HOWTO - How to manually update the Client Component Pack applications

PROBLEM

On a computer where you have just installed the Client Component Pack, when you attempt to start Ignite, it does not start.

You may see a window that says "Downloading Update" briefly flash and disappear.

You may also see this problem after a server-side software update, you may see these symptoms on PCs where the client software was previously installed.

CAUSES

This problem is generally attributable to one or both of the following:

A) .Net 4.5 is not installed on the client computer. This component is required for the client software to function - there is no getting around that requirement.

B) User Account Control is not disabled on the client computer, causing the Updater Service not to be able to download the updates the software needs to run the first time.

Note: In Windows 8, UAC must be disabled in the Registry, by setting the value of EnableLUA to 0 here:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\System

Also Note: On Windows 8 or Windows 7, after disabling UAC, the computer must be restarted.

A less-common cause is network latency from the server to the client machines.

WORKAROUND

If .Net 4.5 is installed, you can do this workaround to update the client applications.

This workaround has two steps: First, verify that the ManifestIDs have updated (usually, ManifestIDs update, but the actual files do not). Second, manually copy the application files from the server to the client PC.

You will need access to the MiCC server in order to complete this workaround.

NOTE: You must update all components in order to avoid version mismatch errors. This includes the *prairieFyre Updater Service* and the *prairieFyre MiAudio Emulation Service*.

Verify that the ManifestIDs have updated:

On the MiCC server:

1. Open Notepad.

2. Browse to [InstallDir]\CCM\Websites\CCMWeb\Applications (Note: [InstallDir]\CCM is the default location for a prairieFyre installation.)

3. Locate IgniteManifest.xml, and drag it into the Notepad window.

4. Look for the "manifestId=" value in that file, and make a note of the value.

On the client PC:

5. Browse to [InstallDir]\CCM\Updater\Applications\{b9885822-745d-431e-8776-b6a504290ef3}
6. Look back at the value you noted in step 4. There should be a file in the folder here with that name, and the extension .appliedmanifest.

If the file exists, ManifestIDs are updating. You can now simply copy over the application files you need.
If this file doesn't exist, your ManifestIDs aren't updating; please see the section entitled "Manually Updating the Manifest IDs", at the bottom of this article.

Manually copying over application files:

Determining which files you need to copy:

- You will **always need to copy over Appstart.zip and UpdaterService.zip** from the server.

- Ignite: If the user needs Ignite, copy over Ignite.zip

- Contact Center Client:
- On MiCC for Lync systems, you need to copy over CCSClient.zip

- In conventional (PBX-based) MiCC environments, you need to copy over CContactCenterClient.zip

- YourSite Explorer: YSE.zip

- SalesForceIntegration, MbgConnector, and FlexibleReporting (CCM for 3300 only): Each of these applications will also require the appropriately-named zip file be copied.

Copying the files:

Note: Before copying over application files, please check the TaskManager > Process tab to ensure the application you are attempting to update is not still silently running in the background.

1. Application files on the server are here: [InstallDir]\CCM\Websites\CCMWeb\Applications . Each application is in its own subfolder. There is a zip file in each folder. It is the zip file you want to copy. (e.g. [InstallDir]\CCM\Websites\CCMWeb\applications\Ignite\Ignite.zip)

2. For the applications you need (see note below - Determining which client), copy the appropriate zip files to this directory on the client machine: [InstallDir]\CCM\Applications .
Note: Copy the zip files directly to Applications, not to the subfolder for the application name.

3. On the client PC, unzip all the zip files you've copied into Applications, overwriting the original folders.

MANUALLY UPDATING MANIFEST IDs (not usually necessary):

If ManifestIDs are not updating automatically, you can update them manually.

For AppStart, and the again for each other client application you need, follow the procedure below to update the manifestID

On the MiCC Server:

1. Open Notepad.

2. Browse to [InstallDir]\CCM\Websites\CCMWeb\Applications
3. Locate the appropriate ManifestID file, and drag it into the Notepad window.

- AppStart (you will always need to do this one): AppStartManifest.xml

- Ignite: IgniteManifest.xml

- ContactCenter Client:

- MiCC for Lync environments: CcsClientManifest.xml
- Conventional (PBX-based) MiCC environments: CCCManifest.xml

- YourSite Explorer: YSEManifest.xml

- SalesForce Client: SalesForceManifest.xml

- Mitel Border Gateway Connector: MbgConnectorManifest.xml

- Flexible Reporting: FlexibleReportingManifest.xml

4. In the file, look for the section named applicationID= , and note the value. Then, look for the section named manifestID=, and note the value of that, as well. (There is a screenshot below with each value highlighted in an example file.)

On the client PC:

5. On client PC, browse to [InstallDir]\CCM\Updater\Applications

6. In that folder, browse to the folder where the name matches the application ID you noted in step 4. (If the folder doesn't exist, create one. Include the "{}" brackets.)

7. Within that folder, create a file with this the manifest ID you noted in step 4 as the name, and with the extension .appliedmanifest . For example: 995e691-b00f-4e62-a71f-98c64b012dd6.appliedmanifest

Do this procedure for AppStart, and any other client applications required on the PC.

Screenshot of a sample Application Manifest file:

ADDITIONAL INFORMATION
You can consult this KB Article for an in-depth explanation of how the updater service functions.
APPLIES TOAll versions of MiCC (conventional and for Lync) 7.X.X.X and older.
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