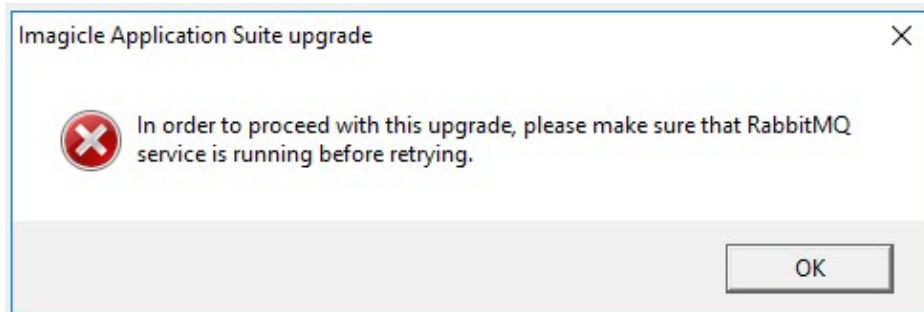![imagicle logo]

Imagicle ApplicationSuite setup blocks because RabbitMQ service not running

Applies to

Imagicle ApplicationSuite, upgrade from versions prior to 2019.Spring.1

Symptoms

Running 2019.Spring.1 setup package, it could happen to get the following pop-up window message:

Description

When upgrading from any previous version of Imagicle Application Suite >= 2017.Winter.1, under certain circumstances (when the installer preconditions are not completely satisfied, typically when some Imagicle services have been disabled by system administrator), the upgrade of a prerequisite component "RabbitMQ" can reach a non consistent configuration status.

Thus, the setup program detects this condition and prevent the upgrade to continue.

As first attempt try to manually start the RabbitMQ service (from windows services). If the start fails continue with the following procedure.

Solution

1. Please access to Imagicle server through a remote desktop session and access to this specific Windows folder:
   C:\Program Files (x86)\StonevoiceASLib\RabbitMQ
2. Check the name of RabbitMQ server's sub-folder. There are two different versions:
   - *C:\Program Files (x86)\StonevoiceAS\Lib\RabbitMQ**rabbitmq_server-3.7.12***
   - *C:\Program Files (x86)\StonevoiceAS\Lib\RabbitMQ**rabbitmq_server-3.6.6***
3. If version 3.7.12, please download the attached **rabbit_restore_spring2019.zip** file and extract it.
4. If version 3.6.6, please download the attached **rabbit_restore_spring2019_alternate.zip** file and extract it.
5. Open a **Command Prompt** as **Administrator** on the path where you extracted the zip file.
6. Execute **rabbit_restore_spring2019.bat** via command prompt and follow the instructions.
7. If the patch have been succesfully applied you will see a message like:

   ```
   The operation completed successfully.
   Waiting for RabbitMQ Service Starting
   Once done you can Retry with Imagicle Upgrade

   Waiting for 30 seconds, press a key to continue ...
   ```
8. Retry the IAS installation