Installation Monitor Status Messages

https://campus.barracuda.com/doc/54853881/

> This article applies to Barracuda ArchiveOne version 7.3 and higher.

Starting with ArchiveOne v7.3, ArchiveOne can automatically update the installed components when authorized by an administrator. When you initiate the installation of an update from the ArchiveOne Admin console, you can view the progress of the update deployment from the Installation Monitor.

Update Process

The ArchiveOne server where the ArchiveOne services are installed updates first. Once this process is complete, the remaining machines where other ArchiveOne components are installed, for example, the Search and Retrieval websites or the ArchiveOne Admin console, update concurrently. The ArchiveOne server update must complete before other components can begin updating.

Error Messages and Troubleshooting

If there are any failures reported, the update process automatically retries after one minute. If the failed status persists for more than 10 minutes, manual intervention may be required to resolve the error.

If **Boron.exe** is still running, the update process will be re-attempted automatically so the update will succeed if the root cause of the failure is corrected. If however this process has been stopped (e.g. **Boron.exe** is not observed as a listed process on Task Manager), then the update will remain in the failed state indefinitely until restarted. You can manually run **Boron.exe** from the extracted package files in **C:\ProgramData\Barracuda\ArchiveOne\Package** if required.

If you have closed the Installation Monitor prematurely and wish to launch it again so you can see the update status, run **InstallationMonitor.exe** from **C:\ProgramData\Barracuda\ArchiveOne\InstallationMonitor_Running** on the machine where you initiated the update.

If you unable to resolve the update failure, contact Barracuda Networks Technical Support for assistance with the update process log files. These can be found in:

- ***ServerName*\Add-ins\AOnePol\logs\AOneHubService*Date_Time***
  where *ServerName* is the hostname of the ArchiveOne server and *Date_Time* is the most

recently created folder
- This log is only required if the ArchiveOne server update itself fails
- **C:\Program Files (x86)\Barracuda\ArchiveOne\logs\AOneSpokeService**
- **C:\Program Files (x86)\Barracuda\ArchiveOne\logs\Boron\Date_Time**
  where *Date_Time* is the most recently created folder