

AFO 652 – Upgrades

652.1 Introduction

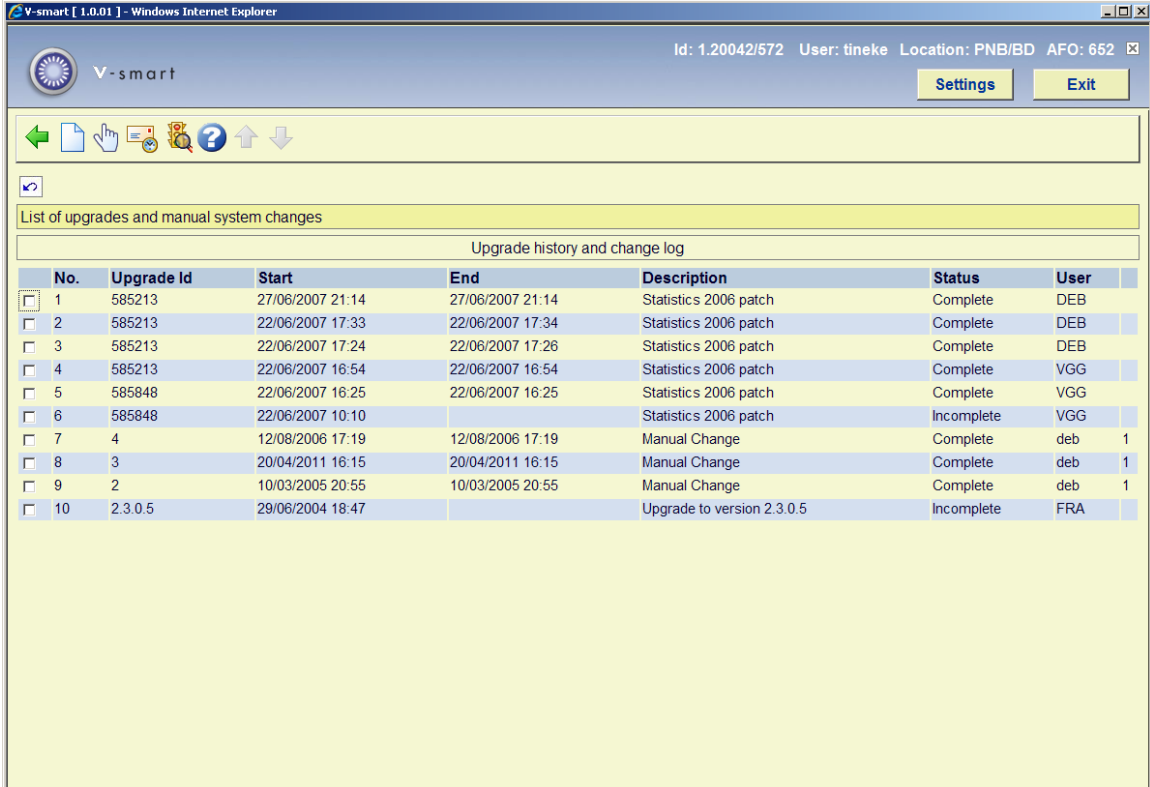
There is a GUI wizard interface available for upgrades. This upgrade wizard guides you through the necessary steps. A separate part of the upgrade procedure is the upgrade monitor, a function that monitors installations of upgrades, patches and miscellaneous software.

The upgrade monitor maintains a history of upgrades that have been performed on the system. All upgrades that use the upgrade wizard are automatically entered into the history. It is also possible to manually add an entry.

The upgrade monitor shows you relevant information about upgrades and installations and therefore is vital for giving you the exact system status. Furthermore, it can be used by Infor staff to get an exact overview of all installations and modifications on your system, and is therefore also relevant in the preparation of new upgrades.

652.2 Upgrade monitor

The system displays all upgrade and installation actions as follows:



The screenshot shows a web browser window titled "v-smart [1.0.01] - Windows Internet Explorer". The page header includes "v-smart" and user information: "Id: 1.20042/572 User: tineke Location: PNB/BD AFO: 652". There are "Settings" and "Exit" buttons. Below the header is a navigation bar with icons for back, forward, search, and help. The main content area is titled "List of upgrades and manual system changes" and contains a table with the following data:

No.	Upgrade Id	Start	End	Description	Status	User		
<input type="checkbox"/>	1	585213	27/06/2007 21:14	27/06/2007 21:14	Statistics 2006 patch	Complete	DEB	
<input type="checkbox"/>	2	585213	22/06/2007 17:33	22/06/2007 17:34	Statistics 2006 patch	Complete	DEB	
<input type="checkbox"/>	3	585213	22/06/2007 17:24	22/06/2007 17:26	Statistics 2006 patch	Complete	DEB	
<input type="checkbox"/>	4	585213	22/06/2007 16:54	22/06/2007 16:54	Statistics 2006 patch	Complete	VGG	
<input type="checkbox"/>	5	585848	22/06/2007 16:25	22/06/2007 16:25	Statistics 2006 patch	Complete	VGG	
<input type="checkbox"/>	6	585848	22/06/2007 10:10		Statistics 2006 patch	Incomplete	VGG	
<input type="checkbox"/>	7	4	12/08/2006 17:19	12/08/2006 17:19	Manual Change	Complete	deb	1
<input type="checkbox"/>	8	3	20/04/2011 16:15	20/04/2011 16:15	Manual Change	Complete	deb	1
<input type="checkbox"/>	9	2	10/03/2005 20:55	10/03/2005 20:55	Manual Change	Complete	deb	1
<input type="checkbox"/>	10	2.3.0.5	29/06/2004 18:47		Upgrade to version 2.3.0.5	Incomplete	FRA	

Options on the screen

New: Add a new manual change.

Show details: This shows the details of the upgrade.

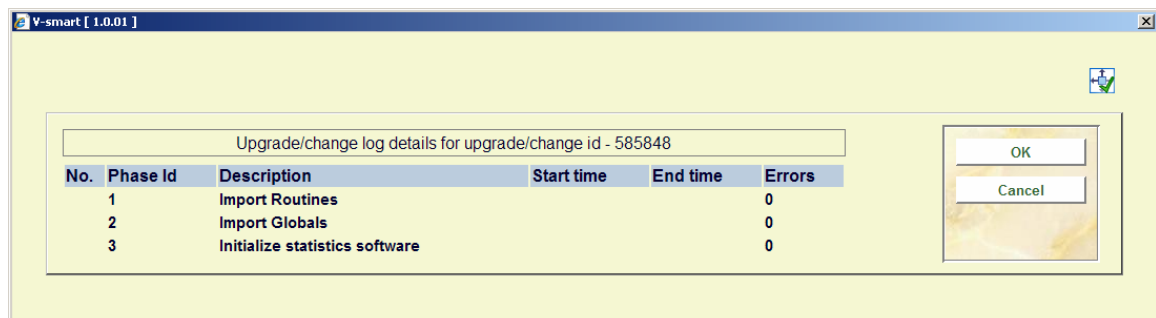
Email log: Email the change log.

Update status: This can (only) be used for a manual change.

652.2.1 Show details

To view the details of an upgrade, select it in the list and then click the Show Details button, or select Show Details from the options menu.

A list of the upgrade phases is displayed. (Each upgrade or installation consists of a variable number of phases.) This will show when the phase started and finished, and if there were any errors during the phase. Any phases that have not been completed will display, but not with start or end times as appropriate.



If a phase has errors, then double click that phase in the list, and a list of the errors will appear.

If the error message does not display fully in the window, then double click the error in the list, and it will appear in a message box.

652.2.2 Adding a manual entry [//]

Manual entries may be added to the upgrade log. Manual entries are entries created by Infor to log modifications to your system. By logging this information, the log reflects all relevant changes made to the system. A manual entry always consists of a single phase.

New: Add a new manual change. A dialog box will be displayed:

Fields on the screen

Change Log Id: This is the Upgrade Id that will appear in the upgrade monitor. It will default to the next available line number in the monitor, but can be changed to something more meaningful. Changing the Change Log Id will not affect its position in the upgrade history.

Change Description: This description is used for the phase 1 description of the manual change.

Date: This will default to the current date.

Time: This will default to the current time.

Status: Select complete or incomplete.

DoneBy: This is an indication of who has done the change. Any description may be added here.

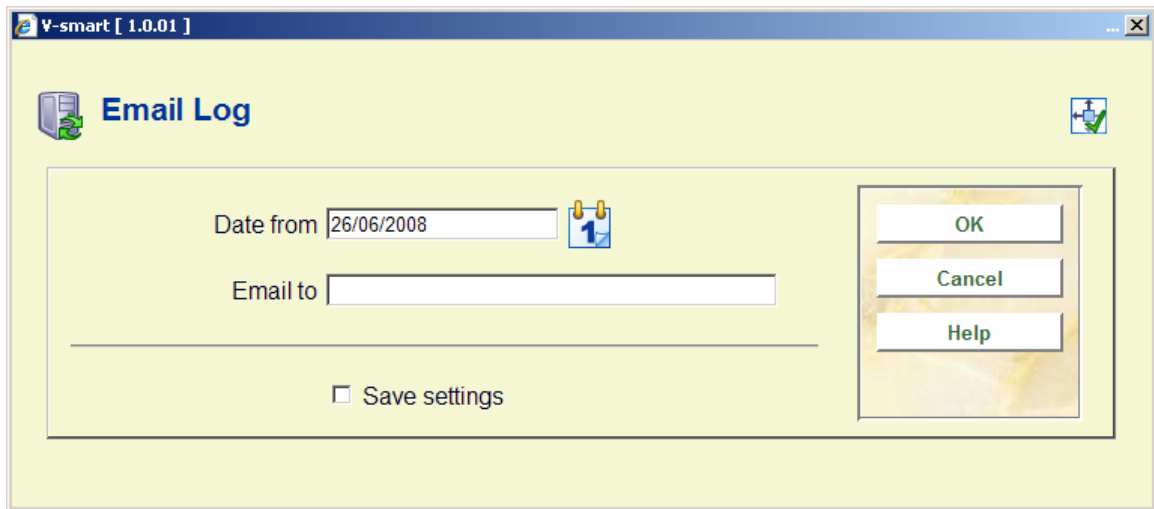
652.2.3 Updating a manual entry

A manual change may be updated later by selecting it in the upgrade monitor, and selecting Update Status. This will display the New Change form again, but the Change Log Id, Date, and DoneBy fields cannot be altered.

652.2.4 Send log by email

You may send the upgrade log via email. This can be useful when requesting support, as it lists updates applied to the system, and can indicate problems encountered during the upgrades. The upgrade log is sent as a .csv structured attachment to the email.

Email log: Email the change log. A dialog box will be displayed:

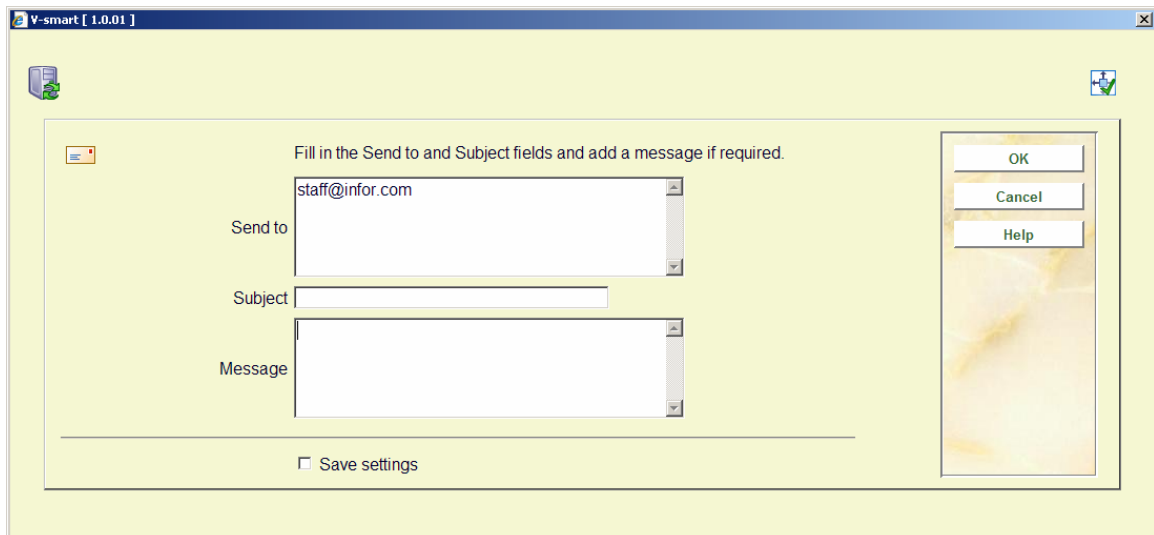


Fields on the screen

Date from: Only upgrades after this date will be included.

Email to: The email address you wish to send the log to.

Click **OK** and you will see:



Here you can add a subject and message to your email, and confirm the email address. Click **OK** to send.

[Depending on local email settings and status, you may receive a message from your email client stating that a program is trying to send email. Click **Yes** to allow the email to be sent.]

652.2.5 Error Handling in the Upgrade Wizard [//]

If you are running an upgrade through the upgrade wizard and it encounters an error, it previously would log the error, display a message box, and abort the upgrade procedure. The upgrade wizard will display an error message that gives you several options.

The options available will depend upon exactly where in the upgrade the error has occurred, but they all fall into the following categories:

Retry	Retry the line/phase or attempt to load the file that caused the error again
Skip	Skip to the following line / phase, or do not attempt to load the file
Abort	Cancel the upgrade

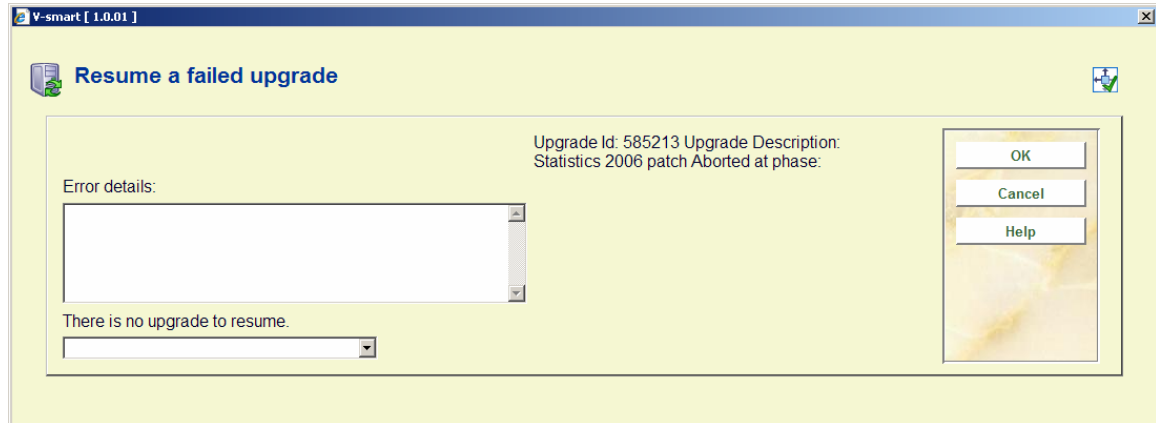
These options will not be available in all cases - for example it may not be possible to continue the upgrade if you skip loading the new software code, so this will not be allowed.

652.2.6 Resume Upgrade

If you have chosen to abort the upgrade, you may now have the option of resuming from where the upgrade failed. To do this, you select the 'Resume Failed Upgrade' option from AFO 652. If the following conditions are met, you will be able to resume the upgrade if the following applies:

- It must be the last upgrade attempted. If you have run another upgrade since the upgrade you wish to resume, then it will not be possible.
- Resume must be allowed from that point in the upgrade. It is possible that there is a point in the upgrade where, if things go wrong, a resume could cause all kinds of problems and the system could be left in a delicate state. In this case, get in touch with Infor for assistance.
- The upgrade must have reached the beginning of the first phase. The 'phases' are where the real work of the upgrade begins. Prior to this is primarily information gathering and loading any updates required by the wizard itself. The first phase will usually start after the 'summary' screen that shows which options you have selected.

If resume is permitted, you will be able to select which phase to resume from. This again is dependent upon where the upgrade was aborted. Generally you will have the option of resuming at the phase where the error occurred, or skipping that phase and starting at the next one.



Simply select the phase you want, click **OK**, and the upgrade will continue.

- **Document control - Change History**

Version	Date	Change description	Author
1.0	June 2008	Creation	