

Updating ServCom – Troubleshooting

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1.0 How to Update

1.1 Automated Updates

Connect to ServCom and upload update using one of the current methods:

- Server Update
- PrimeVue Manager (also known as Server Config)

For further instructions on using Server Update, *see Server Update Manual*. For further instructions on using PrimeVue Manager, *see ServCom Configuration with PrimeVue Manager*. (Above documents are external documents.)

When you update ServCom, Server Update or PrimeVue Manager will upload the following files:

- RemoteUpdate.exe
- update.blob
- update.cff

Once uploaded, these files are placed by ServCom into the update folder in the current running folder.

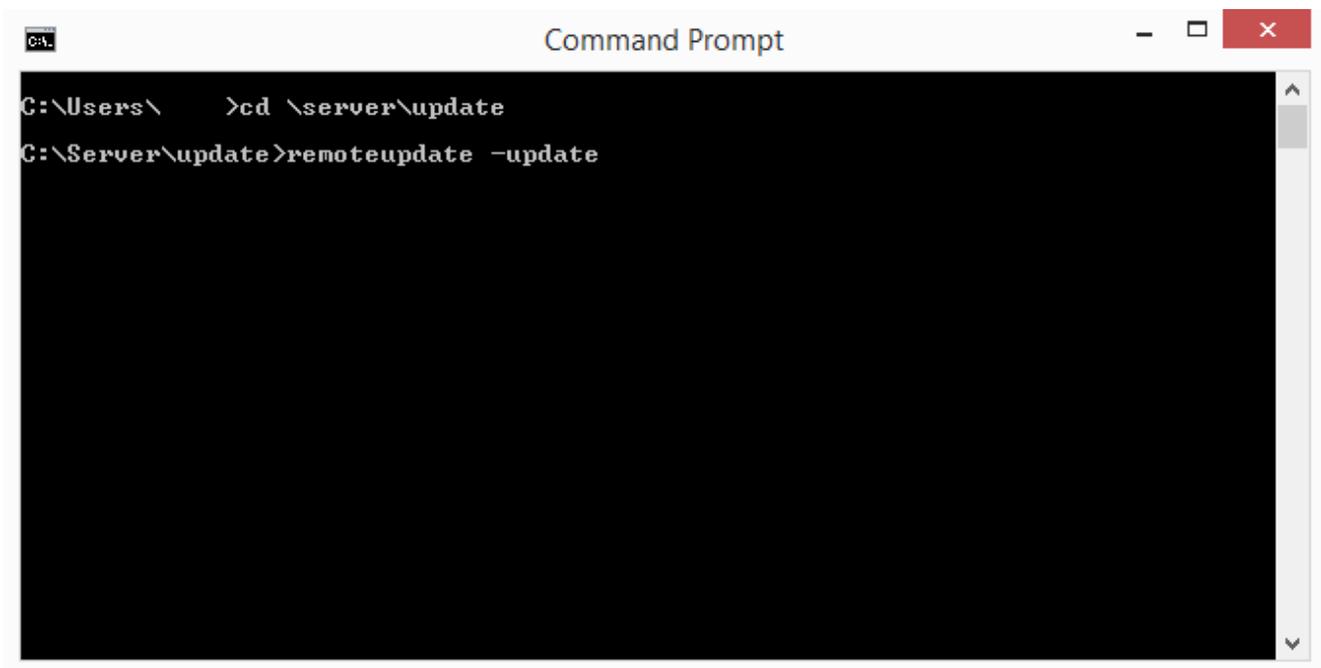
ServCom then receives a command from Server Update or PrimeVue Manager to close itself. Process Cop will realize ServCom is closed and initiate a reboot of the program. Whenever Process Cop initiates such a reboot, it checks for updates to ServCom. If it finds one, it runs the update instead of relaunching ServCom, and also closes itself.

The update will then run all update files before relaunching Process Cop. Once Process Cop finds there is no longer an update queued up, it will in turn relaunch ServCom.

1.2 Manual Updates

Updating may also be completed manually with Windows Command Prompt. Follow the following steps:

1. Close Process Cop and ServCom, make sure neither are running.
2. In cmd.exe, type to navigate to your server update folder. For example, if you type in the command `cd \server\update` (with a space after “cd”) and hit enter, the directory will change to root directory → server → update (i.e. folder containing RemoteUpdate.exe).
3. Once navigated to the update folder, type in **DIR** (and hit enter) to ensure the appropriate files are in the directory.
4. Enter the following update command after the location of the update folder:
`remoteupdate -update`



```
C:\Users\ >cd \server\update
C:\Server\update>remoteupdate -update
```

5. Hit enter and ServCom will run the update.

2.0 How to Check for a Failed Update

If an update fails to appear in ServCom, follow these steps:

1. Delete the **log.txt** file (only a file newly created by the update will accurately display update status)
2. Run the update again, and open new **log.txt** file to analyze potential problems.

When the update runs, it will perform the following actions:

- Delete old backup
- Create new backup folder
- Clean update folder
- Unpack update
- Update server files

3. Open the new **log.txt** file to check for errors. If the update is successful, you will see a **Server updated** message near the end of the **log.txt** file.

```
Cleaning update folder
Update folder clean done
Unpacking update
Update is unpacked and ready to install
Updating Server Files
Server Updated
Cleaning update folder
Update folder clean done
starting: C:\Server lab\ProccessCop.exe
```

If the update fails, the **log.txt** file will describe any file failures and omit the **Server updated** message.

3.0 Reasons an Update May Fail and How to Repair Problems

3.1 Multiple Instances Problem

One reason an update may fail is ServCom is running in the background after the main instance of the program has been closed. An extra copy of ServCom running may have a lock on a file that Server Update requires must access in order to successfully update.

3.1.1 How to Check for Multiple Instances Problem

1. Open task manager and check processes for **ServComConsole.exe**.
2. If more than one instance of **ServComConsole.exe** is running, the problem is occurring.

3.1.2 How to Repair Multiple Instances Problem

1. Open task manager to check if any instances of **ServComConsole.exe** are running.
2. End processes with these priorities: **Process Cop > ServComConsole**

3. Relaunch Process Cop, which will re-initiate the update.

3.2 Misdirection Problem

If Process Cop is running ServCom from a different folder than the one you're trying to update to, the update will be installed to the wrong folder and the copy of ServCom you are running will not update.

This misdirection of Process Cop may happen after copying ServCom to another folder and renaming that folder. If you try to update, Process Cop will still look in old location and launch ServCom from there.

3.2.1 How to Check for Misdirection Problem

1. Delete any update files you are using for the ServCom update (don't delete Server Update)
2. Re-upload updates using Server Update (or PrimeVue Manager)
3. Check update folder. If the update is successfully recreated, you know the file is being uploaded to the correct location. If not, it is going somewhere else, and the above problem is occurring.

3.2.2 How to Repair Misdirection Problem

1. Open Process Cop.
2. Click **Add Process**
3. Navigate to folder containing the desired copy of ServCom
4. Select **ServComConsole.exe**
5. Click File → Save
6. Save file as **Config.cfg** in the same folder as **ServComConsole.exe**