



Pharos Systems

# Pharos Uniprint® 8.1

## Upgrade Guide

Document Version: UP81-Upgrade-1.0

Distribution Date: 10<sup>th</sup> December 2009

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# Upgrading the Uniprint Suite

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The Uniprint Suite can be upgraded using the installer on the CD image. When the installer detects the presence of older Pharos components, it switches into upgrade mode.

When upgrading your environment, you must upgrade the system as a whole (i.e. you cannot just upgrade one print server). All Pharos server and administration components (including the Pharos Administrator, Pharos Remote, Pharos Reports, and Pharos Station) must be upgraded at the same time and must be upgraded to the exact same version. In addition, any computers with the SignUp Client must be upgraded when the servers are upgraded.

As a general rule, Pharos Systems attempts to keep the servers backward compatible with older versions of the Popup and Notify Clients. This means that you can upgrade the server, but not require the users to upgrade their workstations immediately. However, Pharos recommends that you upgrade all workstations to the latest Popup and Notify Client as quickly as possible.

An upgrade should be completed in the following order:

1. Upgrade the Pharos Database and Principal Services
2. Upgrade each server running Pharos server components, including Print Services, SignUp Services, EDI Service and Web Services
3. Upgrade all computers running the Pharos Station
4. Upgrade all computers running the Pharos SignUp Client
5. Upgrade all computers running the Popup and Notify Clients

## Supported Upgrade Paths

Uniprint 8.1 can upgrade older versions of Uniprint 6.1 and newer provided they are installed on versions of operating system and SQL Server supported by Uniprint 8.1. For more information on supported operating systems and SQL Server versions, refer to the "Uniprint Planning and Installation Guide".

It may be necessary to perform some additional steps before or after the upgrade. Review this list for more information related to your current Uniprint version:

- If you are upgrading from Uniprint 6.0, you must uninstall the Pharos EDI Service first before upgrading and then reinstall the Pharos EDI Service following the upgrade.
- If you are upgrading from Uniprint 6.1 up to 7.0 and you have installed the Pharos EDI Service, it is recommended that you have the latest EDI hot-fix installed before upgrading.

If the latest EDI hot-fix is not applied, the EDI Server may fail to upgrade. The upgrader will show the following error message "Unable to get the configuration of the idsvc service. Error: Access is denied."

To work around this issue, temporarily rename the registry key **HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\idsvc**, reboot the machine and rerun the upgrader. When the upgrade has completed, change the registry key back to its original name.

## Before You Begin

The following points should be taken into consideration before upgrading. (These points are displayed as a reminder at the start of an upgrade).

- If a server contains both Principal Server components (Database, Database Server, License Server) and other Pharos components (e.g. Print Server, SignUp Server), the first time the upgraders run, they will upgrade only the Principal Server components. Once completed, run the upgrader a second time to upgrade the other components. The computer must be rebooted each time the upgrader finishes.
- The upgraders will return an error if they find the Pharos Print Server e and Pharos Station on the same machine. The Print Server must be stopped in order for the upgrade to proceed, but with the Print Server stopped, the Pharos Station cannot be upgraded.

In order to work around this issue:

- Uninstall the Pharos Station
  - Upgrade the Pharos Print Server
  - Install the latest version of the Pharos Station
- Check the Pharos Systems website ([www.pharos.com](http://www.pharos.com)) for any hot fixes or service packs related to the version of Uniprint to which you are upgrading - these will need to be applied following the upgrade.
  - Review the “**Readme.htm**” document on the CD for additional information related to upgrading from older versions of Uniprint.

# Upgrading Server Components

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Pharos server components are upgraded using the main installers. When the installers detect the presence of out-of-date Pharos components, they automatically switch to the upgraders. This section provides you with the instructions on how to upgrade Uniprint Server components.

Upgrading Server components should be completed in the following order:

1. Upgrade the Pharos Database and Principal Services
2. Upgrade other Pharos Components, for example, Print Services, SignUp Services, EDI Service and Web Services

## Before You Begin

Before you begin the upgrade, you must complete the following tasks:

- Read the “Uniprint Planning and Installation Guide” and ensure that your current installation meets the requirements for the version you are upgrading to. These planning steps are just as critical for the upgrade as for a new installation.
- Read the “**Readme.htm**” document on the CD. There may be additional release notes or known issues related to your upgrade.
- Back up the Pharos Database. It is important to backup your Pharos Database and ensure that the backup is usable. If the upgrade fails, you may need to restore the Pharos Database from this backup.

**Notes:**

*If the upgrade fails for any reason, do not attempt to uninstall the failed component. In the case of a failed upgrade, Pharos Support should always be contacted before any further steps are taken.*

## Starting the Upgrade

To begin an upgrade, select **Install Pharos** from the main splash screen—when the installer detects the presence of out-of-date Uniprint components, it will automatically switch to the upgrader.

The upgrader uses a subset of the main installer screens to gather new configuration settings and confirm existing ones before upgrading. Refer to the “Uniprint Planning and Installation Guide” for more information on these screens.

Check the Pharos website for any hot fixes or service packs that may need to be applied following an upgrade.

# Upgrading Client Components

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Upgrading Uniprint client components is relatively straightforward. Pharos client components are upgraded using package installers.

## Before You Begin

- Read the “Uniprint Planning and Installation Guide” to ensure that the computers you are upgrading meet the necessary operating system and pre-requisites requirements of the version to which you are upgrading.
- Read the “**Readme.htm**” document. There may be additional release notes or known issues related to your upgrade.

## General Upgrade Instructions

Standalone client package installers are available for Pharos Remote, Pharos Station, and the Pharos SignUp Client. You can obtain client installer packages in two ways:

- By navigating to the **Packages** context in the Pharos Administrator. This context contains a description of the install package and where to find it. Simply click on the **Package Location** path to open a Windows Explorer window to that location.
- By browsing to the location **Program Files\Pharos\Client Installers** directory of all Pharos Administrator computer.

## Specific Upgrade Instructions

The upgrade for some components may have some additional steps. These components are covered below.

### Upgrading Pharos Remote

When upgrading a Uniprint 8.0 installation to Uniprint 8.1, the upgrader automatically removes the Web Remote components. As the Web Remote will no longer be available, you must run the Pharos Remote Installer Package on each computer on which you want to access Pharos Remote.

To upgrade Pharos Remote:

1. Download the Pharos Remote Installer Package from the **Packages > Pharos Remote Installer** context of the Pharos Administrator. This package is also available in the **Program Files\Pharos\Client Installers** directory of all Pharos Administrator computers.
2. Run the installer package and follow the onscreen instructions to install the new Pharos Remote application.

For more information on how to logon and use Pharos Remote, refer to the Online Help.

## Upgrading SignUp Client

If you have upgraded your SignUp Server to a newer Uniprint version, it is required that you upgrade SignUp Clients to the same version. If SignUp Servers are upgraded without also upgrading SignUp Clients, the clients will go into standalone mode. In this mode they may appear to function correctly, but they will not be communicating with the rest of the SignUp reservation system. This will mean that session details will not be recorded and scheduling reservations is not possible.

To upgrade Pharos SignUp Client:

1. Download the SignUp client installer package from **Packages > Pharos Signup Installer** context of the Pharos Administrator. This package is also available in the **Program Files\Pharos\Client Installers** directory of all Pharos Administrator PCs.
2. Run the installer package on the PCs that you want to upgrade and follow the onscreen instructions.

## Upgrading Popup Clients

To upgrade existing Popup clients to Uniprint 8.1, simply create an install package from the **Packages > Package Definitions** context of the Pharos Administrator and run this package on the computers you want to upgrade.

In addition, computers that have been installed with the package updater component will automatically download the new version from the server and apply the workstation.

For more information on how to create and deploy Install Packages, refer to the “Installing Popup Clients” section of the “Uniprint Planning and Installation Guide”.

**Notes:**

*For Uniprint 7.2 and 8.0, the Install Packages were supported on Windows 7. However, the Uniprint 7.2 package updater component will not function on Windows 7. Users will need to manually apply the new version of Uniprint to their computer.*

## Migrating the Pharos Database

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If the Pharos Principal Server needs to be migrated to new hardware, it is common to do this during an upgrade of the Pharos software. Pharos supplies two small command line utilities that help migrate the Pharos Database to a new server. These tools are:

- **DatabaseMigrationTool.exe** - this tool copies the Pharos Database from its current server to the new one and upgrades it to the new version of Uniprint if necessary.
- **NameSyncTool.exe** - this tool configures the Pharos Database and registry with the details of the new server, and optionally propagates these changes to the other Pharos services.

***Note:** Both the old and the new server must be running SQL Server 2000 and later—the utilities do not support upgrading from MSDE.*

When the database migration tool completes, it automatically runs the name synchronization tool. The name synchronization tool can also be run by itself if the server's name is changed after the upgrade.

These utilities can be found in the Pharos Knowledge Base or requested from Pharos Systems Support. The files come with an instruction file that explains the various command line options for each tool.

The recommended Pharos Database migration procedure is as follows:

1. Install the latest version of Uniprint on the new server.
2. Copy the migration tools to the new server.
3. Run **DatabaseMigrationTool.exe** on the new server. You must supply the necessary information to allow it to connect to the SQL Server on the old Uniprint server.
4. The tool will move the database to the new server and then upgrade it.
5. Test the new server to verify the installation.
6. When testing is complete, take the old server offline and bring the new server online.