

# GO!NotifyLink Patch Installation

Enterprise Server Patch Installer Guide

For GO!NotifyLink Version 4.10.x Software



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# Before You Run the Patch Installer

## General Checklist

- If your GO!NotifyLink Enterprise Server (GO!NLES) is installed on the root of your hard drive (for example "C:\"), you will not be able to use the GO!NLES Patch Installer.
- If your Windows Administrator account password contains a space, the Patch Installer will not run properly.
- Before running the Patch Installer, log in to the server with the same credentials that were used when GO!NotifyLink was originally installed.
- Before running the Patch Installer, back up your database and GO!NotifyLink Installation directory.
- Read the section titled [Post Installation Tasks](#). If there are special steps that must be done for a particular patch, instructions will be included here.
- If your GO!NotifyLink is a multiple server installation (components are installed on different servers), the Patch Installer must be run on the Web and Messaging servers only. While you may run the Patch Installer on your SQL component server, all SQL related updates can be made from either the Web or Messaging component servers.
- Be sure to read the notes associated with each patch you install, accessed through the [software patch portal page](#). Click on **More Info...** in the patch listing.

## Patch Application Path

Consult the following tables to determine your patch application path.

ON PREMISE SYSTEMS		ON DEMAND SYSTEMS	
GO!NLES Version at Start	Apply	GO!NLES Version at Start	Apply
If you start at GO!NLES 4.10.x	Patch 2	If you start at GO!NLES 4.10.x	Patch 2

# Run the Patch Installer

RUN TIME: 1 – 5 minutes

## 1. Extract the Patch Installer .zip file.

The Patch Installer .zip file is named in conjunction with the patch number:

Example: NLES\_4\_10\_Patch\_<#>.zip (where # is the current patch to be installed – no brackets)

After extracting the .zip file, the contents might look like this:

```
> NLES_4_10_Patch_<#> (dir)
  >> NLES_Patch (dir)
  >> NLES_Patch_Installer.exe
  >> mimepp.dll
  >> ntc_crypto.dll
  >> NTC_nlesprotocol.dll
  >> smailpp.dll
  >> ReadMe.txt
```

### IMPORTANT:

After extracting the Patch Installer .zip file, please do not move the NLES\_Patch directory to another location on your system. The NLES\_Patch\_Installer.exe requires the NLES\_Patch directory to be in the same directory to function properly. If the Patch Installer cannot find the NLES\_Patch directory, the Patch Installer will exit.

## 2. Double-click on the NLES\_Patch\_Installer.exe.

As the NLES Patch Installer runs, a command prompt window displays the progress.

The Patch Installer proceeds with the following steps:

- a) Initial system check.
- b) Stop all installed NLES Services and the Web Server (if installed).
- c) Performs backup of NLES Installation Directory.
- d) Applies all patch files, runs all SQL scripts and EXEs.
- e) Starts all installed NLES Services and the Web Server (if installed).
- f) Displays log file.

When the GO!NLES Patch Installer completes the patching process, it will launch the .html log file within your default web browser. The file is located in the Logs directory within the GO!NLES installation directory: \NotifyLink Enterprise Server\Logs\patch\_installer.html

If at any point the patch process fails, the GO!NLES Patch Installer will stop executing and immediately display the log file. Scroll to the bottom of the log file to view the error message that caused the Patch Installer to stop. Errors will display in red.

**3. Verify that the Patch Installer has run successfully.**

Once the Patch Installer has completed, view the patch\_installer.html file noted above to verify that the Patch Installer has run successfully. Check the following two items:

- a) Verify that the last line in the log file (patch\_installer.html) is:  
"---- PATCH PROCESS COMPLETED SUCCESSFULLY -----"
- b) Log in to the GO!NotifyLink Administrative Web Console and navigate to the About page. The About page should accurately display the Patch Version of each GO!NLES Component, "SQL", "Msg", and "Web". Note: If your GO!NLES Components are set up on separate servers, the Patch Installer must be run on both the Messaging and Web component servers. Once the Patch Installer has run on both servers, the About page should display the same version for each GO!NLES Component.

**4. Read the section, [Post Installation Tasks](#) for steps to complete that are specific to the current patch(es).**

# Patch Installer Backups

When you run the Patch Installer for the first time, it creates a backup folder entitled, *NLES\_Backups*.

Each time you run the installer, it creates a subfolder where the patch is stored. The naming convention for this subfolder is:

`YYYYMMDD_HHMMSS_NLES_<version>_Backup_<patch>`

<Version> indicates the major and minor version numbers of GO!NotifyLink, for example: "4\_10".

<Patch> indicates the identifying numeric value of the last patch applied or "Original" for the first patch installed for a particular version.

- The first run of the installer would result in a folder name that ends like this: 4\_10\_Backup\_Original
- Subsequent runs would result in folder names that end with a numeric value (the patch #), for example: 4\_10\_Backup\_2

## Cleanup

You should periodically clean out old subfolders from the *NLES\_Backups* folder.

The recommendation is that you keep the two (2) most recent versions of the backup.

Example: The *NLES\_Backups* folder might contain:

- 20140916\_135009\_4\_10\_Backup\_2
- 20140910\_152013\_4\_10\_Backup\_Original

When you run the installer for a subsequent patch or install a new version of *GO!NotifyLink*, you can delete 4\_10\_Backup\_Original.

**Please note:** If you happen to run the Patch Installer more than once for a particular patch, there will be multiple copies of the backup subfolder, each with different date/time. Keep only one copy of the two latest backup versions.

## Restoration

Should you ever need to restore your *GO!NotifyLink Enterprise Server (GO!NLES)* database from a backup, use your Patch Installer backups in the following way:

1. First, restore your database backup.
2. Copy all files from the patch installer Backup directory to the installation directory, overwriting the installation directory files.

# Post Installation Tasks

Carry out the following steps after the Patch Installer has completed.

In addition, be sure to read the notes associated with each patch you install, accessed through the [software patch portal page](#). Click on **More Info...** in the patch listing.

There are no post installation instructions.

## For GO!NLES On-Premise Installations

There are no instructions specific to On-Premise systems.

## For GO!NLES On-Demand Installations (aka GO!NLES Hosted or GO!NLES Bundling Installations)

There are no instructions specific to On-Demand systems.