

Content Manager

Software Version 23.4

Updating Content Manager Using MSP Files

opentext™

Document Release Date: July 2021
Software Release Date: December 2024

Legal notices

Copyright 2008-2024 Open Text

The only warranties for products and services of Open Text and its affiliates and licensors ("Open Text") are as may be set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Open Text shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

Adobe™ is a trademark of Adobe Systems Incorporated.

Microsoft® and Windows® are U.S. registered trademarks of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

This product includes an interface of the 'zlib' general purpose compression library, which is Copyright © 1995-2002 Jean-loup Gailly and Mark Adler.

Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

To check for updated documentation, visit <https://www.microfocus.com/support-and-services/documentation/>.

Support

Visit the [MySupport portal](#) to access contact information and details about the products, services, and support that OpenText offers.

This portal also provides customer self-solve capabilities. It gives you a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the MySupport portal to:

- View information about all services that Support offers
- Submit and track service requests
- Contact customer support
- Search for knowledge documents of interest
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, and support contracts

Many areas of the portal require you to sign in. If you need an account, you can create one when prompted to sign in.

Contents

- Updating Content Manager using .msp files 4
 - Updating Content Manager Governance and Compliance SharePoint App using .msp files 4
- Running .msp files 4
- Quiet install 5
- Before Updating 5
- Determining the installed version 6

Updating Content Manager using .msp files

Windows Installer patches (an .msp file) provide the means to easily update Content Manager to the most recent patch from a baseline build. There is one .msp file for each product/module, with the exception of the CM_IDOLComponents_x64 which is shipped as a .msi file.

The .msp files are cumulative, so the most recent files will contain all previous hotfixes and updates for that release of Content Manager.

NOTE: In order to ensure all fixes in the patch work correctly you must update the main Content Manager installation before any peripheral products. For instance, if you are updating Content Manager Web Client to Patch 1 you must update Content Manager to Patch 1 before updating Content Manager Web Client in order to ensure the fixes in Web Client behave as expected.

CAUTION: If you need to apply a Hotfix, it must be only applied against the target Patch version. For example, if the Hotfix being applied is 9.4 Patch 2, Hotfix 3, it can only be applied to an installation of 9.4 Patch 2.

Updating Content Manager Governance and Compliance SharePoint App using .msp files

When updating the baseline version of the Content Manager Governance and Compliance SharePoint App using .msp files, the following steps must be followed:

If performing a clean installation and configuration for the first time:

1. Install the baseline version of Content Manager (see **CM23.4_SharePointIntegrationInstall.pdf** for additional information). *Do not configure the SharePoint Integration (SPI).*
2. Run the **CM_SharePointIntegration_x64.msp** file (see [Running .msp files, below](#))
3. Use the Configuration Wizard to configure the SharePoint Integration

If updating from an earlier version of the SPI:

1. Install the baseline version of Content Manager (see **CM23.4_SharePointIntegrationInstall.pdf** for additional information)
2. Run the **CM_SharePointIntegration_x64.msp** file (see [Running .msp files, below](#))
3. Launch Configuration Tool and populate configuration settings and publish the configuration (see **4.6.4 Publish** in **CM23.4_SharePointIntegrationInstall.pdf** for details)

Running .msp files

To upgrade Content Manager using the .msp files:

1. Ensure baseline version/build is installed, if not, install the base build. The base build of Content Manager can be downloaded from <https://entitlement.microfocus.com/mysoftware/index>.
Note: you will need to sign in using your OpenText Passport account.
2. Download the latest Content Manager patch from <https://softwaresupport.softwaregrp.com/group/softwaresupport/search-result?doctype=patches>.
Note: you will need to sign in using your OpenText Passport account.
3. Stop all Content Manager services.
4. Using an elevated Command line, run the required .msp files, including the Basic UI command, e.g. C:\Users\username\Desktop\CM_Client_x64.msp /qb /l*vx Update.txt.
5. For the .msp files that are upgrading modules with AppPool users, include the password in the command line, e.g. C:\Users\username\Desktop\CM_WebClient_x64.msp /qb /l*vx WC_Update.txt WC_WEBSITE_IDENTITY_PASSWORD="password".
6. Restart all Content Manager services.

Quiet install

One thing to note in the provided example command lines is the use of **/qb**. The **/q** means is that the .msp files will be run in quiet mode i.e. no dialogs will be displayed. This is required but also means that if there is an issue, no error dialog will be displayed and also that if a reboot is required the machine will just reboot with no warning or opportunity for the user to postpone that until they are ready for it.

To prevent this, it is recommended that the .msp files are run with Basic UI enabled, using the command **/qib**. This will modify the **/q** (quiet mode) allowing basic dialogs such as error messages and reboot notifications to be displayed so the user can react accordingly.

Before Updating

Before updating via an .msp file it is recommended that all users are logged off Content Manager, and the services are stopped (same as for running an .msi upgrade). This prevents a reboot being required.

The Content Manager services can be stopped in a number of ways, but the easiest is to create a batch file if multiple .msp files are being installed on the machine.

An example for Content Manager below:

```
net stop TRIMIDOLContent
net stop TRIMIDOLService
net stop OnstreamDataProvider
net stop TRIMRender
net stop TRIMWorkgroup
```

You may generate a batch file to combine all of the above:

1. Stop the services
2. Run the .msp files
3. Restart the services e.g. net start TRIMWorkgroup

Determining the installed version

After you have applied a patch using an .msp file a change in build number will be displayed in the **Control Panel - Programs and Features** table.

For example, if you have installed Content Manager 23.4 Build 1 and then applied Patch 1 build 100 using the supplied .msp files the build number entry in Programs and Features will change from 23.3.0.1 to 23.3.1.100. The patch will also appear under the **Control Panel - Installed Updates** table so you can easily tell what .msp patch number has been installed.

Similarly, after applying a hotfix the build number will increment by one from the baseline build or from the last installed hotfix. This will also be reflected in **Programs and Features** and **Installed Updates** tables.

Hotfixes are cumulative, so that any fixes in previously issued hotfixes for that product version will also be included in the hotfix you're installing.

Patches will contain all the hotfixes issued for the previous release up to the time the patch is released.