

Upgrading RabbitMQ and NGINX for OnGuard

Last Modified on 10/06/2022 4:17 am EDT

Upgrading RabbitMQ and NGINX for OnGuard®

****This document only applies to customers using OnGuard® 7.5 or greater****

NOTE: Specific versions of each component are not specified below. Each version of OnGuard® includes a Third-party Application Compatibility chart that includes the specific version that the solution supports. The version listed ensures that testing was done and that the component version is compatible with OnGuard®. This document serves as a guide for customers who seek to upgrade these third-party components at their own discretion.

NOTE: LenelS2 strongly recommends that customers or VARs call Tech Support before implementing these steps. It is important to discuss the reasons for wanting to apply patches or fixes to these 3rd party software plug-ins, and to receive guidance and expertise from the LenelS2 Technical Support Group in the event that there is an issue encountered during this process.

PREREQUISITES:

1. Erlang OTP Package
2. RabbitMQ Server Package
3. NGINX Package
4. RabbitMQFix (contact TSG – if necessary)

Steps to upgrade RabbitMQ and NGINX in OnGuard® System

STEP 1: Stop relevant services by navigating to **Run > Services.msc**

- LS Message Broker
- LS Web Service

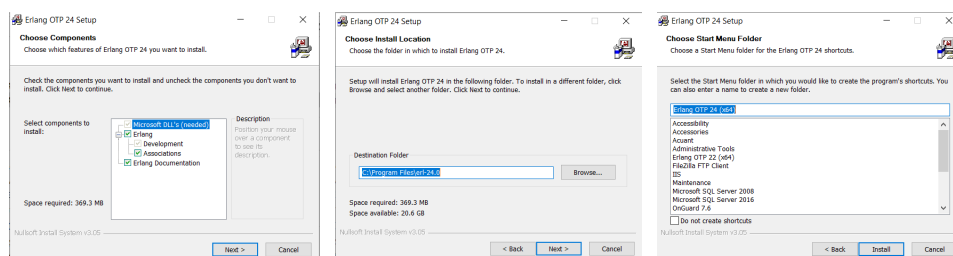
NOTE: Additional services that rely on OnGuard will need to be restarted later

STEP 2: Uninstall Erlang

- Uninstall current version of Erlang under **Programs and Features**
- Remove **erl** folder from **\Program Files** directory.

STEP 3: Install Erlang

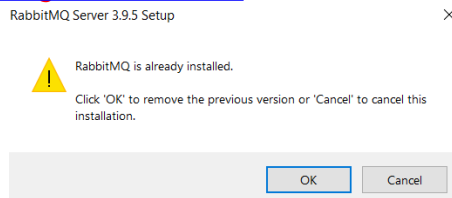
- RabbitMQ requires a 64-bit supported version of **Erlang** for Windows to be installed
- Installer can be downloaded from <https://www.erlang.org/downloads>
- **OTP xx.x Windows 64-bit Binary File** version will need to be downloaded
- Complete the installation by running the downloaded executable



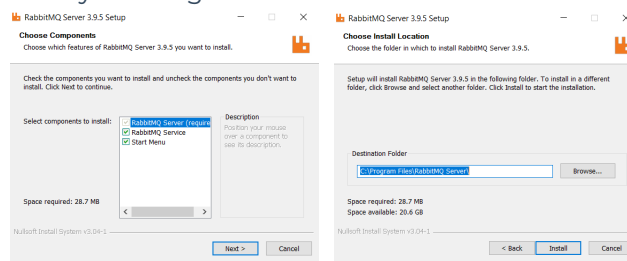
STEP 4: Upgrading RabbitMQ

- Download and Install the RabbitMQ version from <https://www.rabbitmq.com/install-windows.html>
- Latest version of the executable will be available under **Direct Downloads**. Earlier versions of RabbitMQ are present under their **Github Repository**

NOTE: RabbitMQ will allow for the current installation to be upgraded. It is not required that the previous version be uninstalled prior to running the new installer



- Complete the installation by running the downloaded executable



STEP 5: Additional steps needed for RabbitMQ (Not necessary for all systems)

NOTE: If the service has not been installed or was not previously configured by the OnGuard® installation, additional steps might be required to add the appropriate user and virtual host for RabbitMQ. For further assistance, please contact the LenelS2 Technical Support Group

1. Start Menu -> RabbitMQ Command Prompt -> Run as Administrator
2. Run the following commands below:

NOTE: If OnGuard® 7.6 or later is installed, then the 'LenelRabbit' username and password will need to be synced in OnGuard® System Administration under Administrator > System Options.

- `rabbitmq-service.bat remove`
- `rabbitmq-service.bat install`
- `rabbitmqctl.bat add_user LenelRabbit Security#`
- `rabbitmqctl.bat set_user_tags LenelRabbit administrator`
- `rabbitmqctl.bat set_permissions -p / LenelRabbit ".*" ".*" ".*"`
- `rabbitmqctl.bat add_vhost LenelHost`
- `rabbitmqctl.bat clear_permissions -p LenelHost guest`
- `rabbitmqctl.bat set_permissions -p LenelHost LenelRabbit ".*" ".*" ".*"`
- `rabbitmqctl.bat set_user_tags guest none`
- `rabbitmqctl.bat clear_permissions -p / guest`
- `rabbitmqctl.bat change_password guest gDCcutUASH7WV`

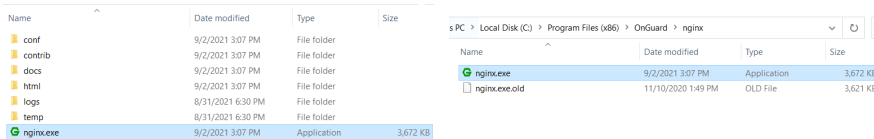
NOTE: If an error is experienced during the running of these commands copy the erlang cookie from C:\WINDOWS\System32\config\systemprofile to the currently logged in user's profile folder %userprofile%

STEP 6: Upgrading NGINX

- Navigate to **C:\Program Files (x86)\OnGuard\nginx** and rename existing executable file (nginx.exe to nginx.exe.old)
- Navigate to nginx.org and download the necessary mainline version



- Copy the new nginx executable from the zip file to same file path **C:\Program Files (x86)\OnGuard\nginx**

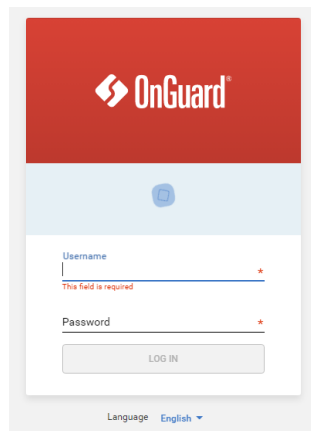


- Launch command prompt and verify the executable displays the correct version using the following command.
 - **C:\Program Files (x86)\OnGuard\nginx Nginx -v**

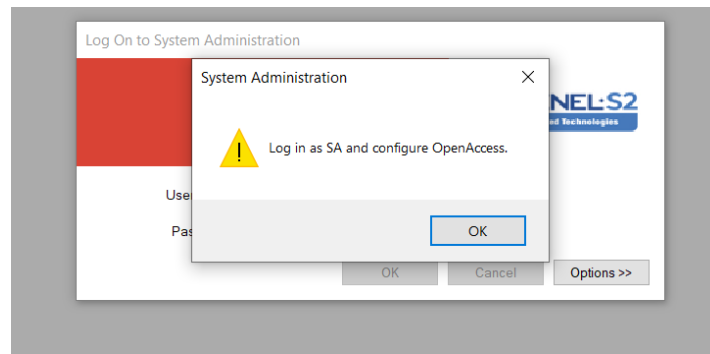
```
C:\Program Files (x86)\OnGuard\nginx>nginx -v
nginx version: nginx/1.21.2
```

STEP 7: Restart all OnGuard® services

STEP 8: Launch OnGuard® Console by launching in the browser and login with valid credentials. Login should be successful without any error. If you see the following behavior (console icon spins continuously), proceed to Step 8



STEP 9: Log in to OnGuard® System Administration without using Single Sign On. If the “Log in as SA and configure OpenAccess” message is received, do the following:



- Check and ensure **LS OpenAccess** service is running
 - Run **Setup Assistant** tool. The tool is known to resolve issues within the **LS Message Broker** service
 - Restart the machine and make sure all the OnGuard® services and RabbitMQ service are running
 - If issue persists, please contact the LenelS2 Technical Support Group for RabbitMQ fix or assistance
-