Update Monitor Status Messages

https://campus.barracuda.com/doc/68359931/

Starting with version 5.2, PST Enterprise can automatically update the installed components when authorized by an administrator. When you initiate the installation of an update from the PST Enterprise Administration website, you can view the progress of the update deployment from the Update Monitor.

Update Process

The PST Enterprise server where the PST Enterprise administration website is installed updates first. Once this process is complete, the remaining machines where other PST Enterprise components are installed, for example the Copy Agent, update concurrently. The PST Enterprise server update must complete before other components can begin updating.

Troubleshooting and Error Messages

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. Contact Barracuda Networks Technical Support for assistance with the update process log files. These can be found in:

- **C:\Program Files (x86)\Barracuda\PSTEnterprise\logs\PSTEntBoron*Date_Time*** where *Date_Time* is the most recently created folder
    - **PSTEntBoron.exe** orchestrates the update process, uninstalling and reinstalling the required new component versions. The **PSTEntBoron.log** file in the most recent ***date_time*** directory provides more detailed information as to the nature of the failure. This may require examination of the component MSI logs (**MSI_<U|I>_<component>.log**) which also resides in this directory
- **C:\Program Files (x86)\Barracuda\PSTEnterprise\logs\PSTEntHubService*Date_Time*** where *Date_Time* is the most recently created folder
    - This log is only required if the update of PST Enterprise server itself fails.
- **C:\Program Files (x86)\Barracuda\PSTEnterprise\logs\PSTEntSpokeService**

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