

Spotlight Audit/RM - Upgrade to v6.45 from v6.44/6.43

Blackchair Spotlight Spotlight Core Audit\Release Management Upgrade Process

Version 6.45 from 6.44/6.43

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Introduction

The following instructions are intended to provide the technical knowledge to upgrade an existing Spotlight 6.44 or 6.43 installation to Spotlight 6.45. There is no significant architecture change between versions, and as such the upgrade involves simply replacing configuration files for most Spotlight components with newer versions. In some cases specific environmental configuration is also required to be performed,

Before upgrading Spotlight, please refer to [Spotlight Pre-Requisites/Genesys Readiness](#) document to ensure all pre-requisites for Spotlight 6.45 have been met.

Backup

- Create a **'Backup Upgrade'** folder.
 - Make a backup of the Spotlight UI files by copying the **'...\Blackchair\UIS'** folder and pasting it in to the **'Backup Upgrade'** folder.
 - Make a backup of all the Spotlight Loader files by copying the **'...\Blackchair\Loaders'** folder and pasting it in to the **'Backup Upgrade'** folder.
 - Make a backup of the Spotlight Comms files by copying the **'...\Blackchair\Comms'** folder and pasting it in to the **'Backup Upgrade'** folder.
 - Make a backup of the Spotlight Tomcat files by copying the **'...\Blackchair\Tomcat'** folder and pasting it in to the **'Backup Upgrade'** folder.
 - Make a backup of the Spotlight SDP files by copying the **'...\Blackchair\SDP'** folder and pasting it in to the **'Backup Upgrade'** folder.
 - In SQL Management studio – backup **slconfig** and all spotlight environment databases.
-

Spotlight Databases

- Locate and open the '...\Spotlight Core Audit Installation V6.45\Upgrade\Database\Genesys\mssql\slconfig' folder.
- Open the 'slconfigDB-Update-Latest.sql' within the 'Microsoft SQL Server Management Studio' and run it against the Spotlight 'slconfig' database.
- Locate and open the '...\Spotlight Core Audit Installation V6.45\Upgrade\Database\Genesys\mssql\Spotlight' folder.
- If SAM is already installed, ensure the SQL Agent job already configured is stopped before following the next step
- Open the 'SpotlightDB-Update-Latest.sql' within the 'Microsoft SQL Server Management Studio' and run it against all the Spotlight environment model databases (do not apply to the SpotlightConfigFiles database)
- Restart the SAM SQL Agent job

Additional Key Values can be added if required. Please reach out to Blackchair to understand when it would be necessary to add new key values. Some important examples are listed below

Key	Value	Description
ENV_CP_NORBPKG_	TRUE	Disables the auto rollback package creation feature in Release Management
ENV_CYARA_BASEURL	eg https://www.cyaraportal.us	This is the default Cyara Portal address used in Release Management and is created by the Core Installer. This URL can be amended if required.
ENV_CYARA_BASEURL1	eg https://www.cyaraportal.uk	Multiple Cyara Portal addressees can be added per environment by adding a new numbered entry, eg 1, 2, 3 etc
ENV_SHOW_ALERT	False	Will remove on screen alerts on the Spotlight UI for the environment being installed
ENV_PERM_SLM_GRP_RPT	True	Enables SAM License Group Reporting

Tomcat

- Locate and open '...\Blackchair\Tomcat\webapps' folder and delete the 'SpotlightRESTServices.war' file. After a short time, the '...\Blackchair\Tomcat\webapps\SpotlightRESTServices' folder should delete automatically. *NOTE: If the '...\Blackchair\Tomcat\webapps\SpotlightRESTServices' folder does not delete automatically then it will need to be deleted manually.*
- Locate and open the '...\Spotlight Core Audit Installation V6.45\Upgrade\Components\TomcatWar' folder.
- Unzip the 'TomcatWarPackage_v6.45.zip' file.
- Copy the 'SpotlightRESTServices.war' file and paste in to the '...\Blackchair\Tomcat\webapps' folder. After a short time, a new '...\Blackchair\Tomcat\webapps\SpotlightRESTServices' folder will be created automatically.
- Locate and open the '...\Backup Upgrade\Tomcat\webapps\SpotlightRESTServices\WEB-INF\classes' folder
- Copy the 'spotlight.properties' file and paste in to the '...\Blackchair\Tomcat\webapps\SpotlightRESTServices\WEB-INF\classes' folder replacing the existing file

Loader Statsserver

- Stop the 'Spotlight Loader Statsserver' service.
- Locate and open the '...\Spotlight Core Audit Installation V6.45\Upgrade\Components\SLS' folder.
- Unzip the 'SLSPackage_v6.45.zip' file.
- Copy the 'SpotlightLoaderStatsserver-6.45.0.jar' file and paste into the 'Blackchair\Loaders\SLS (Environment Name)' folder for the Spotlight production environments only.
- Copy the startservice.jar file and paste over the original in the 'Blackchair\Loaders\SLS (Environment Name)' folder for the Spotlight production environments only
- Delete the original 'SpotlightLoaderStatsserver.jar' file
- Start the 'Spotlight Loader Statsserver' service.

Spotlight UI

- Locate and open the '..\Spotlight Core Audit Installation V6.45\Upgrade\Components\SpotlightUI' folder.
- Unzip the 'SpotlightUIPackage_v6.45.zip' file.
- Open the 'SpotlightUI' folder and copy all the files within (except Contact Methods located in wwwroot folder) and paste the copied files in to the '..\Blackchair\IIS\Spotlight' folder containing the existing Spotlight UI files.
- Locate and open the 'SpotlightUICore.dll.config' file and correct the connection string details to the 'slconfig' database, and then save.
- Locate and open the 'nlog.config' file and correct the log file locations of the UI Log and UI Internal Log in their location shown below, and then save.

```

<?xml version="1.0" encoding="utf-8"?>
<nlog autoReload="true" internalLogLevel="info" internalLogFile="C:\Blackchair\Logs\rollingsui_internal.log">
  <!-- enable asp.net core layout renderers -->
  <extensions>
    <add assembly="NLog.Web.AspNetCore"/>
  </extensions>
  <!-- the targets to write to -->
  <targets>
    <!-- write logs to file -->
    <target type="File" name="allfile" fileName="C:\Blackchair\Logs\rollingsui.log"
      layout="${longdate}|${event-properties:item=EventId_Id}|${uppercase:${level}}|${logger}|${message} ${exception:format=tostring}"
      archiveFileName="c:\temp\rollingsui.{}.zip"
      archiveNumbering="Date"
      archiveEvery="Day"
      archiveDateFormat="yyyyMMdd"
      archiveAboveSize="104857600"
      maxArchiveFiles="30"
      enableArchiveFileCompression="true"
    />
  </targets>
  <!-- rules to map from logger name to target -->
  <rules>
    <!--All logs, including from Microsoft-->
    <logger name="*" minlevel="Trace" writeTo="allfile" />

    <!--Skip Microsoft logs and so log only own logs-->
    <!--<logger name="Microsoft.*" minlevel="Trace" writeTo="blackhole" final="true" />-->
    <!--<logger name="*" minlevel="Trace" writeTo="ownFile-web" />-->
  </rules>
</nlog>

```

- Place a copy of the existing InstallLicense.dat file in the following folder - ...Blackchair\IIS\Spotlight\wwwroot
- Restart the IIS service.
- Clear the cache of the browsers on the Spotlight server. If users have any issues with parts of the website not working, the first step should be to ask them to clear cache also.

Spotlight Comms Server

- Stop the 'Spotlight Comms' service.
- Locate and open the '..\Spotlight Core Audit Installation V6.45\Upgrade\Components\SpotlightComms' folder.
- Unzip the 'SpotlightCommsPackage_v6.45.zip' file.
- Copy all the files and paste them in to a '..\Blackchair\CommsServer' folder
- Locate and open the 'SpotlightCommsServer.exe.config' and 'BlackChair.Spotlight.Communications.Server.Service.exe.config' files and correct the log file location and the connection string details to the 'slconfig' database, and then save. **NOTE:** The log file location and connection string details can be obtained from the backup files captured

```

<configuration>
  <configSections>
    <section name="loggingConfiguration" type="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.LoggingSettings, Microsoft.Prac
    <section name="dataConfiguration" type="Microsoft.Practices.EnterpriseLibrary.Data.Configuration.DatabaseSettings, Microsoft.Practices
  </configSections>
  <loggingConfiguration name="Logging Application Block" tracingEnabled="true"
  defaultCategory="General" logWarningsWhenNoCategoriesMatch="true">
    <listeners>
      <add name="Formatted EventLog TraceListener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.FormattedEventLogTraceLi
      listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.FormattedEventLogTraceListenerData, Microsoft.Practices.
      source="Enterprise Library Logging" formatter="Text Formatter"
      log="Application" machineName="" traceOutputOptions="None" filter="All" />
      <add name="Rolling Flat File Trace Listener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.RollingFlatFileTraceList
      listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.RollingFlatFileTraceListenerData, Microsoft.Practices.En
      fileName="C:\Blackchair\Logs\svc-commstrace.log" footer="" formatter="Text Formatter"
      header="" rollFileExistsBehavior="Increment" rollInterval="Day"
      rollSizeKB="100000" timeStampPattern="yyyy-MM-dd" traceOutputOptions="LogicalOperationStack"
      filter="All" />
    </listeners>
  </loggingConfiguration>
</configuration>

```

```

<configuration>
  <configSections>
    <section name="loggingConfiguration" type="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.LoggingSettings, Microsoft.Prac
    <section name="dataConfiguration" type="Microsoft.Practices.EnterpriseLibrary.Data.Configuration.DatabaseSettings, Microsoft.Practices
  </configSections>
  <loggingConfiguration name="Logging Application Block" tracingEnabled="true"
  defaultCategory="General" logWarningsWhenNoCategoriesMatch="true">
    <listeners>
      <add name="Formatted EventLog TraceListener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.FormattedEventLogTraceLi
      listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.FormattedEventLogTraceListenerData, Microsoft.Practices.
      source="Enterprise Library Logging" formatter="Text Formatter"
      log="Application" machineName="" traceOutputOptions="None" filter="All" />
      <add name="Rolling Flat File Trace Listener" type="Microsoft.Practices.EnterpriseLibrary.Logging.TraceListeners.RollingFlatFileTraceList
      listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.RollingFlatFileTraceListenerData, Microsoft.Practices.En
      fileName="C:\Blackchair\Logs\commstrace.log" footer="" formatter="Text Formatter"
      header="" rollFileExistsBehavior="Increment" rollInterval="Day"
      rollSizeKB="100000" timeStampPattern="yyyy-MM-dd" traceOutputOptions="LogicalOperationStack"
      filter="All" />
    </listeners>
  </loggingConfiguration>
</configuration>

```

- Start the 'Spotlight Comms' service.

Spotlight Loader

- Stop the 'Spotlight Loader' service.
- Locate and open the '...\Spotlight Core Audit Installation V6.45\Upgrade\Components\SpotlightLoader' folder.
- Unzip the 'SpotlightLoaderPackage_v6.45.zip' file.
- Copy all the files (except **ContactMethods.xml**) and paste them in to '...\BlackchairLoaders\...\Spotlight Loader ...' folder.
- Update the logging location and connection strings in the following files using any text editor. **NOTE:** The log file location and connection string details can be obtained from the backup files captured
 - SpotlightLoaderService.exe.config
 - SpotlightLoader.exe.config
 - ImportConfigPackage.exe.config
 - StartConfigPackage.exe.config
 - StoreCPEExecution.exe.config

```

<listeners>
  <add name="Formatted EventLog TraceListener" type="Microsoft.Practices.EnterpriseLibrary.Logging.Tra
  listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.FormattedEventLogT
  source="Enterprise Library Logging" formatter="Text Formatter"
  log="Application" machineName="" traceOutputOptions="None" filter="All" />
  <add name="Rolling Flat File Trace Listener" type="Microsoft.Practices.EnterpriseLibrary.Logging.Tra
  listenerDataType="Microsoft.Practices.EnterpriseLibrary.Logging.Configuration.RollingFlatFileTra
  fileName="C:\logs\svc-trace Spotlight.log" footer="" formatter="Text Formatter"
  header="" rollFileExistsBehavior="Increment" rollInterval="Day"
  rollSizeKB="100000" timeStampPattern="yyyy-MM-dd" traceOutputOptions="LogicalOperationStack"
  filter="All" />
</listeners>

```

```
<connectionStrings>
  <add name="SpotlightConfig" connectionString="Data Source=192.168.241.1;Initial Catalog=slconfig;Persist Security Info=True;User ID=spotlight;Password=spotlight"
      providerName="System.Data.SqlClient" />
</connectionStrings>
```

- Take a copy of the provided "**InstallLicense.dat**" File, rename to **cmdInstallLicense.Dat** and place in the **Loader** folder. If the Folder Structure was created as per this document, these folders will be located in **Blackchair\Loaders\EnvName**
- Restart IIS

Repeat this process for each Spotlight Environment.

Update SDP Components

- Locate and open the '**...\Spotlight Core Audit Installation V6.45\Upgrade\Components\SDP**' folder.
- Unzip the '**SDPPackage_V6.45.zip**' file.
- Open the '**GENAuditCON**' folder and copy the **SDPCONGenesysClassicChangeAuditConsumer.jar** file and **startservice.bat** file.
- Paste the copied file in to the '**...\Blackchair\SDP\Environment Name\GENAuditCON**' folder
- Open the '**GENAuditPRD**' folder and copy the **SDPPRDGenesysAuditProducer.jar** file and **startservice.bat** file.
- Paste the copied file in to the '**...\Blackchair\SDP\Environment Name\GENAuditPRD**' folder
- The Producer **application.properties** file has been updated to remove message server details. Copy over a new version of the file from the upgrade software provided and update to reflect the customers settings which can be taken from the backup copy. Save the file and close
- Copy the **messageserver-configuration.json** file from the upgrade software provided and update to include the client specific data (message server info) that has been removed from **application.properties**. Save the file and close
 - If the producer does not connect to message server, please refer to the trouble shooting section below
- Restart the Consumer and Producer services

Repeat this process for each Spotlight Environment.

NB: Multiple message servers can now be configured, see below for further details

Multiple Message Servers

Spotlight can be configured to use multiple message servers per Genesys environment. To do so

- Open the **messageserver-configuration.json** file located in the **Blackchair\SDP\Environment Name\GENAuditPRD\Config** folder
- Copy lines 3 to 41
- Enter a comma after the bracket on line 41
- Paste the copied text into line 42
- Adjust the copied text to reflect the settings of the second message server
- Close and save the file
- Restart the **GENAuditPRD** service

```

1  {
2  "messageServers": [
3  {
4  "acceptMessageIds": [
5      10101,
6      22121,
7      24200,
8      24201,
9      24202,
10     24203,
11     24204,
12     24301
13 ],
14 "addpClientTimeout": 30,
15 "addpServerTimeout": 60,
16 "addpTraceMode": "full",
17 "applicationName": "SpotlightAuditServerGK",
18 "characterEncoding": "windows-1252",
19 "configChangeIds": [
20     24200,
21     24201,
22     24202,
23     24203,
24     24204,
25     10101
26 ],
27 "tlsEnabled": "false",
28 "useADDP": true,
29 "warmStandbyBackupDelay": 2000,
30 "warmStandbyBackupHost": "192.168.188.40",
31 "warmStandbyBackupPort": "7001",
32 "warmStandbyConnectionTimeout": 10000,
33 "warmStandbyPrimaryHost": "192.168.188.40",
34 "warmStandbyPrimaryPort": "7001",
35 "warmStandbyReconnectionRandomDelayRange": 5000,
36 "warmStandbyRetryDelay": [
37     100,
38     500,
39     5000
40 ],
41 },
42 {
43 "acceptMessageIds": [
44     10101,
45     22121,
46     24200,
47     24201,
48     24202,
49     24203,
50     24204,
51     24301
52 ],

```

```

53     "addpClientTimeout": 30,
54     "addpServerTimeout": 60,
55     "addpTraceMode": "full",
56     "applicationName": "SpotlightAuditServerGK",
57     "characterEncoding": "windows-1252",
58     "configChangeIds": [
59         24200,
60         24201,
61         24202,
62         24203,
63         24204,
64         10101
65     ],
66     "tlsEnabled": "false",
67     "useADDP": true,
68     "warmStandbyBackupDelay": 2000,
69     "warmStandbyBackupHost": "192.168.188.41",
70     "warmStandbyBackupPort": "7001",
71     "warmStandbyConnectionTimeout": 10000,
72     "warmStandbyPrimaryHost": "192.168.188.41",
73     "warmStandbyPrimaryPort": "7001",
74     "warmStandbyReconnectionRandomDelayRange": 5000,
75     "warmStandbyRetryDelay": [
76         100,
77         500,
78         5000
79     ]
80 }
81
82 ]
83 }

```

Not Supplied

Spotlight is informed of changes made in Genesys via two messages sent by Genesys, one by the Config Server and one by the Message Server. If Spotlight does not receive the Message Server message within 5 seconds of the Config Server message, then Spotlight is unable to record which Genesys user made the change. Spotlight, therefore records this change in the User Interface as Not Supplied.

This situation also occurs when an agent is assigned to a Virtual Agent Group (VAG) in Genesys, as Genesys does not inform Spotlight of which user made the change. In these circumstances, it may be appropriate to either exclude these changes from Spotlight or identify them as a user other than "Not Supplied"

The following changes can be made in the Producer **Applications.Properties** file

- **producer.filterVirtualAgentGroupMessages = false**- The default value is true and excludes any VAG changes. Set it false to include these
- **producer.technicalUserName = Genesys** - The user that will be recorded against any VAG changes. Any name can be used, eg Genesys, VAG etc

- Once these changes have been made, save the file and restart the Producer service
- Repeat in further environments as required

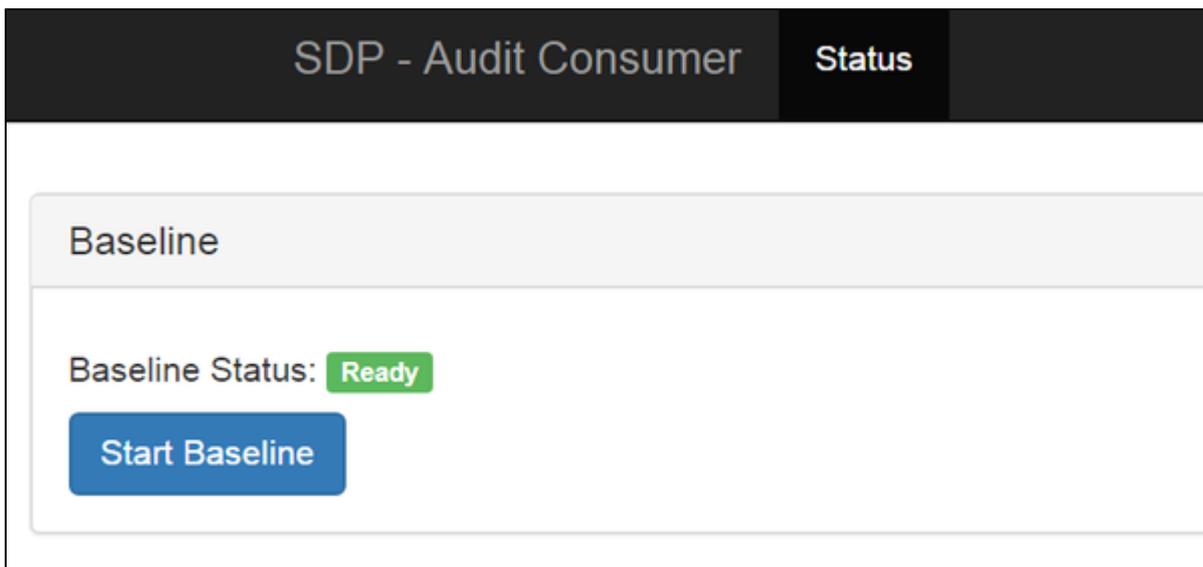
Baseline/Resync

As Spotlight Services have been stopped for a period of time whilst the upgrade has been taking place, it is worthwhile running a resync using the process below.

Baseline/Resync Start

The Consumer has an embedded web server that provides baseline tool functionality. The server is bound to **localhost** and can therefore only be run from the server itself (for security reasons).

- Open the Baseline/Resync tool by entering in a web browser - **localhost:5670**
- Click on the **Start Baseline/Start Resync** button and the Consumer will open the SDK connection to Configuration Server and retrieve every object in CME one object type at a time.



- For each object it receives it will:
 - Create a new, version 1 item if the object doesn't currently exist in Spotlight
 - Create a version n+1 object if the object does exist in Spotlight but has different values than those set in CME
 - Create a version n+1 delete object if the object **does** exist in Spotlight, but **does not** in CME
- As the Baseline/Resync runs it will show a list of already processed object types as shown:

Configuration Sync

Sync Status: **Running**

Started: **Sat Feb 10 2018 11:15:01 GMT+0000 (GMT Standard Time)**

Current Object Type: **CfgPerson**

Completed Items:

- CfgTenant
- CfgHost
- CfgActionCode
- CfgAlarmCondition
- CfgApplication
- CfgAppPrototype
- CfgCallingList
- CfgCampaign
- CfgCampaignGroup
- CfgDN
- CfgDNGroup
- CfgEnumerator
- CfgEnumeratorValue
- CfgField
- CfgFilter
- CfgFolder

Once complete the status will return to 'Ready'.

Configuration Sync

Sync Status: **Ready**

Initial Load - GAX

- If Spotlight is tracking **Genesys GAX**, the initial load will commence once the loader has been started.
- Data will only be populated into the UI once all data has been processed

NB: in order to tell if the GAX data has initial loaded, check the spotlight database LoadParameter table. All GAX entries should now have a current date assigned unless there is no data in GAX for that GAX item

To resync GAX with Spotlight:

- In **SQL Management Studio**, execute the stored procedure – **sp_GAXSetSync**.
- Once the initial load is complete, run the stored procedure – **sp_GAXSetAudit**
- These stored procedures are located in the Spotlight database in **Programability\Stored Procedures**

Release Management - Java

From Spotlight v6.41.2, the Release Management module can utilise two methods of connections to Genesys - **.NET** and **Java**. By default Spotlight will use **.NET**, but can be switched to use Java to allow connections to TLS1.2 enabled Genesys systems.

To enable Java connections :

- In SQL Management Studio, locate the **slconfig** database
- Right click the table "**GlobalParams**" and select "**Edit Top 200 Rows**"
- Add a new entry as follows
 - GKey - **ENV_RMJAVAWS_ENABLED**
 - GValue - **True**
- Select "**Execute**" to save

- Right click the table "**EnvironmentKV**" and select "**Edit Top 200 Rows**"
- Add a new entry as follows
 - envid - **the id of the environment as found in the Environments table**
 - **envkey** - **ENV_CME_TLS_ENABLED**
 - envvalue - **True**
- Select "**Execute**" to save

To revert to using a .NET connection, set **GValue** to **False**

Troubleshooting

Issue Accessing UI

The following error is received when trying to access the UI

Server Error in '/Spotlight' Application.

Required permissions cannot be acquired.

Description: An unhandled exception occurred during the execution of the current web request. Please review the stack trace for more information about the error and where it originated in the code.

Exception Details: System.Security.Policy.PolicyException: Required permissions cannot be acquired.

Source Error:

An unhandled exception was generated during the execution of the current web request. Information regarding the origin and location of the exception can be identified using the exception stack trace below.

Resolution

The fix is to unblock each dll on the bin directory of the Spotlight UI.

In order to do that in one step please open an admin powershell session following command `gci c:\blachchair\IIS\Spotlight\bin | Unblock-File`

Configuration Sync Error

The following error is received when the Configuration Sync is started

Configuration Sync

Sync Status: Ready

Last Run Error:

`javax.persistence.PersistenceException: org.hibernate.exception.SQLGrammarException: could not extract ResultSet`

Resolution

This can be caused if the Spotlight databases are on SQL 2008. To resolve, add the following line to the **Consumer application.properties** file and then restart the **Consumer** service

`spring.jpa.properties.hibernate.dialect = org.hibernate.dialect.SQLServer2008Dialect`

```
""
# Database Options
##
spotlight.db.url=jdbc:sqlserver://WIN-JBLA13U5ERT;databaseName=SpotlightMF;loginTimeout=30
spotlight.db.username=spotlight
spotlight.db.password=1A4GMR+gqx10DwI9kBpb2Q==
spotlight.db.driverclassname=com.microsoft.sqlserver.jdbc.SQLServerDriver
spring.jpa.properties.hibernate.dialect = org.hibernate.dialect.SQLServer2008Dialect
## Verbose logging options
```

Producer does not connect to Message Server

The following error is received when the Producer tries to connect to the Genesys message server

Error starting ApplicationContext. To display the conditions report re-run your application with 'debug' enabled.

```
[ERROR] 2019-10-27 11:07:04.654 [main] SpringApplication - Application run failed
org.springframework.beans.factory.BeanCreationException: Error creating bean with name 'auditClient': Invocation of init method failed;
nested exception is java.lang.RuntimeException: Invalid or missing Message Server configuration file
```

Resolution

An extra comma requires to be removed from the **messageserver-configuration.json** file (highlighted in bold below)

```
"tlsEnabled": false,
"useADDP": true,
"warmStandbyBackupDelay": 2000,
"warmStandbyBackupHost": "dlaaeucmfw01-01.walgreens.com",
"warmStandbyBackupPort": 2050,
"warmStandbyConnectionTimeout": 10000,
"warmStandbyPrimaryHost": "dlaaeucmfw01-01.walgreens.com",
"warmStandbyPrimaryPort": 2050,
"warmStandbyReconnectionRandomDelayRange": 5000,
"warmStandbyRetryDelay": [
  100,
  500,
  5000
]
},
]
}
```

Spotlight Loader will not start

After upgrade, the Spotlight Loader will not start

Resolution

There is a duplicate entry for the **<securityCryptographyConfiguration>** that cause the service not to start.

Remove one of the entries, Lines 10-14 or 76-80
