

# Using the Software AG Update Manager

Version

October 2016

This document applies to Software AG Update Manager and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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**Document ID: SAG-SUM--20200226**

# Table of Contents

<b>About this Guide</b> .....	<b>5</b>
Document Conventions.....	7
Online Information.....	7
Deprecation of Software AG Update Manager 8.2.....	8
<b>1 Concepts</b> .....	<b>9</b>
Software AG Update Manager.....	10
Fix Installation.....	10
Product Troubleshooting.....	13
Security.....	14
EU General Data Protection Regulation (GDPR).....	14
Using Command Central to Install and Uninstall.....	14
<b>2 Critical Requirements and Installing and Starting the Update Manager</b> .....	<b>17</b>
Critical Requirements and Recommendations.....	18
Install the Update Manager.....	18
Configure Update Manager.....	19
Start Update Manager.....	19
<b>3 Installing Fixes</b> .....	<b>21</b>
Read Fix Readmes.....	22
Create or Add to a Fix Image.....	22
Install Fixes from Empower or a Fix Image.....	25
Uninstall Fixes.....	26
Create a Fix Script.....	27
Install or Uninstall Fixes Using a Script.....	27
View Available Fixes.....	28
View Already Installed Fixes and Save the List to File.....	29
Overinstall or Reinstall Fixes.....	29
<b>4 Deploying Support Patches</b> .....	<b>31</b>
Create or Add to Support Patch Image.....	32
Install Support Patch from Empower or Image.....	32



# About this Guide

- Document Conventions ..... 7
- Online Information ..... 7
- Deprecation of Software AG Update Manager 8.2 ..... 8

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This guide explains how to use the Software AG Update Manager to install and uninstall fixes on your Software AG products.

## Document Conventions

Convention	Description
<b>Bold</b>	Identifies elements on a screen.
Narrowfont	Identifies storage locations for services on webMethods Integration Server, using the convention <i>folder.subfolder:service</i> .
UPPERCASE	Identifies keyboard keys. Keys you must press simultaneously are joined with a plus sign (+).
<i>Italic</i>	Identifies variables for which you must supply values specific to your own situation or environment. Identifies new terms the first time they occur in the text.
Monospace font	Identifies text you must type or messages displayed by the system.
{ }	Indicates a set of choices from which you must choose one. Type only the information inside the curly braces. Do not type the { } symbols.
	Separates two mutually exclusive choices in a syntax line. Type one of these choices. Do not type the   symbol.
[ ]	Indicates one or more options. Type only the information inside the square brackets. Do not type the [ ] symbols.
...	Indicates that you can type multiple options of the same type. Type only the information. Do not type the ellipsis (...).

## Online Information

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### Software AG Documentation Website

You can find documentation on the Software AG Documentation website at <http://documentation.softwareag.com>. The site requires Empower credentials. If you do not have Empower credentials, you must use the TECHcommunity website.

### Software AG Empower Product Support Website

You can find product information on the Software AG Empower Product Support website at <https://empower.softwareag.com>.

To submit feature/enhancement requests, get information about product availability, and download products, go to [Products](#).

To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the [Knowledge Center](#).

## Software AG TECHcommunity

You can find documentation and other technical information on the Software AG TECHcommunity website at <http://techcommunity.softwareag.com>. You can:

- Access product documentation, if you have TECHcommunity credentials. If you do not, you will need to register and specify "Documentation" as an area of interest.
- Access articles, code samples, demos, and tutorials.
- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.
- Link to external websites that discuss open standards and web technology.

## Deprecation of Software AG Update Manager 8.2

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Software AG Update Manager 8.2 will be deprecated in August 2020.

If you are currently using Update Manager 8.2 to install fixes and support patches, you should start using Software AG Update Manager 9.8 instead.

Software AG Update Manager 9.8 requires Java 1.7 or 1.8. If your operating system supports Java 1.7 or 1.8, go to the Empower Knowledge Center, search for article 1801674, and follow the instructions to install Update Manager 9.8.

If your operating system does not support Java 1.7 and 1.8, ask Software AG Global Support for an image that contains an Update Manager that is compatible with older Java versions.



# 1 Concepts

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■ Software AG Update Manager .....	10
■ Fix Installation .....	10
■ Product Troubleshooting .....	13
■ Security .....	14
■ EU General Data Protection Regulation (GDPR) .....	14
■ Using Command Central to Install and Uninstall .....	14

## Software AG Update Manager

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Update Manager is a tool you use to do the following:

- Install and uninstall fixes and support patches on products. Software AG support patches include diagnostic collectors, test patches, and pre-QA fixes.
- Troubleshoot problems in product installation Software AGs.

You can run in graphical user interface (GUI) mode or command line mode. If you want to use GUI mode on a UNIX system, the UNIX system must have an X Windows environment.

This chapter explains concepts and features. For detailed instructions, see the subsequent chapters in this guide.

**Note:**

is upgraded on an ongoing basis. This guide is not updated as frequently. You might therefore find minor differences between Update Manager and this guide.

Fixes released after the Standard Maintenance period are only available via Update Manager to customers who have extended maintenance contracts with Software AG. Therefore you might see more fixes when you go to the Empower Fix Explorer page than are available to you through Update Manager.

## Fix Installation

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Update Manager can install fixes on your Software AG products.

### Fix Installation Methods

Update Manager offers the methods below for installing fixes.

- You can install the latest versions of fixes directly from the Software AG Empower Product Support website on a single machine.
- You can download fixes from Empower into an *image* and then install the fixes from the image on one or more machines.
- You can record a *script* of yourself installing fixes from Empower or from an image, and then use the script to install fixes with no user input on other machines.

### Fix Installation from Empower

You can install fixes by running Update Manager and connecting to Empower. You might use this method if you want to install the latest versions of fixes, or if you want to install on a single machine, and the machine can go outside your corporate firewall.

### Fix Installation from an Image

You can download fixes from Empower into an image and then use that image to install fixes on one or more machines. You might use this method in these cases:

- The machines that host the products on which you want to install fixes cannot go outside your corporate firewall (that is, cannot connect to Empower).
- You want to install some or all of the same fixes on multiple machines, and want to avoid the time required to download from Empower.
- You want to store a specific version of each fix so you can install the same fixes versions on multiple machines over time. Empower provides only the latest versions of fixes, so the version of a fix that is available now on Empower might be replaced by a later version in the future. An image always contains the versions of the fixes that you downloaded into it. Software AG recommends creating images to ensure consistency across product installations over time, especially if you have a long fix verification and promotion cycle.
- You want to make sure you can install fixes at any time, regardless of whether production servers are locked down or have special access controls.

You can create an image using these methods:

- Connect to Empower and download fixes from a list of fixes that are available either for any product you have licensed from Software AG, or for only products in a model installation directory.
- Run Update Manager on an offline machine to generate an inventory of products in a model installation directory and of fixes that are already installed on those products, copy the file to an online machine, connect to Empower, and download fixes from the list of fixes in the inventory file.

Update Manager does not install any fixes on the local machine during image creation.

When additional fixes become available on Empower, you can add them to existing images.

Update Manager saves images as zip files.

## Fix Installation Using a Script

You create a script by recording yourself installing fixes from Empower or an image, and you then use that script to install fixes on one or more machines. You might use this method if you want to install fixes on multiple machines that have identical product installations, or if you want to automate fix installation.

If you want a script to always install the latest version of fixes, record yourself installing from Empower, which always offers only the latest fix versions. When you run the script, the script gets the fixes from Empower.

If you want the script to always install a specific version of each fix, record yourself installing from an image that contains those fix versions. When you run the script, the script gets the fixes from the image. You can also record yourself installing from an image if you do not want a script to go outside your corporate firewall.

When you run the script, you cannot provide any input. Because you use scripts only to install on machines with identical product installations, all fixes you include in the script are automatically installed in each product installation. In addition, scripts include installation-specific options such as product connection values, and the same installation-specific options are used for each product installation. You can install fixes from any script on any operating system, regardless of the operating system on which the script was created.

When additional fixes become available on Update Manager, you cannot add them to existing scripts. Instead you must create new scripts.

Update Manager saves scripts as .txt files.

## Fix Uninstallation

You can uninstall fixes from a product installation using Update Manager. You can also record a script of yourself uninstalling fixes and then use the script to uninstall fixes with no user input on other machines.

## Fix Dependency Management

Update Manager provides dependency management for fixes.

When you select fixes to install from Empower or a fix image, Update Manager automatically determines whether related fixes are required for other products. For example, a fix you apply to Monitor might require a related fix to Integration Server. If the products for the related required fixes are in the same installation directory as the selected fixes, Update Manager installs them automatically. If they are not, Update Manager lists them at the end of the fix installation so you can install the related required fixes yourself. You must install the related required fixes as soon as possible, or your products might not work properly together.

When you select fixes to include in a fix image, Update Manager automatically determines whether related fixes are required for other products. Software AG recommends that you include the related required fixes in the image.

When you select fixes to uninstall from a product installation, Update Manager automatically lets you know if other fixes depend on the selected fixes. You can choose either to not uninstall the required fixes, or to also uninstall the dependent fixes.

## Fix Logging

Update Manager writes debug, error, and info logs for fix installation and uninstallation to correspondingly named directories in the *Software AG\_directory* /UpdateManager/logs directory. Each log contains the entries for all product installations on the machine. For example, if you install fixes on an 9.5 product installation on the machine, and on a 9.0 product installation on the machine, Update Manager will write the entries for both installations to the same log.

Update Manager writes an audit log for fix installation and uninstallation to the *Software AG\_directory* /install/fix/logs directory for the products on which the fixes are installed or uninstalled.

The most recent files are named `debug.log`, `error.log`, `info.log`, and `audit.log`. When Update Manager writes a new file, it renames the previous file to include a date stamp (for example, `debug_yyyymmdd`).

## Product Troubleshooting

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Software AG provides support patches (that is, diagnostic collectors, test patches, or pre-QA fixes) when customers experience problems with products. These support patches contain code that enables the logging of additional information about the product installation and attempts to verify a solution to the problem the installation is experiencing. After installing a support patch, you run your products as usual and send the logs to Software AG for diagnosis.

In the past, you deployed these support patches manually, by unzipping jar files or modifying code yourself. You can now use Update Manager to install support patches automatically.

## Support Patch Installation

You install or download your support patches using Update Manager, as follows:

- You can install support patches directly from Empower on a single machine.
- You can download support patches from Empower into an image and then install the support patches from the image on one or more machines.
- You can record a script of yourself installing support patches from Empower or from an image, and then install the support patches from the script with no user input on one or more machines.

### Support Patch Installation from Empower

You can install support patches by running Update Manager and connecting to Empower. You might use this method if you want to install on a single machine, and the machine can go outside your corporate firewall.

### Support Patch Installation from an Image

You can download support patches from Empower into an image and then use that image to install support patches on one or more machines. You might use this method in these cases:

- The machines that host the product installations on which you want to install support patches cannot go outside your corporate firewall (that is, cannot connect to Empower).
- You want to install some or all of the same support patches on multiple machines, and want to avoid the time required to download from Empower.

You create an image by running Update Manager, connecting to Empower, and selecting the support patches to download into the image. Update Manager does not install any support patches on the local machine. You can include support patches for any operating system in the image; when you install from the image, only the support patches that are appropriate for the target system will be available for installation.

Images do not contain installation-specific options such as product connection values. When you install from an image, you provide the installation-specific options that are appropriate for the machine on which you are installing. In addition, the product installations into which you install do not have to be identical, so you can install only those support patches from the image that are appropriate for each installation. When additional support patches become available on Empower, you can add them to existing images.

Update Manager saves images as zip files.

## Support Patch Uninstallation

You can uninstall support patches from a product installation using Update Manager.

## Security

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If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install. You supply proxy connection information and, if necessary, credentials the first time you run Update Manager.

If you supply credentials, Update Manager uses Improved Security Support (ISS) to encrypt, decrypt, and store the password and any other sensitive data. ISS provides modern encryption algorithms (JCE AES cipher with 128-bit key) and protects sensitive data by separating it from configuration data. Sensitive data is stored in a dedicated folder and file, so if the proxy configuration file is shared (for example, with the Software AG Global Support team), the sensitive data will not leak.

If the proxy password is corrupted or deleted (for example, if someone edits or deletes the proxy.cnf file in the *Software AG\_directory* /UpdateManager/conf directory), retype the proxy information in the GUI or on the command line. ISS will encrypt and store the re-typed password.

### **Important:**

Do not share any information stored in the *Software AG\_directory* /UpdateManager/\*\*/storage directory with anyone outside your company.

## EU General Data Protection Regulation (GDPR)

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Update Manager connects to the Software Download Center on Empower to download your fixes and support patches. Update Manager collects and stores Empower user names on the Software Download Center so it can track problems that occur during installation of fixes or support patches. To request removal of this personal data from the Software Download Center, contact Software AG Global Support.

## Using Command Central to Install and Uninstall

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If you are using Command Central to manage a product installation, you can install and uninstall fixes and support patches on those products using Command Central. For instructions, see *Software AG Command Central Help*.

1. Register master or image fix repositories in Command Central.

2. Check whether the fix repositories registered in Command Central contain new fixes or support patches for the products in the installation.
3. Use the Command Central web user interface or command line tool to install the new fixes or support patches.

For information about using the latest release of Command Central to install fixes and support patches on products from earlier releases, see *Software AG Command Central Help*.

If you install fixes and support patches using Command Central, you can uninstall them using Update Manager, and vice versa. In other words, you can use a different tool to uninstall than you used to install.





## 2 Critical Requirements and Installing and Starting the Update Manager

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■ Critical Requirements and Recommendations .....	18
■ Install the Update Manager .....	18
■ Configure Update Manager .....	19
■ Start Update Manager .....	19

## Critical Requirements and Recommendations

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- To avoid file or product conflicts, do not run Update Manager and the Software AG Installer at the same time.
- Run only one Update Manager instance at a time from the same directory. Make sure the entire fix installation is complete, including post-fix installation tasks described in the fix readme, and the Update Manager instance is shut down before starting any other Update Manager instance.
- Do not modify or remove files that have been installed or created by the Software AG Installer or Update Manager unless specifically instructed to do so by Software AG. Do not modify or remove files from the *Software AG\_directory\install* or *UpdateManager* directory; these directories contain important metadata that is used by the installer and Update Manager.
- Before applying a fix to a product, back up the Update Manager installation directory and the product directory.
- Back up the Update Manager installation directory regularly, in synchronization with your regular backups of your Software AG products. These backups ensure that Software AG can restore the products as well as the Update Manager metadata to a known point of time.
- Read the readmes for all fixes you want to install before installing the fixes. The readmes describe the issues that have been fixed and provide cautions and warnings. Some readmes also provide steps you must perform before or after you install the fixes. The fix installation chapter explains how to access readmes.
- Verify fixes in a development or test environment of Software AG products before promoting the fixes to production environments. Then create a fix image and install fixes from that image into production environments for the reasons cited in [“Fix Installation” on page 10](#).

If you encounter problems with a fix, contact Software AG Global Support.

## Install the Update Manager

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When you install products from Software AG Command Central, Update Manager is automatically installed in managed installations with Software AG Platform Manager.

When you install products using the Software AG Installer, you must install Update Manager yourself.

- Install Update Manager on any machine that hosts Software AG products you want to work with, but install it in a separate run of the installer, in a directory that does not contain any Software AG products.
- Install only one Update Manager per machine, and use that one Update Manager to work with all Software AG installations on the machine.
- Use the 2015 April or later Software AG Installer to install Update Manager, and install from the 2015 April or later release. For instructions on using the Software AG Installer, see *Using the Software AG Installer*.

**Important:**

If you have an existing Update Manager that you installed before 2015 April, and you are upgrading to a 2015 April release or later, uninstall the existing Update Manager and follow the instructions above to install the new Update Manager.

## Configure Update Manager

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Update Manager caches fixes in its file system. By default, cached fixes are deleted every time you start Update Manager. If you want to keep fixes in the cache for a specified number of days, go to the *Software AG\_directory* /UpdateManager/conf directory, open the sum.cnf file in a text editor, and set the cacheRetainDays property to the number of days.

## Start Update Manager

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### Start Update Manager in GUI Mode

Log onto the machine that hosts Update Manager as the same user that installed the Software AG products you want to work with and run the appropriate command below.

System	Command
Windows	Do one of the following: <ul style="list-style-type: none"> <li>■ Go to <b>Start &gt; Programs &gt; Software AG &gt; Tools &gt; Update Manager</b>.</li> <li>■ Go to the <i>Software AG_directory</i> \UpdateManager\bin directory and run this command:               <pre>UpdateManagerGUI.bat [proxy_parameters]</pre> </li> </ul>
UNIX	Go to the <i>Software AG_directory</i> /UpdateManager/bin directory and run this command: <pre>./UpdateManagerGUI.sh [proxy_parameters]</pre>

### Start Update Manager in Command Line Mode

Log onto the machine that hosts Update Manager as the same user that installed the Software AG products you want to work with and run the appropriate command below.

System	Command
Windows	Go to the <i>Software AG_directory</i> \UpdateManager\bin directory and run this command: <pre>UpdateManagerCMD.bat [proxy_parameters]</pre>

System	Command
UNIX	Go to the <i>Software AG_directory</i> /UpdateManager/bin directory and run this command: <pre>./UpdateManagerCMD.sh [proxy_parameters]</pre>

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## Use a Proxy

You can identify a proxy to use with Update Manager by specifying the parameters below on the Update Manager startup command:

```
[-proxyHost host -proxyPort port -proxyProtocol {HTTP|SOCKS}
```

```
[-proxyUsername name] [-proxyPassword password]] [-useSSL]
```

You can also specify these parameters after you start Update Manager in either GUI or command line mode.

**Note:**

The proxy password is encrypted, but the encryption is not the strongest possible encryption.

In all cases, Update Manager stores the parameters values so you do not have to specify them next time you use Update Manager. If you later want to stop using the proxy, go to the *Software AG\_directory* \UpdateManager\conf directory and delete the proxy.cnf file.

**Note:**

Do not try to change proxy parameter values by editing the proxy.cnf file. The values can only be changed by specifying them on the startup command, in GUI mode, or in command line mode.

# 3 Installing Fixes

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- Read Fix Readmes ..... 22
- Create or Add to a Fix Image ..... 22
- Install Fixes from Empower or a Fix Image ..... 25
- Uninstall Fixes ..... 26
- Create a Fix Script ..... 27
- Install or Uninstall Fixes Using a Script ..... 27
- View Available Fixes ..... 28
- View Already Installed Fixes and Save the List to File ..... 29
- Overinstall or Reinstall Fixes ..... 29

## Read Fix Readmes

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Read the readmes for all fixes you want to install before installing the fixes. The readmes describe the issues that have been fixed and provide cautions and warnings. Some readmes also provide steps you must perform before or after you install the fixes.

If you run Update Manager in GUI mode, you can view, save, or print the readmes by selecting fixes on the fix selection tree and then clicking the appropriate button.

If you use command line mode, you can view the readme for one fix by selecting the fix on the fix selection tree and selecting the View Readme option. You can view readmes for multiple fixes by selecting the fixes and then looking in the *Software AG\_directory* /install/fix/readme directory. You can also print readmes for selected fixes, or save them in a directory or a ZIP file (provide the full path).

## Create or Add to a Fix Image

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### Create or Add Fixes to a Fix Image Based on All Licensed Products

1. In the **Action** list, select **Fix Management** and then select **Create or add fixes to fix image**.
2. Select **Choose from: All licensed products**.
3. Provide your **Empower user name** and **Password**.
4. Complete the **Image file name** field as follows:

If you are...	Specify...
Creating an image	Full path to the file in which to save the image. The directory that will contain the image must exist, and no part of the path or file name can include spaces. You can specify any name for the image; do not supply an extension.
Adding fixes to an existing image	Full path to the image file.

5. Select **Next**. Update Manager displays the fix selection tree. The tree shows the full list of available fixes on Empower for all products you have licensed from Software AG. If you are adding to an existing image, the tree shows the fixes that are already in the image, selected.
6. Select the fixes to add to the image and select **Next**. Update Manager lists the fixes you selected. If there are other fixes that are related to and required by the fixes you selected, Update Manager lists those fixes as well.
7. Select **Next**. The Update Manager downloads the fixes into the image.

## Create or Add Fixes to a Fix Image Based on a Model Installation Directory

1. In the **Action** list, select **Fix Management** and then select **Create or add fixes to fix image**.
2. Select **Choose from: Installed products only**.
3. For **Product directory**, specify the full path to the product installation directory.
4. Provide your **Empower user name** and **Password**.
5. Complete the **Image file name** field as follows:

If you are...	Specify...
Creating an image	Full path to the file in which to save the image. The directory that will contain the image must exist, and no part of the path or file name can include spaces. You can specify any name for the image; do not supply an extension.
Adding fixes to an existing image	Full path to the image file.

6. Select **Next**. Update Manager displays the fix selection tree. The tree lists the products in the specified product installation directory, fixes that are already installed on products with the word (Installed), and the latest fixes that are available for the products on Empower. If you are adding to an existing image, the tree shows the fixes that are already in the image, selected.

### Note:

If the tree displays no fixes available for install, then no fixes are available for the products that exist in the specified installation directory.

7. Select the fixes to add to the image and select **Next**. Update Manager lists the fixes you selected. If there are other fixes that are required by the fixes you selected, and products to which the fixes apply exist in the specified installation directory, Update Manager lists those fixes as well.

### Note:

If products to which required fixes apply do not exist in the specified installation directory, Update Manager will list those fixes at the end of the installation.

8. Select **Next**. Update Manager downloads the fixes into the image.

## Create or Add to a Fix Image Based on an Inventory File

1. Go to the offline machine that has the installation directory on which you want to base the inventory file.
2. Start Update Manager and then choose to **Proceed to Update Manager**.

3. Choose to **Create inventory**. Specify the full path to the directory in which to generate an inventory file that will list the operating system, the products in the specified installation directory, and the fixes that are already installed on those products. Update Manager names the inventory file *operating\_systemmachine\_namesuite\_releaseyyyymmdd\_hhmmss*.
4. Copy the inventory file to an online machine.
5. On the online machine, start , anUpdate Managerd then choose to **Create or add to an image**.
6. Choose to create a complete image containing both anUpdate Managerd product fixes and specify the directory and file name to use for the image file. Also choose the operating system on which you will run anUpdate Managerd create the image. The operating system must be the same as the machine on which you generated the inventory file.

The table below lists the values for the supported operating systems.

Value	Operating System
AIX	IBM AIX
OSX	Apple Mac OS X
HP11IT	HP HP-UX Intel Itanium 2
HP11	HP HP-UX PA-RISC
LNXS390X	Linux RHEL and SLES IBM System z
LNX	Linux RHEL and SLES x86
LNXAMD64	Linux RHEL and SLES x86-64 (EM64T, AMD64)
WNT	Microsoft Windows x86
W64	Microsoft Windows x86-64 (EM64T, AMD64)
SOL	Oracle Solaris SPARC
SOLAMD64	Oracle Solaris x86-64 (EM64T, AMD Opteron)

7. Select **Choose from: Inventory file** and specify the inventory file name.
8. Provide your **Empower user name** and **Password**.
9. Select **Next**. disUpdate Managerplays the fix selection tree. The tree lists the products in the inventory file and the fixes that are already installed on those products with the word (Installed). If you are adding to an existing image, the tree shows the fixes that are already in the image, selected.
10. Select the fixes to add to the image and select **Next**. Update Manager lists the fixes you selected. If there are other fixes that are required by the fixes you selected, and products to which the fixes apply exist in the specified installation directory, Update Manager lists those fixes as well.



**Note:**

If products to which required fixes apply do not exist in the specified installation directory, Update Manager will list those fixes at the end of the installation.

11. Select **Next**. Update Manager downloads the fixes into the image.
12. Copy the image to the machines on which you want to install fixes.

## Install Fixes from Empower or a Fix Image

**Note:**

In clustered environments, Software AG recommends that you install all required fixes on each node.

1. In the **Action** list, select **Fix Management** and then select **Install fixes from Empower** or **Install fixes from image**.
2. For **Product directory**, specify the full path to the product installation directory.
3. Do one of the following:

If you are installing from...	Do this...
Empower	Provide your <b>Empower user name</b> and <b>Password</b> .
An image	For <b>Image file name</b> , specify the full path to the file from which to install. The path to the image file cannot include spaces. Image files have the extension <code>.zip</code> .

4. Select **Next**.

If you are installing from Empower, Update Manager tries to connect. If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install. Update Manager gives you the option to specify the proxy server connection settings.

Update Manager displays the fix selection tree. The tree lists the following:

- The products in the specified product installation directory.
- If you are installing from Empower, the latest fixes that are available for the products.
- If you are installing from an image, the fixes in the image.
- Any fixes that are already installed on the products. The names of these fixes are followed by the word (Installed).
- Any fixes that have already been installed on the products, but must be reinstalled to update product infrastructure or to apply to new instances that have been added to existing products (for example, to Integration Server or My webMethods Server). The names of these fixes are followed by the word (Reinstall). These fixes are preselected and cannot be unselected.

If the tree does not display any fixes available for installation, then no fixes are available for the products in the specified installation directory.

5. Select the fixes to install and then select **Next**. Update Manager lists the fixes you selected. If there are other fixes that are related to and required by the fixes you selected, and products to which the fixes apply exist in the specified installation directory, Update Manager lists those fixes as well.

**Note:**

If products to which related required fixes apply do not exist in the specified installation directory, Update Manager will list those fixes at the end of the installation.

6. When you are done reviewing the list, select **Next**.
7. Depending on the products you are working with, the Update Manager might ask for product connection values. The Update Manager needs the connection values to shut down and act on the indicated products.

**Note:**

If multiple instances of a product exist on the machine, make sure the connection values you supply identify the instance that is in the specified product installation directory.

8. Select **Next**. Update Manager installs the fixes, and then displays the installation complete panel.

If products for which there are related required fixes did not exist in the specified installation directory, Update Manager lists the fixes now. You must install them on their products as soon as possible.

**Important:**

If you do not install the listed related required fixes, your products will not work properly together.

9. Restart the products on which you installed fixes.

## Uninstall Fixes

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1. In the **Action** list, select **Fix Management** and then select **Uninstall fixes**.
2. For **Product directory**, specify the full path to the product installation directory.
3. Select **Next**. Update Manager displays the fix selection tree. The tree lists the products in the specified installation directory and already installed fixes with the word (Installed).
4. Select the fixes to uninstall and then select **Next**.

**Note:**

You cannot uninstall fixes that are shown as disabled or uninstallable on the fix selection tree.

If the fixes you selected are not required by other installed fixes, Update Manager lists the fixes you selected.

If the fixes you selected are required by other installed fixes, Update Manager displays a message to that effect. You must either unselect the required fixes or keep the required fix selections and also select all fixes that depend on the required fixes.

5. When you are done reviewing the list, select **Next**.
6. Depending on the products you are working with, the Update Manager might ask for product connection values. The Update Manager needs the connection values to shut down and act on the indicated products.

**Note:**

If multiple instances of a product exist on the machine, make sure the connection values you supply identify the instance that is in the specified product installation directory.

7. Select **Next**. Update Manager uninstalls the fixes, and then displays the uninstallation complete panel.
8. Restart the products from which you uninstalled fixes.

## Create a Fix Script

**Important:**

If you create a script while installing from an image, the script will run only if the image remains available under the same name and in the same location.

Perform the steps in [“Install Fixes from Empower or a Fix Image” on page 25](#) or [“Uninstall Fixes” on page 26](#), with these additions:

- Select **Also create script**.
- For **Script file name**, specify the full path to the file in which to save the new script. The directory that will contain the script must exist, and no part of the path or file name can include a space. You can specify any name for the file. You do not have to supply an extension; Update Manager will automatically add the extension .txt.
- Update Manager automatically encrypts the passwords you enter for Empower and Integration Server. If you need to change either of passwords later, start Update Manager in command line mode, select **Fix Management**, and select **Utility for password encryption**. Enter the new password you want to use. Copy the encrypted password returned by the utility, open the script in a text editor, paste the new encrypted password over the old one, and save the script.

## Install or Uninstall Fixes Using a Script

1. If you created the script while installing from an image, make sure the image is still available under the same name and in the same location.
2. Run the appropriate command below.

System	Command
Windows	<p>Go to the <i>Software AG_directory</i> \UpdateManager\bin directory and run this command:</p> <pre>UpdateManagerGUI.bat -readScript full_path_to_script</pre> <pre>-installDir full_path_to_installation_directory</pre>
UNIX	<p>Go to the <i>Software AG_directory</i> /UpdateManager/bin directory and run this command:</p> <pre>./UpdateManagerGUI.sh -readScript full_path_to_script</pre> <pre>-installDir full_path_to_installation_directory</pre>

**Note:**

You can override other parameters that are specified in the script file by typing the option *-parameter value* on the command. For example, if you are installing Integration Serverfixes and you want to override the user name, you would specify *-isUsername value*. If you want to override a password parameter, type the value in clear text, not encrypted.

3. If you installed fixes, restart the products on which you installed the fixes.

## View Available Fixes

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### View Available Fixes in GUI Mode

1. In the **Action** list, select **Fix Management** and then select **View available fixes**.
2. To view the latest fixes that are available for the products in a particular installation directory, specify that directory in the **Product directory** field.

To view the latest fixes that are available for all products you have licensed from Software AG, leave the **Product directory** field blank.

3. Select **Next**.

### View Available Fixes in Command Line Mode

System	Command
Windows	<p>Go to the <i>Software AG_directory</i> \UpdateManager\bin directory and run this command:</p> <pre>UpdateManagerCMD.bat -action viewAvailableFixes</pre> <pre>-empowerUser user_name -empowerPass password</pre>

System	Command
	<code>[-installDir full_path_to_installation_directory]</code>
UNIX	Go to the <i>Software AG_directory</i> /UpdateManager/bin directory and run this command: <code>./UpdateManagerCMD.sh -action viewAvailableFixes</code> <code>-empowerUser user_name -empowerPass password</code> <code>[-installDir full_path_to_installation_directory]</code>

**Note:**

This option is not available from the **Action** list in command line mode.

## View Already Installed Fixes and Save the List to File

1. In the **Action** list, select **Fix Management** and then select **View installed fixes**.
2. For **Product directory**, specify the full path to the product installation directory.
3. Select **Next**. Update Manager displays a list of all installed fixes, by product, in the specified installation directory.
4. In GUI mode, if you want to save the fix list to file, select **Save Fix List**, then specify the full path to the file name (for example, *Software AG\_directory* /UpdateManager directory/FixesInstalled.txt).

## Overinstall or Reinstall Fixes

If you find that a fix has not been installed correctly or is corrupted, you can overinstall the fix. If the Update Manager fix selection tree shows a fix as being installed but you know that it is not, you can reinstall the fix. Run the appropriate command below, and then install the fix as instructed earlier in this chapter.

System	Command
Windows	Go to the <i>Software AG_directory</i> \UpdateManager\bin directory and run this command: <code>UpdateManagerGUI.bat -overInstall true</code> <code>-installDir full_path_to_installation_directory</code>
UNIX	Go to the <i>Software AG_directory</i> /UpdateManager/bin directory and run this command: <code>./UpdateManagerGUI.sh -overInstall true</code>

System	Command
	<code>-installDir <i>full_path_to_installation_directory</i></code>

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# 4 Deploying Support Patches

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- Create or Add to Support Patch Image ..... 32
- Install Support Patch from Empower or Image ..... 32

## Create or Add to Support Patch Image

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1. In the **Action** list, select **Support patch** and then select **Create or add to support patch image**.
2. Provide your **Empower user name** and **Password**.
3. Complete the **Image file name** field as follows:

If you are...	Specify...
Creating an image	Full path to the file in which to save the image. The directory that will contain the image must exist, and no part of the path or file name can include spaces. You can specify any name for the image; do not supply an extension.
Adding fixes to an existing image	Full path to the image file.

4. Specify the **Support patch key** you were given by Software AG.
5. Select **Next**. Update Manager downloads the support patch into the image.

## Install Support Patch from Empower or Image

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1. Open a support request about your issue on Empower.
2. In the **Action** list, select **Support Patch** and then select **Install support patch from Empower** or **Install support patch from image**.
3. For **Product directory**, specify the full path to the product installation directory to diagnose.
4. Do one of the following:

If you are installing from...	Do this...
Empower	Provide your <b>Empower user name</b> and <b>Password</b> .
An image	For <b>Image file name</b> , specify the full path to the file from which to install. The path to the image file cannot include spaces. Image files have the extension .zip.

5. Specify the **Support patch key** you were given by Software AG.
6. Select **Next**.

If you are installing from Empower, Update Manager tries to connect. If your company connects to the Internet through an HTTP or Socks proxy server, you must use that proxy server to install. Update Manager gives you the option to specify the proxy server connection settings.



Update Manager displays the support patch selection tree. The tree lists the products in the specified product installation directory. If you are installing from an image, the tree displays the support patch in the image.

7. Select the support patch to install, select **Next**, and select **Next** again.

You might see a message that says you must install a certain fix before you can install the support patch. Exit the current action, follow the instructions in [“Installing Fixes” on page 21](#) to install the specified fix, and then follow the instructions in this section again to install the support patch.

8. Depending on the products you are working with, the Update Manager might ask for product connection values. The Update Manager needs the connection values to shut down and act on the indicated products.

**Note:**

If multiple instances of a product exist on the machine, make sure the connection values you supply identify the instance that is in the specified product installation directory.

9. Select **Next**. Update Manager installs the support patch, and then displays the installation complete panel.

