**PATH GUIDE**®

# Step-by-Step Instructions: Applying an LMS Patch

---

## 📋 What You'll Need

- Patience (time required will vary from 15 minutes to a few hours based on the scope of the upgrade)
- Your LMS server credentials
- Your LMS Management Console credentials

## ℹ️ Things to Know

- Before applying the LMS patch, complete a full backup of your LMS database.
- LMS patches end in ".PGTM" (Example: "Latitude Manifest 4-0-124.PGTM").

## 🪜 Steps to Apply Patch

1. Make sure you've completed a full backup of your LMS database.

2. Log on to the LMS server and then right click on **Latitude Manifest 4-0-124.PGTM** and select **Open**.
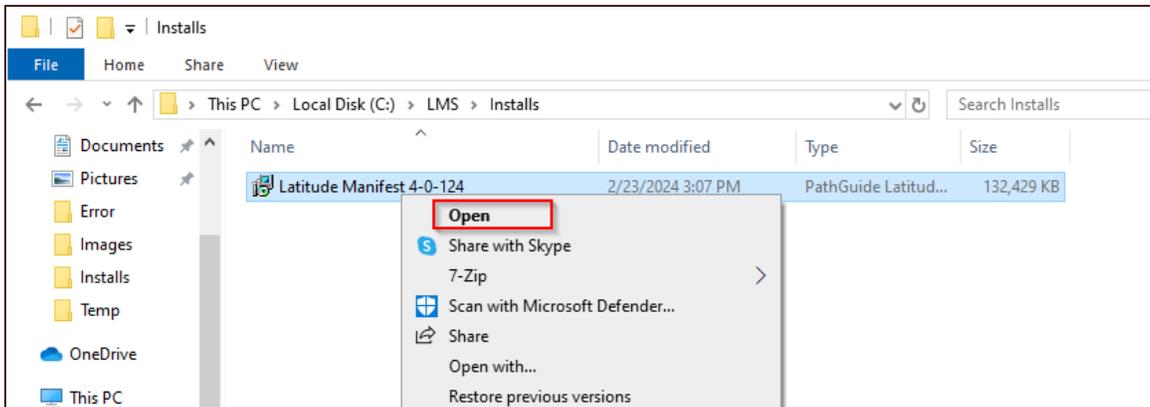
If the system prompts the question "Do you want to allow this app from an unknown publisher to make changes to your device?" – simply click **Yes**.
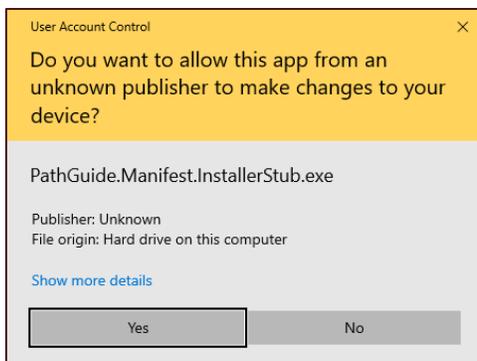
3. Click **Next** after the LMS Patch Utility launches.
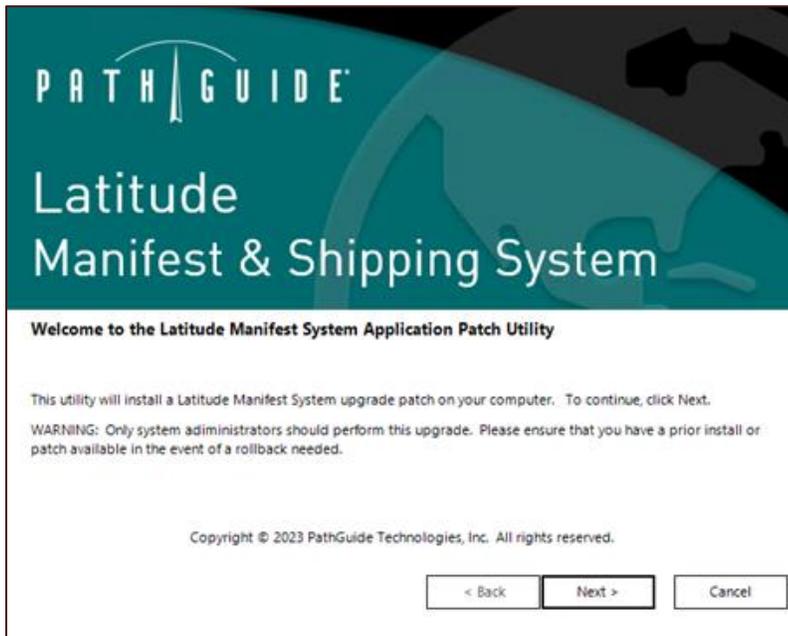


4. Click **Next** when you see the screen that shows you which file the patch is to apply.
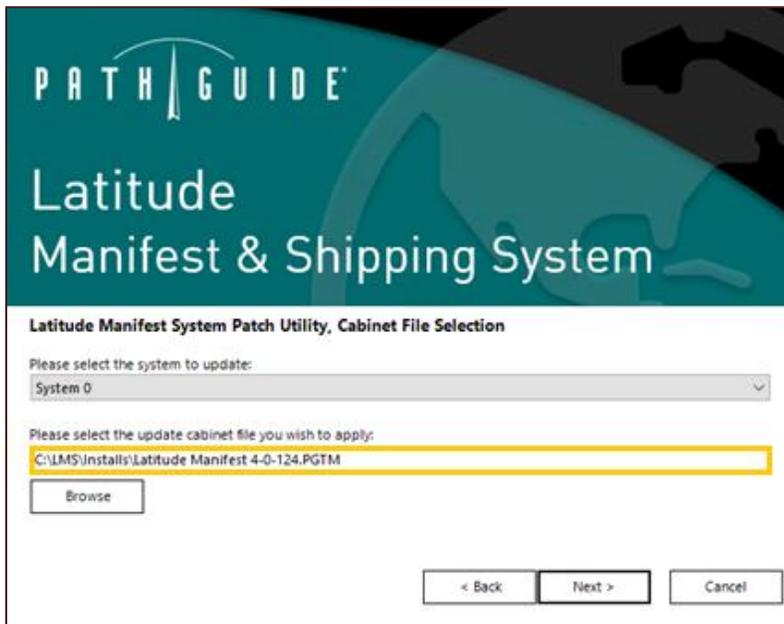
5. The next screen will show you which components will be updated. Click **Next** on this screen.
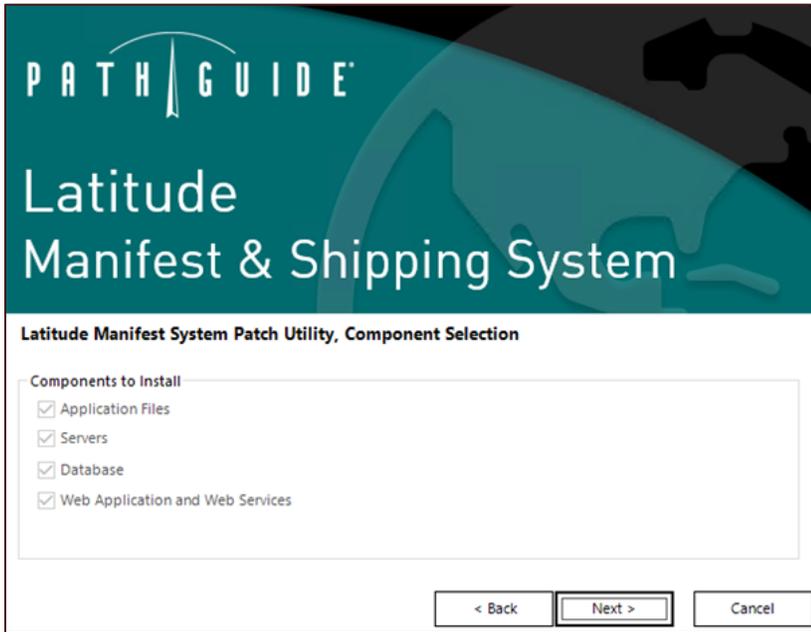


6. The next screen will show you which Windows account the system is currently configured to use LMS services for. Since LMS is already installed and running, you do not need to change or do anything on this screen. Click **Next**.
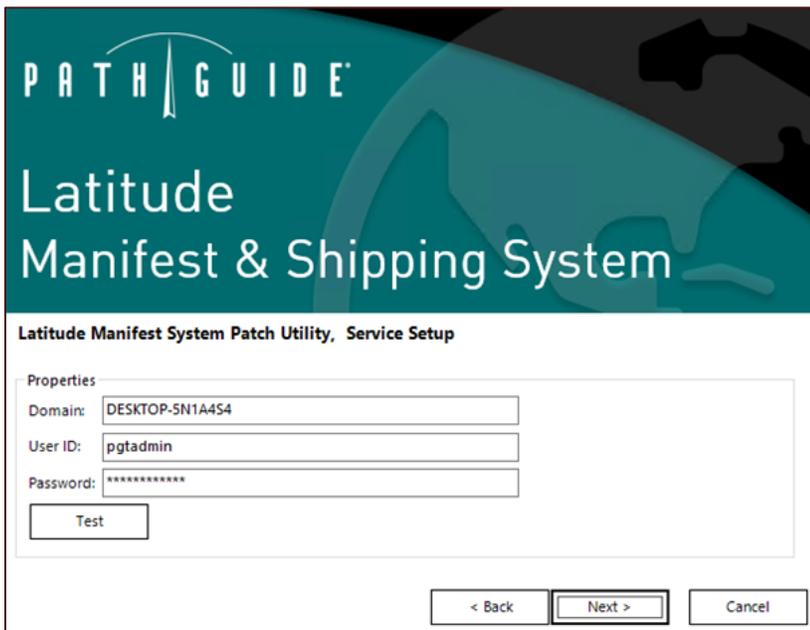
7. This screen is where you will confirm to begin by clicking **Update**.
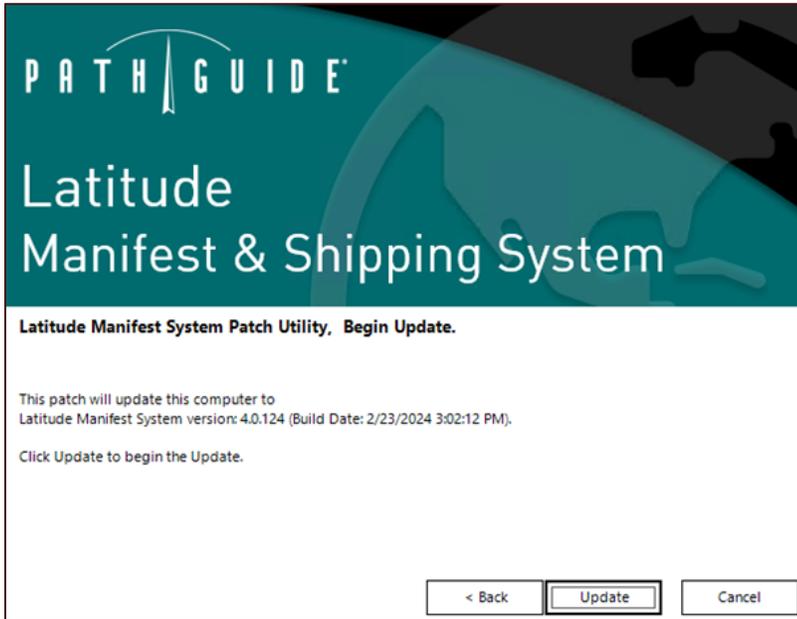


8. The next screen will display a progress bar showing you that the LMS patch is being applied.



9. Once the patch is applied, you will see the following notice informing you that the update is complete and that a database update needs to be applied. Click **OK**.
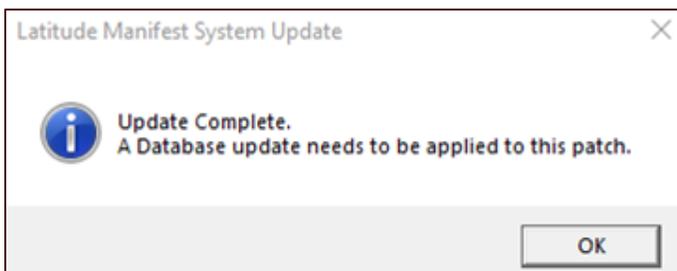
10. The LMS Management Console will launch, and a login screen will pop up. If the LMS Management Console does not launch automatically, you'll need to launch it manually. Enter your credentials and then click **Login**.
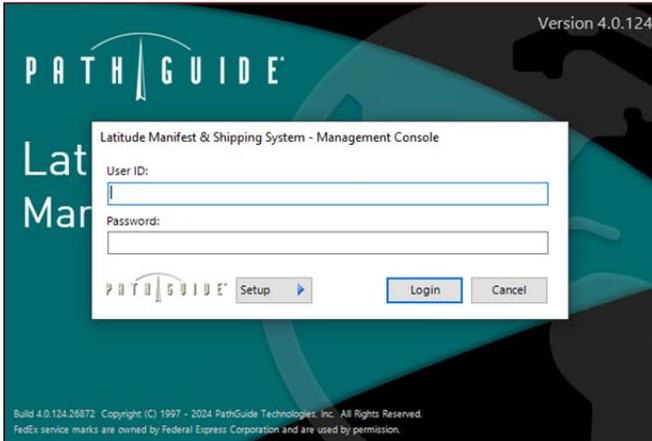


11. This pop-up notification tells you that a database update is required. Click **Yes** to run the database update.
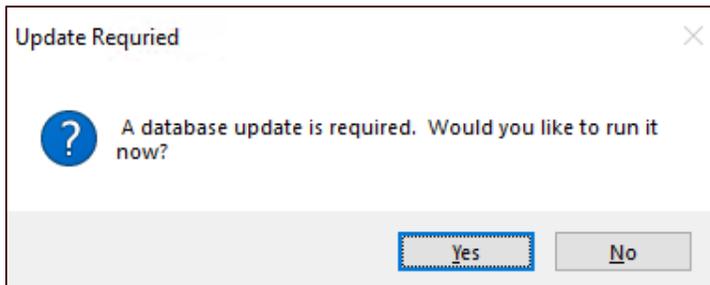


12. You'll see a Database Update Utility launch next. Click **Begin** here.
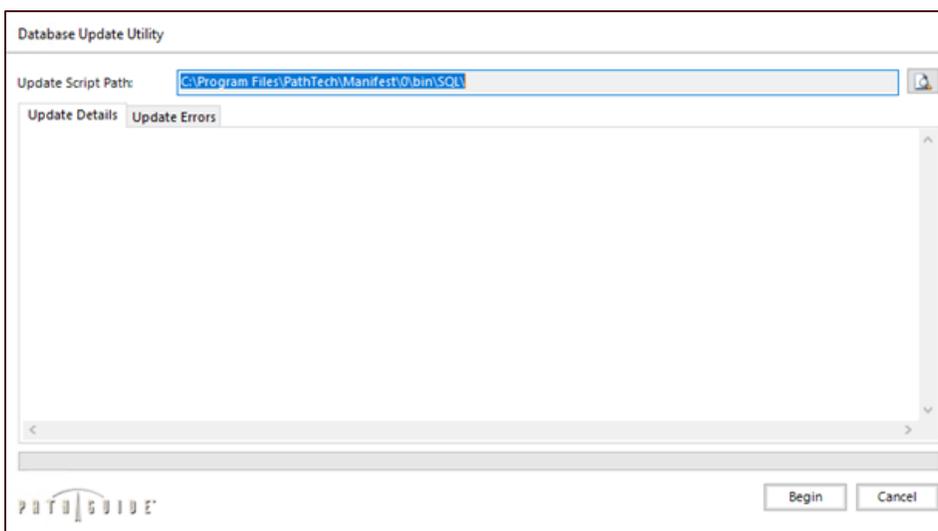
13. The database update process will begin, and you will see a screen that shows the scripts as they run. The green progress bar at the bottom is an indicator of how much of the update is complete.
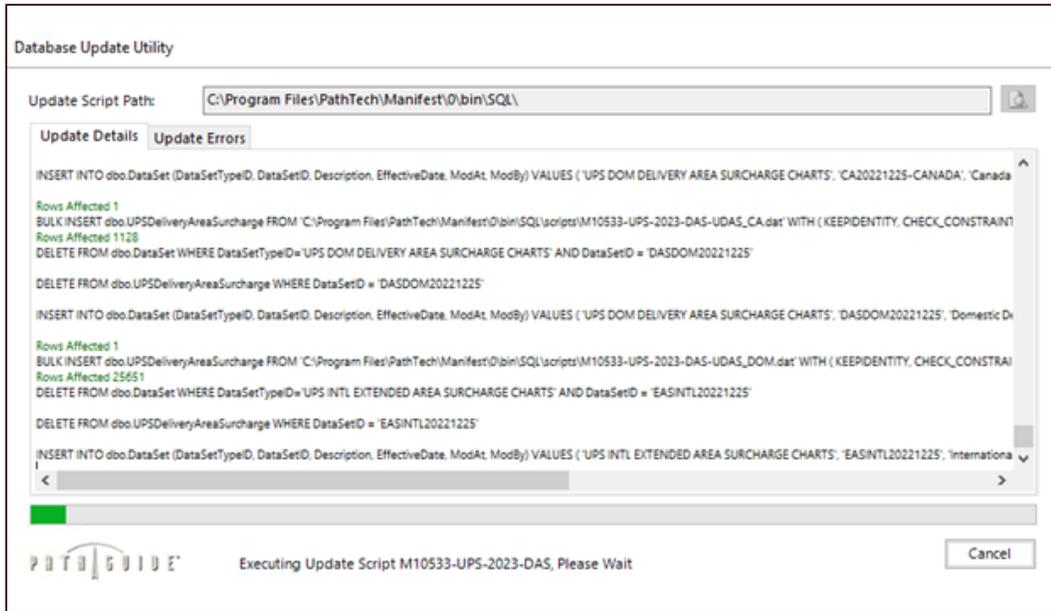


14. Once the update is done, you'll see an **Update Complete** pop-up. From here, click **OK** and then **Exit**.
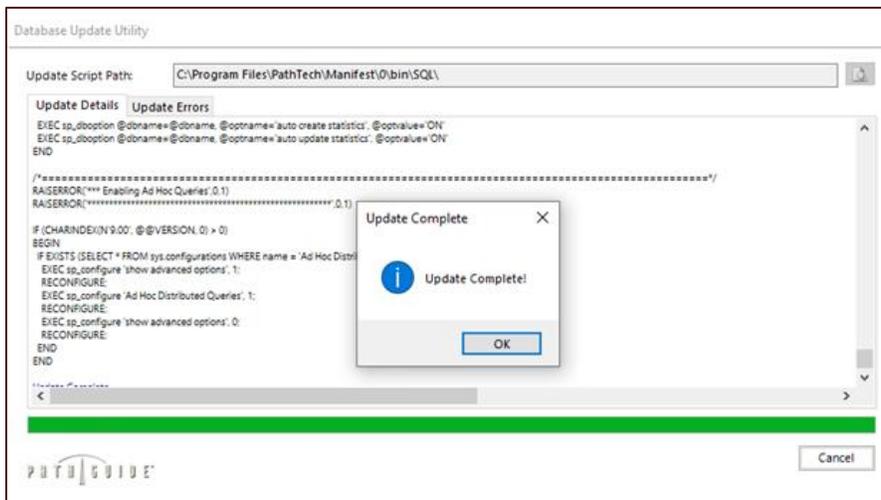


The LMS Management Console will then launch as normal, and the update is complete. If you are upgrading to a *new version* of LMS (i.e., 4.0.120 to 4.0.125), you will most likely have two patches. The first one is the base patch ("Latitude Manifest 4-0-124.PGTM") and the second patch would be an incremental patch ("Latitude Manifest 4-0-124-002.PGTM", for example).

To apply the "Latitude Manifest 4-0-124-002.PGTM" you should follow the same steps above, right clicking the "Latitude Manifest 4-0-124-002.PGTM" and choosing **Open**.

## Post Upgrade Checklist

✓ Verify that all services have restarted after the patches are complete. There are several ways to pull up the list of services in Windows. One way is to click the **Windows Key + X** and then choose Computer Management > Services and Applications > Services.

✓ Scroll down to the services that start with "L" and you should find a screen like this one. The user running your services may differ, which is fine.



✓ Check to make sure that the World Wide Publishing Service has started.



✓ If any of the above don't show "Running", right-click on the service and choose **Start**.

✓ Launch a web browser and go to the LMS web. Log in to make sure that the web is up and running.

✓ Close out all stations and re-launch them. If there is an updated version, it will prompt you to update the station after re-launching.

✓ Launch a station and perform a simple UPS Ground shipment to verify proper functionality.