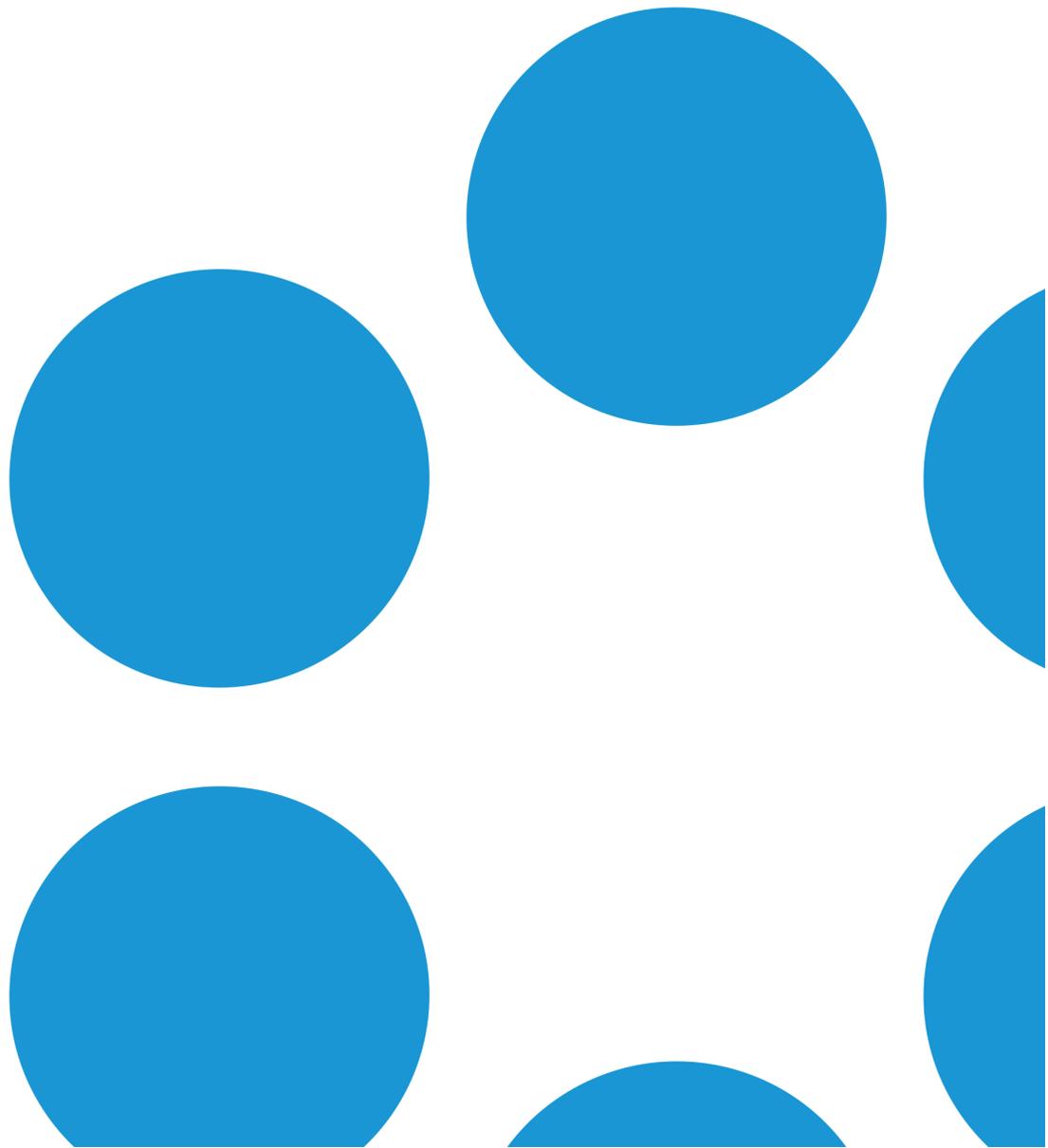




vFire Core 9.2

Installation and Upgrade Guide

Version 1.2.1





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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	19 December 2014	This document describes how to install vFire Core 9.2.
1.1	12 June 2015	<p>This document was updated to reflect changes made with the release of 9.2.2.</p> <p>Note the following significant changes in this release:</p> <ul style="list-style-type: none"> <li>• IIS 6 is not required for 9.2.2</li> <li>• The rollback feature has been removed from the server console</li> <li>• Microsoft ASP.NET version 4.5.2 must be installed on the web server</li> <li>• Users of 9.2.2 need to use Oracle Client 12C</li> </ul>
1.1.1	17 July 2015	This document contains minor changes and updates based on feedback, particularly the qualifier that if you are using a customized system, you should consult your Account Manager before attempting any upgrades.
1.2	25 September 2015	This document was updated to reflect the release of 9.2.3 and contains minor changes and updates based on feedback, particularly to upgrade methods, and removal of the backup step from the Patch Tool.
1.2.1	30 September 2015	This document contains minor changes and updates based on feedback.

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# vFire Core 9.2 Install and Upgrade Guide



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 the latest version of vFire Core 9.2.



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

## Intended Audience

This guide is written for system administrators responsible for installing vFire Core 9.2.

## 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 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 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** as described in the **Prerequisites Guide**.

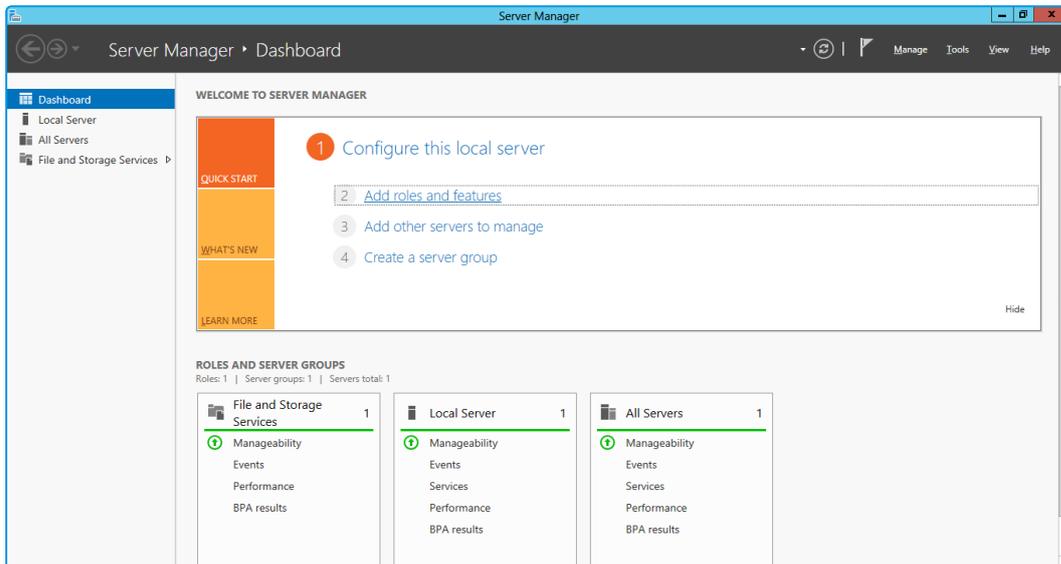
If you are using an Oracle database, you need to ensure that you are running Oracle client version 12c or higher before installing vFire Core 9.2. To update the dictionary system statistics, you must have Database Account privileges on the GATHER\_SYSTEM\_STATISTICS role.

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

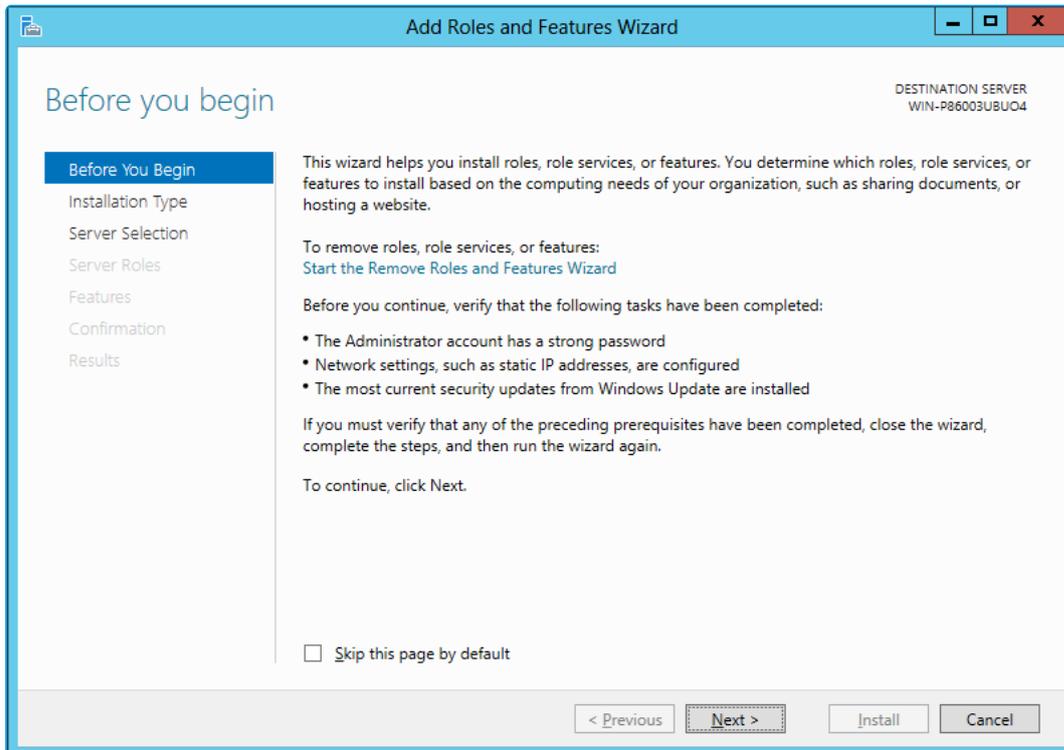
If you are using Windows 2008, you will need to follow the instructions outlined in the appendix - [page 59](#).



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



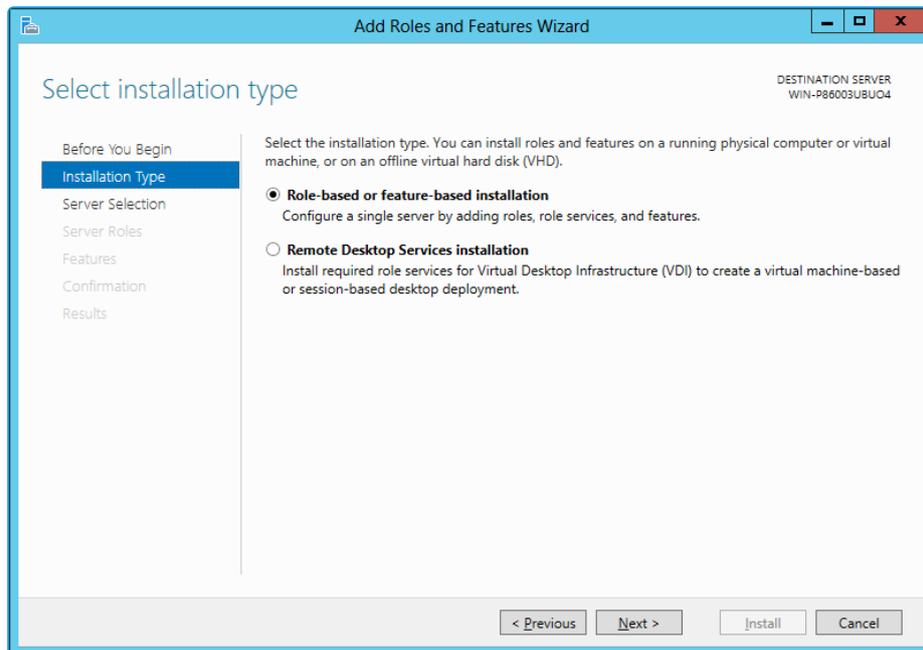
2. This will bring up the **Add Roles and Features Wizard** which opens on the **Before You begin** window. Read this page carefully and ensure that you have completed the tasks listed.



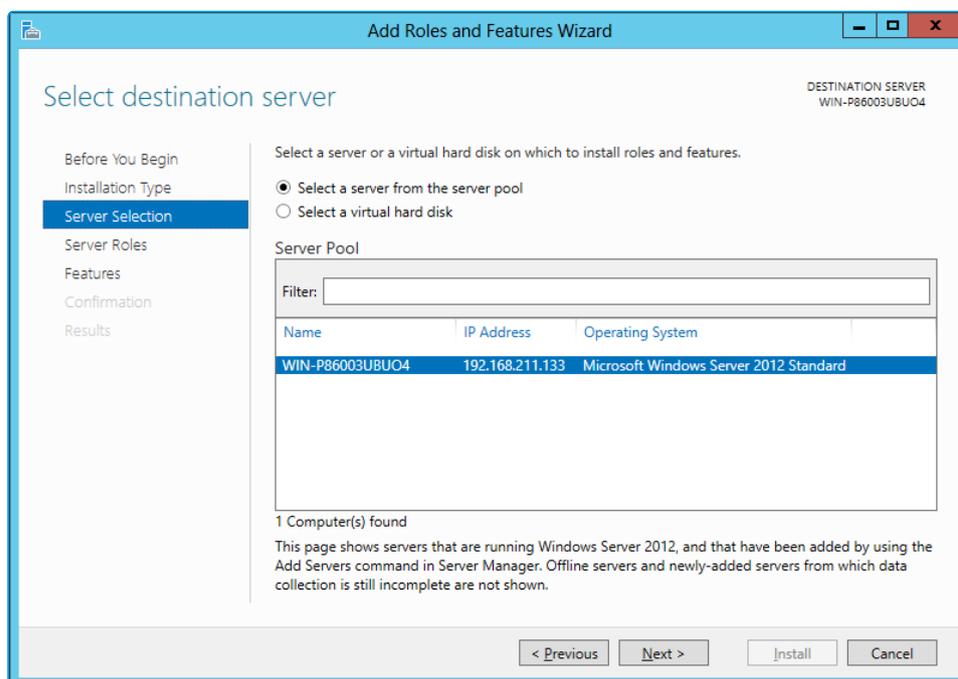
3. Select **Next** to continue.



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



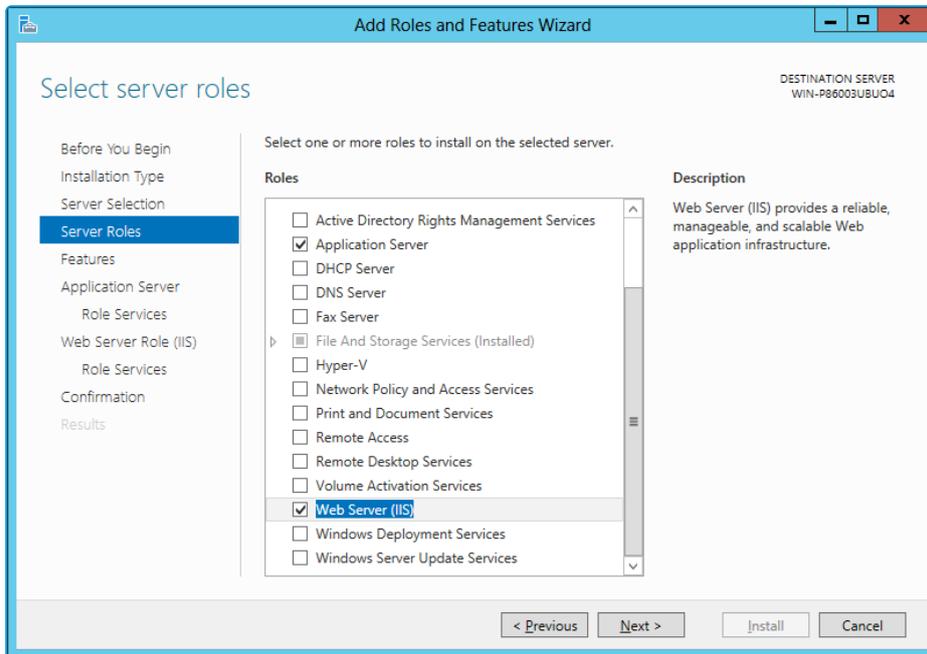
5. Select **Next** to continue.
6. On the **Select destination server** window, select the server that you will be using.



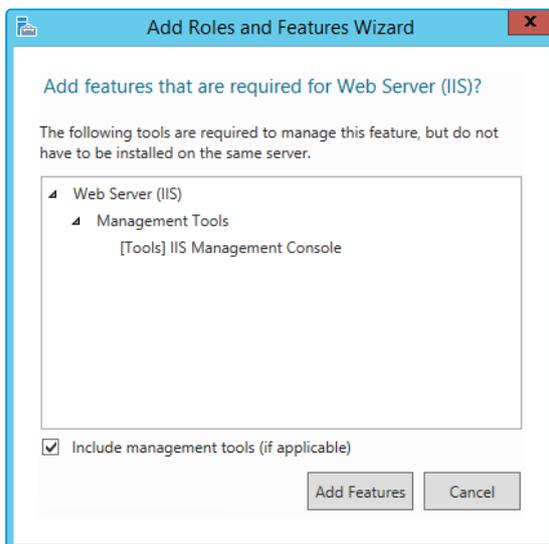
7. Select **Next** to continue.



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



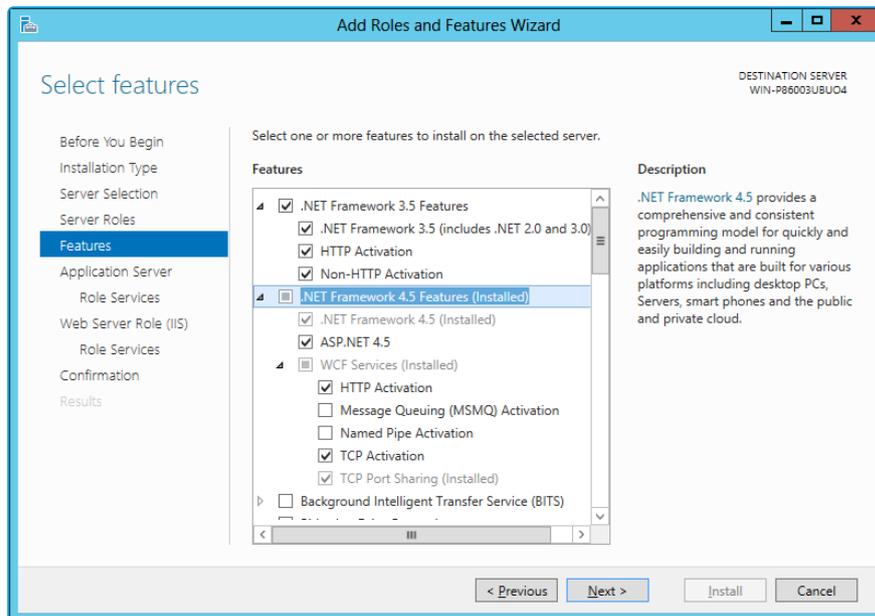
- When you select **Web Server (IIS)**, the **Add Roles and Features Wizard** window is displayed, prompting you to add management tools.



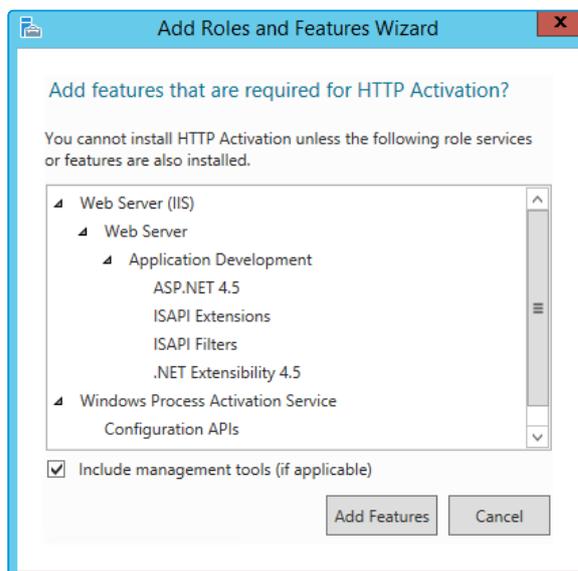
- Select **Add Features**. The window closes and you are returned to the **Select server roles** window.
- Select **Next** to continue.



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



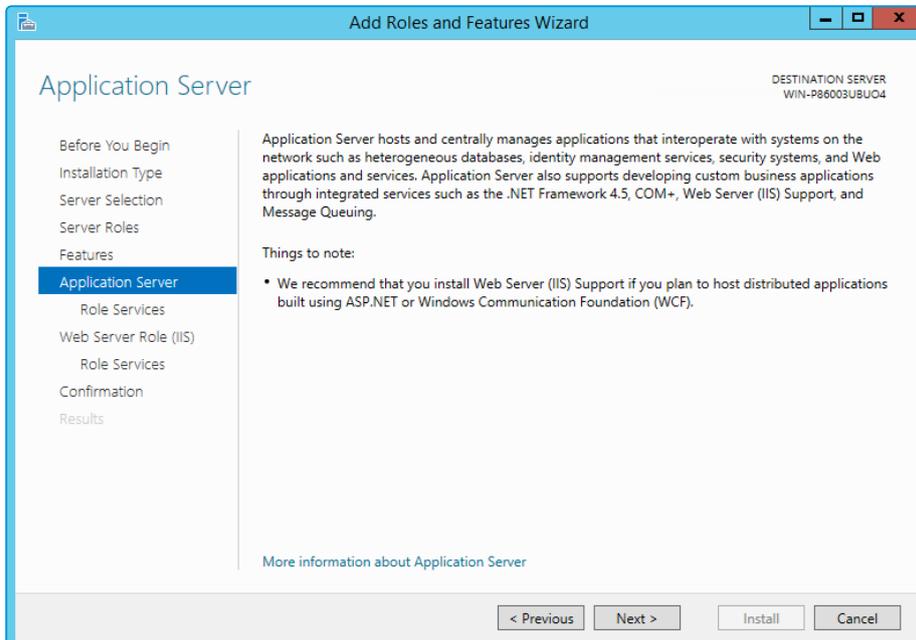
13. When you select **HTTP Activation** under **.NET Framework**, the **Add Roles and Features Wizard** window is displayed, prompting you to add further features.



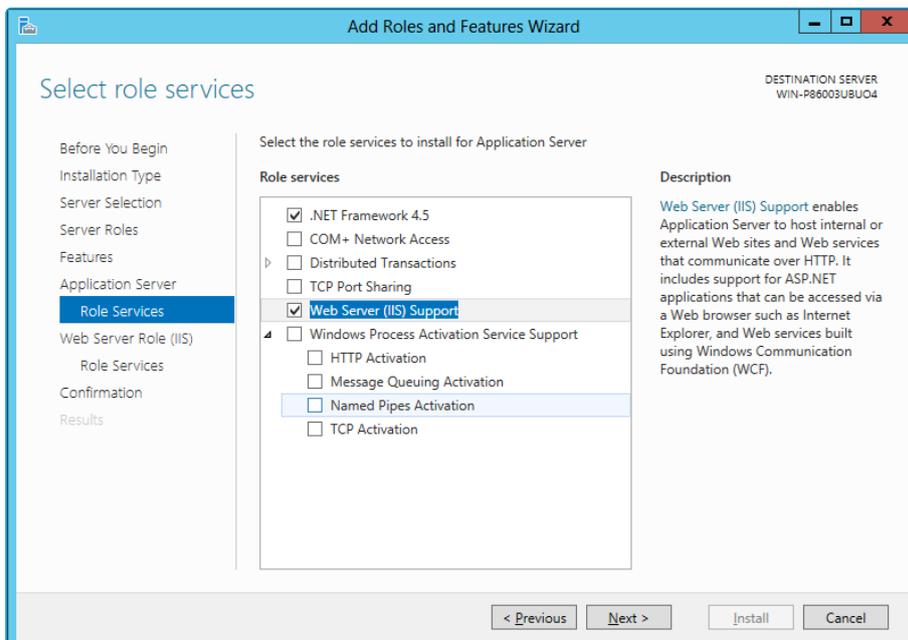
14. Select **Add Features**. The window closes and you are returned to the **Select features** window.
15. Continue adding the features. When you select **HTTP Activation** beneath **WCF Services**, you will see the **Add Roles and Features Wizard** window again. Select **Add Features** to add the required features and return to the **Select features** window once more.



16. Select **Next** to continue.
17. The **Application Server** window is displayed, giving you information about the application server. Read through the details to ensure you are familiar with them.



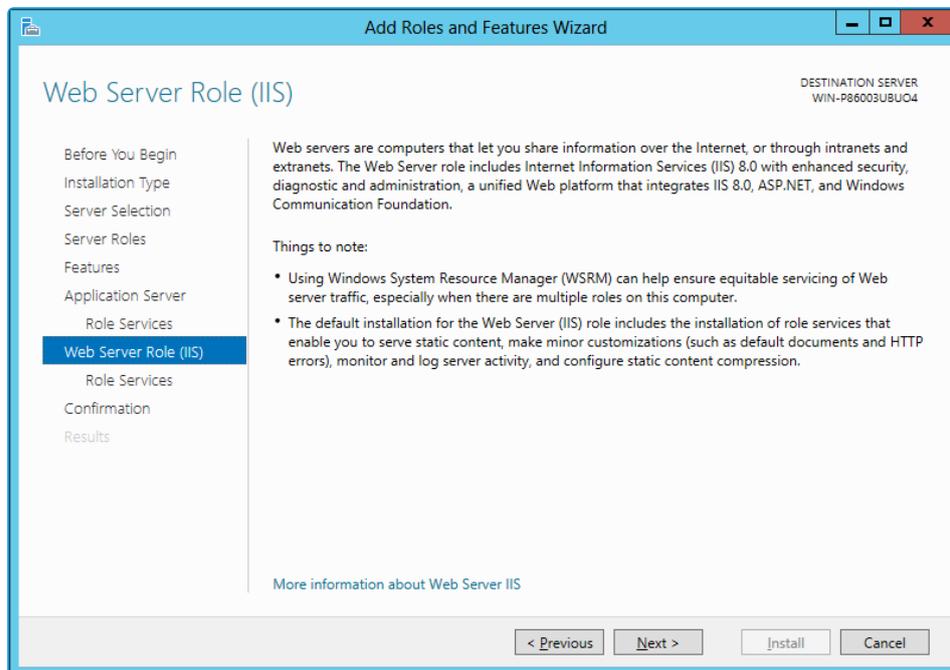
18. Select **Next** to continue.
19. In the **Select role services** window, select the following role services for the application server, adding features when the **Add Roles and Features** window is displayed.



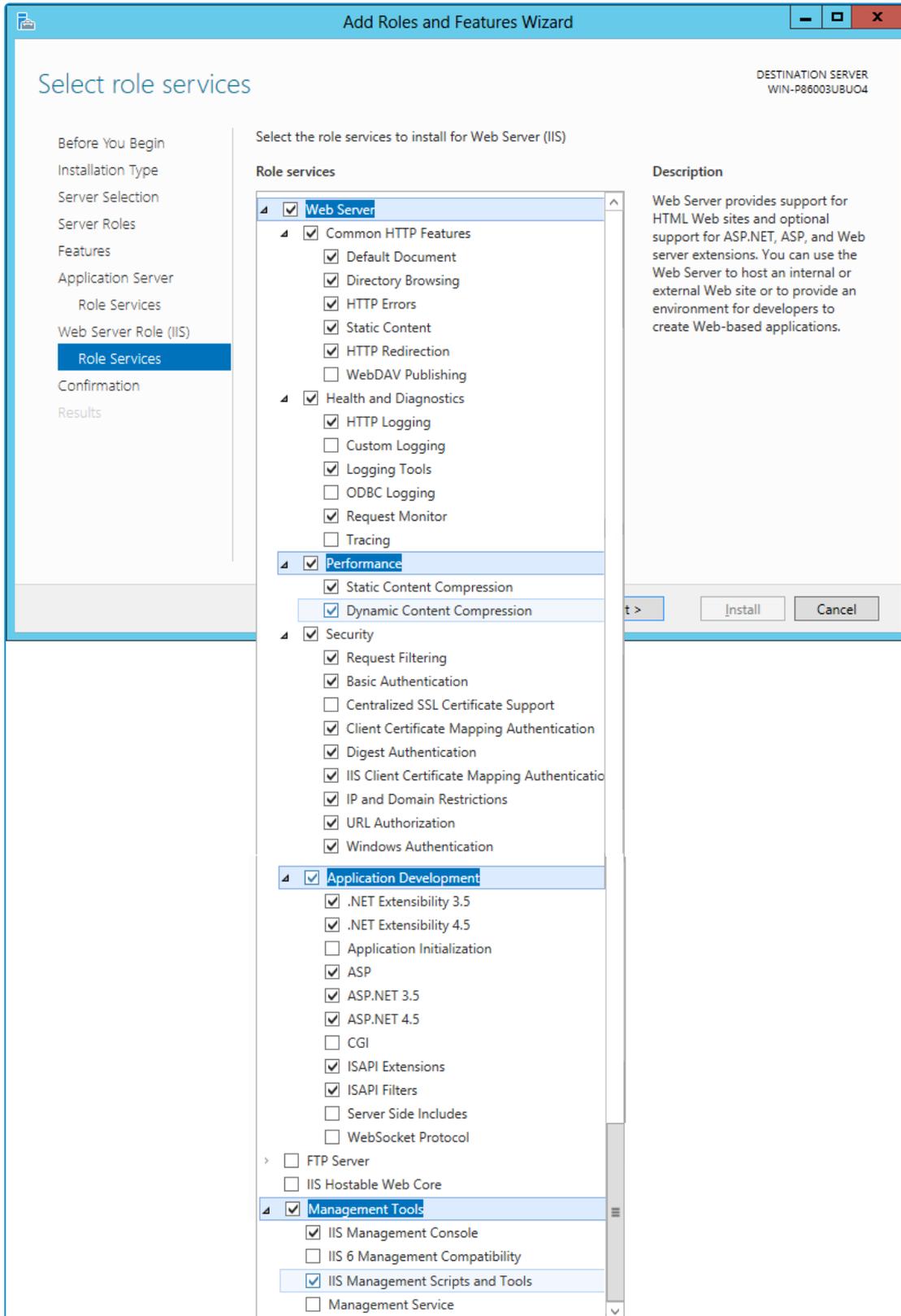
20. Select **Next** to continue.



21. 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.



22. Select **Next** to continue.
23. On the **Select role services** window, ensure that all of the roles shown in the following screenshot are ticked.



24. Select **Next** to continue.



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

**Add Roles and Features Wizard**

DESTINATION SERVER  
pm-mary-demo-0.corp.alembagroup.com

**Confirm installation selections**

Do you need to specify an alternate source path? One or more installation selections are missing source files on the destinati... X

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

To install the following roles, role services, or features on selected server, click Install.

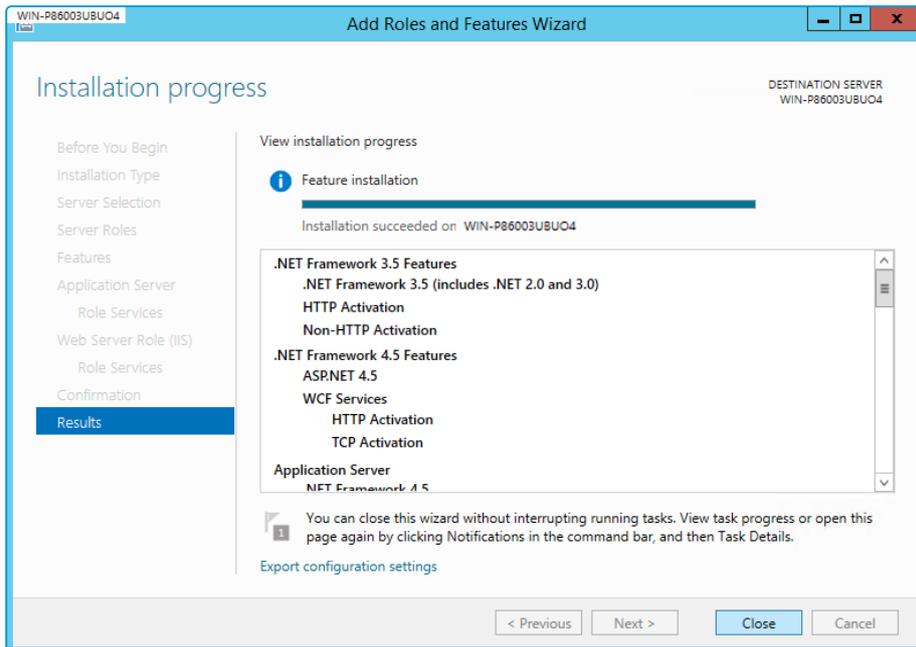
Restart the destination server automatically if required

Optional features (such as administration tools) might be displayed on this page because they have been selected automatically. If you do not want to install these optional features, click Previous to clear their check boxes.

- .NET Framework 3.5 Features
  - .NET Framework 3.5 (includes .NET 2.0 and 3.0)
  - HTTP Activation
  - Non-HTTP Activation
- .NET Framework 4.5 Features
  - ASP.NET 4.5
  - WCF Services
    - HTTP Activation
    - TCP Activation
- Application Server
  - .NET Framework 4.5
  - Web Server (IIS) Support
- Web Server (IIS)
  - Management Tools
    - IIS Management Console
    - IIS Management Scripts and Tools
- Web Server
  - Application Development
    - ASP
    - ASP.NET 3.5
    - ASP.NET 4.5
    - ISAPI Extensions
    - ISAPI Filters
    - .NET Extensibility 3.5
    - .NET Extensibility 4.5
  - Common HTTP Features
    - Default Document
    - Directory Browsing
    - HTTP Errors
    - HTTP Redirection
    - Static Content
  - Health and Diagnostics
    - HTTP Logging
    - Logging Tools
    - Request Monitor
  - Performance
    - Dynamic Content Compression
    - Static Content Compression
  - Security
    - Basic Authentication
    - IIS Client Certificate Mapping Authentication
    - Client Certificate Mapping Authentication
    - Digest Authentication
    - Request Filtering
    - IP and Domain Restrictions
    - URL Authorization
    - Windows Authentication
- Windows Process Activation Service
  - Configuration APIs
  - .NET Environment 3.5
  - Process Model



26. 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 installed.



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



## Running 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.



## Installing or Patching

Alemba ships two different software installations for each release:

- vFire Core Setup 92x.exe
- vFire Core Patch 92x.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.x to v9.x. There are different circumstances when they can be used as outlined below.

What I want to achieve	What I need to do
I want to create a brand new Vanilla System	Install vFire Core Setup 92x.exe then use the Server Console system creation wizard.
I have an existing v9.x system and I want to upgrade it (on the same server)	Install vFire Core Patch 92x.msi. The vFire Patch Tool will upgrade the system files and database.
I have a v8 System I want to upgrade	<div data-bbox="608 1088 1386 1285" style="border: 1px solid #ccc; padding: 10px; background-color: #f0f0f0;"> <p> The minimum version from which you can upgrade from v8 to v9.2.x is v8RP40. If you have a version earlier than this, you must upgrade to v8RP40 before attempting to upgrade to v9.2.</p> </div> <ol style="list-style-type: none"> <li>1. Install vFire Core Setup 92x.exe.</li> <li>2. Create a new system using the Server Console system creation wizard.</li> <li>3. During system creation, point the new vFire Core system to your existing v8 database.</li> </ol> <p>The system creation wizard will upgrade the database and create the new v9 system.</p>



What I want to achieve	What I need to do
<p>I have a v9.x system, and I want to upgrade it and move to a new server at the same time.</p>	<ol style="list-style-type: none"><li>1. Install vFire Core Patch 92x.msi on the old server and upgrade the database.</li><li>2. Decommission the old server - turn off the vFire Core Services and IIS Admin Service, and set their Startup Type setting to <b>Manual</b>.</li><li>3. Install vFire Core Setup 92x.exe on the new server.</li><li>4. On the new server, create a new system using the Server Console system creation wizard.</li><li>5. During system creation, point to the existing database, and when ask if you wish to upgrade the database, select <b>No</b>.</li></ol>



## Installing vFire Core 9.2

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.

! 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 9.2, as outlined in the **Prerequisites Guide**.

Configure the server as described in the previous section.

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

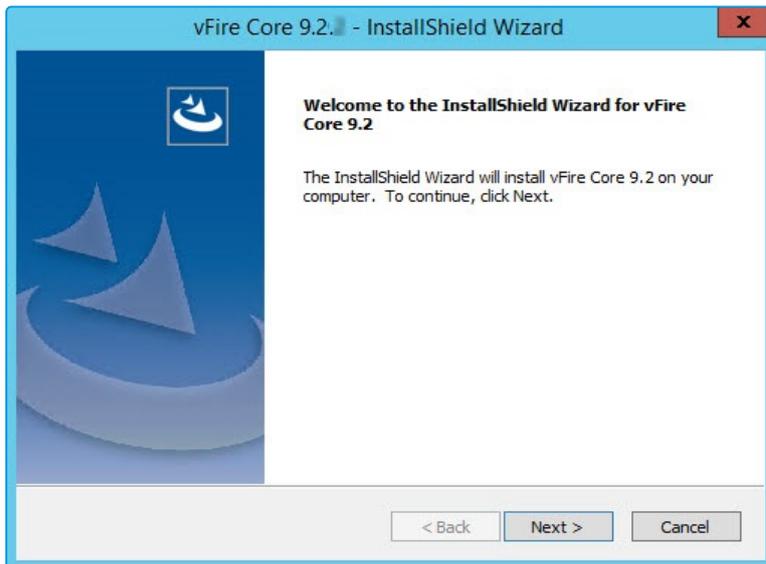
1. Log in to the Alemba website and select the downloads tab. Download **vFireCoreSetup92xx** (where xx is the appropriate version number). This consists of an executable setup file which will run the InstallShield program that installs vFire Core.
2. Extract the files.
3. Right click on the file and select **Run as Administrator**.



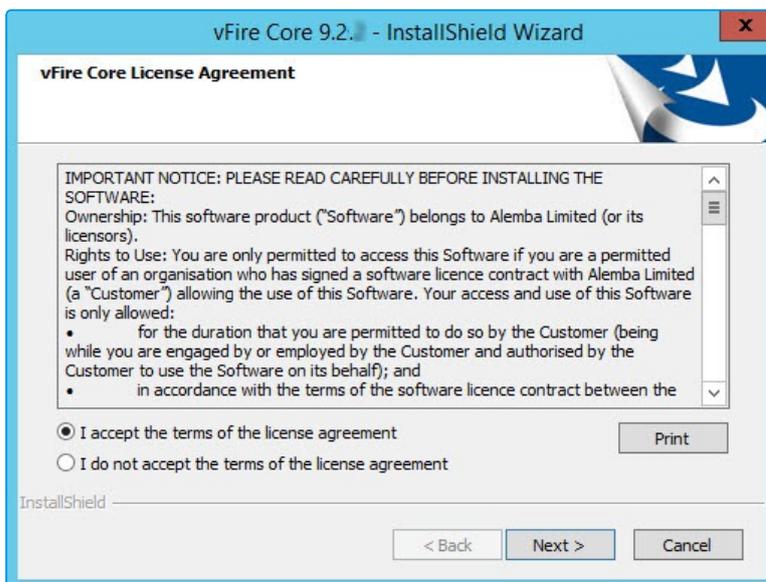
- The **User Account Control** window appears. You will be prompted to allow the vFire Core application to begin the setup process. Select **Yes** to proceed.

 An error message might display 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 9.2 installation.

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



- Select **Next** to continue.
- In the vFire Core License Agreement window, read the terms and conditions.





- To print a copy of the license agreement, select **Print**. Accept the terms and then select **Next** to continue.
- The **Customer 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 9.2 - InstallShield Wizard

**Customer Information**  
Please enter your information.

Please enter your name and the name of the company for which you work.

User Name:

Company Name:

InstallShield

< Back   Next >   Cancel

- Select **Next** to continue.
- The **Setup Type** window appears.

vFire Core 9.2 - InstallShield Wizard

**Setup Type**  
Select the setup type to install.

Please select a setup type.

Complete  
All program features will be installed. (Requires the most disk space.)

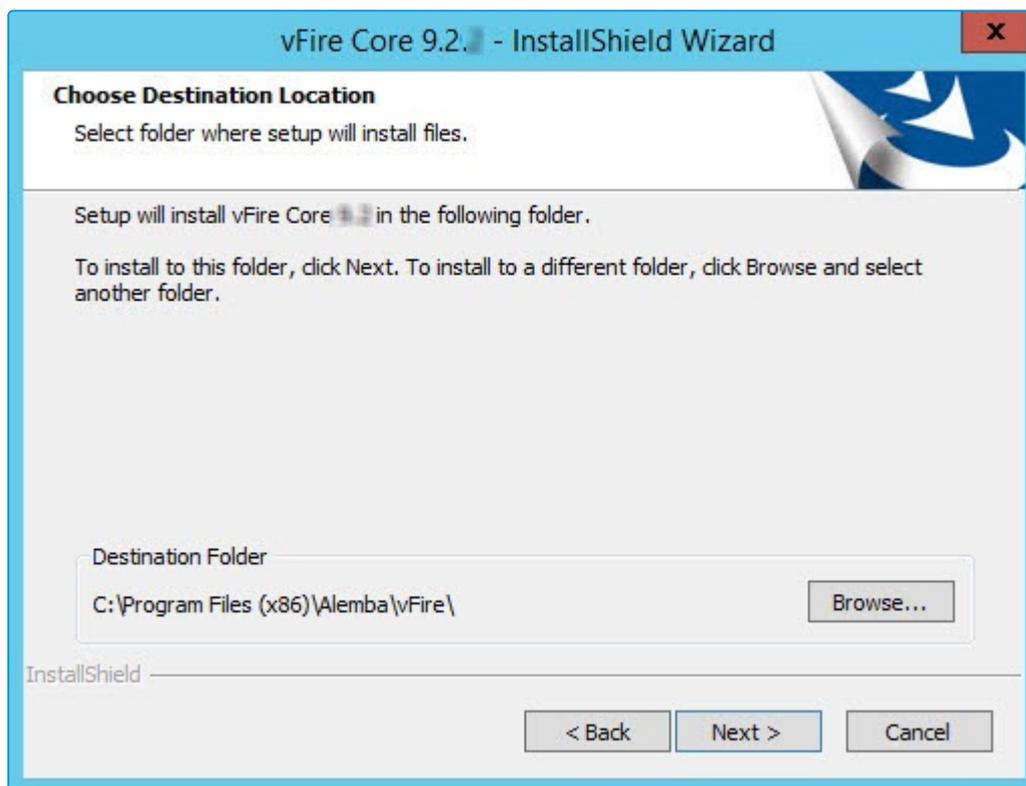
Custom  
Select which program features you want installed. Recommended for advanced users.

InstallShield

< Back   Next >   Cancel



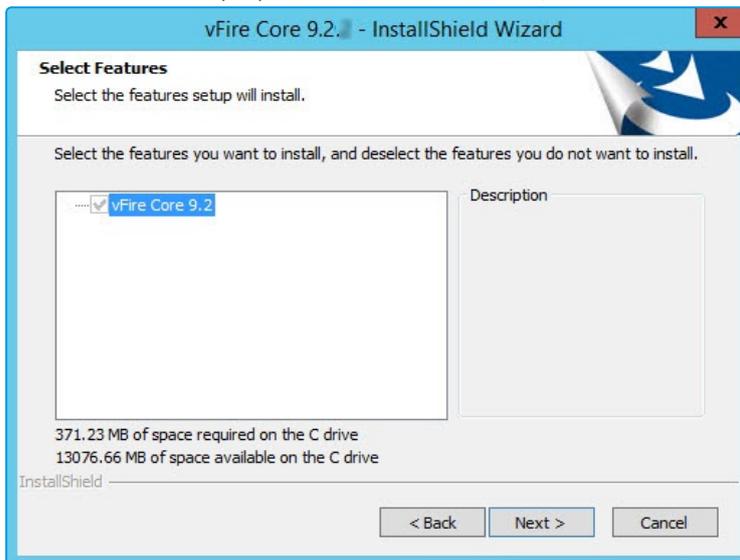
12. Select **Complete** to install vFire Core into the default directory: **C:\Program Files(x86)\Alemba\vFire**. This is the recommended option.
13. Select **Custom** to specify a different directory on your computer as the installation directory.
14. Select **Next** to continue.
15. If you have selected **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.



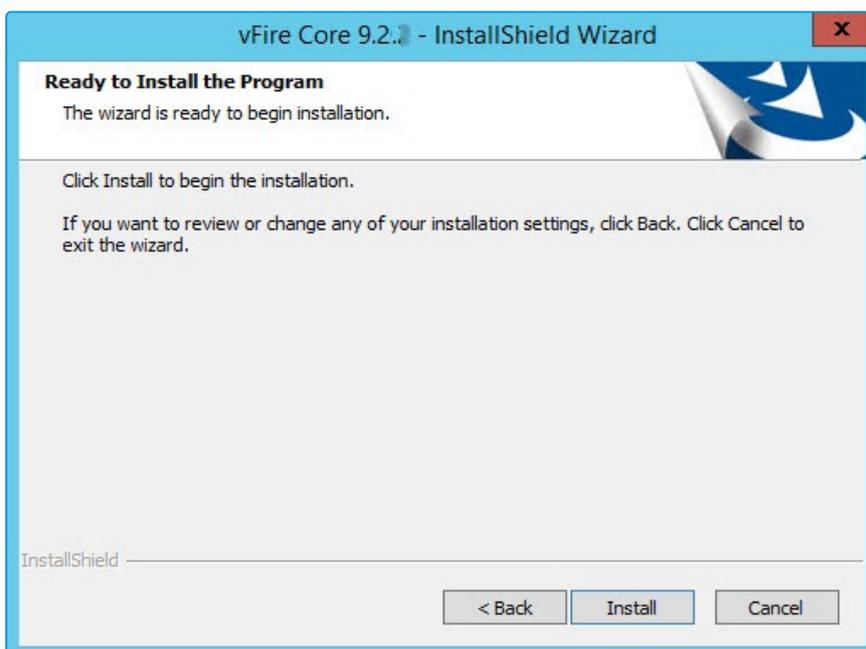
16. Select **Next** to continue.



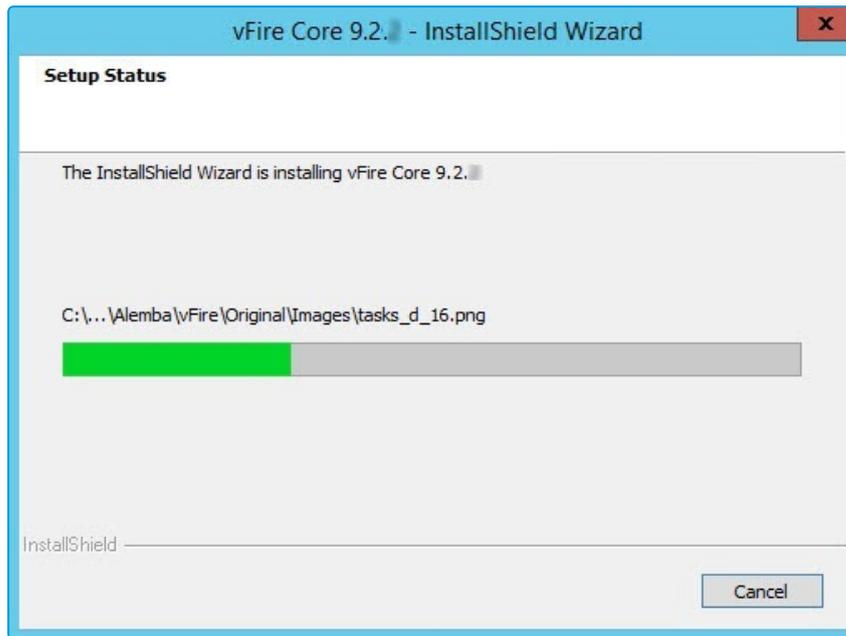
17. If you are performing a **Custom** install, you also need to complete the **Select Features** window. The only option is vFire Core 9.2, which is selected by default.



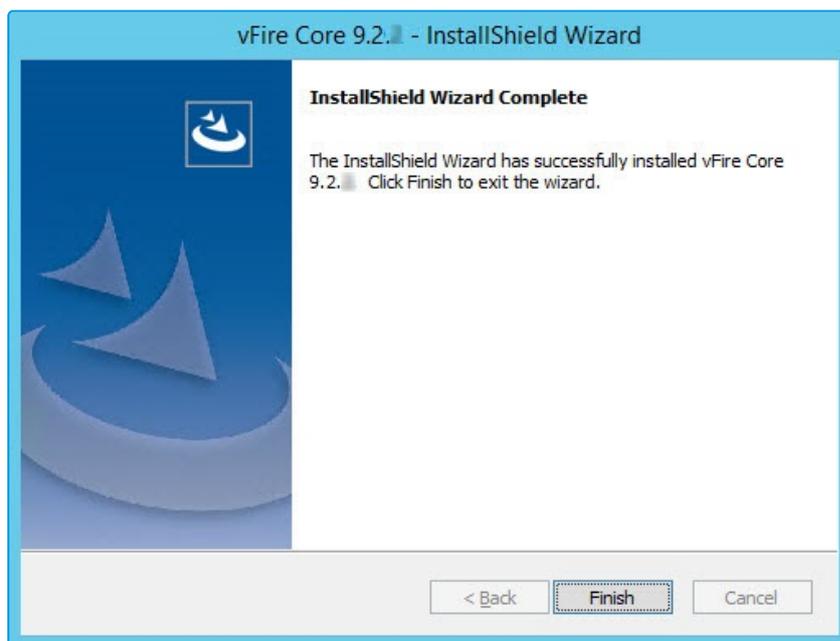
18. Select **Next** to continue.
19. In the **Ready to Install the Program** window, select **Install** to proceed with the installation.



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.



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



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.



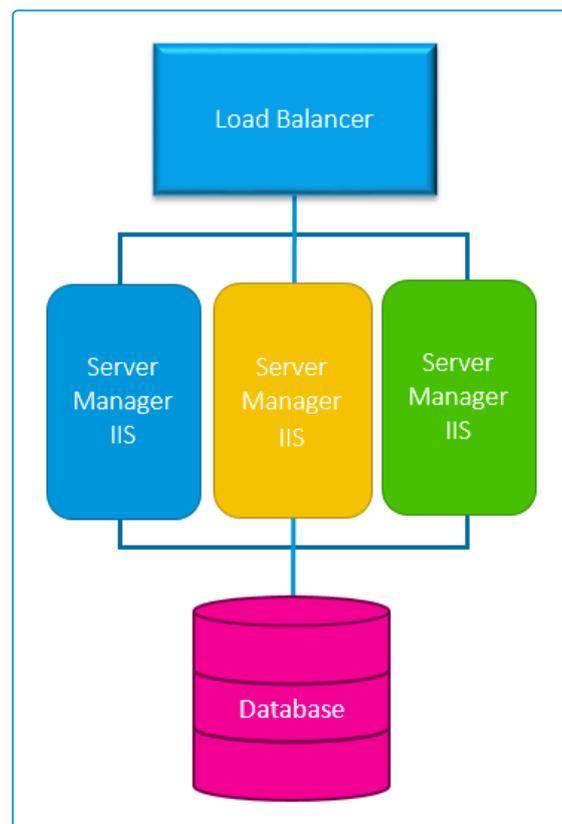
## Creating a New vFire Core System

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

Follow the steps outlined in **Creating a New System** in the **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.



## Polling Services

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

### vFire Core Services



All vFire Core 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: <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>• Creating Calls or Requests when CMDB Thresholds are exceeded</li> </ul>
Custom	Running custom polling logic
Escalation	Processing service level management events
Indexing	Text Indexing



Service	Tasks performed by the service
Messaging	A number of tasks including: <ul style="list-style-type: none"><li>• Generating customer surveys</li><li>• Sending and receiving email and pager messages</li></ul>
Proactive Analysis	Processing Proactive Analysis rules
Reporting	Processing scheduled reports
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>



## 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 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**.

## 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.



## Logging on to vFire Core

You can log onto vFire Core using Internet Explorer 8 or higher from any machine, including the server.

### Before you start

You must have installed the system on the server and created a system using the 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	<b>https</b> if you have selected <b>Use SSL</b> when creating the virtual directory in the server console
machinename	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 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 self-contained 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
infracwrapper91.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.
infraControls90.cab	This contains the control elements such as Q/D fields, that are used in the everyday running of the system.



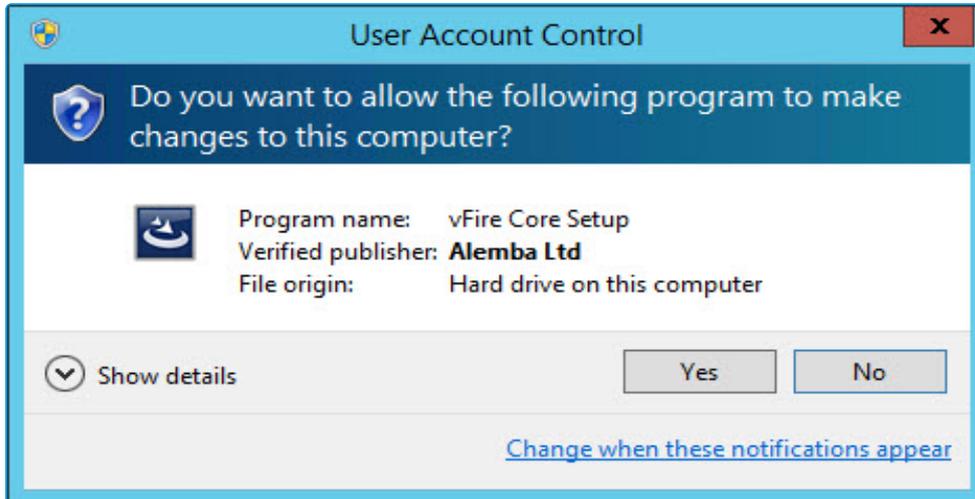
CAB Files are only downloaded the first time you access a page with an ActiveX control due to version control on these files.

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.



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.



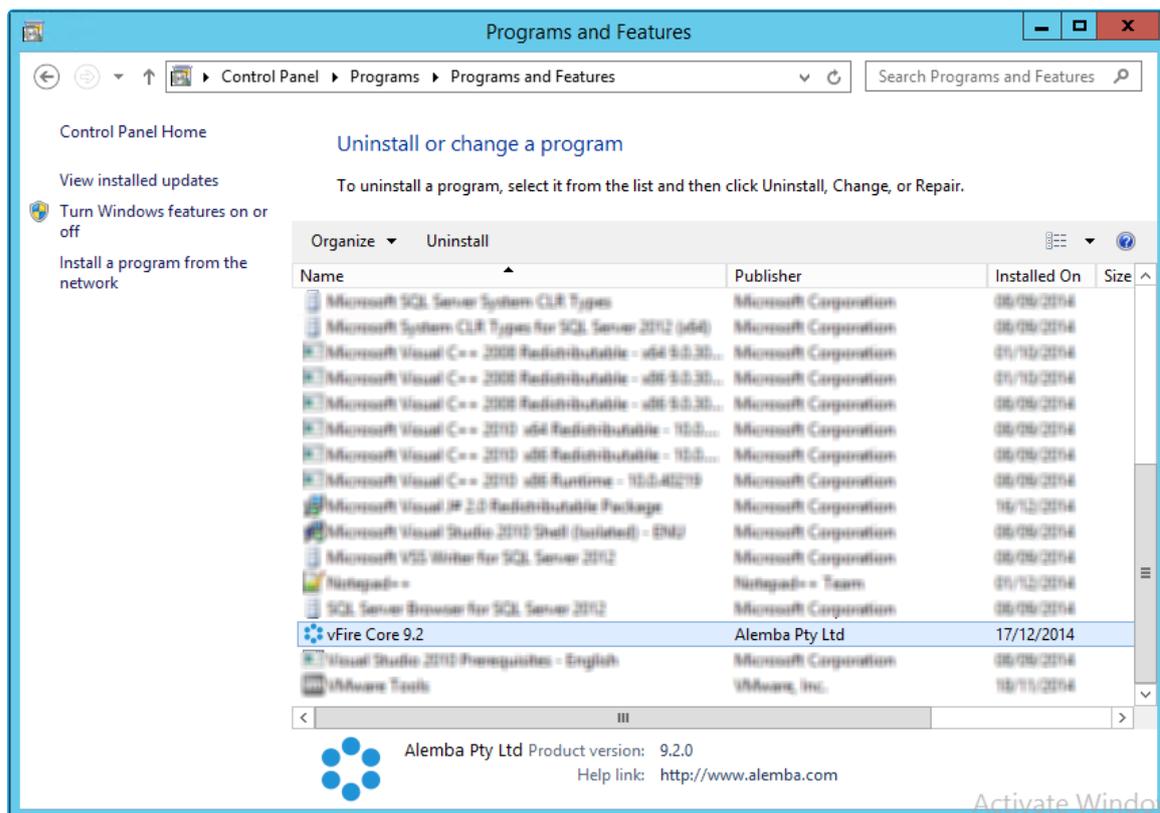
## Uninstalling vFire Core

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

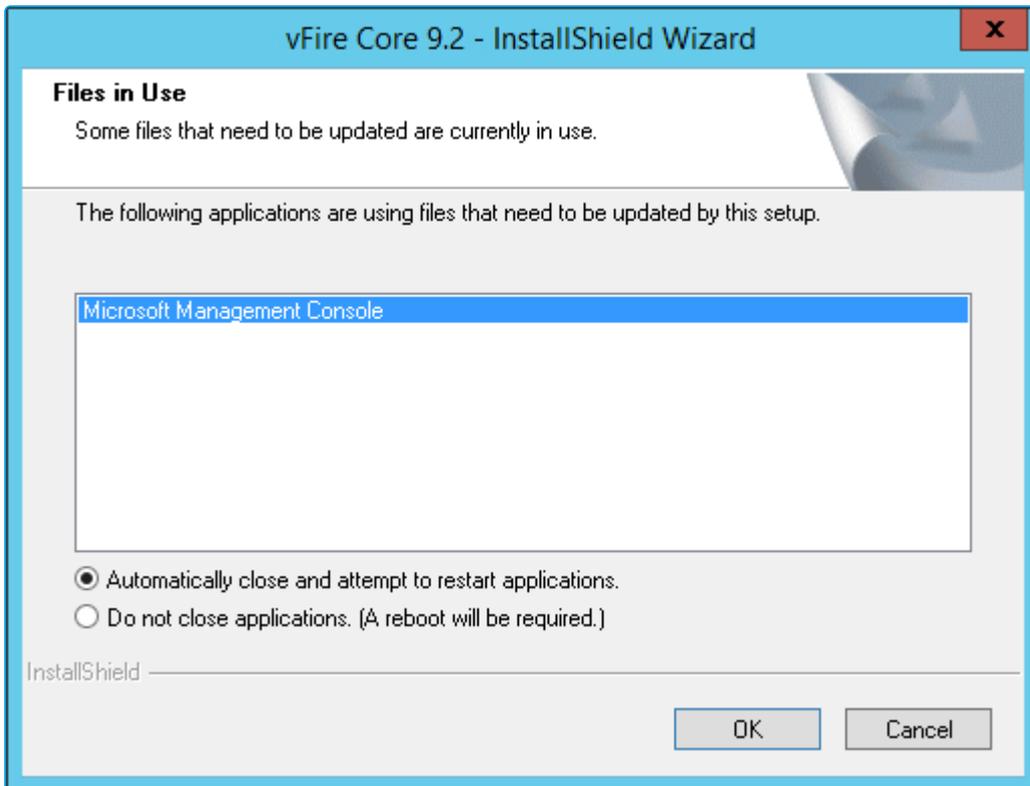
1. Start the Windows **Control Panel**, and select **Programs**. From the Programs window, select **Programs and Features**. A list of installed programs will be displayed.



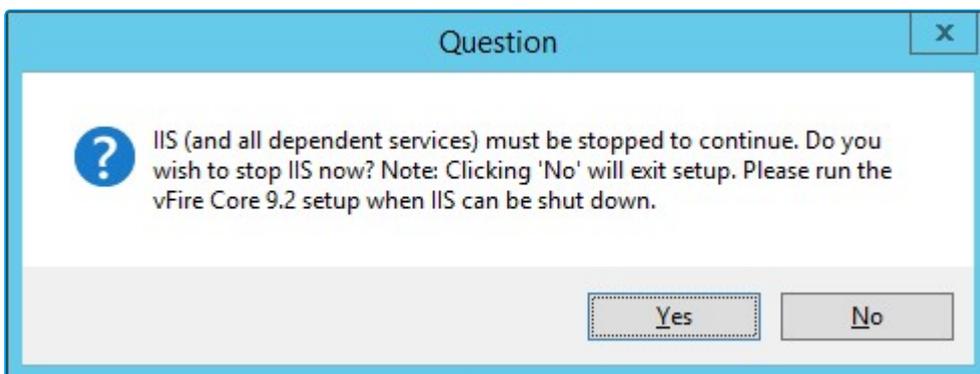
2. Select **vFire Core**. To remove the application, right-click and select **Uninstall**.
3. A message prompting you to confirm that you want to uninstall vFire Core appears. Click **Yes** to continue with the uninstallation.



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.



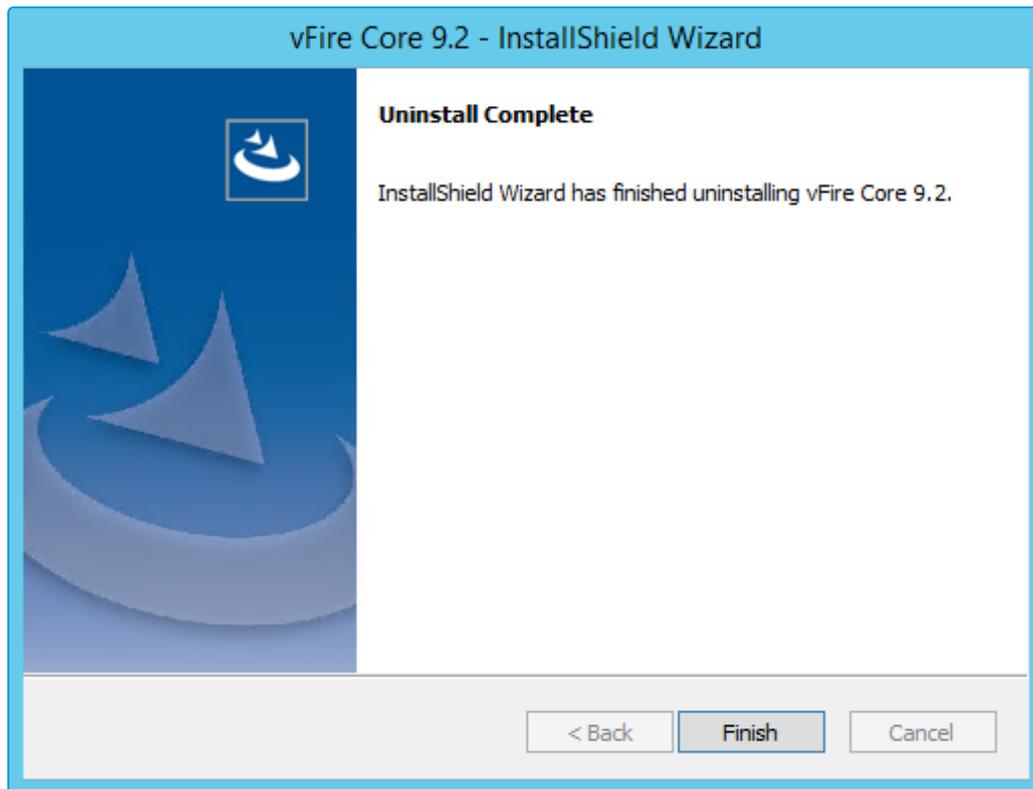
5. After validation is complete, a message prompting you to confirm to stop IIS and all dependent services appears.



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.



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

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

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.



## 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** back up your database.

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

Close the vFire 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**.
2. Familiarize yourself with the information in the **Installing or Patching** section, on [page 18](#).
3. **Install the vFire Patch Tool** ([page 38](#)). If you have already installed it, simply run through the wizard again.
4. Carry out a **Screen Pre-upgrade**, as described on [page 44](#).
5. Run the vFire Patch Tool, as described on [page 48](#).
6. Apply the license key, if necessary, as described on [page 51](#).

 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.



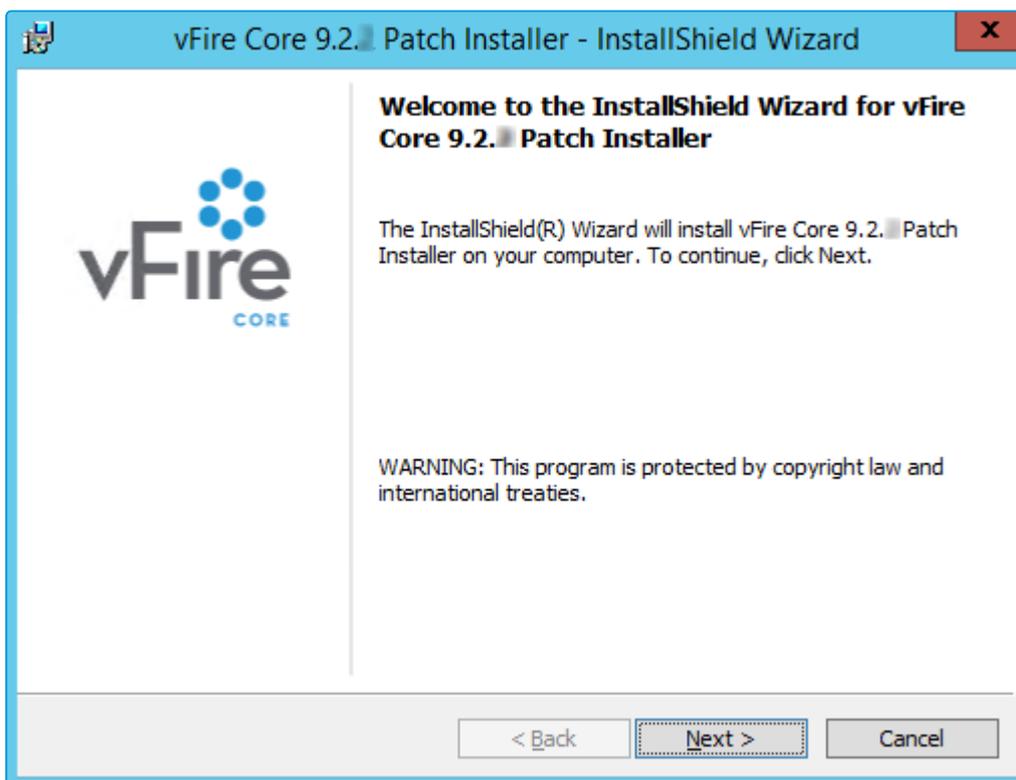
## Installing the Patch Tool

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

### Before you start

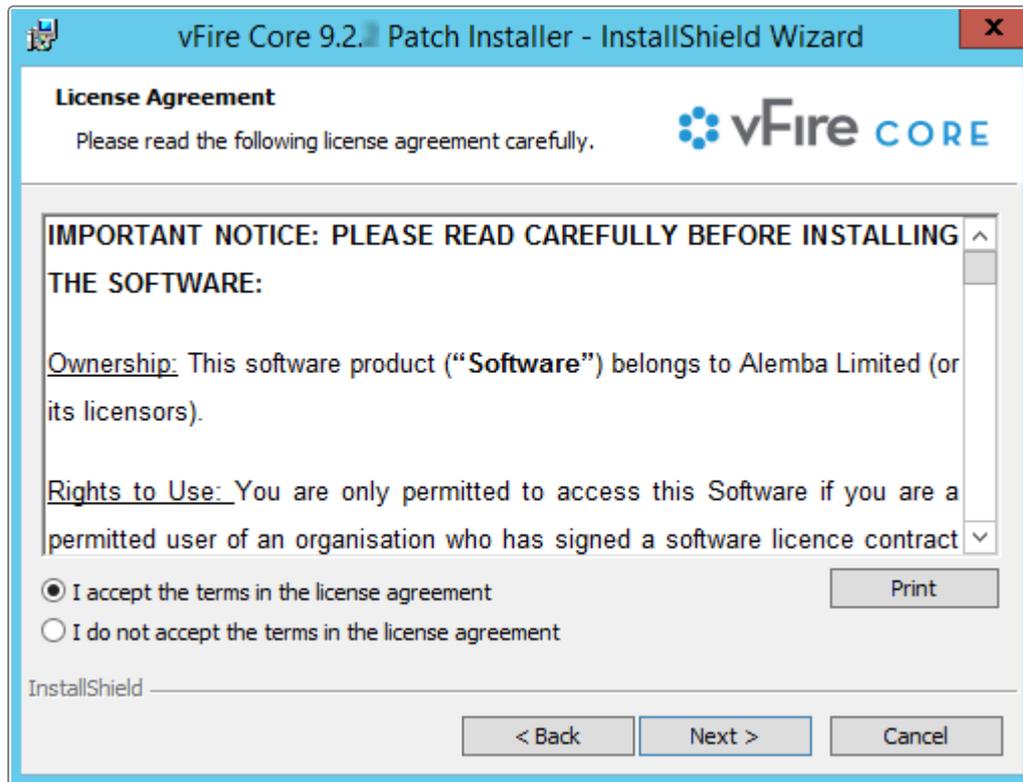
You must have .NET Framework 4.5.2 to install the 9.2.2 (and above) Patch Tool.

1. Log in to the Alemba website and select the downloads tab. Download **vFireCorePatch92xx** (where xx is the appropriate version number).
2. Extract the contents.
3. Copy the **vFireCorePatch92xx.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.





5. On the **Customer Information** window, enter your user name and organization.

**Customer Information**  
Please enter your information.

**vFire CORE**

User Name:

Organization:

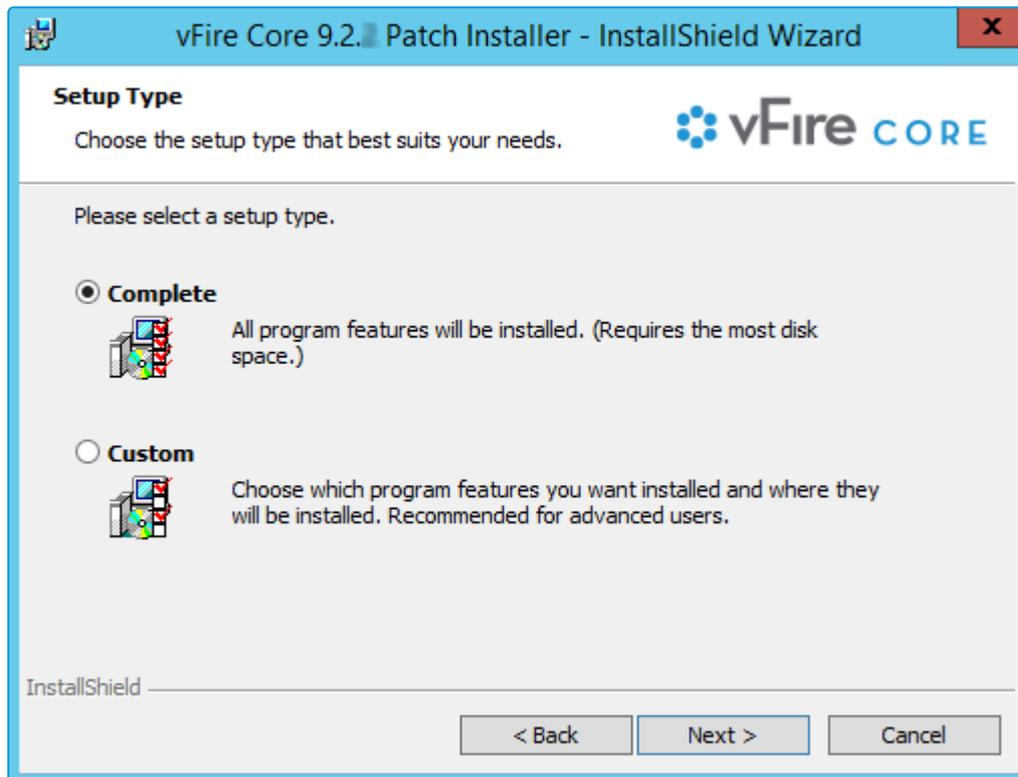
InstallShield

< Back   Next >   Cancel

6. Select **Next** to continue.



7. On the **Setup Type** window, you can select the type of setup you want.



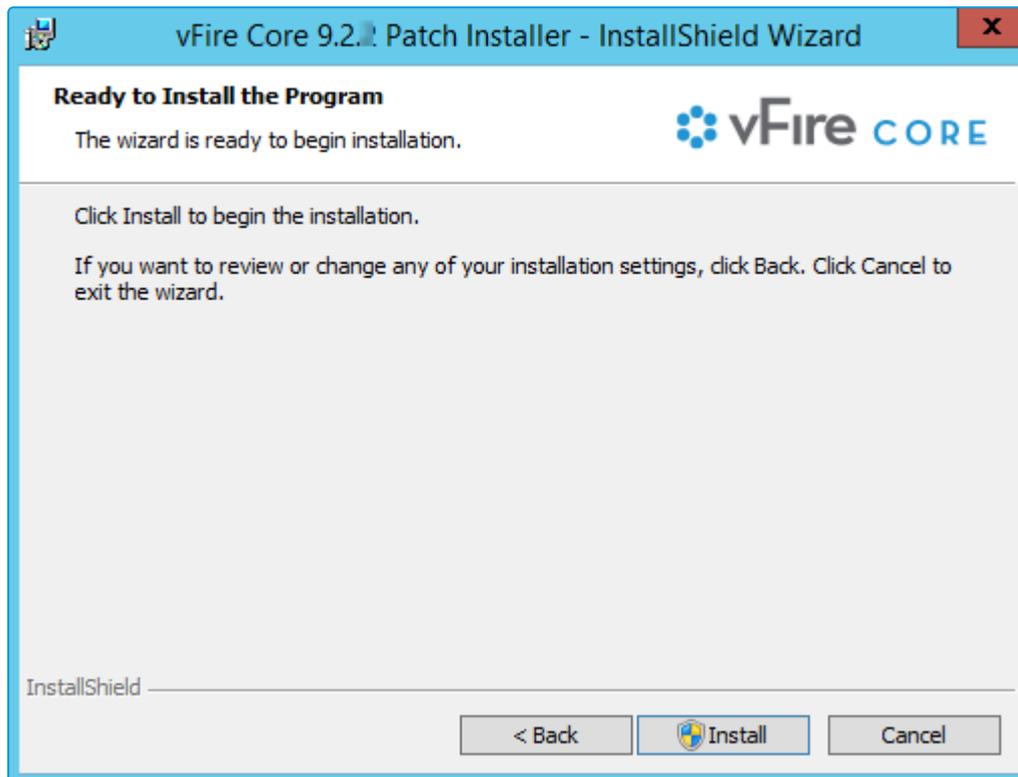
8. Select **Complete** to install the upgrade files in the installation directory. The directory will depend on server configuration and which version was previously installed. An example of an old installation directory would be C:\Program Files (x86)\VMware\Service Manager.

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

9. Select **Next** to continue.



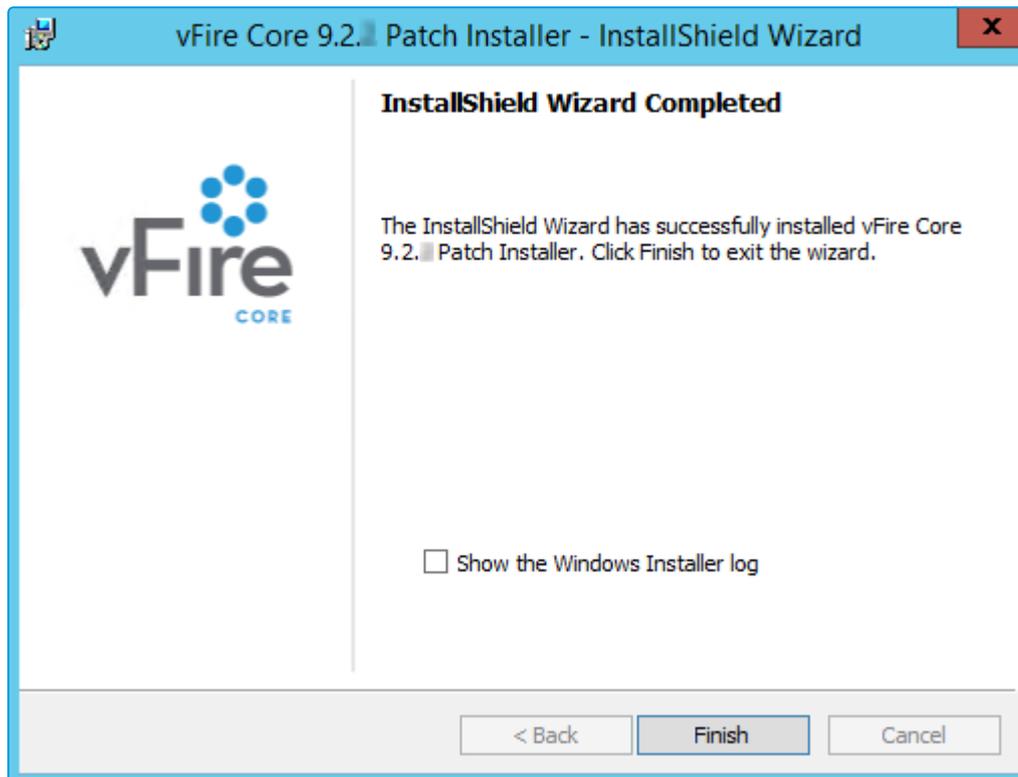
10. In the **Ready to Install the Program** window, select **Install**.



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



12. Select **Finish** when the installation is complete.



You can now perform a **screen pre-upgrade**, as explained on [page 44](#), and the **full upgrade**, as explained on [page 48](#).



## 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. 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 pre-upgrade?

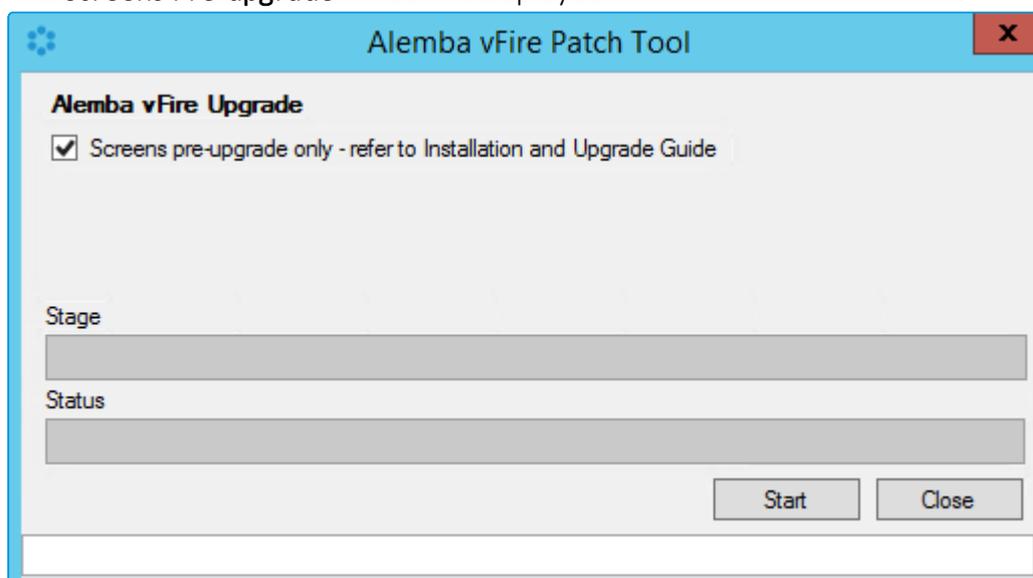
Yes. You may make changes to your screens via the designer once the pre-upgrade has been run. However, you should run the pre-upgrade again in order to save time during the full upgrade.

## 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 18](#).

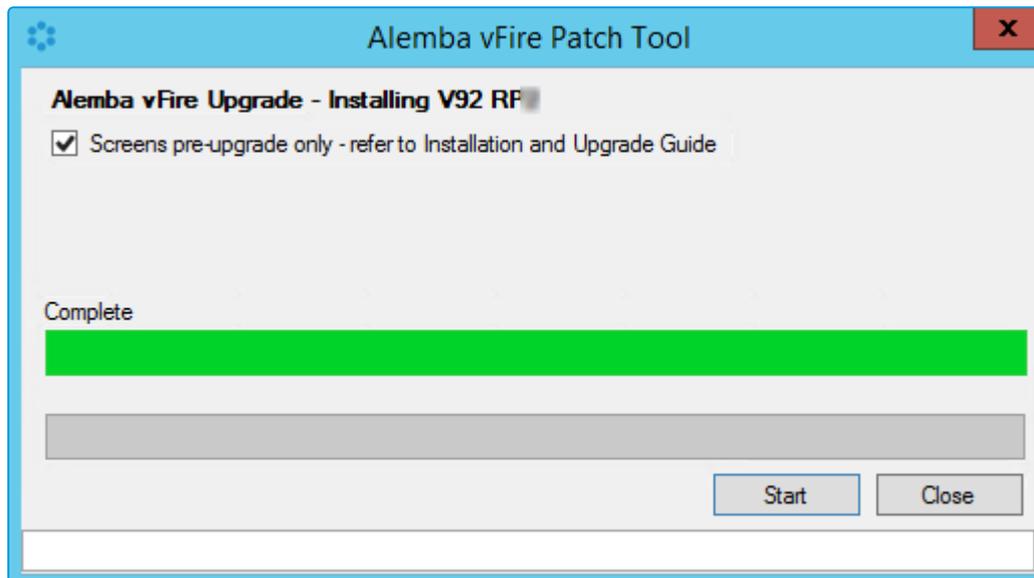
1. **Install the vFire Patch Tool** ([page 38](#)). If you have already installed it, simply run through the wizard again.
2. The **Screens Pre-upgrade** window is displayed.



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.



5. Now you can either upgrade the system by running the upgrade, as described on [page 48](#), 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

You must ensure that your databases are backed up before upgrading as the patch tool **will not** back up your database.

You must ensure that your system files and registry settings are backed up, as the Patch Tool will not create a backup. Ideally create a snapshot or back up of the virtual web server, allowing a swift and simple rollback should the need arise.

Close the vFire Server Console and ensure that you are not logged in before running the upgrade otherwise an error will 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 18](#).

Familiarize yourself with the **Screen Pre-upgrade** feature, as described on [page 44](#).

If you are performing a patch 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.

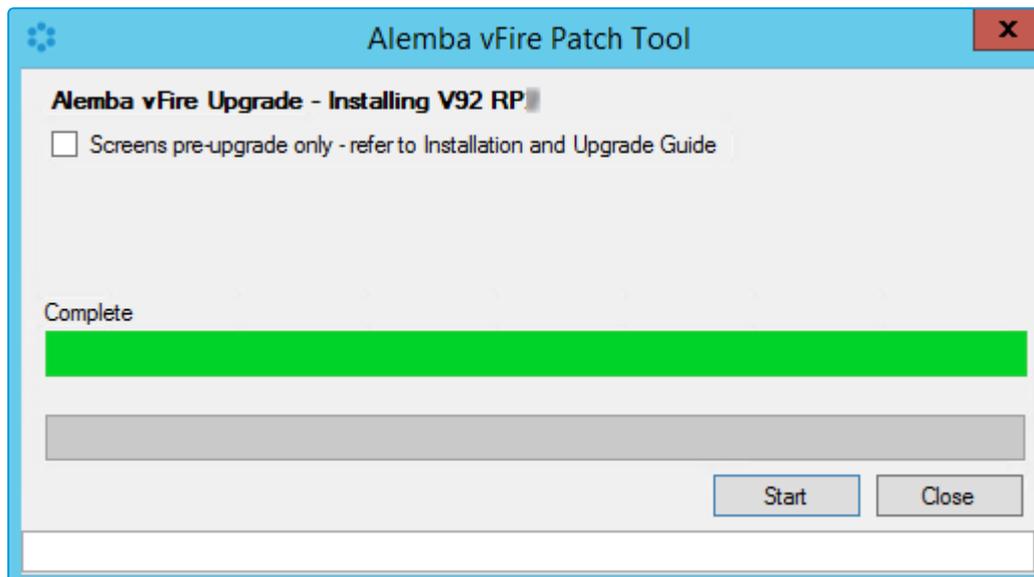
1. **Install the vFire Patch tool** ([page 38](#)). If you have already installed it, simply run through the wizard again.
2. The **Screens Pre-upgrade** window is displayed.
3. Select the **Screens Pre-upgrade** box to run a screen pre-upgrade.



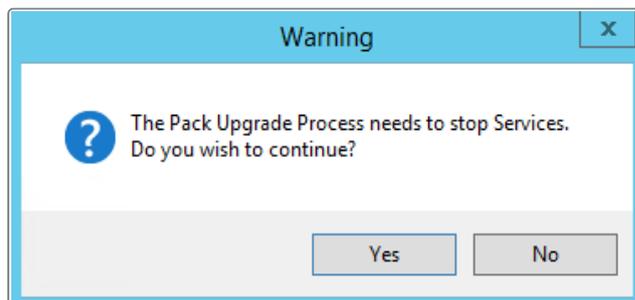
You can find out more about screens pre-upgrade on [page 44](#).



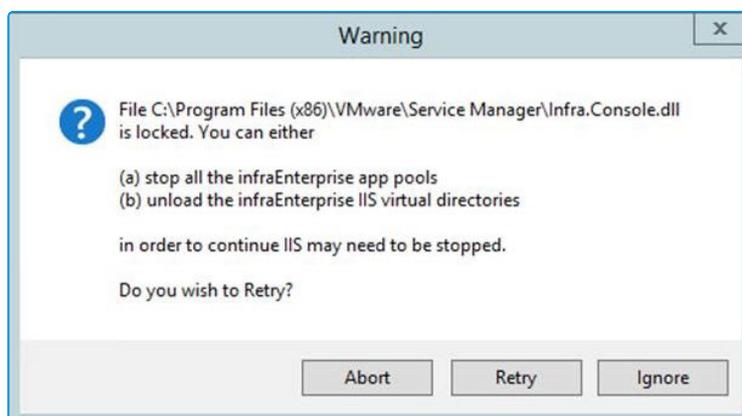
4. If you have already run the screen pre-upgrade, or do not need one, make sure that this box is unchecked and select **Start** to commence the upgrade.



5. If you have not already done so, you will be prompted to stop IISAdmin and vFire services. Select **Yes**.



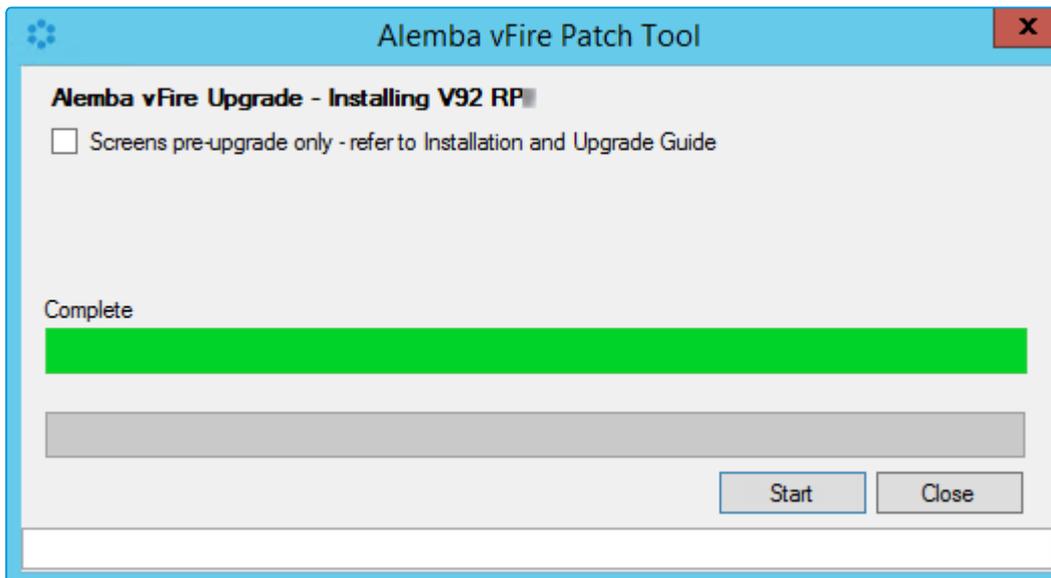
6. If you do not ensure that the console is closed before you begin (as mentioned on [page 48](#)), you will see the following warning message, or similar.





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).

7. The system will upgrade the databases. You will receive a confirmation dialog box warning you of this. 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.
8. If you select **Yes**, the databases will be upgraded, followed by the reports.
9. Once the upgrade has been completed, you will see the following window.



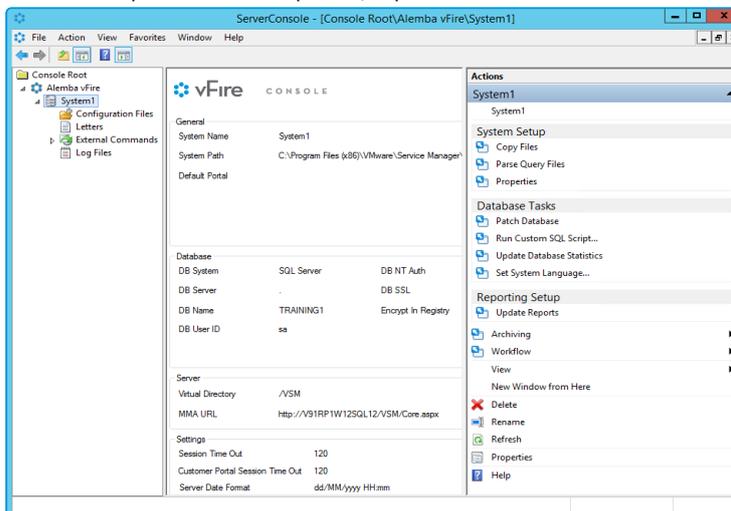
10. Select **Close** to exit the wizard.



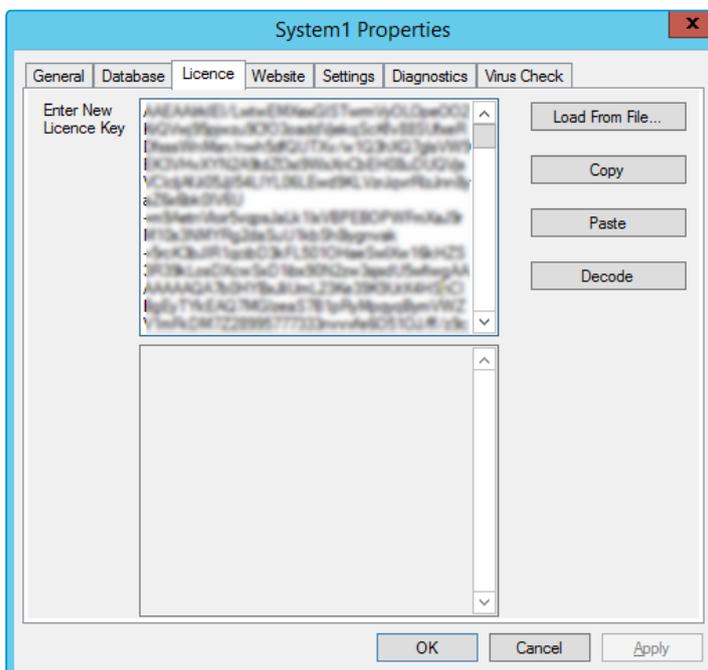
## Applying the License Key

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.



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 **License** tab.



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



## Upgrading Officer & Portal

You need to ensure that your version of Officer & Portal is compatible with the version of vFire Core. Refer to the compatibility matrix in the latest version of the vFire Officer & Portal release notes.



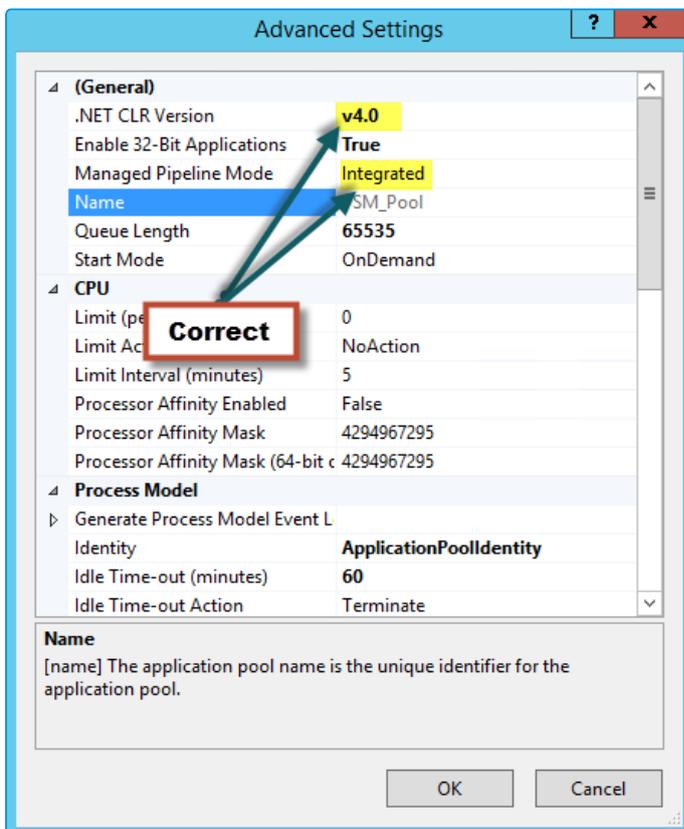
## Troubleshooting the Upgrade

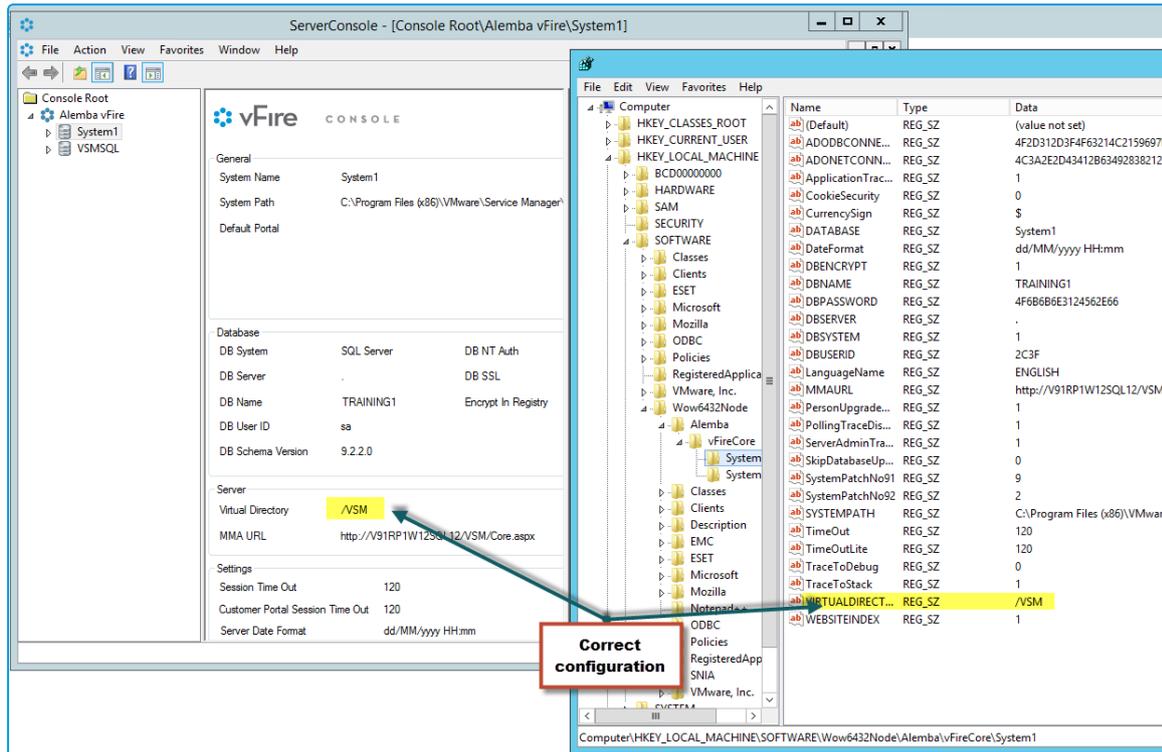
If you have adhered to the prerequisites, your upgrade should go smoothly. However, if you do have difficulties, refer to this section for suggested solutions.

### System Crash (Windows Server 2008)

When you upgrade to 9.2.2 and above, the upgrade process should change vFire Core System App Pool settings automatically to use .net 4.5.2 as well as changing the Managed Pipeline Mode to Integrated.

The following settings are correct:

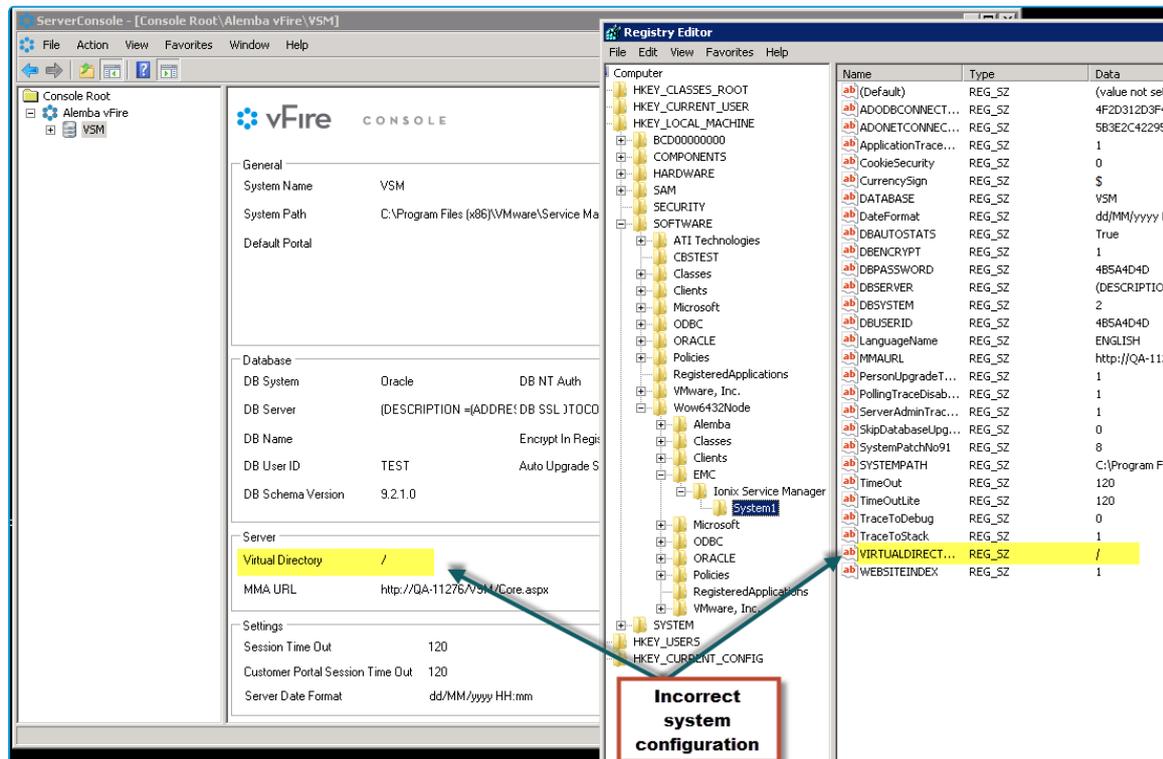
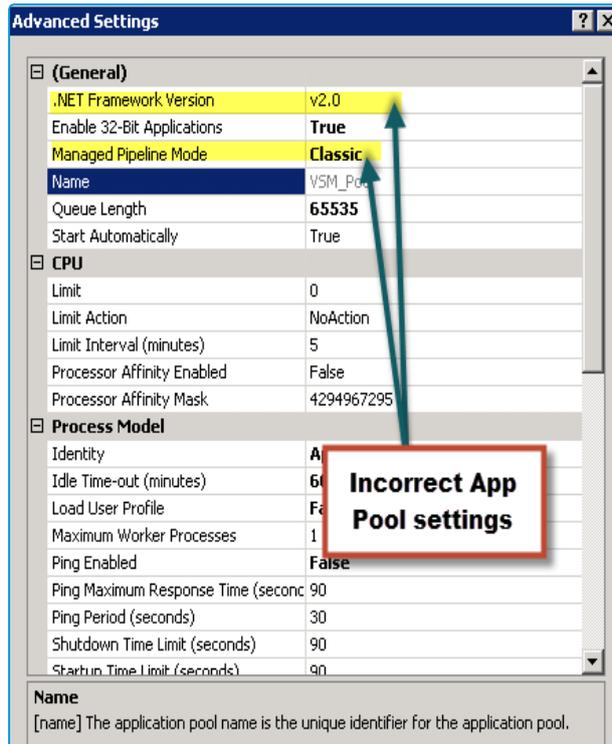




If the Virtual Directory is not correctly created for a System, it will not be present in the Server Console and Registry and the Upgrade process does not change the App Pool settings automatically for the desired System App Pool.



The following settings are incorrect, and will cause the system to crash:



To solve this problem, you need to manually change the **App Pool** settings to use **.net4.5** and the **Managed Pipeline** mode to **Integrated**.



# Appendix A: Configuring SQL Database - Table Ownership

## New Database Configuration

For installations where a new SQL Server database is used, you should create a vFireCoreDBOwner user account and assign this account as the database owner (dbo).

This allows the use of one account for the normal running of vFire Core and performance of administrative operations (i.e. run upgrade scripts) on the database. This also allows DBAs to give the vFireCoreDBOwner account access to only the vFire Core database.

To do this, create the account **vFireCoreDBOwner**. Then run the following script:

```
use <databasename> go exec sp_dropuser 'vFireCoreDBOwner' exec sp_
changedbowner 'vFireCoreDBOwner'
```

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 **vFireCoreDBOwner** 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

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:

- vFire Core Controls 92
- vFire Core 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 if, say a new Wrapper or Control update has been released, or your current Wrapper or Control becomes corrupted and needs 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, Windows 8, instructions for these 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 92** 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 92** and select **Delete**.

### Unregistering 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:

```
infraWrapper91.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 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:

```
regsvr32 /u infraControls90.ocx
```



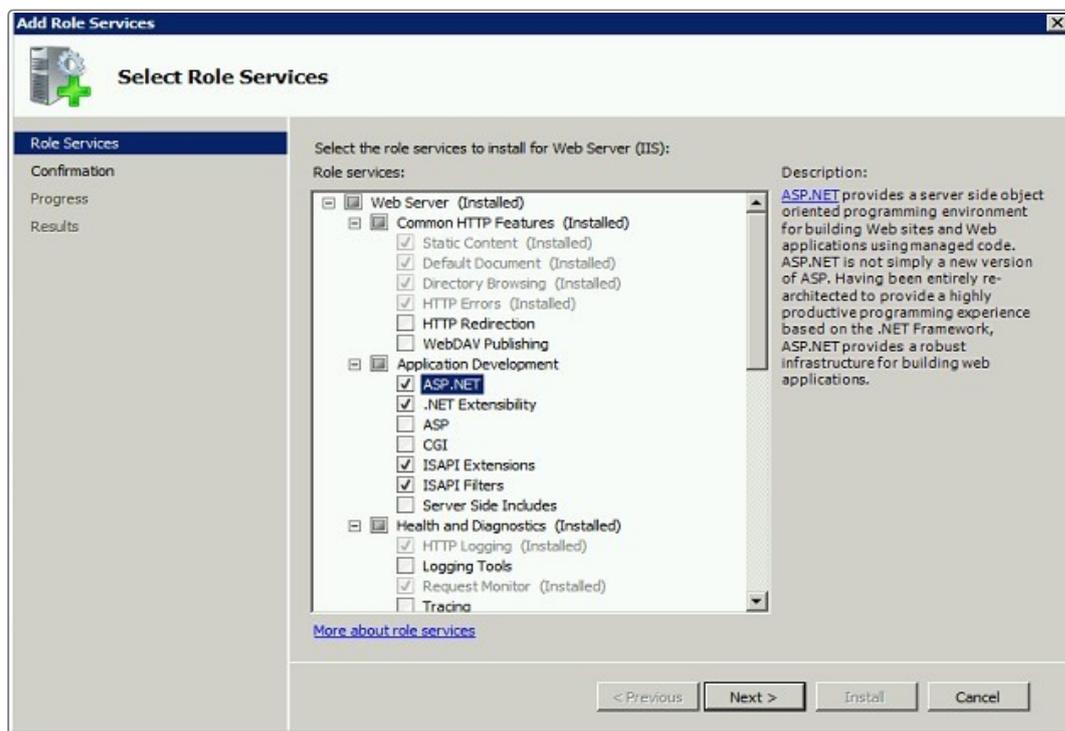
## Appendix C - Adding ASP.NET to Windows 2008

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

### 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.



## Further Information

### Product Information and Online Support

For documentation, release notes, software updates, or information about Alemba products, licensing and services, visit:

[www.alemba.com](http://www.alemba.com).



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

### Technical Support

For technical support or other contact details please visit:

[www.alemba.com/contact-us](http://www.alemba.com/contact-us)

### Comments and Feedback

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