

- **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)
- 

## 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.
- 

## 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).
- 

#### 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)
- 

## 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).
- 

## 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.
- 

## 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.

---

## **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).
-

**10) Get backups after upgrade is done**

**Backup AEM**

**Get System Report**