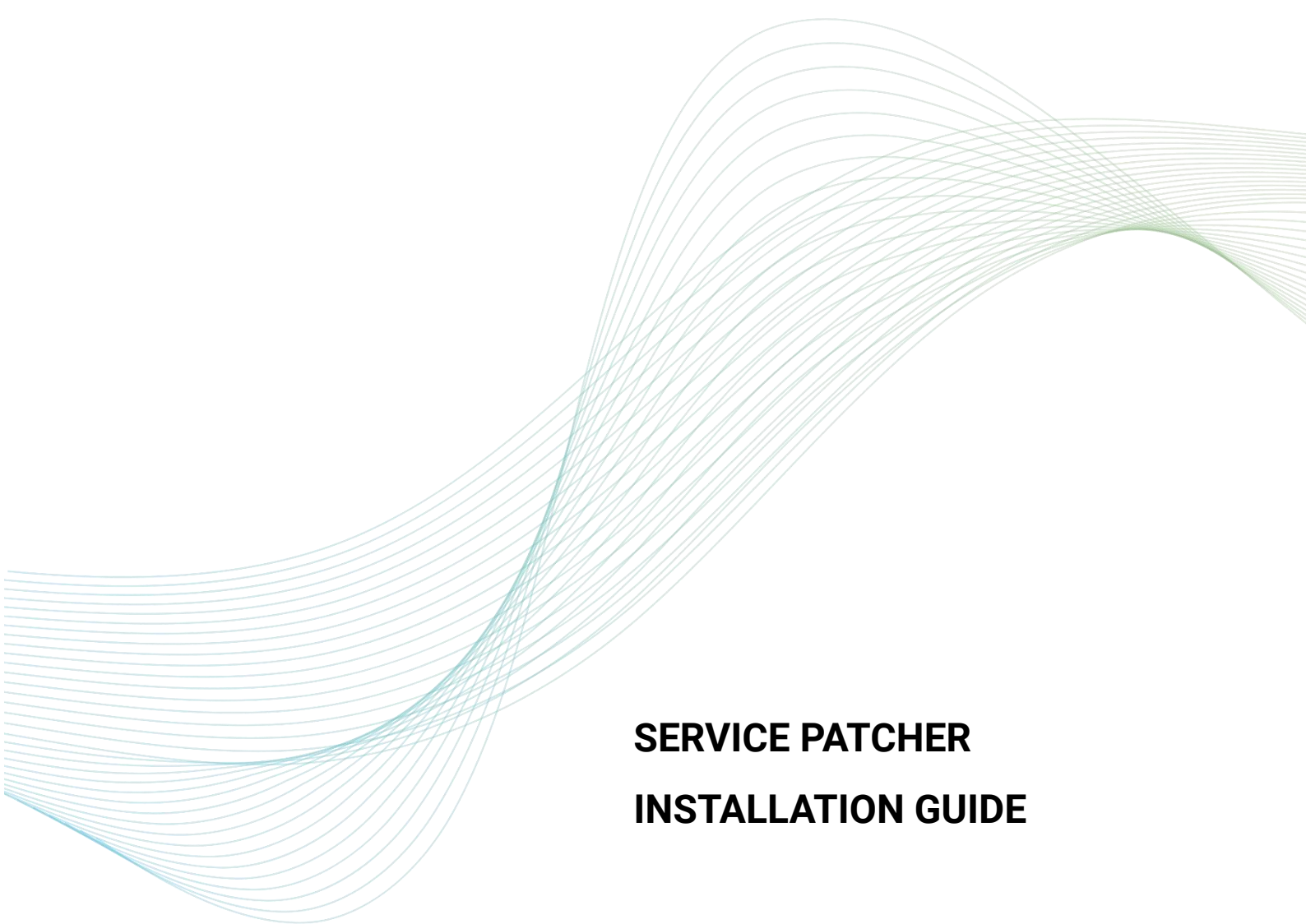


A series of thin, overlapping, wavy lines in shades of light blue and green flow across the middle of the page, creating a sense of motion and depth. They originate from the left edge and curve towards the right.

## **SERVICE PATCHER INSTALLATION GUIDE**

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## 1. Introduction

If users require the addition of minor updates or specific functionalities to the Service application without necessitating the release of a new general Service application version, they can utilize the AppMill Service Patcher. This patcher allows for targeted modifications and enhancements without the need for a comprehensive software update.

Every AppMill Service Patcher is created based on the specific Service application version. Also, every Service Patcher has a unique name and may contain any changes, for example, updated plugins, data, or database structure, as well as changes to the registry. I.e., any changes that, were not included in the main release and are required by users' requests or AppMill recommendations. After the Service Patcher is installed, updates will be added to the Service application, and backups of old versions of the updated files will be created. Such backups will have an additional prefix, as in the Service Patcher name.

This document is a guide for installing AppMill Service Patcher. The document provides a summary of the installation instructions including the requirements and installation steps.

Please follow the Service Patcher Installation Guide instructions in the presented order.

In addition to this instruction, each AppMill Service Patcher will have additional instructions about how to prepare for the patcher installation.

To avoid failures during the installation process, it is recommended to read both instructions before running the AppMill Service Patcher. As it may contain special preinstallation and applying conditions.

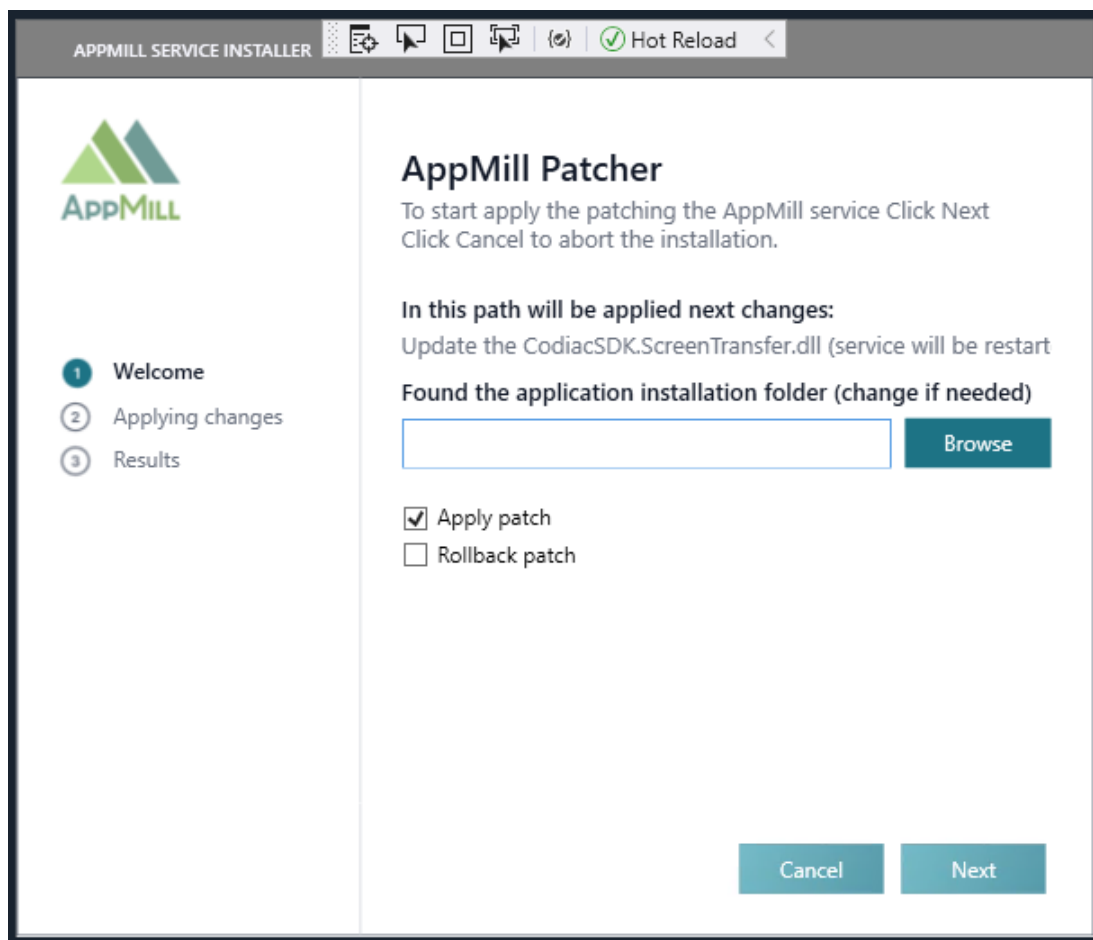
## 2. AppMill Service Patcher Installation

### 2.1 Applying Service Patcher

To apply the AppMill Service Patcher to the AppMill Service application, please follow the steps below:

#### 2.1.1 Welcome step

To start the AppMill Service Patcher installation process, open and run the *ServicePatcher.exe* file. The file contains the data and logic to apply AppMill Service Patcher. The AppMill Patcher pop-up window opens:

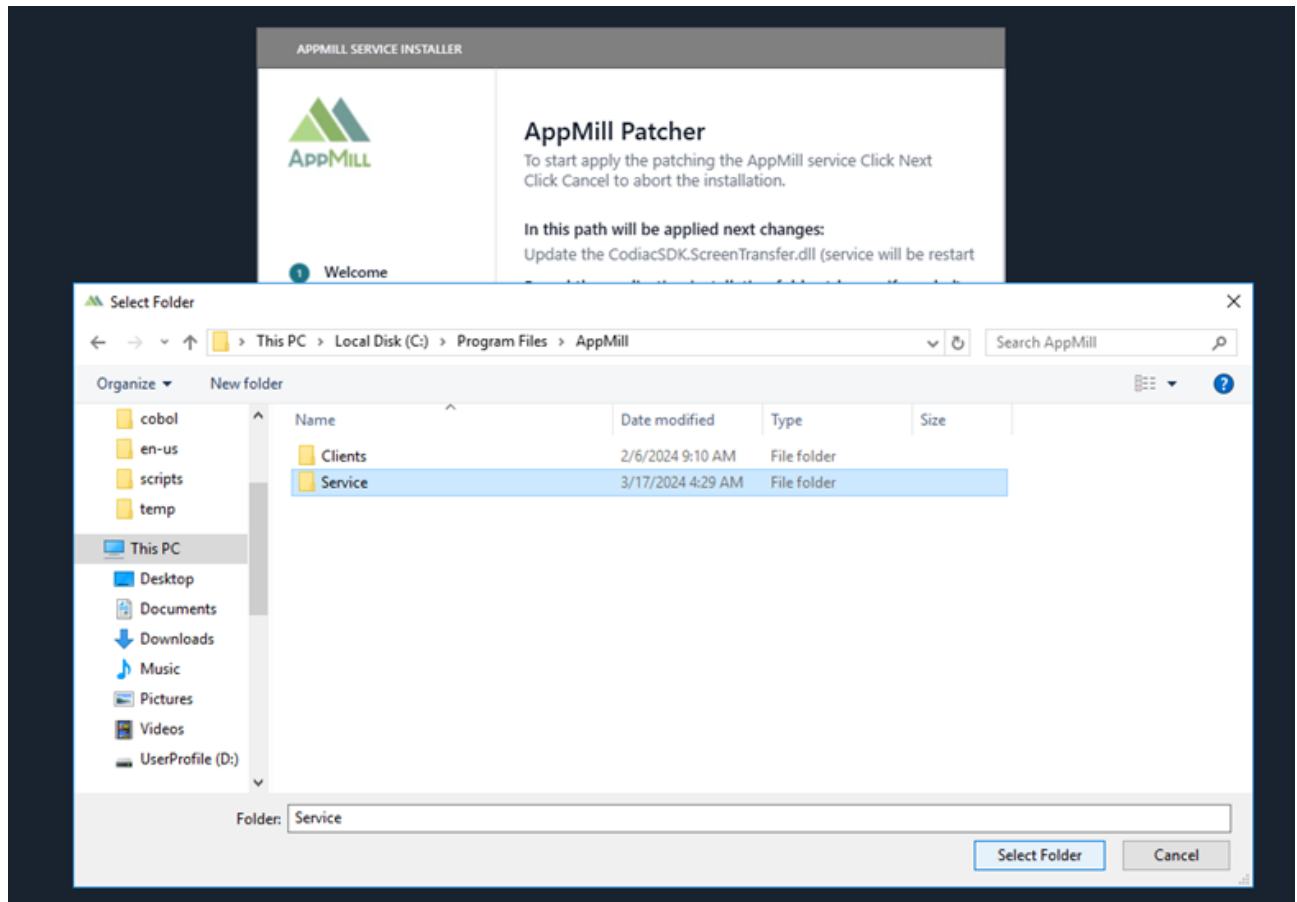


On the left side, there is a list of installation steps. The progress of the installation process is displayed here. The current step is highlighted and indicated with a number. The steps passed are indicated with the check-mark. The next steps to be performed are indicated with numbers and are grey until you pass them.

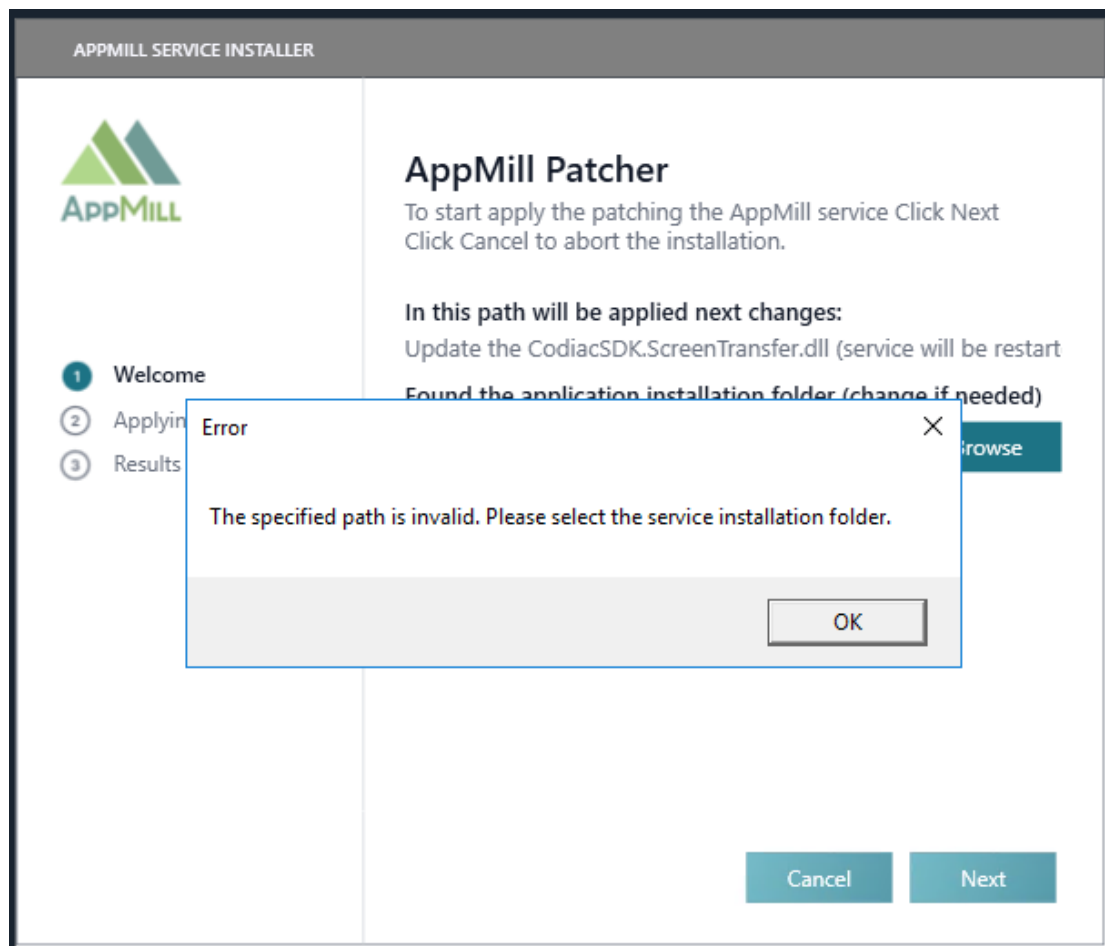
On the right side, you can see the following information:

- The actual installation step.
- The related details about what will be updated in this patch. For example, database updates, service configuration changes, file configuration updates, etc.
- The Service Patcher installation directory. There are several ways how the installation directory can be defined:

- In case the AppMill Service is installed on this device and registered, the system will try to define the installation path automatically.
- If the path is empty and is not predefined, users can fill in the installation path manually.  
For that, click the **Browse** button and select the installation folder path.



If the patcher installation path is applied without the selected AppMill Service path, the error message will be displayed.



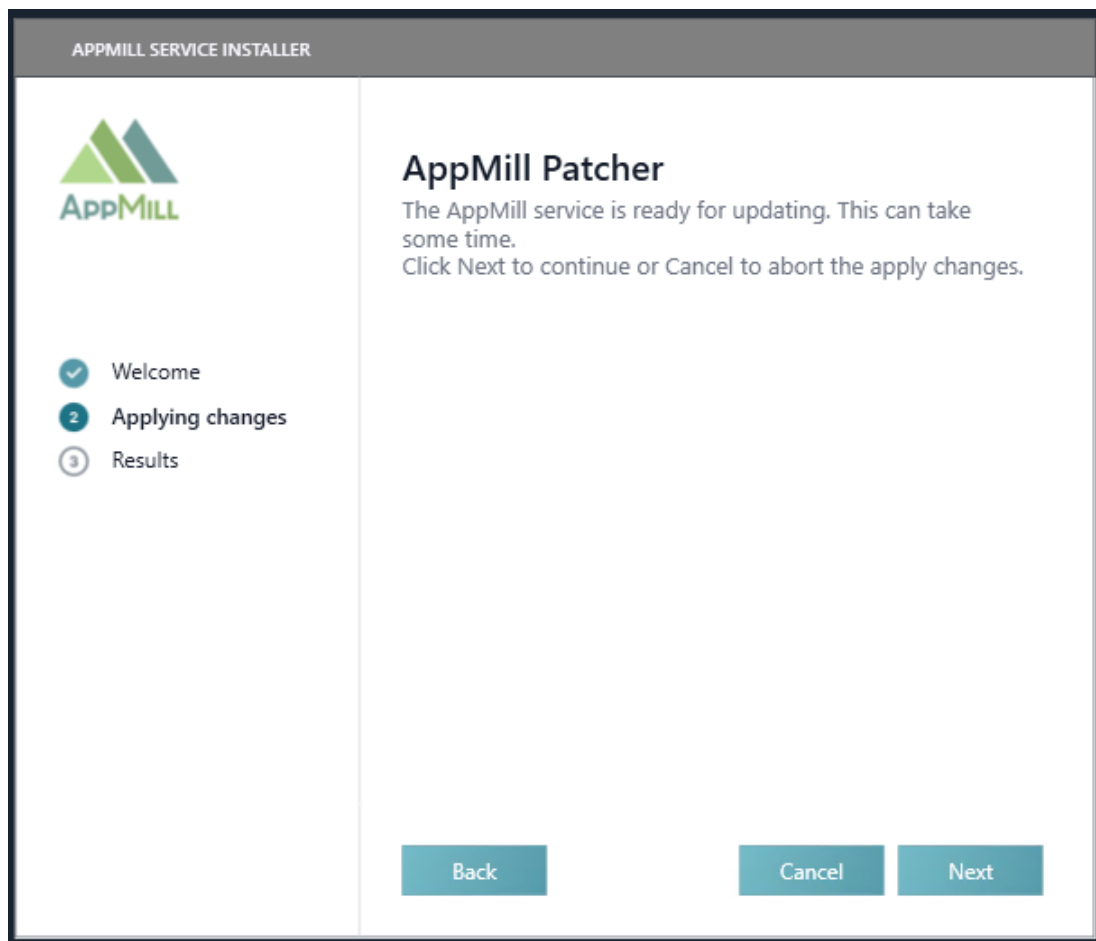
- Also, the patcher installation path can be defined after selecting the **Apply patch** or **Rollback patch** check box.

To start the installation process and to go to the next installation step, select the **Apply patch** check box and click the **Next** button.

To abort the installation process and close the window, click the **Cancel** button.

### 2.1.2 Applying changes

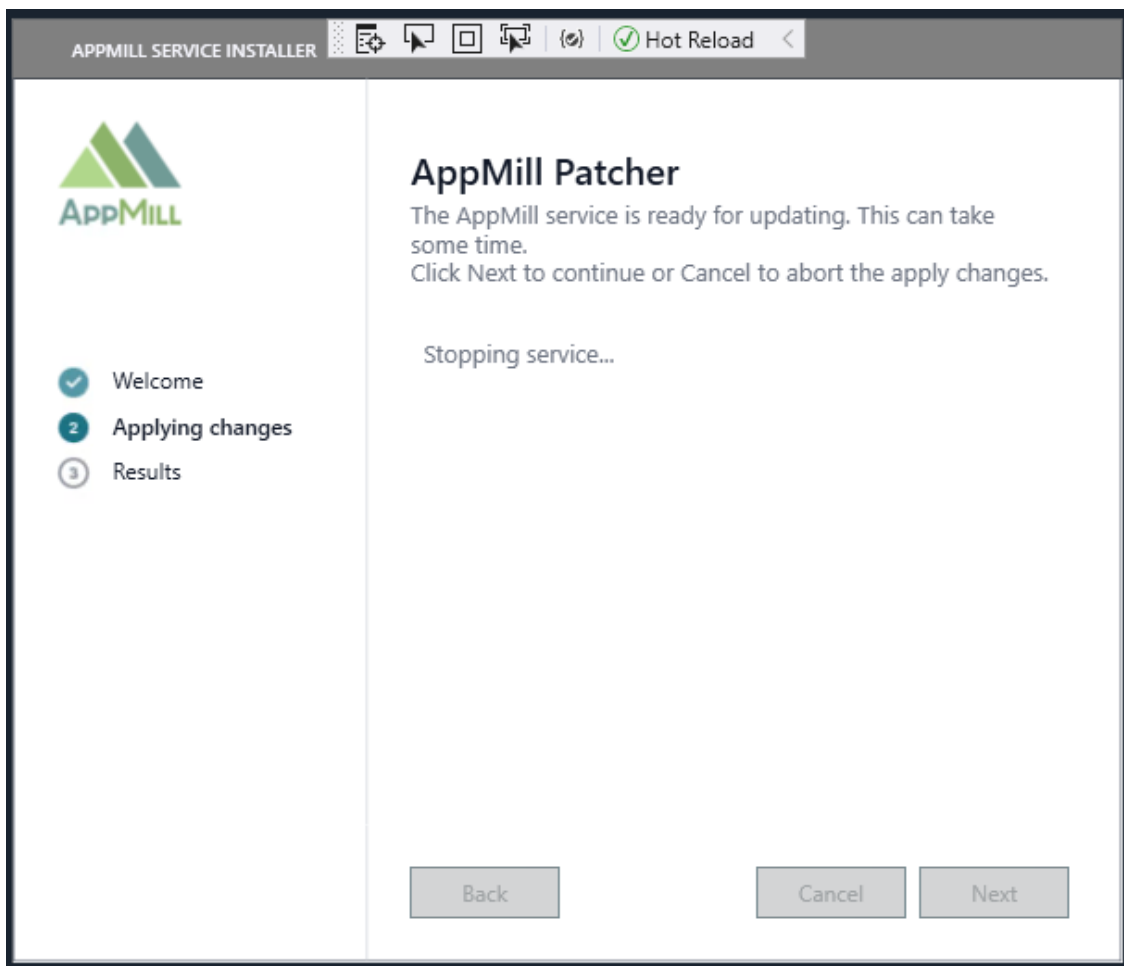
The next installation step displays information that the data has been validated and the application is ready to be updated.



To return to the previous step, click the **Back** button.

To abort the installation process and close the window, click the **Cancel** button.

To proceed with the installation process and go to the next installation step, click the **Next** button.

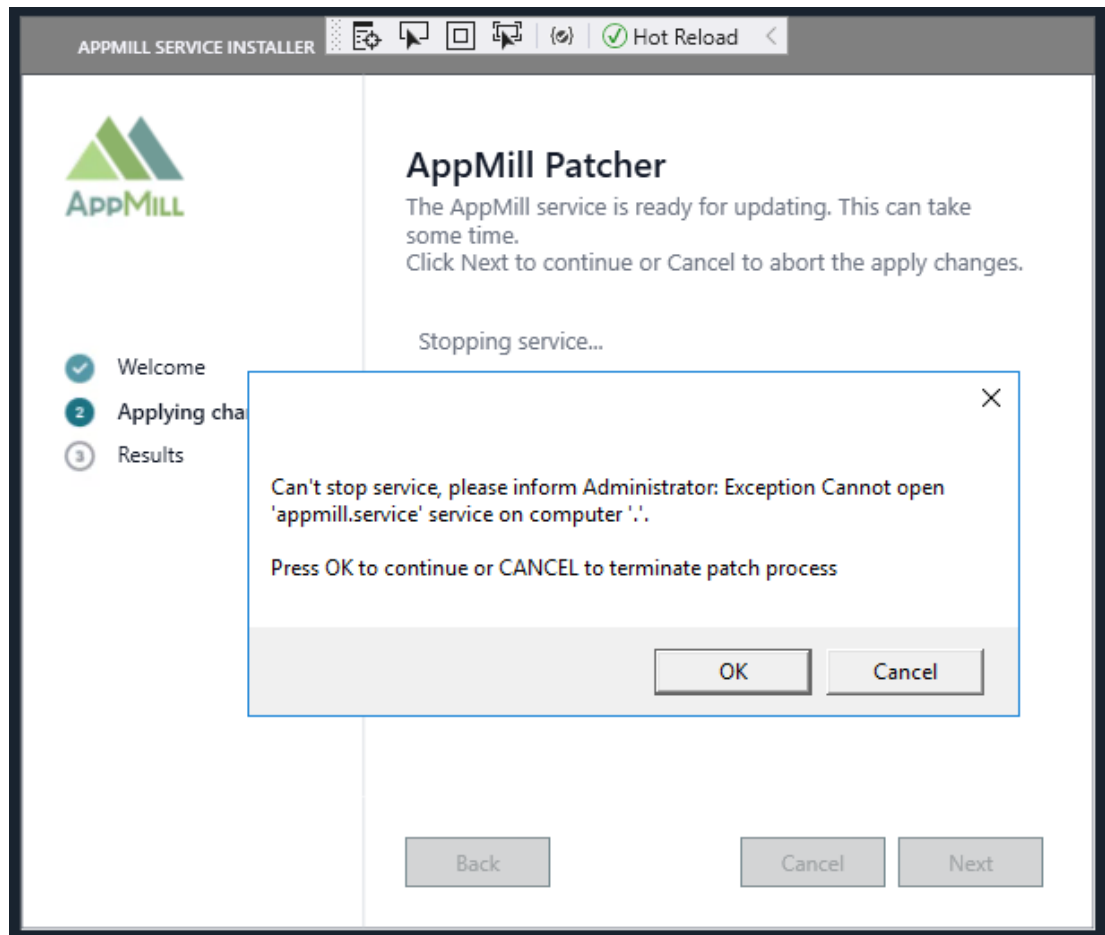


### 2.1.2.1 Stop and Start Service

To proceed with the service updating process, in some cases, the service should be restarted. The Service Patcher restarts the service automatically. If there are some problems with the automatic restart, a warning message will be displayed, and the service restart should be performed manually.

#### Stopping Service

If the Service Patcher cannot find or stop the service, the following warning message will be displayed on the service stopping step:



For example, the warning message above will be displayed in the following cases:

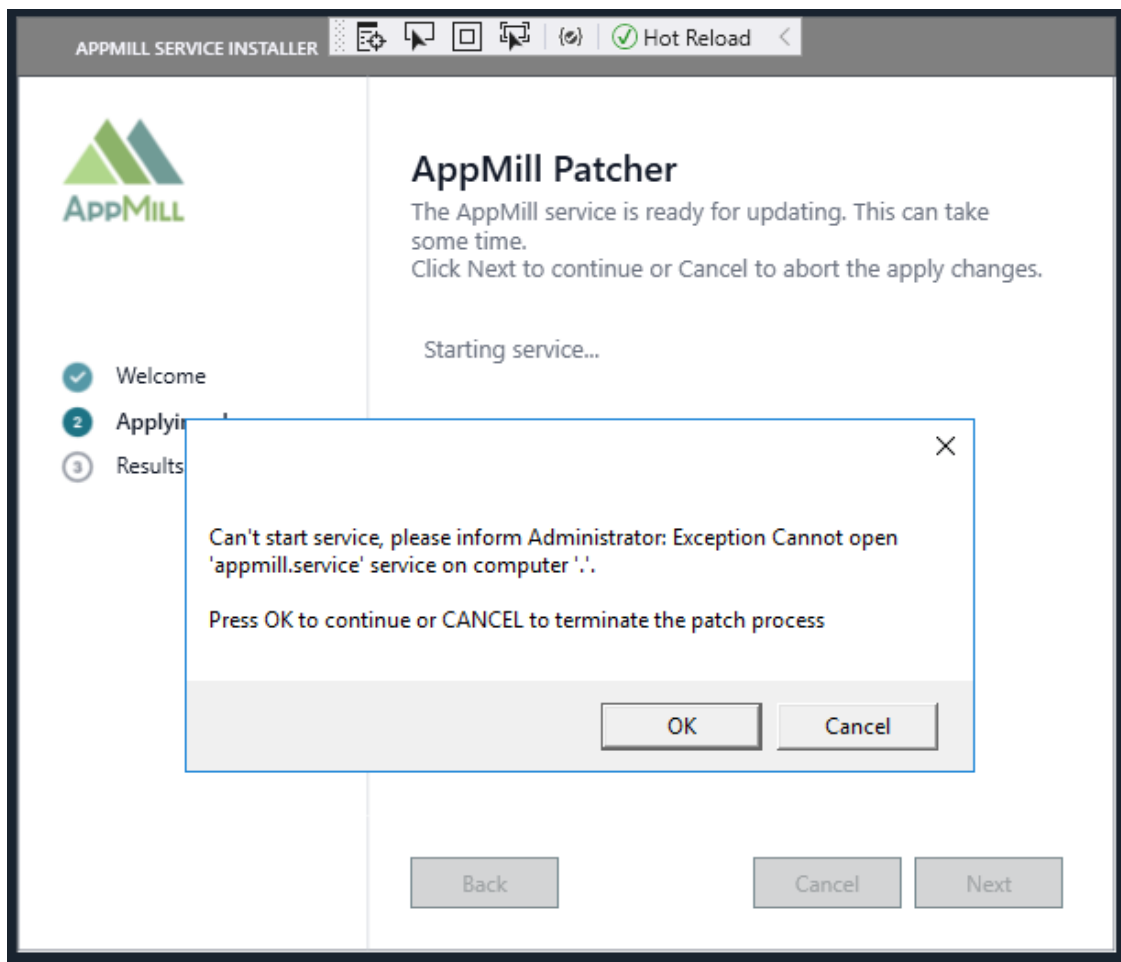
- The service exists, but the patcher, for some reason, cannot stop it. In this case, the warning message displays an error, and it is necessary to interrupt the installation and report the reason to the Server Patcher developers.
- The service is not registered, does not exist, or is launched in another way that users configured. In this case, it is just a warning message, and users can ignore this message.

To continue the patch installation process, click the **OK** button.

To terminate the patch installation process, click the **Cancel** button.

### Starting Service

If during the service restart process there are some problems on the start service step, the following message will be displayed:



For example, the warning message above will be displayed in the following cases:

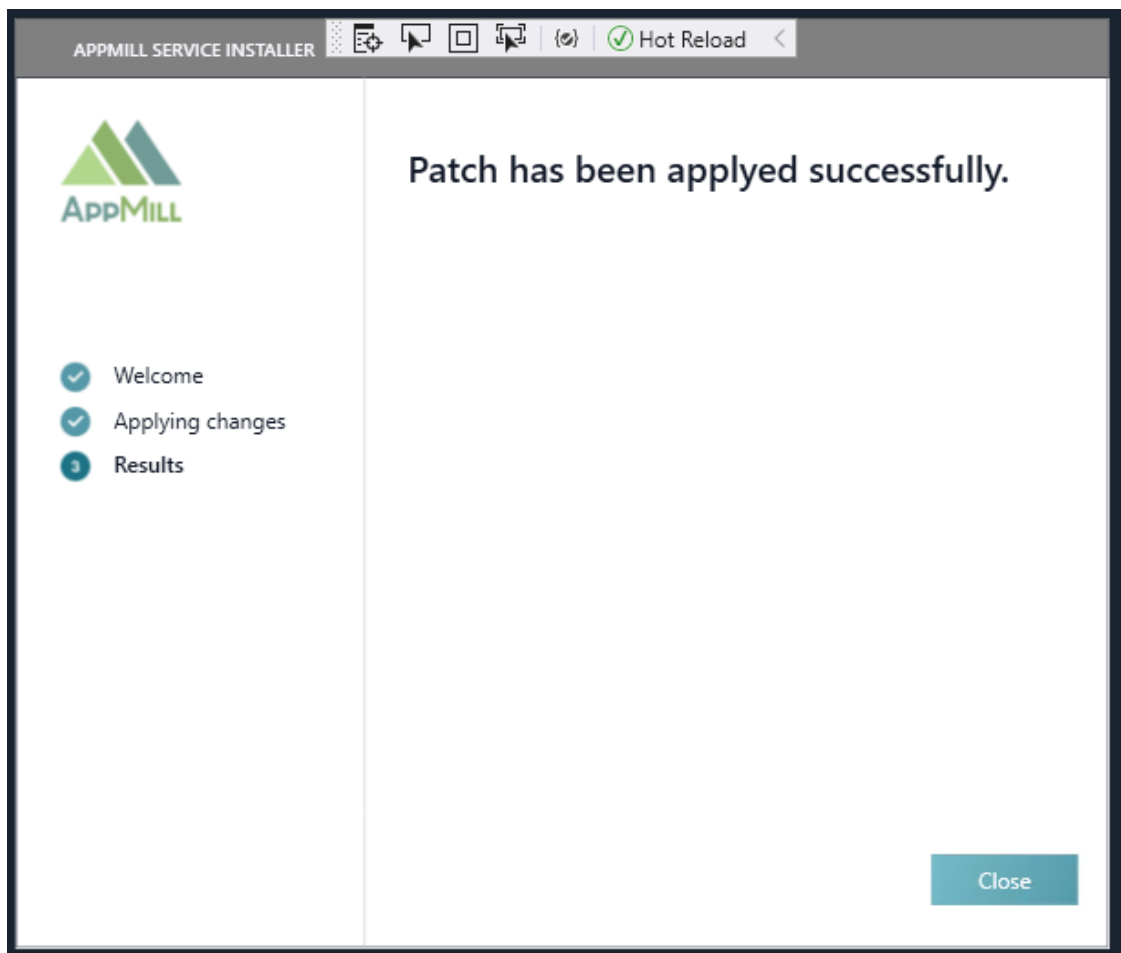
- The service exists, but the patcher, for some reason, cannot start it. In this case, the warning message displays an error, and it is necessary to interrupt the installation and report the reason to the Server Patcher developers.
- The service is not registered, does not exist, or is launched in another way that users configured. In this case, it is just a warning message, and users can ignore this message.

To continue the patch installation process, click the **OK** button.

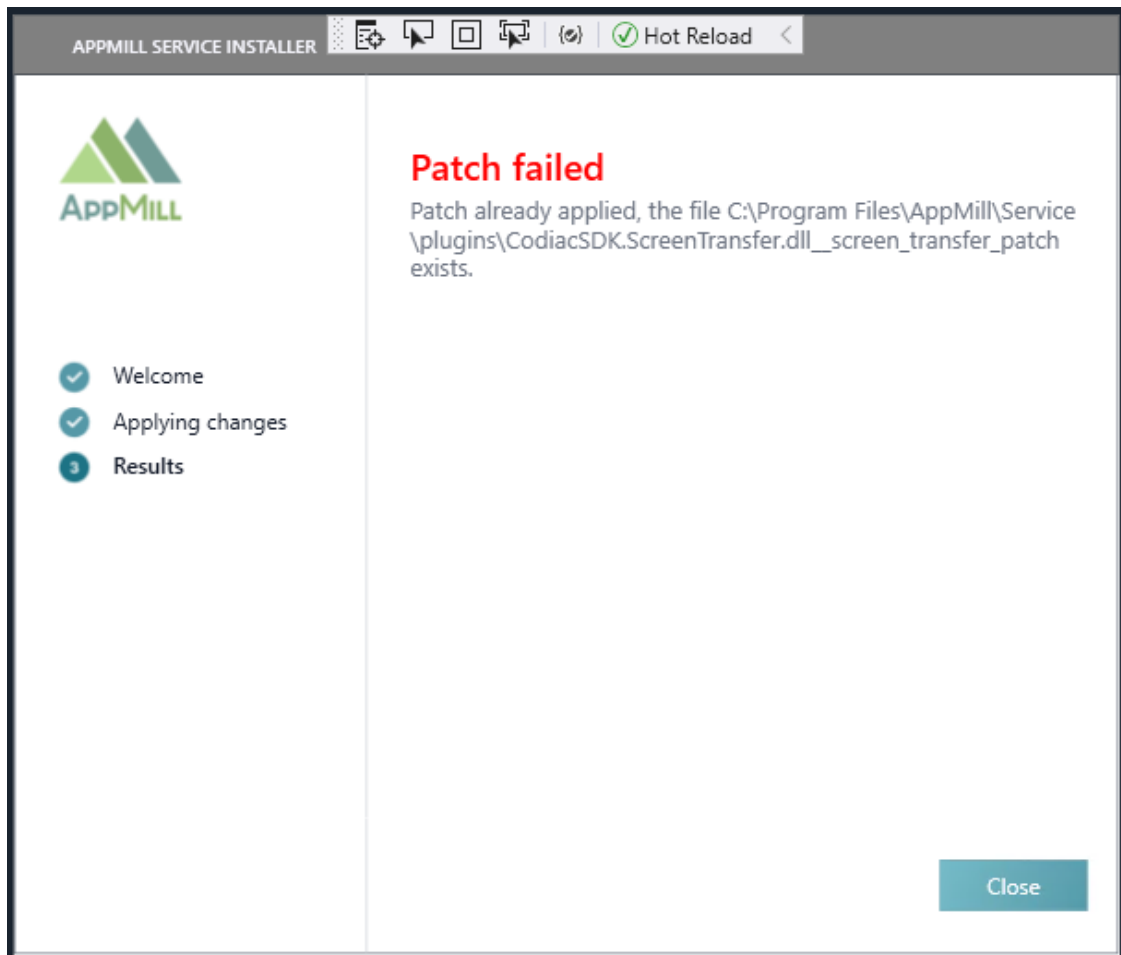
To terminate the patch installation process, click the **Cancel** button.

### 2.1.3 Results

When the Service Patcher installation is successfully completed, users will see the results of the installation process.



If the Service Patcher installation is failed, users will see the following results of the installation process.



To close the AppMill Patcher Installation pop-up window, click the **Close** button.

## 2.2 Rolling back Service Patcher

In case the Service application should be returned to the previous version, users can cancel the updates by rolling back the applied patches.

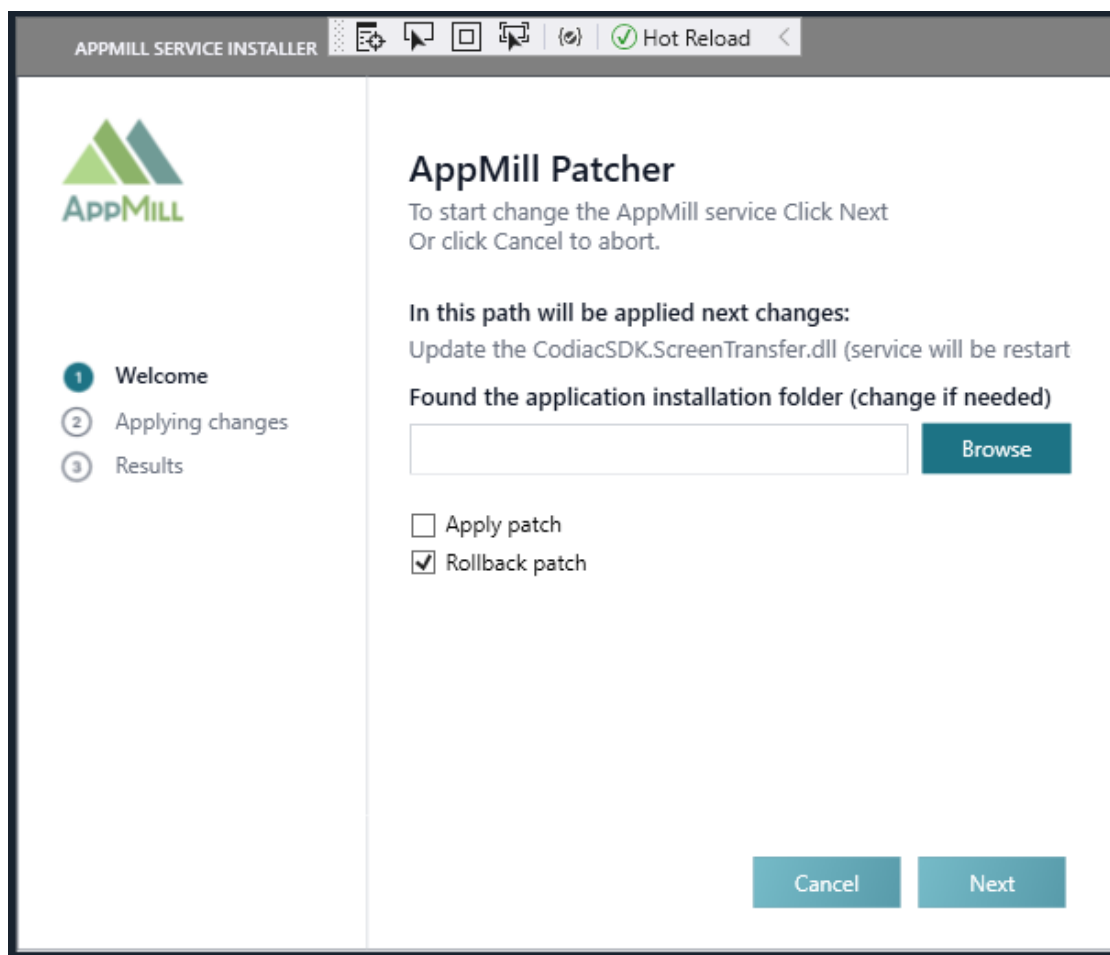
Regardless of their installation sequence, any Service Patcher equipped with updates can be rolled back.

Note that if the updates were applied one by one from different Service Patchers and are related to each other, the rollback process must be performed one by one for each Service Patcher in reverse order.

For example, users applied “patch1”, “patch2”, and “patch3” to the Service application. But the Service application should be rolled back to the version with “patch1” only. The “patch2” and “patch3” should be rolled back starting with “patch3” and then “patch2”.

### 2.2.1 Welcome step

To start the patcher rollback process, open and run the *ServicePatcher.exe* file. The AppMill Patcher pop-up window opens:



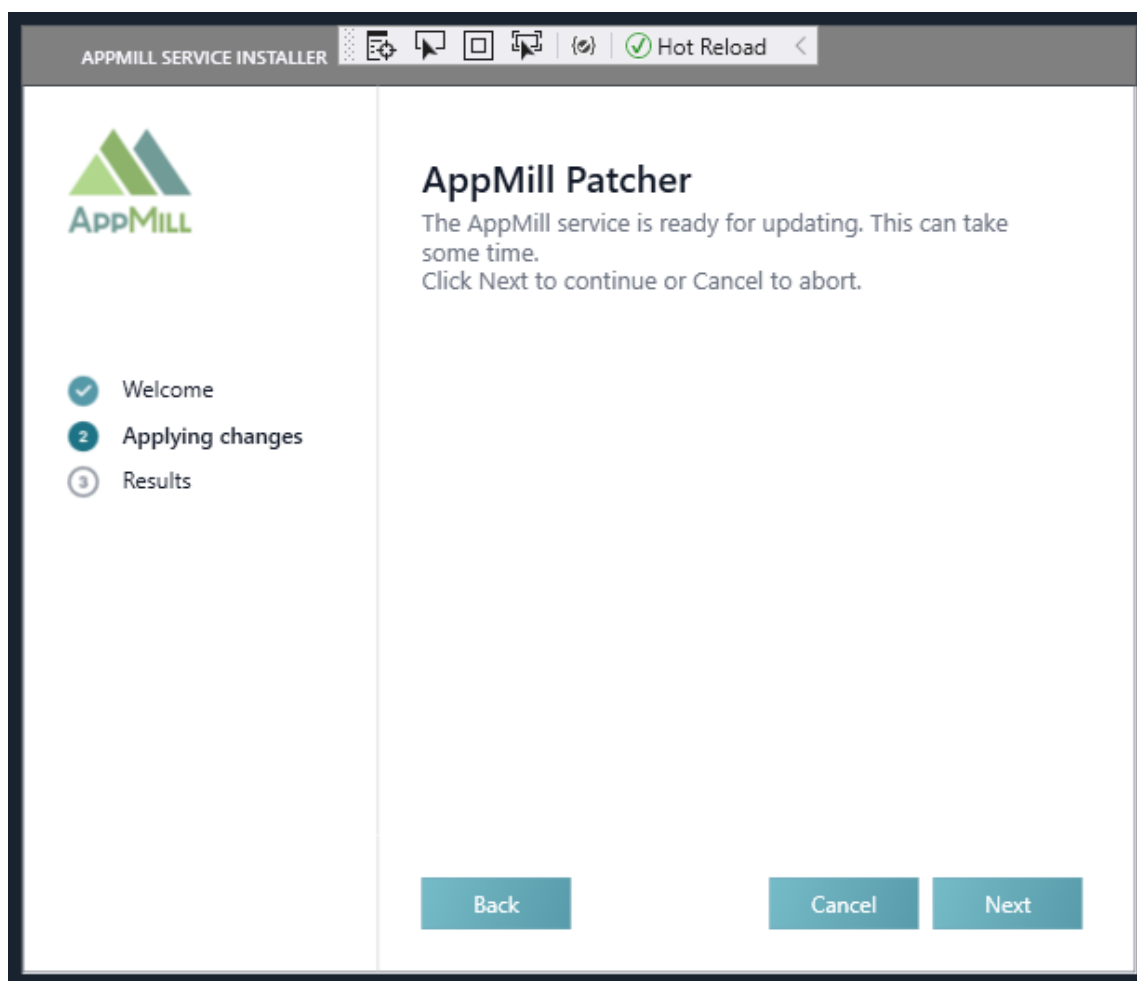
Define the Service Patcher installation directory and select the **Rollback patch** check box.

To abort the rollback process and close the window, click the **Cancel** button.

To proceed with the rollback process and go to the next step, click the **Next** button.

## 2.2.2 Applying changes

The next rollback step displays information that the data has been validated and the application is ready to be rolled back.



To return to the previous step, click the **Back** button.

To abort the rollback process and close the window, click the **Cancel** button.

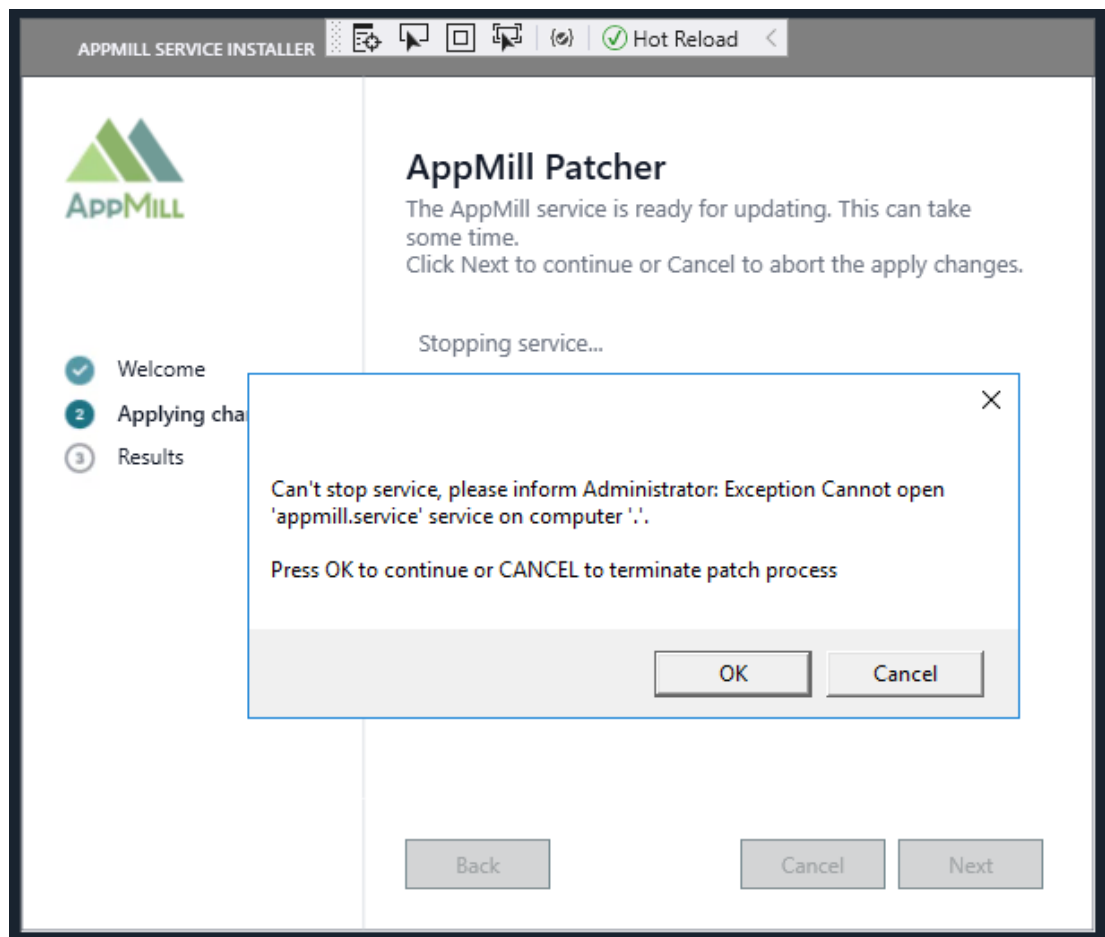
To proceed with the rollback process and go to the next step, click the **Next** button.

### 2.2.2.1 Stop and Start Service

To proceed with the service rollback process, in some cases, the service should be restarted. The Service Patcher restarts the service automatically. If there are some problems with the automatic restart, a warning message will be displayed, and the service restart should be performed manually.

#### Stopping Service

If the Service Patcher cannot find or stop the service, the following warning message will be displayed on the service stopping step:



For example, the warning message above will be displayed in the following cases:

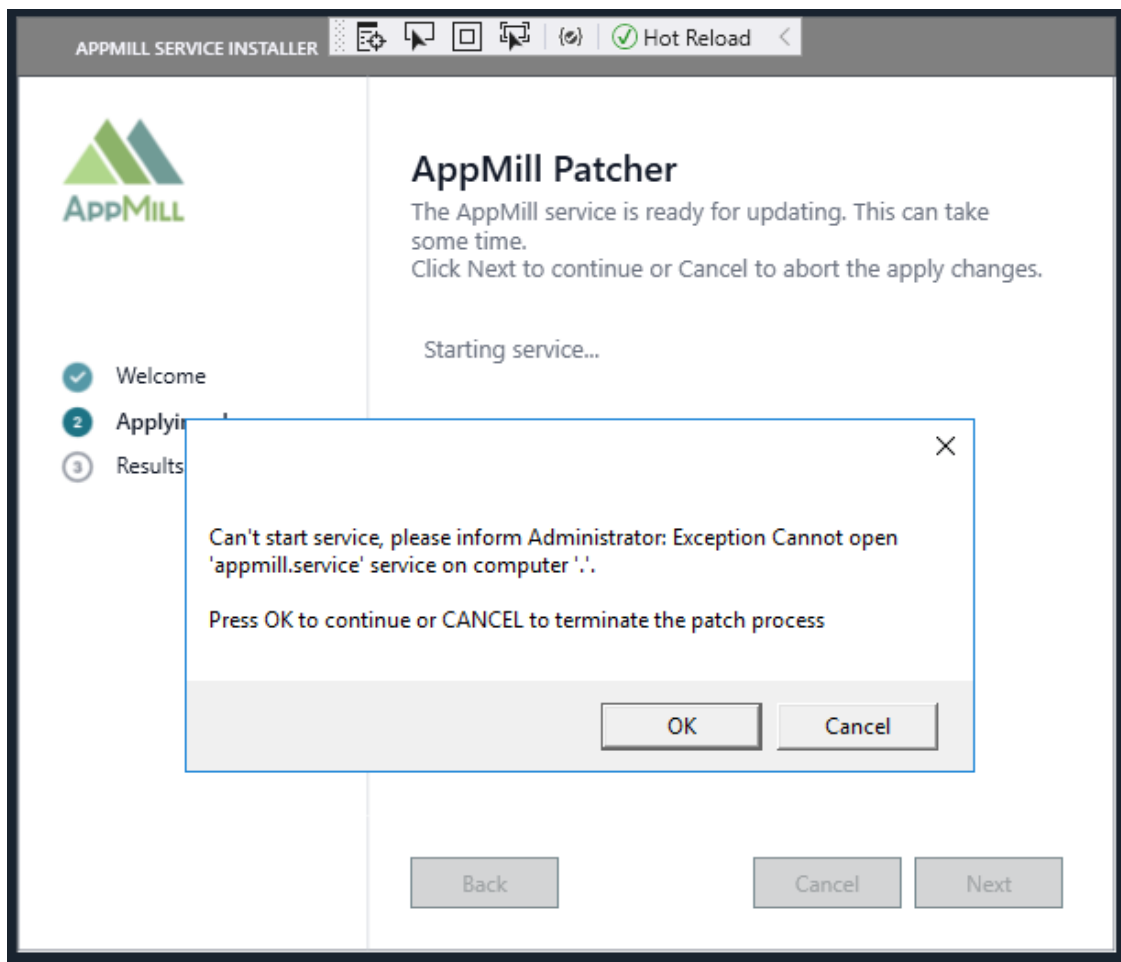
- The service exists, but the patcher, for some reason, cannot stop it. In this case, the warning message displays an error, and it is necessary to interrupt the rollback process and report the reason to the Server Patcher developers.
- The service is not registered, does not exist, or is launched in another way that users configured. In this case, it is just a warning message, and users can ignore this message.

To continue the rollback process, click the **OK** button.

To terminate the rollback process, click the **Cancel** button.

### Starting Service

If during the service restart process there are some problems on the start service step, the following message will be displayed:



For example, the warning message above will be displayed in the following cases:

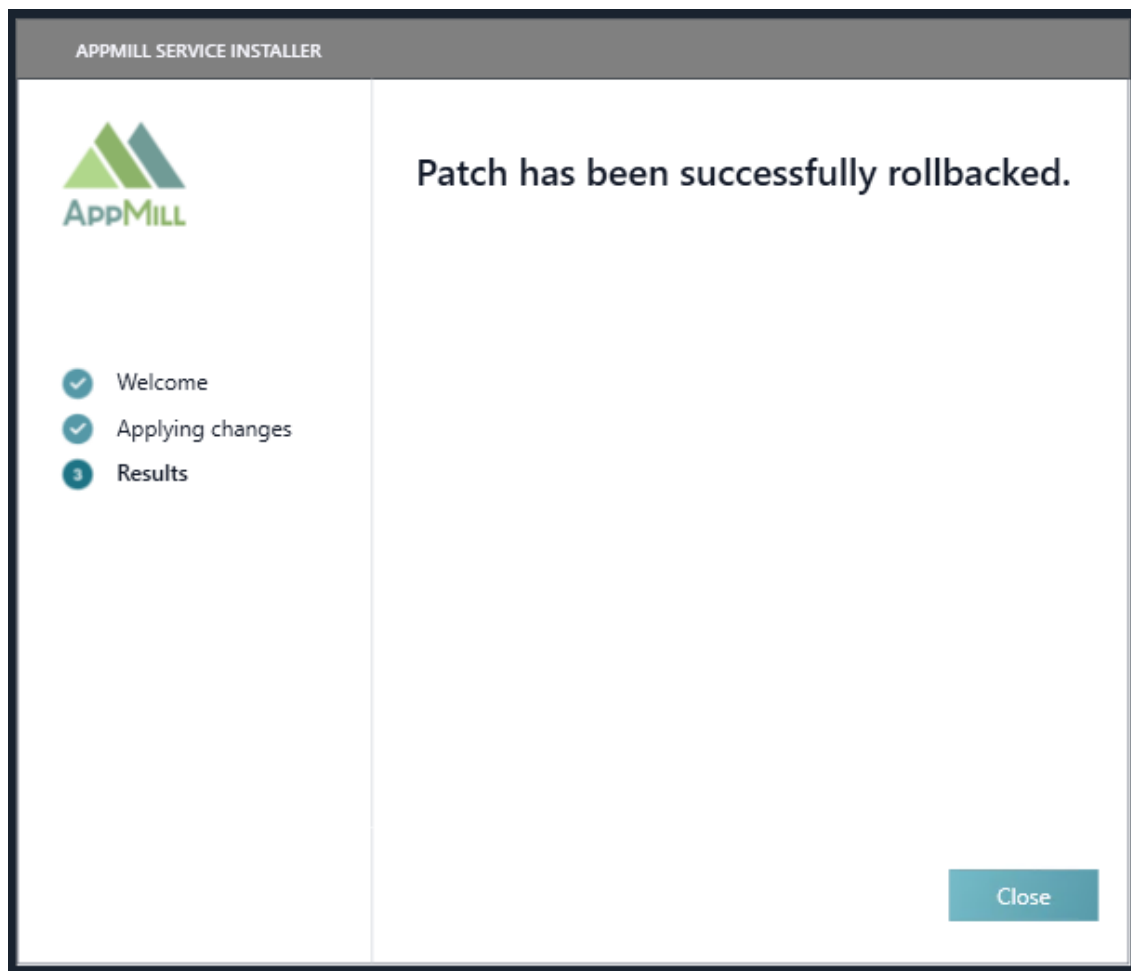
- The service exists, but the patcher, for some reason, cannot start it. In this case, the warning message displays an error, and it is necessary to interrupt the rollback process and report the reason to the Server Patcher developers.
- The service is not registered, does not exist, or is launched in another way that users configured. In this case, it is just a warning message, and users can ignore this message.

To continue the rollback process, click the **OK** button.

To terminate the rollback process, click the **Cancel** button.

### 2.2.3 Results

When the Service Patcher rollback is successfully completed, users will see the results of the rollback process. I.e., the Service application was rolled back to the previous version.



To close the AppMill Patcher pop-up window, click the **Close** button.