Critical Patch Installation

CPS16

**Version V 1.0**

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| **Document Control** |

**Document History**

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| --- | --- | --- | --- |
| **Issue** | **Date** | **Maintainer / Owner** | **Description** |
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**Review**

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| --- | --- |
| **Name** | **Role** |
| Rajvina Yakub | Lead Consultant |
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**Approval History**

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# Backups

Before starting the patch installation, take the following backups:

1. Windchill Folder
2. Database
3. LDAP backup

Navigate to the below location. Run control-panel.bat.

Machine generated alternative text:
r-r¯r- 
computer DATA 
PTC 
• Windchill 
Organize 
Favorites 
z 
Deskh:p 
Downloads 
Recent Places 
Libraries 
Documents 
Print New Folder 
Name 
backup 
base64 
control-panel 
dbtest 
dsconfig 
dsframenork 
Il.x • WindchillD5 • server • ba 
Date modified 
811312015 11 
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Windows Batch File 
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Windows Batch File 
Windows Batch File 
Windows Batch File 

Login with ldap paddword (ldapadmin)

Machine generated alternative text:
Z PTC Windchill Directory Server Control Panel 
Select the server that you want to administer: 
- Ser... 
r-r¯r- 
Local Server 
Instance Path: 
Bind DN: 
Password: 
E: XPTQWindchiII_I I 
cn=Manager 

Machine generated alternative text:
a PTC Windchill Directory Server Control Panel 
r-r¯r- 
File View Help 
Directory Data 
Manage Entries 
New Base DN.. 
Import LDIF.. 
Export LDIF... 
Backup... 
Restore.. 
Schema 
Indexes 
Monitoring 
Runtime Options 
Server Status 
Server Status: 
Started 
Open Connections: 20 
Server Details 
Host Name: 
Administrative Users: 
Installation Path: 
Version: 
Java Version: 
Administration Connector. 
Connection Handlers 
Address:Port 
plm-qa. csl.local 
cn=Manager 
E: XPTQWindchiII_I I 
PTC Windchill Directory Server 2.6.O-8uiId_007 
• Port 4444 (LDAP5) 
Protocol 
0.0.0.0:8080 
Data Sources 
Base DN 
LDIF 
LDAP 
L DAPS 
Backend ID 
userRoot 
Entries 
Disabled 
Enabled 
Disabled 
Enabled 
Disabled 
Replication 

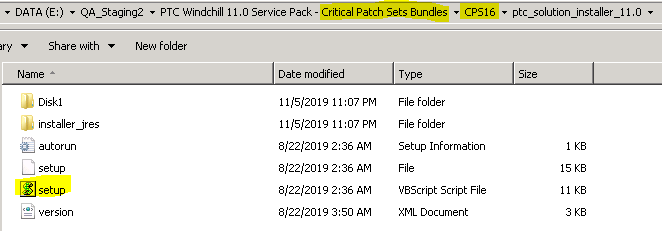
Give the name for the backup file

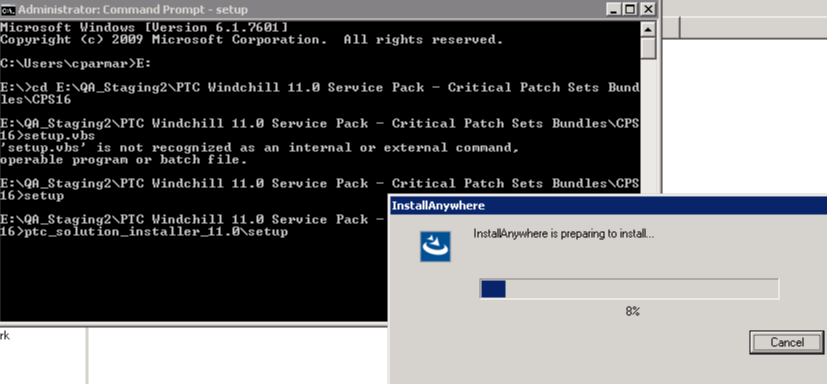
Machine generated alternative text:
Z PTC Windchill Directory Server Control Panel 
- Export LDIF 
Backend: 
Export to File: 
Export Options: 
userRoot 
E: ibackup\LDAP _backup\LDAP _backup_OSI 1201 g. IdiF 
r-r¯r- I 
Browse... 
r 
IF File exists, overwrite contents OF File instead OF appending. 
Launch non 
Change... 
r 
Compress Data 
r 
Wrap Text at Column 
Data Exclusion Options 
pata ppCiop$ 

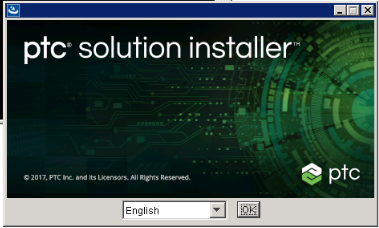
# Run setup

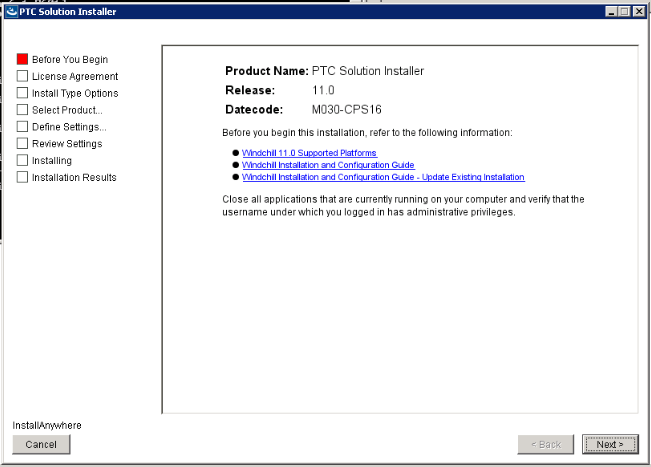
Go to the installation directory of CPS16 (E:\QA\_Staging2\PTC Windchill 11.0 Service Pack - Critical Patch Sets Bundles\CPS16\ptc\_solution\_installer\_11.0)

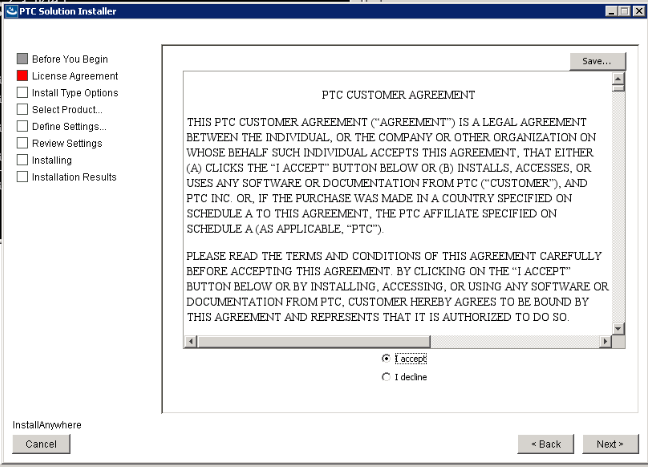
Run the setup.vbs from PSI ssss.

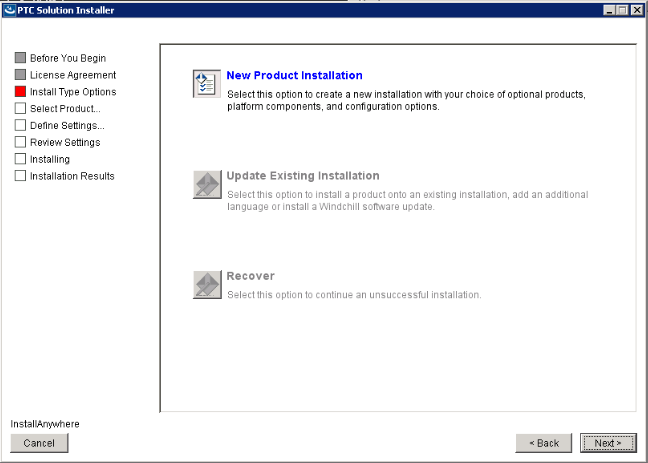






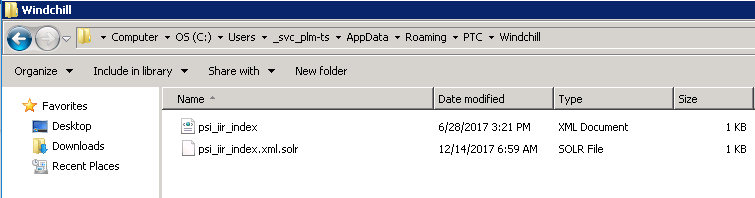






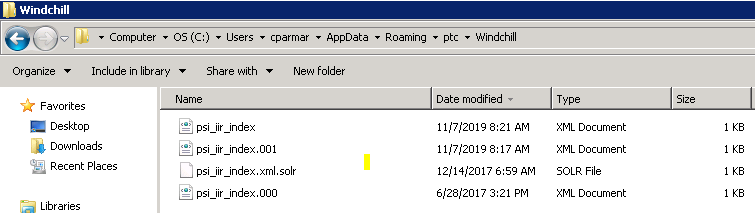
update option is not available because the installation was done by another user.

To get this resolved, find the psi\_iir\_index.

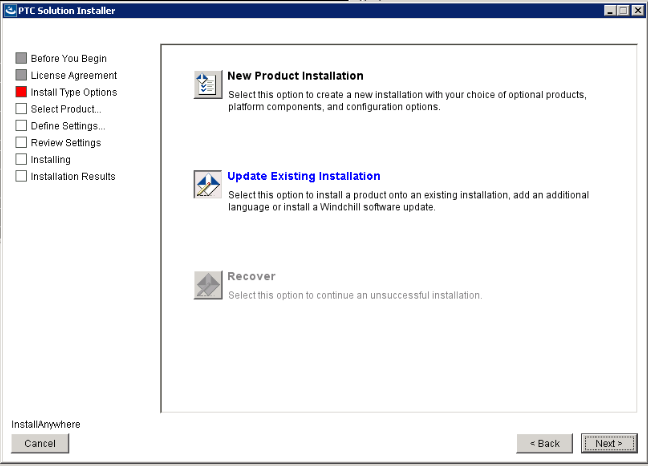


<Instance location="E:\ptc\Windchill\_11.x\PSI" id="ii-fa6103b.15cf026424a.-8000"/>

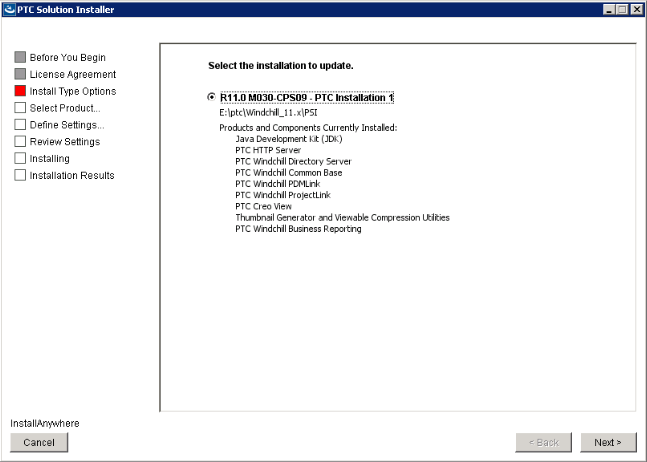
Copy the file and paste it in below location of our user:

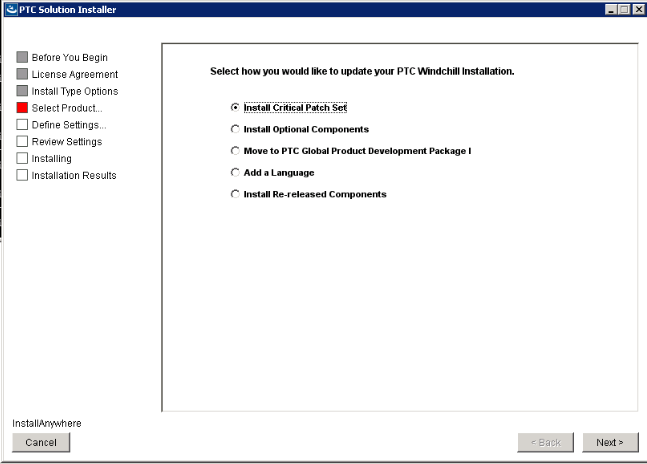


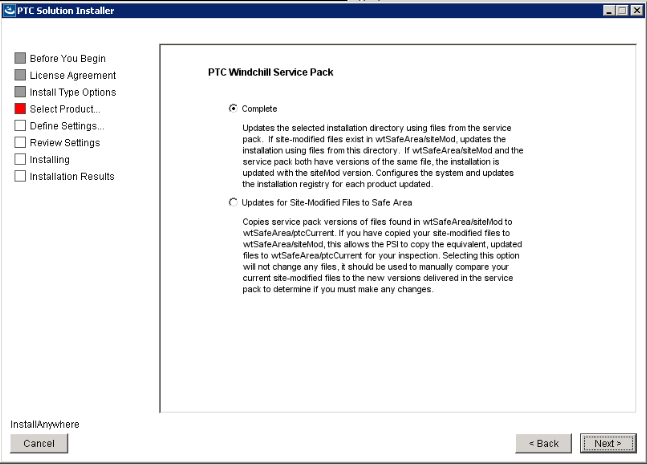
This will make the update option available

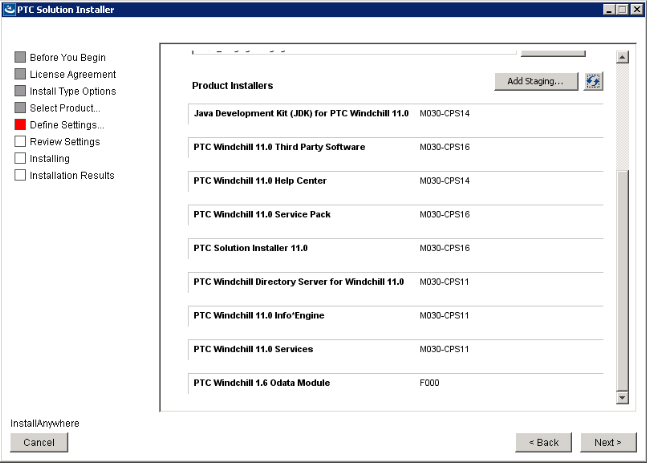


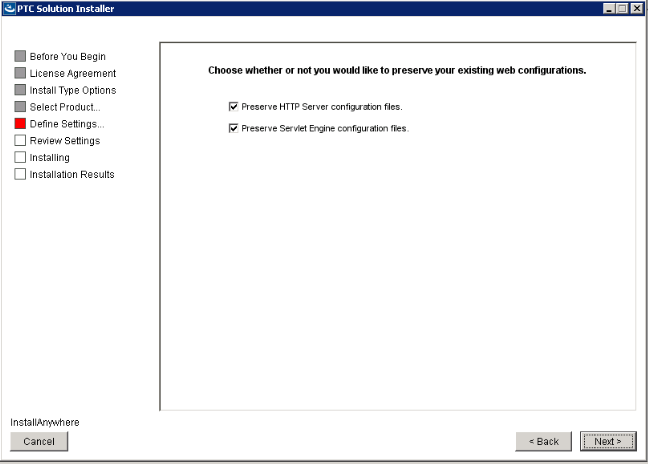
ss





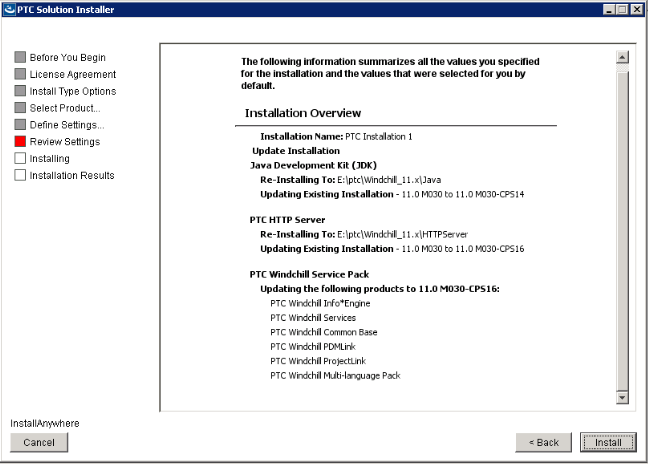




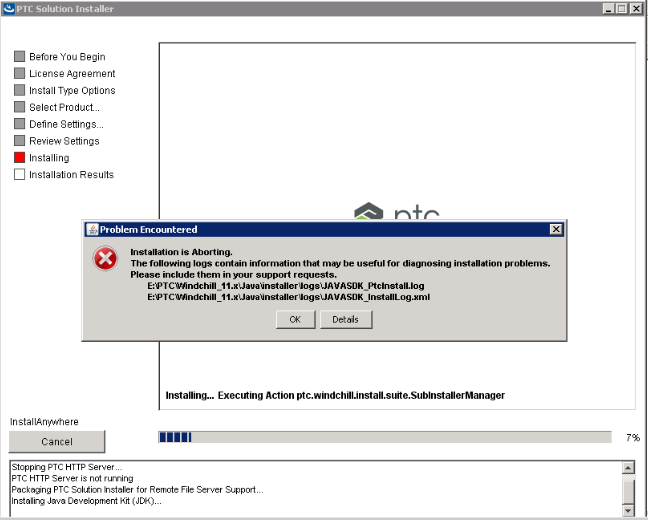


If option to Preserve HTTP Server configuration files is NOT SELECTED during CPS or MOR update process

* The update will apply the fixes for this issue
* Then No additional actions are necessary



**Error:**

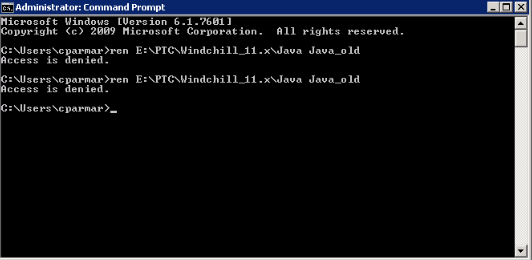


In PTC Install log, below error occurred:

BUILD FAILED

E:\QA\_Staging2\PTC Windchill 11.0 Service Pack - Critical Patch Sets Bundles\CPS16\Java\_development\_kit\_(JDK)\_for\_windchill\_11.0\Disk1\InstallerData\javasdk\uninstall.xml:8: Unable to delete file E:\ptc\Windchill\_11.x\Java\jre\bin\awt.dll

Try renaming the Java Folder and replace the backup\_Java folder to this location.

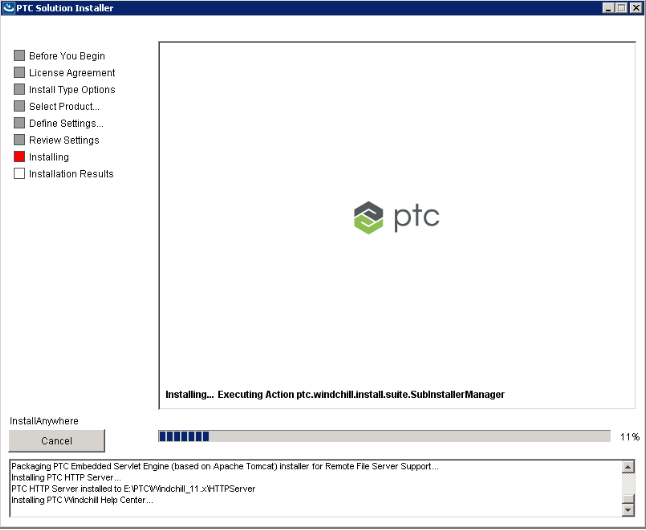


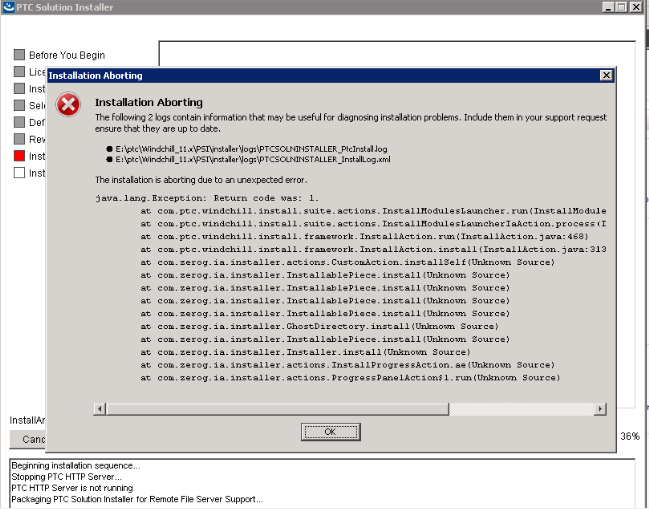
Access Denied.

Take a restart of the server.

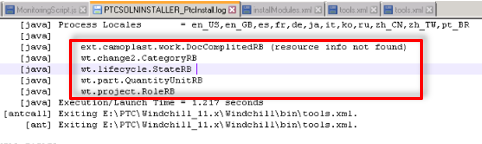
This would solve this issue.

Re-run the PSI.





**Error:**



In InstallModules.xml line 1050

<ant antfile="${installroot}/bin/tools.xml" target="bundle\_custom">

In tools.xml line 541

<antcall target="bundle" inheritAll="false">

In tools.xml line 604

<path refid="sysgen.class.path"/>

Invalid resource bundles exist.

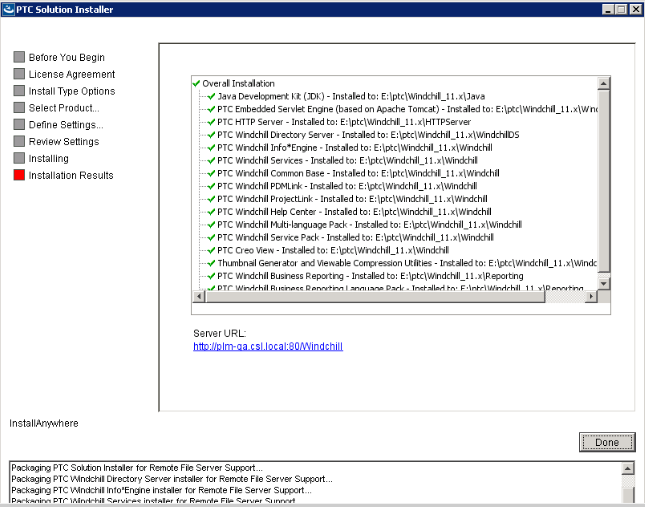
**FIX:**

**Article - CS240770**

Move the resource bundles from Windchill/wtCustom/wt reported as **resource not found**.

Re-run the PSI.

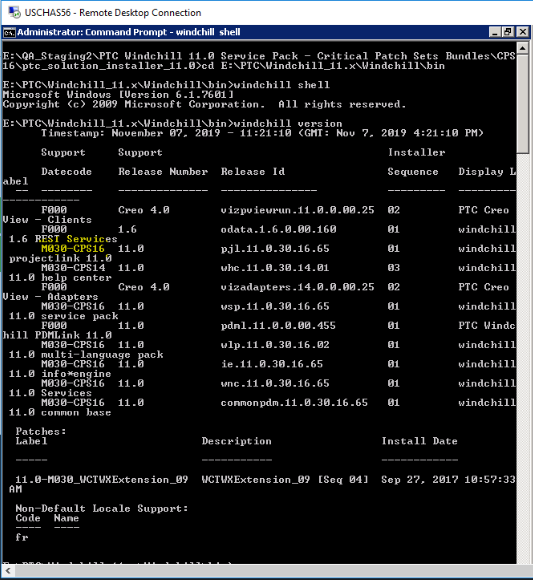
After the CPS is run, replace these files in their respective destinations.



After the successful completion, replace the resource bundle files removed to their respective locations:

Windchill/ wtCustom/ext/camoplast/work/DocComplitedRB

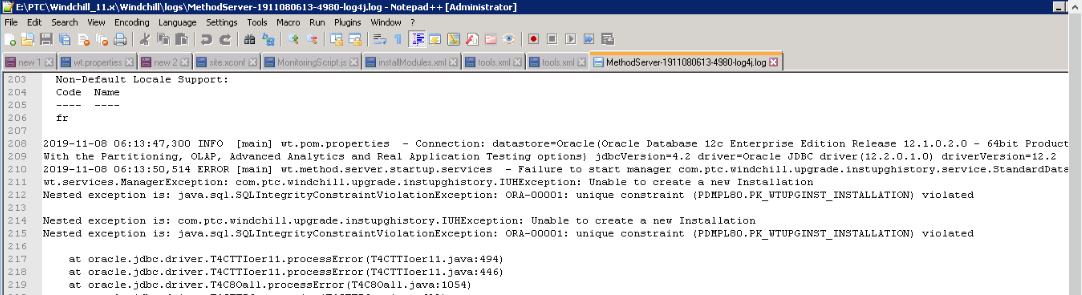
# Check Windchill Version



Patch has been updated.

# Start Windchill

**Error:**



**FIX:**

**Article - CS244368**

Stop windchill server.

Connect to the QA database and run the below commands:

**create table WTUPGINST\_INSTALLATION\_bkp as select \* from WTUPGINST\_INSTALLATION;**

Update the value of column ISUPGRADEMANAGERENTRY of table WTUPGINST\_INSTALLATION to 1 by executing following query:

**update WTUPGINST\_INSTALLATION set ISUPGRADEMANAGERENTRY=1 where id=<enter the current id of Windchill version>;**

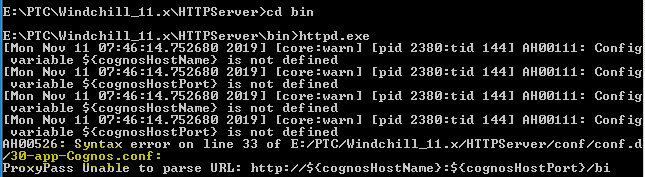
**Commit;**

Clear Cache and start Windchill.

While authentication, recieved below error:

**503 Service Unavailable**

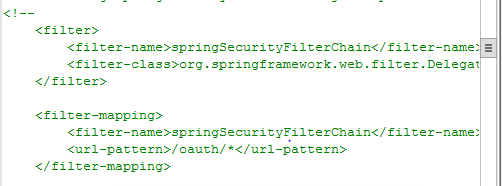
Unable to start HTTP sever



Remove the query block (line 33) from the file 30-app-Cognos.conf.  
Restart HTTP Server.

**HTTP 404 Error:**

Compare the web.xml from current folder and the backup folder.



The above block was commented out in the backup folder.  
This block was commented.  
Windchill was started successfully.

In server **status, master status** was “Servlet Engine Not Responding”

This error is faced because the option “Preserve HTTP Server Configuration Files” was selected during CPS installation

**FIX:**

**Article - CS306977**

1. Stop HTTPServer
2. Merge the contents of <HTTPSERVER\_HOME>/conf-BACKUP into <HTTPSERVER\_HOME>/conf directory

Upon comparing the workers.properties from conf-BACKUP and conf, the below entry need to be propagated:

**worker.ajpWorker.lb\_retries=9** in in conf/workersProperties.xml

**<xsl:param name="lbRetries" select='9'/>** in conf\templates\xsl\ workersProperties.xml

1. Open Windchill Shell and navigate to <HTTPSERVER\_HOME> directory
2. Run the following command(s):
   * If there are updates in both
     + ant -f config.xml reconfigure
     + ant -f webAppConfig.xml regenAllWebApps
3. Start HTTPServer
4. Verification

* Line worker.ajpWorker.lb\_retries=9 will be added to <HTTPSERVER\_HOME>/conf/workers.properties after running ant commands
* Following contents should be merged into <HTTPSERVER\_HOME>/conf/templates/xsl/workersProperties.xsl

<xsl:param name="lbRetries" select='9'/>  
  
worker.<xsl:value-of select='$ajpWorker'/>.lb\_retries=<xsl:value-of select='$lbRetries'/>

Windchill is started.

