Correction steps for misleaded rvsXP 5.07.25 update installation

There's a bug in the rvsXP 5.07.25 Windows installer.
Please don't use this installer anymore.
Release **rvsXP 5.07.25B** is available on ServiceNet.
This is the replacement for the buggy rvsXP 5.07.25 Windows installer release.

In case you already made an update from an existing rvs release to release 5.07.25, please check the rvs installation for following problems.

Problem description

The update is installed into c:\app\rvs instead of current existing rvs directory.
But the old environment (rvsenv.dat), Windows "Path" variable, old rvs directory and the old rvs monitor service remains installed. This may lead to undefined behavior.
New rvs installations on a clean system are not affected.

Check for failed update results

To detect update problems please execute following steps to check for health status.
In this description the old rvs installation is stored in "c:\rvs" as a sample.
Please adapt this description to the directory where you installed the old rvs release.

After executing an update to rvsXP 5.07.25 there's a second rvs directory "c:\app\rvs",
containing the new binaries and old rvs config files (like rvsenv.dat).
The Windows system environment variables "Path" and "RVSENV" point to different locations.
The Windows Function "Programs and Features" will show two installed rvs programs.

1. The rvs program folder in the Windows Start Menu is updated. By selecting rvs Components from the Windows Start Menu you are calling the updated applications (p.e. rvsXP Administrator).
But the rvs Monitor is the old one.

> I: 2017/03/13 08:10:00 <COPYRIGHT   >rvsXP5.07.24 (c) T-Systems 2015   All rights reserved.
> A: 2017/03/13 08:10:01 <INIT_CMD   > rpm: Initialisierungskommandos werden eingelesen
> A: 2017/03/13 08:10:01 <OK_READ   > [RVSCNS] cleanup days=3 ss=yes

2. Check the "rvs Monitor" Windows service properties. This will show which monitor.exe is used.
   Have a look at the "Path to EXE" entry, this will show which monitor.exe is used.
   Path to EXE: "c:\rvs\system\monitor.exe"
   Here the old monitor.exe remains active.

3. Check the rvs system environment (environment variables "PATH" and "RVSENV").
   Open a command window and execute command "set".
   While the environment variable "RVSENV" will be changed to "c:\app\rvs\rvsenv.dat",
   the environment variable "PATH" will be set incorrect. (Have a look at the end of the Path environment variable).   There has to be only one entry for the rvs system directory.

```
RVSENV=c:\app\rvs\rvsenv.dat

Path=C:\ProgramData\Oracle\Java\javapath;C:\Windows\system32;C:\Windows;C:\Windows\System32\Wb
em;C:\Program Files (x86)\Sennheiser\SoftphoneSDK\;c:\rvs\system;C:\app\rvs\system;
```

4. Go to directory c:\app\rvs and check directory entries in c:\app\rvs\rvsenv.dat. The rvsenv.dat
   file is a copy of the old rvsenv.dat without any changes.

```
PATH          = 'c:\rvs'
DB            = 'c:\rvs\db'
INIT          = 'c:\rvs\init'
SYSTEM        = 'c:\rvs\system'
ARCDIR        = 'c:\rvs\arcdir'
TEMP          = 'c:\rvs\temp'
TRACEDIR      = 'c:\rvs\tracedir'
USRDAT        = 'c:\rvs\usrdat'
SAMPLES       = 'c:\rvs\samples'
KEYDIR        = 'c:\rvs\keydir'
SPINDIR       = 'c:\rvs\temp\in'
SPOUTDIR      = 'c:\rvs\temp\out'
SPFILESDIR    = 'c:\rvs\temp\temp'
REDOLOGFILE   = 'c:\rvs\arcdir\redo.log'
```

5. Have a look at Windows "Programs and Features" for registered rvs installations.
   There will be two rvs entries. One for the old release "rvsXP" and one for the update
   installation "rvsXP 5.07.25". This will lead to future update problems.

Steps to repair

To avoid confusions about the mixed installations, to avoid future update problems and really using
the new rvs release instead of the old components please remove both installations from your
computer and install release rvsXP 5.07.25B.

1. Take rvs offline. Stop the rvs Monitor.
2. Backup your database using the export function in rvsXP Administrator or use the command
   line tool rvsddb. Copy the resulting rldbdump.log to a directory outside the rvs directory
   structure.
3. Make a copy of the old and new rvs directories "c:\rvs" and "c:\app\rvs".
4. Remove rvsXP 5.07.25 using the Uninstall function from Windows Programs and Features.
5. Remove rvsXP using the Uninstall function from Windows Programs and Features.
6. Install Release rvsXP 5.07.25B
7. Import the database using the rldbdump.log, created in step 2.
8. Take care of your job files, send- and receive job executables, any other used batch scripts,
   Rvsenv.dat, rdmini.dat, certificates, license file and any other components you saved with
   step 3.

End