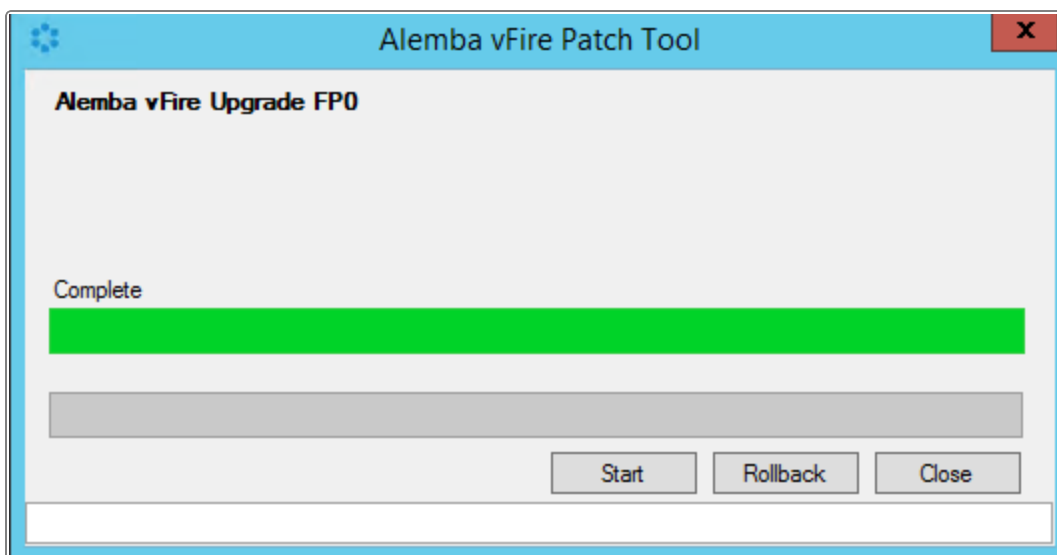
4. If your system has been previously backed up, you will see the following warning, asking you if you want to restore the previous files. Select **Yes**.



5. The Rollback process will continue.



6. Once all the steps have been completed the window will show the message 'Complete'.



7. Once the rollback has been completed, you will need to perform a restore of the database.

## Applying the License Key

1. In order to use 9.2.0, you will need a new license key. Contact Alemba Support or your Account Manager to obtain a license key.
2. Open Server Console. Select your system name and then select Properties from the action column on the right hand side.





ServerConsole - [Console Root\Alemba vFire\System1]

File Action View Favorites Window Help

Console Root  
 Alemba vFire  
 System1  
 Configuration Files  
 Letters  
 External Commands  
 Log Files

**vFire CONSOLE**

**General**

System Name	System1	
System Path	C:\Program Files (x86)\VMware\Service Manager\	
Default Portal		

**Database**

DB System	SQL Server	DB NT Auth
DB Server	.	DB SSL
DB Name	V8TRAINING1	Encrypt In Registry
DB User ID	sa	

**Server**

Virtual Directory	/VSM
MMA URL	http://V91RP1W12SQL12/VSM/Core.aspx

**Settings**

Session Time Out	120
Customer Portal Session Time Out	120
Server Date Format	dd/MM/yyyy HH:mm

**Actions**

System1

System1

**System Setup**

- Copy Files
- Parse Query Files
- Properties

**Database Tasks**

- Patch Database
- Run Custom SQL Script...
- Update Database Statistics
- Set System Language...

**Reporting Setup**

- Update Reports

Archiving ▶

Workflow ▶

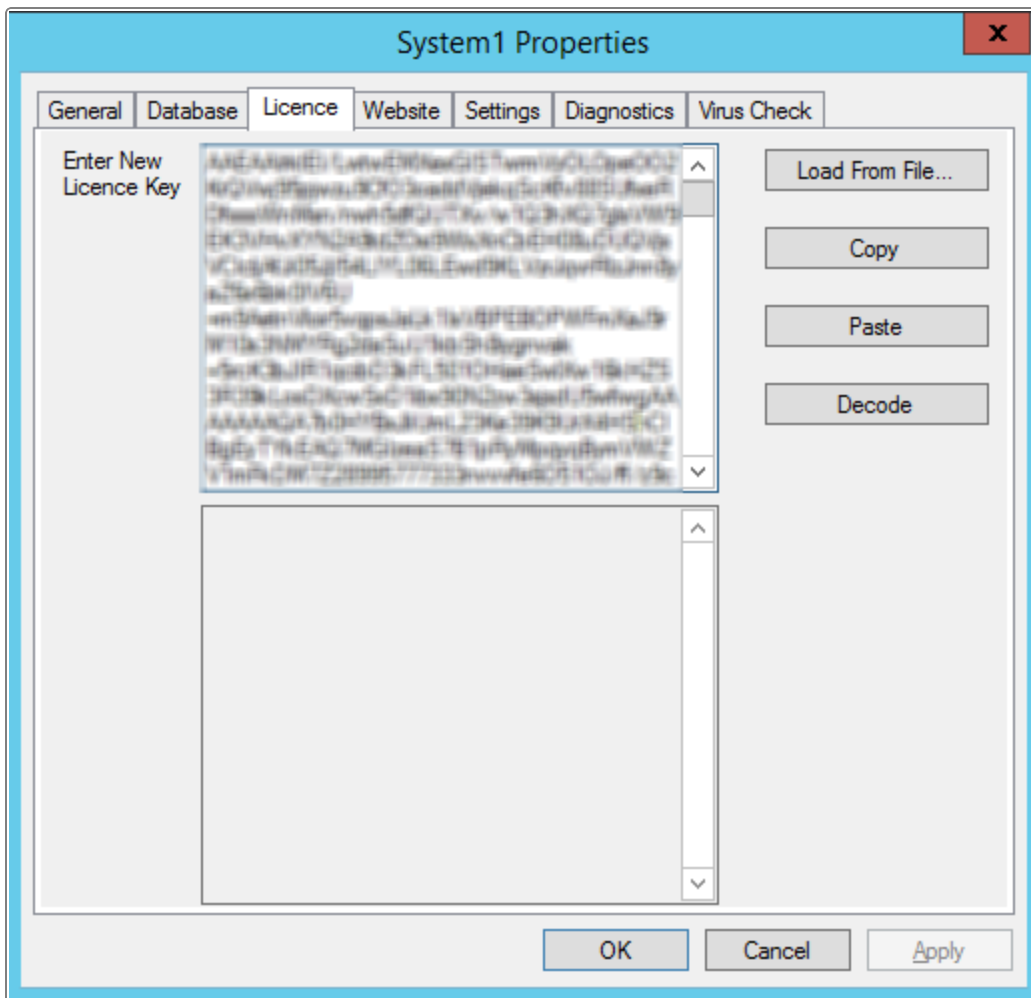
View ▶

New Window from Here

- Delete
- Rename
- Refresh
- Properties
- Help



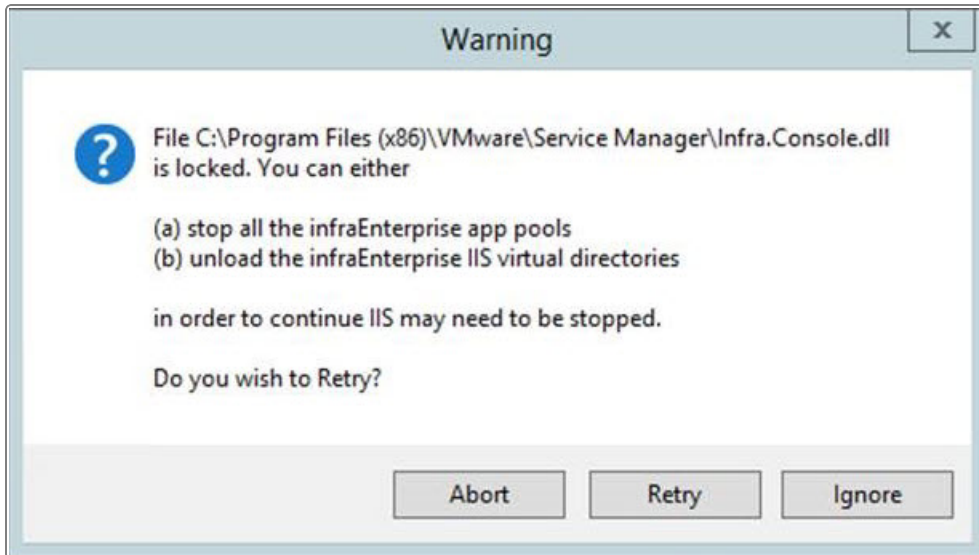
- This opens the properties window.



- Select the License tab and paste the New License key in the box and select **OK**.

## Troubleshooting

If you do not ensure that the console is closed before you begin (as mentioned in **Before You Start** (page 39)), you will see the following warning message.



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





# Appendix A: Database Configuration for SQL Server

This Appendix contains instructions on how to configure new and existing SQL databases.

## New Database Configuration: vFire Core Table Ownership

For installations where a new SQL Server database is used, Alemba recommends that a `VMwareServiceManagerDBOwner` user account be created and assign this account as the database owner (dbo). This allows the use of only one account for the normal running of vFire Core and to perform administrative operations (i.e. run upgrade scripts) on the database. This also allows DBAs to give the `VMwareServiceManagerDBOwner` account access to only the vFire Core database.

To do this, create the account `VMwareServiceManagerDBOwner`. Then run the following script:

```
use <databasename> go exec sp_dropuser  
'VMwareServiceManagerDBOwner' exec sp_changedbowner  
'VMwareServiceManagerDBOwner'
```

Where `<databasename>` is the name of the database that you are modifying. `sp_dropuser` needs to be run first because a user cannot become the owner of the current database if they already have access to the database through an existing alias or user security account within the database. As `VMwareServiceManagerDBOwner` will become dbo, this account will have implied permissions to perform all activities in the database so no role needs to be established for this database user.

## Existing Database Configuration: vFire Core Table Ownership

Existing vFire Core databases should continue using the user account under which the database was created. This account should be a member of the `sysadmin` fixed server role.



! • Alemba recommends consulting with your DBA if you wish to change the database owner to a new user account that can perform ordinary operations to the database as well as administrative operations, as the database owner of all tables will need to be changed manually.



# Appendix B: Installed Client Components

Running vFire Core installs the following components on a client machine:

- Infra Controls 92
- Infra Wrapper 92

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.

## Removing Client Components

Occasionally it may be necessary to reinstall the Wrapper and Controls within VSM. Examples of this include:

- A new Wrapper or Control update has been released
- Your current Wrapper or Control may be corrupted and need reinstalling

You can remove both the controls and wrapper client components through Internet Explorer. AS the procedure is slightly different depending on whether you are using Windows 7 or Windows 8, instructions for both Windows versions are given below.

### Windows 8

1. Open Internet Explorer.
2. Open the Tools menu and choose Manage Add-ons
3. Scroll down to Alemba Ltd items and select **vFire Core Wrapper 92**. You may need to select **All add-ons** from the menu on the left.
4. Right click on this add-on and select **More Information**.



5. Select **Remove** at the bottom of the More Information page and select **Close**.
6. Repeat this process for the vFire Core Controls 90 add-on.

## Windows 7

1. Open Internet Explorer.
2. Open the Tools menu and choose Manage Add-ons
3. Select Downloaded ActiveX Controls (32-bit).
4. Select vFire Core Controls 90 and select **Delete**.

## Unregister the wrapper through the command line

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

```
infraWrapper90.exe -UNREGSERVER
```





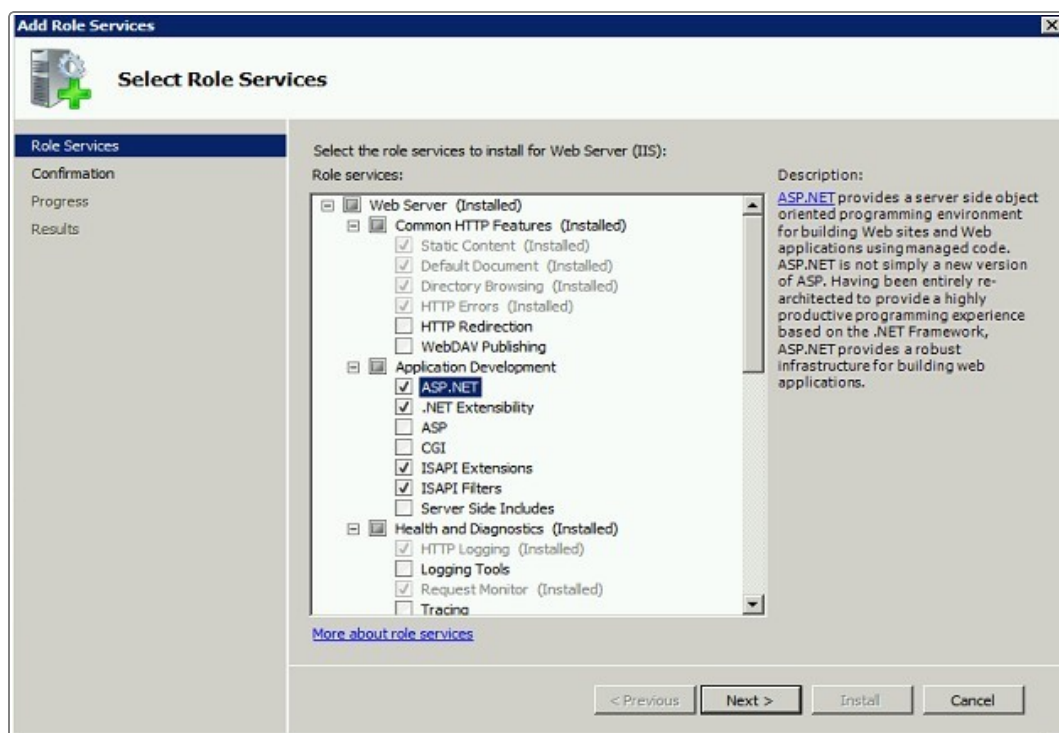
# Appendix C - Adding ASP.NET to Windows 2008

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

## Adding ASP.NET Role Service

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

1. 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.



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



## IIS6 Compatibility Mode

To create a virtual directory in the Server Console in Version 9.2 when running IIS7, sites must use IIS6 compatibility mode.

For more information on creating and configuring your vFire Core systems, refer to the vFire Core Version 9.2 Server Console User Guide.

To switch on IIS6 compatibility in your Windows Server 2008 machine,

1. 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.
3. Select Management Tools > IIS 6 Management Compatibility.



4. Select Next to complete adding the role service.

## ASP.NET Registration

The location of the executable to register ASP.Net is dependent on the server setup. For 32-bit and 64-bit servers that have IIS set to run in 32-bit mode, run the following command line in a command window:

```
C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_regiis.exe -i
```

For 64-bit servers that have not had IIS set to run in 32-bit mode, run the following command line in a command window:

```
C:\WINDOWS\Microsoft.NET\Framework64\v2.0.50727\aspnet_regiis.exe -i
```



For more information on set IIS to run in 32-bit mode for 64-bit servers, see **Run IIS7 in 32-bit Mode on 64-bit System** (page 11).



For more information on the registering ASP.NET, visit Microsoft's **ASP.NET IIS Registration Tool web page**. [http://msdn.microsoft.com/enus/library/k6h9cz8h\(VS.80\).aspx](http://msdn.microsoft.com/enus/library/k6h9cz8h(VS.80).aspx)

