

# Test system Build Diary

2021 R3 (V12 patch 27) upgrade to 2021 R4 (Patch 28)

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#### Disclaimer

This document is provided "as is" and is for your guidance and educational purposes only. It does not replace the Online documentation, nor is any warranty expressed nor implied for the steps described herein.

#### **Document Information**

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# Introduction

#### What is a "Build Diary"

A Build Diary simply describes the steps taken by Sage Support to perform a task or tasks on our internal test systems. Build diaries could be created for major multi-node installations, but may also just be describing the steps taken when installing a small hotfix, or anything in-between.

#### Why is this being shared

It may be useful for you to see the steps we have taken to create or implement some feature or installation, as this may highlight "gotcha's", issues encountered or just give you some guidance if you are planning something similar yourself.

You could potentially use these documents as the base for your own "Workplan document" (Described in "Overview of patching X3 and supporting technologies" <u>https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk/b/sage-x3-technical-support-tips-and-tricks---march-2021-index</u>) when you are planning your own activities

#### **Target Audience**

This document is aimed at Sage X3 Certified Technical consultants. Sage prescribe that X3 system installation, maintenance, migrations, etc. should be performed by suitably qualified Sage X3 consultants. The prerequisite consideration would be for them to have the latest "Sage X3 Certified Technical Consultant" certification. You can read more about the Sage X3 qualifications and requirements in Sage University (<u>https://sageu.csod.com/catalog/CustomPage.aspx?id=20000242#tc</u>)

#### Additional things to note

- This document does NOT purport to illustrate "best practice" for the task being described
- The steps described will not necessarily be for a "perfect" task, as there may have been issues that needed to be overcome, worked around, or ignored
- The Sage internal test system has network and hardware configuration specific to Sage
- The Sage internal test system does not necessarily include a Windows Domain and has Sage sandbox specific Windows security setup, so operating system permissions are generally not discussed
- If you intend to use these notes as a guide for your own activities, use with caution and perform your own testing to ensure the described steps are suitable and identify any additional considerations that apply to your own situation
- Ensure you only install and use software you are licensed for

### What does this Build Diary describe?

This build diary primarily describes upgrading a 2021 R3 multi-node instance to 2021 R4



# 2021 R3 – upgrade to 2021 R4 build diary

### Objective

I want to upgrade my existing multi-node 2021 R3 instance to the latest 2021 R4 patch, including all recommended technology stack updates

### Starting architecture and notes

MAIN server (X3ERPV12VM) Windows Server 2016 Standard

- Syracuse 12.12.0.51-0
- MongoDB 4.2.12
- Plus arbitor
- X3 Patch 27 (2021 R3)
- X3 Application
- X3 Runtime/AdxAdmin 93.3.45
- X3 Console CFG.2.51.0.17
- X3 Print Server EDT 2.24.0.15
- Elastic Search 7.9.3
- X3 services 8.0.55
- ATP 2.1.2
- Apache 2.4
- SQL Server Management Studio 2017
- Microsoft SQL Server 2017
- OpenJDK 1.8.0\_252

#### SECOND server (X3SECOND) Windows Server 2016 Standard

- Syracuse
- MongoDB
- Additional X3 Runtime/AdxAdmin
- SQL Server Management Studio 2017
- OpenJDK 1.8.0\_252

These two servers are configured as Syracuse cluster, MongoDB Cluster and Application Cluster

#### Multiple X3 folders

- SEED
  - History (archive) folder
- PU9MIG (originally migrated from PU9 SEED folder)
- LIVE (BRI only, newly created folder)

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#### Summary of steps to take to upgrade 2021 R3 to 2021 R4

- Perform source system audit to confirm versions
- Check pre-requisites
- Do initial checks and any tuning needed
- Apply main Technology component patches
  - o X3 Console 2.52.0
  - o Adxadmin 94.1.19
  - o Runtime 94.1.19
  - Syracuse 12.13.0
- Use X3 console to reconfigure classic components
- Apply X3 patch 28
- Upgrade HSEED history folder
- Apply additional Technology patches
  - o X3 Services 11.0.43
  - o ElasticSearch 7.13
- Take backup
- Perform post patch testing



### Documentation to use for planning and execution of this task

Sage Online documentation

# Before you start

Make sure your configuration is compatible



Overall V12 documentation http://online-help.sageerpx3.com/erp/12/public/index.html

Pre-requisites

http://online-help.sageerpx3.com/erp/12/public/Prerequisites-(Last-version).html http://online-help.sageerpx3.com/erp/12/public/prerequisites\_overview.html

Installation documentation http://online-help.sageerpx3.com/erp/12/public/getting-started\_sage-erp-x3-installation-

<u>procedure.html</u>

Sage X3 Services installation https://online-help.sageerpx3.com/erp/12/public/getting-started\_Sage-X3-Services-installation.html

Sage Knowledgebase articles or Blogs Which firewall ports need to be open in a multi-node environment https://support.na.sage.com/selfservice/viewdocument.do?externalId=102936

Additional notes when upgrading ElasticSearch https://support.na.sage.com/selfservice/viewdocument.do?externalId=99424

Understanding and troubleshooting Sage X3 "Updates" patching mechanism <u>https://www.sagecity.com/gb/sage-x3-uk/b/sage-x3-uk-support-insights/posts/understanding-and-</u> <u>troubleshooting-sage-x3-updates-patching-mechanism</u>

Diagnosing "New ADC" (Automated Data Collection) issues (aka X3Services) https://support.na.sage.com/selfservice/viewdocument.do?externalId=112947

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### Initial steps

Update Firefox, Chrome and Edge to make sure I'm on the latest browser versions

Copy over latest Sage Support "Investigation Scripts"

### Check solution for "Parallel jobs by runtime during update"

Navigate to Administration, Administration, Endpoints, X3 solutions

All / Administration / Administration / Englorits					
X3 solution xxxxv12					
Information Servers Runtimes Endpoints					
Servers					
Main server host Ma	in server port	Web server host		Web server port	
x3erpv12vm		50012			8080
Physical server name or IP address for main application server The	main application server port	If different from "Main	server hast"		
Use Http proxy configuration Certificate		Batch Se	rver		
×		X3ERPV	12		1
Certificate used fi	or authentication on these servers	This is the	Batch Server associated with the X3 Solution	on	
BO Server	Enable application c	luster Sage X3	Cloud Development Platform URL	XTreeM service	JRL
	~			http://localhost:	8240
This is the Business Objects Server associated with the X3 solution	Enabling this option req	juires a dedicated prelimi			
SQL service	Mor	goDB service			
SQL Server V SEED_SERVICE	1				
Runtimes					
Runtimes					
Server host Server port	Tags	Tag exclusive	Ban timeout E	Blacklisted	Auto config
x3erpv12vm	50012 MAIN	×	5	×	×
x3second	50012 SECOND	×	5	~	×
V2 matimum					
Parallel jobs by runtime during undate					
c					

Indicates the number of jobs that can run in parallel during the update process. The 0 default value indicates that there is no limitation.

#### Check LAUNCHSYNC parameter

For all the folders, (X3, SEED, LIVE and PU9 in my case), navigate to Parameters, General Parameters, Parameter values

Select SUP (Supervisor), PRF (Performances) and select "Detail"

Check LAUNCHSYNC parameter is set to "No", change if required. As per online help (<u>https://online-help.sageerpx3.com/erp/12/staticpost/sync-launch-after-patch-integration</u>) *If set to No, the validation of windows is performed "on the fly", when the given window is used for the first time*. NOTE: some mandatory validation is still performed regardless of this setting, such as when messages/menus are updated

Notice the MAXUPDTRS parameter (<u>https://online-help.sageerpx3.com/erp/12/staticpost/sync-launch-after-patch-integration/</u>) is set to 50000 by default, but could potentially be considered to change this for the purpose of improving performance for this patching activity



sage x3 🛗			
Parameter values	All > Para	meters 📏 General parameters	
Expand all	All > Parameters > General pa	rameters	
AAS Fixed assets	Parameter valu	IOS (?)	
ACH Purchasing		_	
ADX Adonix	Module Legis	slation Company	Site
BUD Budgets	SUP		
<ul> <li>CPT Accounting</li> </ul>	Supervisor		
CRM CRM activity	Group		
<ul> <li>EXAPP Applications externes</li> </ul>	PRF		
<ul> <li>GDD Budgets opérationnels</li> </ul>	Performances		
GPA Manufacturing	: Q		
<ul> <li>HDK Customer support</li> </ul>	Parameter	Description	Value
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PAY Paie-X3P	2 CLOMAX	Max Nbr	0
<ul> <li>STO Stocks</li> </ul>	3 : LAUNCHSYN	Sync launch after patch integ	n No
▲ SUP Supervisor	4 MAXSPEAC	/ Specific ACV limit	300
▲ Folder	5 : MAXUPDTR	Update transaction limit	50000
SEED		<	

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### Steps to take

#### Preamble

- Shutdown batch server
- Shutdown SOAP pools
- Shutdown Print Server service
- Shutdown Syracuse service (Both servers)
- Check all node.exe and adonix.exe processes have disappeared from both servers
  - Shutdown Runtime service (Both servers)
  - Shutdown AdxAdmin service (Both servers)
  - Shutdown Jenkins service (SECOND)
  - Shutdown X3 Services service (MAIN)
  - Shutdown Elastic Search service (MAIN)
  - Take "mongodump" backup of MongoDB

### Apply main Technology component patches

- X3 Console 2.52.0 (MAIN)
- Adxadmin 94.1.19 (MAIN, SECOND)
- Runtime 94.1.19 (MAIN, SECOND)
- Syracuse 12.13.0 (MAIN, SECOND)

Apply X3 Console (MAIN)

Launch "console-2.52.0.14-win.jar"

sage		Wekome Step 1 of 10
Update mode  An earlier version of this	s component has been found on this host. Yes No	do you want to update this installation ?
(Made with IzPeck - http://izpack.org/)		Next Quit
🛐 IzPack - Installation of Sage X3 Manage	iment Console	- 🗆 X
sage		Select Installation Packages Step 5 of 11
Select the packs you want to install: Note: Grayed packs are required.		162.19 MB

Baustinia					
Core files for Sage X3 Managem	ent Console				
Total space required:					162.15
Available space:					19.1
(Made with IzPack - http://izpack	org/)				
			Previous	Next	Quit

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Pack - Installation of Sage X3 Management Console	– 🗆 X
sage	Perform External Processes Step 8 of 11
Processing	
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Alorosoit .Net framework 4.7.2 is already installed	
(Made with IzPeck - http://izpack.org/)	
	Previous Next Quit

Apply AdxAdmin (MAIN, SECOND) Launch "adxadmin-94.1.9.jar"

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(Made with la <sup>19</sup> ed - http://speak.org)	Next Qut
Northern Landstone of Source Ends VI Add Status	

sage	Select Installation Packages Step 6 of 10
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V Note: Grayed packs are required.	47.06.00
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Description Core files for Safe X3 AdxAdmin installation	
Total space Required:	47.27 MB
Avalable space:	19.14 GB
(Made with IzPack - http://izpack.org)	Previous Next Quit

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sage	Perform External Processes Step 9 of 10
Processing	
3/3	
Service creation with localsystem Service start ADXDIR : D:\Sage\SafeX3\AdxAdmin	
(Made with IzPack - http://tzpack.org)	Drawinus Next Out

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Apply Runtime (MAIN, SECOND) Launch "runtime-94.1.9.jar" Select "Modify installation"

ranack, - installabilit of abge date A3 kunume Component	
sage	Installation Type Step 4 of 11
Please choose the type of installation:	
New installation     Models installation	
X3ERPV12RUN R093.003.00045 (D:\Sage\X3ERPv12\Runtime)	
iade with IzPack - http://lzpack.org/)	Previous Next Quit
2Pack - Installation of Sage Safe X3 Runtime Component	×
6200	
Jaye	Select Installation Package Step 7 of 1
Select the packs you want to install: Note: Grayed packs are required.	
Safe X3 Runtime Base files for Windows X64     Safe X3 Runtime Service files for Windows X64	181.03 ME 1.61 KE
lescription	
ore files for Safe X3 Runtime installation	
al space Required:	181.03 M
alable space:	19.14 G
ade with IzPack - http://izpack.org/)	Previous Next Out



Launch X3 console on MAIN and reconfigure Runtime servers Check the "debug" is enabled, change if needed Navigate to Console, Settings then select the "global" tab

Console Solutions Actions View Tools	?		
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Solutions	Save	[→ Cancel   🖉	
	ુંટુ	Settings	
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LIVE		Parameter	Value
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- a x3erpv12vm - X3V12ADCSVR	config global comm timeout long		14400000
- Karpy 12vm - X3V12JAVSVR		config.global.comm.timeout.short	300000
		corfig.global.debug	True
		config.global.editor.file	
		config.global file	C:\Users\x3admin\AppData\Roaming\Sage\Console\config.xml

If not already set to "True" change the setting then restart the X3 Console for the change to take effect

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#### Click "Configure Application"

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Parameter	<ul> <li>Operation completed.</li> </ul>			
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Cotabase name COMS version	Progression Parameter Trace	Status		
DBMS tools installation pa	✓ Service stop	Successful completion		
Monitor server Sage	<ul> <li>✓ Check folders</li> <li>✓ Service cleaning</li> </ul>	Successful completion Successful completion		
Parameter	✓ Services file update ✓ Generation of file env bet	Successful completion Successful completion	Message ×	
Version	<ul> <li>✓ Generation of file configRuntime</li> <li>✓ Registry update</li> </ul>	Successful completion Successful completion		
Installation path Installation UNC network ( All acceletors	✓ Sql Server ODBC data source configuration ✓ Service creation	Successful completion Successful completion	Operation completed.	
Name 5				
X3ERPV12HUN ×				
Main runtime x3epv12vm				
Paraneter				

#### Check the "Trace" tab



#### Click the "Runtimes" button Select the "X3ERPV12/x3second" line



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## Click "Configuration" button

Get error	
Configuration	
Configuration of X3ERPV12 on x	Geocond
Error during configuration, please check trace file.	
Help	
-	
Progression Parameter Trace	
Action	Status
Service stop	Successful completion
Check folders	Error III
Service cleaning	On hold
Generation of file environt	On held
Generation of file confinB utime	On hold
Registry update	On hold
Sol Server ODBC data source configuration	On hold
Service creation	On hold
The trace ches	us the detail
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Progression Parameter Ina	08
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Also check the "gtrace.tra" file located in "C:\Users\x3admin\AppData\Roaming\Sage\Console\traces"

Manually deleted the existing Symbolic link "D:\Sage\X3ERPV12\Folders" then restart the configuration. This worked OK. NOTE: this problem is resolved in X3 Console 2.53.x but for now the workaround is easy enough.



#### I can now see both runtimes showing as "active" and the same version

0	ata - Application	📯 Runtimes Da	itabase s	cripts l	inked servers Folder	s				
	Save 🍇 New	📸 Configurati	on 🛞	Unconfi	guration 🏾 🎼 File sys	tem securit	у   🕯	Refresh	Generate script to Configure Runtime (?) Help	
	¢ <sup>©</sup> Runtin	nes								
	) Start	Stop	Re	▶ start	Connected users	<b>₽</b> Refresi	,	? Help		
	Name	Server	Port	Path		State	Туре	Status	Technical version	
	X3ERPV12RUN	x3erpv12vm	50012	D:\Sag	e\X3ERPV12\Runtime	Started	MAIN	active	Version R094.001.00009 - SHA=72a47e77da6700ec05e6b265f25794b484c47e67	
	A3ERPV12	x3second	50012	D:\Sag	e\X3ERPV12\runtime	Started	MAIN	active	Version R094.001.00009 - SHA=72a47e77da6700ec05e6b265f25794b484c47e67	
Γ										

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#### Apply SyracuseServer (MAIN, SECOND) Launch "syracuse-server-12.13.0.31.jar" Select "Modify installation"

sage	Installation Typ Step 5 of 2
Please choose the type of installation:	
Hew instalation     Hodify instalation	
NODED 12.12.0 (Dr.Swye Swienchychy LESTHEWR)	
laala wijh bi <sup>n</sup> awi- hily-Nayanik wyj	Previous Next Quit
BPack - Installation of Safe X3 Synacsee Server	- 0 ×
sage	Select Installation Packages Step 7 of 21
Select the packs you want to install:	
Note: Grayed packs are required.	
Synaue brive fase file     Synaue Windows file     Synaue Documentation files	332.54 MB 406.02 MB 4.31 KB

Desptan Care No IP Synoar Same Installation Intergoor Inguests Databate Space (Page 1994) Sala Databate Space (Page 1994) Sala

#### Enter the appropriate password, then click "Next"

Previous Next Quit



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Make sure no errors are listed. These messages are also written to the Syracuse installer log located in the Syracuse base install directory you specified

X2M220PTSVP	A Aver	
VININVENE	outer mountes type size	
	Initial_V12.18.0_00211027140680_5116570164027655182.leg 27/10/202114.07 Text Document 3 KB	
synecuse	Initial/dominiformation     DiSage/Safed/X0V12SVRSVR.Initial(V1213.0_20211027140610_5116570164627655182.leg = Netepad++	
agen	File Edit Search View Encoding Language Settings Tools Macro Run Plugins Window ?	
bin		9 🖬 🖬 🗶 🔺 👻 📰 🖬
cache	Install V12.9.1 202012/0134844 7146975022301153995 Httmm: V12.13.0_20211027140630_51165701646276851823og	
certs	InstalLV12.8.0_20201215135500_3678308189661691474 1 14:06:30.72 : 1 - Prepare folders	
certs_tools	Install_V12.8.1_20209907134908_8152513158008494259. 1 4106130.72 : 1 - Grant rights on bin directory	
config	Prerequisite englishm 4 14:06:49.71 : 1 - Create temp directory	
docs	prerequisite fraktom 5 14:06:49.71 : 1 - Creating logpath and certificate directory	
logs	Instal_V12.7.0_2020594161346_4172449083632026315.	
update_backup	synscuse = D:\Sage\Safex3\X3V12SYRSVR\syracuse\bin\cert_gen\bcpkix=jdk15on=150.jar	
Uninstaller	Uninstaller D:\Sage\Safex3\X3V123YRSVK/syracuse\bin\cert_gen\cprov-jdkl5on-150.jar	
Scripts	11 D1/Sage/Safex3XX3/123FR5K/syscure/bin/cet_gen/county_casta 11 D1/Sage/Safex3XX3/123FR5K/syscure/bin/cet_gen/cet/gen.bst	
Updates	12 D:\Sage\Safex3\X3V12SYRSVR\syracuse\bin\cert_gen\certgen.jar	
User shortcuts	13 5 file(s) copied. 14 14:06:49.76 : 1 - Copy agent files	
X3EBDV12	15 1 file(s) copied.	
SCI Data (E)	16 1 file(s) copied.	
a sign parts (c)	18 14106151.43 : 3 - Symeouse inits	
Mongoule_Syracuse_backups	10 Loading config from D:\Sage\Safex3\X3V12STRSVR\syracuse\bin\nodelocal.js	
Sage	20 Loading version into from D)lbagelastex3/xxvi23NxvVx4yracusekbin/version.json 21 2021-10-2713/06/518.8155 Streamline config from version.json	
X3ERPV12	22 (node:1224) [NOWGODE DRIVER] Warning: Top-level use of w, wtimeout, j, and fsync is deprecated.	Use writeConcern instead.
x3services_OLD	20 [Use 'nodetrace-warnings' to show where the warning was created)	
x3services-8.0.55	25 Reducting incense incm december 25 [node:1224] [DEPOIdD DepresationWarning: crypto.createDecipher is depresated.	
SageSharedDisk	26 Import dome, 0 object(s) were created, 84 object(s) were modified, 0 errors	
SageSupport	.27 Import dome, 0 object(s) were created, 61 object(s) were modified, 0 errors and the providence object(s) were created, 106 object(s) were modified. 0 errors	
Software	20 Import done, 0 object(s) whe transfer, 12 object(s) were modified, 0 errors	
Elastic7.9	30 Import done, 4 object(s) were created, 101 object(s) were modified, 0 errors	
Java	11 start server running at http://localhost:8124/	
latest	33 Successfully processed 2 files; Failed processing 0 files	
1048	34 14107114 05 14 - Service creation	
LUMP	and another of a state state of	

Check Windows Task Manager to confirm Syracuse "Node.exe" processes are started OK

					<i>.</i>	,
node eve	2540	Rupping	×2000	00	127 026 K	Di/Sace/Safev2/V2//12SVPS//P/ourscure/bin/win22 v6// node eve NI1500 **
- nouelexe	2040	Numming	X3run	00	121,550 K	b. (bage(ballets (/5412511/541/5ylacuse(bill(willb2_X04(houelexe.141500
node.exe	1672	Running	x3run	00	128,188 K	D:\Sage\Safex3\X3V12SYRSVR\syracuse\bin\win32_x64\node.exe . W0 500 ""
🌒 node.exe	1436	Running	x3run	00	147, 104 K	D:\Sage\Safex3\X3V12SYRSVR\syracuse\bin\win32_x64\node.exe . N0 500 ""
🌒 node.exe	2564	Running	SYSTEM	00	6,760 K	D:\Sage\Safex3\X3V12SYRSVR\syracuse\agent\node.exe syragent.js
🌒 node.exe	5448	Running	x3run	00	60,748 K	D:\Sage\Safex3\X3V12SYRSVR\syracuse\bin\win32_x64\node.exe nanny.js

Login to the front end and check Administration, Administration, Servers, Hosts to confirm both servers are started, showing with "OK" status and are the same version

age x3 📷						Super ad	ministrator Super adm	inistrator	Х3	?	☆.	Ø
Administration 3 Administration 3 Servers												
sts												Act
											4	· *
B9822F418EBA58970456291BFE32E5010B13165A	Number of child processes	Deact	ivated	Started	Status	Security	Code version	TC	P host r	name	4	2
898225418EBA589704562918FE32E5010813165A	Number of child processes	Deacti T	ivated	Started	Status	Security	Code version	TC T	P host r	name	4	
B9822F418EBAS8970456291BFE32E5010B13165A	Number of child processes	Deact T	ivated	Started	Status	Security	Code version T 12.13.0.31-0	тс <b>т</b> х3	P host i erpv12vi	name m	4	2



#### Apply X3 patch 28

Navigate to Administration, Utilities, Update, Updates Select "New update" Select file "x3-patch-12.0.28.zip" In the "apply to" add "X3"

a) Ammenta () 1000 () 1000 Updates Updates Updates Update solution Update U			
Update Most Manual Manu	All > Administration > Utilities > Update		
Updes Apply to Result Updes Updets U	Updates	Root endpoints	Ok X
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Check the folders appear as expected

Name         Parent           ¥         X3           ¥         SEED         X3           ¥         PUMMS         X3	Legislatora MIGAREAUSAUTBELBHRUBRABRUHLPRAGERU MIGAREAUSAUTBELBHRUBRUHLPRAGERUTAP MIGAREAUTBELBRUCHIFRAGERUTAPOLPORE	TAPOL PORSALISPICIMUSAZAF DL PORSALISPICSMUSAZAF UKSPASWUSAZAF	Version 90.27.55 90.27.55 90.27.55	Updated Mail 64/08/2021 64/08/2021 64/08/2021	ntenance integration G	enveration Status Detailed	status Log
v ∎uvit ia	Click Actio	ons, Sav	/e	64/06/2821			Ŧ
X3 🛄		•			Super of	ninistrator Super administrator	* ③☆*
es te Applyto Result							Seve
stryutoh 12.0.00 dij Uplanded A Select File X Reneve	Nove \$5480-12828	Umoription x3.p48/0-12.0.28		Vervian 8990-028-085		Expension list           9 Records Fage size: 50           0 Opticito ta         Optical and ta           1 RECORDs Fage size: 50           0 RESIGNATION FOR           0 RESIGNATION FOR FOR           0 RESIGNATION FOR      <	Apply updates Schedule updates Schedule updates Schedule updates Schedule updates Schedule updates Schedule updates Schedule Schedule Schedule Updates Schedule Schedule Schedu

\*\* WARNING: this may take several minutes to complete. You MUST wait until the browser shows the "Resource saved" message before doing anything else!

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sage	X3 🛅			Super administrator	super adminis	trator	xa (?)	습 🗸	Ø Q
0 Updates	The resource has been saved.								× * *
Update	Apply to Result								
Update									<u> </u>
Update	Name	Description	Version	Upgrades list			releaseNote		
4	x3-patch-12.0.28	x3-patch-12.0.28	R090.028.065	9 Records Page	size: 50	2 A 1			
-				<ul> <li>Update to</li> </ul>	Update from O	ontrol			
				✓ R090.020.000	R090.019	×			
				<ul> <li>R090.021.000</li> </ul>	R090.020.000	~			
				<ul> <li>R090.022.000</li> </ul>	R090.021.000	× .			
				<ul> <li>R090.023.000</li> </ul>	R090.022.000	~			
				✓ R090.024.054	R090.023.000	~			
				<ul> <li>R090.025.061</li> </ul>	R090.024.054	~			
				<ul> <li>R090.026.063</li> </ul>	R090.025.061	~			

NOTE: taking a backup at this point would be prudent, particularly for the first test attempt

Select Actions, "Apply update" to execute the patch

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\*Took about 1 hour 10 mins to complete the X3 folder, plus another 6 hours to finish all child folders

> Administration > Utilities > Update				1	
Ipdates		*	100 %		
and a second sec		Job title	Apply update		
Update Apply to Result		Phase	Completed		
Update		Phase detail	Starting batch server X3ERPV12		
Update Name	Description	Start date	28/10/2021	Upp	rades list
x3-patch-12.0.28	x3-patch-12.0.28	Start time	08:42		9 Records Page
		Elapsed seconds	26016	~	Update to
		Remaining seconds		~	R093.020.000
		5928 client crea	ted on x3second:50012	~	R090.021.000
		• Starting batch :	erver X3ERPV12	~	R090.022.000
		🔺 The update finis	hed with warnings	~	R090.023.000
		<ul> <li>adxpid: 5012 Up</li> </ul>	date: End of integration global	~	R090.024.054
		phase, update	data: End of integration plates	~	R090.025.061
			and the street alight died at	· .	R090.026.063
				~	R090.027.055
				~	R090.028.065
				1.1	

Once completed, you can "Copy to clipboard" to save the messages shown for later review

Updates (S	iuper administrator) X S Apply update-diegnoses X +
€ → (	🕈 🏠 🛛 🔘 localhost 8124/syracuse-main/html/main.html?url=http%3A%2F%2Flocalhost%3A8124%2Fsdata%2Fsyracuse
🖨 X3 (8124)	S ADC S External 443 🖨 ukienterprisedownioa
info	5928 client created on x3#econd:50012
info	Starting batch server X3ERFV12
warning	The update finished with warnings
success	adxpid: 5012 Update: End of integration global phase, update
	adxpid: 5012 Update: End of integration global phase, update
info	i adxpid: Sol2 update: End of integration global phase, update
ADA CONTRACTOR OF	I admitestate to As (Astronautor and Decate
	adaptid: 1544 Update: End of patch integration for the SEED folder.
info	adxpid: 1844 Update: End of patch integration for the SEED folder.
info	Connection to SEED (X3)ACTION END_UPGRADE_FOLDER
success	adxpid: 3708 Patch integration for the SEED_resultvcatalog catalog and the SEED folder.
success	adxpid: 3016 Update: End of patch integration for the PU9MIG folder.
1000	adxpid: 3016 Update: End of patch integration for the PUWHIG Folder.
info	I consistion for opinier and of patch integration for the powers torget.
RUCCERR	adaptid: 6944 Patch integration for the PUDMIG resultycatalog gatalog and the PUDMIG folder.
success	adxpid: 4032 Update: End of patch integration for the LIVE folder.
	adxpid: 4032 Update: End of patch integration for the LIVE folder.
info	adxpid: 4032 Update: End of patch integration for the LIVE folder.
info	Connection to LIVE (X3) ACTION END_UPORADE_FOLDER
success	adxpid: 1620 Fatch integration for the Live result/vatalog catalog and the Live folder.
info	adaptor 3100 Patch integration for the SED result/varialog catalog and the SED folder.
ana o	adaptid: 1620 Patch integration for the LIVE result vestalog catalog and the LIVE folder.
info	adxpid: 1620 Patch integration for the LIVE result/catalog catalog and the LIVE folder.
info	Connection to SEED (X3)ACTION APPLY_FATCH
info	Apply X3 patch to SEED
success	adxpid: 4612 Update: Checking integration rules for the SEED_resultvoatalog catalog and the SEED folder.
info	Connection to Live (X3) ACTION APPLY PATCH
INIO	apply AS patch to Live   admits intervation rules for the IUE constructed catalog and the IUE folder
	adaptic for Undate: Checking integration rules for the SEED resultvestaing stated and the SEED folder.
info	adxpid: 4612 Update: Checking integration rules for the SEED resultvcatalog catalog and the SEED folder.
	adxpid: 4192 Update: Checking integration rules for the LIVE_resultvcatalog catalog and the LIVE folder.
info	adxpid: 4192 Update: Checking integration rules for the LIVE_resultvoatalog catalog and the LIVE folder.
	adxpid: 6954 Patch integration for the PUSMIG resultvoatalog catalog and the PUSMIG folder.
info	anxplat 6949 Patch integration for the Puesdo result/vatalog catalog and the Puesdo Folder.
8000085	advoid 5264 parch integration for the SFED resultDIT/PScriptsupatalog catalog and the SFED folder
info	Connection to FUSHIG (X3)ACTION APPLY PATCH
info	Apply X3 patch to PU9MIG
success	adxpid: 3752 Update: Checking integration rules for the PUBMIG_resultvcatalog catalog and the PUBMIG folder.
	adxpid: 5264 Patch integration for the SEED_resultPATCHScriptsvcatalog catalog and the SEED folder.
info	adxpid: 5264 Patch integration for the SEED_resultPATCHScriptsvcatalog catalog and the SEED folder.
1	adxpid: 3752 Update: Checking integration rules for the PUBHIG result/catalog catalog and the PUBHIG Folder.
info	Competion ros Board Walarton courses are
success	adxnid: 1416 Patch integration for the PUSMIG resultPATCHScriptsycatalog catalog and the PUSMIG folder.
info	Connection to LIVE (X3) ACTION CONTROL PATCH
success	adxpid: 1508 Patch integration for the LIVE_resultPATCHScriptsvcatalog catalog and the LIVE folder.
	adxpid: 1508 Patch integration for the LIVE_resultPATCHScriptsvcatalog catalog and the LIVE folder.
info	adxpid: 1000 Fatch integration for the LIVE resultFATCHScriptsvcatalog catalog and the LIVE folder.
1070	adapted into ration integration for the FURNIC result alcohortic for Variation and the FURNIC folder.

You can download the log files in the update record, as well as checking the status

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	Name	Parent	Logislations	Varrian	Lindated Maintonanco	Integration	Constation	Statur	Dotailed status	107
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× ×	X3	ruren	ANG,ARE,AUS,AUT,BEL,BHR,BRA,BRI,CHI,FRA,GER,ITA,POL,POR,SAU,SPA,SWI,USA,ZAF	90.27.55	04/08/2021	success	success	success	Detailed status	108
~ ~ ~	X3 SEED	X3	ANGAREAUSAUT,BEL,BHR,BRA,BRI,CHI,FRA,GER,ITA,POL,POR,SAU,SPA,SWI,USA,ZAF ANGAREAUSAUT,BEL,BHR,BRI,CHI,FRA,GER,ITA,POL,POR,SAU,SPA,SWI,USA,ZAF	90.27.55 90.27.55	04/08/2021 04/08/2021	success warning	success	success warning	Detailed status	
~ ~ ~	X3 SEED PU9MIG	X3 X3	LEGINIDUIS ANGAREAUS,AUT,BELBHR,BRA,BRI,CHI,FRA,GER,ITA,POL,POR,SAU,SRA,SWI,USA,ZAF ANGAREAUS,AUT,BELBHR,BRI,CHI,FRA,GER,ITA,POL,POR,SAU,SRA,SWI,USA,ZAF ANGAUS,AUT,BELBRI,CHI,FRA,GER,ITA,POL,POR,RUS,SRA,SWI,USA,ZAF	90.27.55 90.27.55 90.27.55	04/08/2021 04/08/2021 04/08/2021	success warning success	success success success	success warning success		

$\textbf{S} \mid \textbf{Updates} \left( \textbf{Super administrator} \right) ( ~\textbf{X})$	log	× +
↔ ∀ ✿ ✿	Q	0 localhost:8124/sdata/syracuse/collaboration/syracuse/updates("a23e7a74-9f61-4fcc-ad66-0a8d2b91f972")/er
() X3 (8124) S ADC S External 44	•	ukienterprisedownloa

#### Start upgrade folder SEED

#### $\underline{\text{End of file}}$

10-28-2021 10:05:00 : \$TART : Creating a record in the AUPDATE table for the SEED folder. 10-28-2021 10:05:00 : adxpid: \$164 10-28-2021 10:05:00 : adxmac: X3ERPV12VM \_AUPDATE\_FIRST : creation of file with numseq 27 10-28-2021 10:05:00 : numseq: 27 10-28-2021 10:05:00 : END : Creating a record in the AUPDATE table for the SEED folder.

Normal end of log file 10-28-21 10:05:00 End of file

#### Control Merged patch R090.028.065

#### End of file

10-28-2021 10:05:31 : START : Checking integration rules for the SEED\_resultPATCHScriptsvcatalog catalog and the SEED folder. 10-28-2021 10:05:31 : adxmac: X3SECOND 10-28-2021 10:05:31 : numseq: 27 10-28-2021 10:05:31 : numseq: 27 10-28-2021 10:05:31 : numseq: 27 10-28-2021 10:05:31 : END : Checking integration rules for the SEED\_resultPATCHScriptsvcatalog catalog and the SEED folder.

Check the logs to confirm what warnings there are. Use Blog article "Understanding and troubleshooting Sage X3 "Updates" patching mechanism" (<u>https://www.sagecity.com/gb/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-x3-uk/sage-</u>

#### Update HSEED folder

Connect to X3 folder

Navigate to Usage, Batch server, Query management

Click "Query" to launch a new job

Enter "VALDOS" task code, then Validation

Updated: 05/11/2021

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All > Usage > Batch server		Default +
Query submission 🕜		Validation : ×
Folder * User code * Password		
→ X3 Q : ADMIN Q : Password		e
Reference folder1		
Group	Task Code * Folder Validation	Language Date
→ Q:	→ VALDOS Q :	→ BRI Q E Evaluate - Residete
Time		English - british
1421 Q : Template		

Pick HSEED folder, then click "OK" to send the job to the batch server

All > Usage > Eatch server														
۲ ← ب باع Query management														
Bogu														
	csu	3												
	q							_	-					
		Number	Folder	Task Code	L	User	Date	Time	One	Status	End Ti	End date	Task Type	Script
1	3	17426	SEED	ACCBATCH1	BRI	ADMIN	03/11/21	14:24	No	Standby		03/11/21	Processing	BATCHCPT
2	1	17425	LIVE	ACCBATCH1	BRI	ADMIN	03/11/21	14:24	No	Standby		03/11/21	Processing	BATCHCPT
3	3	17424	Х3	VALDOS	BRI	ADMIN	03/11/21	14:23	No	In progress			Processing	
4	1	17423	LIVE	ACCBATCH1	BRI	ADMIN	03/11/21	14:23	No	Finished	14:23:17	03/11/21	Processing	BATCHCPT
5	1	17422	SEED	ACCBATCH1	BRI	ADMIN	03/11/21	14:23	No	Finished	14:23:18	03/11/21	Processing	BATCHCPT

Monitor the task to ensure it completes successfully



#### Apply additional Technology patches

- X3 Services 11.0.43 (MAIN)
- ElasticSearch 7.13 (MAIN)

#### Apply X3 services

Refer to <u>https://online-help.sageerpx3.com/erp/12/public/getting-started\_Sage-X3-Services-installation.html</u> for full instructions, but in essence you run a script to uninstall the current version, then install the newer version

First check the "X3 Services" service has been stopped

Open a PowerShell prompt with administrator privilege Enter the following commands: cd "E:\Sage\x3services-8.0.55" .\uninstall.ps1



I think this issue may have been due to my having the Windows Services application open at the time. Had to manually remove the service using Registry Editor (regedt32) and restart server

Renamed existing installation folder "E:\Sage\x3services-8.0.55" to "E:\Sage\x3services-8.0.55\_OLD"

Extract "x3-services-11.0.43-win.zip" into "E:\Sage" directory Review old and new versions of "xtrem-security.yml" files and copy over the settings from the old version, in this case the files will be identical

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Η xtrem	rsecurity yml 🔀
1	loginUrl: http://localhost:8124
2	
3	# The following clientId and secret must be set with the same values in the syracuse nodelocal.js in the section
4	# Both this file and nodelocal.js must be kept safe with restricted access to admin only.
5	# exports.config = {
6	* []
7	# etna: (
8	# security: (
9	# clientId: "create-your-own-client-id-uuid",
10	# secret: "change-to-use-a-strong-secret-for-your-client-id"
11	÷ )
12	# 3
13	* []
14	# 3z
15	esyracuse:
16	clientId: 12345678-1234-1234-123456789
17	L secret:mySecretKeyNooneWillEverDiscover
18	

Although it should still be OK, also check the nodelocal.js on both Syracuse nodes to confirm the "etna" section is correct

Open a PowerShell prompt with administrator privilege
Enter the following commands:
cd "E:\Sage\x3-services-11.0.43-win"
.\install.ps1



Login to ADC

Make sure "Sage X3 Services" service is started Connect to <u>http://localhost:8124/handheld/</u>

NOTE: if using Chrome, you may get ability to install "Sage X3"



Login as existing user "adcuser", which has been setup and working in previous version



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NOTE: If you get any issues, you may find "Diagnosing "New ADC" (Automated Data Collection) issues (aka X3Services)" (

https://support.na.sage.com/selfservice/viewdocument.do?externalId=112947 ) useful



Apply ElasticSearch 7.13 Review "Additional notes when upgrading ElasticSearch" ( https://support.na.sage.com/selfservice/viewdocument.do?externalId=99424 )

Check Elastic Search documentation

https://www.elastic.co/guide/en/elasticsearch/reference/7.13/index.html https://www.elastic.co/guide/en/elasticsearch/reference/7.13/release-notes-7.13.4.html

Download 7.13.4 from <u>https://www.elastic.co/downloads/elasticsearch</u> (I always use the ZIP file method, rather than the MSI Windows installer)

Stop Elastic Search service

Uninstall the Elastic Search service (7.9 version in my case)

```
Launch CMD prompt with "Run as Administrator" option and run the following commands:

REM Set the following variables to suit your environment

set "mzNewServiceName=ElasticSearch_7.9"

set "ES_HOME=D:\Sage\elasticsearch_7.9.3"

set "JAVA_HOME=C:\openjdk\jdk-15.0.1"

REM The following lines should not need to be changed

cd /d "%ES_HOME%\bin"

set "ES_PATH_CONF=%ES_HOME%\config"

set "ES_START_TYPE=auto"

set "SERVICE_ID=%mzNewServiceName%"

set "SERVICE_DISPLAY_NAME=%mzNewServiceName%"

set "SERVICE_DESCRIPTION=%mzNewServiceName%"

cd /d "%ES_HOME%\bin"

elasticsearch-service.bat remove

pause
```

Rename directory "D:\Sage\elasticsearch-7.9.3" to "D:\Sage\elasticsearch-7.9.3\_OLD"

Extract "elasticsearch-7.13.4-windows-x86\_64.zip" to "D:\Sage\elasticsearch-7.13.4"

#### Install Elastic Search service

```
Launch CMD prompt with "Run as Administrator" option and run the following commands:

REM Set the following variables to suit your environment

set "mzNewServiceName=ElasticSearch_7.13"

set "ES_HOME=D:\Sage\elasticsearch-7.13.4"

set "ES_JAVA_OPTS=-Xms1g -Xmx1g"

REM The following lines should not need to be changed

set "ES_JAVA_HOME=%ES_HOME%\jdk"

set "ES_PATH_CONF=%ES_HOME%\config"

set "ES_START_TYPE=auto"

set "SERVICE_ID=%mzNewServiceName%"

set "SERVICE_DISPLAY_NAME=%mzNewServiceName%"

set "SERVICE_DESCRIPTION=%mzNewServiceName%"

cd /d "%ES_HOME%\bin"

call elasticsearch-service.bat install
```

#### NOTE: I was getting error when first running the elasticsearch-service.bat script

Native memory allocation (mmap) failed to map 4240441344 bytes for G1 virtual space

```
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```

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Added the ES\_JAVA\_OPTS in the above commands to overcome this error (Default is 4GB) NOTE2: It is recommended to use ES\_JAVA\_HOME to use the embedded JDK, delivered with ElasticSearch package, as shown above

Edit the %ES\_HOME%\config\elasticsearch.yml file and add the following lines:

```
network.host: 0.0.0.0
node.name: node-1
cluster.initial master nodes: ["node-1"]
```

#### Start the Elastic Search service

In a browser on the Elastic Search Windows Server, navigate to the URL "<u>http://localhost:9200/</u>" and confirm the Version number shows as 7.13.4



Run the Elastic Search Index update Navigate to Administration, Usage, Search Index Management

Perform an Elastic Search search to confirm it is working as expected

### Take backup

It is useful to take another backup before attempting any testing. This also gives an opportunity to restart the Windows Servers, ensuring there are no hidden issues for the next server restart!

### Perform post patch checks

Perform any smoke testing required before then allowing the business users to perform their own testing of all critical business functions.

#### Other upgrades to consider (Out of scope for this document)

- ATP 2.5.0
- Eclipse
- Office add-in

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# Conclusion

This document shows the steps taken to apply the Technology and X3 patches for 2021 R4 (Patch 28) to a TEST instance previously running 2021 R3 (Patch 27)

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