



VistA Blood Establishment Computer Software (VBECS) Version 1.6.1

Patch Installation Guide

February 2013

Department of Veterans Affairs
Product Development

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Unauthorized access or misuse of this system and/or its data is a federal crime. Use of all data must be in accordance with Department of Veterans Affairs (VA) security and privacy policies.



The U.S. Food and Drug Administration (FDA) classifies this software as a medical device. Unauthorized modifications will render this device an adulterated medical device under Section 501 of the Medical Device Amendments to the Federal Food, Drug, and Cosmetic Act. Acquiring and implementing this software through the Freedom of Information Act requires the implementer to assume total responsibility for the software and become a registered manufacturer of a medical device, subject to FDA regulations. Adding to or updating VBECS software without permission is prohibited.

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Revision History

Date	Revision	Description	Author
01-03-13	1.0	<p>Modified VistA Blood Establishment Computer Software (VBECS) Release 1.6.0, Version 6.0:</p> <p>Global: Replaced "July 2012" with "January 2013" in the footer.</p> <p>Global: Replaced "1.6.0" with "1.6.1".</p> <p>Global: Replaced "6.0" with "1.0" in the footer.</p> <p>Global: Changed "...072512" to "...122812".</p> <p>Global: Changed "1.6.0.7" to "1.6.1.1" where applicable.</p> <p>Global: Changed "Size is 173 MB (182, 285, 478 bytes)" to "Size is 125 MB (131, 462, 490 bytes)".</p> <p>Global: Changed "Contains is 363 Files, 46 Folders" to Contains 280 Files, 37 Folders".</p> <p>Deleted Sections Executing the VBECS Patch: Patching Service Monitor (Test and Prod).</p> <p>Replaced Figures: 3, 4, 7, 10, 13, 14, 16, 17 and 20.</p> <p>Revised Appendices A and D.</p>	BBM team
02-01-13	2.0	<p>Modified VistA Blood Establishment Computer Software (VBECS) Release 1.6.1, Version 1.0:</p> <p>Global: Replaced "January 2013" with "February 2013".</p> <p>Global: Replaced "1.0" with "2.0" in the footer.</p> <p>Global: Changed "...122812" to "...013113".</p> <p>Global: Changed "1.6.1.1" to "1.6.1.2" where applicable.</p> <p>Replaced Figures: 3, 4, 7, 10, 13, 14, 17 and 20.</p>	BBM team

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Introduction

The VistA Blood Establishment Computer Software (VBECS) system replaces the previous blood bank software (VistA Blood Bank v5.2) at the Department of Veterans Affairs (VA). The main purpose of VBECS is to automate the daily processing of blood inventory and patient transfusions in a hospital transfusion service.

VBECS is an improved Blood Bank application that facilitates ongoing compliance with Food and Drug Administration (FDA) standards for medical devices and enhances the VA's ability to produce high-quality blood products and services to veterans. The system follows blood bank standards, standards of national accrediting agencies, FDA regulations, and VA policies.



Unauthorized access or misuse of this system and/or its data is a federal crime. Use of all data must be in accordance with VA security and privacy policies.



The U.S. FDA classifies this software as a medical device. Unauthorized modifications will render this device an adulterated medical device under Section 501 of the Medical Device Amendments to the Federal Food, Drug, and Cosmetic Act. Acquiring and implementing this software through the Freedom of Information Act requires the implementer to assume total responsibility for the software and become a registered manufacturer of a medical device, subject to FDA regulations. Adding to or updating VBECS software without permission is prohibited.

This document describes how server support staff members [Information Resource Management (IRM) or data center personnel] install VBECS. It describes the scripts that must be executed and the arguments that must be supplied. It specifies how to read script output and the actions that must be performed as a result of the output.

Related Manuals and Reference Materials

- *VistA Blood Establishment Computer Software (VBECS) 1.6.0 Technical Manual-Security Guide*

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Orientation

How This Installation Guide Is Organized



Maintain the order of the steps for successful installation.

This guide is organized as follows:

See the Installation Procedure for the Test Environment section for installing the test environment.

See the Installation Procedure for the Production Environment section for installing the production environment.

Appendices

See Appendix A: Installation Logs for the location of logs that may be useful in troubleshooting.

See Appendix D: Troubleshooting Messages for examples of troubleshooting messages.

Warnings

Outlined text with a caution icon is used throughout the guide to highlight warnings, limitations, and cautions:




Warnings, limitations, cautions

Read and follow these caution statements and warnings.

Screen Shots

Because VBECS is a medical device, screen shots must be captured at verification points throughout the installation to meet regulatory requirements for objective evidence and documentation.

A  (camera) at the beginning of each step that requires a screen capture will identify these points. For more information, see Appendix C: Instructions for Capturing Screen Shots for Installation Records.



Screen shots included in this guide are examples only and may not display actual data.

Customer Support

Problems?

Contact your **Local** Information Resource Management (IRM) or Laboratory Automated Data Processing Application Coordinator (ADPAC) if you encounter problems and for training support **before** contacting the National Help Desk.

Problems with connectivity to VistA and CPRS require personnel with local VBECS server access. Please ensure local and regional server administration contact information is available at all times.

For national Information Technology (IT) support after local and regional triage and the problem remains unresolved:

National help desk personnel do NOT have local VBECS server access and cannot assist with interface connection problems without assistance from local IT personnel.

National VA Service Desk Contact

For Information Technology (IT) support, call the VA Service Desk (VASD), 888-596-HELP (4357) (toll free), 24 hours per day, 7 days per week. [Users with access to the VASD-supported request tool (e.g., Remedy) may file a ticket in lieu of calling the VASD.]

National VA Service Desk Alternate Contacts

- Web site: http://vaww.itsupportservices.va.gov/vasd_home.asp (National Service Desk Tuscaloosa).
- Email : vhacionhd@va.gov

Installation Procedure for the Test Environment



Do not deviate from the instructions in this guide.



No users are permitted on the system during the patch installation. Any users on the system at the start of the patch process will be disconnected.



Coordinate the patch installation with the blood bank supervisor. Notify the supervisor that the patch installation requires up to one hour of downtime without interruption.



Server name representations in the document:

For Region 1 sites; R01YYYYNODXXX01, YYY represents the Data Center location (SCR or DVR) and XXX represents the Site Code.

For all other sites; VHAXXXNODZI, XXX represents the Site Code.

1 Prerequisites for Installation

- 1) VBECS 1.6.0.7 is installed and validated.
- 2) Verify that there are no active user sessions on the servers.
- 3) Download the *VBECS 1.6.1 Patch Installation Form for the Test Environment* from either one of the following sites:
 - a) VA Software Document Library (VDL) Web site:
<http://www.va.gov/vdl/application.asp?appid=182>
 - b) Documentation is available for the VBECS package on the ANONYMOUS.SOFTWARE directory at one of the following Office of Information (OI) Field Offices. You will be able to utilize documentation in either the ".pdf" or ".doc" format after extracting from the .zip file. The preferred method is to File Transfer Protocol (FTP) the files from: **download.vista.med.va.gov**. This transmits files from the first available FTP server. You may also elect to retrieve documentation directly from a specific server as follows:
 - **Albany** **[ftp.fo-albany.med.va.gov](ftp://ftp.fo-albany.med.va.gov)**
 - **Hines** **[ftp.fo-hines.med.va.gov](ftp://ftp.fo-hines.med.va.gov)**
 - **Salt Lake City** **[ftp.fo-slc.med.va.gov](ftp://ftp.fo-slc.med.va.gov)**

NOTE: The ZIP file listed below will be listed in each of the VBEC and LR patches that are part of the VBECS package and associated patches. It only needs to be downloaded once.

File Name

VBECs_1_6_1_DOCS_BUNDLE.ZIP

Retrieval format:

BINARY

2 Download the VBECS 1.6.1.2 Patch File

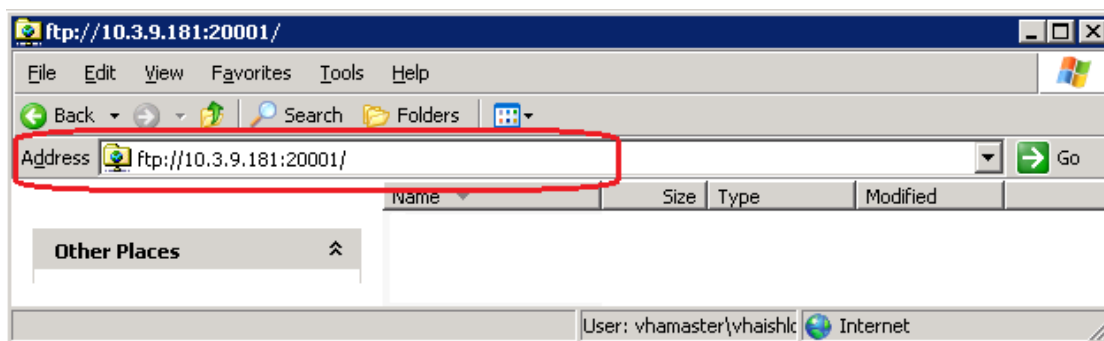
Prerequisites for VBECS FTP Download:

- The installer must be a server administrator in accordance with Appendix B: Active Directory Server Administrator Groups.
- The installer must be a member of the VBECS Admin AD Group in accordance with Appendix B: Active Directory Server Administrator Groups.

To download the VBECS 1.6.1.2 patch file from the VBECS FTP Site:

- 1) Open a remote desktop connection to the cluster being patched.
- 2) Open Windows Explorer. In the **Address** field, type **ftp://10.3.9.181:20001** (Figure 1) and press **Enter**. **Note:** If you encounter problems accessing the FTP site, refer to Appendix D: Troubleshooting Messages.

Figure 1: Connecting to VBECS FTP Site



- 3) On the Log On As dialog, enter your **domain and NT user name** and **password** (Figure 2).


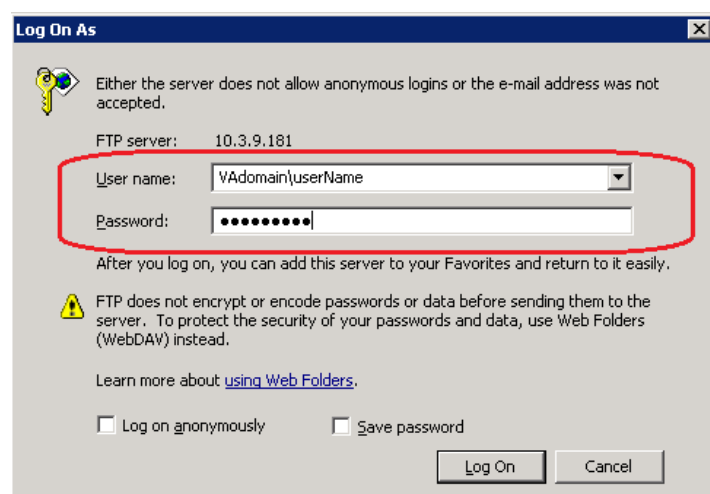
 **Note:** NMEA (Non-eMail Enabled Account) accounts cannot be authenticated by the FTP server, so you must access the FTP site using your regular NT account.

Figure 2: Example of FTP Log In





If access problems are encountered, please file a Remedy ticket. Do not proceed until the ticket is resolved.

- 4) Click the **Log On** button. Right-click the **VBECS_Patch_1.6.1.2_013113.zip** file and select **Copy** (** if the **VBECS_Patch_1.6.1.2_013113.zip** file appears as a link, click and save the file in **C:\temp**).



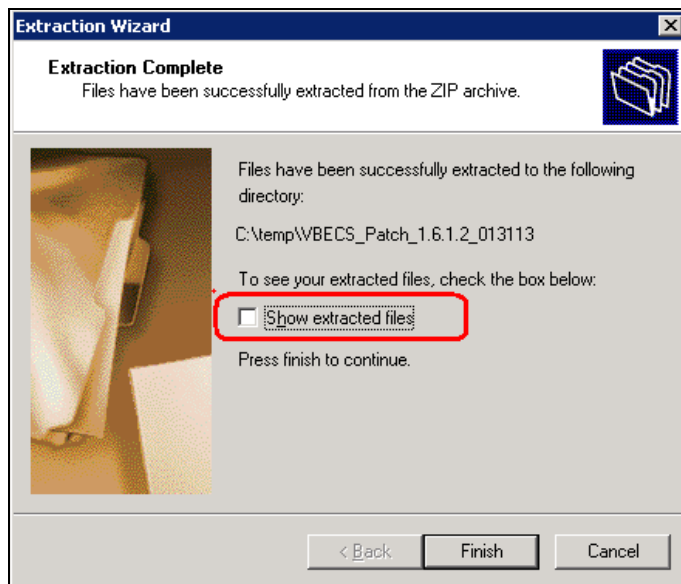
If you encounter the 'Your current settings do not allow you to download files from this location' error, see Appendix E: Adding VBECS FTP Site to the Trusted Sites in Internet Explorer for instructions on how to resolve this problem.

- 5) Using Windows Explorer, navigate to the **C:\temp** folder. Right-click and select **Paste**. The **VBECS_Patch_1.6.1.2_013113.zip** file will be copied to this location.

3 Verify the Contents of the VBECS 1.6.1.2 Patch File

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp** folder.
- 2) Right-click on the **VBECS_Patch_1.6.1.2_013113.zip** file and select **Extract All**.
- 3) After the Extraction Wizard opens, click **Next**.
- 4) Click **Next** to extract the contents of the patch zip file to the temp directory.
- 5) After the extraction completes, uncheck **Show extracted files** and click **Finish** (Figure 3).

Figure 3: Completing Zip File Extraction



- 6) Verify that the extraction completes and a **C:\temp\VBECS_Patch_1.6.1.2_013113** folder is created.
- 7) Using Windows Explorer, right-click on the **VBECS_Patch_1.6.1.2_013113** folder and select **Properties**.

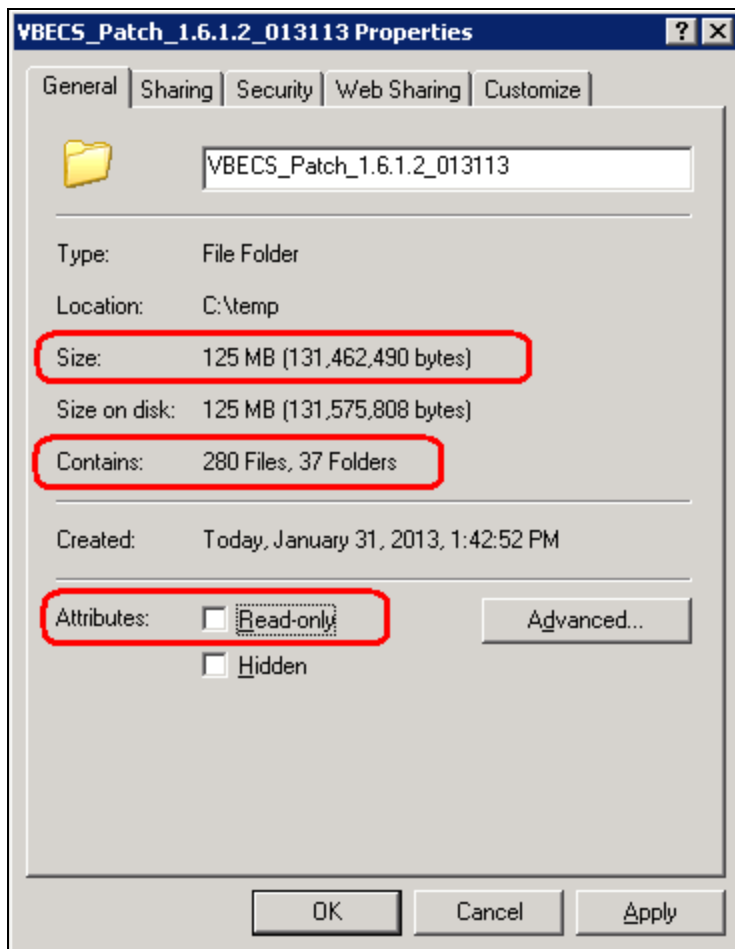
- 8) In the VBECS_Patch_1.6.1.2_013113 Properties window (Figure 4), verify:
- **Size is 125 MB (131, 462, 490 bytes)**
 - **Contains 280 Files, 37 Folders**




If the number of files and number of bytes do not match, stop and file a Remedy ticket. Do not proceed until the ticket is resolved.

- 9) After verifying that the contents of the VBECS_Patch_1.6.1.2_013113 file match, check the box in the *VBECS 1.6.1 Patch Installation Form for the Test Environment*.
- 10) In the Attributes section, uncheck the **Read-only** check box (Figure 4).

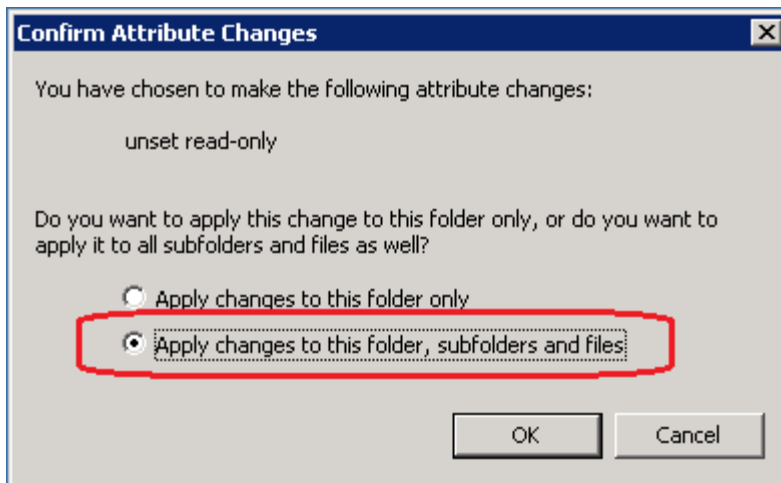
Figure 4: VBECS Patch Folder Properties



- 11)  Capture a screen shot of the VBECS_Patch_1.6.1.2_013113 Properties window.
- 12) Insert the screen shot in the *VBECS 1.6.1 Patch Installation Form for the Test Environment*.


- 13) Click **OK**. In the Confirm Attribute Changes window, select the **Apply Changes to this folder, subfolders and files** option if it is not selected, and click **OK** (Figure 5).

Figure 5: Removing Read-Only Attributes




- 14) Using Windows Explorer, navigate to the **C:\temp** folder.
- 15) Select the **VBECS_Patch_1.6.1.2_013113.zip** file.
- 16) While holding the **Shift** key, press the **Delete** key. Click **Yes** to confirm file deletion.


4 Executing the VBECS Patch: Application Updates



Plan to execute the VBECS patch when no active users are on the servers. The system warns active users that they will be disconnected during the configured timeout period.



*During the upgrade, warning emails with the subject '**Operations Manager Critical Error Alert**' are normal and should be ignored. They are merely noting that changes have been made to the various VBECS files which is expected during a software upgrade.*



Do not run any additional applications on the server while the patch is executing.

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp\VBECS_Patch_1.6.1.2_013113** folder.
- 2) Double-click the **prepare.bat** file. Shortcuts for **prod** and **test** are created (Figure 6).

Figure 6: Test Shortcut



- 3) Double-click the **test** shortcut. The VBECS Patch form will open with the contact information pre-filled for the user applying the patch.

- 4) If the form opens with missing pre-filled values for the contact information, enter the following for the required fields (Figure 7).
 - **Contact Name** – [NAME]: This is your full name.
 - **Contact E-mail** – [E-MAIL]: This is your email address.
 - **Contact Phone** – [PHONE]: This is your telephone number.
 - **SQL Server Name** – [sql server]: Refer to Appendix D: Troubleshooting Messages.

Figure 7: Example of VBECS Patch Form: Test Environment

The screenshot shows the 'VBECS Patch' window. It has two tabs: 'VBECS Patch' (selected) and 'Info'. The 'Info' tab shows fields for VBECS Source Build (1.6.0.7), VBECS Target Build (1.6.1.2), VBECS Environment (test), and SQL Server Name (VHAXXXSQLZ1 OR R01YYSQLXX01). The 'VBECS Patch' tab shows a table with contact information: Message TimeOut (5), Contact Name (LastName, FirstName), Contact E-mail (FirstName.LastName@va.gov), and Contact Phone (000-000-0000). A red rectangle highlights the contact information fields. Below the table is a section titled 'VBECS Patch Process' with a tree view showing steps: Backup VBECS Environment, Verify VBECS cluster, Prepare VBECS cluster for backup, Archive existing VBECS database and application files, Apply VBECS Patch Updates, Prepare VBECS cluster for patch, and Patch VBECS application and database. At the bottom are 'Close' and 'Start' buttons.

- 5) Click **Start**.



If the patch detects abnormalities with your system environment, you will be presented with additional screen prompts. Consult Appendix D: Troubleshooting Messages for further information on how to proceed if you encounter a prompt not described in this section.

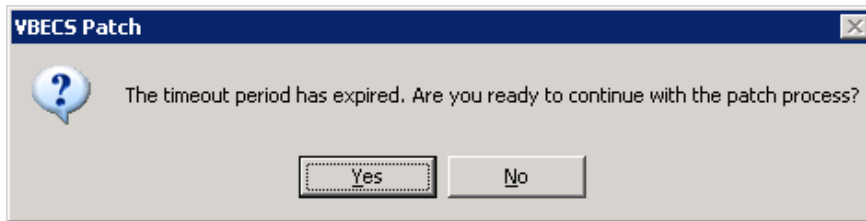
- 6) The cluster wide patch alert message is displayed. Click **OK** (Figure 8).





Figure 8: Example of Patch Alert Message


The screenshot shows a 'Messenger Service' window. It contains a message from 'VHAISHMUL26 to VHAISHMUL26 on 9/1/2011 4:10:31 PM'. The message text reads: 'The VBECS Patch process is scheduled to begin in 5 minutes. Please complete your activities and log-off the VBECS server. If you have any questions or conflicts, contact the VBECS administrator: LastName,FirstName, FirstName.LastName@va.gov, 000-000-0000'. At the bottom is an 'OK' button.

- 7) After the timeout period has expired, a message signifying the final opportunity to abort the patch installation is displayed (Figure 9).
 - Click **Yes** to continue with the patch installation.
 - Click **No** to abort the current patching attempt and restart the patch process at a later time.

Figure 9: VBECS Patch: Continue Patch Message



- 8) Refer to Figure 10 for the following:
 - A green “patch is working” animation () in the bottom left of the VBECS Patch form will be in motion while the patching is in progress.
 - The blue progress bar in the middle of the form () will increment based on the overall patch progress.
 - VBECS Patch Process checkpoints are displayed in the lower portion of the form. A green check mark  indicates that the VBECS Patch process step completed successfully; otherwise a red X  indicates a failure.

 *If the patch takes longer than 5 minutes to complete the first 3 checks, file a Remedy ticket immediately. Do not release VBECS for use until the ticket is resolved.*


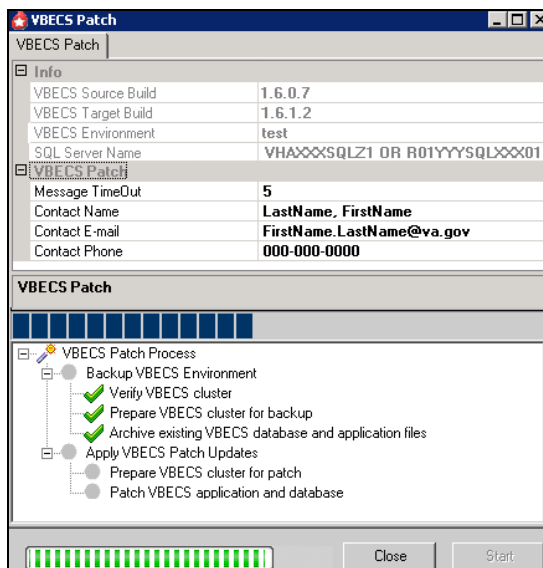
 *If a Patch fails to successfully complete within 30 minutes, file a Remedy ticket immediately. Do not stop the patch process and do not release VBECS for use until the ticket is resolved.*

Figure 10: Example of Running VBECS Patch Form: Test Environment



- 9) When the VBECS patch finishes successfully, a “**VBECS Patch process completed successfully**” message will be received. Check the box in the *VBECS 1.6.1 Patch Installation Form for the Test Environment*.



If a Patch Failure message is displayed, go to Appendix D: Troubleshooting Messages. If no solution to the failure message is found, please file a Remedy ticket immediately. Do not proceed or release VBECS for use until the ticket is resolved.



By design, there may be non-fatal errors and warnings within the log file output. Ignore warnings and non-fatal errors upon successful completion of the VBECS Patch process.

- 10) Click **Close** to close the VBECS Patch success message.
11) Click **Close** on the VBECS Patch main window to exit the patch application.

5 Completing Patch Installation

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp** folder.
- 2) Select the **VBECS_Patch_1.6.1.2_013113** folder.
- 3) While holding down the **Shift** key, press the **Delete** key. Click **Yes** to confirm file deletion.
- 4) Check the box in the *VBECS 1.6.1 Patch Installation Form for the Test Environment*.
- 5) Print the *VBECS 1.6.1 Patch Installation Form for the Test Environment* and initial and date the printed copy. Save this with your records of previous VBECS installations.
- 6) Notify the blood bank that the patch has been successfully installed in the Test account and request the blood bank to verify that the Test account can receive orders.



Do not configure the BCE COTS Interface until the Bar Code Expansion commercial off-the-shelf software (BCE COTS) is available.



For BCE COTS Interface Configuration, refer the VistA Blood Establishment Computer Software (VBECS) 1.6.0 Technical Manual-Security Guide (Configure Interfaces section) for Configuration Details.

Installation Procedure for the Production Environment



Do not deviate from the instructions in this guide.



No users are permitted on the system during the patch installation. Any users on the system at the start of the patch process will be disconnected.



Coordinate the patch installation with the blood bank supervisor. Notify the supervisor that the patch installation requires up to one hour of downtime without interruption.



Server name representations in the document:

For Region 1 sites; R01YYYNODXXX01, YYY represents the Data Center location (SCR or DVR) and XXX represents the Site Code.

For all other sites; VHAXXXNODZI, XXX represents the Site Code.

1 Prerequisites for Installation

- 1) VBECS 1.6.0.7 is installed.
- 2) VBECS 1.6.1.2 is installed and validated in the Test environment.
- 3) Verify that there are no active user sessions on the servers.
- 4) Download the *VBECS 1.6.1 Patch Installation Form for the Production Environment* from either one the following sites:
 - a) VDL Web site: **<http://www.va.gov/vdl/application.asp?appid=182>**.
 - b) Documentation is available for the VBECS package on the ANONYMOUS.SOFTWARE directory at one of the following OI Field Offices. You will be able to utilize documentation in either the ".pdf" or ".doc" format after extracting from the ZIP file. The preferred method is to FTP the files from: **download.vista.med.va.gov**. This transmits files from the first available FTP server. You may also elect to retrieve documentation directly from a specific server as follows:
 - **Albany** **ftp.fo-albany.med.va.gov**
 - **Hines** **ftp.fo-hines.med.va.gov**
 - **Salt Lake City** **ftp.fo-slc.med.va.gov**

NOTE: The ZIP file listed below will be listed in each of the VBEC and LR patches that are part of the VBECS package and associated patches. It only needs to be downloaded once.

File Name

VBECS_1_6_1_DOCS_BUNDLE.ZIP

Retrieval format

BINARY

2 Download the VBECS 1.6.1.2 Patch File

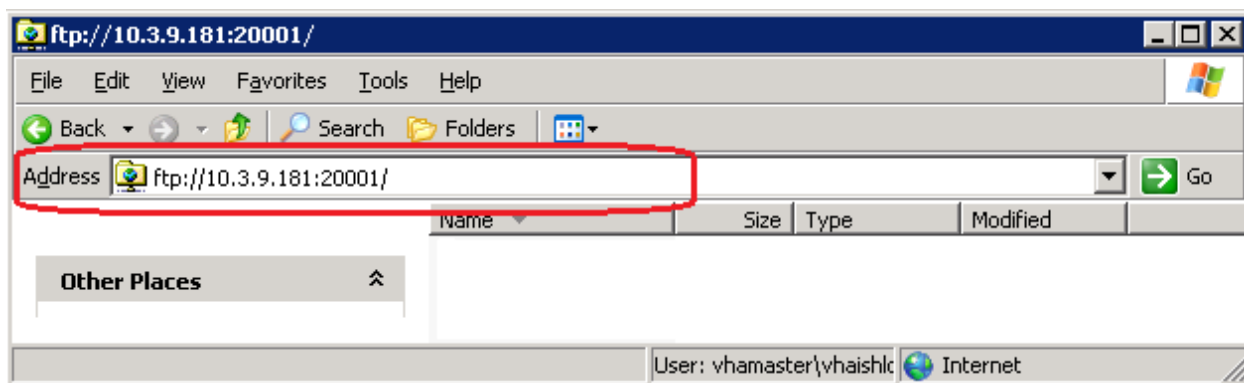
Prerequisites for VBECS FTP Download:

- The installer must be a server administrator in accordance with Appendix B: Active Directory Server Administrative Groups.
- The installer must be a member of the VBECS Admin AD Group in accordance with Appendix B: Active Directory Server Administrative Groups.

To download the VBECS 1.6.1.2 patch file from the VBECS FTP Site:

- 1) Open a remote desktop connection to the cluster being patched.
- 2) Open Windows Explorer. In the **Address** field, type **ftp://10.3.9.181:20001** (Figure 11) and press **Enter**. **Note:** If you encounter problems accessing the FTP site, refer to Appendix D: Troubleshooting Messages.

Figure 11: Connecting to VBECS FTP Site



- 3) On the Log On As dialog, enter **your domain and NT user name** and **password** (Figure 12).


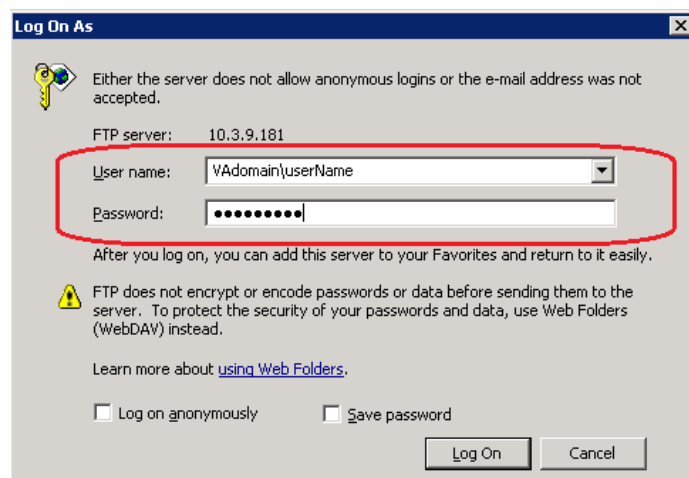
 **Note:** NMEA accounts cannot be authenticated by the FTP server, so you must access the FTP site using your regular NT account.

Figure 12: Example of FTP Log In





If access problems are encountered, please file a Remedy ticket. Do not proceed until the ticket is resolved.

- 4) Click the **Log On** button. Right-click the **VBECS_Patch_1.6.1.2_013113.zip** file and select **Copy** (** if the **VBECS_Patch_1.6.1.2_013113.zip** file appears as a link, click and save the file in **C:\temp**).



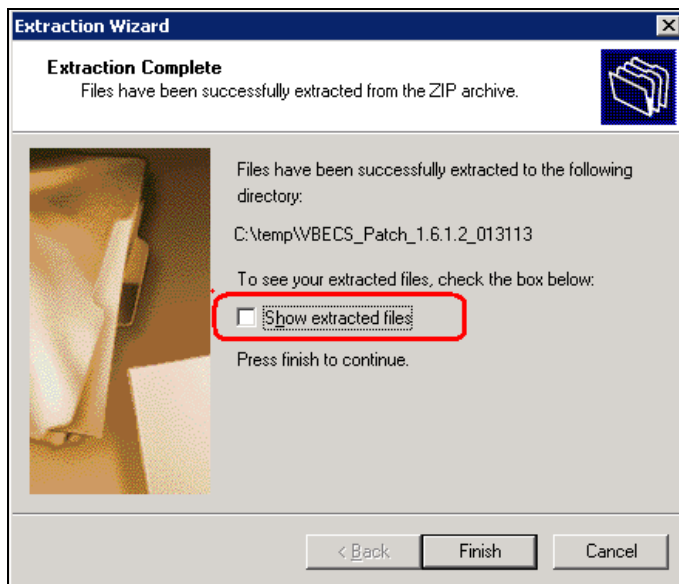
If you encounter the 'Your current settings do not allow you to download files from this location' error, see Appendix E: Adding VBECS FTP Site to the Trusted Sites in Internet Explorer for instructions on how to resolve the problem.

- 5) Using Windows Explorer, navigate to the **C:\temp** folder. Right-click and select **Paste**. The **VBECS_Patch_1.6.1.2_013113.zip** file will be copied to this location.

3 Verify the Contents of the VBECS 1.6.1.2 Patch File

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp** folder.
- 2) Right-click on the **VBECS_Patch_1.6.1.2_013113.zip** file and select **Extract All**.
- 3) After the Extraction Wizard opens, click **Next**.
- 4) Click **Next** to extract the contents of the patch zip file to the temp directory.
- 5) After the extraction completes, uncheck **Show extracted files** and click **Finish** (Figure 13).

Figure 13: Completing Zip File Extraction



- 6) Verify that the extraction completes and a **C:\temp\VBECS_Patch_1.6.1.2_013113** folder is created.
- 7) Using Windows Explorer, right-click on the **VBECS_Patch_1.6.1.2_013113** folder and select **Properties**.

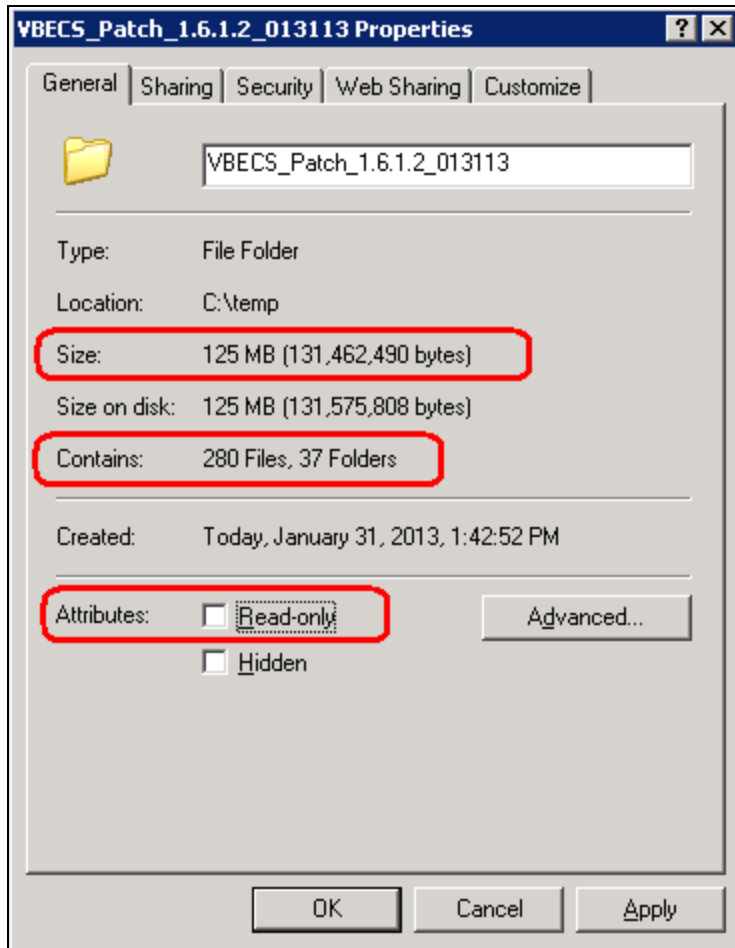
- 8) In the VBECS_Patch_1.6.1.2_013113 Properties window (Figure 14), verify:
- **Size is 125 MB (131, 462, 490 bytes)**
 - **Contains 280 Files, 37 Folders**




If the number of files and number of bytes do not match, stop and file a Remedy ticket. Do not proceed until the ticket is resolved.

- 9) After verifying that the contents of the VBECS_Patch_1.6.1.2_013113 file match, check the box in the *VBECS 1.6.1 Patch Installation Form for the Production Environment*.
- 10) In the Attributes section, uncheck the **Read-only** check box (Figure 14).

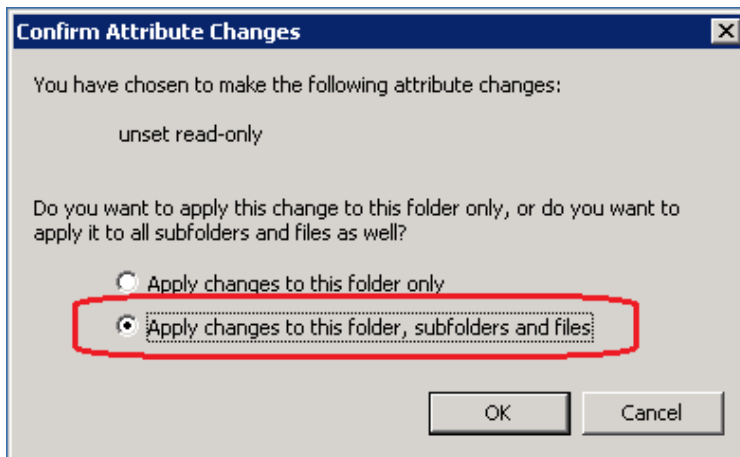
Figure 14: VBECS Patch Folder Properties



- 11)  Capture a screen shot of the VBECS_Patch_1.6.1.2_013113 Properties window.
- 12) Insert the screen shot in the *VBECS 1.6.1 Patch Installation Form for the Production Environment*.


- 13) Click **OK**. In the Confirm Attribute Changes window, select the **Apply Changes to this folder, subfolders and files** option if it is not selected and click **OK** (Figure 15).

Figure 15: Removing Read-Only Attributes




- 14) Using Windows Explorer, navigate to the **C:\temp** folder.
- 15) Select the **VBECS_Patch_1.6.1.2_013113.zip** file.
- 16) While holding the **Shift** key, press the **Delete** key. Click **Yes** to confirm file deletion.


4 Executing the VBECS Patch: Application Updates



Plan to execute the VBECS patch when no active users are on the servers. The system warns active users that they will be disconnected during the configured timeout period.



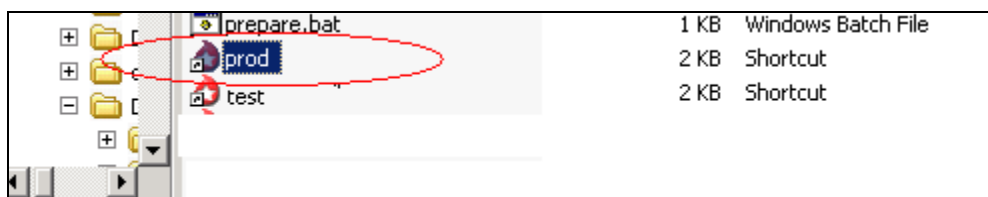
*After the upgrade, warning emails with the subject '**Operations Manager Critical Error Alert**' are normal and should be ignored. They are merely noting that changes have been made to the various VBECS files which is expected during a software upgrade.*



Do not run any additional applications on the server while the patch is executing.

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp\VBECS_Patch_1.6.1.2_013113** folder.
- 2) Double-click the **prepare.bat** file. Shortcuts for **prod** and **test** are created (Figure 16).

Figure 16: Prod Shortcut



- 3) Double-click the **prod** shortcut. The VBECS Patch form will open with the contact information pre-filled for the user applying the patch.

- 4) If the form opens with missing pre-filled values for the contact information, enter the following for the required fields (Figure 17).
 - **Contact Name** – [NAME]: This is your full name.
 - **Contact E-mail** – [E-MAIL]: This is your email address.
 - **Contact Phone** – [PHONE]: This is your telephone number.
 - **SQL Server Name** – [sql server]: Refer to Appendix D: Troubleshooting Messages.


Figure 17: Example of VBECS Patch Form: Production Environment

The screenshot shows the 'VBECS Patch' window with the 'Info' tab selected. The 'VBECS Patch' section is highlighted with a red rectangle. The pre-filled values are as follows:

VBECS Patch	
Message Timeout	5
Contact Name	LastName, FirstName
Contact E-mail	FirstName.LastName@va.gov
Contact Phone	000-000-0000

Below the contact information, the 'VBECS Patch Process' section shows a list of steps: Backup VBECS Environment, Verify VBECS cluster, Prepare VBECS cluster for backup, Archive existing VBECS database and application files, Apply VBECS Patch Updates, Prepare VBECS cluster for patch, and Patch VBECS application and database. At the bottom, there are 'Close' and 'Start' buttons.

- 5) Click **Start**.

 *If the patch detects abnormalities with your system environment, you will be presented with additional screen prompts. Consult Appendix D: Troubleshooting Messages for further information on how to proceed if you encounter a prompt not described in this section.*

- 6) The cluster wide patch alert message is displayed. Click **OK** (Figure 18).

Figure 18: Example of Patch Alert Message

The screenshot shows a 'Messenger Service' window with the following text:

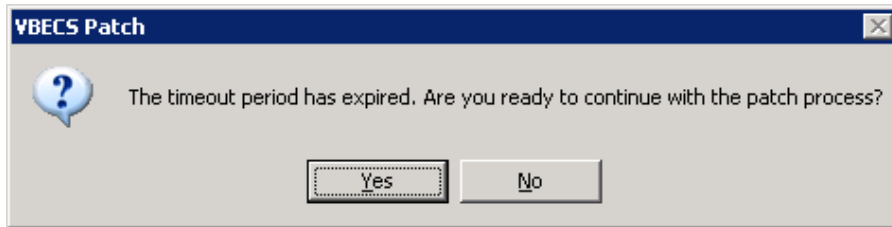
Message from VHAISHMUL26 to VHAISHMUL26 on 9/1/2011 4:10:31 PM





The VBECS Patch process is scheduled to begin in 5 minutes.
 Please complete your activities and log-off the VBECS server.
 If you have any questions or conflicts, contact the VBECS administrator:
 LastName, FirstName
 FirstName.LastName@va.gov
 000-000-0000


At the bottom, there is an 'OK' button.

- 7) After the timeout period has expired, a message signifying the final opportunity to abort the patch installation is displayed (Figure 19).
 - Click **Yes** to continue with the patch installation.
 - Click **No** to abort the current patching attempt and restart the patch process at a later time.

Figure 19: VBECS Patch: Continue Patch Message



- 8) Refer to Figure 20 for the following:
 - A green “patch is working” animation () in the bottom left of the VBECS Patch form will be in motion while the patching is in progress.
 - The blue progress bar in the middle of the form () will increment based on the overall patch progress.
 - VBECS Patch Process checkpoints are displayed in the lower portion of the form. A green check mark  indicates that the VBECS Patch process step completed successfully, otherwise a  indicates a failure.

 *If the patch takes longer than 5 minutes to complete the first 3 checks, file a Remedy ticket immediately. Do not release VBECS for use until the ticket is resolved.*


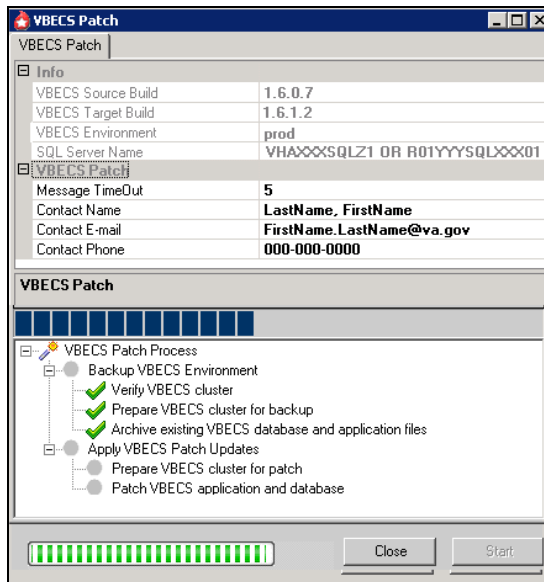
 *If a Patch fails to successfully complete within 30 minutes, file a Remedy ticket immediately. Do not stop the patch process and do not release VBECS for use until the ticket is resolved.*

Figure 20: Example of VBECS Patch Form: Production Environment



- 9) When the VBECS patch finishes successfully, a “**VBECS Patch process completed successfully**” message will be received. Check the box in the *VBECS 1.6.1 Patch Installation Form for the Production Environment*.



If a Patch Failure message is displayed, go to Appendix D: Troubleshooting Messages. If no solution to the failure message is found, please file a Remedy ticket immediately. Do not proceed or release VBECS for use until the ticket is resolved.



By design, there may be non-fatal errors and warnings within the log file output. Ignore warnings and non-fatal errors upon successful completion of the VBECS Patch process.

- 10) Click **Close** to close the VBECS Patch success message.
11) Click **Close** on the VBECS Patch main window to exit the patch application.

5 Completing Patch Installation

- 1) On the remote desktop connection to the cluster already open, use Windows Explorer to navigate to the **C:\temp** folder.
- 2) Select the **VBECS_Patch_1.6.1.2_013113** folder.
- 3) While holding down the Shift key press the **Delete** key. Click **Yes** to confirm file deletion.
- 4) Check the box in the *VBECS 1.6.1 Patch Installation Form for the Production Environment*.
- 5) Print the *VBECS 1.6.1 Patch Installation Form for the Production Environment* and initial and date the printed copy. Save this with your records of previous VBECS installations.
- 6) Notify the blood bank that the patch has been successfully installed in the Production account and request the blood bank to verify that the Production account can receive orders.



Do not configure the BCE COTS Interface until the Bar Code Expansion commercial off-the-shelf software (BCE COTS) is made available.



For BCE COTS Interface Configuration, refer the VistA Blood Establishment Computer Software (VBECS) 1.6.0 Technical Manual-Security Guide (Configure Interfaces section) for Configuration Details.

Glossary

Acronym, Term	Definition
AD	Active Directory.
ADPAC	Automated Data Processing Application Coordinator.
BCE	Bar Code Expansion.
COTS	Commercial Off-the-Shelf Software.
FDA	Food and Drug Administration.
FTP	File Transfer Protocol
IT	Information Technology.
OI	Office of Information.
PD	Product Development.
PS (formerly CPS, formerly EPS)	Product Support.
IRM	Information Resource Management.
NMEA	Non-eMail Enabled Account, meaning that these accounts are for admin use only and do not have an email account associated with them.
Remote Desktop Connection (formerly Terminal Services)	The connectivity tool used to access VBECS on the server.
SCOM	Systems Center Operations Manager.
VA	Department of Veterans Affairs.
VASD	VA Service Desk.
VBECS	VistA Blood Establishment Computer Software.
VDL	VA Software Document Library.
Veterans Health Information Systems and Technology Architecture (VistA)	Formerly the Decentralized Hospital Computer Program (DHCP) of the Veterans Health Administration (VHA), Department of Veterans Affairs (VA). VistA software, developed by the VA, is used to support clinical and administrative functions at VA Medical Centers nationwide. It is written in M and, via the Kernel, runs on all major M implementations regardless of vendor. VistA is composed of packages that undergo a verification process to ensure conformity with name spacing and other VistA standards and conventions.

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Appendices

Appendix A: Installation Logs

Parts of the installation produce logs, which can help resolve installation issues. The logs and their locations are as follows:

- When the patch is executed for the Test environment, a log file will be created in:
 - **C:\Program Files\VistA\Archive\logs**
 - **L:\VBECS_Archive\VBECSRecords** directories, with
<ACTIVENODE>_VBECS_<mmddyy>_1.6.0.7_to_1.6.1.2_test_<hhmm>.log as the file name, where:
 - **<ActiveNode>** represents the active cluster node at the time of patch execution.
 - **<mmddyy>** represents the current date.
 - **<hhmm>** represents the hour and minute the patch began execution.

For example, VHAXXXNODZ1_VBECS_090111_1.6.0.7_to_1.6.1.2_test_1000.log or R01YYYNODXXX01_VBECS_090111_1.6.0.7_to_1.6.1.2_test_1000.log.

- When the patch is executed for the Prod environment, a log file will be created in:
 - **C:\Program Files\VistA\Archive\logs**
 - **L:\VBECS_Archive\VBECSRecords** directories, with
<ACTIVENODE>_VBECS_<mmddyy>_1.6.0.7_to_1.6.1.2_prod_<hhmm>.log as the file name, where:
 - **<ActiveNode>** represents the active cluster node at the time of patch execution.
 - **<mmddyy>** represents the current date.
 - **<hhmm>** represents the hour and minute the patch began execution.

For example, VHAXXXNODZ1_VBECS_090111_1.6.0.7_to_1.6.1.2_prod_1000.log or R01YYYNODXXX01_VBECS_090111_1.6.0.7_to_1.6.1.2_prod_1000.log.

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Appendix B: Active Directory Server Administrator Groups

Each site has two user groups in Active Directory (VHA.med.va.gov\VBECS\VBECS Users) that support VBECS. Members of the administrative group can access the administrative component of VBECS. Members of the user group can access functional components of VBECS. Multidivisional sites share groups. Table 1 lists all group names.

Table 1: Group Names


VISN	Facility #	Facility	Server Administrative Group	VBECS Admin AD Group
1	523	Boston (Boston HCS)	VHABHS VBECS Server Admins	vhaBHS Vbecs Administrators
	608	Manchester	vhaMANVbecsServerAdmins	vhaMANVbecsAdministrators
	631	Northampton	vhaNHMVbecsServerAdmins	vhaNHMVbecsAdministrators
	650	Providence	vhaPROVbecsServerAdmins	vhaPROVbecsAdminstrators
	402	Togus	VHATOGVBECS Administrators	vhaTOGVbecs Administrators
	689	West Haven (Connecticut HCS)	vhaCONVbecsServerAdmins	vhaCONVbecsAdministrators
	405	White River Junction	vhaWRJVbecsServerAdmins	vhaWRJVbecsAdministrators
2	528A8	Albany (Upstate New York HCN) MC	vhaUNYVbecsServerAdmins	vhaUNYVbecsAdministrators
	528A6	Bath (Upstate New York HCN)		
	528	Buffalo (Upstate New York HCN)		
	528A5	Canandaigua VA Medical Center		
	528A7	Syracuse (Upstate New York HCS)		
3	526	Bronx	vhaBRXVbecsServerAdmins	vhaBRXVbecsAdministrators
	620A4	Castle Point (Hudson Valley HCS)	vhaHVHVbecsServerAdmins	vhaHVHVbecsAdministrators
	561	East Orange (New Jersey HCS)	vhaNJHVbecsServerAdmins	vhaNJHVbecsAdministrators
	630	New York (New York Harbor HCS) New York	vhaNYHVbecsServerAdmins	vhaNYHVbecsAdministrators
	630A4	New York (New York Harbor HCS) Brooklyn		
	632	Northport	vhaNOPVbecsServerAdmins	vhaNOPVbecsAdminstrators
4	503	Altoona	VHAALTVbecsServerAdm	vhaALTVbecsAdministrators
	540	Clarksburg	vhaCLAVbecsServerAdmins	vhaCLAVbecsAdministrators
	542	Coatesville	VHACOA VbecsAdministrators	vhaCOAVbecsAministrators
	562	Erie	vhaERIVbecsServerAdmins	vhaERIVbecsAdministrators
	595	Lebanon	VHALEBVbecsServerAdminist rators	vhaLEBVbecsAdministrators
	642	Philadelphia	vhaPHIVBECS_ADM	vhaPhiladelphiaBBAdmin
	646	Pittsburgh University Drive (Pittsburgh HCS)	vhaPTHVbecsServerAdmins	vhaPTHVbecsAdministrators
	693	Wilkes-Barre	vhaWBPVbecsServerAdmins	vhaWBPVbecsAdministrators
	460	Wilmington	VHAWIMVbecsServerAdminist rators	vhaWIMVbecsAdministrators
5	512	Baltimore (Maryland HCS)	vhaBALVbecsServerAdmin	vhaBALVbecsAdministrators
	512A5	Perry Point (Maryland HCS)		
	613	Martinsburg	vhaMWVVbecsServerAdmin	vhaMWVVbecsAdministrators

VISN	Facility #	Facility	Server Administrative Group	VBECs Admin AD Group
	688	Washington	VHAWAS VBECs Administrators	vhaWAS Vbecs Administrators
6	637	Asheville	vhaASHVbecsServerAdmins	vhaASHVbecsAdministrators
	517	Beckley	vhaBECVbecsServerAdmins	vhaBECVbecsAdministrators
	558	Durham	vhaDURAdmin	v06DURVbecsAdministrators
	565	Fayetteville NC	vhaFNCVbecsServerAdmins	vhaFNCVbecsAdministrators
	590	Hampton	vhaHAMVbecsServerAdmins	vhaHAMVbecsAdministrators
	652	Richmond	vhaRICVbecsServerAdmins	vhaRICVbecsAdministrators
	658	Salem	vhaSAMVbecsServerAdmins	vhaSAMVbecsAdmins
	659	Salisbury (Heffner)	VSBYVbecsAdministrators	vhaSBYVbecsAdministrators
7	508	Atlanta	vhaATGVbecsServerAdmins	vhaATGVbecsAdministrators
	509	Augusta	vhaAUGVbecsServerAdmins	vhaAUGVbecsAdministrators
	521	Birmingham MC	vhaBIRVbecsServerAdmins	vhaBIRVbecsAdministrators
	534	Charleston	vhaHAVbecsServerAdmins	vhaHAVbecsAdministrators
	544	Columbia SC	vhaCMSVbecsServerAdmins	vhaCMSVbecsAdministrators
	557	Dublin	vhaDUBVbecsServerAdmins	vhaDUBVbecsAdministrators
	619	Montgomery (Central Alabama HCS)	vhaCAVVbecsServerAdmins	vhaCAVVbecsAdministrators
	619A4	Tuskegee (Central Alabama HCS)		
8	516	Bay Pines MC	vhaBAYVbecsServerAdmins	vhaBAYVbecsAdministrators
	573	Gainesville (N Florida/S Georgia HCS)	vhaNFL VbecsServerAdmins	VHANFL SP VbecsAdministrators
	573A4	Lake City (N Florida/S Georgia HCS)		
	672	San Juan	vhaSAJVbecsServerAdmins	vhaSAJVbecsAdministrators
	546	Miami	vhaMIAVbecsServerAdmins	vhaMIAVbecsAdministrators
	673	Tampa	vhaTAMVbecsServerAdmins	vhaTAMVbecsAdministrators
	548	West Palm Beach	vhaWPBVbecsServerAdmins	vhaWPBVbecsAdministrators
9	581	Huntington	vhaHUNVbecsServerAdmins	vhaHUNVbecsAdministrators
	596	Lexington	vhaLEXVbecsServerAdmins	vhaLEXVbecsAdministrators
	603	Louisville	vhaLOUVbecsServerAdmins	vhaLOUVbecsAdministrators
	614	Memphis	vhaMEMVbecsServerAdmins	vhaMEMVbecsAdministrators
	621	Mountain Home	vhaMOUVbecsServerAdmins	vhaMOUVbecsAdministrators
	626	Nashville (Tennessee Valley HCS)	vhaTVHVbecsServerAdmins	vhaTVHVbecsAdministrators
	626A4	Murfreesboro (Tennessee Valley HCS)		
10	538	Chillicothe	vhaCLLVbecsServerAdmins	vhaCLLVbecsAdministrators
	539	Cincinnati	vhaCINAdmin	v10CinVbecsAdministrators
	541	Cleveland Wade Park	vhaCLEVbecsServerAdmins	vHACLEVbecsAdministrators
		Columbus	v10COSVbecsServerAdmins	v10COSVbecsAdministrators
	552	Dayton	vhaDAYVbecsServerAdmins	vhaDAYVbecsAdministrators
11	506	Ann Arbor	vhaANN_VbecsServerAdmins	vhaANN_VbecsAdministrators
	515	Battle Creek	vhaBACVbecsServerAdmins	vhaBACVbecsAdministrators
	550	Danville (Illiana HCS)	vhaDANVbecsServerAdmins	vhaDANVbecsAdministrators
	553	Detroit Allen Park	vhaDETVbecsServerAdmins	vhaDETVbecsAdministrators
	610	Marion IN (Northern Indiana HCS)	vhaNINVbecsServerAdmins	VhaNinVbecsAdministrators
	610A4	Fort Wayne (Northern Indiana HCS)		
	583	Indianapolis	vhaIND_VBECs_ADMIN	vhalindianapolisBBAdmin
	655	Saginaw	vhaSAGVbecsServerAdmin	vhaSAGVbecsAdmin
12	537	Chicago Westside (Chicago HCS)	v12CHSVbecsServerAdmins	v12CHSVbecsAdministrators

VISN	Facility #	Facility	Server Administrative Group	VBECs Admin AD Group
	578	Hines VA Hospital	v12HINVbecsServerAdmins	v12HINVbecsAdministrators
	585	Iron Mountain	vhaIROVbecsServerAdmins	vhaIROVbecsAdministrators
	607	Madison	v12MADVbecsServerAdmins	v12MADVbecsAdministrators
	695	Milwaukee	v12MIWVbecsServerAdmins	v12MIWVbecsAdministrators
	556	North Chicago	v12NCHVbecsServerAdmins	v12NCHVbecsAdministrators
	676	Tomah	vhaTOMVbecsServerAdmins	vhaTOMVbecsAdministrators
15	589	Kansas City (Heartland West HCS)	v15KANVbecsAdministrators	v15KANVbecsAdministrator
	589A4	Columbia MO (Heartland West HCS)		
	589A5	Topeka (Eastern Kansas HCS)		
	589A6	Leavenworth (Eastern Kansas HCS)		
	589A7	Wichita		
	657	St. Louis (Heartland East HCS)	STL VBECs Server Administration	EasternOrbitVbecsAdmin
	657A4	Poplar Bluff (Heartland East HCS)		
	657A5	Marion IL		
16	502	Alexandria	V16ALXVbecsServerAdmins	vhaALXVbecsAdministrators
	520	Biloxi (VA Gulf coast HCS)	v16BILVbecsServerAdmins	v16BILVbecsAdministrators
	564	Fayetteville AR	v16FAVVbecsServerAdmins	v16FAVVbecsAdministrators
	580	Houston	vhaHOUVbecsServerAdmins	vhaHOUVbecsAdministrators
	586	Jackson	v16JACVbecsServerAdmins	v16JACVbecsAdministrators
	598	Little Rock (Central AR Veterans HCS)	v16LITVbecsServerAdmins	v16LITVbecsAdministrators
	623	Muskogee	vhaMUSVbecsServerAdmins	vhaMUSVbecsAdministrators
	629	New Orleans (SE Louisiana HCS)		
	635	Oklahoma City	v16OKLVbecsServerAdmins	v16OKLVbecsAdministrators
17	667	Shreveport	v16SHVVbecsServerAdmins	v16SHVVbecsAdministrators
	549	Dallas (North Texas HCS)	v17NTXVbecsServerAdmins	v17NTXVbecsAdministrators
	671	San Antonio (South Texas HCS)	v17STXVbecsServerAdmins	v17STXVbecsAdministrators
	671A4	Kerrville (South Texas HCS)		
	674	Temple (Central Texas HCS)	v17CTXVbecsServerAdmins	v17CTXVbecsAdministrators
18	501	Albuquerque (New Mexico HCS)	R01VbecsServerAdmins	R01ABQVbecsAdministrators
	504	Amarillo	R01VbecsServerAdmins	R01AMAVbecsAdministrators
	519	Big Spring (VA W Texas HCS)	R01VbecsServerAdmins	R01BIGVbecsAdministrators
	644	Phoenix	R01VbecsServerAdmins	R01PHOVbecsAdministrators
	649	Prescott (VA Northern Arizona HCS)	R01VbecsServerAdmins	R01PREVbecsAdministrators
	678	Tucson (VA Southern Arizona HCS)	R01VbecsServerAdmins	R01TUCVbecsAdministrators
19	442	Cheyenne	R01VbecsServerAdmins	R01CHYVbecsAdministrators
	554	Denver (Eastern Colorado HCS)	R01VbecsServerAdmins	R01DENVbecsAdministrators
	436	Fort Harrison (Montana HCS)	R01VbecsServerAdmins	R01FHMVbecsAdministrators
	575	Grand Junction	R01VbecsServerAdmins	R01GRJVbecsAdministrators
	660	Salt Lake City	R01VbecsServerAdmins	R01SLCVbecsAdministrators
20	531	Boise	R01VbecsServerAdmins	R01BOIVbecsAdministrators
	648	Portland (/Vancouver)	R01VbecsServerAdmins	R01PORVbecsAdministrators

VISN	Facility #	Facility	Server Administrative Group	VBECS Admin AD Group
	653	Roseburg (VA Roseburg HCS)	R01VbecsServerAdmins	R01ROSVbecsAdministrators
	663	Seattle (Puget Sound HCS)	R01VbecsServerAdmins	R01PugVbecsAdministrators
	663A4	American Lake (Puget Sound HCS)		
	668	Spokane	R01VbecsServerAdmins	R01SPOVbecsAdministrators
21	570	Fresno (VA Central California HCS)	R01VbecsServerAdmins	R01FREVbecsAdministrators
	640	Palo Alto (Palo Alto HCS)	R01VbecsServerAdmins	R01PALVbecsAdministrators
	640A4	Livermore (Palo Alto HCS)		
	612	Martinez (Northern California HCS)	R01VbecsServerAdmins	R01MACVbecsAdministrators
	612A4	Sacramento (Northern California HCS)		
	654	Reno (VA Sierra Nevada HCS)	R01VbecsServerAdmins	R01RenVbecsAdministrators
	662	San Francisco	R01VbecsServerAdmins	R01SFCVbecsAdministrators
22	605	Loma Linda	R01VbecsServerAdmins	R01LOMVbecsAdministrators
	600	Long Beach	R01VbecsServerAdmins	R01LONVbecsAdministrators
	664	San Diego	R01VbecsServerAdmins	R01SDCVbecsAdministrators
	691	West Los Angeles (Greater Los Angeles HCS)	R01VbecsServerAdmins	R01GLAVbecsAdministrators
23	636	Omaha (NWIHS)	v23OMAVbecsServerAdmins	v23OMAVbecsAdministrators
	636A6	Des Moines (Central Plains Network)		
	636A8	Iowa City		
	437	Fargo	v23FARVbecsServerAdmins	v23FARVbecsAdministrators
	568	Fort Meade(Black Hills HCS)	V23BHHVbecsServerAdministrators	v23BHHVbecsAdministrators
	568A4	Hot Springs (Black Hills HCS)		
	618	Minneapolis	v23MINVbecsServerAdmins	v23MINVbecsAdministrators
	438	Sioux Falls	v23SUXVbecsServerAdmins	V23SUXVbecsAdministrators
PS	656	St. Cloud	v23STCVbecsServerAdmins	V23STCVbecsAdministrators
	NA	Salt Lake City and Albany	R01VbecsServerAdmins	R01SLCVbecsAdministrators

Appendix C: Instructions for Capturing Screen Shots for Installation Records

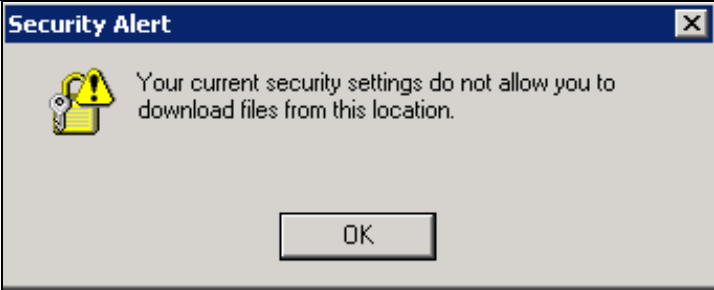
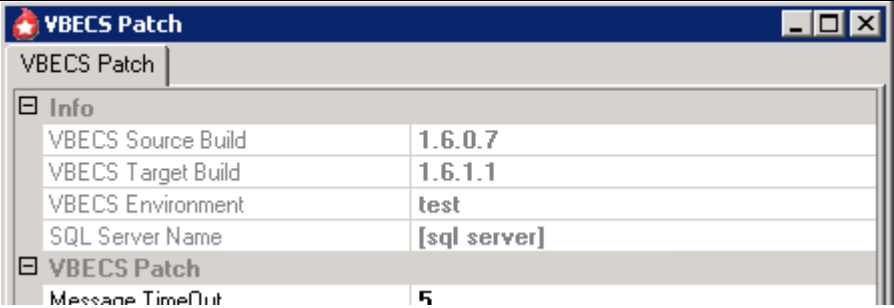
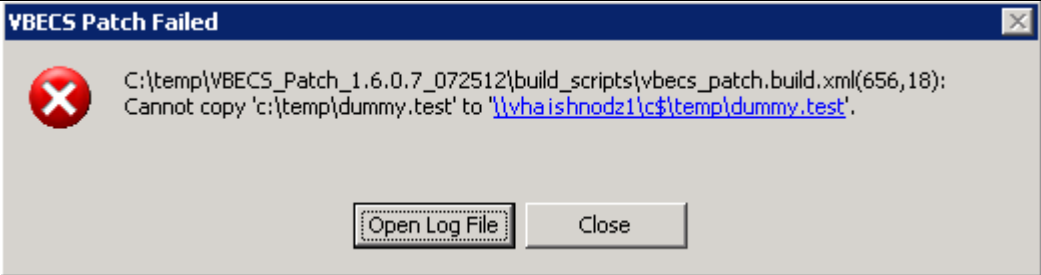
Throughout the installation guide, the user is asked to capture screen shots at various points in the installation to confirm that the step was performed correctly. These points are indicated by the camera icon:  .

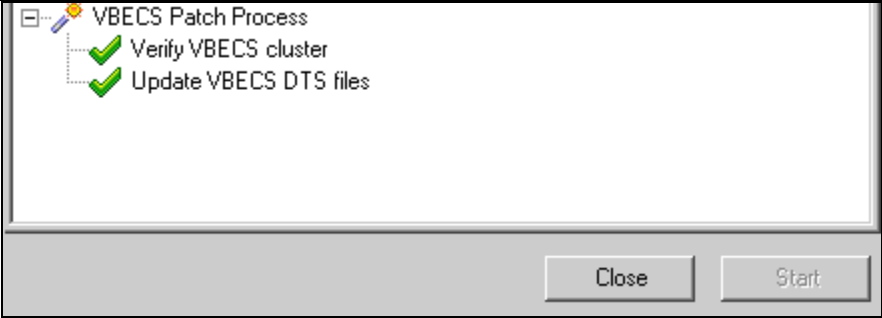
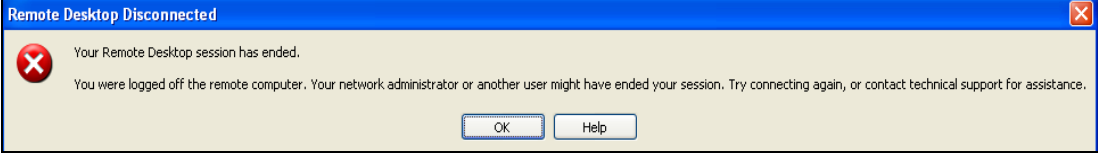
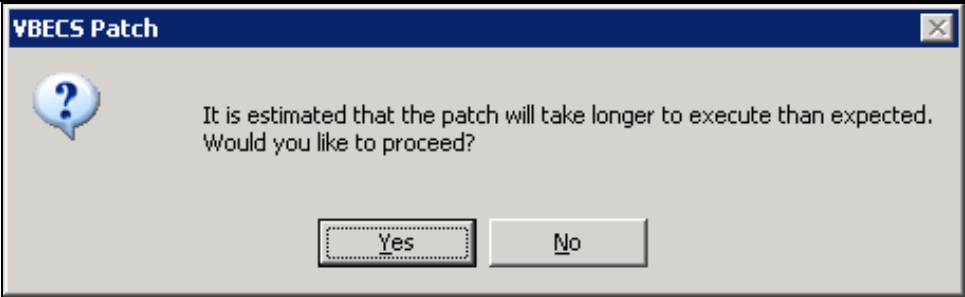
To capture a screen shot:

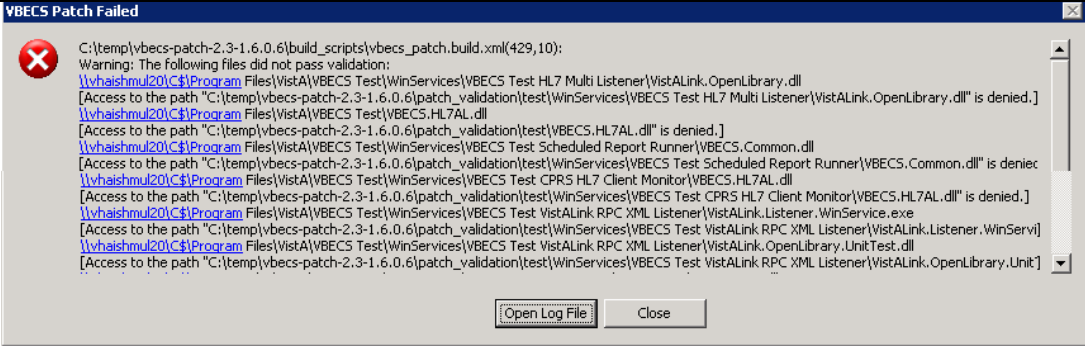
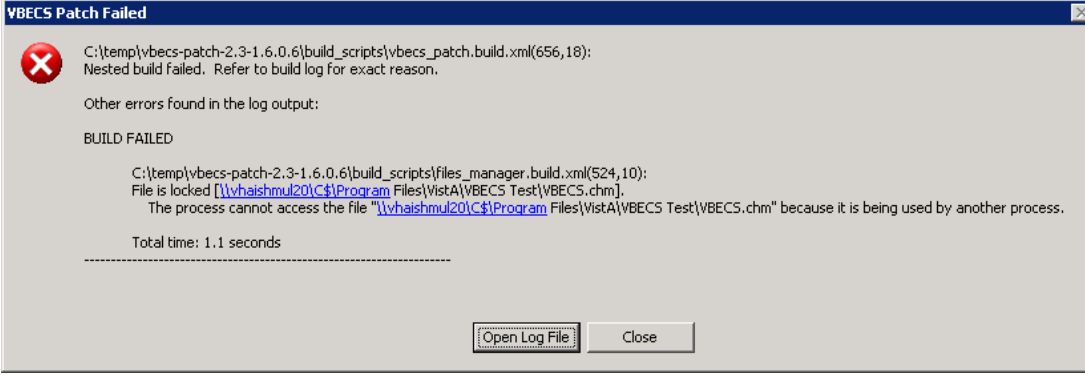
- 1) When the screen you wish to capture is displayed:
 - Press **Ctrl+Alt+Print Screen** key to capture only the screen where your pointer is located.
 - Press **Print Screen** key to capture the entire screen.
- 2) In the *VBECS 1.6.1 Patch Installation Form for the Test (or Production) Environment*, place the cursor where you want to insert the screen shot.
- 3) Press **Ctrl + V** to paste.

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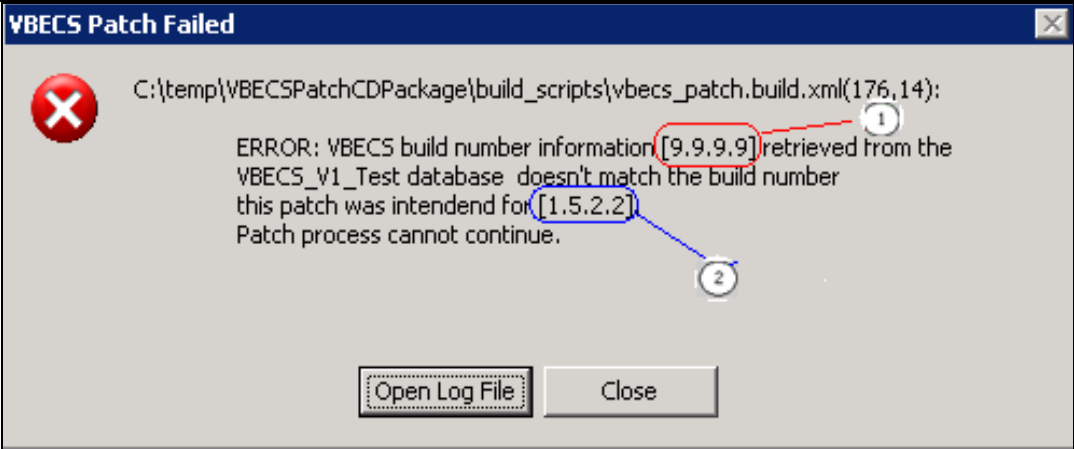
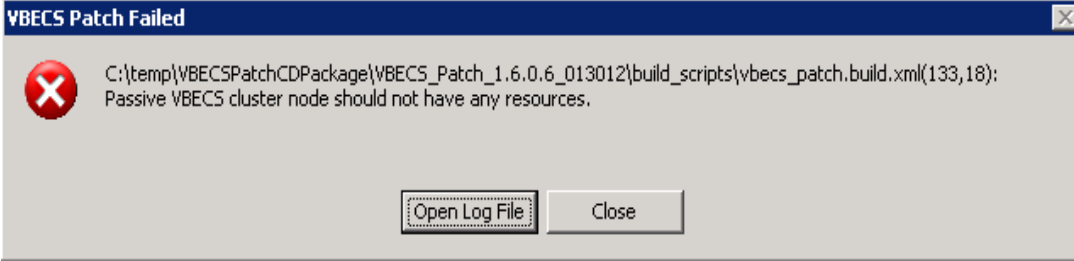
Appendix D: Troubleshooting Messages

Error Message	Example Screen Shot and Solution								
Internet Explorer alert is received when attempting to download from the FTP site.	 <p>Security Alert</p> <p>Your current security settings do not allow you to download files from this location.</p> <p>OK</p>								
	<p>Solution:</p> <p>Follow the instructions detailed in Appendix E: Adding VBECS FTP Site to the Trusted Sites in Internet Explorer.</p>								
The SQL Server Name field is disabled and the value is incorrect.	 <p>VBECS Patch</p> <p>VBECS Patch</p> <p>Info</p> <table border="1"> <tr> <td>VBECS Source Build</td> <td>1.6.0.7</td> </tr> <tr> <td>VBECS Target Build</td> <td>1.6.1.1</td> </tr> <tr> <td>VBECS Environment</td> <td>test</td> </tr> <tr> <td>SQL Server Name</td> <td>[sql server]</td> </tr> </table> <p>VBECS Patch</p> <p>Message Timeout 5</p>	VBECS Source Build	1.6.0.7	VBECS Target Build	1.6.1.1	VBECS Environment	test	SQL Server Name	[sql server]
VBECS Source Build	1.6.0.7								
VBECS Target Build	1.6.1.1								
VBECS Environment	test								
SQL Server Name	[sql server]								
	<p>Solution:</p> <p>Delete the VBECS patch folder and re-extract the files from the zip file, making sure to clear the Read-only attribute on the folder as indicated in the instructions.</p> <p>Refer to the Verify the Contents of the Patch Package file sections, Step 10 Test and Production Environments.</p>								
The patch fails while trying to copy temporary files.	 <p>VBECS Patch Failed</p> <p>Cannot copy 'c:\temp\dummy.test' to '\\vhaishnodz1\c\$\temp\dummy.test'.</p> <p>Open Log File Close</p>								
	<p>Solution:</p> <p>The patch must be executed from the Cluster (Active Node).</p>								

Error Message	Example Screen Shot and Solution	
The Start button of the VBECS patch is disabled.		
	Solution: The Start button is disabled while the patch is running and after the patch completes.	
The patcher's Remote Desktop Connection was terminated by the patch.		
	Solution: You have an active session at the server console (KVM). Log off your server console session and restart the patch.	
The patch has detected a slow data transfer rate.		
	Solution: Verify the cluster network configurations are setup properly. Refer to the VBECS 1.6.0 Technical Manual-Security Guide. Consult with your Network Administrator for possible hardware problems. Check Task Manager to verify the Networking and CPU performance metrics.	

Error Message	Example Screen Shot and Solution
The files extracted from the zip file were left in a Read-only state.	 <p>Solution: Do not skip steps listed in this guide. Remove the read-only attribute of the extracted patch files. Refer to the Verify the Contents of the Patch Package file sections, Step 10 Test and Production Environments.</p>
The patch was denied access to an application file.	 <p>Solution: Using Task Manager, verify that all users are logged off the server identified in the message. Reboot the server if the locked file cannot be identified and released.</p>

Error Message	Example Screen Shot and Solution
The patch detected an active database connection	<div data-bbox="349 241 1425 821" data-label="Image"> </div> <p>Solution: Close the identified connection/application and restart the patch. Use the information contained in the message to identify the user/machine connected to the database:</p> <ol style="list-style-type: none"> 1. User Login ID 2. Computer Name 3. SQL Process ID 4. Database Name
The SQL Server instance detected by the patch could not be reached.	<div data-bbox="349 1071 1425 1503" data-label="Image"> </div> <p>Solution: Using Cluster Administrator, make sure all of the cluster resources are Online and running on the same node. Verify you have server administrative permissions to the cluster.</p>

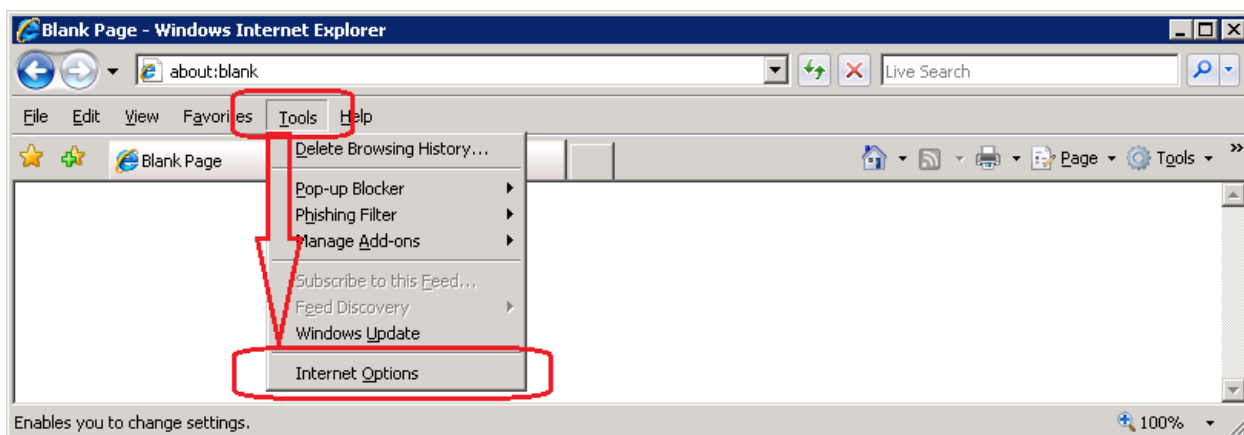
Error Message	Example Screen Shot and Solution
The wrong patch is being executed for the current VBECS build.	<div data-bbox="354 247 1421 693">  </div> <p>Solution: Verify you are using the correct patch for your build. Use the information displayed in the message to identify where the problem lies:</p> <ol style="list-style-type: none"> 1. Build number found in the VBECS database. 2. VBECS Build number the patch is designed to update.
The patch detected active resources running on the passive node.	<div data-bbox="354 886 1421 1144">  </div> <p>Solution: Using Cluster Administrator, verify that all resources are running on the same node. Restart the patch.</p>

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Appendix E: Adding VBECS FTP Site to the Trusted Sites in Internet Explorer

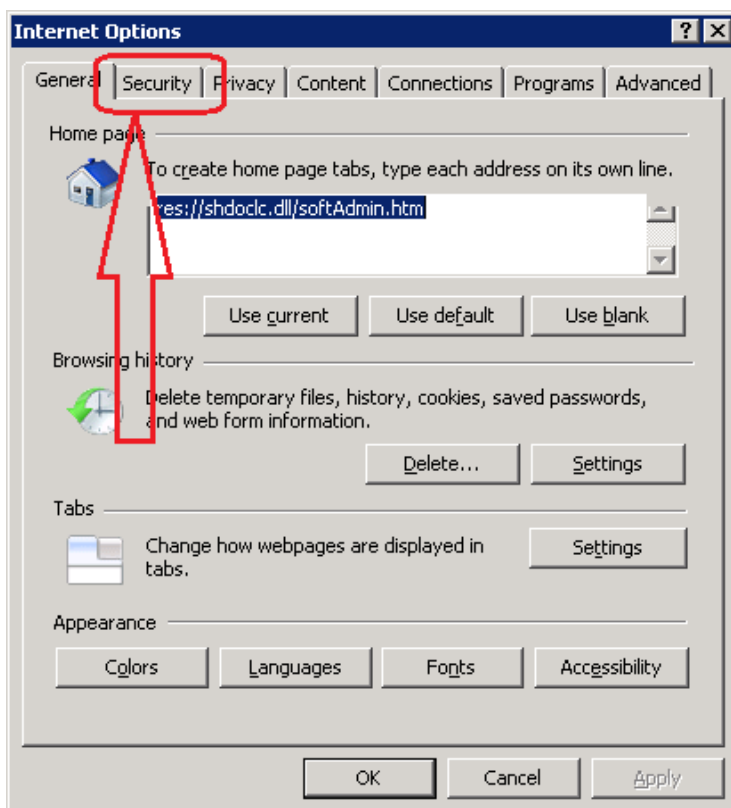
- 1) Open a remote desktop connection to the Cluster Node 1 (e.g. **VHAXXXNODZ1** or **R01YYYNODXXX01**).
- 2) Open Internet Explorer and select **Tools, Internet Options** (Figure 21).

Figure 21: Example of Internet Explorer Window



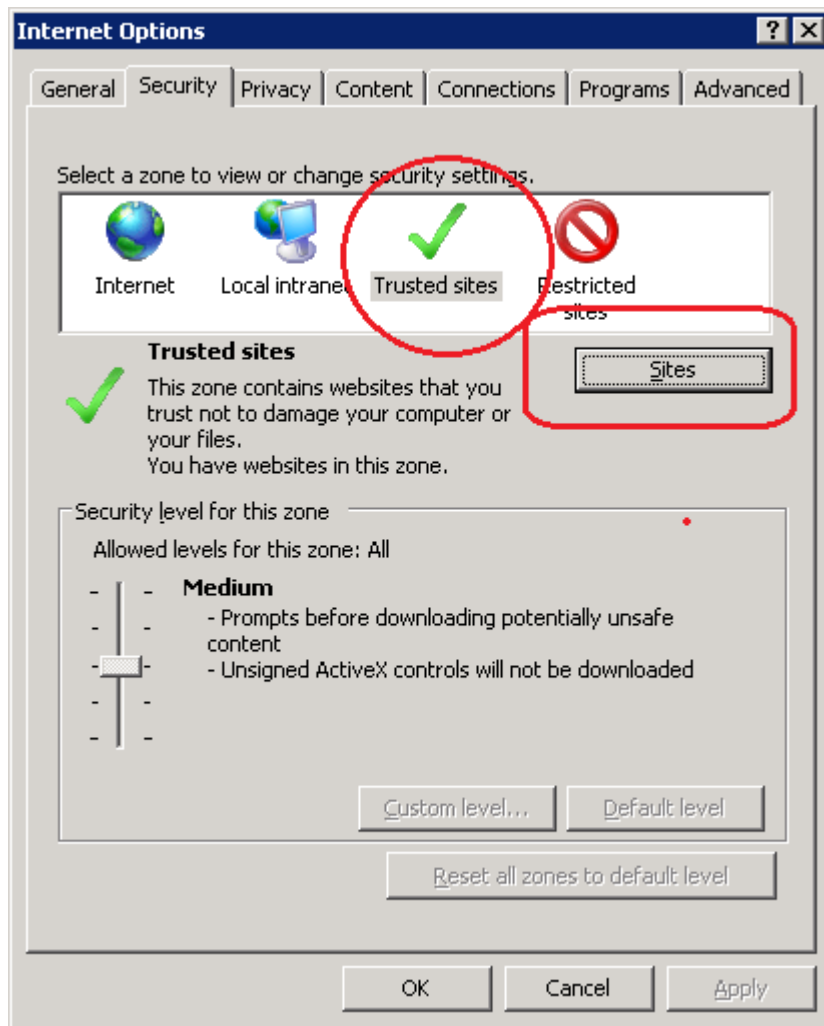
- 3) Select the **Security** tab (Figure 22).

Figure 22: Example of Internet Explorer Internet Options Security tab



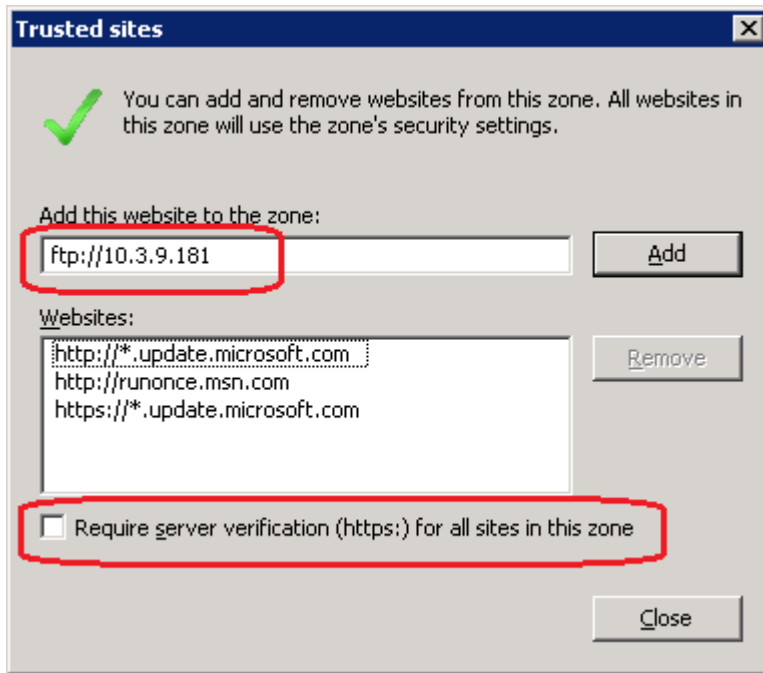
- 4) Select **Trusted sites** and click **Sites** (Figure 23).

Figure 23: Example of Internet Options Trusted Sites



- 5) Make sure **Require server verification...** is unchecked. Enter **ftp://10.3.9.181** and click the **Add** button (Figure 24).

Figure 24: Adding VBECS FTP to the Trusted Sites



- 6) Close all windows.
- 7) Log off Cluster Node 1.
- 8) Repeat Steps 1 through 7 for the Cluster Node 2 [e.g. **(VHAXXXNODZ2 or R01YYYNODXXX02)**].

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