

Software Procedure

SWP-0043 Using tConsult Update Server

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Purpose

The tConsult Update product is designed to publish signed patches/future upgrades to remote clients that are connected to the tConsult server. By having the tConsult Update Server properly configured and the tConsult Update Client loaded on a cart, the client will communicate with the tConsult Update Server to check for any updates. If there are new updates present, the client will download and install as published by the tConsult Update server.

Audience

This document is written for IT technicians and system administrators who are responsible for building, configuring, or maintaining a tConsult Server. It is assumed readers are familiar with intermediate-level computer terms and concepts.

Scope

As new features are added to each release of tConsult software, tConsult Update Server and its corresponding tConsult Update Client software were developed to facilitate organizations in the upgrade of the tConsult telehealth product.

All updates are signed by two of five personnel. They are Director of Product Development, Systems Integration Manager, Product Manager, Quality Manager and Software Development Manager. If an executable is not signed the Update Server will not accept the command. This is designed to ensure that all updates have been tested and verified for quality. All packages will have command-line parameters and descriptions embedded within the package.

This document details the steps to publish a signed software upgrade package using tConsult Update server.

NOTE: For Multiple Organizations hosted on the same server that may be upgraded, these steps must be repeated for each tConsult Update Server site.

Additional Resources

SWP-0045 tConsult Update Server Software Installation

SWP-0046 tConsult Update Client Software Installation

SWP-0044 tConsult Update Server Configuration

Using tConsult Update Server

Once a signed package is received by an organization, members of the IT staff can upload the package to the tConsult Update Server by following these steps.

1. Using Internet Explorer, enter the following url into the address bar:
//https://IP_Address_Of_Your_Server/update
2. Log into the tConsult Update Server web application.

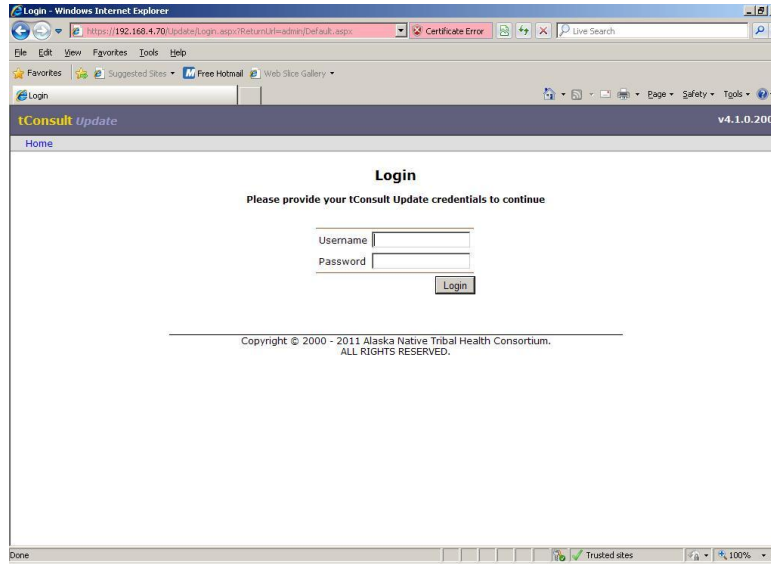


Figure 1 – tConsult Update Server Login Page

- Using the browse button, locate the package sent from tConsult

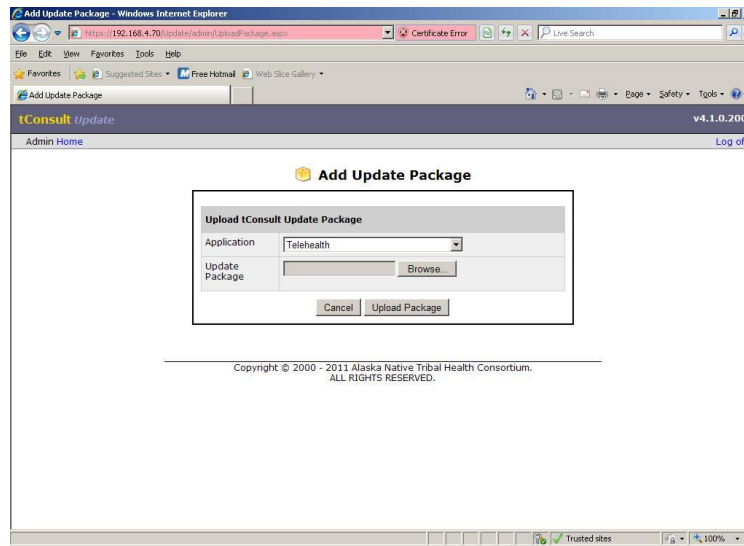


Figure 2 – Adding an Update Package

- Select the package and Click on Open

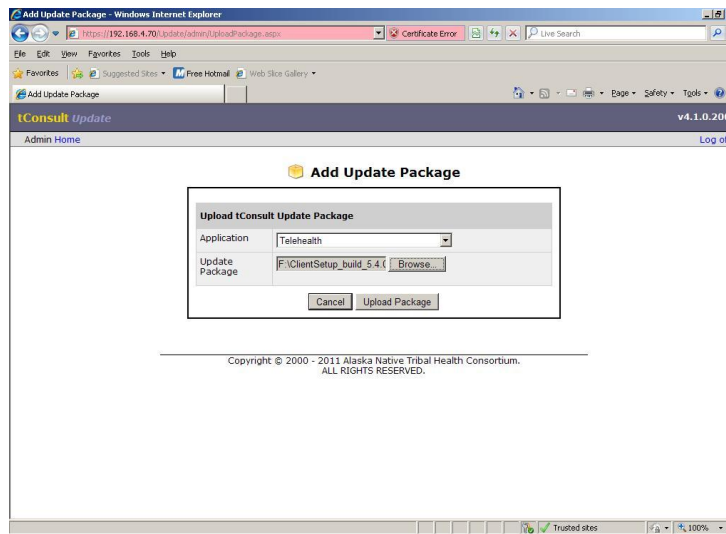


Figure 3 – Adding an Update Package

5. Click on Upload Package

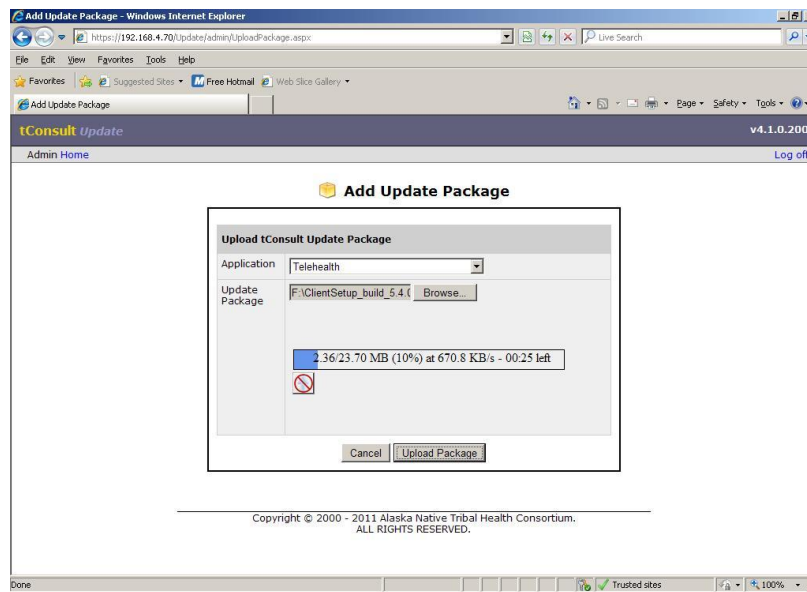


Figure 4 – Package Being Uploaded

6. Figure 5 displays the Update Options once the package has been successfully uploaded. Click on the Home link

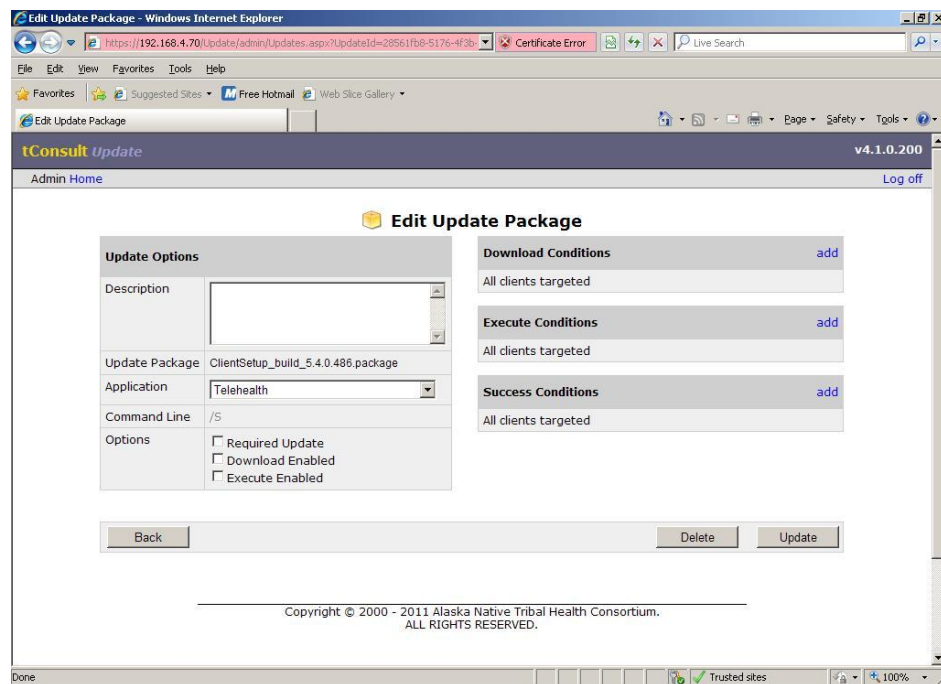


Figure 5 – Edit Options for Update Package

7. The Admin Summary window will display the Package under Updates (1) Telehealth.

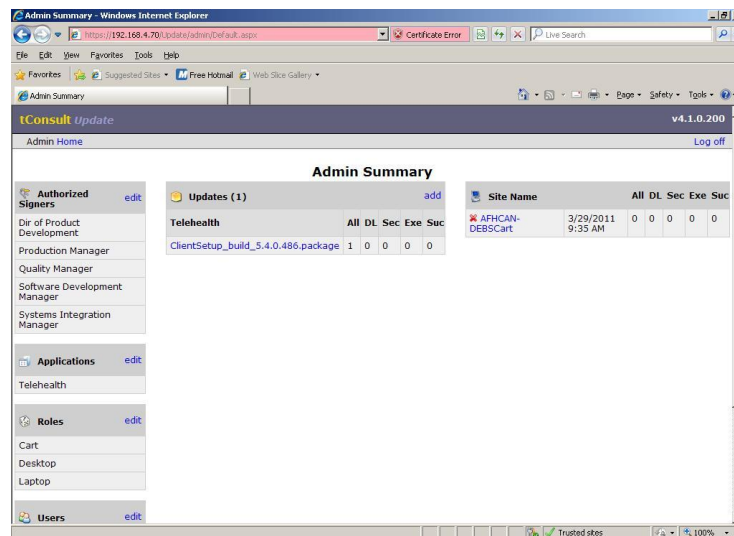


Figure 6 – Admin Summary Window

The All indicates that there is 1 package (ClientSetup_Build_x.x.x package). As the package has not had any Required, Download or Execute enabled options selected, the DL (Download), Sec (Security), Exe (Execute) and Suc (Successes) are shown as 0.

The Site Name(s) is reported to the right in the Admin Summary window. ***Be careful on clicking on the Red x in front of the site name – this will remove the site from the list!***

The site shown in Figure 6 has not received any Downloads or Execution options.

Deploying the Update Package

Using tConsult Update Server, the administrator controls how packages are made available to the tConsult Update Client. The Download, Execute and Success Conditions allows the administrator to select whether all clients connected will receive a package, or only clients based on role or name (exclusive). This section details those steps for setting the package options.

1. At the Admin Summary window, click on the link to the package under Updates(1)

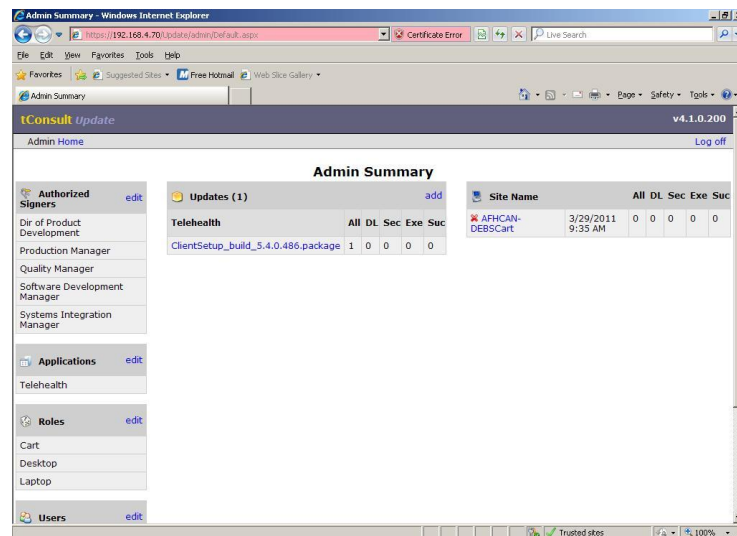


Figure 7 – Admin Summary Window

- Options will be selected depending on environmental factors, steps in the upgrade process or other considerations. For example, to plan an upgrade involving several remote sites, it is advisable to allow remote clients the ability to download the package a few days before the actual execution of the package will occur. In most cases, the server tConsult software needs to be upgraded first prior to the clients being upgraded.

Begin by selecting the Required Update and Download Enabled options. Notice that all clients are targeted to receive this download.

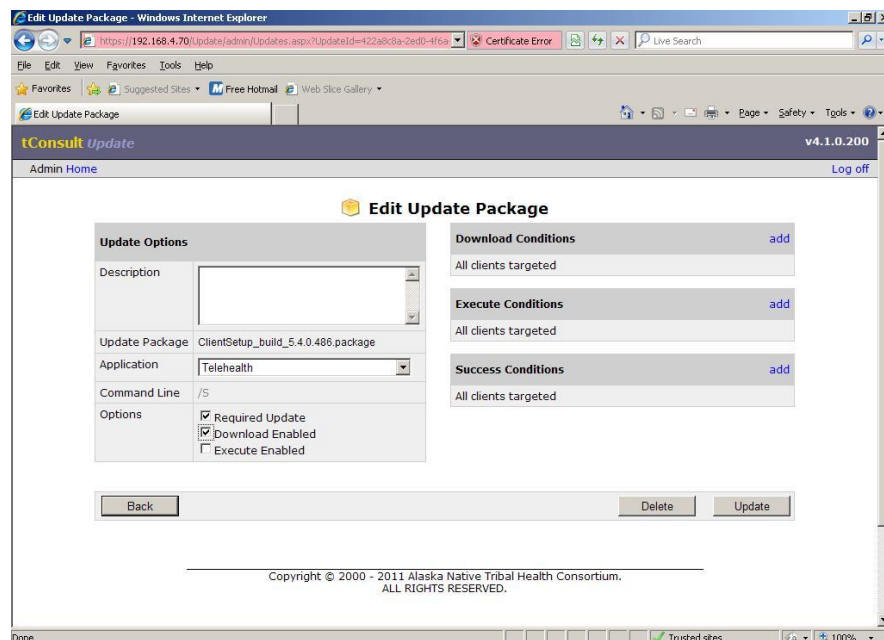


Figure 8 – Editing the Update Package

- To select which clients may download packages, click on the “add” link to the right of Download Conditions.

Selected Clients may be based on Roles, for example all carts may download, but not desktops or laptop clients.

Clients may be selected for exclusivity by the Site Name. Only the client whose name is selected here will download the package. All other clients will ignore the download.

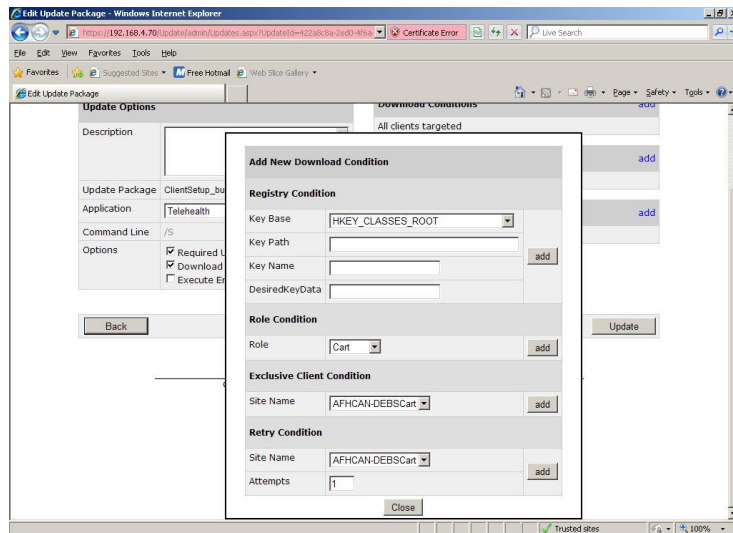


Figure 9 –Limiting the Clients to Receive Downloads

Once the Clients to be upgraded have been determined, click on Close, then click on the Update button, then the Back button to return to the Home page.

- By default, the tConsult Update Client polls the tConsult Update Server every five minutes to check for any updates. In Figure 10, the Site has determined that there is a package to be downloaded and completes the download successfully. The tConsult Update Client then updates its status.

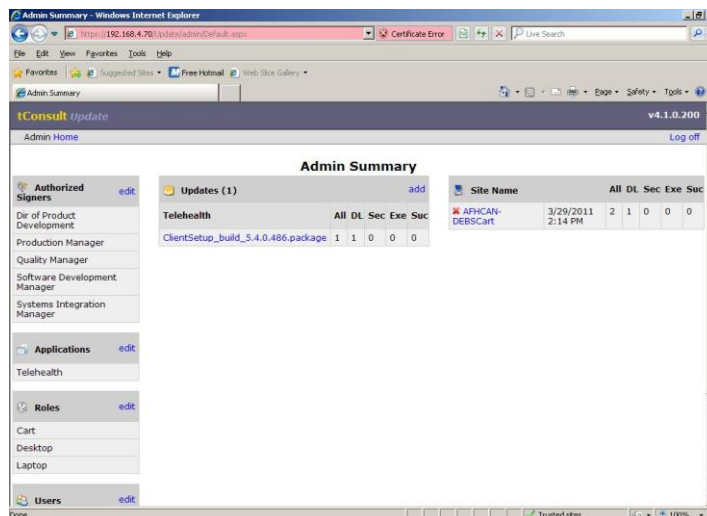


Figure 10 –Admin Summary Page Displaying Successful Download by Client

5. Clicking on the Client link under the Site Name (NOT the Red X), will reveal the full status as reported to the tConsult Update Server by the tConsult Update Client.

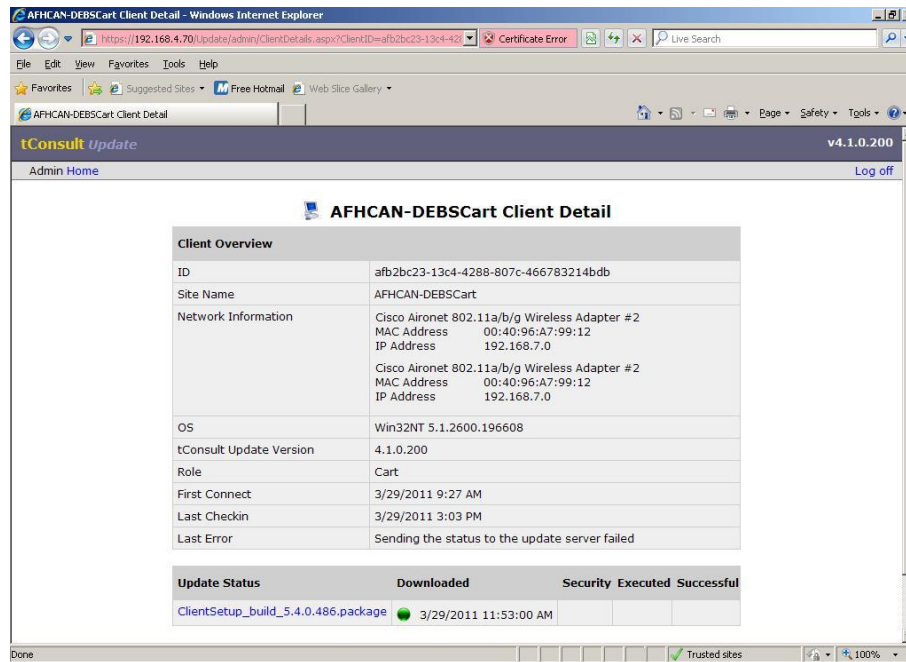


Figure 11 – Client Details

6. Once it has been determined that the client can now execute the package, click on the package link in the Update block from the Admin Summary page. Place a checkmark in front of Execute enable, and determine the Clients to be targeted as shown in Step 3 of this section.

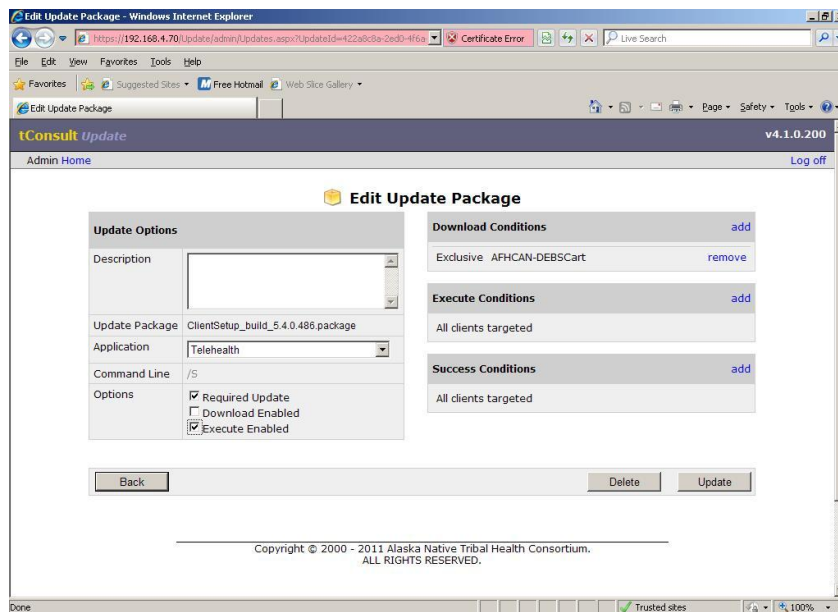


Figure 12 – Selecting Execute Enabled Options

Click on Update then return to the Home page.

7. The tConsult Update Client will verify the signature authority and execute the package. Verification of successful completion will be reported by the client to the tConsult Update Server. (Note: The status update may take a few minutes. Clicking on the Refresh button will display when the package has successfully executed.)

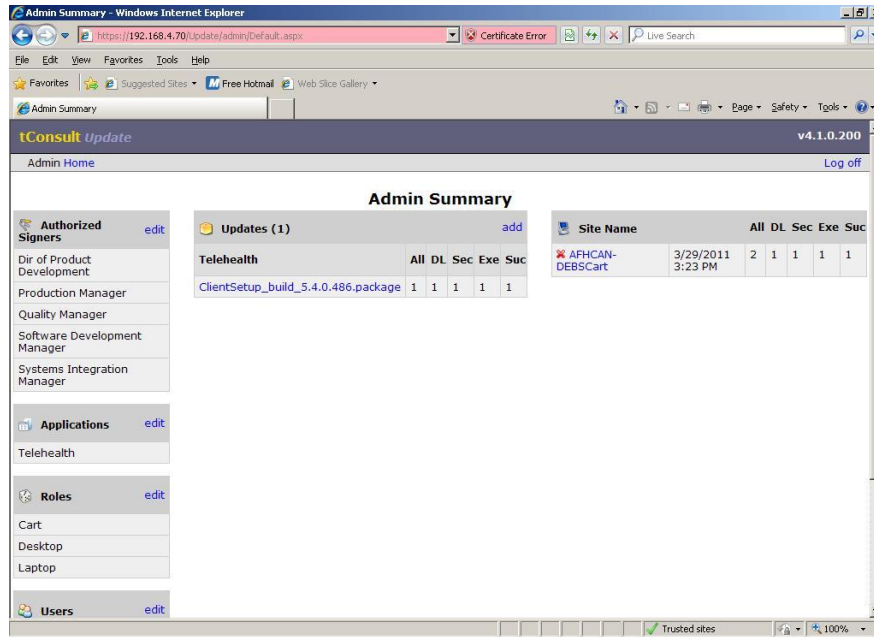


Figure 13 – Successful Execution of Package by Client

End of procedure.