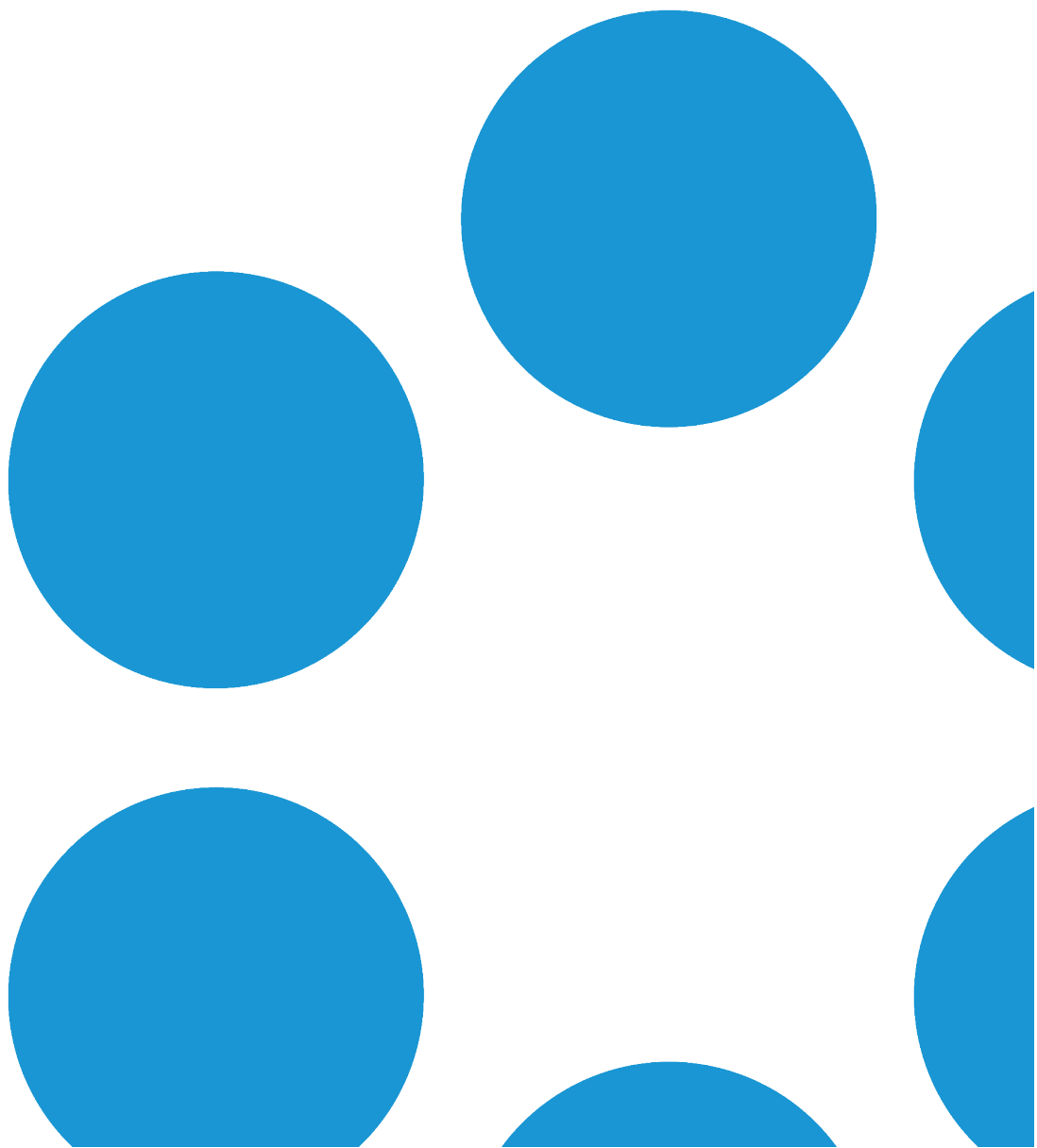




vFire 9.7

Maintenance Package User Guide

Version 1.0





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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	27 February 2017	This document describes how to install and use the Maintenance Package to perform upgrades to minor releases.


## Copyright

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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.
	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.
<b>Field name</b>	Fields are highlighted in bold text.



# 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](http://www.alemba.help).



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.

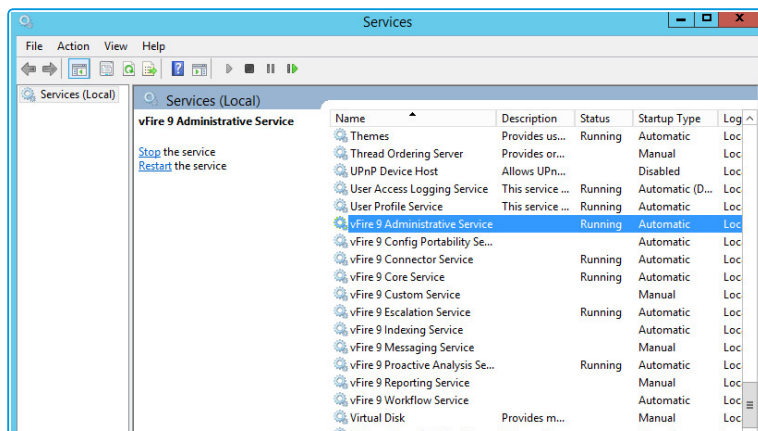
For virtual servers

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



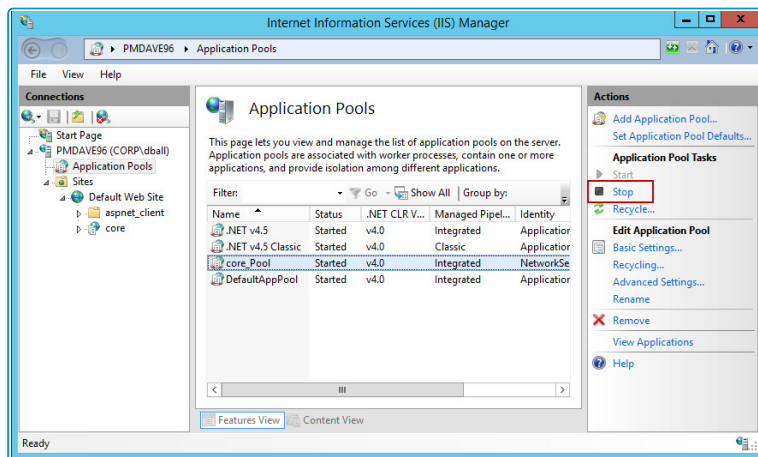
For physical servers

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



Service.

2. Stop the vFire application pools and websites.

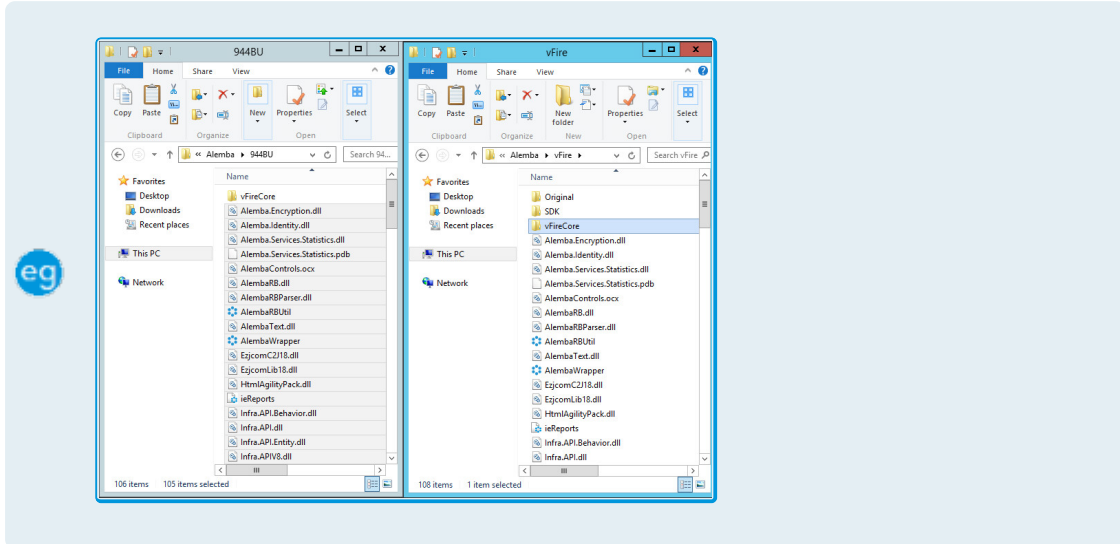


4. Create a folder in the same location as the extracted Maintenance Package and backup the system directory (e.g.: C:\Program Files\Alemba\vFire\System1) and the



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.

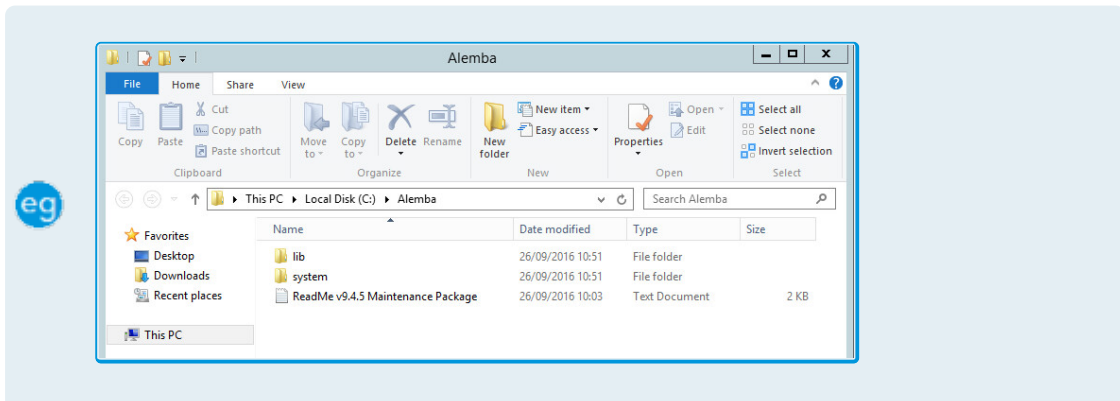


## Installing the Maintenance Package



You need to download the maintenance package from [www.alemba.help](http://www.alemba.help).

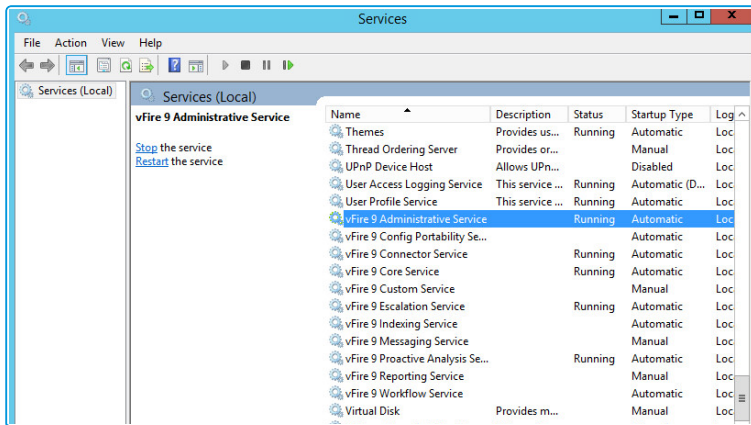
1. Extract the Maintenance Package to a folder on the Web Server.
2. Create a new folder C:\Alemba.



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

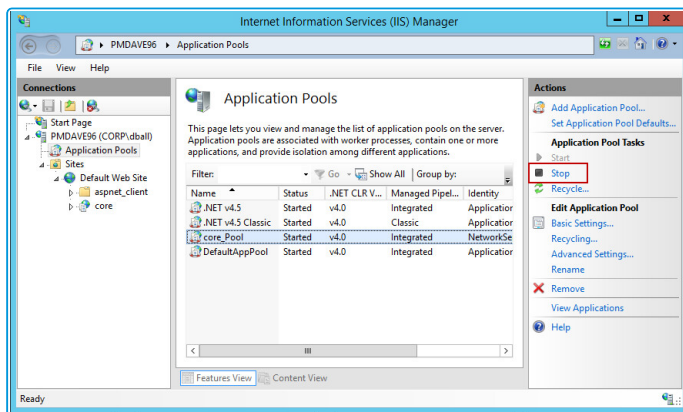


3. Stop the vFire 9 Services. This can be done by stopping the vFire 9 Administrative

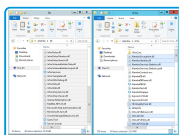


Service.

4. Stop the vFire application pools and websites.



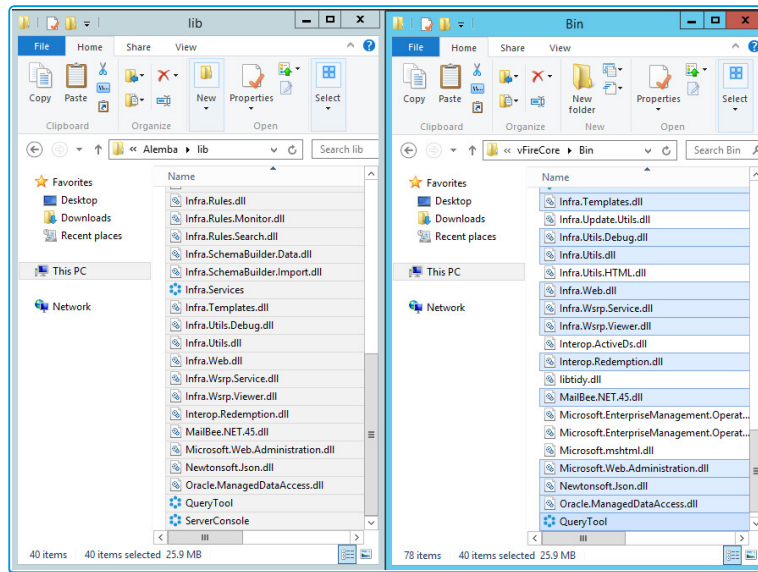
5. Copy all files from the LIB folder in the Maintenance Package to the vFire directory.





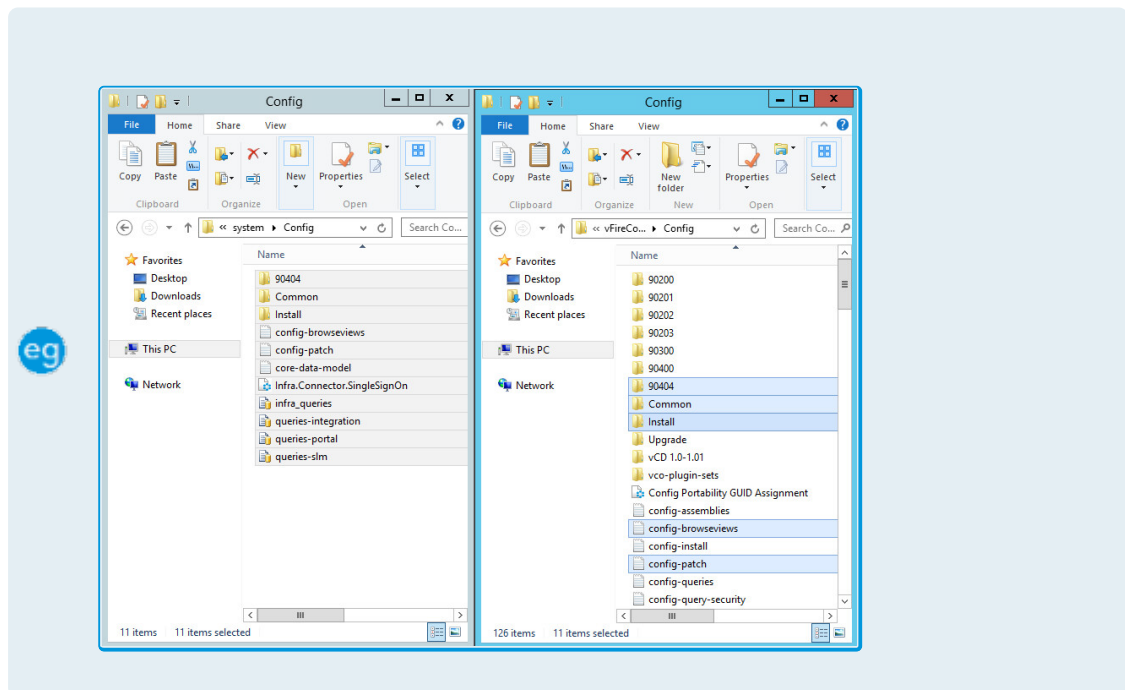


- Copy all files from the **LIB** folder in the Maintenance Package to the vFire system's



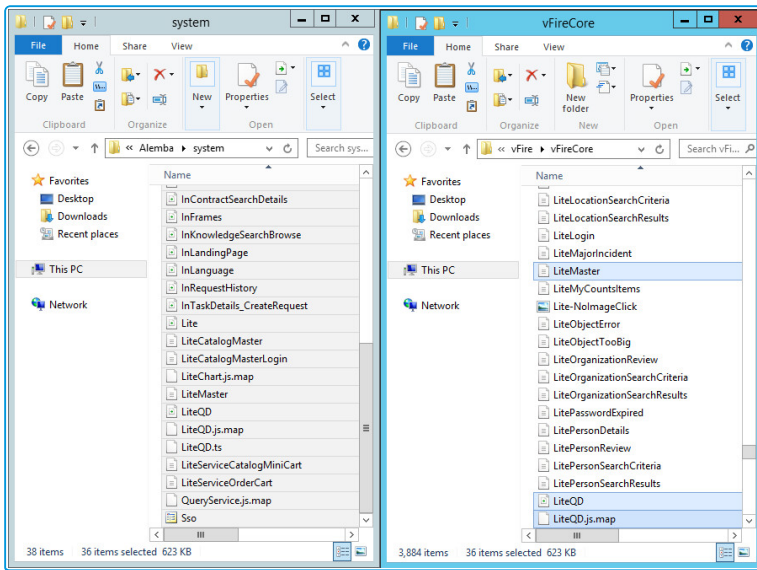
**BIN** directory.

- 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.
- Copy all files from the **System\Config** folder in the Maintenance Package to the **Config** folder of your system directory.



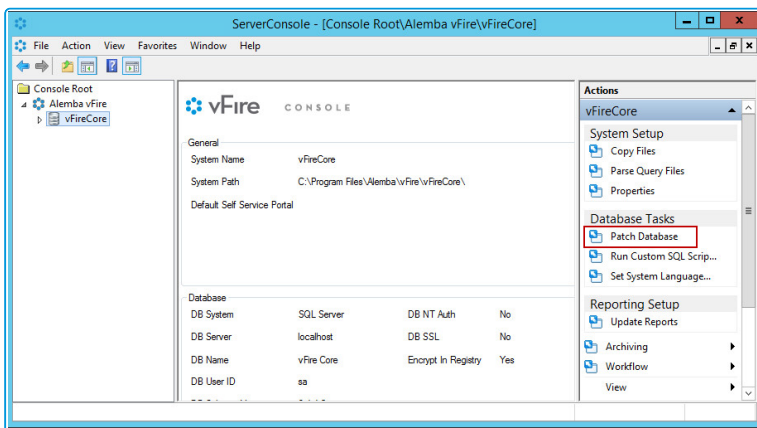


- Copy all files from the **System** folder in the Maintenance Package to the vFire system directory (e.g.: C:\Program Files\Alemba\vFire\System1).



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.

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



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.



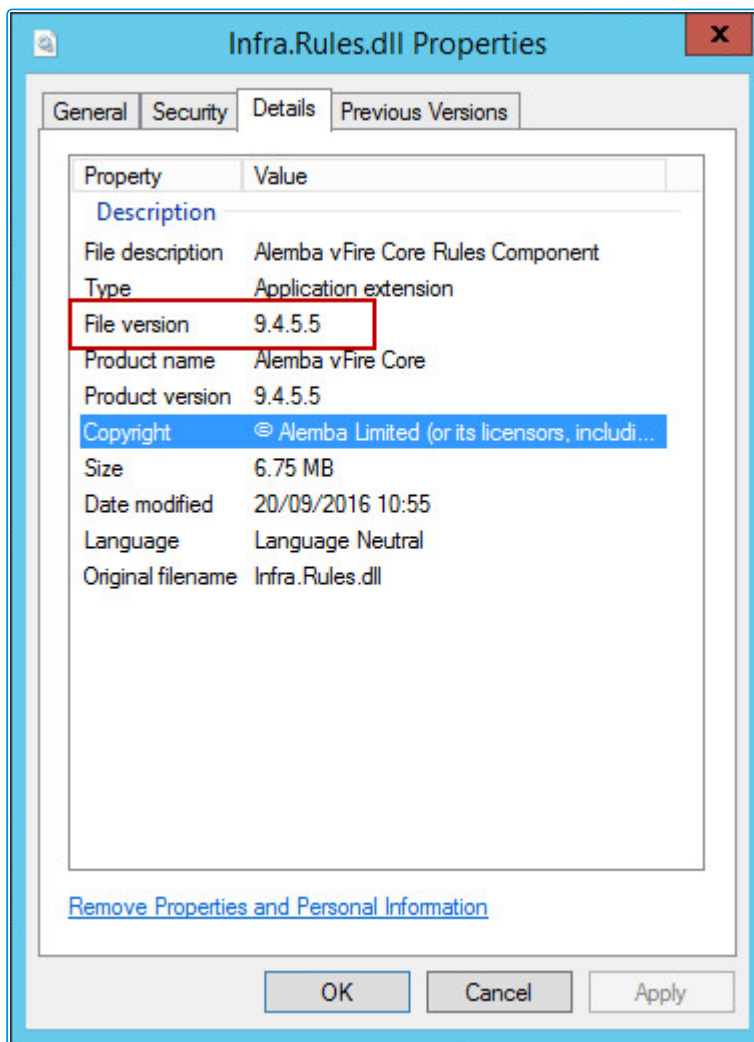
11. Start the vFire 9 Services.
12. Restart the vFire Website and Application Pools (IISreset).
13. Analysts should clear the Local Browser Cache (CTRL+ALT+1).

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.

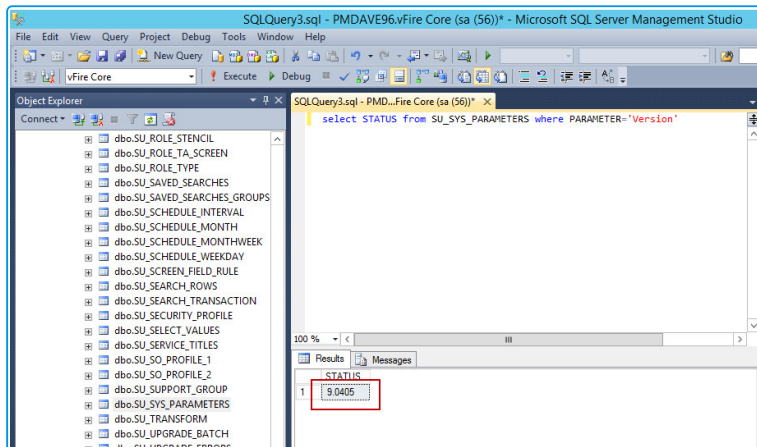
1. Confirm **System Files** have the correct Version number.



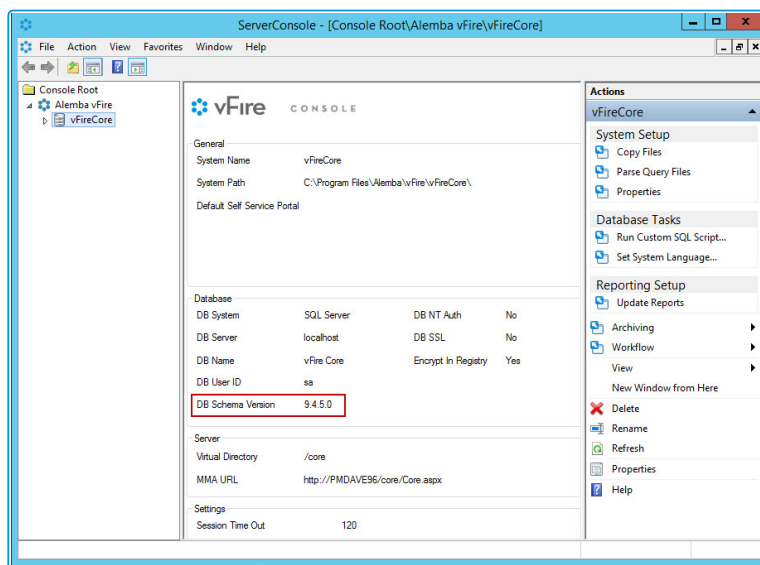


2. Confirm the **Version Number** in the **vFire Core Database**.

```
select STATUS from SU_SYS_PARAMETERS where PARAMETER='Version'
```



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



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:

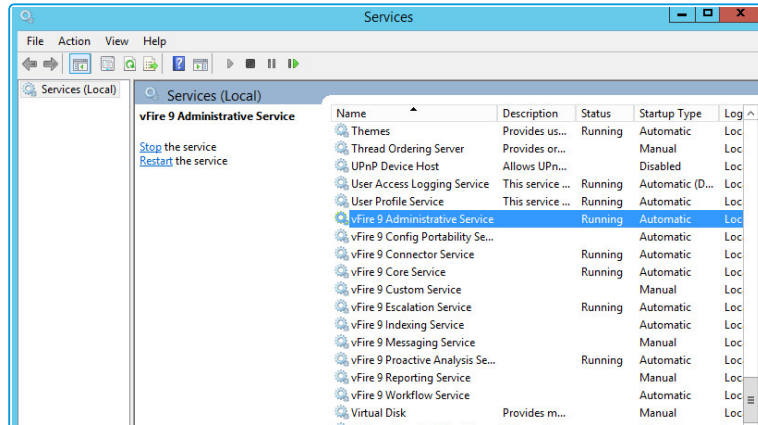


## For virtual servers

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

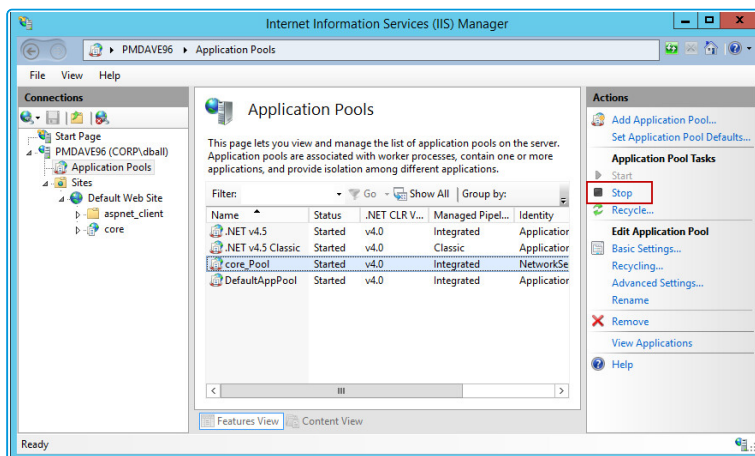
## For physical servers

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



Service.

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 you made prior to applying the maintenance package.
5. Restart the vFire 9 services.
6. Restart the vFire website and application pool (IISreset).



## Further Information

### Product Information and Online Support

For information about Alemba products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, go to [www.alemba.help](http://www.alemba.help).

Up-to-date product documentation, training materials and videos can be found at [www.alemba.help/help](http://www.alemba.help/help).



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

### Technical Support

For technical support, please visit: [www.alemba.com](http://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](mailto:info@alembagroup.com).