

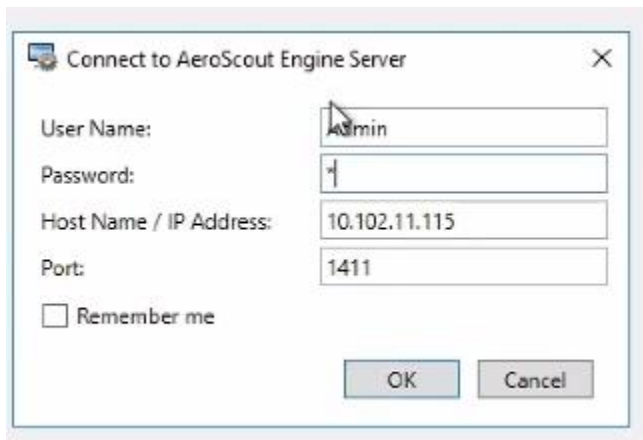
## MobileView & ALE Upgrade – Full Narrative KB

So really, the first thing is to get all of the ip addresses, new/old from the system report  
And create the spreadsheet and SOW.

**Log into existing server from AEM to make sure that everything is working**

**(if you can't, then go to ALE Server and check services)**

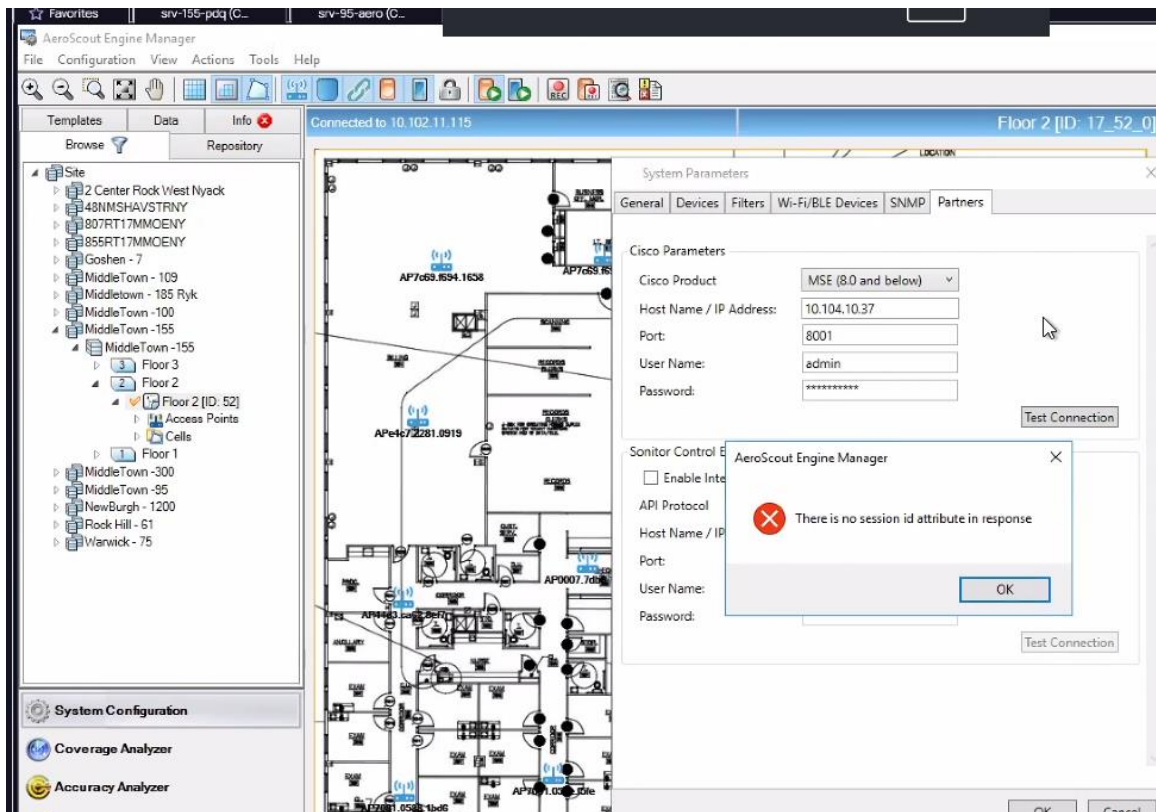
**(if necessary) Put in actual IP address and not local host**



server? ([00:03:53]) Yes, I got tag data, but when I go here to test my connection, I'm not getting anything. ([00:03:57]) Okay, from the Cisco side, is there any reason that we

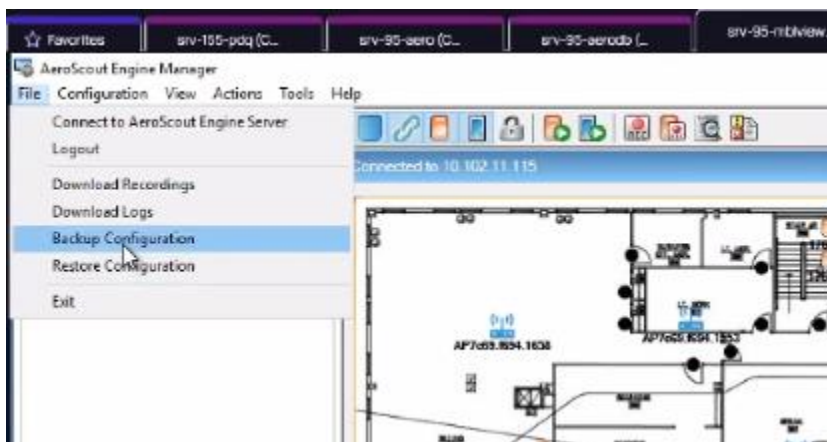
**Get Tag Data**

**Test Connection**

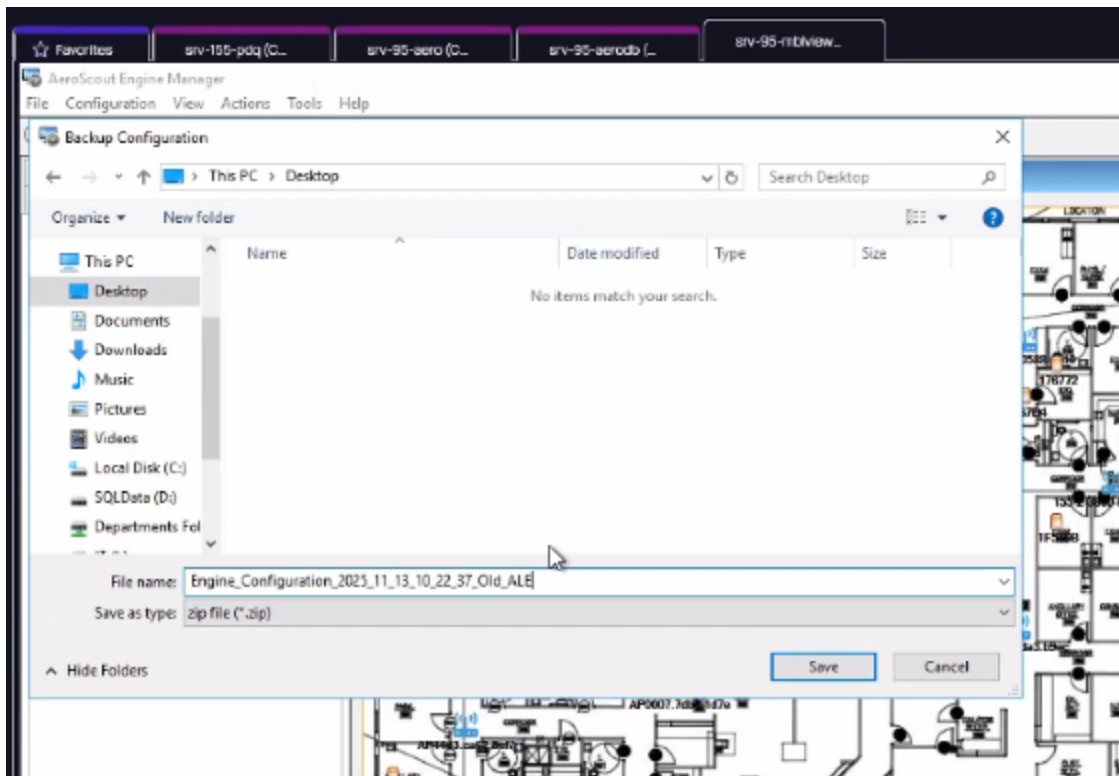


([00:24:33]) And my next step here is we make sure everything works properly.  
 ([00:24:37]) Now I'm going to back up this configuration for safety, just in case.  
 ([00:24:42])

### Backup ALE Configuration



This will be called the old, no, we just call this ALE 5.5 backup. ([00:24:52])



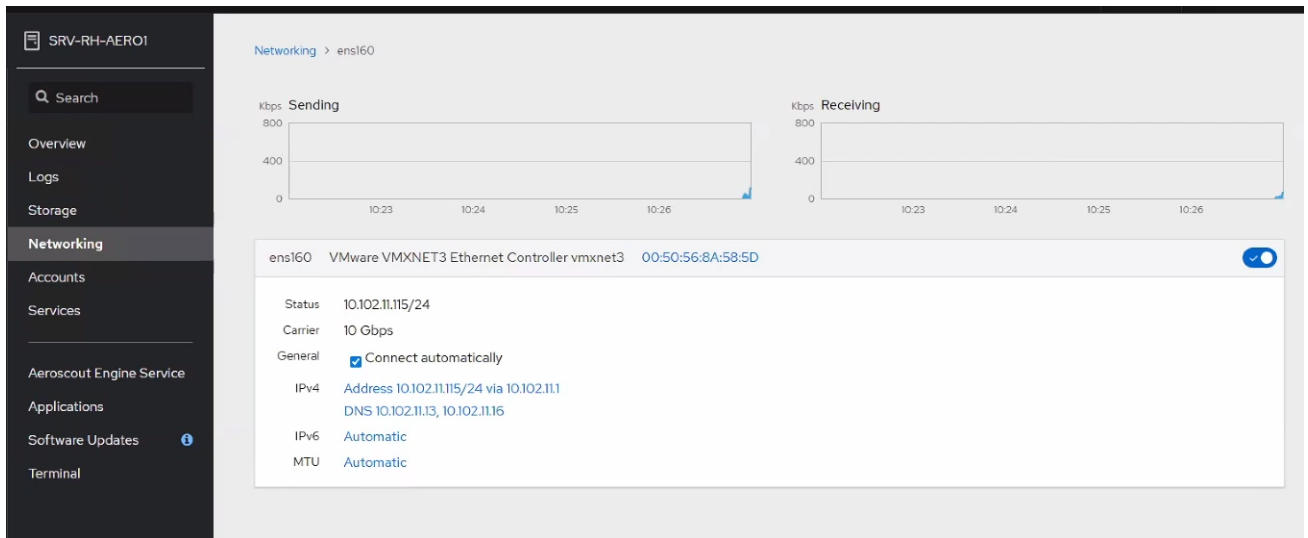
**Stick with the Engine for now. Don't worry about backing up DB until we get to MV.**

**You can also get IP Addresses from Node Heartbeat. May show you old and new IPs**

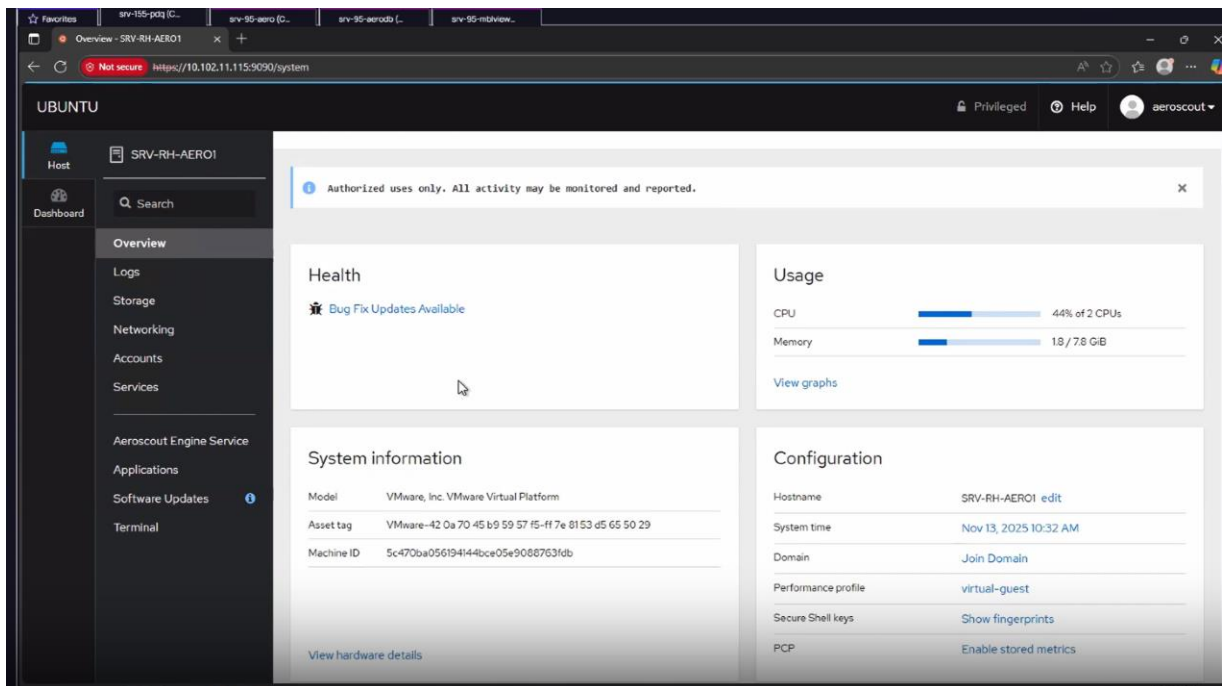
**Right, okay, so on this engine, if we could, if we could, I need to get the screenshots of this current ALE.**

**Go to Server's cockpit 10.104.1360:9090**

**Get Networking screenshots**

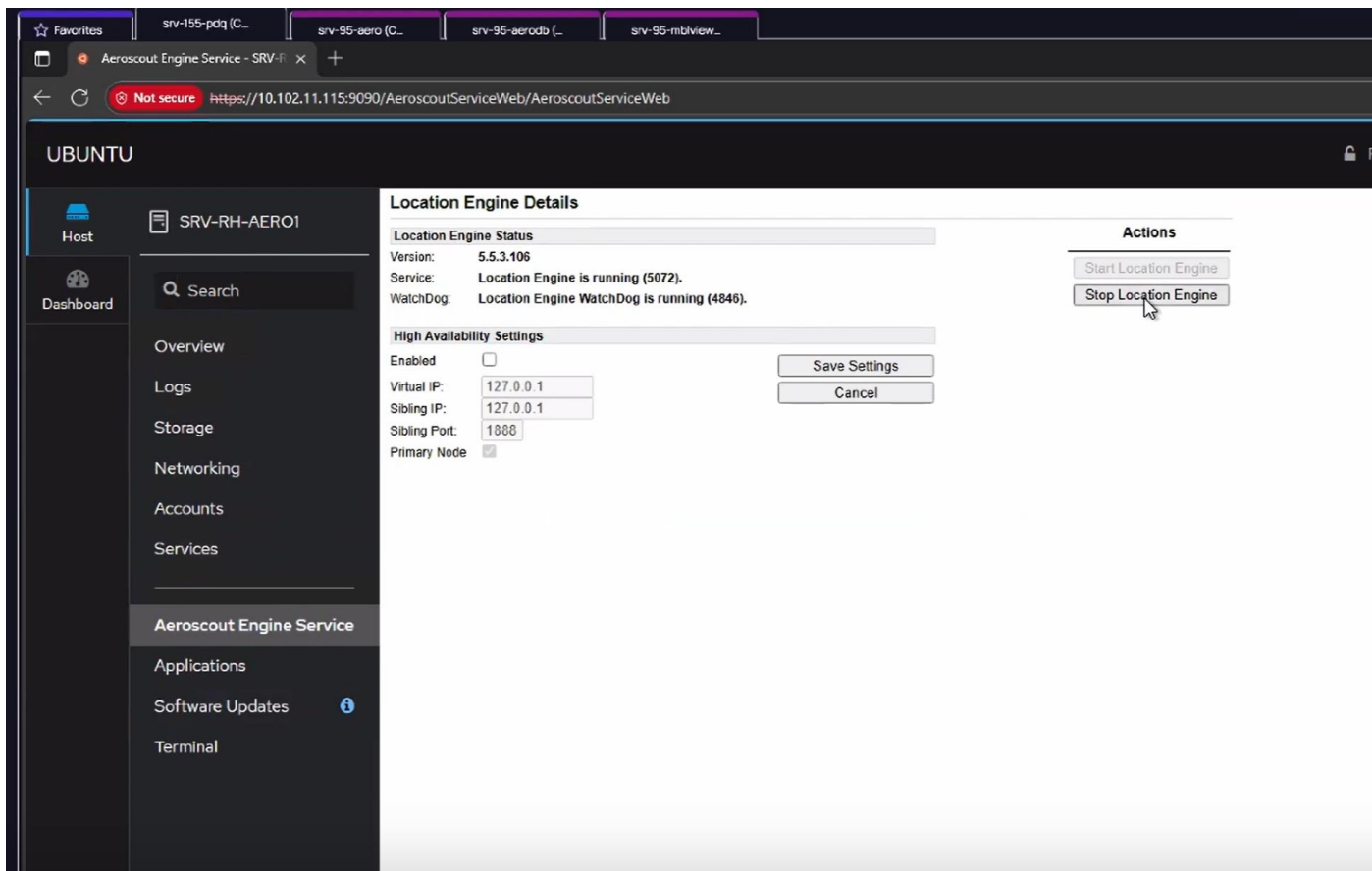


## Get Overview Screenshot



## Stop the Services.

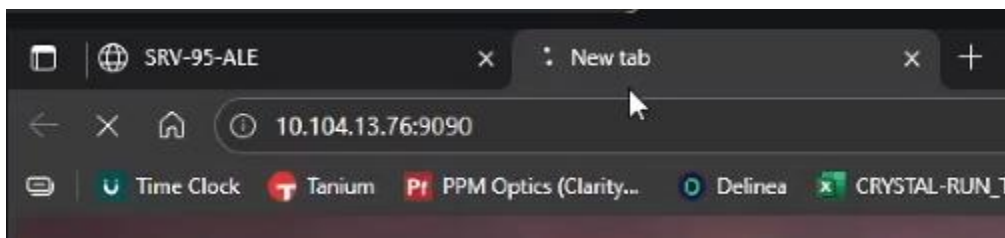
## Click Aeroscout Engine Services



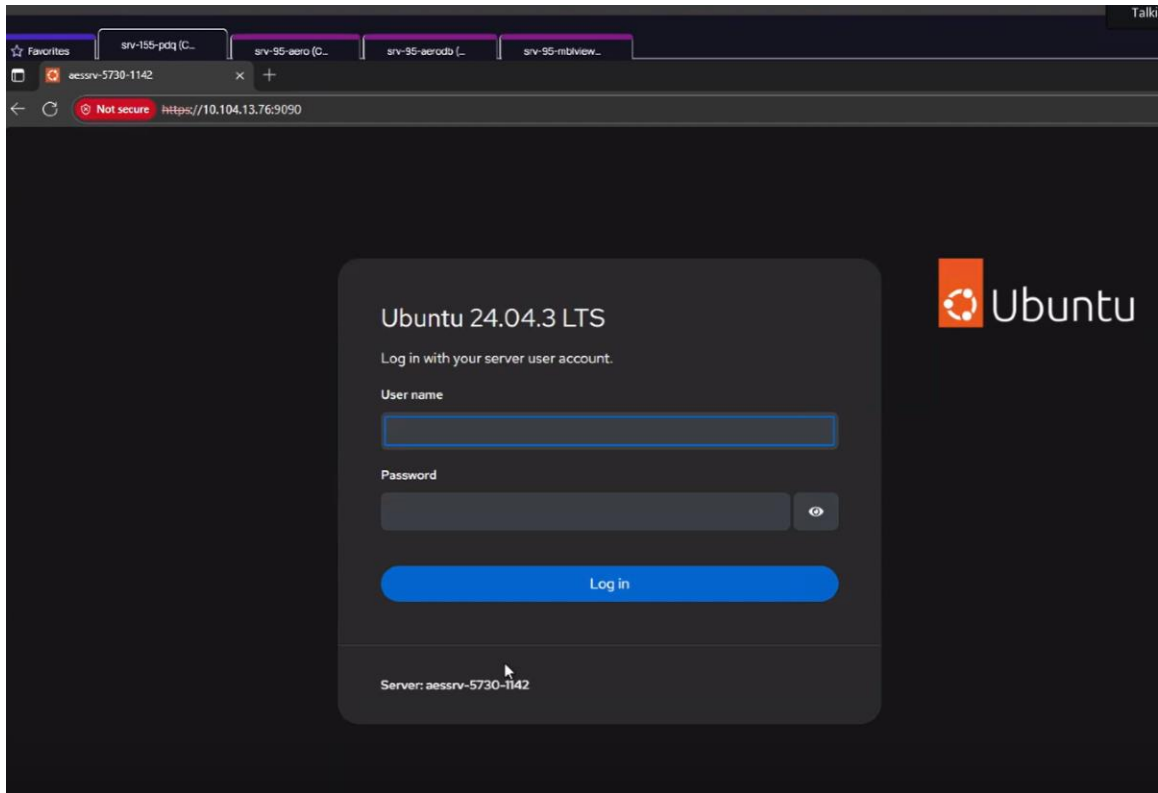
**Go to new ALE**

**So got to new ALE Cockpit :9090**

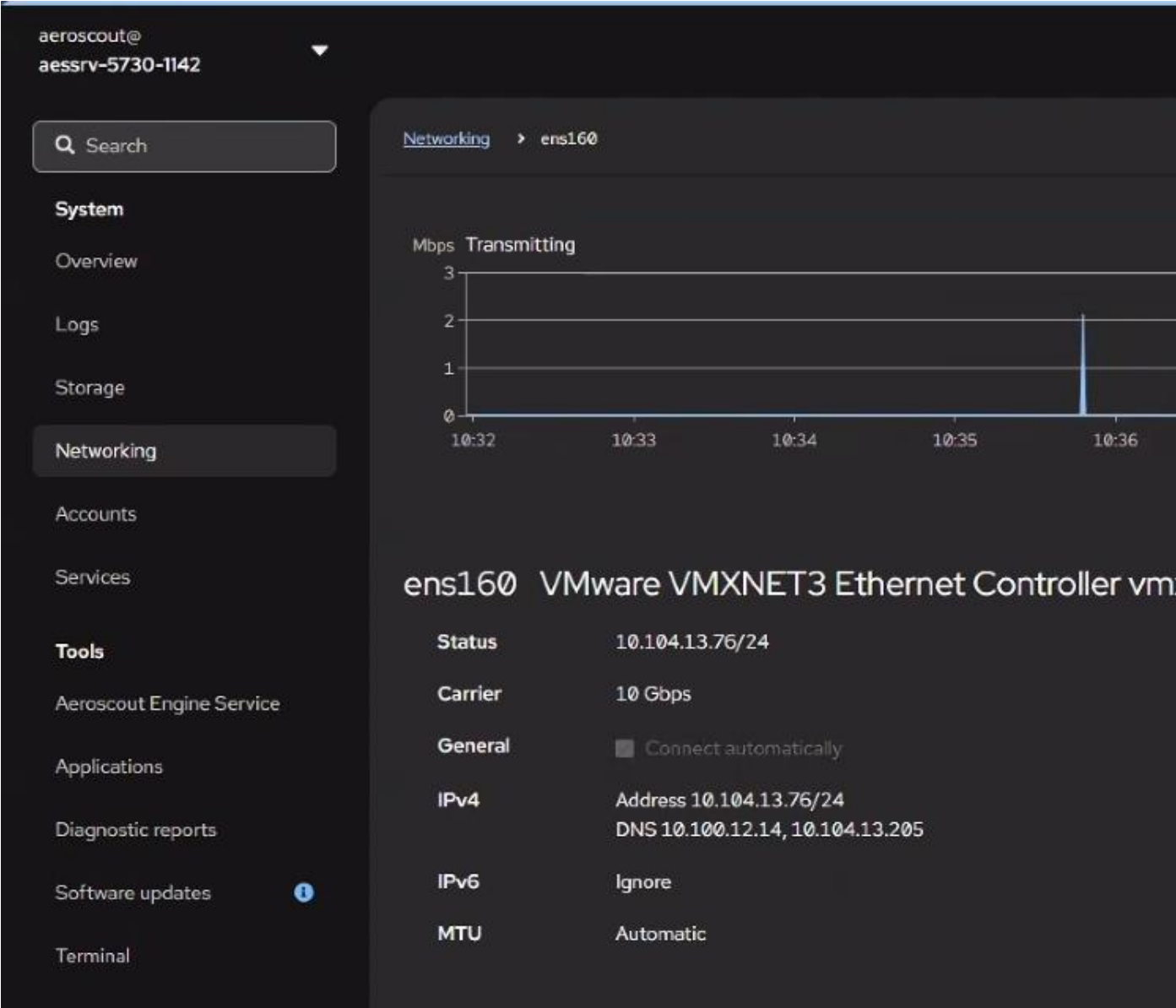
**[[00:26:57]] Login to the new ALE cockpit.**



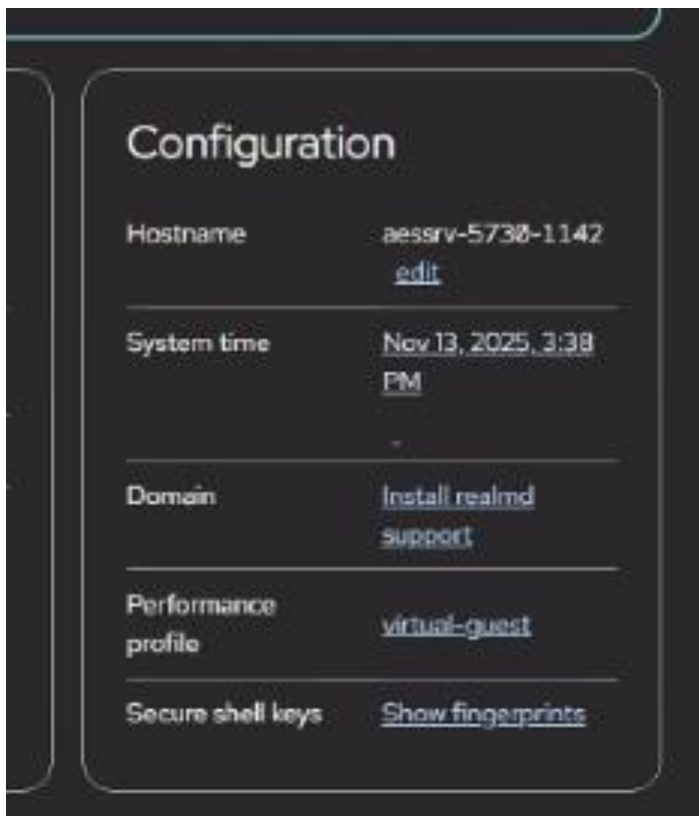
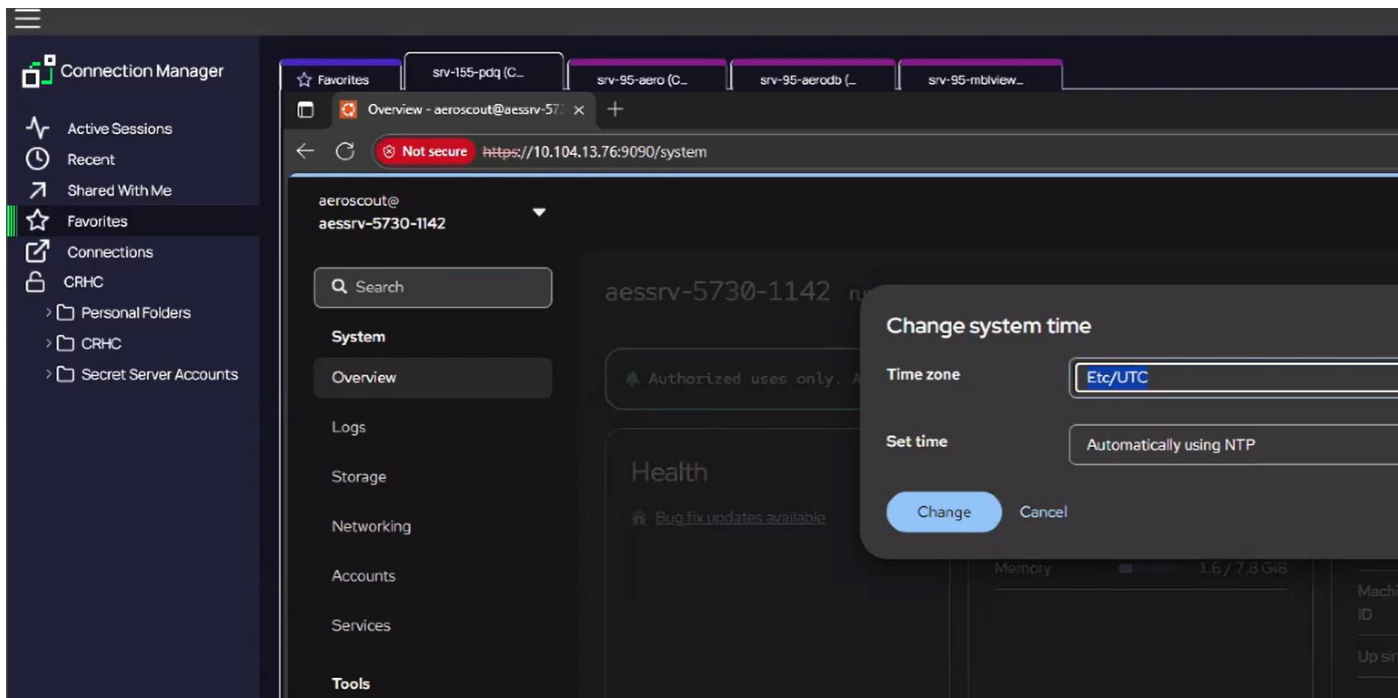
**Aeroscout  
administrator**



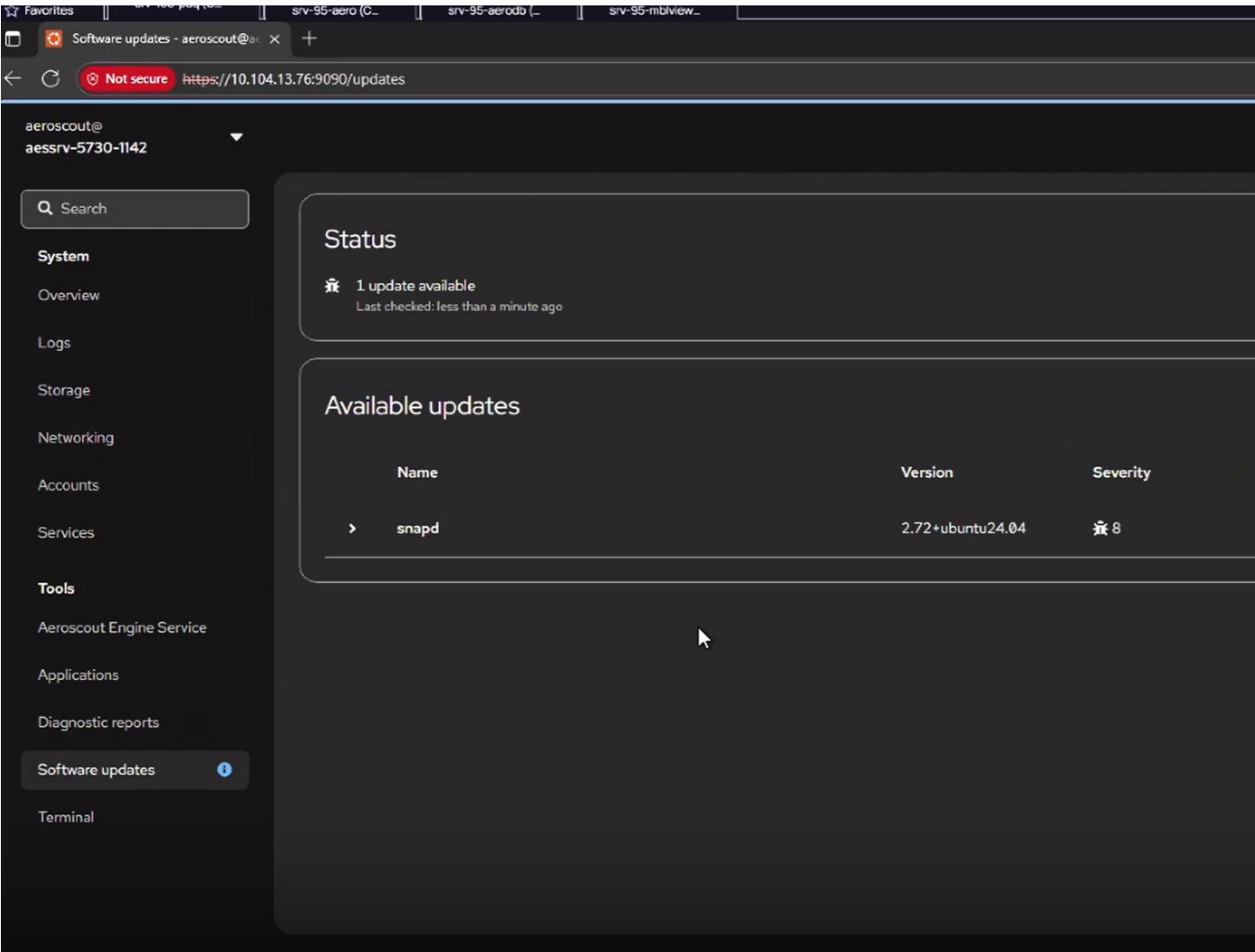
Screenshot NEW ALE Network also



## Change System Time



Get Software Updates



Software updates - aeroscout@bc x +

← ↻ Not secure https://10.104.13.76:9090/updates

aeroscout@aessrv-5730-1142

Q Search

System

Overview

Logs

Storage

Networking

Accounts

Services

Tools

Aeroscout Engine Service

Applications

Diagnostics reports

Software updates ⓘ

Technical

Status

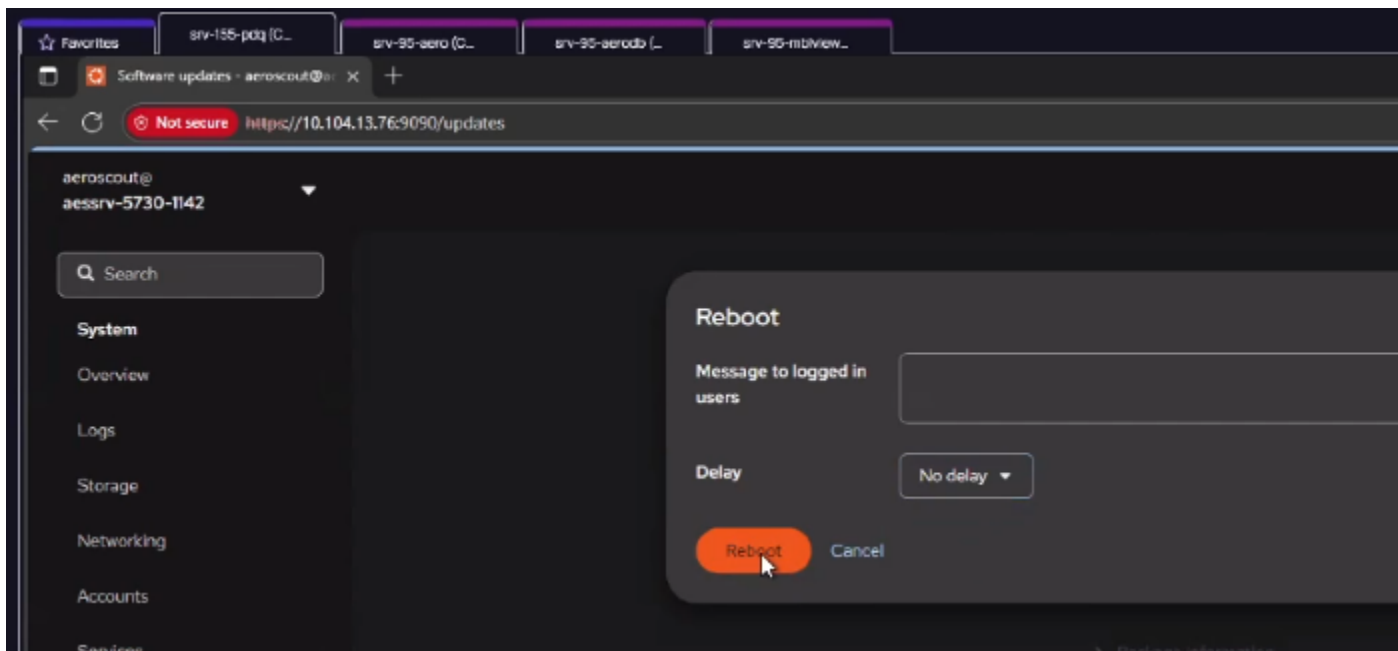
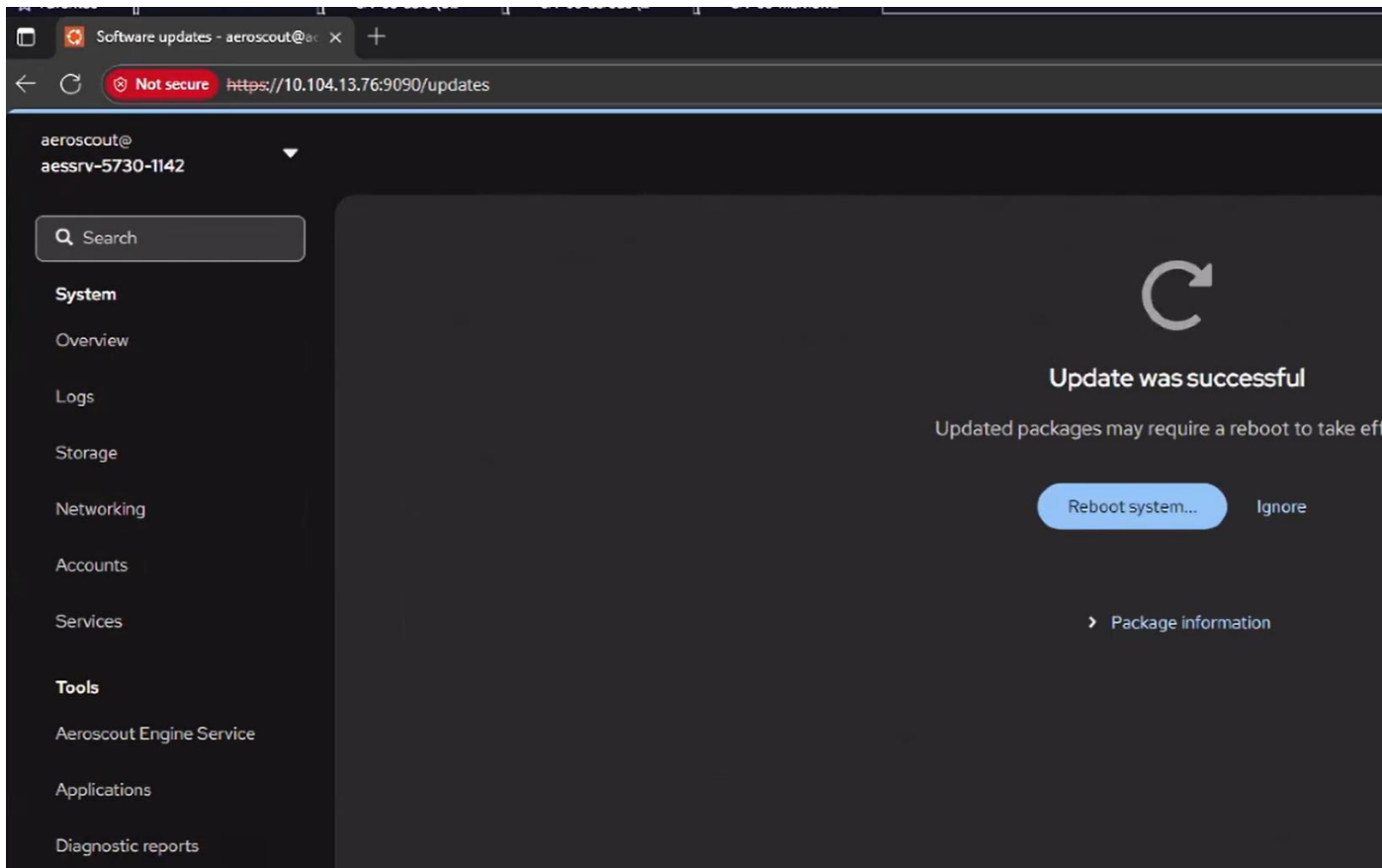
1 update available

Last checked: less than a minute ago

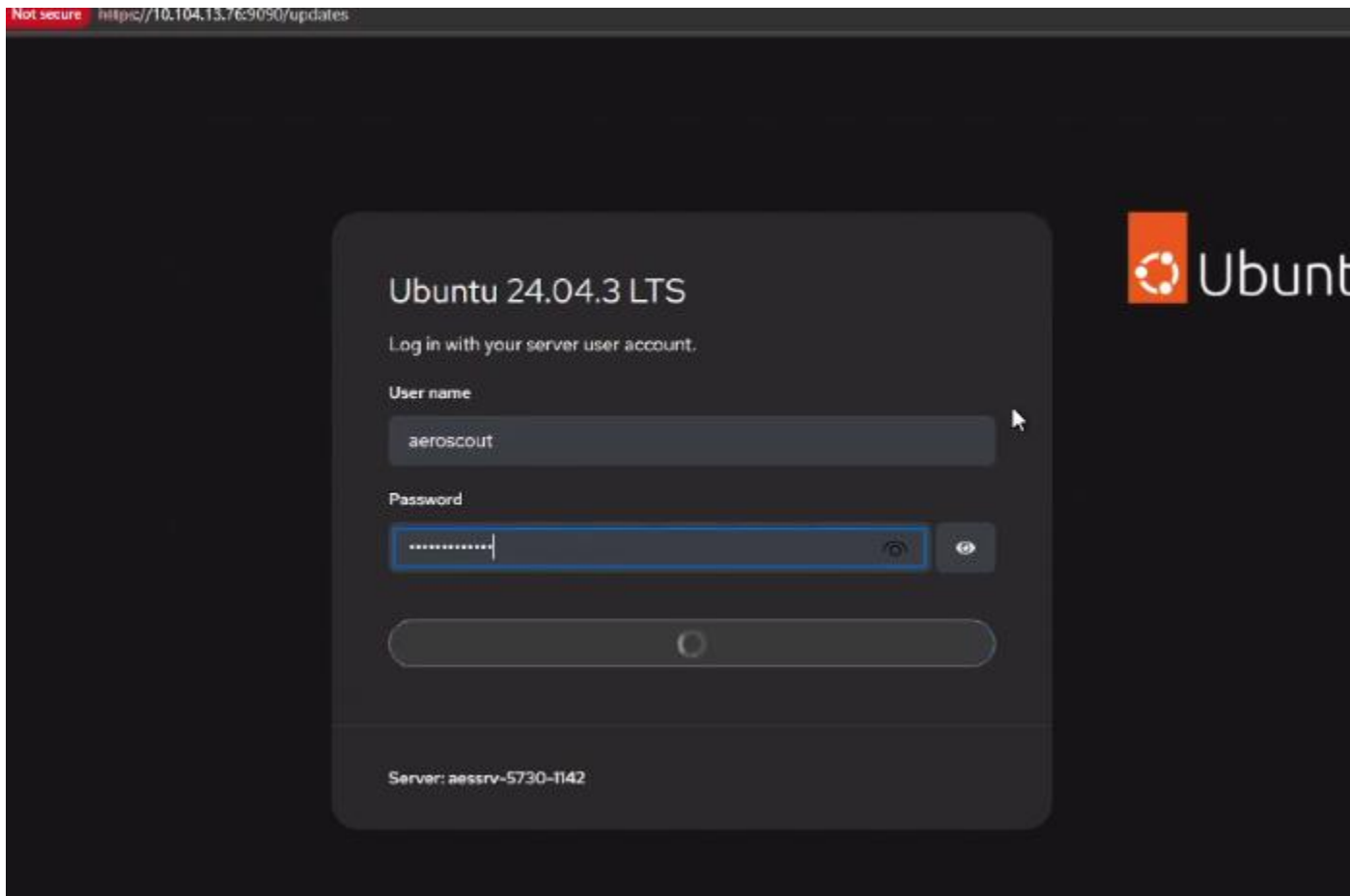
Available updates

Name	Version	Severity
▼ snapd	2.72+ubuntu24.04	8
<div>Packages</div> <div>snapd</div> <div>Bugs</div> <div><a href="#">1916244</a>, <a href="#">2112626</a>, <a href="#">2114704</a>, <a href="#">2117121</a>, <a href="#">2117558</a>, <a href="#">2121238</a>, <a href="#">2122054</a>, <a href="#">2124239</a></div> <div>New upstream release, LP: #2124239</div> <div>FDE: support replacing TPM protected keys at runtime via the /v2/system-volumes endpoint</div> <div>FDE: support secboot preinstall check fix actions for 25.10+ hybrid installs via the /v2/system/{label} endpoint</div>		

**Reboot**



*Reconnect after 30 seconds*



*Verify Config against screenshot*

☆ Favorites

srv-155-pdq (C...

srv-95-aero (C...

Networking - aeroscout@aessrv-... x

+

←

↻

Not secure

https://10.104.13.76:9090/network#/ens160

aeroscout@  
aessrv-5730-1142

▼

Q Search

System

Overview

Logs

Storage

Networking

Accounts

Services

Tools

Aeroscout Engine Service

Applications


Diagnostic reports

Software updates

Terminal

Networking > ens160

Kbps Transmitting



Time	Kbps Transmitting
10:37	0
10:38	0
10:39	0
10:40	0

ens160 VMware VMXNET3 Ethernet Controller

Status

Carrier

General

IPv4

IPv6

MTU

10.104.13.76/24

10 Gbps

☒ Connect automatically

Address 10.104.13.76/24  
DNS 10.100.12.14, 10.104.13.205 [edit](#)

Ignore [edit](#)

Automatic [edit](#)

☆ Favorites

srv-155-pdq (C...

srv-95-aero (C...

srv-95-aerodb (...)

srv-95-mblview...

Aeroscout Engine Service - aerosc...

← ↻ Not secure https://10.104.13.76:9090/AeroscoutServiceWeb/AeroscoutServiceWeb

aeroscout@  
aessrv-5730-1142

Q Search

System

Overview

Logs

Storage

Networking

Accounts

Services

Tools

Aeroscout Engine Service

Applications

Diagnostic reports

Software updates

Terminal

Location Engine Details

Location Engine Status

Version: 5.7.30.211

Service: Location Engine is running (1750).

WatchDog: Location Engine WatchDog is running (1585).

High Availability Settings

Enabled ☐

Virtual IP: 127.0.0.1

Sibling IP: 127.0.0.1

Sibling Port: 1888

Primary Node ☒

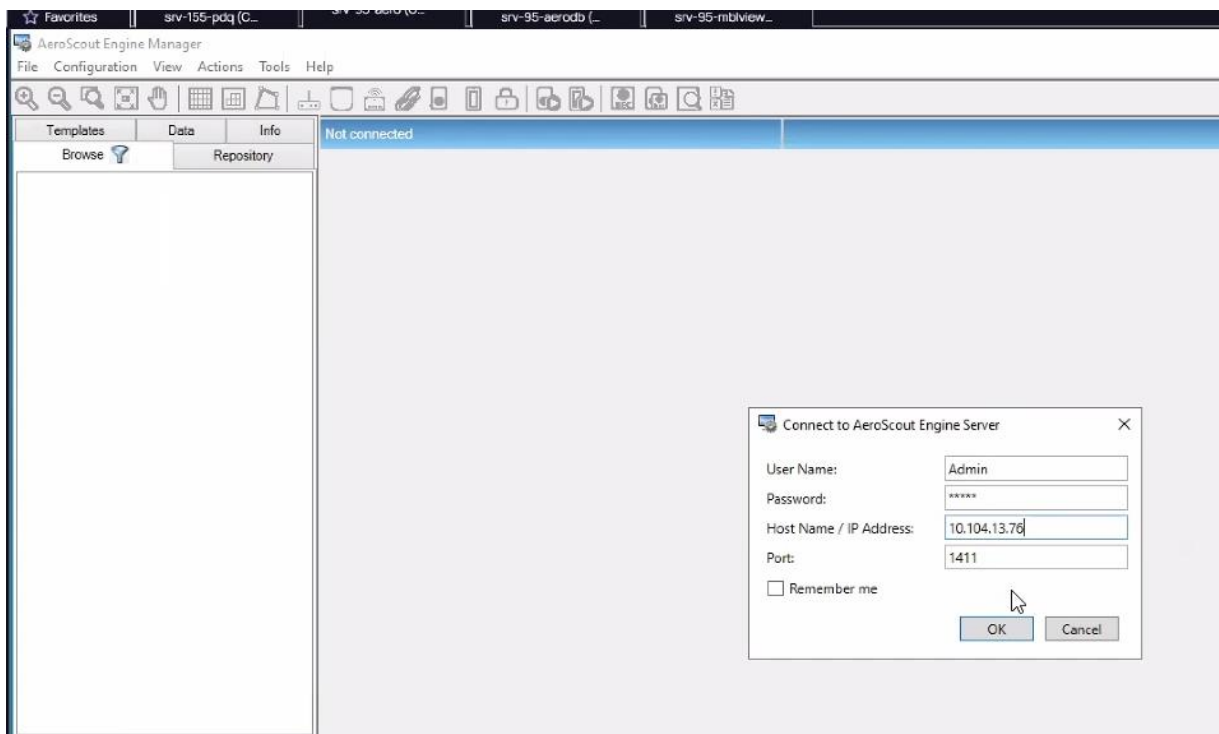
Save Settings

Cancel

Start L

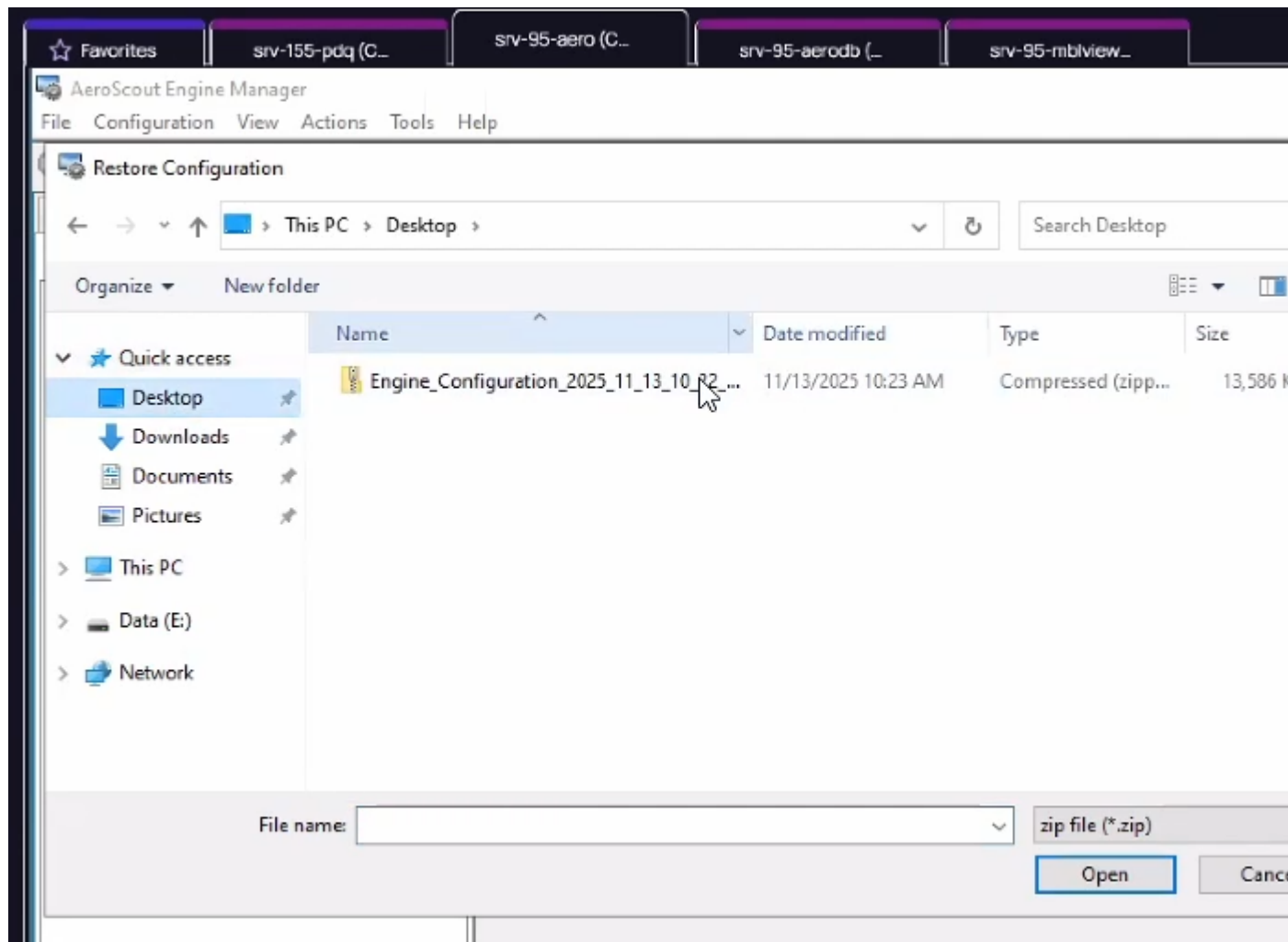
Stop L

## Log into Aeroscout with new IP Address

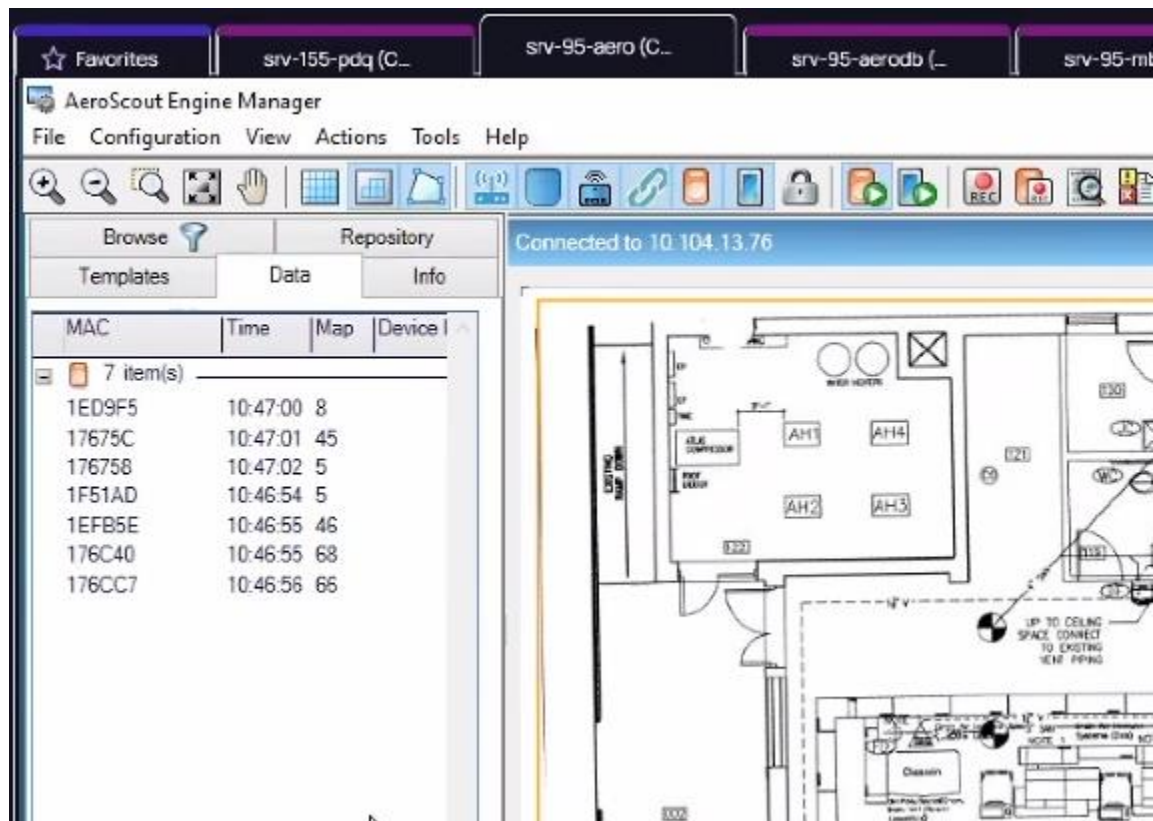


**Restore config from old ALE**

**Move saved config to this machine**



**Check Data again**



**Check Cisco, test that connection. Very good.**

**Verify version was upgraded in about screen**

**License the server**

**Take screenshot of License**

*[Figure 70: Insert screenshot here]*

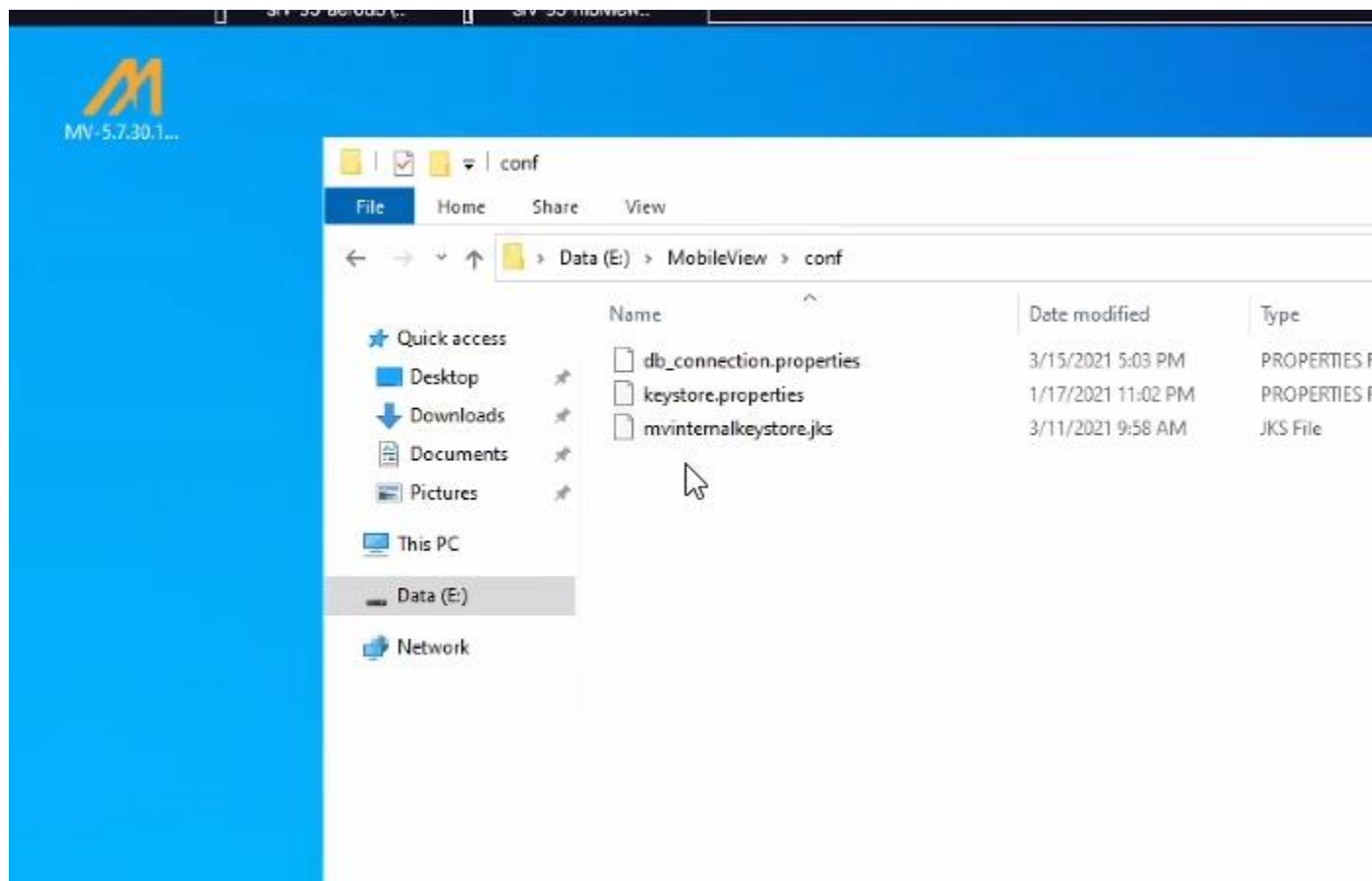
[[00:42:03]] a sense side can we get the same sense and storage for the new server I don't  
[[00:42:09]] No, I don't think so because the new server is in the new VMware environment  
because everything is okay [[00:42:16]] Like you know from database side backup is good.  
Everything is good [[00:42:19]] But whenever we run the restore it automatically giving us  
time out and I already reached out the small database when it is like a [[00:42:25]] MBI  
restored even you can see and read your dummy that we already restored on a new server  
[[00:42:32]] Because immediately server is not responding immediately we are getting time

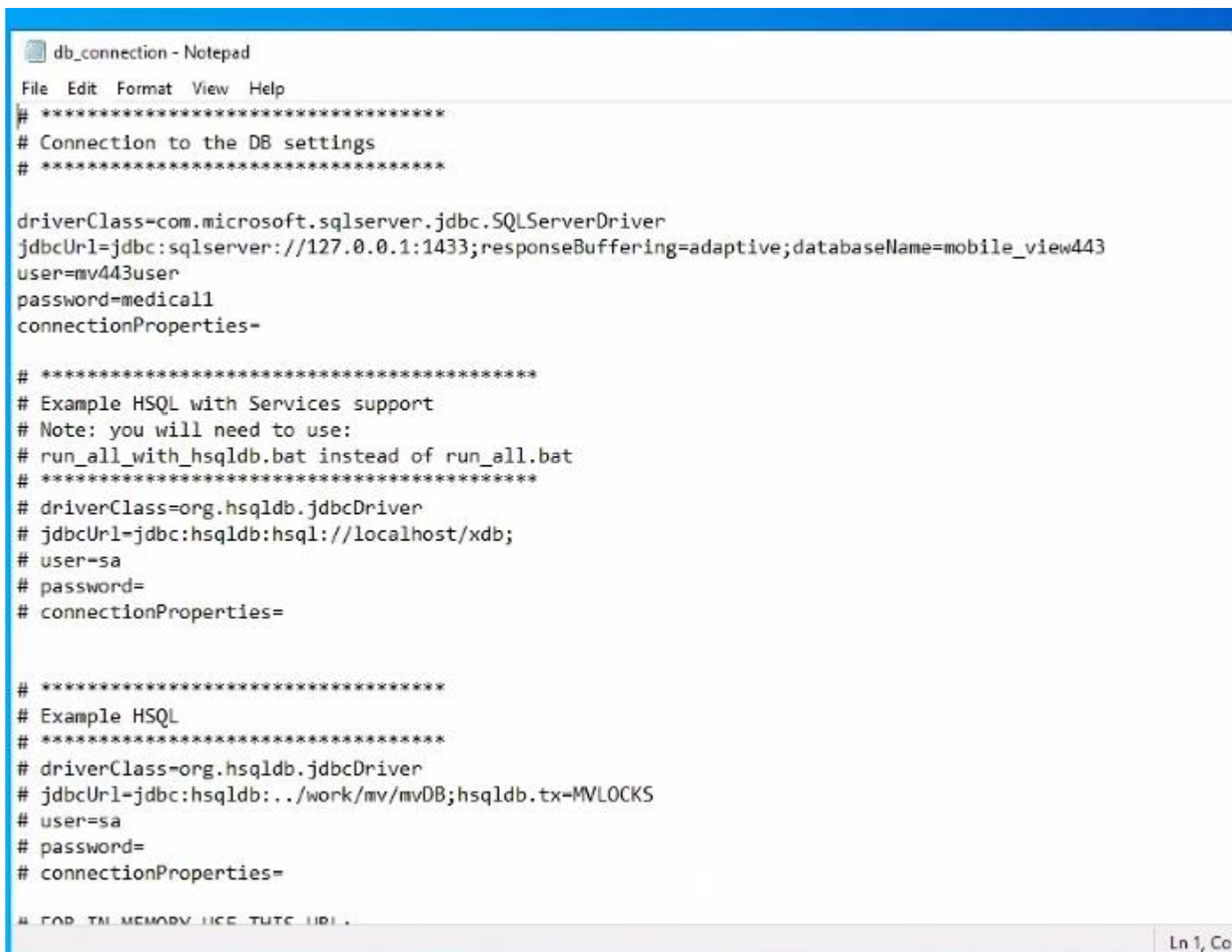
out error that server is not responding ([00:42:39]) okay it is saying here can we can we change the connection timeout error by default it's

*[Figure 71: Insert screenshot here]*

([00:42:50]) a 15 second you have you need to do that right let me check I have a connection over here ([00:42:55]) I have it enough over here also from my and I check unlimited okay so from my and it's ([00:43:01]) good let's see if there is any way I can do it on a server okay this is for dot net and ([00:43:06]) Everything for SQL said look good because everything is only limited ([00:43:09]) It has a engine that has a profiler, manage, extension ([00:43:13]) I think so, I think from here ([00:43:16]) No, please don't change it ([00:43:18]) I think that I can change it from my end ([00:43:21]) Can you check a volume? ([00:43:23]) If you see any error from the windows or application ([00:43:26]) I can check event viewer, I don't mind

### **Configure DB if needed**





```
db_connection - Notepad
File Edit Format View Help
# *****
# Connection to the DB settings
# *****

driverClass=com.microsoft.sqlserver.jdbc.SQLServerDriver
jdbcUrl=jdbc:sqlserver://127.0.0.1:1433;responseBuffering=adaptive;databaseName=mobile_view443
user=mv443user
password=medical1
connectionProperties=

# *****
# Example HSQL with Services support
# Note: you will need to use:
# run_all_with_hsqldb.bat instead of run_all.bat
# *****
# driverClass=org.hsqldb.jdbcDriver
# jdbcUrl=jdbc:hsqldb:hsqldb://localhost/xdx;
# user=sa
# password=
# connectionProperties=

# *****
# Example HSQL
# *****
# driverClass=org.hsqldb.jdbcDriver
# jdbcUrl=jdbc:hsqldb:../work/mv/mvDB;hsqldb.tx=MVLOCKS
# user=sa
# password=
# connectionProperties=

# FOR TAL MEMORY USE THIS URL.
```

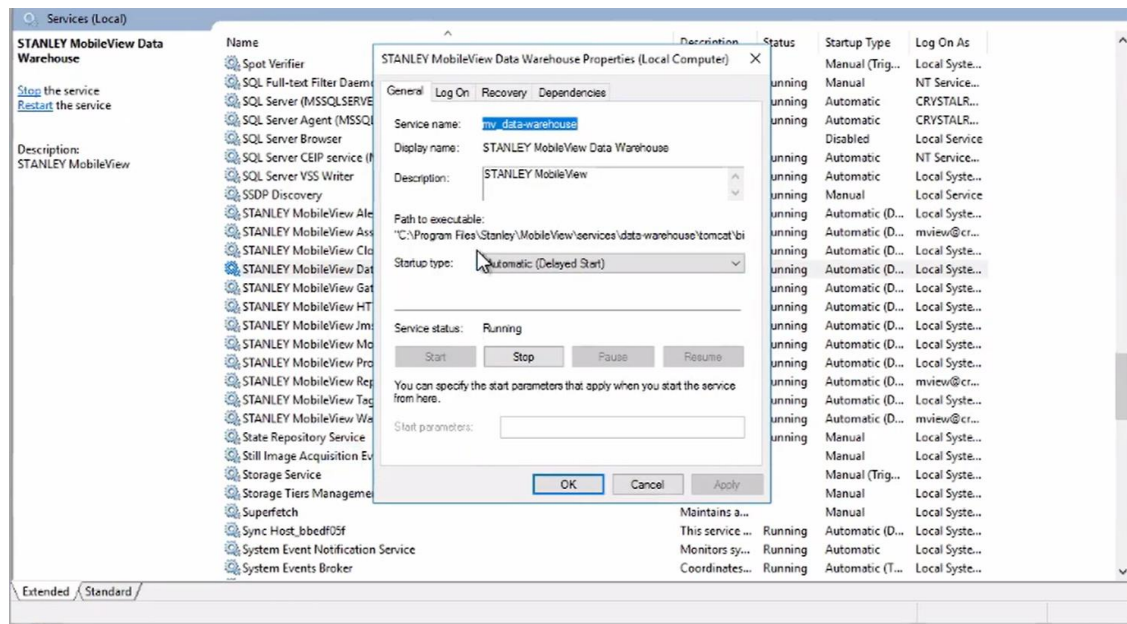
That's what I meant to say and now it's mobile view. That's the tell-tale sign that the upgrade went well. So now we'll just wait for these services to start and then we'll try to log in. Gotta hit refresh with this one, Mommy. Yeah, still trying. It doesn't matter that there's such a manual startup. Not a watch toggle, it just takes time to watch toggle start a month. This folder will fill up so... Alright, so the HTTP server started so you could open up the JMX console now. We're just waiting for this to clear. Dan and Liam, once that goes green, we'll be able to log in.

[Figure 87: Insert screenshot here]

Okay, we're good. Should I license it first before going through the checks? I would check some basic stuff. choice is yours. Yeah, I

was looking for the message is to ([00:52:30]) probably I don't see him. ([00:52:32]) It's it's not connected. And keep in mind, oh, you know what ([00:52:36]) we didn't, which we didn't change is the the address for the ([00:52:41]) new ALE. Okay, so I have to log into that ALE. Nope. Where do I ([00:52:46]) change the address for the new ALE? The the we got changed to ([00:52:49]) gateway properties. Okay, in the same in that file, not in the ([00:52:53]) same not in the one where we did not the DB connection

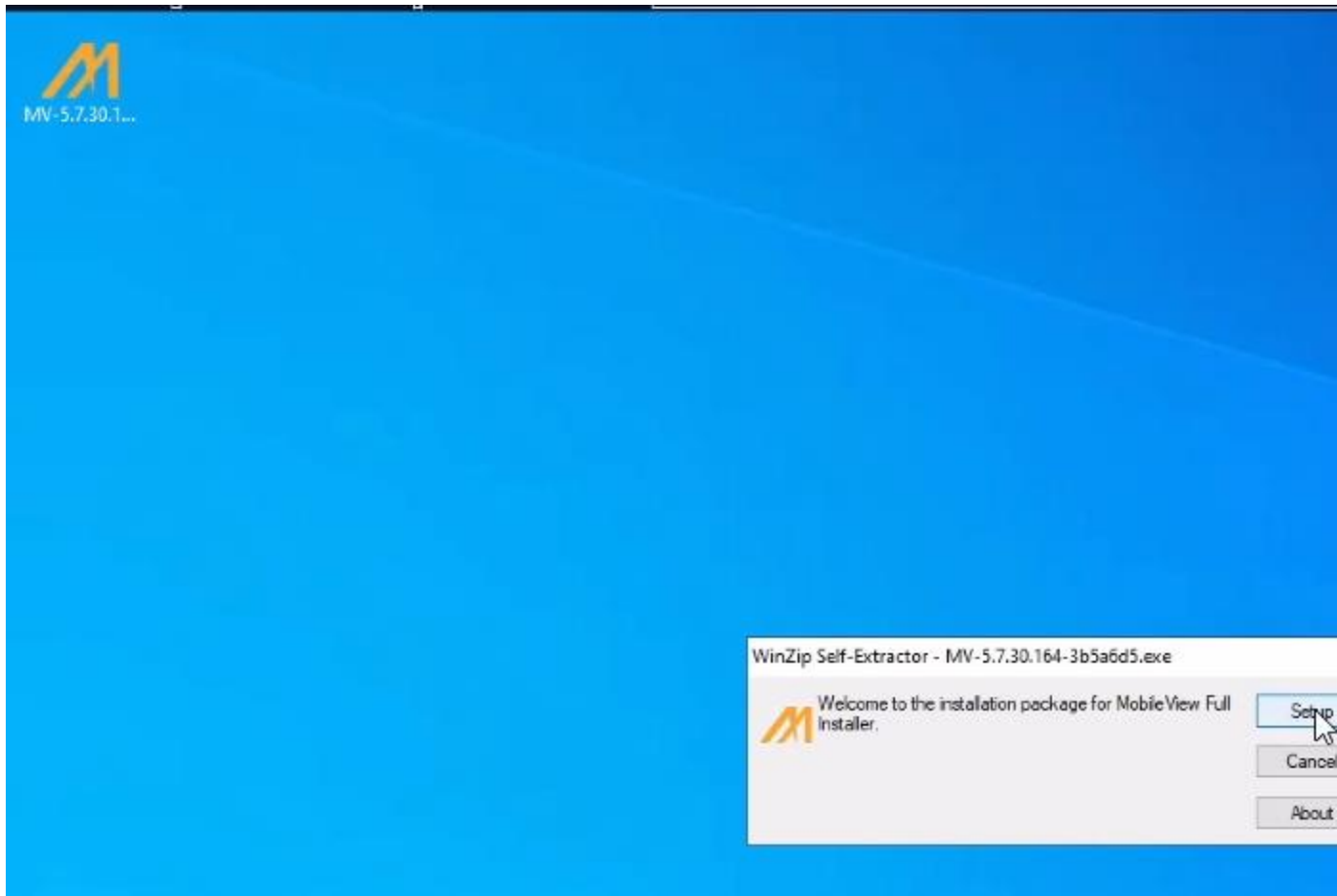
### Find out where MV is installed



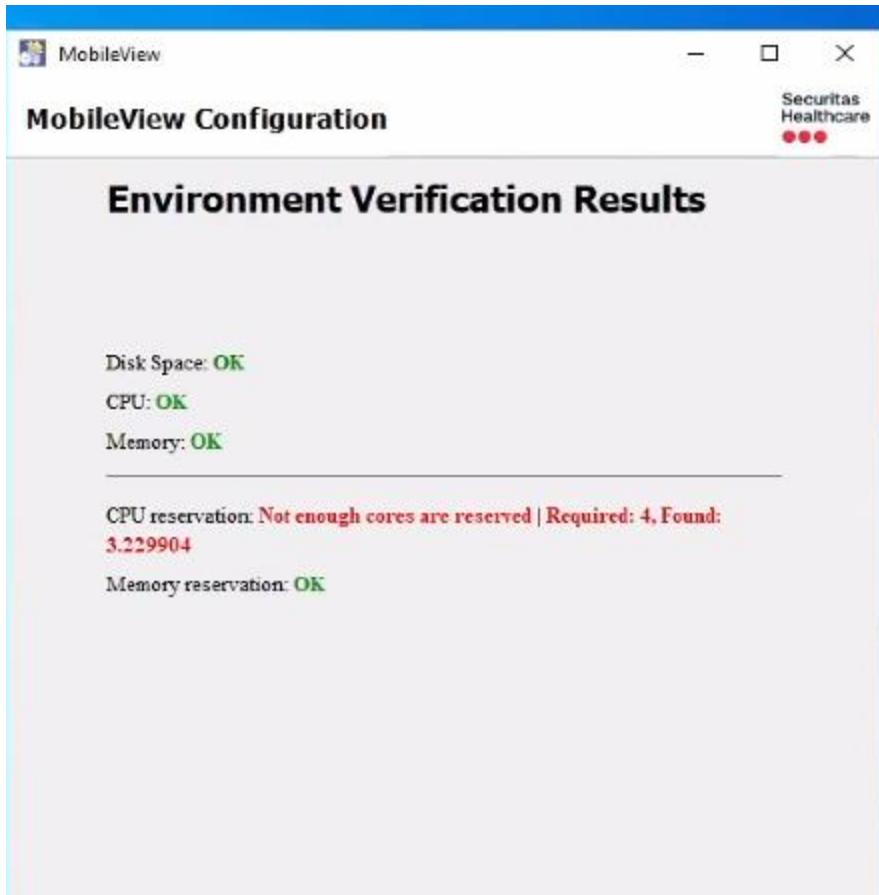
### Check Services is off

Services (Local)					
<b>Secondary Logon</b>					
<a href="#">Start the service</a>					
Description: Enables starting processes under alternate credentials. If this service is stopped, this type of logon access will be unavailable. If this service is disabled, any services that explicitly depend on it will fail to start.					
Name	Description	Status	Startup Type	Log On As	
Server	Supports fil...	Running	Automatic (T...	Local Syste...	
Shared PC Account Manager	Manages pr...		Disabled	Local Syste...	
Shell Hardware Detection	Provides no...	Running	Automatic	Local Syste...	
Smart Card	Manages ac...		Manual (Trig...	Local Service	
Smart Card Device Enumera...	Creates soft...		Disabled	Local Syste...	
Smart Card Removal Policy	Allows the s...		Manual	Local Syste...	
SNMP Trap	Receives tra...		Manual	Local Service	
Snow Inventory Agent	Snow Inven...	Running	Automatic	Local Syste...	
Software Protection	Enables the ...		Automatic (...)	Network S...	
Special Administration Con...	Allows adm...		Manual	Local Syste...	
Spot Verifier	Verifies pote...		Manual (Trig...	Local Syste...	
SSDP Discovery	Discovers n...		Disabled	Local Service	
STANLEY MobileView Alerti...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Asset ...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Cloud...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Data ...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Gate...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView HTTP ...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Jms	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Monit...	STANLEY M...		Automatic	Local Syste...	
STANLEY MobileView Proce...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Repor...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Tag C...	STANLEY M...		Manual	Local Syste...	
STANLEY MobileView Watc...	STANLEY M...		Automatic	Local Syste...	
State Repository Service	Provides re...	Running	Automatic	Local Syste...	

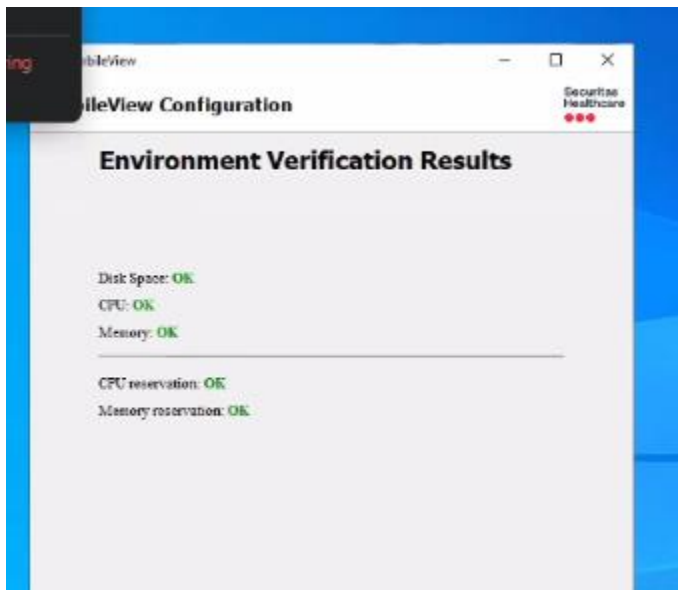
**Install MV**



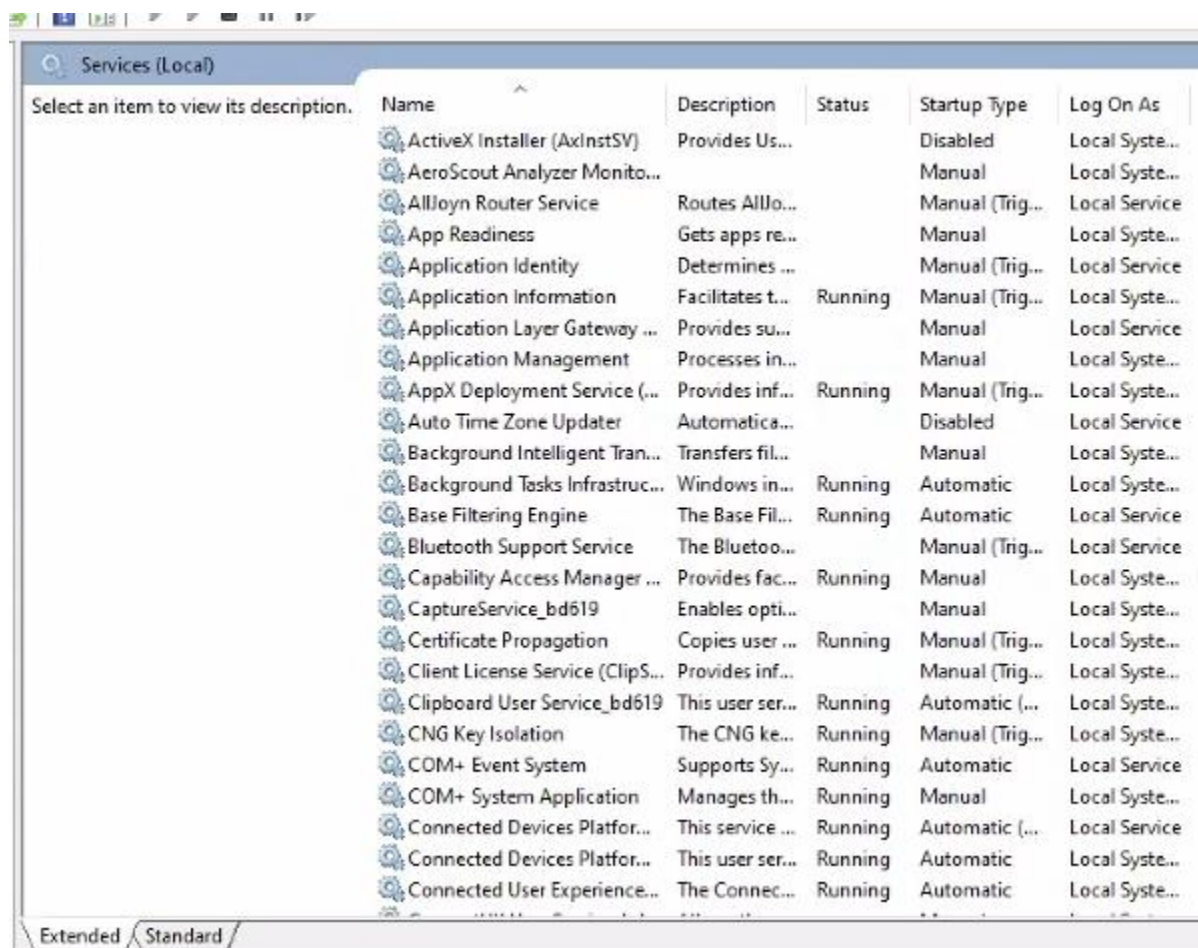
**Verify CPU Reservation**



### ***Fixed Reservation***



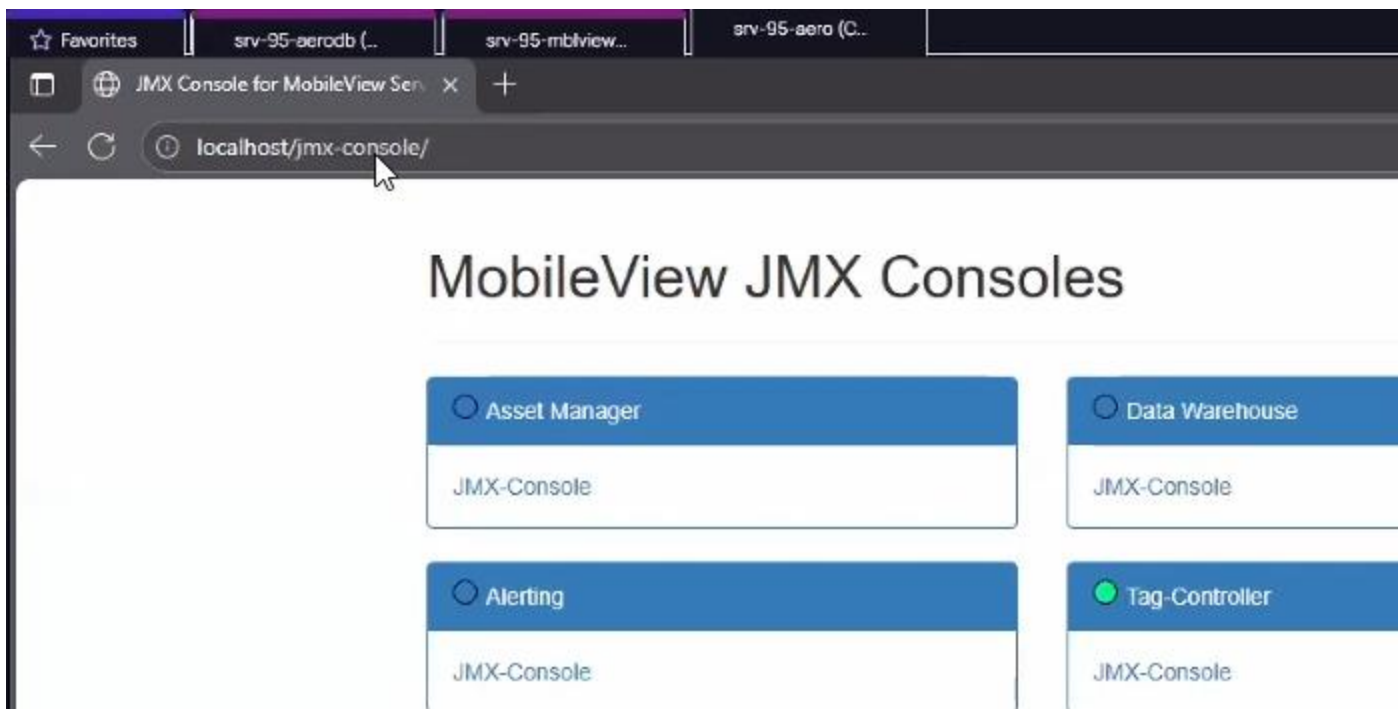
## Make sure Services are Running



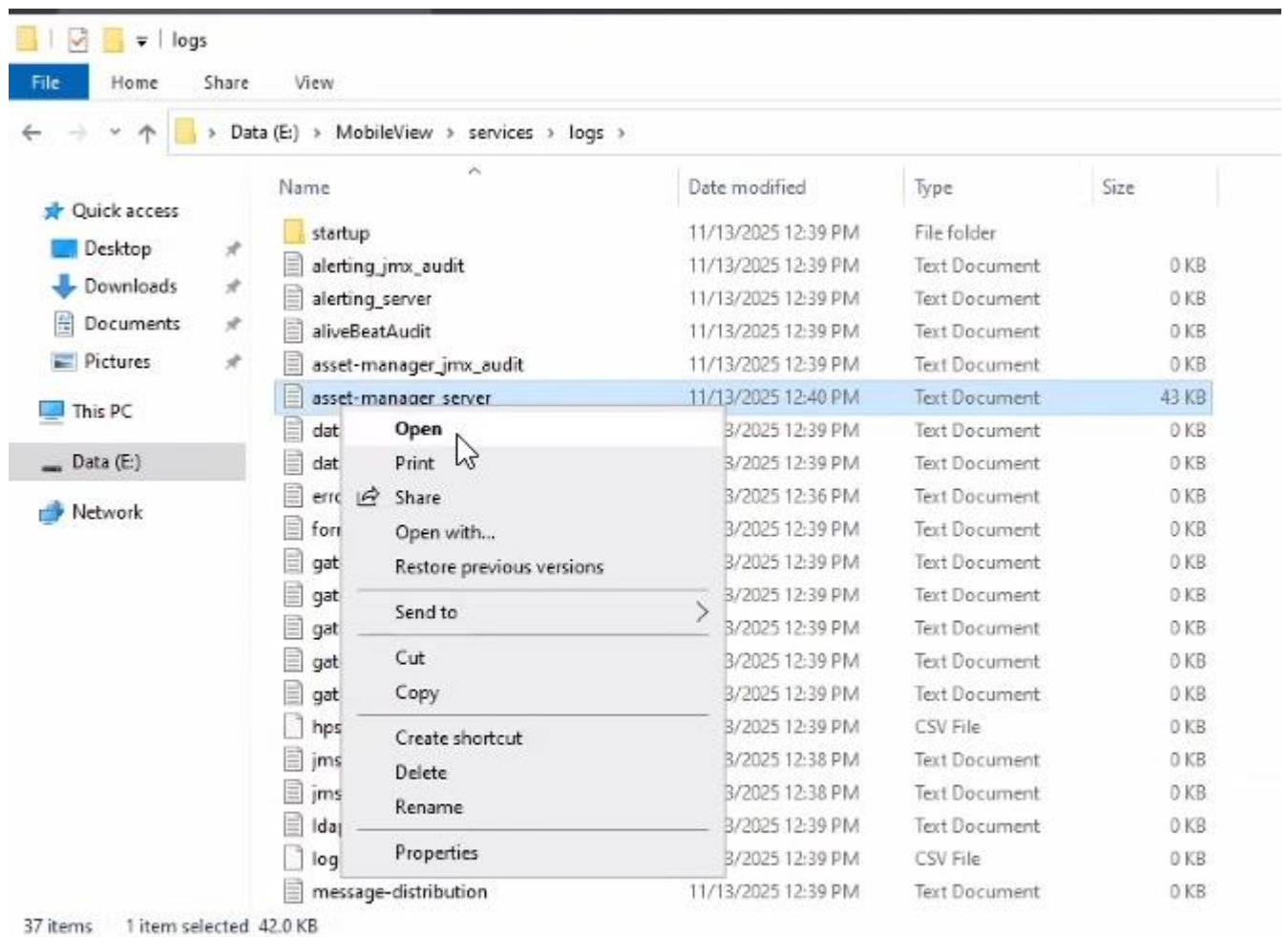
The screenshot shows the Windows Services console for the local machine. The title bar reads "Services (Local)". Below the title bar, there is a search bar and a list of services. The services are displayed in a table with columns: Name, Description, Status, Startup Type, and Log On As. The status of each service is indicated by a green dot (Running) or a red dot (Stopped). The startup type is either Automatic, Manual, or Disabled. The log on as user is either Local System, Local Service, or Network Service.

Name	Description	Status	Startup Type	Log On As
ActiveX Installer (AxInstSV)	Provides Us...		Disabled	Local Syste...
AeroScout Analyzer Monito...			Manual	Local Syste...
AllJoyn Router Service	Routes AllJo...		Manual (Trig...	Local Service
App Readiness	Gets apps re...		Manual	Local Syste...
Application Identity	Determines ...		Manual (Trig...	Local Service
Application Information	Facilitates t...	Running	Manual (Trig...	Local Syste...
Application Layer Gateway ...	Provides su...		Manual	Local Service
Application Management	Processes in...		Manual	Local Syste...
AppX Deployment Service (...)	Provides inf...	Running	Manual (Trig...	Local Syste...
Auto Time Zone Updater	Automatica...		Disabled	Local Service
Background Intelligent Tran...	Transfers fil...		Manual	Local Syste...
Background Tasks Infrastruc...	Windows in...	Running	Automatic	Local Syste...
Base Filtering Engine	The Base Fil...	Running	Automatic	Local Service
Bluetooth Support Service	The Bluetoo...		Manual (Trig...	Local Service
Capability Access Manager ...	Provides fac...	Running	Manual	Local Syste...
CaptureService_bd619	Enables opti...		Manual	Local Syste...
Certificate Propagation	Copies user ...	Running	Manual (Trig...	Local Syste...
Client License Service (ClipS...	Provides inf...		Manual (Trig...	Local Syste...
Clipboard User Service_bd619	This user ser...	Running	Automatic (...)	Local Syste...
CNG Key Isolation	The CNG ke...	Running	Manual (Trig...	Local Syste...
COM+ Event System	Supports Sy...	Running	Automatic	Local Service
COM+ System Application	Manages th...	Running	Manual	Local Syste...
Connected Devices Platfor...	This service ...	Running	Automatic (...)	Local Service
Connected Devices Platfor...	This user ser...	Running	Automatic	Local Syste...
Connected User Experience...	The Connec...	Running	Automatic	Local Syste...

Once Apache starts running you can check jmx console



Check logs for errors



**Finished**

```
asset-manager_server - Notepad
File Edit Format View Help
version 5.7.30.164.0
2025-11-13 12:42:33,681 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiat
execution time. Running the report now
2025-11-13 12:42:37,654 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiat
Running the report now
2025-11-13 12:42:42,179 WARN [com.aeroscout.mobileview.assetsmanager.service.report.ReportServiceInitiat
execution time. Running the report now
2025-11-13 12:42:43,575 INFO [com.aeroscout.mobileview.assetsmanager.web.infra.springcontext.AssetManage
milliseconds
2025-11-13 12:42:43,733 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ProximityLogDataJob] Job Asset
2025-11-13 12:42:43,735 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogge
2025-11-13 12:42:43,780 INFO [com.aeroscout.mobileview.assetsmanager.service.report.ReportValidationJob]
2025-11-13 12:42:43,823 INFO [com.aeroscout.mobileview.tagconf.TagBidirectionalStatusUpdater] Executing
2025-11-13 12:42:45,613 INFO [com.aeroscout.mobileview.assetsmanager.web.infra.springcontext.AssetManage
Initialization. 185219 milliseconds
2025-11-13 12:42:45,670 INFO [com.aeroscout.mobileview.assetsmanager.service.report.ReportValidationJob]
milliseconds
2025-11-13 12:42:46,021 INFO [com.aeroscout.mobileview.assetsmanager.jobs.logdata.TagLogDataOfflineMeasu
found. 0/0 'offline' records were found
2025-11-13 12:42:46,022 WARN [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogge
remained;
2025-11-13 12:42:46,022 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogge
schedule = 1, running time = 2287 ms, records delete time took 1 ms
2025-11-13 12:42:46,023 INFO [com.aeroscout.mobileview.assetsmanager.jobs.ExtractOfflineRecordsFromLogge
completed, took 2288 milliseconds
2025-11-13 12:42:46,581 INFO [com.aeroscout.mobileview.tagconf.TagBidirectionalStatusUpdater] Job TagCon
milliseconds
```

## MobileView JMX Consoles

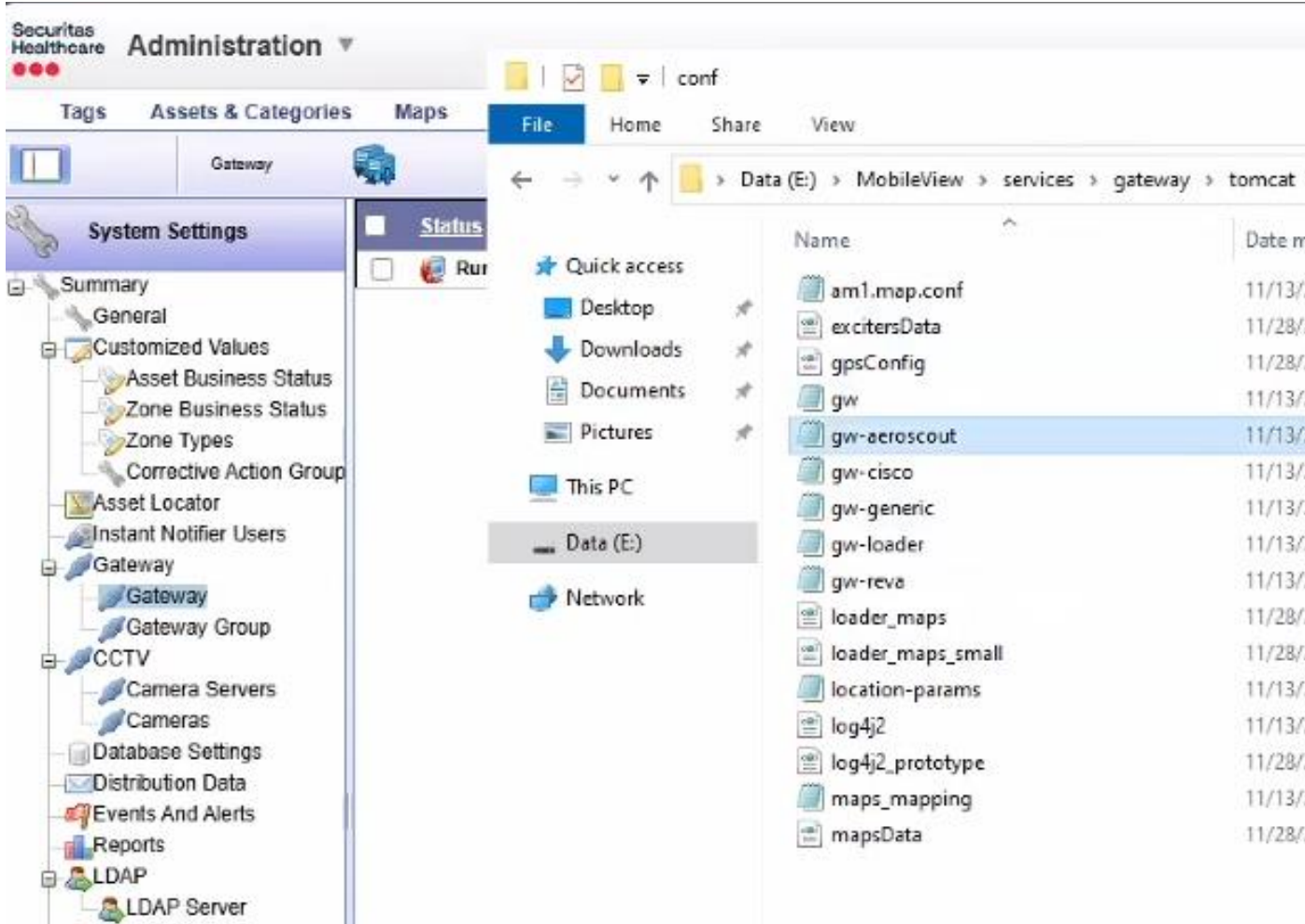
<div><div>● Asset Manager</div><div>JMX-Console</div></div>	<div><div>● Data Warehouse</div><div>JMX-Console</div></div>	<div><div>● JMS</div><div>JMX-C</div></div>
<div><div>● Alerting</div><div>JMX-Console</div></div>	<div><div>● Tag-Controller</div><div>JMX-Console</div></div>	<div><div>● Pro</div><div>JMX-C</div></div>
<div><div>● Gateway</div><div>JMX-Console</div></div>	<div><div>● Watchdog</div><div>JMX-Console</div></div>	<div><div>● Rep</div><div>JMX-C</div></div>

**Log in and verify you are seeing Gateway Messages**

The screenshot shows a web browser at the URL `localhost/asset-manager-web/`. The page title is "Securitas Healthcare Administration". The navigation bar includes tabs for "Tags", "Assets & Categories", "Maps", "Events", "Par Levels", "Departments", "Users", and "System". The "System" tab is active, and the "Gateway" sub-tab is selected. On the left, the "System Settings" sidebar is expanded, showing a tree structure with categories like "Summary", "General", "Customized Values", "Asset Business Status", "Zone Business Status", "Zone Types", "Corrective Action Group", "Asset Locator", "Instant Notifier Users", "Gateway", "Gateway Group", "CCTV", "Camera Servers", "Cameras", "Database Settings", and "Distribution Data". The "Gateway" category is expanded. The main content area displays a table with the following data:

Status	Group	Name
<input type="checkbox"/> Running. Not conn...	Group1	<a href="#">Web</a>

**If no messages, then that means we need to change the gateways ip address**

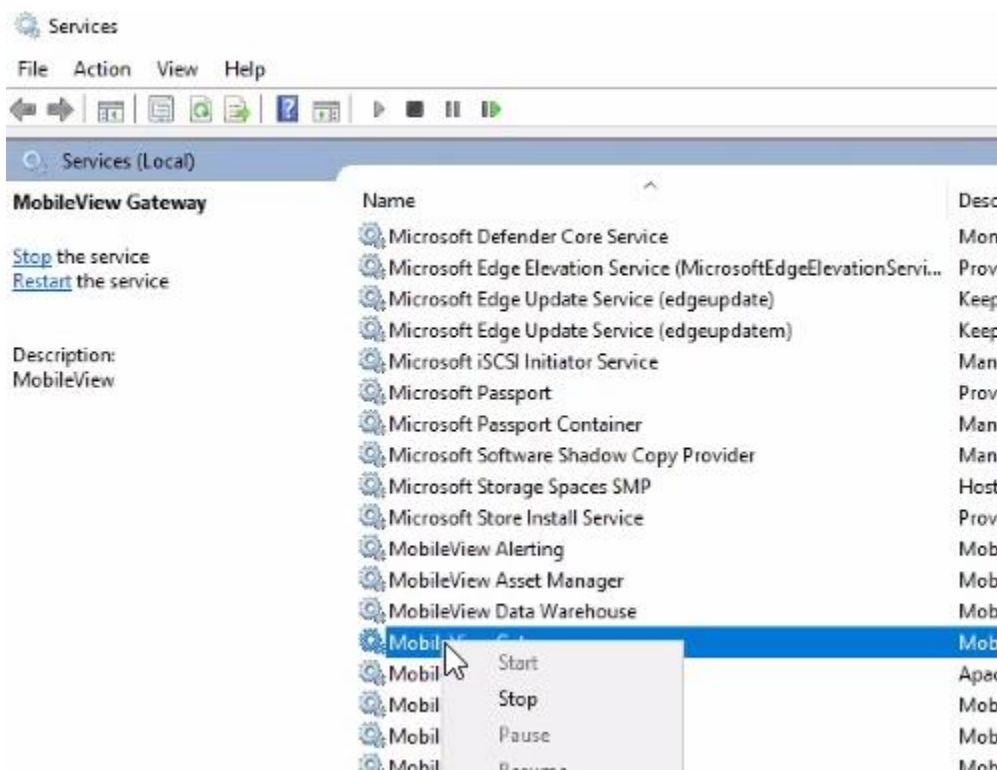


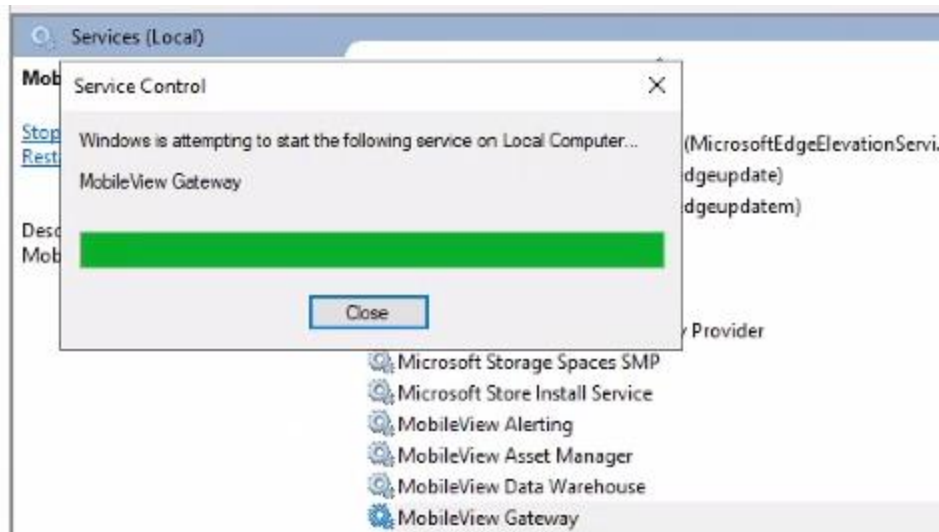
**Open gw-aeroscout.conf file**

**Change Gateway ip address to: 10.104.13.76**

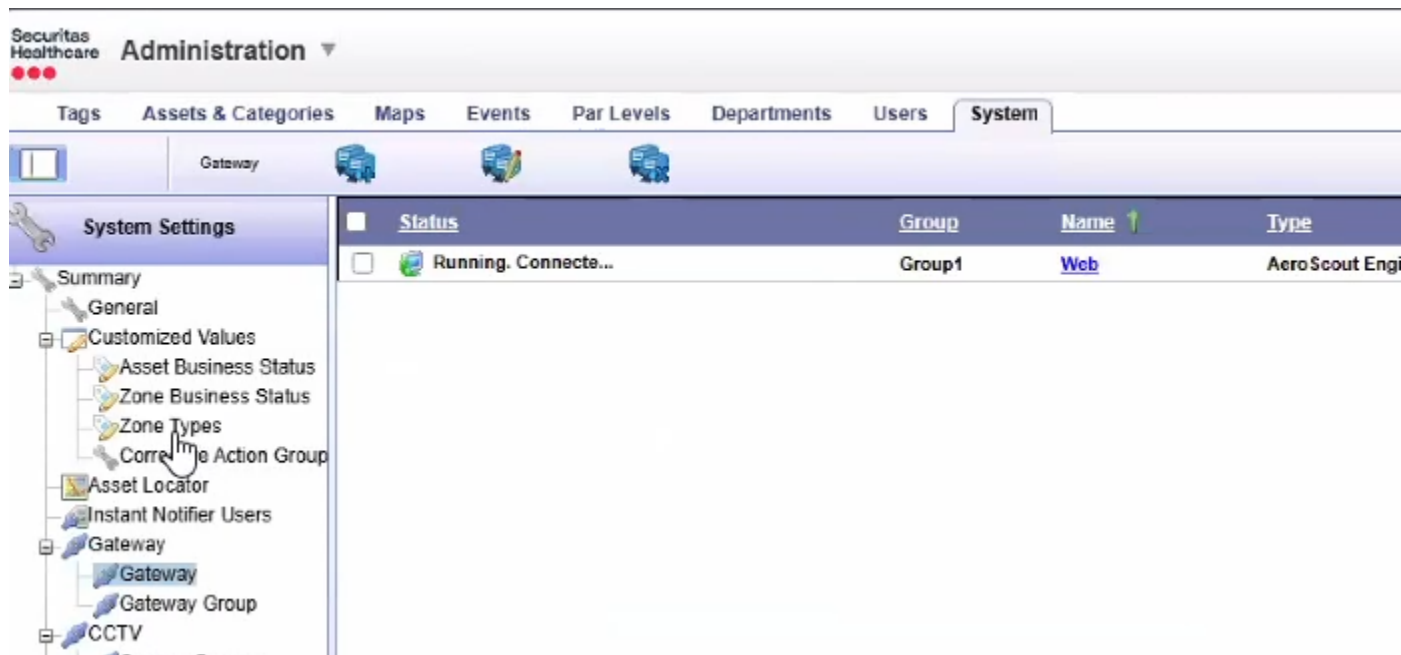
```
MobileView
*gw-aeroscout - Notepad
File Edit Format View Help
#####
#
# Aeroscout Engine Configuration
#
#####
aeroscoutEngineConf.userName          = Admin
aeroscoutEngineConf.password          = ENC_vpuSlpE=
aeroscoutEngineConf.host              = 10.104.13.76
aeroscoutEngineConf.port              = 1411
# aeroscoutEngineConf.heartbeatInterval = 1
aeroscoutEngineConf.clientversion     = 3.2.14
# Define the minimum version of the...
```

Go to Services and restart mobileview gateway services





**Go back to MV and look at Gateway and verify messages are incrementing**



**Now License Server. Get Product Key**



After licensing logout and log back in

Check all MV screens

Check remote users workstations are restarted for Inf and Hugs auth client

Update T15e Firmware

Securitas Healthcare Administration

Tags Assets & Categories Maps Events Par Levels Departments Users System

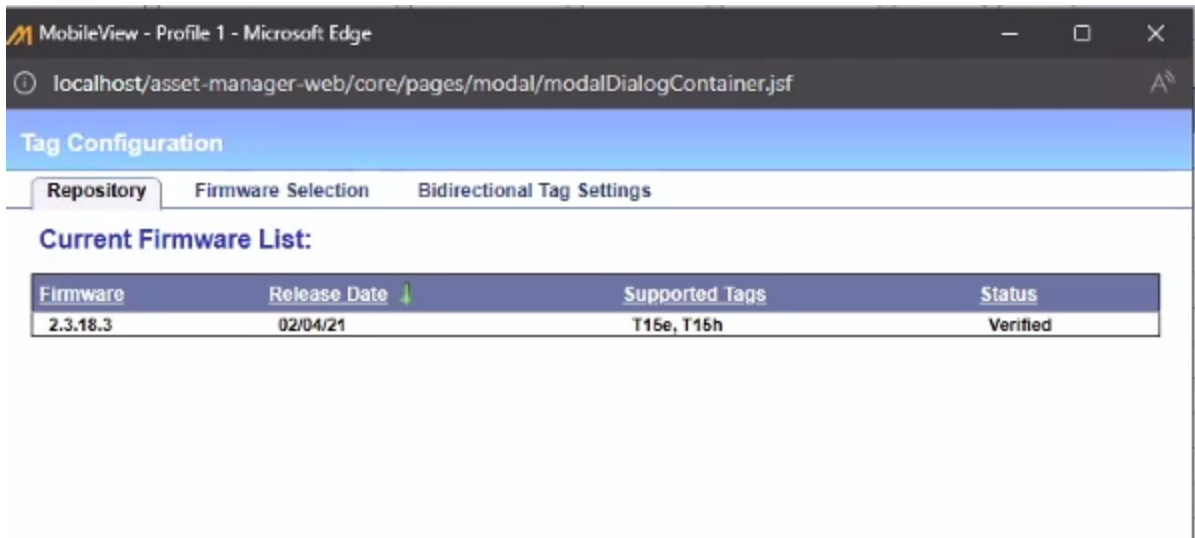
Tag ID Status BD Status Tag Type Tag Model

1 2 3 4 5 6 7 8 9 10 Results 1 - 25 of 255

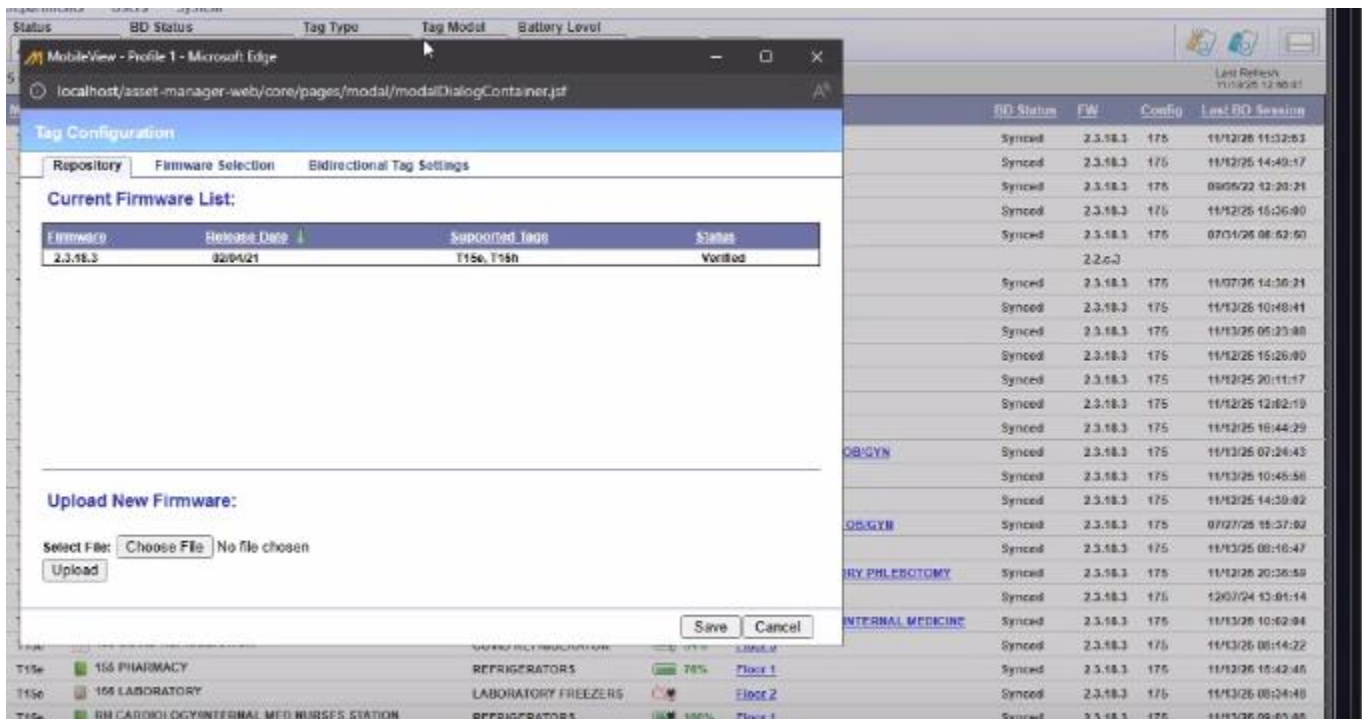
Tag ID	Type	Model	Asset	Category
000CCC176706	Active Tag	T15e	RH OPHTHALMOLOGY AREA	RE
000CCC176727	Active Tag	T15e	<a href="#">Assign Asset</a>	
000CCC17672C	Active Tag	T15e	155 LABORATORY DOOR 2	DO
000CCC17672E	Active Tag	T15e	155 INTERNAL MEDICINE BACK NURSES STATION	RE
000CCC176730	Active Tag	T15e	NEWBURGH SUITE 202-INTERNAL MEDICINE MED ROOM	FR
000CCC176731	Active Tag	T15e	155 PHLEBOTOMY LAB	RE
000CCC176733	Active Tag	T15e	NEWBURGH SUITE 101-ONCOLOGY ANTE ROOM H116	RE
000CCC17673A	Active Tag	T15e	<a href="#">Assign Asset</a>	
000CCC17673B	Active Tag	T15e	NEWBURGH ENDOSCOPY MED ROOM	RE
000CCC17673C	Active Tag	T15e	155 STODDFRUM	RE

**Categories**

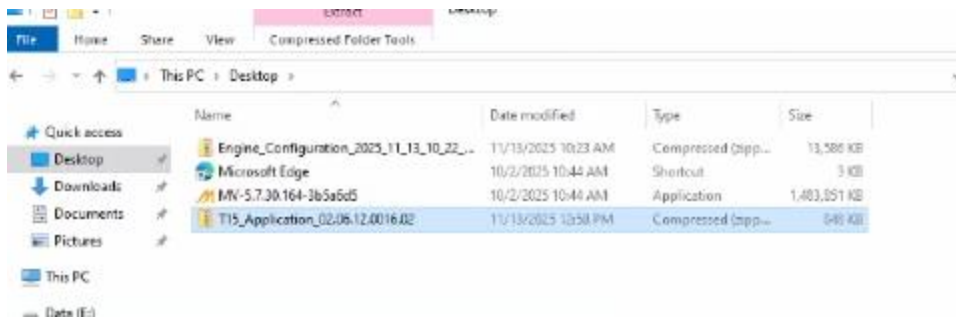
- All Tags
  - All Assets
    - ALLOGRAFT
    - ASC FREEZER
    - BLANKET WARMER
    - CENTRAL REPROCESSOR
    - COVID FREEZER
    - COVID REFRIGERATOR
    - DOOR SENSOR
    - FACILITIES TEST TAGS
    - 95 MRI ENVIRONMENT
    - FLUID WARMER
    - EDGE7500



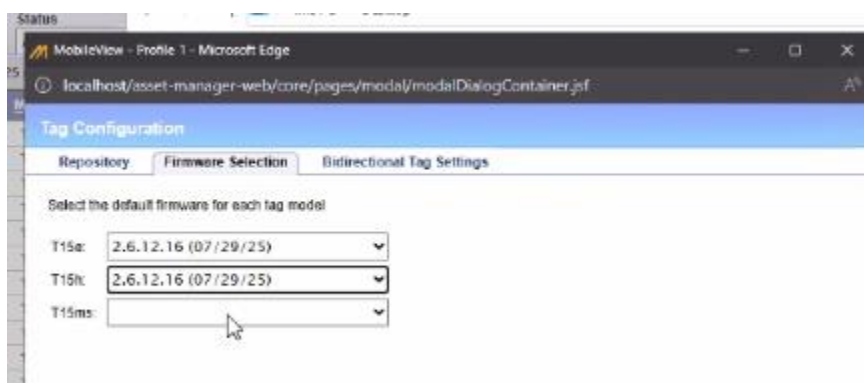
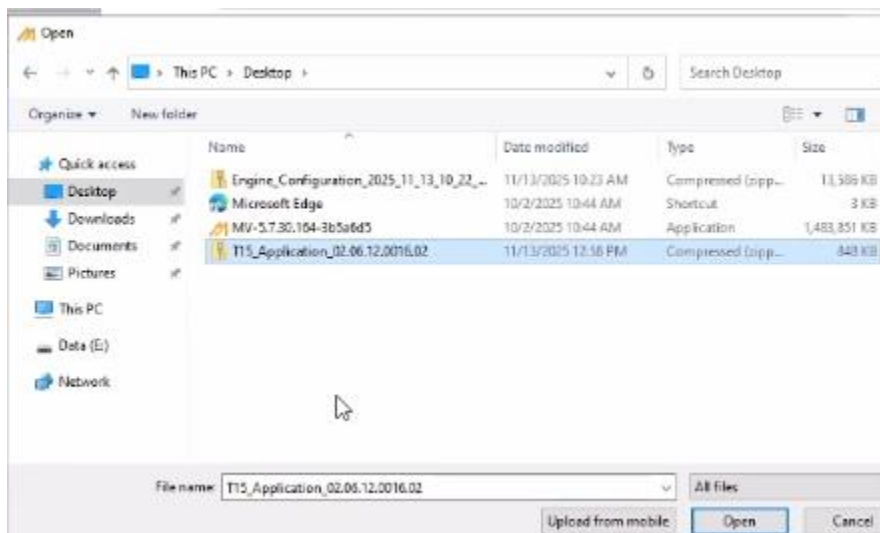
Put Firmware files in my directory for ez upload to chat



Place onto desktop



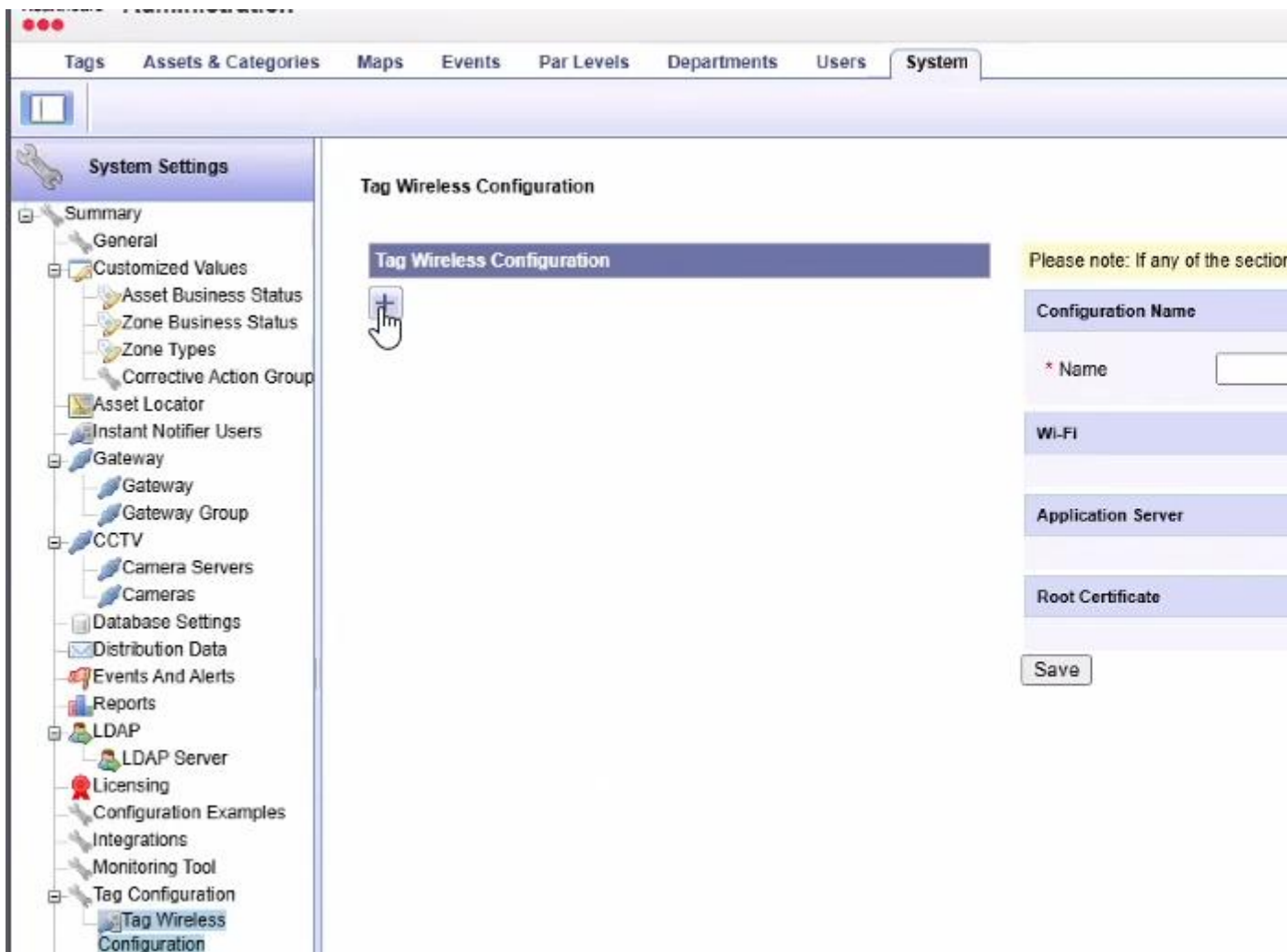
**Then upload**



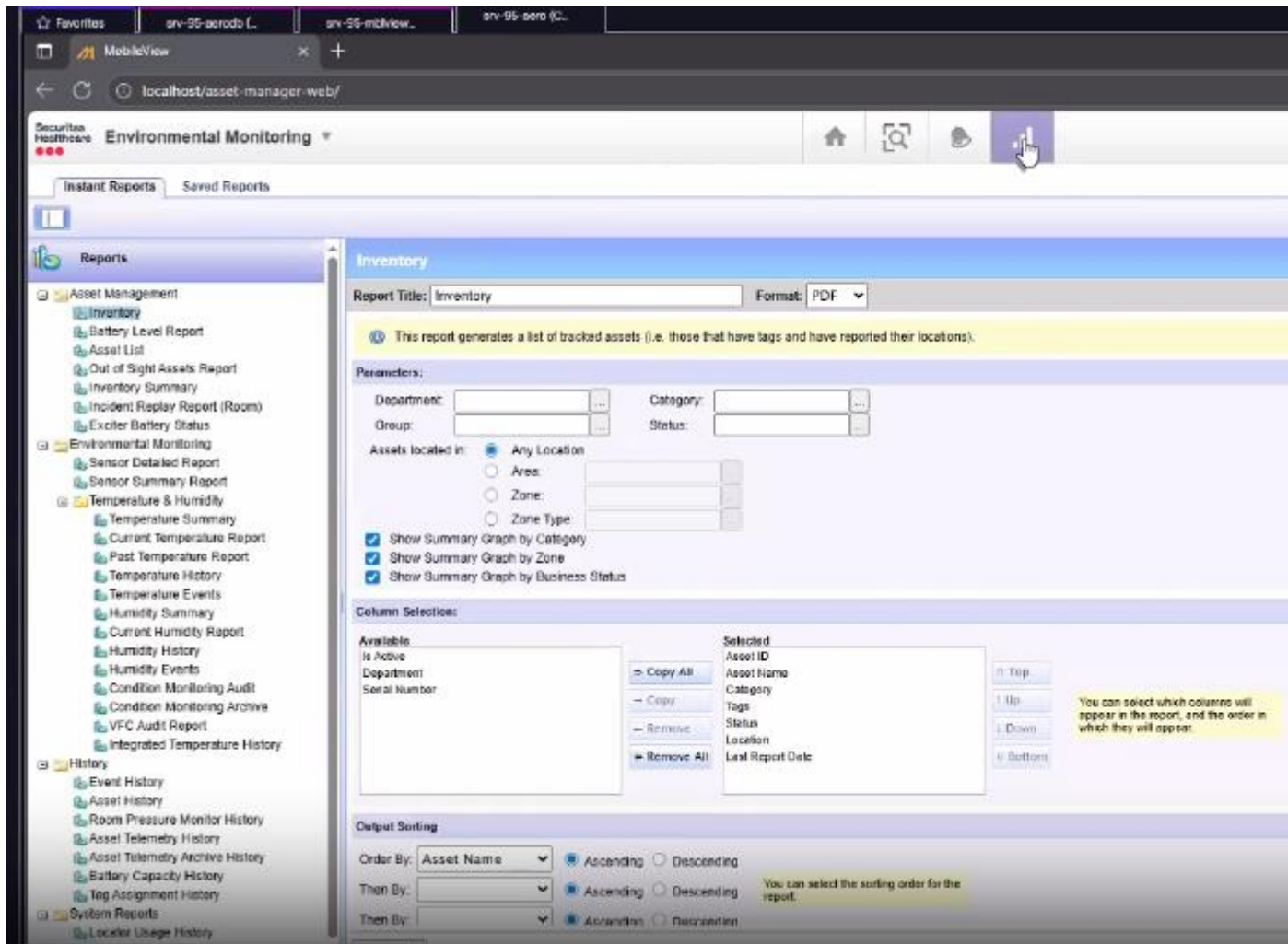
**Copy deployment manager for MV and IPAD/PHONE to Chat and give to Client**

**Go to System / Wireless tag configuration for configuring via MV**

Can change WIFI settings, SSL, etc. New in 5.7 MR2 can push configurations to BD Tags

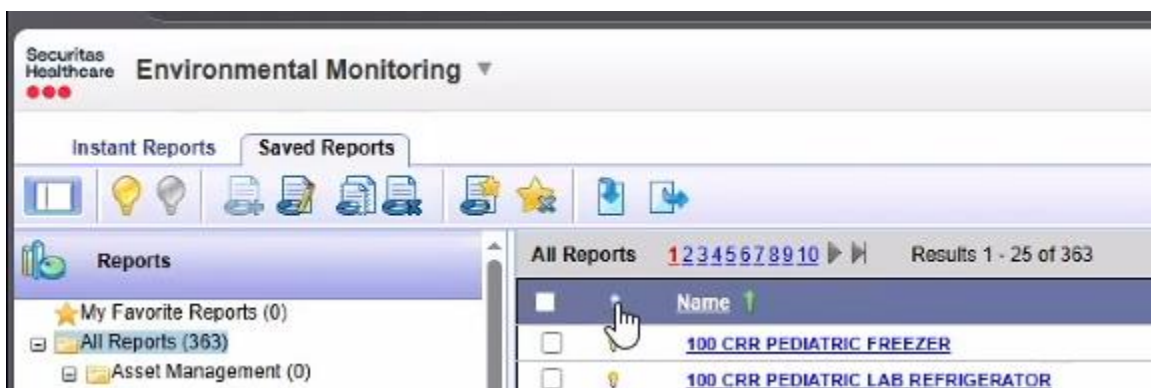


Go to EM / Reports



Go to Saved Reports then All Reports and click Dark Gray Lightbulb

Click twice then click



Click latest report

MobileView - Profile 1 - Microsoft Edge

localhost/asset-manager-web/core/pages/modal/modalDialogContainer.jsf

### Edit "Temperature Events" Report Definition

[Report Details](#) > [Report Specifications](#) > [Report Scheduling](#) > [Output Options](#) > [Access Control](#)

#### Report Details

\* Report Name:

\* Report Title:

Format:

Description:

Active/Inactive: ☐ Active ☐ Inactive ☒ Waiting For Approval

☐ Mark this report as a favorite

Created By: DANIEL COSH  
Creation Date: 11/12/15 08:37:14  
Last Update: 11/11/25 08:00:00

**Active / Inactive / Waiting for Approval**

**Admin users can make necessary changes**

**Original owner is no longer found so you will have to fix here**

**That is why you see this error when you login**

MobileView is not registered. There are 59 days left to the trial period. Please c

Some saved reports need to be reconfigured to work. The reports that need to be configured are: MONROE UR  
DAILY REPORT (Environmental Monitoring), CRHC VFC TEMPERATU

**Get MV System Report**

**Backup ALE Config**

**Do 60 sec recording**

**That's it. Done.**