Hotfix Deploy Tool

User Guide

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About This Guide

The Hotfix Deploy Tool automates the download and installation of multiple hotfixes on a single server or on multiple servers simultaneously. This guide applies to V11.1, V15.1, and V15.2 tools.

Intended Audience

This guide is designed to be used by:

- Professional services staff or any party responsible for planning and setting up systems.
- Customers' IT staff responsible for system maintenance.

Document revision history

Revision	Description of changes
1.07	Updated the topic: *Install hotfixes in silent mode*.
1.06	Added a topic: *Install hotfixes in silent mode*.
1.05	Updated with new document template.
1.04	Updated download locations to VerintConnect.
1.03	Updated the version to V15.X to indicate that the guide applies to V15.1 and V15.2 systems (in addition to V11.1).
1.02	Updated the weblogic domain path to %VERINT_WEBLOGIC_DOMAIN_HOME%.
1.01	Updated the path of the Hotfixes folder to Components > Hotfix Deployment > Hotfixes.
1.00	Initial release

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Chapter 1

Hotfix Deploy Tool

The Hotfix Deploy Tool provides a streamlined solution to deploy hotfixes before delivery of the next scheduled HFR release. A separate Hotfix Deploy Tool is available for V11.1, V15.1, and V15.2 (the tool for 11.1 also applies for 11.0).

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Overview

The Hotfix Deploy Tool is used to deploy the latest cumulative hotfixes released over a major version before delivery of the next scheduled Hotfix Rollup (HFR) release.

The required hotfixes need to be downloaded and pasted into a folder within the tool. The tool enables customers to install only those hotfixes that are specifically required. The tool automatically detects components, server roles and currently installed hotfixes, and then displays the latest hotfixes required for the relevant server roles.

In deployments where silent installation it is required, it is possible to run the Hotfix Deploy Tool in silent mode using command line with a customized Project.XML file.

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Downtime

The Hotfix Deploy Tool installation requires a server restart, which must be performed following the installation for a proper update of the system. The downtime depends on the KBs that the tool installs.

Installation on a live system involves downtime with the following system impact:

- Audio is not recorded during the KB’s installation on the Recorder servers.
- CTI data is not be tagged during KB's installation on the Site servers.
- Search, playback and other application functionality may not be available.

Related information

Refer to the specific KB Technical Note.

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Installation guidelines

The Hotfix Deploy Tool enables concurrent installation of remote multiple servers from a local server.

Follow these guidelines:

- Verint recommends running the Tool from a local server that is not part of the deployment (allocated temporarily for this purpose only). If a temporary local server is not available, run the tool from a local server with the least time consuming installation (for example, the Application server).
- Do not install the local server and remote servers simultaneously, because during the installation process, the server requires a restart.
- Install the local server either before or after the remote server installations.
- In deployments that include at least one Application Server, you must install the Database platforms before installing the Application server. This is due to a dependency of the Application Platform on the Framework Database server role. The detailed installation order and dependency should be according to the directives in the each of the KB Technical Notes.
- It is not required for all servers to have the same KB level. Specifically the following is allowed:
  - It is possible to install the KB's only on the Data Center platforms, and not on site platforms. The Data Center will be compatible with the sites.
  - It is possible to install the KB's on one site at a time. The installed site will be compatible with other sites, provided that:
    - The server hosting the Recording Integration Service is upgraded together with or before the recorder platform that it controls.
    - The Speech Analytics transcription cluster servers are upgraded at the same time.
  - Windows only allows one MSI to run at any given time. Therefore, it is important to verify that any updates (Windows, Antivirus, and so on) are not scheduled to run during the system installation.

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Chapter 2

Hotfix Deploy Tool Installation

The installation process extracts the MSI files and deploys the hotfixes on a single server or on multiple servers.

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Obtain and install the Hotfix Deploy Tool

A specific Hotfix Deploy Tool is available for each WFO version. You can obtain the tool from your support representative. The installation of the tool extracts the package and setup files.

It is possible to run the Hotfix Deploy Tool also in silent mode. For this option, you need to download also the Project.XML file.

If the latest version of the **Hotfix Deploy Tool** is deployed from the same folder that was used for the previous deployment, the new Hotfix Deploy Tool overwrites the existing content in the folder. However, the existing hotfixes that were saved in the **Components > Hotfix Deployment > Hotfixes** folder are kept.

Before you begin

- Create a folder to be used as the destination for the download of the Hotfix Deploy Tool files.
- If your system is already deployed with the Hotfix Deploy Tool, verify that you are using the latest version.

Procedure

1. Obtain the Hotfix Deploy Tool, and if required also the Project.XML file, from your support representative.
2. Save the **Hotfix Deploy Tool** executable file, and if required also the Project.XML file, to a dedicated folder on the local server that has access to the WFO servers.
3. Double-click the **Hotfix Deploy Tool <version>** executable file.

   It may take a few minutes for the system to respond, while the tool creates the setup files and a directory hierarchy.
4. When completed successfully, a deployment message appears. click **OK**.

Related topics

Installation guidelines, page 9

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Obtain the Hotfixes

Hotfixes are available for each WFO version. You can obtain the hotfixes related to your WFO version from your customer representative.

Before you begin

If a previous version of the tool was deployed, go to the **Components > Hotfix Deployment > Hotfixes** folder, and either delete all the existing KBs (msi files), or archive the KBs to an alternate location (these KBs are no longer required after they were installed).

Procedure

1. Obtain the hotfixes from your support representative.
2. Save the KBs in the **Components > Hotfix Deployment > Hotfixes** folder where the Hotfix Deploy Tool is installed.

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Workflow: Install the hotfixes

The Hotfix Deploy Tool provides a solution to display, select and deploy the downloaded hotfixes on specified servers.

The tool performs the following:

- Pre-installation steps
- Clean Installer cache
- Install the hotfixes
- Post-installation steps
- WFO deployment after hotfix deployment
- Reboot server

Workflow

1. Run the setup wizard, page 13

   The *setup* wizard displays downloaded hotfixes and enables you to install them on specified servers.
2. Set default user account to access installation files, page 14

   The Hotfix Deploy Tool requires a user that has access rights to the shared folder where the tool package installation files exist. This enables accessing the shared folder after the local server restarts.
3. Add remote servers to the project tree, page 14

   The Hotfix Deploy Tool enables you to run the tool on servers remotely. Therefore, it is necessary to run the deployment tool only once from a single server and to deploy the remaining servers over the network.
4. Select a server and start the installation process, page 16

   Once all system servers are added to the project tree, you can select a server, one at a time, and install the hotfixes relevant to that server. Repeat this procedure for each server in the project tree. No need to wait for each installation to complete.

Run the setup wizard

The *setup* wizard displays downloaded hotfixes and enables you to install them on specified servers.

Before you begin

Obtain a valid User Name and Password with sufficient system rights to perform the local or remote installation.

Procedure

1. Browse to the folder where the **Hotfix Deploy Tool** was downloaded and double-click **Setup.exe**
2. In the **Welcome** screen, enter a valid User name and Password.

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Set default user account to access installation files

The Hotfix Deploy Tool requires a user that has access rights to the shared folder where the tool package installation files exist. This enables accessing the shared folder after the local server restarts.

You can set one of the following user accounts:

- Management Service Account
- Installation Service Account

Procedure

1. From the Hotfix Deploy Tool menu, select **Tools > Repository Settings**.
2. In the **Repository Settings** window type the Management or Installation Service Account **User name** (domain shortname and user name) and **Password**.
3. Click **OK**.

Add remote servers to the project tree

The Hotfix Deploy Tool enables you to run the tool on servers remotely. Therefore, it is necessary to run the deployment tool only once from a single server and to deploy the remaining servers over the network.

The first time you run the Hotfix Deploy Tool, the Network pane only displays the local server. To enable deployment to remote servers in a single execution of the Installer, add the remote servers to the Network pane. You can install up to 25 servers in parallel.

Depending on the number of servers that exist in the specific deployment, you can add remote servers to the project tree, one by one, multiple servers within an IP address range , or by import server IP addresses from a CSV/XML file.

Related topics

Add a single server, page 14
Add multiple servers, page 15
Import server IP addresses from a CSV/XML file, page 15

Add a single server

Procedure

1. From the Hotfix Deploy Tool toolbar, click the **New Machine** icon .
2. In the **Server Address** field, type the IP address of the remote server to add.
3. Clear the **Use Default User** option.
4. Type the **Management Service Account User name** (domain short name and user name) and password.
5. Click **Add.**

The Installer attempts to detect the remote server and connect to it.

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The server icon notifies you as to the status of each server listed in the machine tree. In the machine tree, a given server can be in any one of a number of states, represented by the following icons:

Icon	Description
	The Hotfix Deploy Tool is still attempting to connect to the machine.
	The Hotfix Deploy Tool has connected to a specific server and is currently in the process of detecting the makeup of the machine (such as installed and configured hardware, network connections, already installed third-party software).
	The Hotfix Deploy Tool has successfully connected to and detected a given machine.
	The Hotfix Deploy Tool cannot access the given machine, usually due to incorrect login details. You can alter the login details and have the tool reattempt to connect to a given machine via the server properties.

Related topics

If the Installer fails to connect to the remote server, see Troubleshooting, page 21.

Add multiple servers

Procedure

1. In the **Address Range** area, type the IP address range of the servers you want to add to the Network pane. The Installer scans the network for addresses within this range.
2. Clear the **Use Default User** option.
3. Type the Management Service Account User name (domain short name and user name) and Password.
4. Click **Scan**.

   The Installer attempts to detect the remote servers and connect to them.

Related topics

If the Installer fails to connect to the remote server, see Troubleshooting, page 21.

Import server IP addresses from a CSV/XML file

For a WFO system with large number of servers, you can import the IP addresses of the servers from a CSV/XML file. This can save time instead of adding a server or range of servers to the project tree.

Procedure

1. Create a CSV File using notepad or other standard text editor. Enter a list of IP addresses of the required servers in descending rows, with no separator.
2. Right-click **Project** and select **New Site**.

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Site Setup window appears.

3 In the **Default Access** section, enter user name and password of the Administrator user on the machines and click **Load Machines**.

4 Click on **Check** to verify that user credentials are correct.

5 Click **Next** until **Site Progress** window appears.

6 Click **Report** to print and verify that all the sites are set-up correctly.

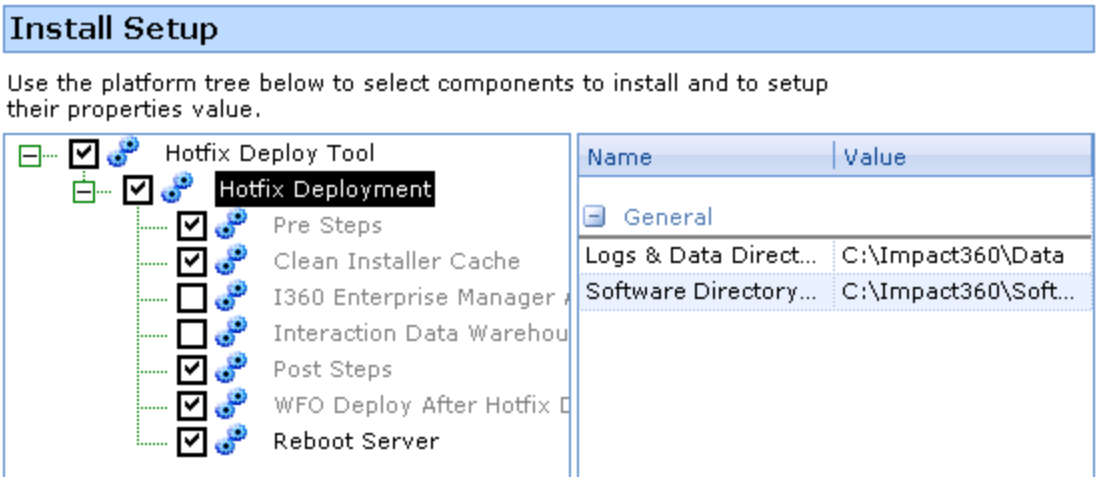
Select a server and start the installation process

Once all system servers are added to the project tree, you can select a server, one at a time, and install the hotfixes relevant to that server. Repeat this procedure for each server in the project tree. No need to wait for each installation to complete.

Procedure

1 From the project tree, select a server that is ready for installation, and click **Next**.

The Install Setup window is displayed. The gray items are not selectable.



2 If you do not want to reboot the server immediately after the hotfixes installation, clear the Reboot Server option. You will need to reboot the server manually for the update to take effect.

3 In the Install Setup window, click **Next**.

Once the validation is completed without any warnings and the Final Check window appears.

4 Click **Next**.

5 After validating the components in the Final Check window, click **Next**.

6 If a **Prerequisite/Dependency Error** message opens, follow the instructions included in the message.

7 Select the required options to configure the install process.

Display a prompt before restarting the target machine is the default option.

Clear this check box if you do not want to display a prompt for every restart during installation.

8 Set log level to **DEBUG** mode.

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This option is selected by default and enables debug mode for the installation log, which is useful for troubleshooting.

Clear this check box if you do not want to enable debug mode.

9 In the **Report** area, select the check box to create a platform settings report, and then click **Browse** to find a location on the network where the report file will be generated.

The structure of the default file name is **IP_platformName_date.html.**

10 Click **Install** to start the installation process.

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Install hotfixes in silent mode

For deployments where it is required to install the hotfixes in silent mode, it is possible to run the Hotfix Deploy Tool using the command *Rinst.Console.exe*. This option only applies to V15.1 and V15.2 systems.

Silent mode installation using the command *Rinst.Console.exe* requires two mandatory arguments, install (**/i**) and reading the project.XML file (**/f:**). All other arguments are optional.

Procedure

1. Browse to the folder where the **Hotfix Deploy Tool** was downloaded and do the following:
   a. Double-click **Setup.exe**.
   b. When prompted, enter the *Installation User* account credentials and click **Apply**.
   c. Once the Platform selection screen appears, close the Hotfix Deploy Tool.
2. Go to **C:\Program Files (x86)\Server Readiness\GUI**.
3. Open the Project file **Untitled.xml** in a text editor.

   If properties are already set previously in the tool user interface, the XML is updated with these property values. For example, repository location, installation user account credentials, and the list of servers.
4. Update the value of the <Platform> property with **Hotfix Deployment Tool**.

Example:

```
<?xml version="1.0" encoding="utf-8"?>
<Site xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
<Name>SR Project</Name>
<Description />
<RepositoryLocation><!-- Where HFDT kit is located --></RepositoryLocation>
<RepositoryUserName><!-- User name to access HFDT location --></RepositoryUserName>
<RepositoryPassword><!-- User password to access HFDT location --></RepositoryPassword>
<DefaultMachinesUserName><!-- Install user --></DefaultMachinesUserName>
<DefaultMachinesPassword><!-- Install user password --></DefaultMachinesPassword>
<IgnoreComponentsError>false</IgnoreComponentsError>
<Machine> <IPAddress><!-- Machine IP Address to install, e.g. 127.0.0.1 --></IPAddress>
<UserName><!-- Install user --></UserName>
<Password><!-- Install user password --></Password>
<useDefaultUser>False</useDefaultUser>
<Platform>Hotfix Deployment Tool</Platform>
<Properties> <Property name="PerformReboot" value="Yes" UseLastInstalledValue="false" />
</Properties>
</Machine>
</Site>
```

5. Save the updated **Untitled.xml** file.
6. Open **Command Prompt** as administrator.
7. Change the directory to **C:\Program Files (x86)\Server Readiness\GUI**.
8. Run the following command with the relevant arguments.

   Example with mandatory arguments only: **`Rinst.Console.exe /i /f:"Untitled.xml"`**

   While the installation is running, the progress is visible in the command console.

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9 To verify that the installation is completed, open the log file on the **local server** and do the following for each installed remote server:

a. Search for the following string (where: <server name> is the remote server name):

```
Machine:(<server name>) moved to: Completed
```

b. If not found, search for one of the following strings:

```
Machine:(<server name>) moved to: Error
Machine:(<server name>) moved to: AccessDenied
```

10 If the installation is not completed successfully on the **remote servers**, open the log on the relevant remote server, and troubleshoot the issue according to the log.

Default location: **C:\Program Files (x86)\Server Readiness\Log\Installer\log-file.txt**.

Related topics

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Silent mode installation command-line arguments

Silent mode installation using the command *Rinst.Console.exe* requires two mandatory arguments, install (**/i**) and reading the project.XML file (**/f:**). All other arguments are optional.

Argument	Mandatory or Optional	Description
/i	Mandatory	Installs the hotfixes that are located in *Components* > *Hotfix Deployment* > *Hotfixes*. Must be the **first** argument.
/f:	Mandatory	Reads the Project.XML file that contains the properties used for installing the hotfixes. The Project.XML properties include details, such as repository location of the Hotfix Deployment Tool, user name and password to access the repository, IP addresses of the servers to install, and the installation user account name and password. Format: /f "<path>\Project.xml"
/o:	Optional	Generates a platform settings report file in a specified path. Format: /O "<path>\file name"
-r	Optional	Do not restart the local server.

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Argument	Mandatory or Optional	Description
-IgnoreComponentErrors	Optional	If an error occurs in a component, do not stop the process. Default: false
-DebugMode	Optional	Enables debug mode for the installation log, which is useful for troubleshooting (provides a Verbose output). Default: false **Note:** in the Hotfix Deployment Tool UI, the default is true)

Related topics

Install hotfixes in silent mode, page 18

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Chapter 3

Troubleshooting

The Hotfix Deploy Tool enables users to view, analyze and to take corrective action to resolve issues, in a number of different ways.

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Connection problems

The following table shows the various icons that can appear during the connection process, and the respective issues associated with each of the icons.

Icon	Status	Troubleshooting Steps
	Machine not connected	Check network access to the remote server.
	Failed to access remote server	Failed to access remote server due to one of the following reasons: • User name problem • Access rights • Window Management Instrumentation (WMI) access problem. • Check domain, password and DNS registration If problem persists locally run the WMI tool on the local server. (WMI.exe is located in the setup directory). See WMI Tool section in the Installer online help.
	Missing setup prerequisite	Right-click the component and select Install Prerequisite.
	Failed to detect or run the Installer	locally run the WMI tool on the remote server. (WMI.exe is located in the setup directory).

In addition, there are several additional troubleshooting features that are available directly from within the tool. It is possible to test the WMI functionality, ping, and even view the remote server's event viewer and services console.

Example:

The server fails to connect.

Procedure

1. In **Hotfix Deploy Tool > Platforms** place cursor over the required server and right click.
2. Choose the appropriate action
   a. Click **Reconnect** to attempt to reconnect
   b. Click **Test WMI Connection** to analyze the connectivity.

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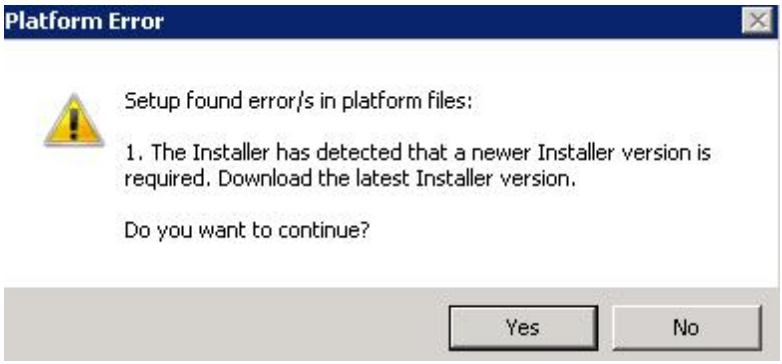
Platform error messages

The KB Deploy Tool can generate the following **Platform Error** messages:

Download the latest Installer version.

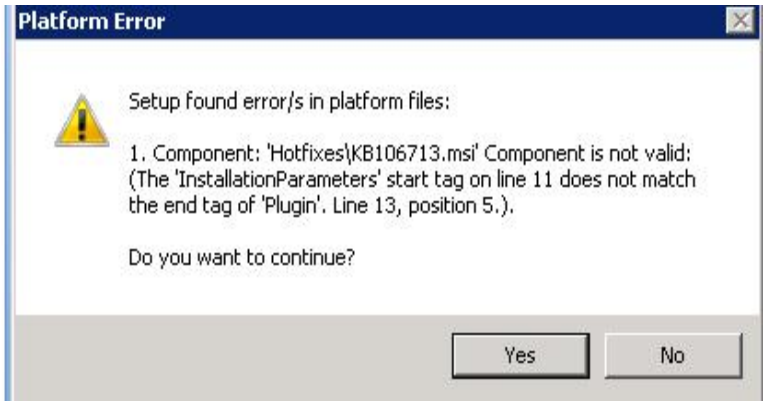


Cause: The Hotfix Deploy Tool will have newer engines released from time to time. This error occurs when an out of date version of the Hotfix Deploy Tool is used.

Action: Request an updated version from your contact at Verint, or obtain the latest version from *Verint Online for Customers* site.

Component is not valid.

Prior to the GUI loading of all the components the following Platform Error message appears:



This error can vary in terms of the content, but regardless of the cause the action to take will be the same.

Cause: The MSI found in the **Deploy Tool Ready** file is corrupt.

An error that references an MSI, indicates that the MSI was in the correct directory and was partially ready for deployment, but it is corrupted.

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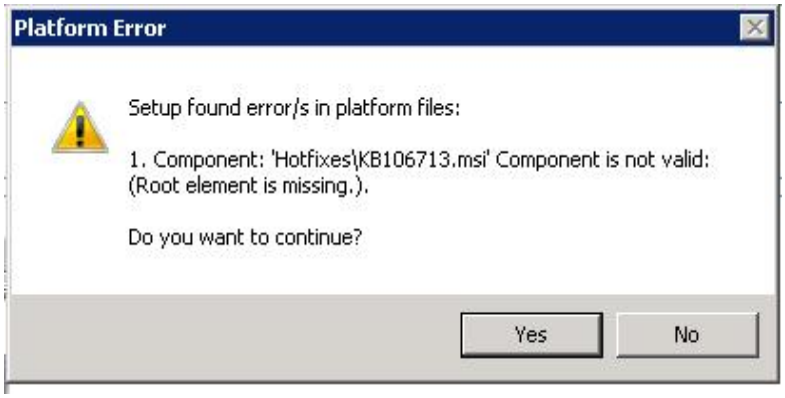
Component is not valid. Root element is missing.

This error type appears before the components are displayed.

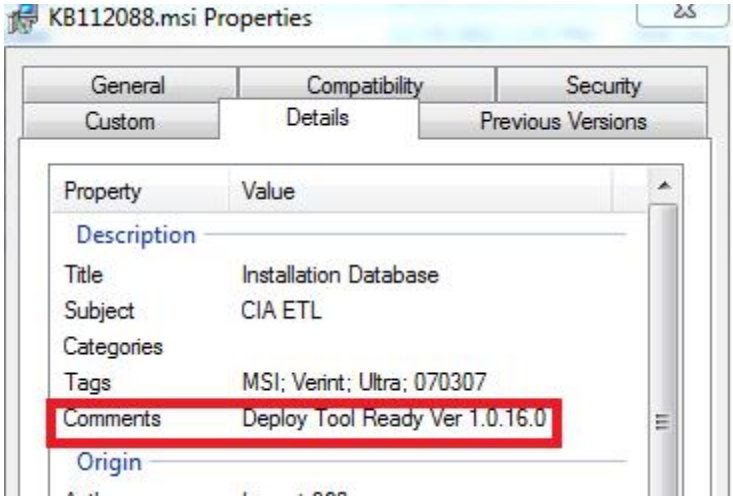


Cause: The MSI is either not Deploy Tool Ready or is completely corrupted.

Action: Verify that the file is Deploy Tool Ready, but with a corruption.

Procedure

1 **Right click** the MSI file mentioned on the error message and go to **Properties > Details.**



2 Notify your contact @ Verint or contact Technical Support.
If you received several hotfixes, request that all files are verified by Verint and resent to you.

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Hotfix deployment

The hotfix/hotfixes do not appear on the GUI pane of the Hotfix Deploy Tool.

- Cause 1: The hotfixes are not placed in the correct directory. Verify that the MSI files are placed in the **Root Deploy Tool directory > Components > Hotfixes.**
- Cause 2: The MSI / MSIs are for a platform other than the one / ones selected on the Hotfix Deploy Tool.

The incorrect server was inadvertently added on the Hotfix Deploy Tool such as DB platform instead of an Application platform.

A hotfix or several hotfixes fail to install.

Cause: As noted on the installation instructions, the Hotfix Deploy Tool does not validate if the hotfix version is compatible with the currently installed system version. An incompatible hotfix can appear on the tool's GUI and can be installed unnecessarily.

Action:

- Verify that the hotfix is indeed for the version of the system currently installed. If not, remove this KB file from **Hotfixes > Components.**
- Report this to your contact @ Verint or Technical Support by referencing the MSI on the error message.

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