Summary

This articles provides information about how to update your MachPanel Control Server to latest version.

Applies To:

MachPanel Control Server all Versions

Pre-Requisites:

<u>Note:</u> Customers using old module like Exchange 2010, Exchange 2010 Hosted, must not update to **MachPanel v8.**

- Need to install <u>Microsoft .Net Framework 4.8</u>on control and remote servers. (applies to MachPanel version 8.0.32 or later)
 - Once downloaded you can run the installer to install .Net framework 4.8 following below steps:



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After the installation of .Net Framework 4.8 your server will require a restart. You can click on 'Restart Now' button.



- 2. The servers on which MachPanel Control Panel and MachPanel Remote Server are installed, need to be exposed to internet (but can be limited only to our license and update servers). You can enable access only to the update and license servers so that configuration studio can download updates from our live servers.
- 3. Please ensure access to following addresses (HTTP and HTTPS) are allowed from control and remote servers:
 - https://ls.machsol.com/webservice/lic.asmx
 - https://ls2.machsol.com/webservice/lic.asmx
 - https://updates.machsol.com
 - https://www.machsol.com
 - https://machsol.com

*Important Note:

Auto update testing is necessary as there is business logic embedded to update MachPanel IIS pool/site to v4 .Net Framework and to update web.config file. The update installer handles MachPanel web.config and App pool update too. But if for some reason it fails then following steps should be followed:

• After update is deployed and panel is not working, locate **NewWeb.config** in MachPanel Control Server installation folder

a). If found:

- i. Replace Web.Config with **NewWeb.Config**.
- ii. Find following section:

<sessionState mode="InProc" cookieless="false" timeout="20" />

```
<!--<sessionState cookieless="false" mode="StateServer"
stateConnectionString="tcpip=127.0.0.1:42424" stateNetworkTimeout="1800"
timeout="20"/>
```

```
<machineKey
```

```
validationKey="89D56508A252A9F3E95F23733A7CB4BC7049922FE0360767"
decryptionKey="AB88675EBF5CC4C393551422DDF51C8D" validation="SHA1"
decryption="Auto"/>-->
```

```
<globalization culture="en-US" uiCulture="en-US"
requestEncoding="utf-8" responseEncoding="utf-8" />
```

And Replace it with same section from **Backup > Web.Config** to NewWeb.Config. @font-face {font-family:"Cambria Math"; panose-1:2 4 5 3 5 4 6 3 2 4; mso-font-charset:0; mso-generic-font-family:roman; mso-font-pitch:variable; mso-font-signature:-536870145 1107305727 0 0 415 0;}@font-face {font-family:Calibri; panose-1:2 15 5 2 2 2 4 3 2 4; mso-font-charset:0; mso-generic-font-family:swiss; mso-font-pitch:variable; mso-font-signature:-536859905 -1073732485 9 0 511 0;}@font-face {font-family:Aptos; panose-1:2 11 0 4 2 2 2 2 2 4; mso-font-charset:0; mso-generic-font-family:swiss; mso-font-pitch:variable; mso-font-signature:536871559 3 0 0 415 0;}p.MsoNormal, li.MsoNormal, div.MsoNormal {mso-style-unhide:no; mso-style-qformat:yes; mso-style-parent:""; margin:0cm; mso-pagination:widow-orphan; font-size:12.0pt; font-family:"Aptos", sans-serif; mso-fareast-font-family:Aptos; mso-fareast-theme-font:minor-latin; mso-bidi-font-family:Aptos;}span.EmailStyle15 {mso-style-type:personal; mso-style-noshow:yes; mso-style-unhide:no; mso-ansi-font-size:11.0pt; mso-bidi-font-size:11.0pt; font-family:"Calibri",sans-serif; mso-ascii-font-family:Calibri; mso-hansi-font-family:Calibri; mso-bidi-font-family:Calibri; color:black; mso-themecolor:text1; font-weight:normal; font-style:normal;}.MsoChpDefault {mso-style-type:export-only; mso-default-props:yes; font-size:10.0pt; mso-ansi-font-size:10.0pt; mso-bidi-font-size:10.0pt; mso-font-kerning:0pt; mso-ligatures:none;}div.WordSection1 {page:WordSection1;}

b). If not found, **repeat step ii,** that is update MachPanel Control Server/web.config **section** from backup.

 Locate MachPanel app pool in IIS, open Advanced Settings, make sure .NET CLR version v4.0 is selected, restart app pool and web app if needed.

	V4.0 True Interated 1000		~
6	True Integrated Web3 1000		
•	Integrated Web3 1000		
	1000		
	1000		
	AlwaysRunning		
	0		
	NoAction		
	5		
ed	False		
	4294967295		
(64-bit option)	4294967295		
Event Log Entry			
	LocalSystem		
	0		
	Terminate		
		LocalSystem 0 Terminate	ecal System 9 Terminate 7

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- Prior to performing any update take backup of your MachPanel Database, Control and Remote servers. See below KB article for more details on how to take backup. http://kb.machsol.com/Knowledgebase/Article/50248
- In case of Manual Update, before replacing files\folders (hotfixes etc.), please make sure that all the services are STOPPED from MachPanel Configuration Studio. Verify from Task Manager that the following services are not running.
 - 1. MachSol.MachPanel Provisioning Service.
 - 2. MachSol.MachPanel.ConfigurationStudio.exe.
 - 3. MachPanel Billing Service.
 - 4. MachPanel HelpDesk Service.
 - 5. MachPanel Network Service.
 - 6. MachPanel License Service.

Task Manager							_ □	x
File Options View								
Processes Per	formance	Users	Details	Services				
	*					15%	43%	
Name Status					CPU	Memory		
Billing Service					0%	13.5 MB	^	
Configuration Studio						0%	18.1 MB	
⊿						0.6%	11.9 MB	
🌼 MachPanel HelpDesk Service								≡
Host Process for Windows Tasks						0%	5.8 MB	
IIS Worker Process						0%	51.7 MB	
Internet Information Services					0%	10.9 MB		
License Service					0%	16.1 MB		
Microsoft Distributed Transacti					0%	5.6 MB		
Network Service					0%	12.1 MB		
Provisioning Service					0%	23.0 MB		
RDP Clipboard Manitor						0%	3.1 MB	
🕨 👜 Spealer SubSystem App						0%	4.4 MB	~
Fewer details End task					sk			

Important Note for MachPanel Load Balanced Setup after the update

If you are using MachPanel Load Balanced setup then you must have to follow below after the update:

• Locate MachPanel app pool in IIS, open Advanced Settings and select .NET CLR version v4.0, restart app pool and web app.

	General)		~
.N	IET CLR Version	v4.0	\sim
En	nable 32-Bit Applications	True	
M	lanaged Pipeline Mode	Integrated	
Na	ame	Web3	
Q	ueue Length	1000	
Sta	art Mode	AlwaysRunning	
✓ CF	PU		
Lir	mit (percent)	0	
Lir	mit Action	NoAction	
Lir	mit Interval (minutes)	5	
Pr	rocessor Affinity Enabled	False	
Pr	rocessor Affinity Mask	4294967295	
Pr	rocessor Affinity Mask (64-bit option)	4294967295	
✓ Pr	rocess Model		
> Ge	enerate Process Model Event Log Entry		
ld	entity	LocalSystem	
ld	le Time-out (minutes)	0	
ld	le Time-out Action	Terminate	
		T	

- Copy Web.Config file from Primary Control Server (C:\Program Files\MachSol\MachPanel Control Server) to all your Secondary Servers.
- Also, make sure all others files are updated on Secondary Servers, if not then you have you update all files from Primary Control Server to all Secondary Server by stopping all MachPanel services including MachPanel Configuration Studio on all Server and stopping MachPanel App Pool and MachPanel Website.

Auto Update Procedure:

To update MachPanel to latest version, please follow the steps mentioned below:

- Open MachPanel Control Server Configuration Studio.
- Click Software Updates
- Click **Check Available Updates** button under **Update Software** tab on right pane of configuration studio.

		Configuration Studio	$- \times$
	Home		
	System Database	Software Updates	
	Control Panel Website	Update Software Configure Update Manual Update	_
	Provider Login/Password	Software Updates	
	Software Updates	Check Available Updates	
	IP Binding		
	Services		
	Software Backup		
	About MachPanel		
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- Then click on **Download** button.
- At the end click **Install** button.

After the updates have been performed, make sure that the control and all the remote servers are on same build, otherwise they wont be able to communicate with each other.

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MachPanel Knowledgebase

https://kb.machsol.com/Knowledgebase/50181/Update-MachPanel-Control-Server-...