



MAX Communication Server Release 9.0.1

UMS Guide for Resellers

April 2021



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About This Guide

This describes the Updater Management Studio (UMS). UMS is deployed in MaxCloud and Fiserv Cloud and supports updating for all the servers.

Overview

The Update Management Studio (UMS) lets you schedule, monitor, deploy, and manage your cloud MaxCS server updates in a central location. The UMS supports updating the MaxCS server image and deploying and updating the WebApps image.

Prerequisites

MaxCS 9.0 or above.

Downtime

For a MaxCS update, the server will be unavailable for about 10-20 minutes during update. If you are deploying or updating only WebApps, MaxCS continues to function, though the WebApps will be unavailable for a few minutes. No MaxCS services restart is required after WebApps update.

After the Update

The UMS update process includes validation for deployment. You can also verify that the update completed successfully by making a call to verify that the system is functioning properly.

The UMS Workspace

The UMS workspace has three main pages:

- **Server Page:** The main page of the UMS workspace. Allows you to see details about the servers you want to update, including the current versions of server and WebApps software. You also can configure the servers and view the scheduled tasks associated with the servers.
- **Group Page:** Allows you to create groups of servers to make upgrading more efficient.
- **Task Page:** Allows you to view the scheduled tasks and schedule an image update manually.

Logging in to UMS

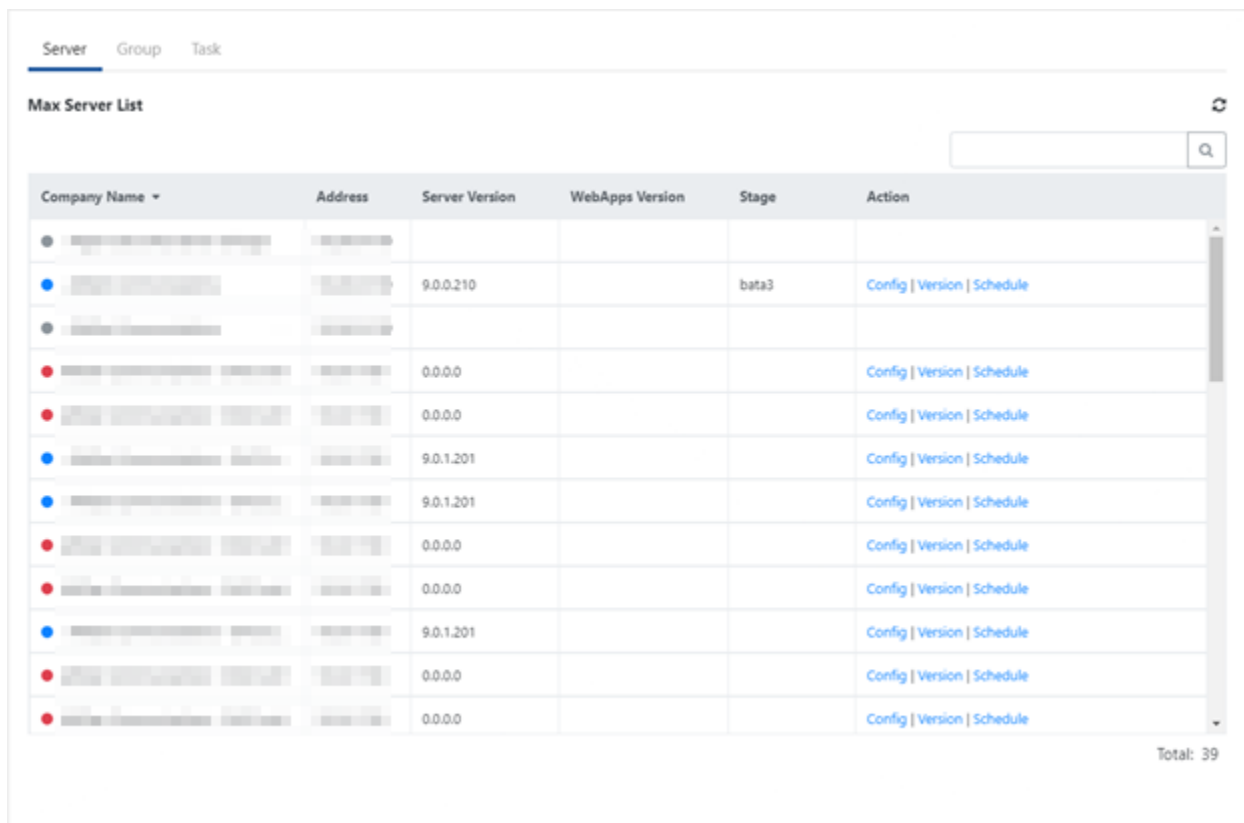
To log in to UMS:

1. Open the Service Hub.
2. Choose your reseller entry from the list on the right.
3. Click UMS. The UMS page appears.

Working with the Server Page

On the Server Page, you'll see a list of servers with the following information for each one:

- **Blue or Red Dot:** Blue indicates the UMS client running, MaxCS is connected to the UMS, and the MaxCS version is 9.0 Update1 or above. Red indicates that the UMS client had connected to UMS server before but is currently disconnected.
- **Company Name:** Name of the company associated with the server.
- **Address:** IP address of the server.
- **Server Version:** Server software version number,
- **WebApps Version:** WebApps Version of server if applicable.
- **Stage:** This indicates the stage of the image, such as beta, production, and patch.
- **Action:**
 - **Config:** Displays configuration information for the selected server.
 - **Version:** Displays the version numbers of the EXE and DLL files on the server if applicable.
 - **Schedule:** Displays the schedule details for the selected server.



Company Name	Address	Server Version	WebApps Version	Stage	Action
[Red Dot]	[Redacted]				
[Blue Dot]	[Redacted]	9.0.0.210		bata3	Config Version Schedule
[Red Dot]	[Redacted]				
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule
[Blue Dot]	[Redacted]	9.0.1.201			Config Version Schedule
[Blue Dot]	[Redacted]	9.0.1.201			Config Version Schedule
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule
[Blue Dot]	[Redacted]	9.0.1.201			Config Version Schedule
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule
[Red Dot]	[Redacted]	0.0.0.0			Config Version Schedule

Total: 39

Displaying Configuration Information

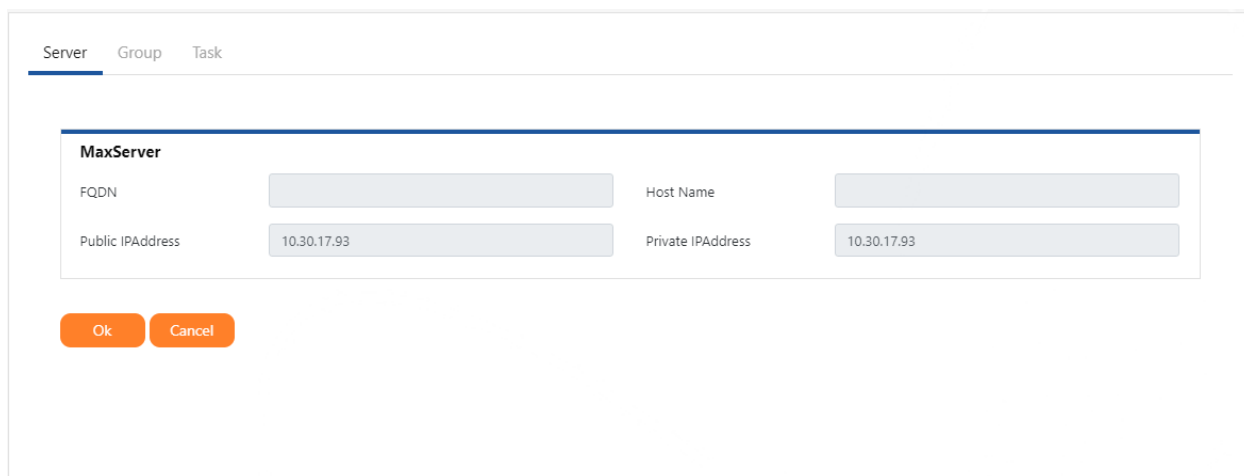
You can display the configuration information of the server you want to update.

To see configuration information:

- Click the Config option next to the server name in the Server List.

The configuration information includes:

- **FQDN:** Fully Qualified Domain Name of server.
- **Host Name:** Hostname of the server
- **Public IPAddress:** Public IPAddress
- **Private IPAddress:** Private IPAddress



The screenshot shows a web interface with a navigation bar containing 'Server', 'Group', and 'Task'. Below the navigation bar is a dialog box titled 'MaxServer'. The dialog box contains four input fields: 'FQDN' (empty), 'Host Name' (empty), 'Public IPAddress' (containing '10.30.17.93'), and 'Private IPAddress' (containing '10.30.17.93'). At the bottom of the dialog box are two buttons: 'Ok' and 'Cancel'.

Displaying Version Information

You can display the version numbers of the components of the selected MaxCS server.

To see version information:

- Click the Version option next to the server name in the Server List. If applicable, the server and WebApps software versions are displayed.

The detailed information includes:

- **File Name:** Name of the EXE or DLL file.
- **Version:** Software version associated with the file.
- **Size:** File size.
- **Last Modified:** The date the file was last modified.

Server Group Task

MaxServer Version Details

File Name	Version	Size	Last Modified
acdump.exe	unknown	143360	01/10/2020 04:24:35
AltiBack.exe	8.6.1.211	2433024	01/10/2020 04:17:26
AltiGateway.exe	8.6.1.211	851968	01/10/2020 04:14:26
AltiGenBoardTool.exe	6.5.2.0	458752	04/25/2012 21:23:18
AltiKeep.exe	8.6.1.211	147456	01/10/2020 04:17:35
AltiPCM.exe	unknown	143360	03/11/2004 18:41:46
altipop3.exe	8.6.1.211	479232	01/10/2020 04:26:44
AltiPwdChange.exe	1.0.0.1	268200	01/10/2020 04:45:55
altserv.exe	8.6.1.211	20176896	01/10/2020 04:16:17
AltiServiceUtil.exe	8.6.1.211	317352	01/10/2020 04:45:19
AltiSetup.exe	8.6.1.211	382888	01/10/2020 04:45:23
AltiUtil.exe	8.6.1.211	255912	01/10/2020 04:45:30

Close

Viewing the Update Schedule

You can see the update schedule associated with the server you're upgrading.

To see schedule information:

- Click the Schedule option next to the server name in the Server List. If applicable, the Update schedule is shown.

The detailed information includes:

- **Type:** Type of update.
- **Schedule:** Name of the scheduled update task for this server.
- **Posted:** Date the update was scheduled.
- **By:** User who scheduled the update.
- **Start Time:** Time the update starts.
- **Target Version:** Version of the software to which to update.
- **Status:** Update status: Pending, Processing, Completed, Cancelled, or Failed.

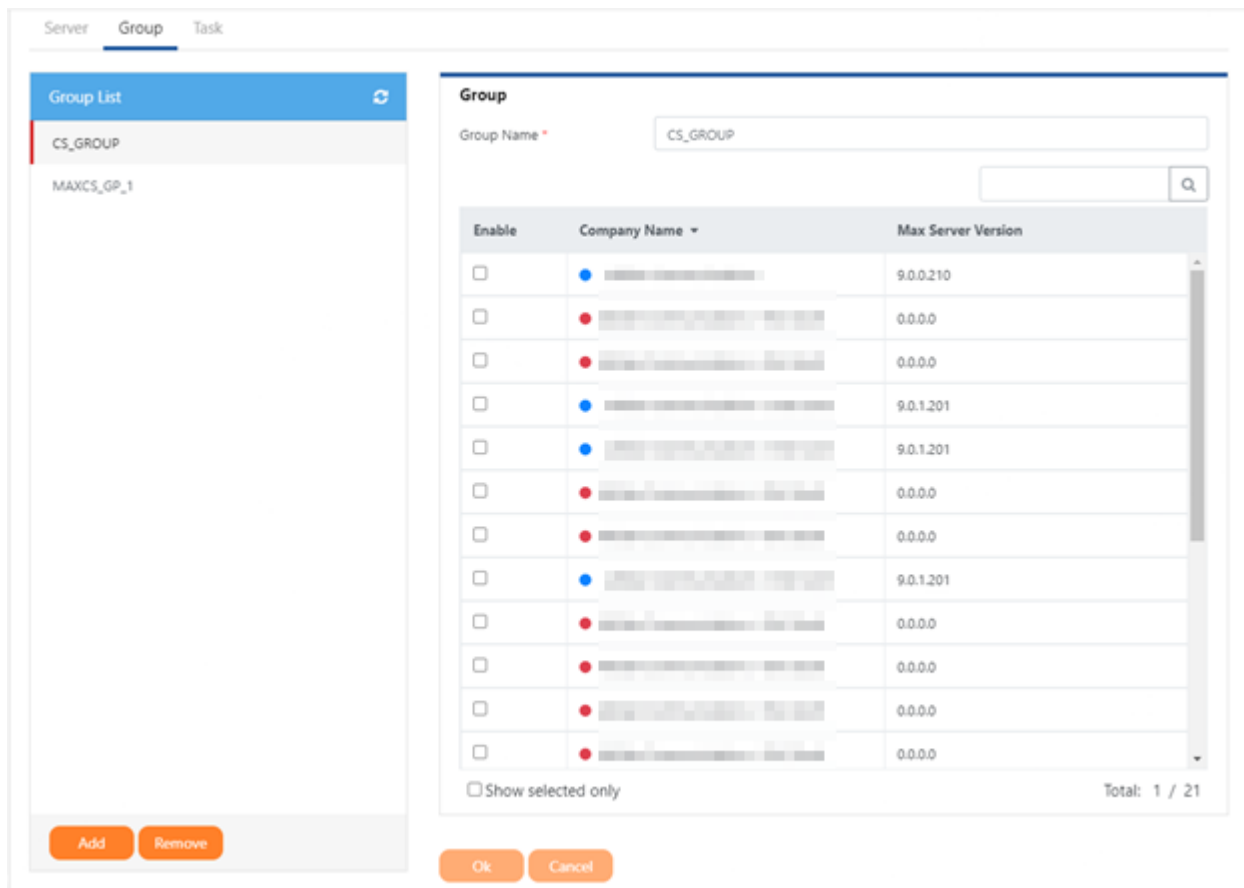
MaxServer Schedule Details

Type	Schedule	Posted	By	Start Time	Target Version	Status
UPGRADE IMAGE	Test	09/03/20 19:32	admin	09/10/20 20:13	8.6.1.213-bata3	PENDING
UPGRADE IMAGE	Test	09/03/20 19:32	admin	09/10/20 20:13	8.6.1.213-bata3	PENDING
UPGRADE IMAGE	model	09/03/20 18:06	admin	09/10/20 18:12	9.0.0.214-bata3	CANCELED
UPGRADE IMAGE	jtest2	09/04/20 10:54	admin	09/04/20 10:59	9.0.0.210-bata3	PENDING
UPGRADE IMAGE	jtest2	09/04/20 10:54	admin	09/04/20 10:59	9.0.0.210-bata3	PENDING
UPGRADE IMAGE	model	09/03/20 18:06	admin	09/03/20 18:12	9.0.0.214-bata3	CANCELED
UPGRADE IMAGE	Test	09/03/20 17:52	admin	09/03/20 17:54	8.6.1.213-bata3	CANCELED
UPGRADE IMAGE	Test	09/03/20 17:52	admin	09/03/20 17:51	8.6.1.213-bata3	CANCELED
UPGRADE IMAGE	model	09/03/20 18:06	admin	12/31/69 16:06	9.0.0.214-bata3	CANCELED
UPGRADE IMAGE	model	09/03/20 18:06	admin	12/31/69 16:06	9.0.0.214-bata3	CANCELED

Close

Grouping Servers

You can create logical groups of servers with similar update issues to make scheduling updates more efficient.



Creating and Adding a Group

1. Click the Group tab.
2. In the Group panel, specify a Group name, then check the box next to the Company Name of the servers you want to group. Click OK. The Group name appears in the Group list.
3. Click Add.

Removing a Group

1. Click the Group tab.
2. In the Group list, select the Group to remove, then click Remove.

Tasks

The Task page displays the scheduled update tasks. You can view detailed information about the scheduled task or delete the task. You can also update the MaxCS server and deploy or update WebApps.

- **Type:** Type of update.
- **Posted:** Date the update was scheduled.
- **By:** User who scheduled the update.
- **Start Time:** Time the update starts.
- **Target Version:** Version of the software to which to update.
- **Status:** Scheduled task status. You can choose which tasks to display based on their status by choosing a status from the dropdown menu.
 - **All:** Displays all updates.
 - **Pending:** Displays scheduled updates that have yet to be run.
 - **Processing:** Displays updates that are currently running.
 - **Completed:** Displays updates that have successfully completed.
 - **Cancelled:** Displays scheduled updates that have been cancelled before they successfully completed.
 - **Failed:** Displays scheduled updates that did not complete successfully. You can click Failed link to view the error log.
- **Action:** View, Delete or Cancel. Click View to see the details of the scheduled task. Click Delete to remove the task from the list. Click Cancel to remove a pending task.

Server Group **Task** Product Image Application Configuration

Task List ↻

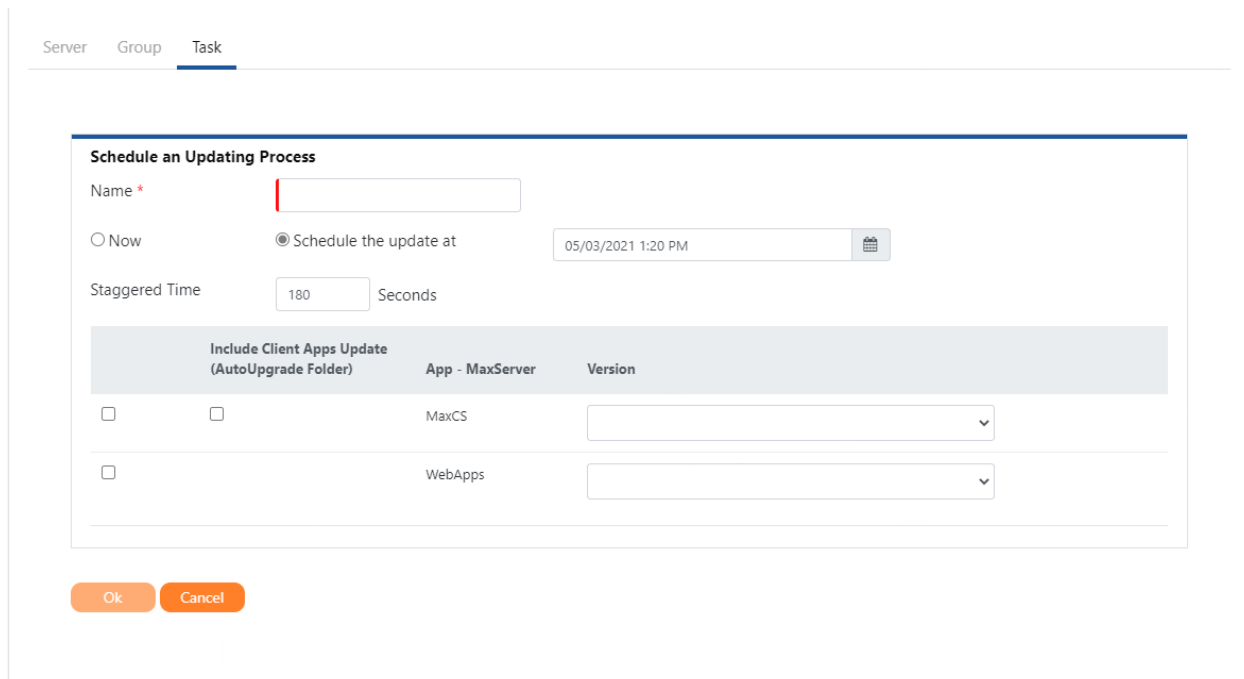
All

Type	Name	Posted ^	By	Start Time	Target Servers	Target Version	Status	Action
UPGRADE IMAGE	QA_Test_02	02/24/21 11:32	admin	02/24/21 11:32	MaxCS - QAMaxCSTest65	9.0.1.231-bata	COMPLETED	View Delete
UPGRADE IMAGE	qa_02_19_09	02/19/21 18:17	admin	02/19/21 18:17	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	qa_02_19_08	02/19/21 18:06	admin	02/19/21 18:06	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	qa_02_19_08	02/19/21 17:42	admin	02/19/21 17:42	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	qa_02_19_07	02/19/21 17:24	admin	02/19/21 17:24	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	ww	02/19/21 16:55	admin	02/19/21 16:55	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	qa-02-19-06	02/19/21 16:16	admin	02/19/21 16:16	MaxCS - QAMaxCSTest65	9.0.1.232-bata	FAILED (0)	View Delete
UPGRADE IMAGE	tt	02/19/21 14:24	admin	02/19/21 14:23	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete
UPGRADE IMAGE	test	02/19/21 13:51	admin	02/19/21 13:50	MaxCS - QAMaxCSTest65	9.0.1.232-bata	COMPLETED	View Delete

Scheduling an Image Update

To schedule an image update:

1. On the Tasks page, click Schedule Image Update.
2. Specify a name to identify the Update process.
3. Choose whether you want to schedule the task Now or a Schedule the Update at.
 - a. If you choose Schedule the Update at, specify the date and time for the update.
4. Specify the staggered time. The default is 3 minutes. The Staggered Time is used when multiple systems are scheduled for update at the same time. When this occurs, the subsequent update will be started after the specified Staggered Time of the previous update.
5. Check what to update: MaxCS, WebApps, or both.
6. From the dropdown lists, choose the version to which you'd like to update. You can choose to update to a more recent version of your software or to rollback to an earlier version of your software.
7. Click OK.



The screenshot shows the 'Schedule an Updating Process' dialog box. At the top, there are tabs for 'Server', 'Group', and 'Task'. The dialog has a title bar and a main content area. The 'Name' field is required and is currently empty. Below the name field, there are two radio buttons: 'Now' and 'Schedule the update at'. The 'Schedule the update at' option is selected, and a date and time picker shows '05/03/2021 1:20 PM'. Below this, there is a 'Staggered Time' field with a value of '180' and the unit 'Seconds'. The main content area contains a table with columns for 'Include Client Apps Update (AutoUpgrade Folder)', 'App - MaxServer', and 'Version'. There are two rows: one for 'MaxCS' and one for 'WebApps'. Each row has a checkbox for 'Include Client Apps Update' and a dropdown menu for 'Version'. At the bottom of the dialog, there are 'Ok' and 'Cancel' buttons.

Include Client Apps Update (AutoUpgrade Folder)	App - MaxServer	Version
<input type="checkbox"/>	MaxCS	
<input type="checkbox"/>	WebApps	