

Updating 32-bit Global Applications (\$GSP and \$INSLOG)

1. Introduction

This document describes the "Global Product Service Pack" concept. A "Global Product Service Pack" provides a very convenient upgrade mechanism for installed Global products and effectively replaces Autozaps for Global 3000 V5.0.

Important Note-1: Do not confuse the sophisticated Global Product Service Pack mechanism, described in this document, with the simple "GSM Service Pack" mechanism, described in Appendix I of the GSM V8.1 Notes.

Important Note-2: There is one major conceptual difference between Global Product Service Packs and GSM Service Packs: **Each GSM Service Pack is a super-set of all the previous GSM Service Packs.** For example, in order to apply GSM Service Pack 4 there is no need to apply service packs 1, 2 or 3. Furthermore, GSM Service Pack 4 contains all the enhancements and fixes in service packs 1, 2 and 3. Conversely, **each Global Product Service Pack is an individual entity that contains a specific enhancement or bug-fix.** Most Global Product Service Packs may be installed individually. However, some Global Product Service Packs may only be installed if a previous service pack (or service packs) has also been applied. The \$GSP utility (see section 4) will highlight any dependencies.

Important Note-3: The version of the Global 3000 V5.0 installation utility that was released on the November-2001 version of the GPS CD automatically updates the Installed Product Log (IPL) file (see section 3). If Global 3000 V5.0 was installed from the November-2001, or later, GPS CD there is no need to use \$INSLOG to create IPL log records. If Global 3000 V5.0 was installed from a GPS CD earlier than November-2001 IPL log records will have to be created "by hand" for all Global 3000 V5.0 modules that are installed at a particular site.

Sections 2 and 3 of this document describe the preliminary steps that must be run before the 1st Global Product Service Pack can be applied.

Section 4 describes the \$GSP utility which is used to apply the Global product Service Packs.

Section 5 described the \$INSLOG utility that reports on the details of the Installed product Log (IPL) file.

2. Pre-requisites (GSM version & GX)

Global Product Service Packs can only be installed on GSM (Windows) V8.1I Service Pack-4, or later. Furthermore, the \$GSP utility which applies the Global Product Service Pack (see section 4) uses "modern" features of the GX interface and will only operate on

GX. Further, planned versions of \$GSP will continue to utilise more GX techniques that are currently under development.

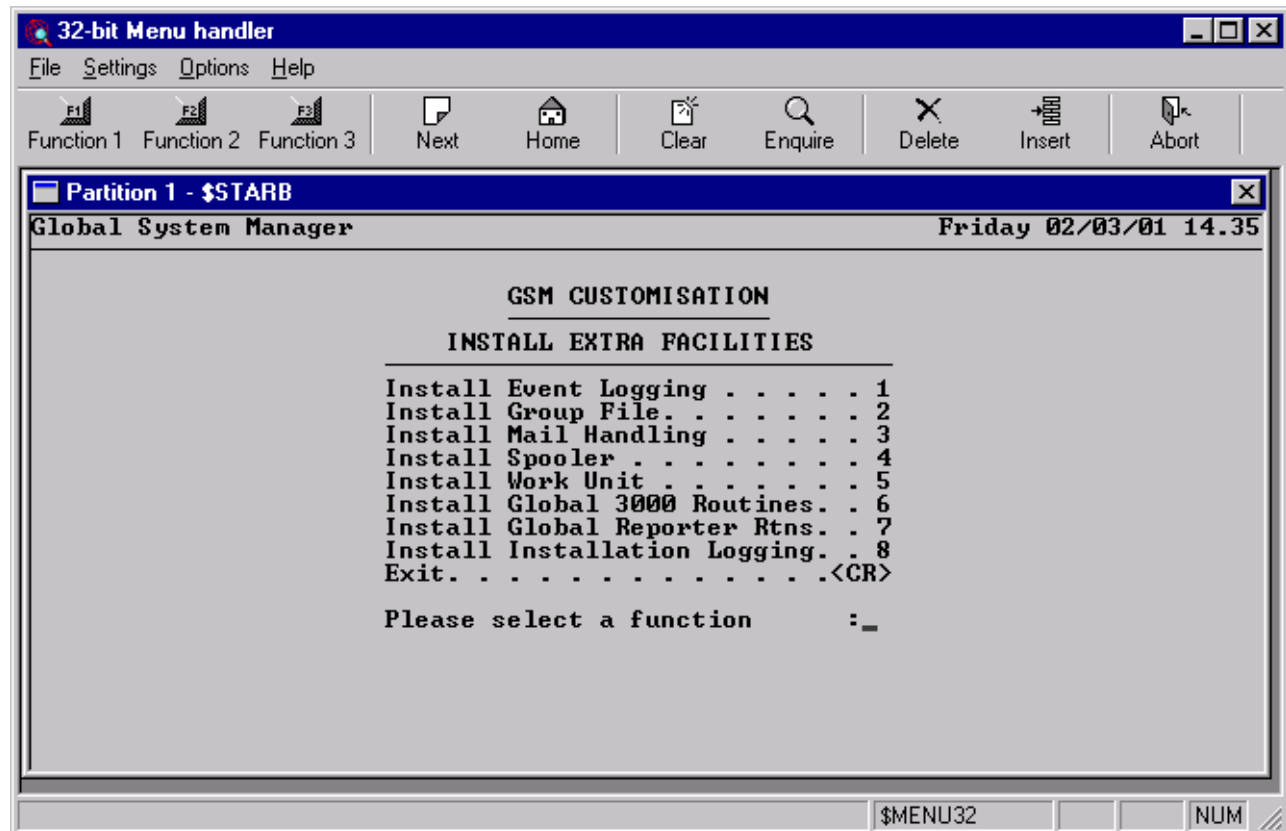
3. Pre-requisites (Installed Product Log (IPL) file)

Before a GSP can be applied an Installed Product Log (IPL) file must be created and populated with records that describe the Global 3000 V5.0 software modules that have been installed. The IPL file is not automatically created by the standard GSM installation, nor by the application of a GSM Service Pack, but must be installed "by hand" using \$CUS. Note that a revised GSM installation procedure that is currently being developed **will** include an empty IPL file.

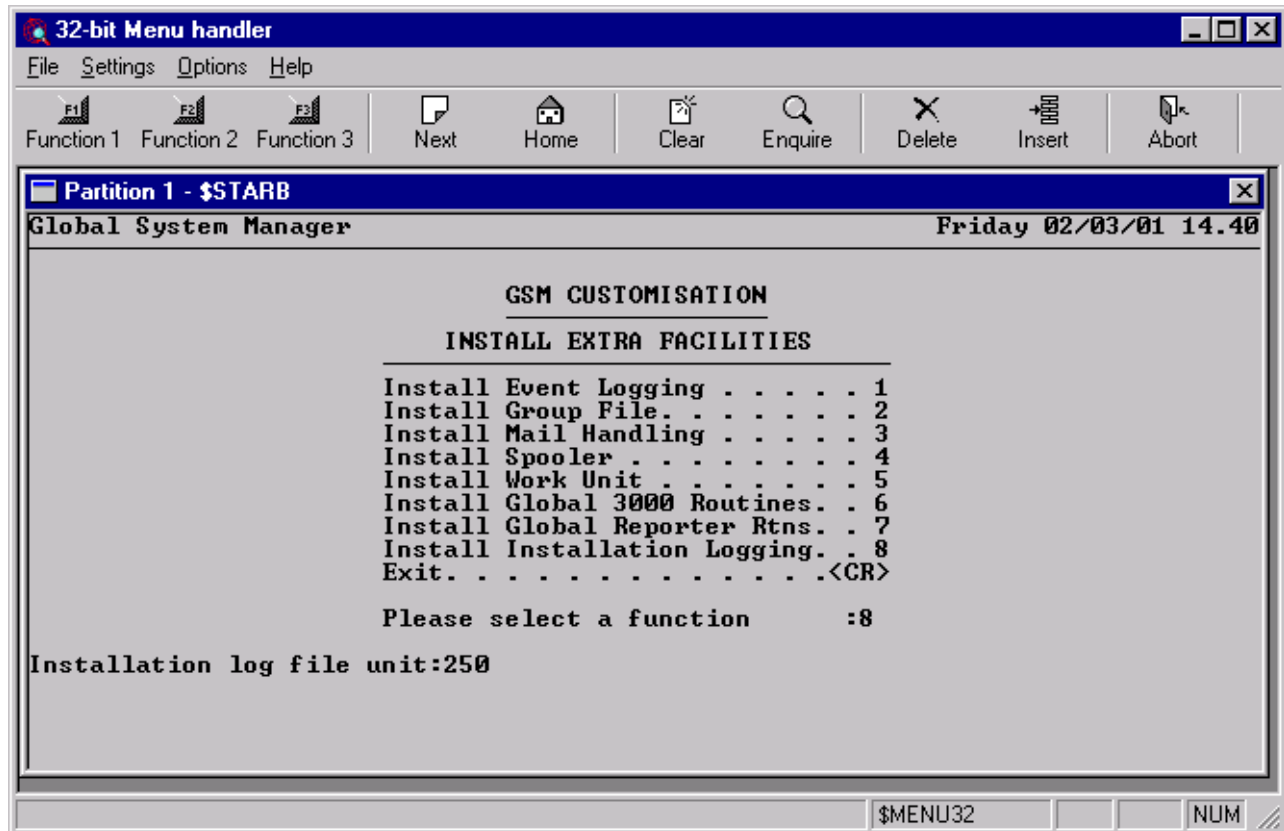
The 2 steps described in this section (i.e. creating the \$\$INSLOG file and initialising the \$\$INSLOG file) are only required before the first GSP is applied at a particular site. Once the \$\$INSLOG file has been initialised correctly all further GSP's are applied by going directly to section 4.

Using \$CUS to create an empty IPL file

Use the \$CUS System Maintenance (option 4) option to obtain the System Maintenance menu. Select the Install Extra Facilities option (option 12) to obtain the following sub-menu:



Select the Install Installation logging option (option 8) and specify the log file unit:



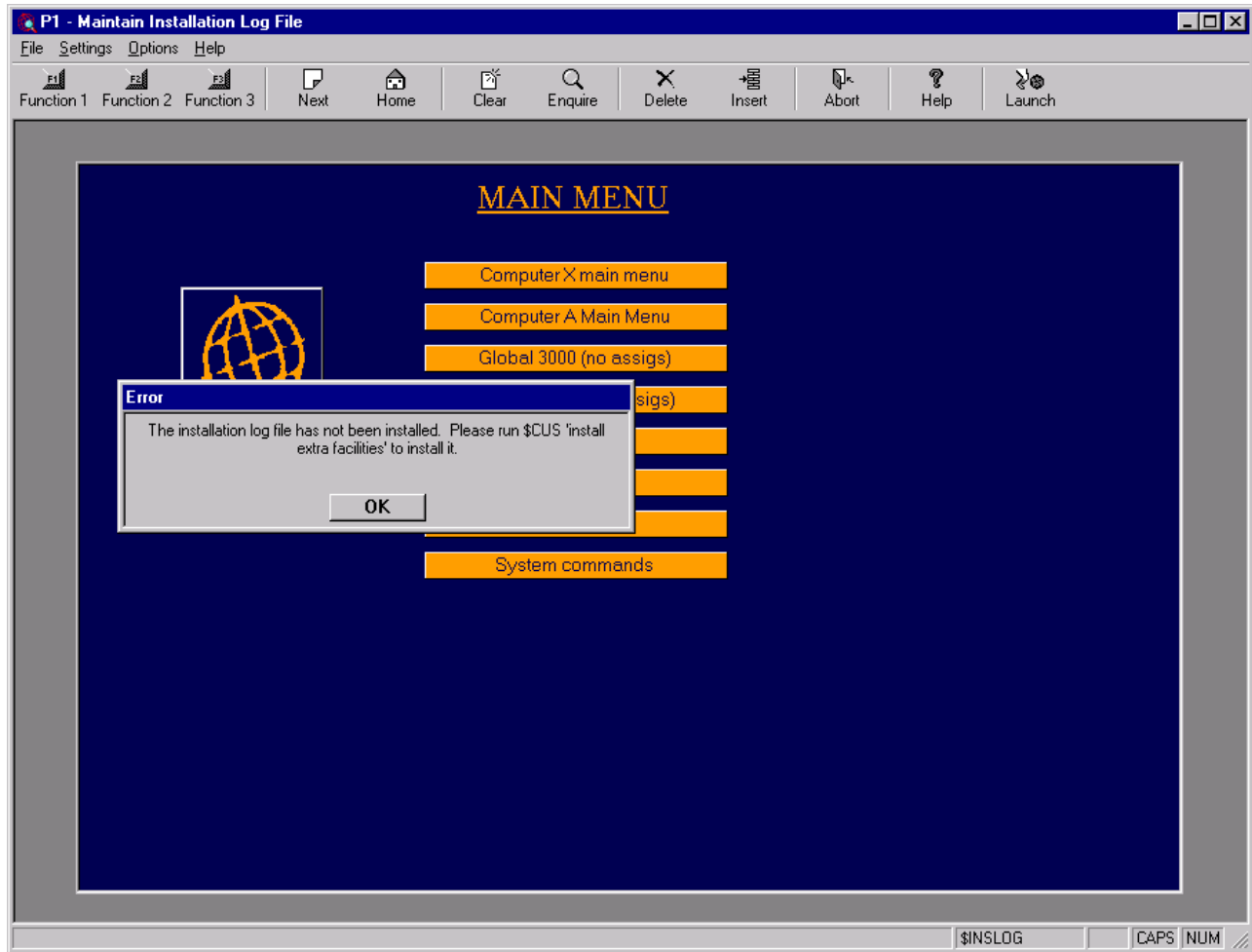
This will create a 10Mb volume, SYSLOG, on the unit number specified, populate it with an empty \$\$INSLOG file and allocate the permanent unit assignment \$\$L to this volume.

Important Note: Please do not confuse the Installed Product Logging mechanism (and the associated logical unit assignment \$\$L) with the GSM Event Logging mechanism (and the associated logical unit assignment \$LG). **The two logging mechanisms are entirely separate.**

3.1 Using \$INSLOG to populate the \$\$INSLOG IPL file

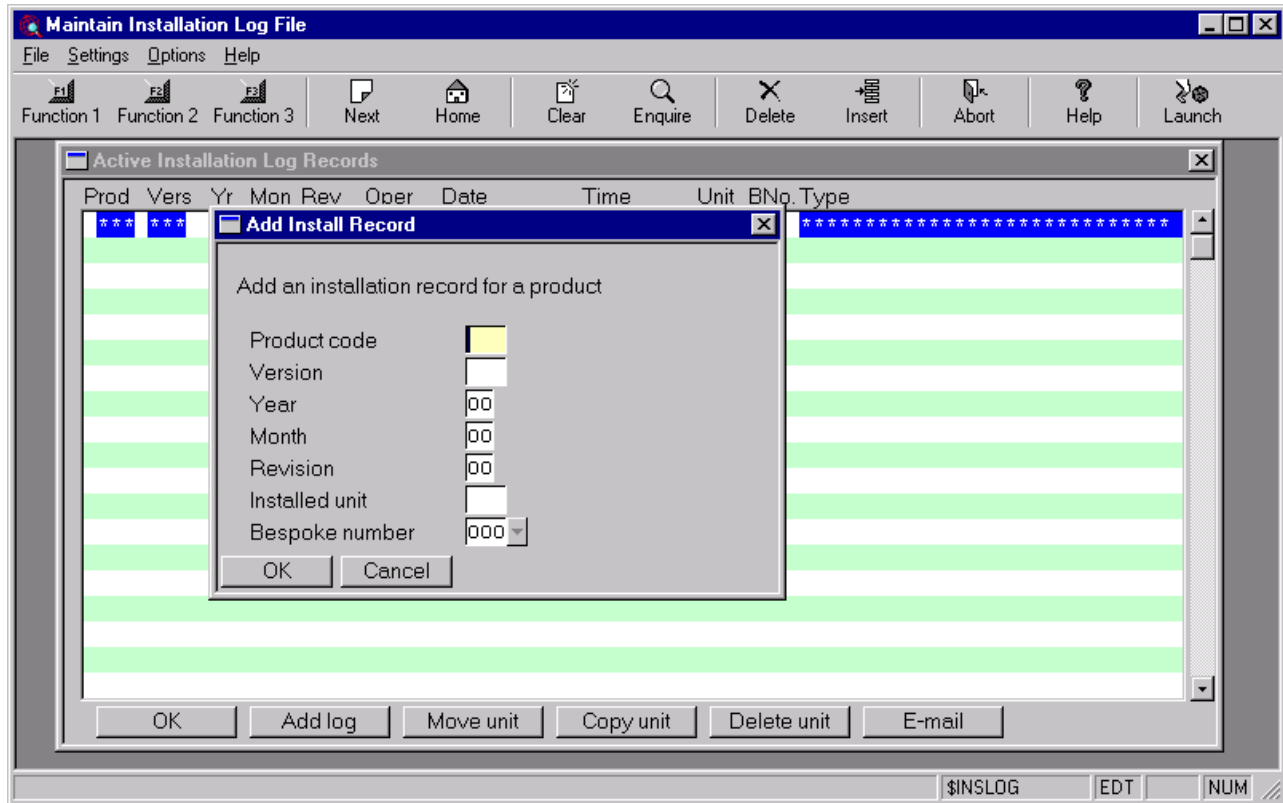
THE PROCEDURE DESCRIBED IN SECTION 3.1 IS NOT REQUIRED IF GLOBAL 3000 V5.0 WAS INSTALLED FROM THE NOVEMBER-2001, OR LATER, GPS CD.

If Global 3000 V5.0 was installed from a version of the GPS CD prior to the November 2001 release, various "Installation records" must be added to the IPL file "by hand" (to inform \$GSP of the various installed products and the units that they have been installed onto).



Follow the procedure described in section 3.1 to create an empty IPL file.

Click on the "Add log" button to add a new record (the other buttons are fully described below). The following window should appear:



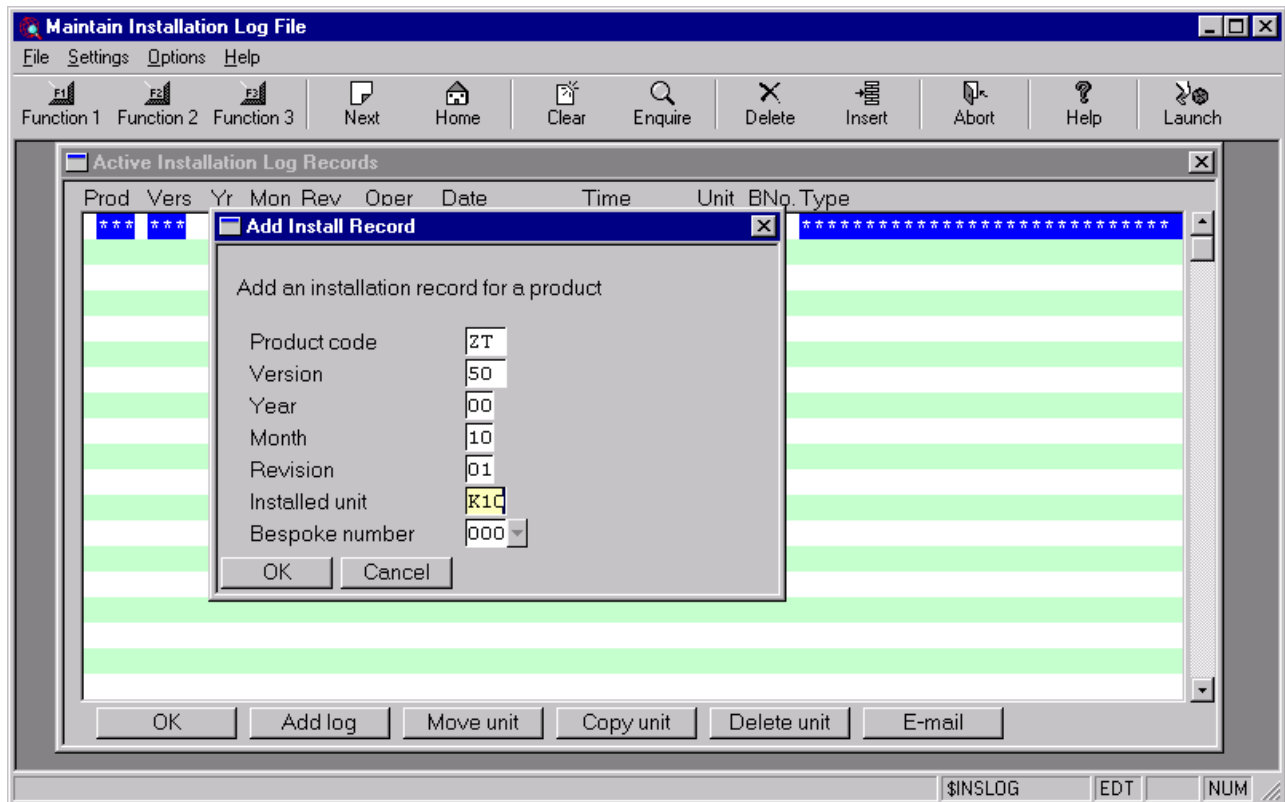
Supply the following parameters:

- | | |
|--------------|---|
| Product Code | Please refer to the Global Licence File for a list of the products that have been installed; |
| Version | Please refer to the Global Licence File for a list the versions that have been installed. At the time of writing all versions will be 50. Note that the decimal point in the version number is NOT required; |
| Year | The Year Number of GPS CD that was used to install the product. This can be derived from the name of the Global Cabinet File. At the time of writing this will either be 00 for the Oct-2000 GPS CD, or 01 for the Feb-2001 GPS CD and Mar-2001 GPS CD; |
| Month | The Month Number of GPS CD that was used to install the product. This can be derived from the name of the Global Cabinet File. At the time of writing this will either be 10 for the Oct-2000 GPS CD, or 02 for the Feb-2001 GPS CD, or 03 for the Mar-2001 GPS CD; |
| Revision | The Revision Number of GPS CD that was used to install the product. This can be derived from the name of the Global Cabinet File. At the time of writing this will always be 01 for the Oct-2000 GPS CD, the Feb-2001 GPS CD and the Mar-2001 GPS CD; |

Install unit The unit onto which Global 3000 V5.0 was installed (i.e. G3PROG);

Bespoke number This field is reserved for future use. Leave at 000.

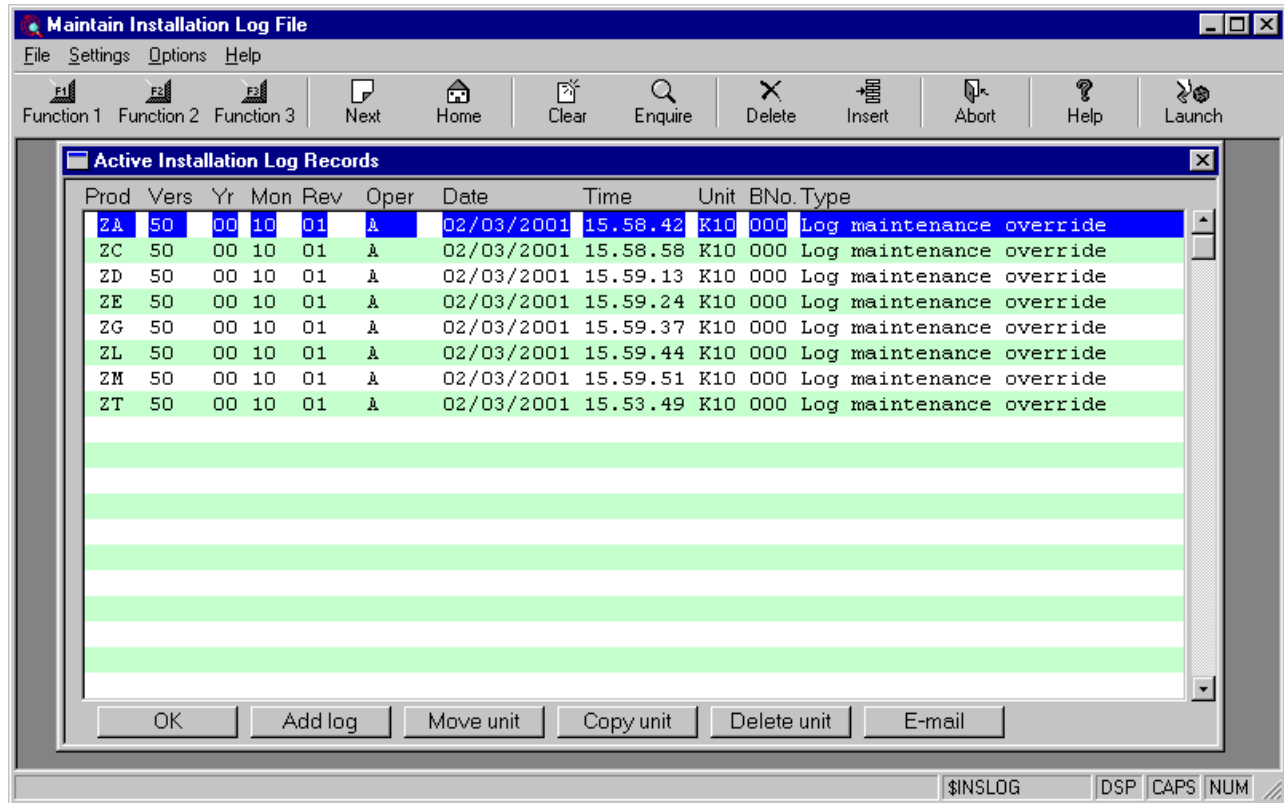
The following screen shot shows a completed window for Sales Analysis V5.0 installed from the October-2000 CD onto unit K10:



The list of Active Installation Log records will be updated to reflect the new record:

[illegible]

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ONCE AGAIN, IT MUST BE EMPHASISED THAT THIS MANUAL ADDITION TO THE \$INSLOG FILE IS NOT REQUIRED IF GLOBAL 3000 V5.0 WAS INSTALLED FROM THE NOVEMBER-2001, OR LATER, GPS CD.

The "Move unit", "Copy unit", "Delete unit" and "Email" options of \$INSLOG are fully described in section 5.

4. Using \$GSP to apply a Global Product Service Pack

Global Product Service Pack's (GSP's) effectively replace Autozaps as a method of releasing and distributing repackages without the need for a full installation (i.e. without the need to re-run \$LICENCE and \$INSTALL).

The external procedure performed by a reseller to upgrade a site to the latest components for a module must remain simple. For example, the overhead of the \$LICENCE, \$INSTALL, xxINS procedure is far too labour-intensive (especially if it has to be repeated for multiple sites). The new \$GSP utility has been designed to make application software upgrades as "painless" as possible.

The naming convention for a Global Product Service Pack file is as follows:

ppvv_rrrrrr_nnn.GSP

where:

<i>pp</i>	Product Code (e.g. ZM)
<i>vv</i>	Version Number (e.g. 50)
<i>rrrrrr</i>	Revision Number of release (000001 to 999999)
<i>nnn</i>	Customisation number (this will be 000 for all standard GSP's)

For example, the 13th GSP for the ZM V5.0 product will be:

ZM50_000013_000.GSP

Note that the various GSP's for a particular Product Code/Version Number combination naturally collate in order of release revision.

Each GSP file contains the following information:

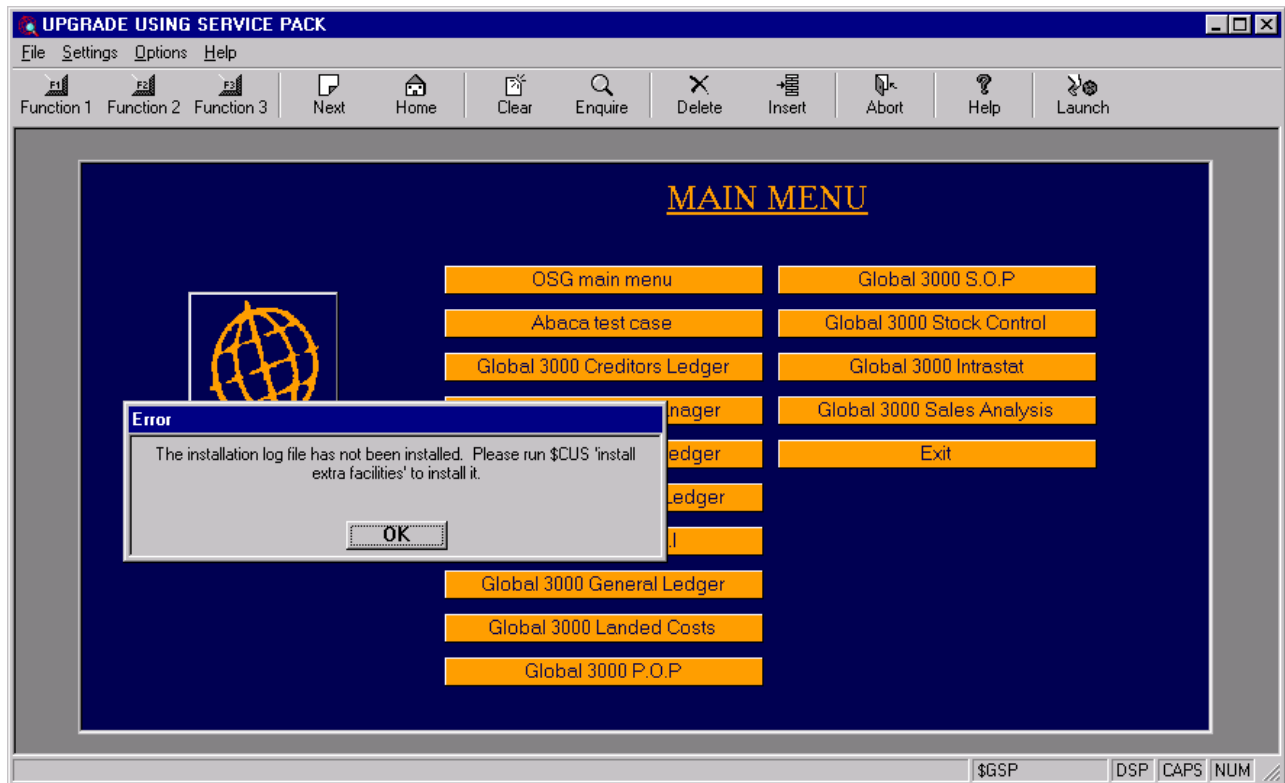
- Description of the problem fixed by the Service Pack and/or description of the enhancement;
- The various encapsulated files that comprise the upgrade;
- List of dependencies to other related GSP's (possibly for other products).

Since GSP's are standard Windows files they are distributed and transferred via any of the "modern" distribution mechanisms (e.g. Email, download from a web site etc.).

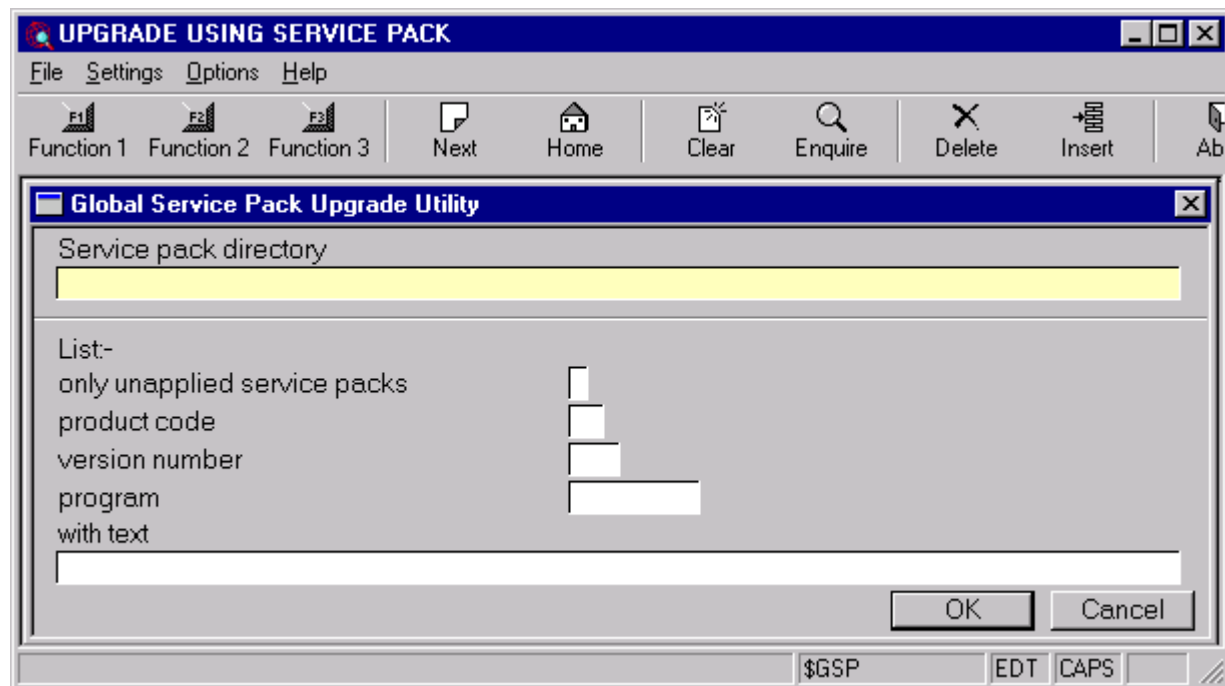
Important Note: \$GSP makes extensive use of the new facilities offered by the Global Application Explorer (GX). Consequently, \$GSP will only run on the GX thin client. If an attempt is made to run \$GSP using the main Global Client screen, Global Windows Workstation or GSMCONS.EXE etc. the following error message will appear:

This utility can only be run on a GX screen.

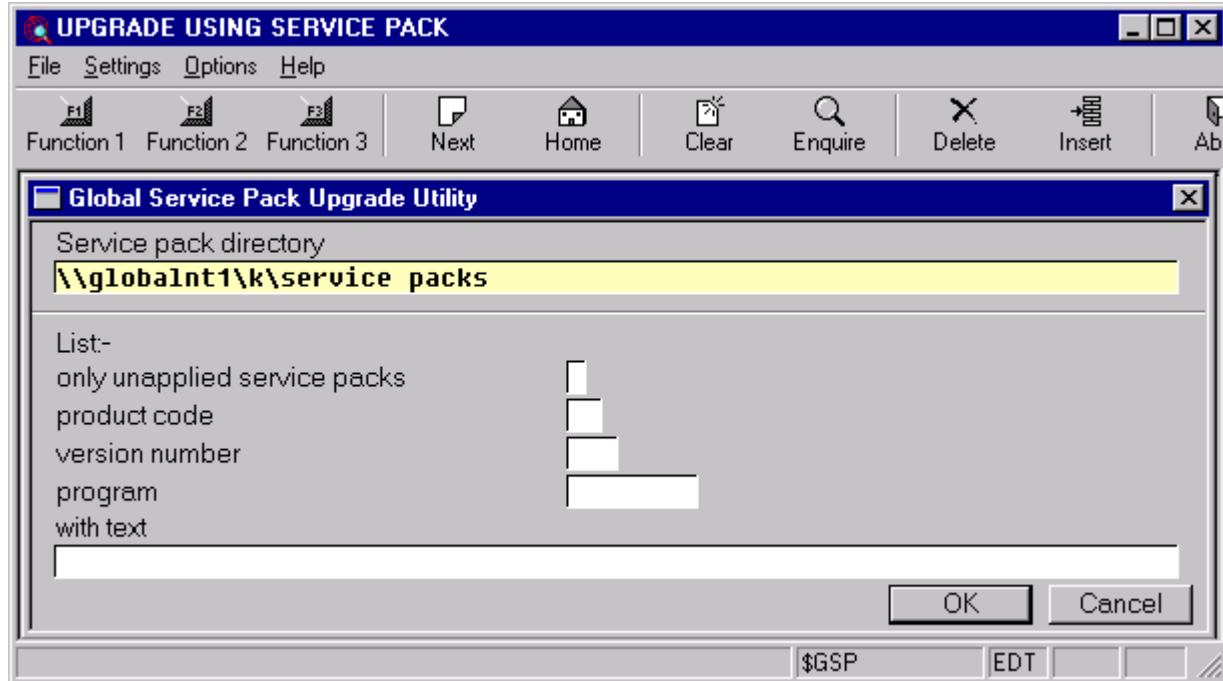
Run \$GSP to install a Global Product Service Pack. If the following dialogue box appears then the \$\$INSLOG hasn't been created or the \$\$L unit assignment is incorrect:



If the \$\$INSLOG file is present \$GSP will display the following window:



Specify the name of the Windows directory that contains the GSP file(s). For example:



Use the filtering options to filter only the GSP's that you are interested in:

- | | |
|------------------------------|--|
| Only unapplied service packs | This check-box should be ticked to filter out GSP's that have already been applied; |
| Product Code | This option can be used to select only those GSP's for a particular Product Code; |
| Version Number | This option can be used to select only those GSP's for a particular Version Number. This is normally used in conjunction with the Product Code filter; |
| Program | This option can be used to select only those GSP's that include a particular program or frame; |
| With text | This option can be used to select only those GSP's that contain a particular text string in the long description (see below). |

The various options can be combined to fine-tune the selection.

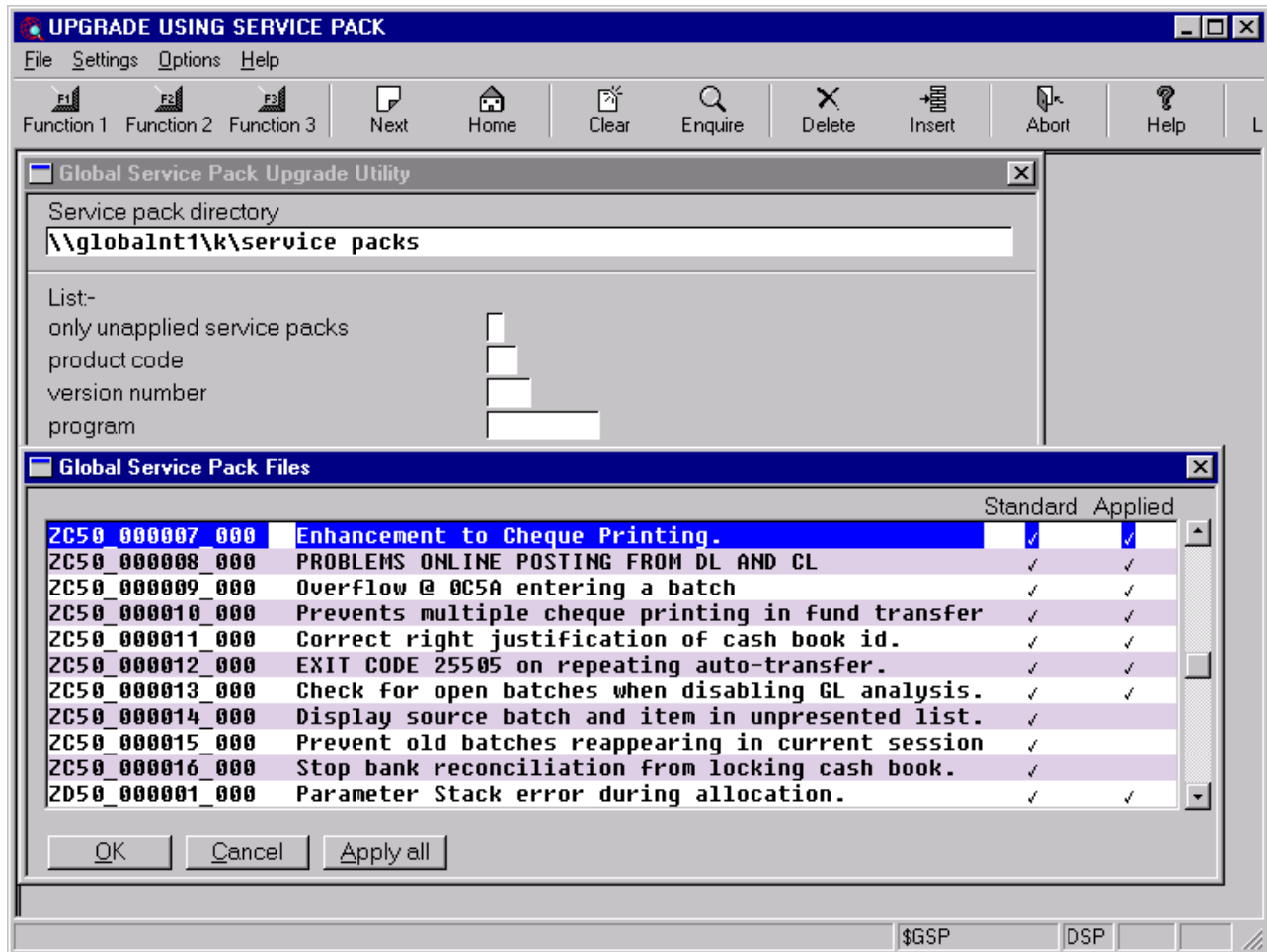
Important Recommendation: You are strongly recommended to hold all the GSP files in a single Windows directory. Every GSP file released will have a unique Windows filename.

Important Note: If the description for a Global Product Service Pack appears as:

<Internal product/version does not match>

suspect file corruption or, more likely, the **Windows file has been renamed in such a way to convert some of the upper-case letters to lower-case**. The version of \$GSP released with GSM SP-5 will be insensitive to the case of the Windows filename.

Click OK to produce a list of all the GSP's on the Windows directory that fulfill the selection criteria. For example:

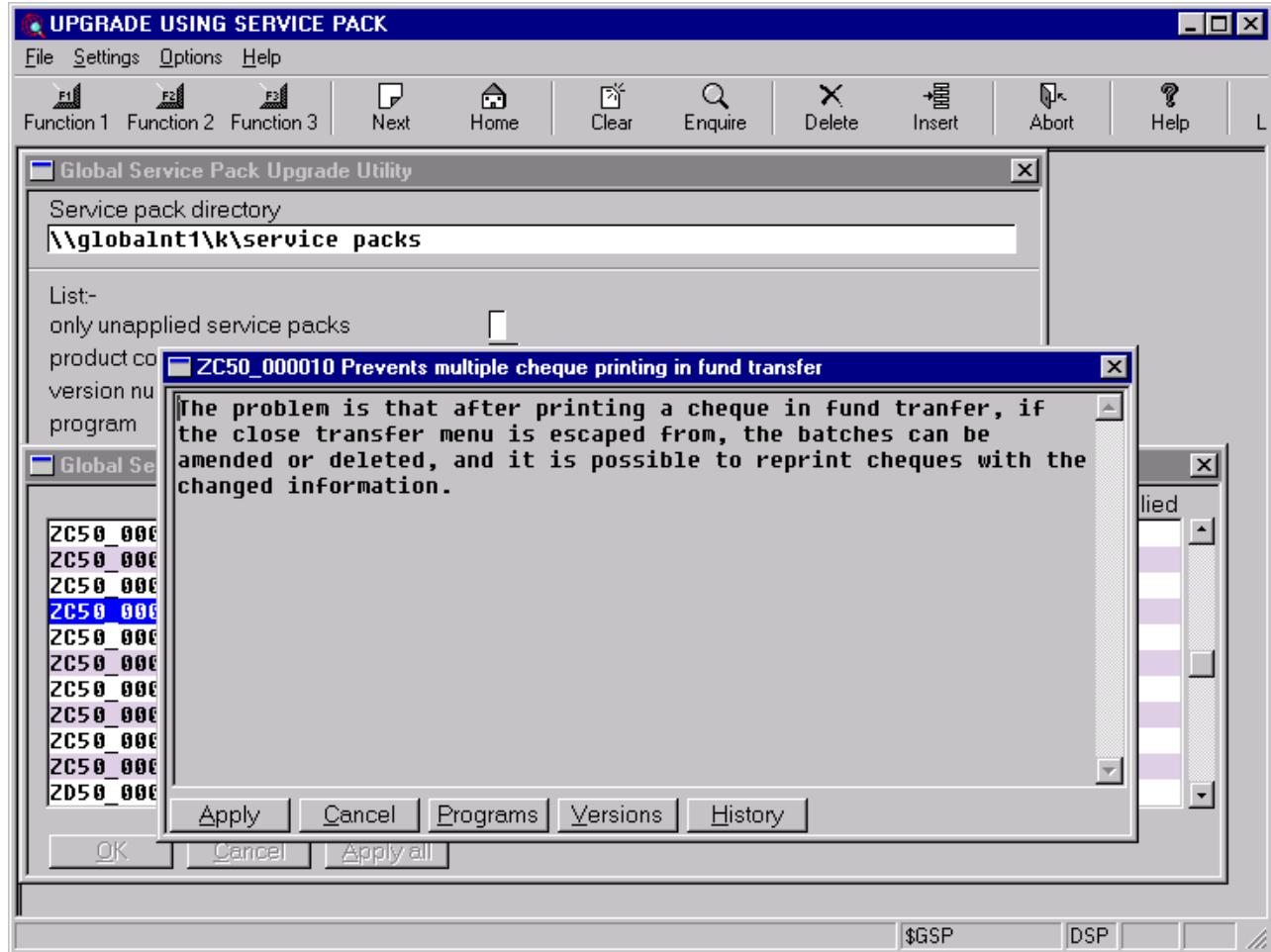


The "Global Product Service Pack Files" window contains the filename and a Short Description of every Service Pack that fulfills the selection criteria.

In the list of the available Global Product Service pack files the following options may appear "ticked":

- | | |
|----------|---|
| Standard | Indicates that the Service Pack applies to a Standard version of the product. This option is reserved for future use; |
| Applied | Indicates that the Service Pack has been applied to at least one Product, Version, Installed Unit entry in the \$\$INSLOG file. Important Note: If two copies of a product have been installed on different directories and the Service Pack has been applied to only one copy, the "Applied" field will be "ticked". The \$INSLOG utility (see section 5) must be used to obtain a more detailed breakdown of the Service Pack application history; |

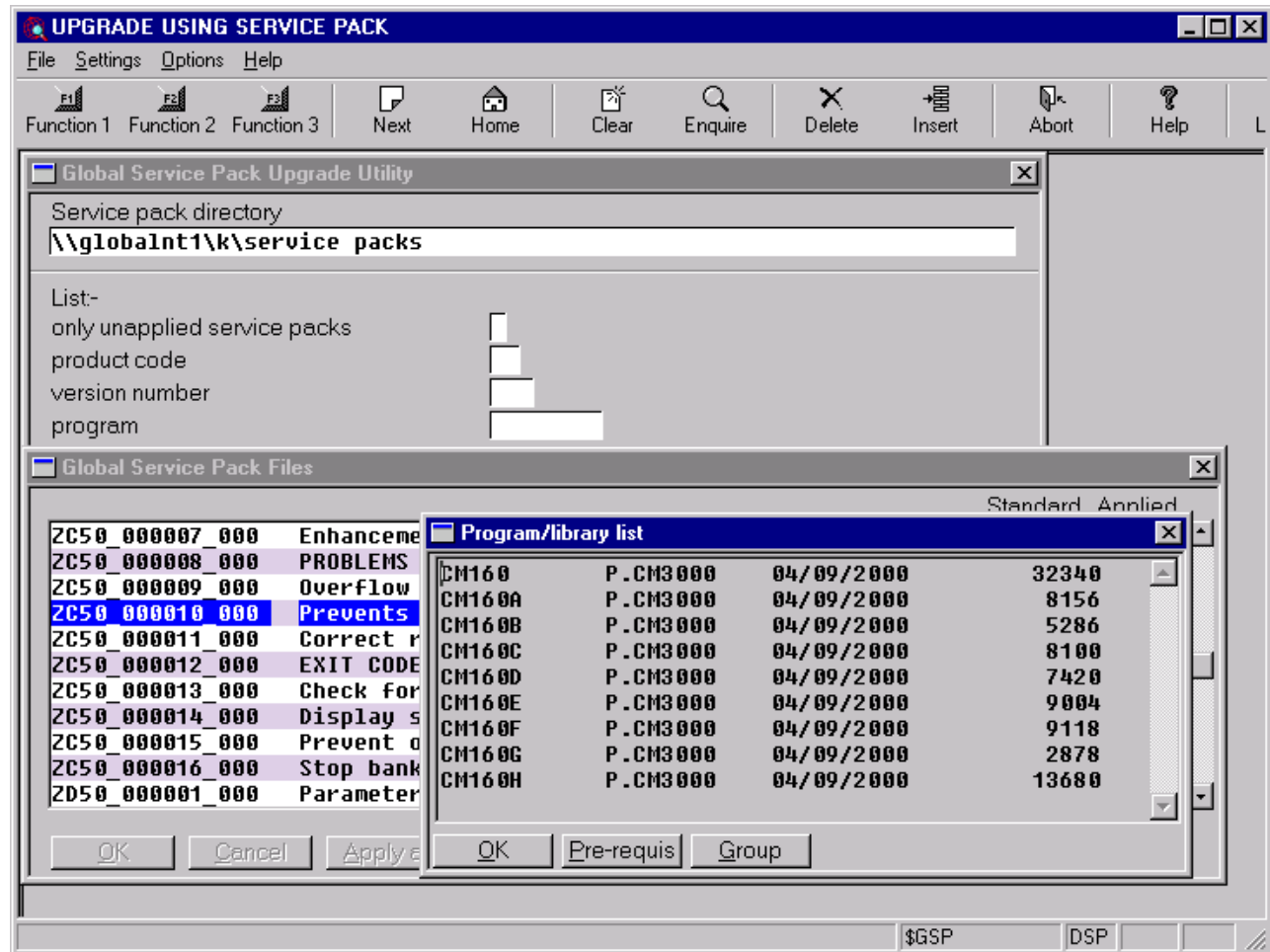
Select the required GSP to produce the Long Description dialogue box:



The following options (buttons) are available:

Cancel	Don't attempt to apply the Global product Service Pack but return to the main list window;
Programs	List the frames and DLM's that are included in the Service Pack (see below)
Versions	List the various version dependencies that may affect the application of the Service pack (see below)
Apply	Apply the Service Pack to the installed Program unit (see below)
History	Displays the "history" of the GSP i.e. details of previous applications of the GSP on the installed system

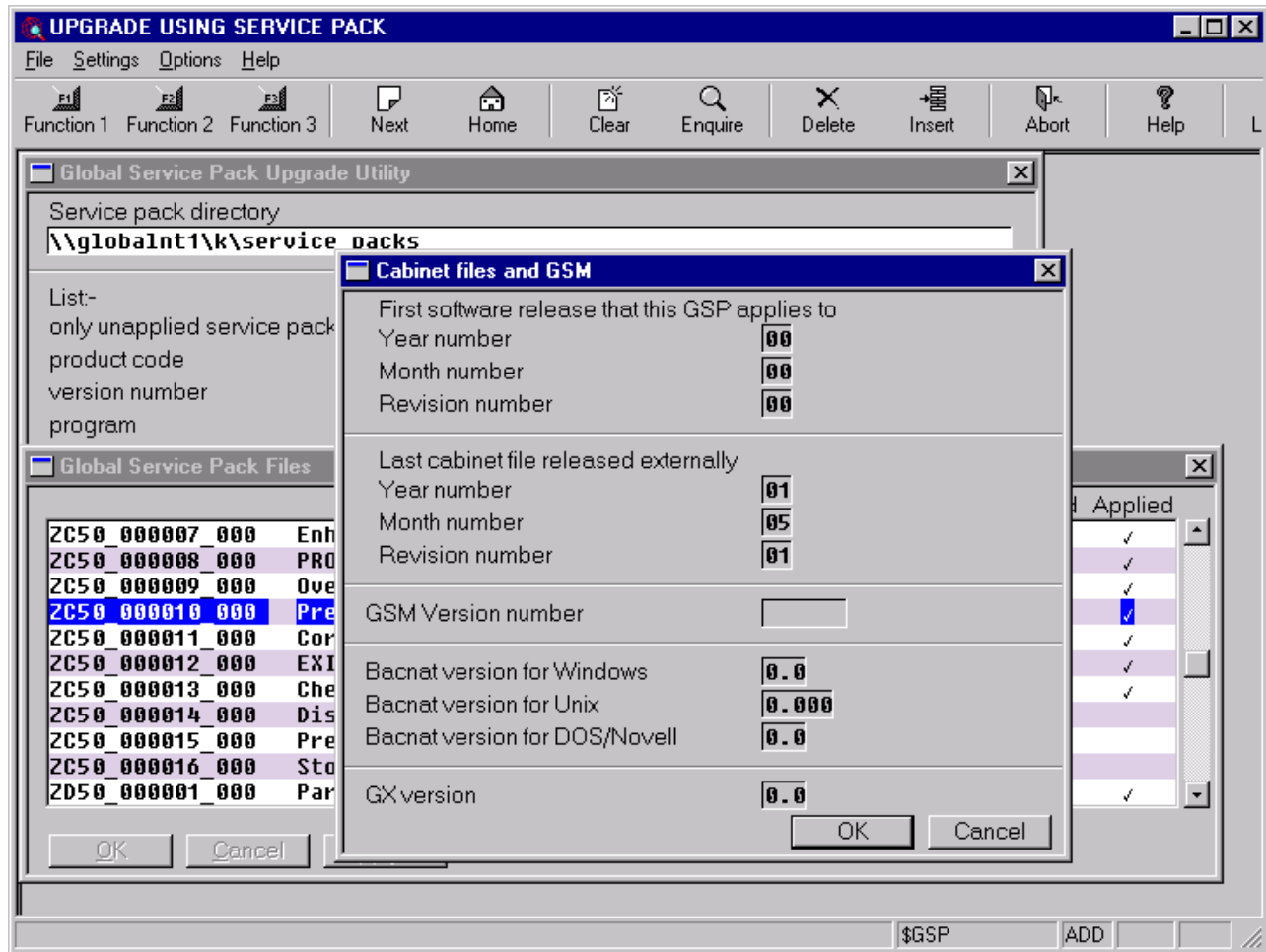
The "Programs" option simply lists the frames and DLM's that are included in the Service pack. For example:



The "Pre-requis" button displays a list of the GSP's that are pre-requisites for the current GSP. All GSP's in the pre-requisite list **MUST** be applied before the current GSP can be applied.

The "Group" button displays a list of the GSP's that are considered to be included in the same GSP-Group as the current GSP. If the current GSP is a member of a GSP-Group then **ALL** the GSP's in the group will be applied automatically when you attempt to apply the current GSP.

The "Versions" option lists the various version dependencies that may affect the application of the Service Pack:



A Service Pack will only apply to cabinet file versions between the "First software release" and the "last cabinet file released externally". All software revisions included in a Service Pack will be subsumed into the next revision of the Global Product Set CD.

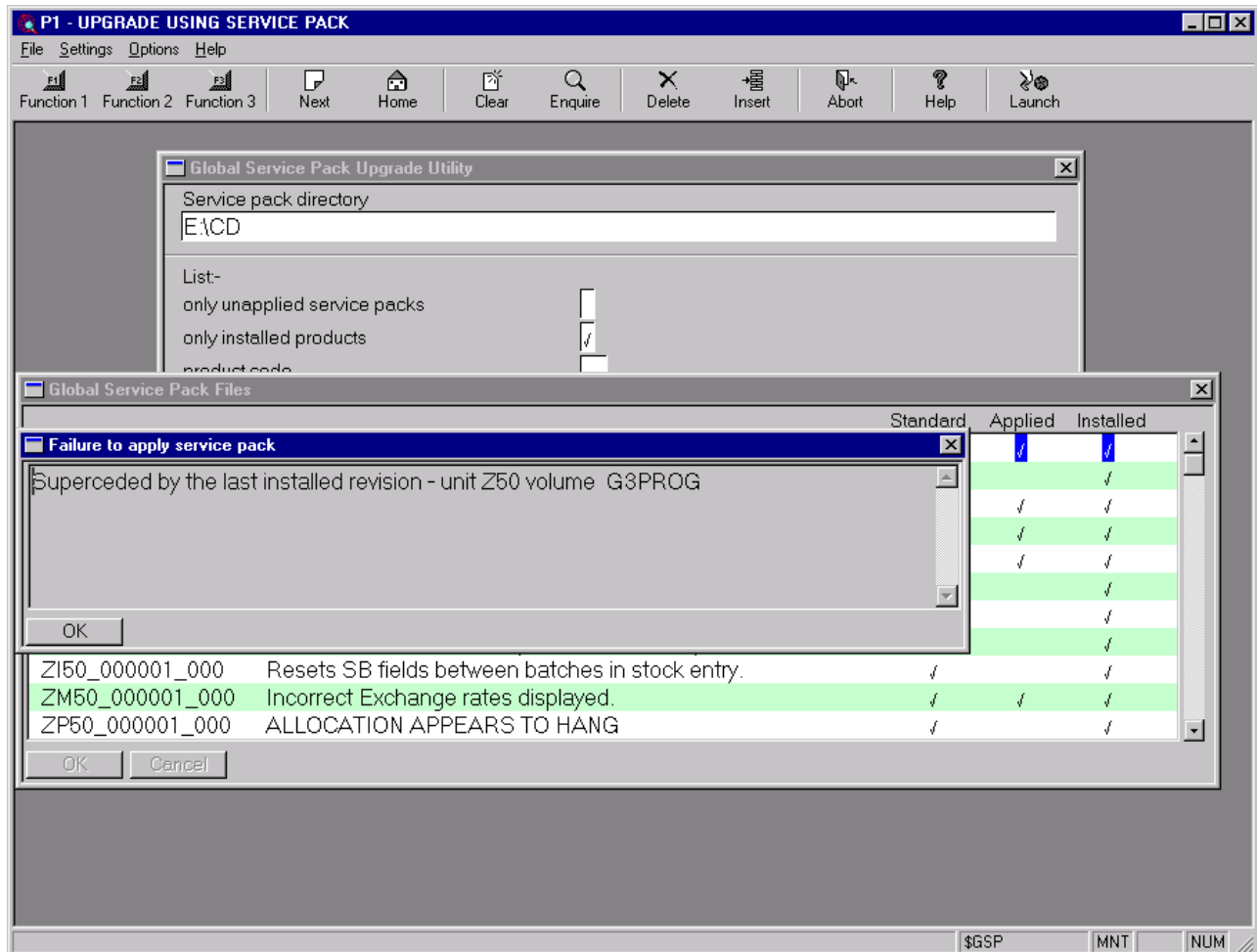
The "Apply" option automatically applies the Service pack to the program unit(s) for the Module/Version combination specified in the IPL file. This option will not be available if the Module/Version combination has not been installed.

The IPL file is updated to record the successful installation of the Service Pack (see section 5).

The "Apply all" button on the initial window displayed by \$GSP may be used to conveniently apply all the unapplied GSP's for the products currently installed.

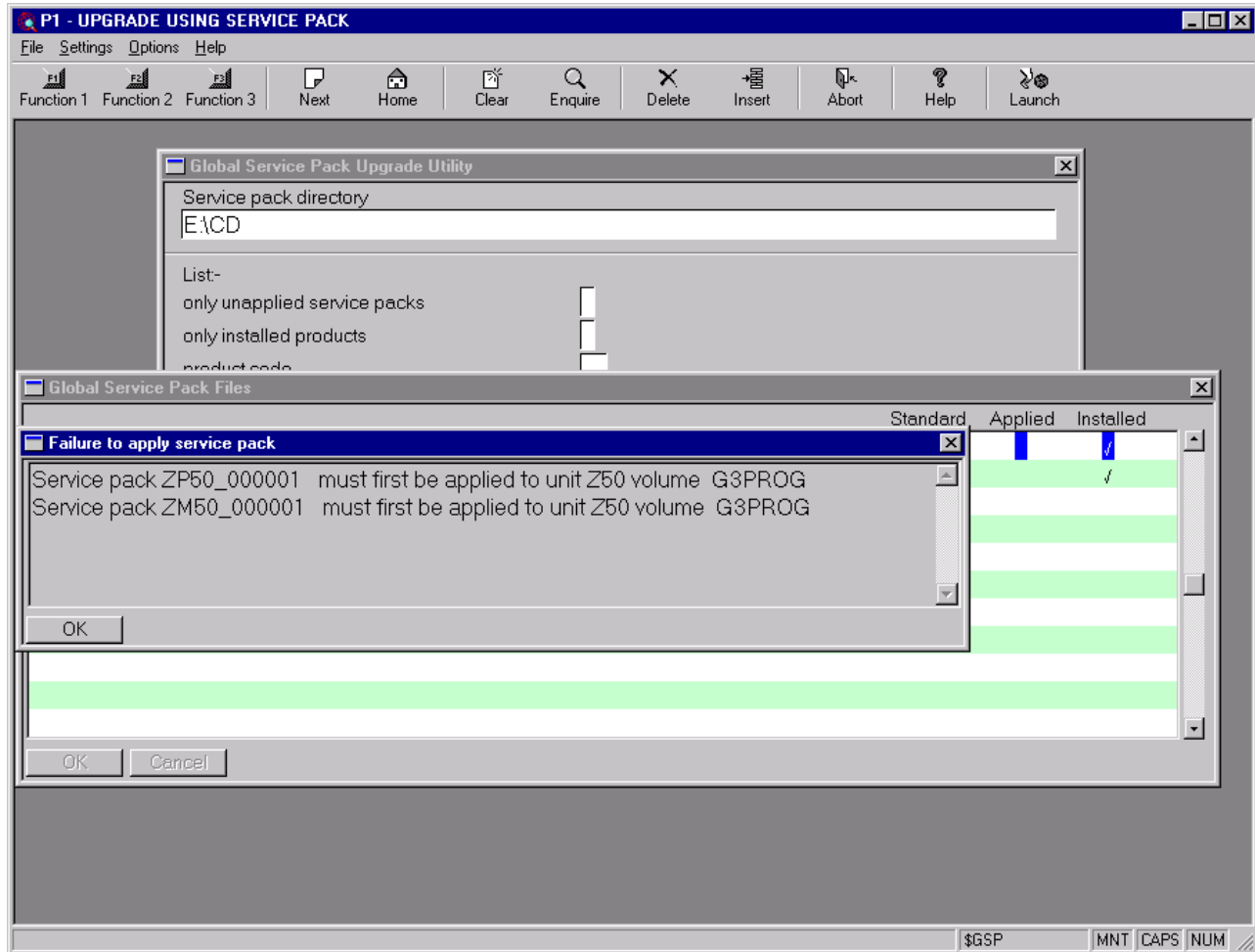
Several factors may prevent the successful application of a Global Product Service Pack.

The following warning will appear if the components included in the Service Pack have already been installed as part of a new installation or re-installation from a Global Cabinet File:



If this message appears there is no need to apply the Service Pack.

The following warning will appear if another Service Pack (or in this example Service packs) must be installed as a pre-requisite for the installation of the target Service Pack:



If this message appears then the Service Pack(s) listed **MUST** be applied.

Other self-explanatory messages such as:

To apply this service pack you require GSM Version V8.1.5
or:

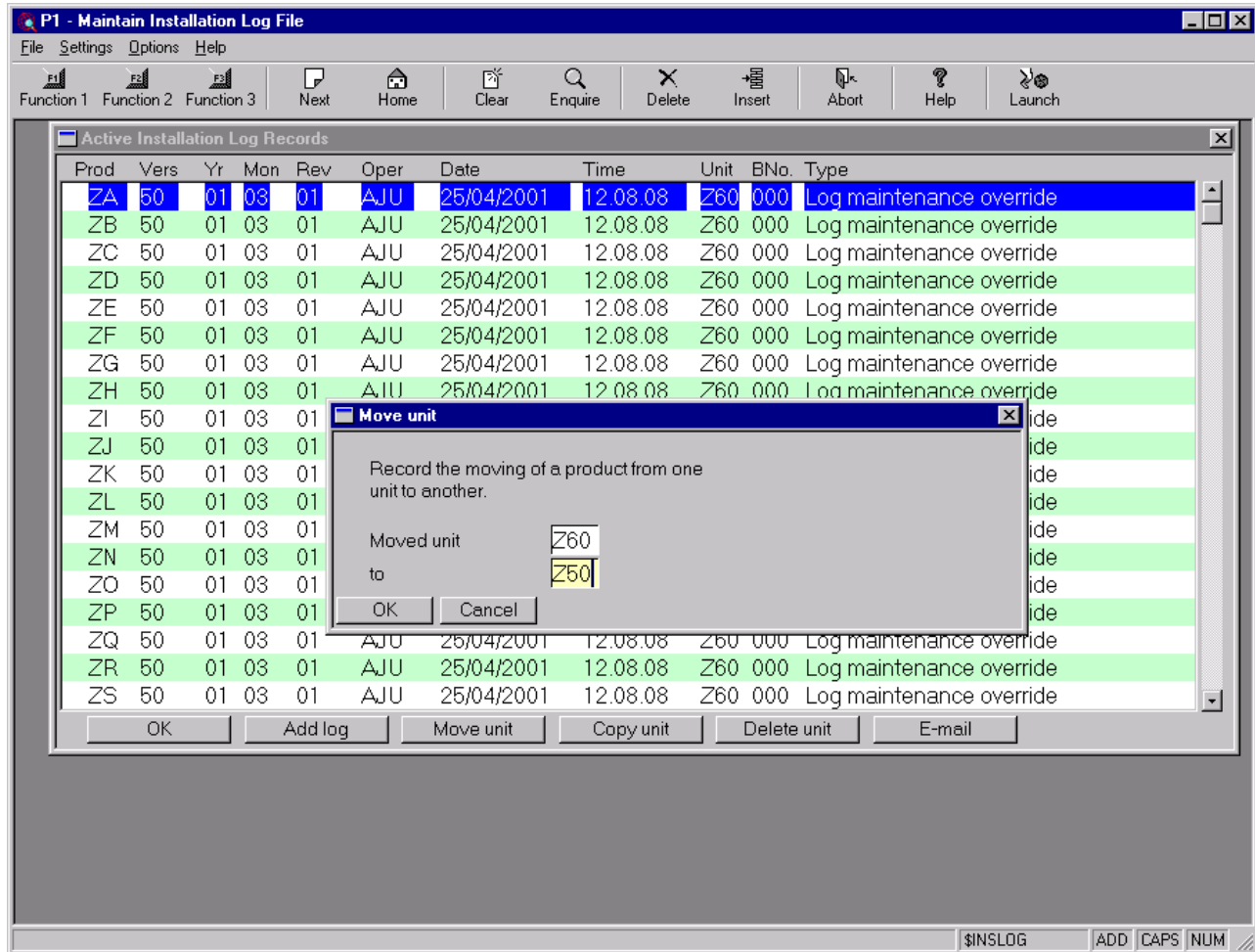
To apply this service pack you require BACNAT version 3.4

may also appear when installing a Global Product Service Pack.

5. Using \$INSLOG

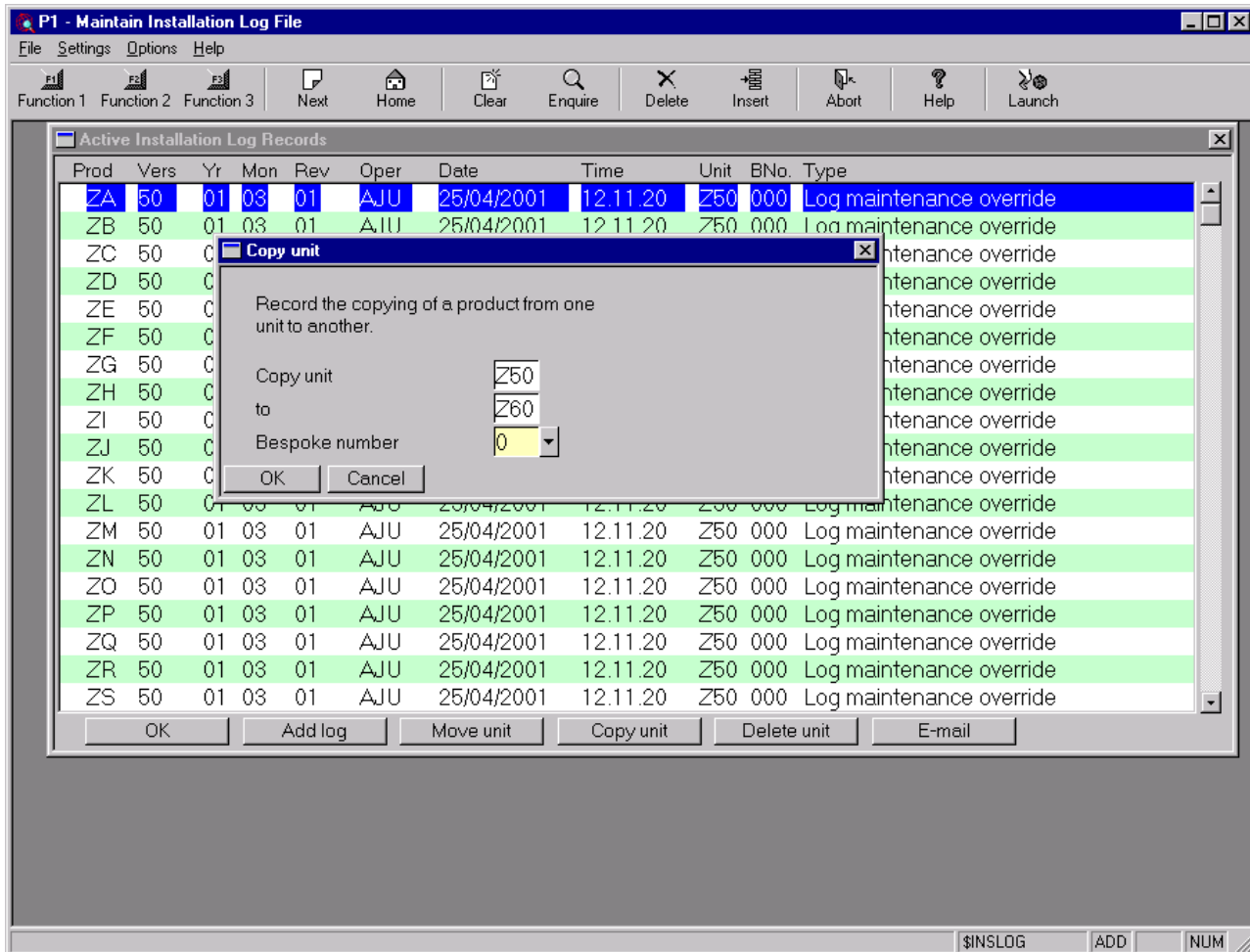
Section 3.2 describes how the "Add Log" option of \$INSLOG can be used to identify that a product has been installed on a particular unit. The other options of \$INSLOG must also be used for "house-keeping" purposes:

The "Move unit" option **MUST** be used if an installed product is moved (i.e. copied and deleted) from one Program Unit to another. For example:



Important Note: The \$INSLOG "Move unit" option does **NOT** physically perform the file move. It is merely used to record the movement of a product from one Program Unit to another.

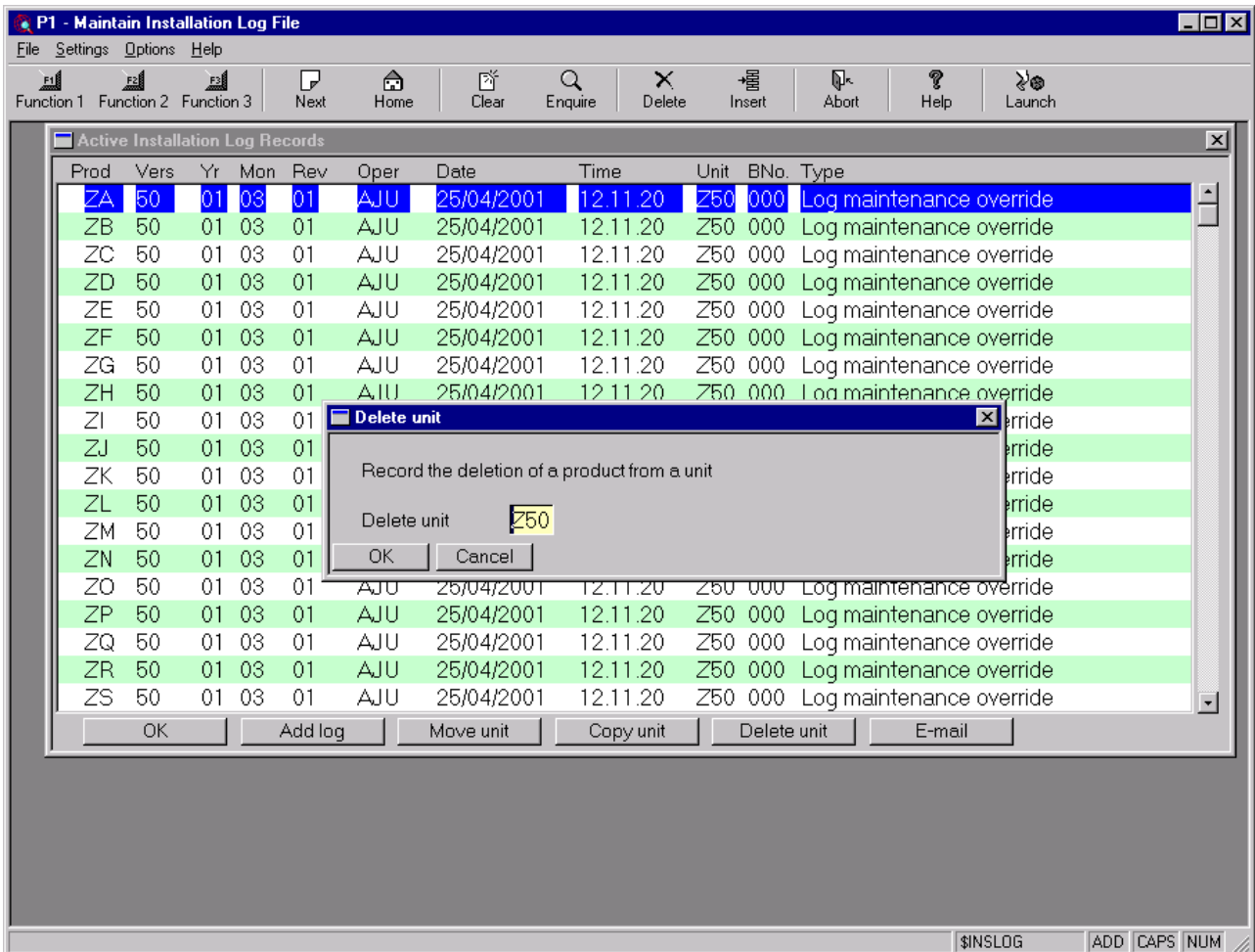
The "Copy unit" option **MUST** be used if an installed product is copied from one Program Unit to another. For example:



Important Note: The \$INSLOG "Copy unit" option does **NOT** physically perform the file copy. It is merely used to record the copy of a product from one Program Unit to another.

The "Bespoke number" should be left at 0.

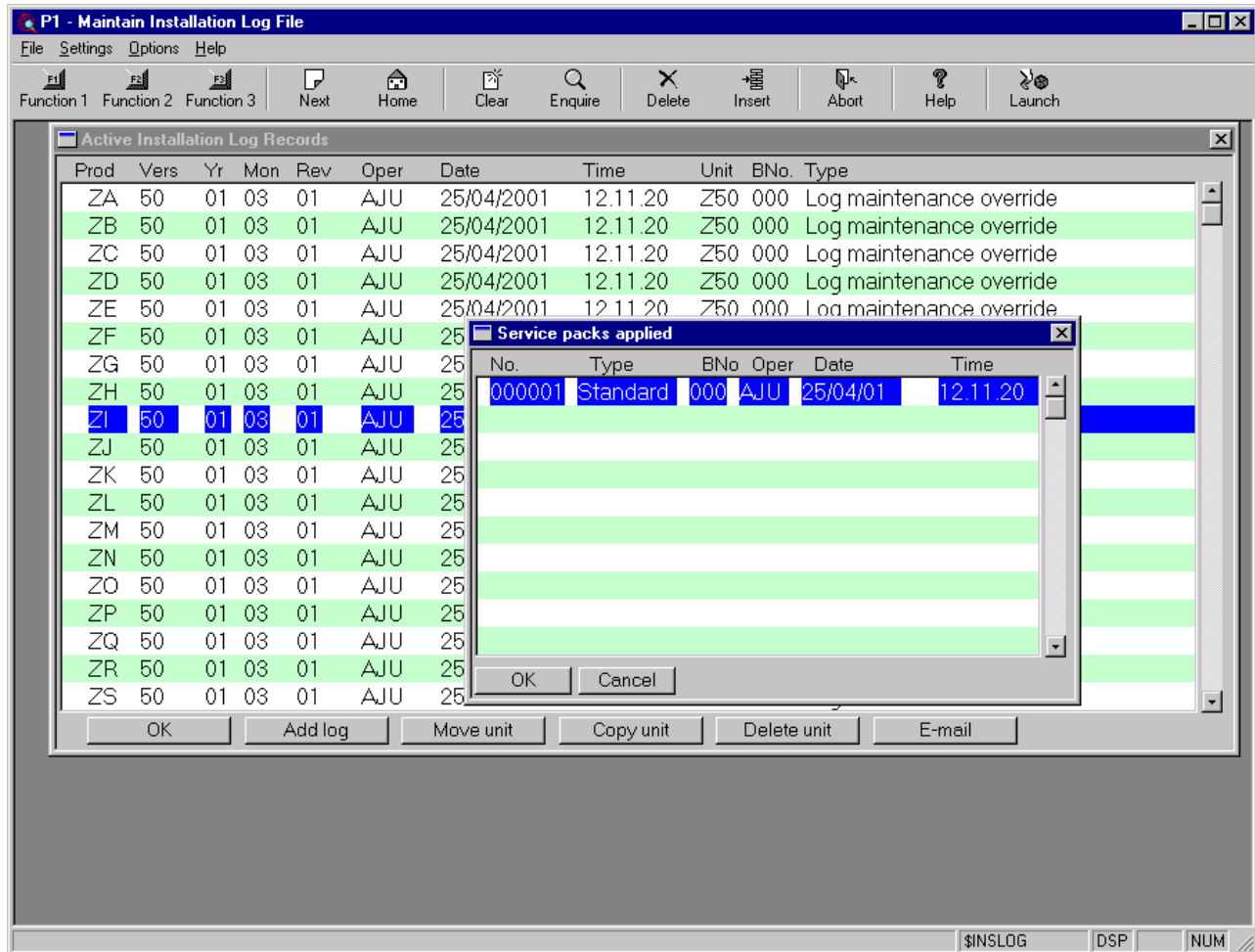
The "Delete unit" option **MUST** be used if an installed product is deleted from a Program Unit. For example:



Important Note: The \$INSLOG "Delete unit" option does **NOT** physically perform the file deletion. It is merely used to record the deletion of a product from a Program Unit.

In addition to the "house-keeping" functions \$INSLOG allows the inspection of the Service Pack history of an installed product:

Simply double-click on the installed product (in this example ZI) to obtain the Service pack installation history:



This example shows that Service Pack 000001 has been applied to product ZI 5.0.

Finally, the E-mail option can be used to email the IPL file to the Global Support Centre. **This option should be used when logging problems with the Global Hotline to provide an accurate installation and upgrade history of the installed software.**

Important Note: \$INSLOG is subject to enhancements and further development. The version of \$INSLOG included with the GSM Service Pack you are using may not correspond exactly to the screen shots included in this document.