



Update Management Guide for On-Premise Users

This guide provides information on . . .

. . . Checking for *GO!Enterprise MDM* server software updates from the dashboard

. . . Downloading *GO!Enterprise MDM* server software updates

. . . Using the Update Manager Application to apply *GO!Enterprise MDM* server revisions

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GO!Enterprise MDM Update Management

The *GO!Enterprise MDM* server product has integrated update management features that facilitate smooth and convenient software updates to the *GO!Enterprise MDM* server. These features include the dashboard's **Update Management** page and the **Update Manager** application, which is used on the physical *GO!Enterprise MDM* server(s) to apply updates.

Update Management in the Dashboard provides:

- Sections that display current information about available updates and historical information about versions already applied using the *Update Manager* application
- An option to check for updates
- An option to download the available update(s)

Update Manager Application allows you to:

- View information about the currently available update(s)
- Download available updates
- Apply available updates

Update Management Dashboard

Checking for Updates and Update Notifications

The *GO!Enterprise MDM* server automatically checks for updates once every 24 hours and whenever you initiate a manual license validation (using the *Validate License* button in *Organization Settings*). You can also initiate an on-demand check by using the **Check For Updates** button in the *Update Management* page of the dashboard.

When an update is available, system administrators logging into the *GO!Enterprise MDM* dashboard will see a notification for the update in the lower left corner of the dashboard. The notification fades away automatically or the administrator can dismiss it. Clicking on the notification navigates to the *Update Management* section of the dashboard where the administrator can view information about the available update(s) or download the update(s).



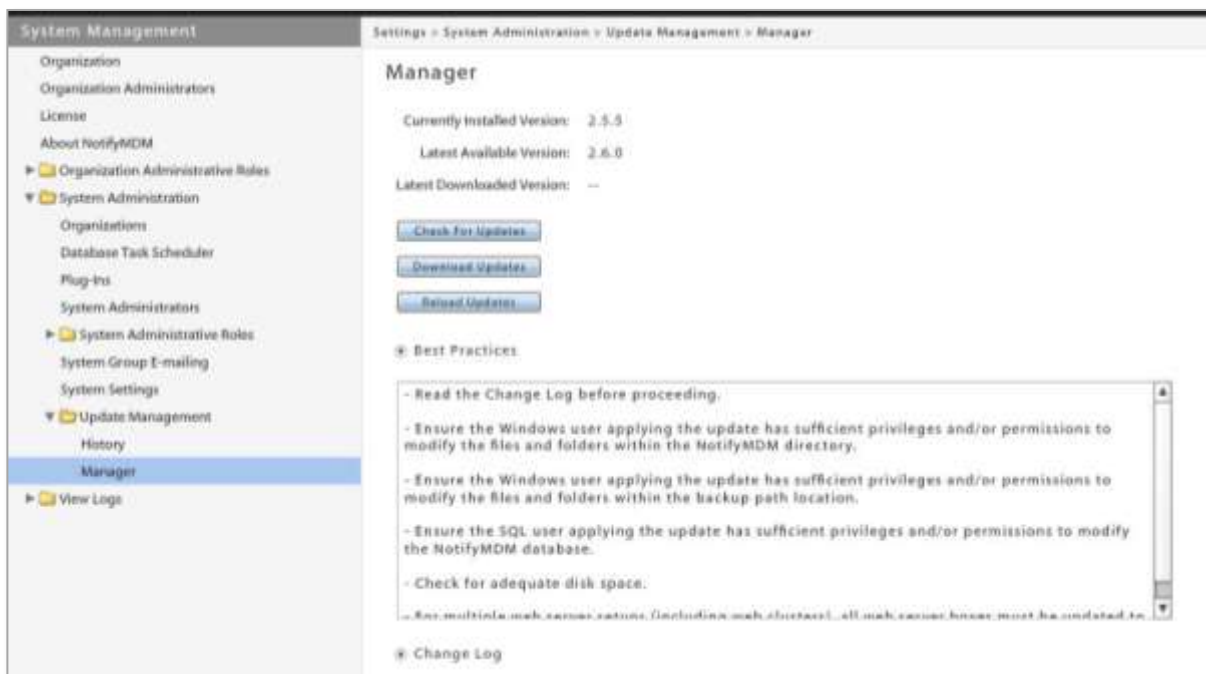
The Update Management Page

The **Update Management** page is located under the *System Management* view of the dashboard and is only accessible with a system administrator credentials. There are two sections of this page, the **Manager** section and the **History** section.

Update Management: Manager

From the **Manager** section, you can view information about the updates that are currently available. Even though the server automatically checks for updates every 24 hours, you can initiate an **on-demand check for updates** from this page. You can also **download updates** from this page in preparation for a scheduled maintenance. Doing this ahead of time from the dashboard is convenient and shortens the time needed for the actual maintenance.

Navigate to the *Update Management* page by selecting the **System Management** view. From the left panel, select **System Administration > Update Management** and choose **Manager**.

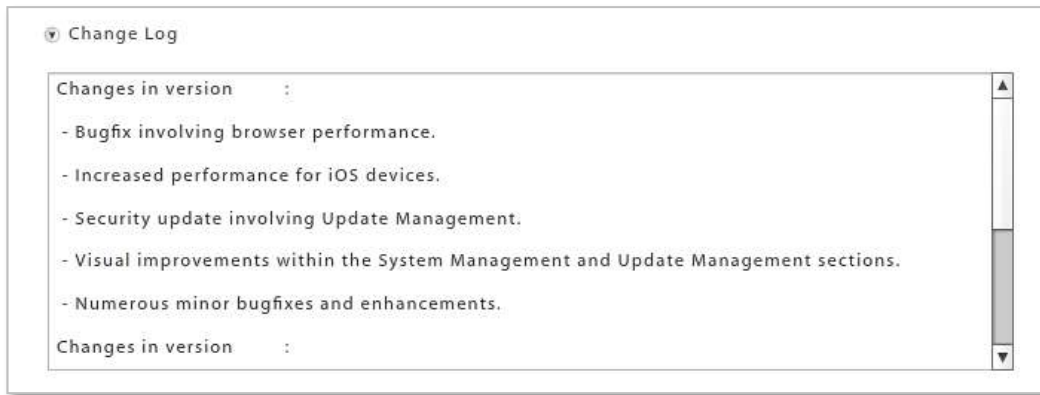


Status information and options included in the *Manager* section:

- **Currently Installed Version** – the current version of your *GO!Enterprise MDM* server software
- **Latest Available Version** – the most recently released version (This field is blank after the latest downloaded version has been applied.)
- **Latest Downloaded Version** – the last downloaded version (This field is blank after the latest downloaded version has been applied.)
- **Check For Updates** button – initiate an on-demand check for available updates
- **Download Updates** button – initiate the download of the available updates
- **Reload Updates** button – removes updates that have been downloaded, but not installed. Available updates are then automatically reloaded. This might be used in a case where an update became corrupted for some reason and could not be installed.
- **Best Practices** – best practices for applying the updates (This does not appear after updates have been downloaded.)
- **Change Log** – information about available updates that have not yet been applied (This does not appear after updates have been downloaded. View it in the *History* section.)

Viewing the Change Log

Click the arrow beside the *Change Log* option to hide or show the notes and descriptions concerning the available update versions.



To Download the Updates

Click the **Download Updates** button to download available updates. A progression bar displays as the download continues. You can navigate away from the page while the download is in progress. You can also cancel a download in progress.

When the download is completed, a status message displays and the *Latest Downloaded Version* statistic is updated.

Update Management: History

From the **History** section, you can view statistics about software updates that have already been applied via the GO!Enterprise MDM Update Manager application.

Navigate to the *Update Management* page by selecting the **System Management** view. From the left panel, select **System Administration > Update Management** and choose **History**.

History

Version	Machine Name	Applied By	Timestamp
3.6.0	WIN-BPVO1FF21CH	Administrator	03/05/2014 11:19 PM (-05:00 GMT)
3.5.2	WIN-BPVO1FF21CH	Administrator	03/05/2014 11:18 PM (-05:00 GMT)
3.5.1	WIN-BPVO1FF21CH	Administrator	03/05/2014 11:17 PM (-05:00 GMT)
3.5.0	WIN-BPVO1FF21CH	Administrator	03/05/2014 11:15 PM (-05:00 GMT)

Change Log

GO!Enterprise MDM 3.6.0 Change Log

After an update has been applied, a record for the update appears in the *History* section and includes:

- Version number
- Name of the physical machine to which the update was applied
- System administrator who applied the update
- Date and time at which the update was applied
- Change log for the update that was applied

The Update Manager Application

Although you can download *GO!Enterprise MDM* server software updates from the dashboard, you must apply updates using the ***GO!Enterprise MDM Update Manager*** application.

The *Update Manager* is a Windows application that allows the administrator to apply updates to the *GO!Enterprise MDM* server software. You can also use the application to check for new updates and read change logs. It is accessed via a desktop shortcut on the *GO!Enterprise MDM* server and requires full system administrator credentials.

Note: Close all Internet Explorer (IE) browsers prior to an upgrade. Leaving an IE browser open can result in caching issues after the update has been applied. If you do experience display issues after the upgrade, clear the cache using the CTRL+F5 command

Updates to Multiple Web/HTTP Servers

If you have configured your system with multiple Web servers for a Network Load Balanced setup, apply updates to all servers where the *GO!Enterprise MDM* Web/HTTP component resides. The *Update Manager* does not update the SQL Database component more than once in this scenario. *Update Manager* verifies the database component version each time it is run. When it detects that the SQL component is current, it skips the updates to the database and applies only the Web/HTTP updates.

Update Manager Functionality

When the *Update Manager* applies updates, it does the following:

- Stops the Web/HTTP server
- Backs up the Web server files
- Backs up the Database
- Applies the updates
- Restarts the Web/HTTP server
- On rare occasions, the process may include the application of updates to the *Update Manager* itself. In these instants, the *Update Manager* will restart automatically and continue the upgrade process by applying any subsequent updates.

Run the Update Manager



1. Click the **Update Manager** icon on the desktop of the *GO!Enterprise MDM* server.
2. The initial page displays version status information and offers several options:
 - View the current software version
 - Download Available Updates
 - Reload Updates
 - View the Change Log

Current Database Version and **Current Local Web Version** are the versions of the *GO!Enterprise MDM* SQL Database and Web/HTTP components currently installed on the server.

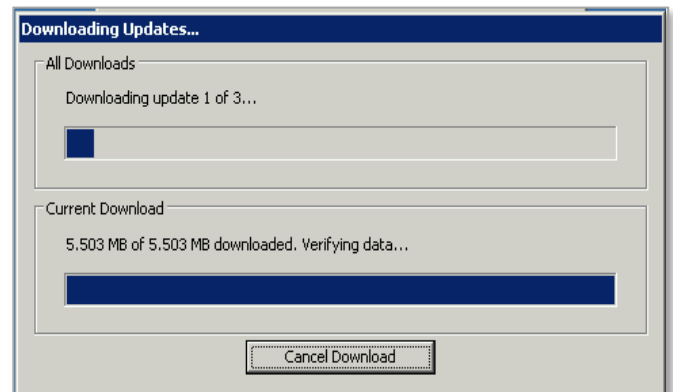


If you have downloaded updates from the dashboard or clicked the *Download Available Updates* button on this screen, the *Select Updates* area will be populated with any available update beyond the version your server is running.

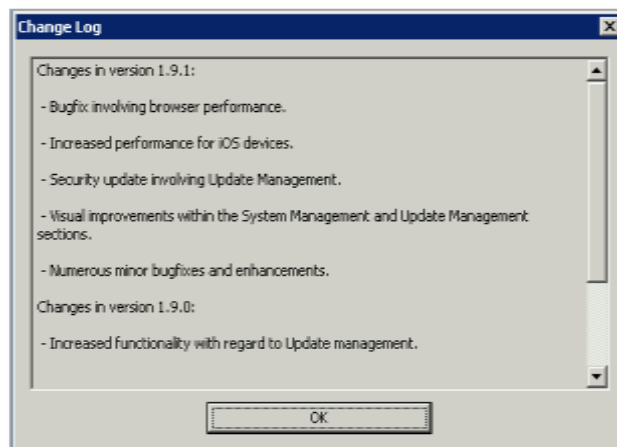
The *Reload Updates* button removes updates that have been downloaded, but not installed. Available updates are then automatically reloaded. This might be used in a case where an update became corrupted for some reason and could not be installed.

3. Click the **Download Available Updates** button to check the server for and download available updates. A progress meter and completion message appear as the download processes.

For new installations, where an organization has not yet been created, you must enter a license key in order to download.



You can view descriptions of the available update version(s) by clicking the **View Change Log** button.

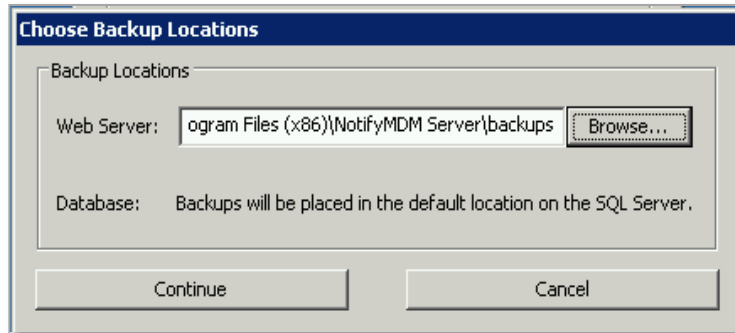


Change Log screen

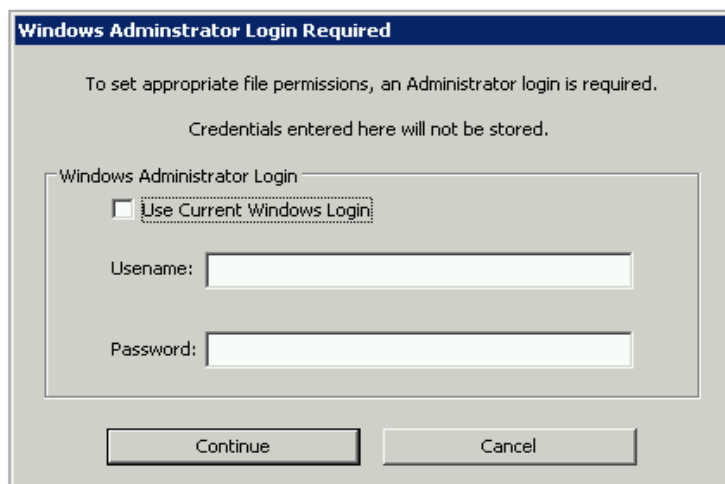
4. When you are ready to apply the update(s), select the latest update available (the default) or select another version in the drop-down list to update to. Click **Continue** to initiate the update. Confirm the version you have chosen by clicking **Yes**. If the product's End User License Agreement has changed for any reason you will be prompted to accept it.



5. Specify a **backup location** for the Web server. Accept the default or browse to select another location.



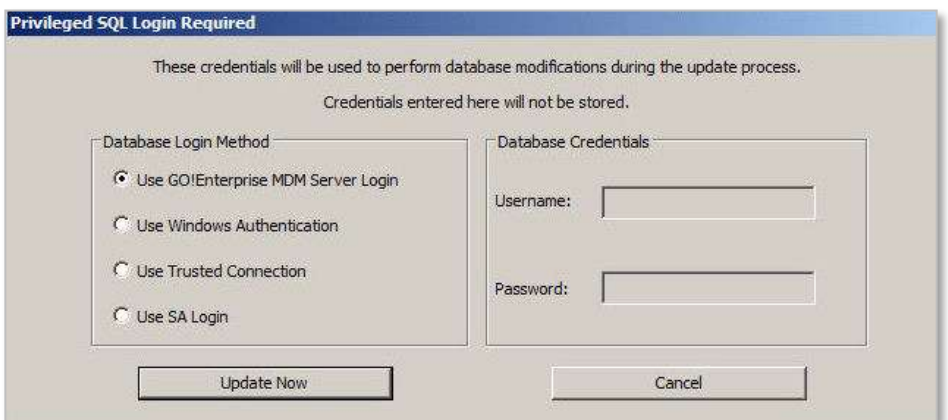
6. Enter your **Windows Administrator Login credentials**. You can select the current Windows login by selecting **Use Current Window Login** or enter credentials for a different user that has Read/Write and File System permissions.



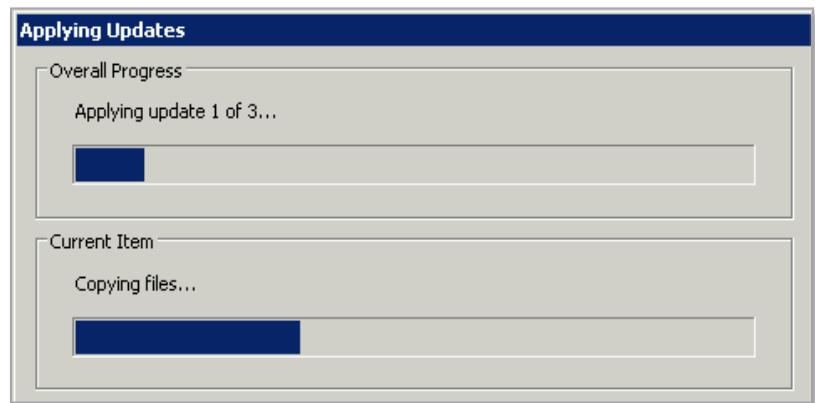
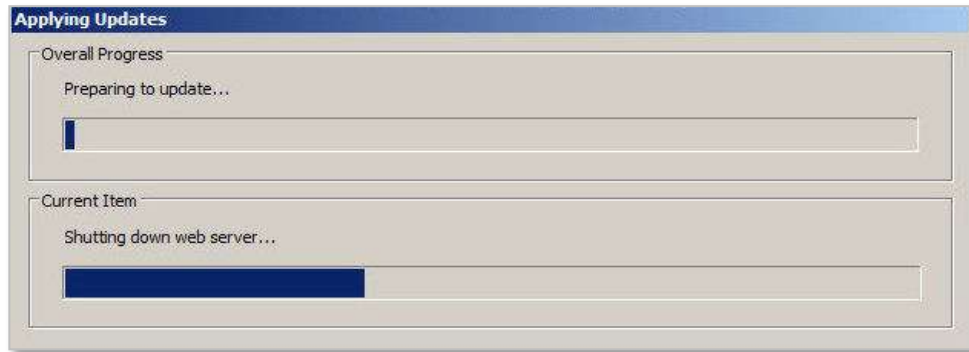
7. Select the type of **database credentials** to use for applying updates to the *GO!Enterprise MDM SQL Database* component.

Select from:

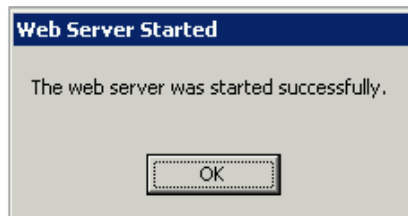
- *GO!Enterprise MDM* server login credentials
- Windows Authentication (*enter the Username and Password*)
- Trusted Connection
- SA login credentials (*enter the login password*)



- Click **Update Now** to begin the application of the updates. A progress meter displays as the Web server stops, the files are backed up, and the updates are applied.



- A success prompt displays asking if you would like to start the Web server. Click **Yes**. A progress meter displays as the Web server restarts. The restart finishes and returns to the main page of the *Update Manager* where the new current server version is displayed. Click **Exit**.



Important Notes:

- Make sure to run the *Update Manager* on other *GO!Enterprise MDM* Web servers if your system is set up with multiple Web servers for Network Load Balancing.
- If the *Update Manager* launches the *GO!Enterprise MDM* installer or runs an update to itself, you will be prompted to close the *Update Manager*. After the process is completed, it may be necessary to reopen the *Update Manager* to apply any subsequent update versions.