Performing an upgrade/update of the Management Console fails.

Created date	Updated date	Affects version	Fix version
09 Mar 2020		Management Console - All versions	N/A

Problem

When performing the upgrade/update of the Management Console the process fails after clicking next once the "Package installation" has completed

Subsequent attempts to upgrade/update the Management Console continue to fail at the same point even after restoring a backup of the Management Console installation directory.

Cause

When clicking Next after the installation of the packages, changes are applied to the database to include any new fields, values, or changes which are required as part of the upgrade/update. For this to happen the installation sets a lock on the database if the upgrade/update fails after this has been applied all additional attempts will fail due to the lock already existing. This can be confirmed from the install.log file (found "Program Files\Blancco\Blancco Management Console\logs" please note this is the default location and may differ on your system) by the existence of the following error:

```
Could not acquire change log lock. Currently locked by Computer\User since DD/MM/YY hh:mm
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The computer will show the system being used and User the account being used at the time the lock was set.

Resolution

If a backup of the database was taken prior to the first attempt to perform the upgrade/update restoring the backup will clear the lock, however, if no backup is available or the first failed attempt was made before the backup was taken the lock will need to be removed manually from the database.

Please see the instructions below which detail the process for both an MS SQL database and a PostgreSQL database, once these steps have been completed it should be possible to complete the upgrade/update of the Management Console installation as long as the cause for the original failure has been resolved.

Microsoft SQL database using the SQL Server Management Studio

Microsoft SQL database using the SQL Server Management Studio

1. Login into the SQL Server Management Studio and expand the Databases folder
2. Locate the Blancco reports database and expand the database (if you are unsure of the name of the database being used this can be found from the main.properties file in the following location "Program Files\Blancco\Blancco Management Console\apache-tomcat\webapps\ROOT\WEB-INF\classes" please note this is the default location and the location may differ on your system. In the main.properties file you will find the entry "database.url=" the value of this entry will include "database.name=" this is the database being used by the Management Console software")
3. Locate the Tables folder and expand it to display the database tables
4. Locate the dbo.DATABASECHANGELOGLOCK and right-click to display the options menu
5. Select Edit Top 200 rows which will display the content of the table
6. You will see a row which has the LOCKED column set to True and values entered into the LOCKGRANTED (indicating when the lock was put into effect) and LOCKEDBY (indicating the system/user which locked the database) columns, you will need to delete this row to remove the lock.

PostgreSQL database using the pgAdmin tool

PostgreSQL database using the pgAdmin tool

1. Open pgAdmin, expand "Servers" and then expand correct PostgreSQL installation/instance
2. Expand "Databases", then locate and expand the database used with the Management Console and expand the database (if you are unsure of the name of the database being used this can be found from the main.properties file in the following location "Program Files\Blancco\Blancco Management Console\apache-tomcat\webapps\ROOT\WEB-INF\classes" please note this is the default location and the location may differ on your system. In the main.properties file you will find the entry "database.url=" the value of this entry will include "database.name=" this is the database being used by the Management Console software")
3. Expand "Schemas" "public" and locate the "Tables" folder and expand it to display the database tables
4. Locate the "databasechangeloglock" and right-click to display the options menu
5. Select "View/Edit Data" "First 100 Rows" which will display the content of the table
6. You will see a row which has the "locked" column set to "true" and values entered into the lockgranted (indicating when the lock was put into effect) and lockedby (indicating the system/user which locked the database) columns, you will need to delete this row to remove the lock.