Content Manager

Software Version 9.4

Updating Content Manager Using MSP Files

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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.

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Many areas of the portal require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the Access Levels descriptions.

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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.

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:** Before updating HPE Content Manager peripheral products, you must ensure that there is a copy of the **.config.template** files in the installation path before running the updates. For example, if you have the ServiceAPI installed you need to ensure that the **hptrim.config.template** and **web.config.template** files are present in the installation directory before running the ServcieAPI msp update. If the **.config.template** files are not available the update will fail.

> **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 9.1 Patch 2, Hotfix 3, it can only be applied to an installation of 9.1 Patch 2.

> **IMPORTANT:** For Content Manager 9.4, the Web Client can only be updated (patched) from the 9.4 base Web Client install. If you have applied a 9.4 Web Client patch, you must uninstall the patch to the 9.4 base version before updating to a new 9.4 patch.

> **NOTE: Using the .msi packages**
> The `CM_Client_PerUser_x64.msi`, `CM_Client_x64.msi`, `CM_Client_PerUser_x86.msi`, and `CM_Client_x86.msi` msi packages included in the msi folder of the patch release are to be used only for the side by side installation of Content Manager on the same machine. These msi packages are not recommended to be used for the fresh installation of Content Manager.
> To install the patch version of Content Manager, first install the Content Manager base version and then apply the desired MSP.

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 **CM9.4_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 **CM9.4_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 **CM9.4_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 downloaded from https://entitlement.microfocus.com/mysoftware/index
   Note: you will need to sign in using your Micro Focus 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 Micro Focus 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_Server_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

> **NOTE:** For the Content Manager Iron Mountain integration you will need to delete the TRIMIronMountain.xml.template file manually from the IronMountain bin directory (by default, C:\Program Files\Micro Focus\Content Manager\IronMountain\bin). After running the CM_IronMtn_WareHouse_Integration_x64.msp file you will need to rename the installed TRIMIronMountain.xml.template file to TRIMIronMountain.xml. If the TRIMIronMountain.xml file was modified post install of the base build you can find a copy of that in the Iron Mountain working directory (by default, C:\Micro Focus Content Manager\IronMtnWarehouseInteg) and then copy, or merge, the changes back into the renamed TRIMIronMountain.xml file.

.msp files and AppPool users

If you're updating Content Manager modules that have an AppPool user defined, for example, the Web Client. It is important to remember that the AppPool user password is not passed through when updating via .msp files, and it must be included in the command, otherwise it will need to be redefined in IIS after the .msp file is run.

Currently 5 .msp files that are affected by this. They are:

- CM_Service_API_x64.msp

- CM_WebClient_x64.msp

- CM_WebDrawer_x64.msp

- CM_IronMtn_WareHouse_Integration_x64.msp

- CM_SharePointIntegration_x64.msp

These .msp files will need to be run with the password defined, e.g.:

C:\Users\username\Desktop\CM_Service_API_x64.msp /qb /l*vx SA_Update.txt SERV_API_ WEBSITE_IDENTITY_PASSWORD="password"

C:\Users\username\Desktop\CM_WebClient_x64.msp /qb /l*vx WC_Update.txt WC_WEBSITE_ IDENTITY_PASSWORD="password"

C:\Users\username\Desktop\CM_WebDrawer_x64.msp /qb /l*vx WD_Update.txt WD_WEBSITE_ IDENTITY_PASSWORD="password"

C:\Users\username\Desktop\CM_IronMtn_WareHouse_Integration_x64.msp /qb /l*vx IM_Update.txt WHI_APPPOOL_USER_PASS="password"

C:\Users\username\Desktop\CM_SharePointIntegration_x64.msp /qb /l*vx SP_Update.txt WEBSITE_IDENTITY_PASSWORD="password"

> **NOTE:** If you uninstall an .msp file that involves an AppPool user then that user will need to be redefined in IIS once the .msp has been uninstalled. This is due to the AppPool user's password being removed as a part of the uninstall process and therefore it will no longer work.

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 **/qb**. 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 TRIMIDOLContent1
>
> 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

Installing a patch using an administrative installation

When installing software using an administrative installation, an image of the installation is created and this is then deployed using Group policy or some other similar mechanism.

A patch cannot be applied directly to the deployed image on client machines, however, instead the patch must be applied to the original image and then that modified image must be re-deployed to client machines in order for the patch to be applied successfully.

This means that if you are going straight to 9.4 patch 1 as your first version of Content Manager, for instance, you would create the administrative image in the desired location and then apply the patch 1 .msp file to that image using the above command line and then deploy the image resulting from that via Group policy (or similar).

If you were updating your existing (already deployed) 9.4 installation to patch 1 where the 9.4 base build was deployed using Group Policy (or similar) from an administrative image then you need to apply the patch 1 .msp file to the original image and then re-deploy that image.

To apply the patch to the original administrative image use the command line:

```
msiexec /a [path to administrative image .msi file] /p patch.msp
```

For further information, see https://msdn.microsoft.com/en-us/library/windows/desktop/aa367573 (v=vs.85).aspx

> **IMPORTANT:** If you're using an administrative install as your installation method, please note that to install a hotfix to a patch the administrative installation will only work when the patch

MSP and the hotfix MSP are applied together.

Required steps are:

1. Create the administrative install for the base version, e.g.

msiexec /a "location of the original install media" /q /l*vx "location of the new admin install" TARGETDIR="C:\CMEnterpriseInstall\" ADMININSTALLDIR="C:\Program Files\Micro Focus\Content Manager" ADDLOCAL=HPTRIM,Client HPTRIMDIR_ADMIN="C:\Micro Focus Content Manager" PRIMARYURL="Primary Workgroup URL" SECONDARYURL="" DEFAULTDBNAME="Test_DB" DEFAULTDB="DB" TRIM_DSK="1" TRIMREF="DSK" STARTMENU_FOLDER_ADMIN="Content Manager" AUTOGG="1" WORD_ON="1" EXCEL_ON="1"POWERPOINT_ON="1" PROJECT_ON="1" OUTLOOK_ON="1" AUTHMECH="0"

2. Create the patch administrative install which includes the hotfix, e.g.

msiexec.exe /a "location of the admin install\CM_Client_x86.msi" /p "patch path\CM_Client_x86.msp;hotfix path\CM_Client_x86.msp" /qb /l*vx patch.log

3. Install the created patch MSI, e.g. *C:\CMEnterpriseInstall>msiexec /i CM_Client_x86.msi /qb /l*vx log.txt.*

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 9.00 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 9.00.001 to 9.00.100. 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.