Service Gateway 5.2.0.0

Release Notes and Installation Instructions

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Introduction

This document describes the changes included in this patch to Service Gateway, along with the patch installation instructions. This patch can only be applied directly to version 5.1.2 of Service Gateway. Earlier versions must first be upgraded to 5.1.2.

Enhancements

The following new features and enhancements are included in this patch:

HTML5 User Interface

> A new user interface, based on HTML5 technologies, is now available to replace the deprecated Adobe Flash-based user interface. The new user interface can be accessed from the root context (/). The previous user interface is still included in this release, and can be accessed from the /servicegateway context, as before.

Issues Addressed

The following issues have been addressed by this patch.

ZenDesk 2140381 - CSR firmware upgrade automatically retries after 5 minutes

> Service Gateway was treating any timeout from the ACS API as a failed attempt to contact that ACS API, and would automatically try the next one in the list, if more than one was defined. This included any timeout imposed by Apache Tomcat *after* the connection with the ACS API had already been established.

Patch Contents

In addition to this document, the patch includes the following files:

- packages/servicegateway-cwmp-5.2.0.0.305.tar.gz
- packages/servicegateway-integration.jar
- packages/servicegateway-jboss-5.2.0.0.305.tar.gz
- packages/servicegateway-openfire-5.2.0.0.305.tar.gz
- packages/servicegateway-stun-5.2.0.0.305.tar.gz
- packages/servicegateway-timer-5.2.0.0.305.tar.gz
- packages/servicegateway-weblogic-5.2.0.0.305.tar.gz
- packages/sprtWeblogicSecurityProviders.jar
- patch/sql/OracleDBChangesFrom5.1.2.0_DDL.sql
- patch/sql/OracleDBChangesFrom5.1.2.0_DML.sql

These files will be updated in various locations to address the issues described above.

This patch updates the Service Gateway EAR file. Once this patch is applied to Service Gateway 5.1.2, the Service Gateway EAR file version will be:

- ServiceGateway 5.2.0.0.305

Additionally, the patch also includes the following directories which contain files required by the installer itself:

- bin
- configuration
- etc
- interface
- lib
- scripts
- sql
- utils

Before Upgrading

Backups

Regular backups of the database and file systems should be performed prior to performing an upgrade.

Installation Instructions

This patch is packaged with a web-based installer to ease the upgrade process. The installer is used in the same way as during a new install.

It is necessary to run the installer on all servers that make up the Service Gateway installation. This is so that the installer can update, at minimum, patch level information on each server.

Prior to upgrading any server, the ACS servers must be shut down and all user interface and EAI activity must cease.

Perform the upgrades to the Application Servers and Database Schema first. When patching a WebLogic clustered environment, the Admin server must be patched before any managed servers are patched. WebLogic servers must be running before the patch process can be started. Ensure that the WebLogic configuration is not locked.

Once the application servers and database schema have been successfully upgraded, proceed with the upgrade of each ACS server. The ACS upgrade will automatically restart the ACS.

The steps to upgrade each server are as follows:

1. Extract the contents of the patch archive to a temporary location.

2. Copy the JDBC driver for the database to the root directory of the extracted patch contents.

3. Enter the "bin" directory and start the run script appropriate to the operating system. run.bat for Windows, and run.sh for Solaris or Linux.

4. Under Windows, the default web browser is automatically launched and directed at http://localhost:8888/. On Solaris or Linux, a web browser must be launched from any computer on the network and directed at the installation site manually. The installer listens for HTTP connections on port 8888 of the server the installer is running on.

5. After accessing the installer web UI, select "Update an existing instance" and click "Next".

6. Once the target instance has been selected and the license agreement has been accepted, the patch prerequisite scripts will run. If they are all successful, clicking "Next" will start the upgrade process.

Troubleshooting and Manual Installation

If the installer fails for any reason, installer.log should be backed up to a safe location so that there is no loss of information needed to diagnose the problem and understand the current state of the application. This file should be sent to Aptean Technical Support for review. Manual patch and rollback instructions are available to Aptean technicians to assist in recovery from a failed upgrade.

Updated Service Gateway Integration JAR

The patch contains a new copy of servicegateway-integration.jar, which is used by all utilities that interface with Service Gateway. Any custom code or integration applications must be updated to use the new integration jar file.

Database Changes

There are no DB changes in this release.

Integration Interface Changes

There are no changes to the EAI Web Services in this release.