

- **Standalone / non-HA** (single instance, not an HA pair).
 - **Non-Cisco / no upstream controller integration to validate** (manual maps/AP handling; Aruba APs are fine).
 - Separate servers/VMs commonly involved:
 - **MobileView (MV / Asset Manager)**
 - **ALE + Engine Manager** (location engine)
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1) Pre-change checks (before you stop anything)

1. Record current versions

- MV version and ALE version (screenshots are ideal).

2. Check “who is logged in / running clients”

- In MV: check **Instant Notifier users logged in**; document count.

2) Backups (do these before installs)

2.2 Database backup (required)

1. Take a **fresh SQL backup** of the **MobileView DB** right before change.

- This was explicitly done as a “quick backup” before upgrade.

2.3 ALE backup (Engine Manager)

1. Open **Engine Manager**.

2. Create an **ALE backup/export** (configuration/backup file).

- The upgrade flow included taking an ALE backup as a prerequisite.
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3) Stop monitoring/noise first (prevents alert storms)

3.1 Disable MV Monitoring Tool (inside MV)

1. Log into MV Admin.

2. **Turn off Monitoring Tool** (so it stops sending emails during downtime).

3.2 Stop services on the MV server

1. On the MV server, **stop MV services**.
 2. Stop the Monitoring Tool service (if separate service).
 3. **Set Monitoring Tool + Watchdog to Manual** temporarily (prevents surprise restarts mid-upgrade).
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4) Upgrade ALE first (Engine side)

4.1 Confirm you're on the correct box

- Verify you are on the **ALE/Engine** system (not MV).

4.2 Install ALE software (in-place)

1. Run the **ALE installer** (new version).
2. Allow removal of the old version when prompted (normal).
3. Keep default install path unless your environment requires otherwise.
4. Proceed through the installer to completion.

4.3 Install/upgrade Engine Manager

4.4 License ALE after upgrade

1. Log in to ALE UI.
2. Capture the **new product key** (post-upgrade product keys can change).
3. Generate/request the **ALE license**
4. Apply license.
5. Log out/in and re-check license to confirm it “sticks.”

4.5 Quick ALE validation

1. Confirm **tag data is coming in** (basic sanity check).
2. Confirm any expected settings:
 - Asset locator filter/campus association (many sites have none; less complexity).

5) Upgrade MobileView

5.1 Capture MV license info BEFORE shutdown

- In the example, they noted you may want to capture license screenshots **before** stopping services.

5.2 Ensure MV is fully stopped

1. Confirm MV services are stopped.
2. Confirm Watchdog/Monitoring Tool won't restart things unexpectedly.

5.4 Run MV installer

1. Launch the MV upgrade installer.
 2. Follow prompts; if you hit a DB prerequisite warning, address it (common: permissions/DB settings)
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6) Bring services back correctly (post-upgrade)

1. Start **Watchdog** first (it should bring up dependent services).
 2. Do **not** start Monitoring Tool until you're ready (avoid noise).
 3. Verify services status; allow time for Asset Manager initialization (can take time depending on data volume).
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7) License MobileView (post-upgrade)

1. Log into MV.
 2. Capture the **new MV product key** (post-upgrade key may differ).
 3. Generate/apply MV license (or have Securitas generate it if portal result is incorrect).
 4. Log out/in and re-check license state.
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8) Post-upgrade validation checklist (must-do)

8.1 Core MV sanity

1. Confirm MV UI loads.

2. Confirm **tags/messages** updating (e.g., gateway counters/messages increment).
3. Confirm major tabs open without errors.

8.2 Instant Notifier workstations

1. **Restart IN client machines** (so client version updates from server).

8.3 HUGS functional check (if applicable)

1. Confirm unit has active tags (if none, validate with staff and at least confirm UI/boards load).
2. Have staff **exit and relaunch** infant application / client after update.

8.4 Tag firmware / configuration (if part of your scope)

- Example flow included pushing **T15 firmware** package via Tag Maintenance.

8.5 Exciter firmware updates (ALE/Engine Manager)

1. In Engine Manager, go to exciters.
 2. Perform group firmware upload/upgrade as required.
 3. Confirm no uploads pending / completed.
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9) Re-enable monitoring and clean up

1. Re-enable MV Monitoring Tool (inside MV Admin).
 2. Return services startup type to original state (undo temporary “Manual” changes if required).
 3. Confirm alerts are normal (no storm).
 4. Document:
 - Final versions
 - License applied
 - Any deviations/issues
 - Any follow-ups (e.g., DB upgrade postponed, cleanup old backups to free disk).
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10) Get backups after upgrade is done

Backup AEM

Get System Report