

How Do I MANAGE WINDOWS UPDATES

General Information

This Quick Question Topic provides guidance on patching any Microsoft Windows Operating System on your recorder server, in order to ensure it remains up to date with any performance and security updates released from Microsoft. While Microsoft updates are not the responsibility of Red Box we do recommend that our customers and partners perform regular updates in line with the same maintenance schedules that you currently use to govern your Microsoft estate.



If the installation of a patch requires you to restart your recorder server, then we recommend that you follow the processes described in this Quick Question topic. This ensures that the Red Box recorder is restarted in a controlled manner, as restarting incorrectly may force a database rebuild to take place and impact your voice recording service for a period of time.

Single Update, Single Restart

If you're installing a single Windows update and need to perform a single server restart, perform the update and restart as detailed below. Since the recorder will need to be restarted, and updates may take a while to complete, we recommend that Windows updates are performed outside of normal usage hours.

To perform a single update, single restart:



1. On the recorder server, perform your Windows update. This may require an OS restart – select **No** or **Later** as appropriate when prompted.
2. Restart your recorder using Quantify:
 - Using Quantify, login to your recorder with a system administrator account.
 - Although not essential, we recommend that you prepare and download config (Configuration) & diag (Diagnostics) files before performing a restart.

Prepare (Create): Go to **Configuration > Maintenance** and click **Prepare Config** or **Prepare Diagnostic**. Enter a filename and click the **Prepare** button to create the file. Note that recorder performance can be affected.

Download: Go to **Configuration > Maintenance > Download Files** and select the file to download. Click the **Empty** button to clear the file folder on the recorder.
 - To perform the restart, go to **Configuration > Maintenance > Recorder**, select **Restart**, and then click the **Stop Recorder** button.
3. When the recorder restarts, the recorder server will also restart and the Windows update will be completed. Once your Windows update is complete, the Red Box recorder will start as normal.



Multiple Updates, Multiple Restarts

If you're installing multiple Windows updates and need to perform multiple server restarts, perform the following steps. Since the recorder will need to be shut down, and updates may take a while to complete, we recommend that Windows updates are performed outside of normal usage hours.

Change settings:

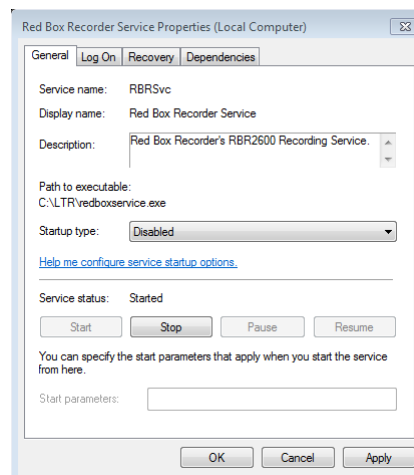
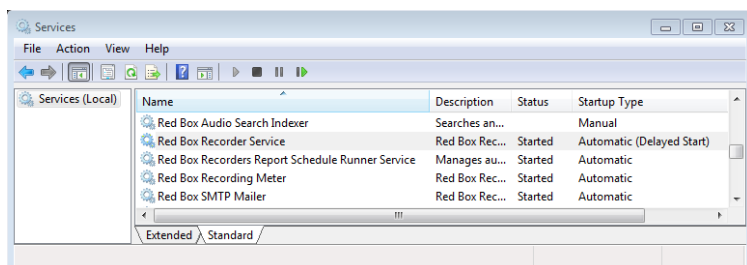


Firstly, change settings on your recorder server to prevent Windows restarts from impacting the recorder.

1. Edit the **recorder.ini** file in the **Windows** folder - change the **ShutdownOS** value as follows:

```
[General]
ShutdownOS=1
```

2. Change the **Red Box Recorder Service** from **Automatic** to **Disabled** in the **Services** application.



Update Windows:



1. Shutdown your recorder:

- Using Quantify, login to your recorder with a system administrator account.
- Although not essential, we recommend that you prepare and download config (Configuration) & diag (Diagnostics) files before performing a shutdown.

Prepare (Create): Go to **Configuration > Maintenance** and click **Prepare Config** or **Prepare Diagnostic**. Enter a filename and click the **Prepare** button to create the file. Note that recorder performance can be affected.

Download: Go to **Configuration > Maintenance > Download Files** and select the file to download. Click the **Empty** button to clear the file folder on the recorder.

- To perform the shutdown, go to **Configuration > Maintenance > Recorder**, select **Shutdown**, and then click the **Stop Recorder** button.
 - Logout of Quantify and close your browser.
2. On the recorder server, perform your Windows update/updates as needed. This may lead to one or more OS restarts but this will no longer impact your recorder.
 3. Once your Windows updates are complete, change the recorder server settings back to their original state, and restart the recorder server – see "Reverse settings & restart:" on page 3.

Reverse settings & restart:

Once your Windows updates are complete, change the recorder server settings back to their original state, and restart the recorder server.

1. Edit the **recorder.ini** file in the **Windows** folder - change the **ShutdownOS** value as follows:

```
[General]
ShutdownOS=0
```

2. Change the **Red Box Recorder Service** from **Disabled** to **Automatic** in the **Services** application.
3. Restart your recorder server – the Red Box recorder will then start as normal.

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