

HowTo - Make a Client Update Package to be deployed manually

PROBLEM

When applying an update to the Enterprise Server that includes adjustments to the Client software, the server will (by default) try to push the updated client software to all client computers. In environments with large numbers of client computers, or a network bottleneck between the server and clients (such as a WAN connection to another site) this can cause the network connection to become saturated.

For more information on the auto-update process, please see the System Engineering Guide (pg 53 in the current 6.0.2 guide).

ALTERNATE SOLUTIONS

1. The first alternate solution when auto-updating fails is to perform a manual update by copying the needed files to each client computer (Details can be found here). This is an easy process, but labor intensive. Only recommended in cases where network security or serious network bottlenecks are preventing updates to a small number of client computers.
2. For larger deployments it is possible to package the updated client software into a self-extracting archive which you can stage on the section of network needed, and execute using an administrative function. As you want this updater to run before any of the client software has launched, we recommend pushing the update as part of a logon script, or after hours. For instructions on creating this Update Package, see below.

CREATING AN UPDATE PACKAGE

1. Install the service pack/fix pack on the CCM server
2. Create a folder structure which looks like this:

PFYRECCP

Applications

Services

3. If you go to **[InstallDir]\CCM\Applications** on the sever, you will find a folder with each of the following names. Copy these folders into **\PFYRECCP\Applications**.

CCMWebStub

CcsClient

ContactCenterClient

EmployeePortalStub

FlexibleReporting

Ignite

MbgConnector

OutlookPlugin

SalesforceIntegration

YSE

4. Next, copy from **[InstallDir]\CCM\Services** the folder named *UpdaterService* and *MiAudioEmulationServer* into **\PFYRECCP\Services**.

5. You should now have the following folder structure:

PFYRECCP

Applications

CCMWebStub

CcsClient

ClientRole

ContactCenterClient

EmployeePortalStub

FlexibleReporting

Ignite

MbgConnector

OutlookPlugin

SalesforceIntegration

YSE

Services

UpdaterService

MiAudioEmulationServer

5. Create a batch file called **setup.bat** . The default configuration for a 32bit client is as follows:

```
net stop "updaterservice"
```

```
net stop "miaudioservice"
```

```
xcopy %TEMP%\PFYRECCP "%PROGRAMFILES%\PrairieFyre Software Inc\CCM" /s /c /h /e  
/r /k /y
```

```
net start "updaterservice"
```

```
net start "miaudioservice"
```

NOTE: There are a few considerations in how you create this batch file.

- If your clients have their Updater Service disabled already, you can remove the *net stop* and *net start* commands for *updaterservice*.
- The destination path may not be exactly as above. *%PROGRAMFILES%* will always take you to the *\Program Files* folder, however on a 64 bit client we want to install into *\Program Files (x86)* instead. The variable for this is *%PROGRAMFILES(X86)%*.
- If you have a mix of 32 and 64 bit client computers, this adds some confusion. You can either duplicate the XCOPY line into both locations (thus doubling the space used on the client computers), or you can create two separate packages for deployment (your administrative action will need to distinguish)
- In MiContact Center Verison 8.X a new install of the software will install to *%PROGRAMFILES(X86)%\Mite\MiContact Center* instead. Check the installed path and adjust accordingly.

6. Copy the batch file into the root of the **\PFYRECCP** folder

7. Ensure that you have **WinRAR** installed on the server (you may be able to use other archiving tools, but the configuration below will need to be adjusted accordingly).

8. Right-click the **\PFYRECCP** folder and **Add to Archive**.

9. Check **Create SFX Archive**.

10. Click the **Advanced** tab at the top, then click **SFX Options**.

11. In the **General** tab, **Path to Extract** field input *%TEMP%* .

12. Click the **Setup** tab. In **Run after extraction** input *%TEMP%\PFYRECCP\Setup.bat* .

13. Click the **Update** tab. Under **Overwrite mode** select **Overwrite all files** .

14. Click **OK**.

15. Click the **Comment** tab at the top.

16. In here is a section to Enter a comment manually which will have the following auto-populated:

;The comment below contains SFX script commands

Path=%TEMP%

Setup=%TEMP%\PFYRECCP\Setup.bat

Overwrite=1

17. Add a new line below *Overwrite=1* that says **Silent=1** . It should now look like the following:

;The comment below contains SFX script commands

Path=%TEMP%

Setup=%TEMP%\PFYRECCP\Setup.bat

Overwrite=1

Silent=1

18. Click **OK**.

19. Deploy the **PFYRECCP.EXE** file using your administrative tools. Note that it must be run while none of the software being updated is active. Deploying as part of a login script is recommended.

NOTE: Although the archive unpacks silently, the batch file does not. Users will see a command prompt pop up, a list of files fly by, and then the command prompt will close when it's finished.

The process is complete as soon as the command prompt closes.

APPLIES TO

MiCC, 7.X

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