

Overview

This document provides instructions for upgrading to Version 25.x for Microsoft SQL Server and Oracle. The Installer must be used to create a deployment and install application server files before proceeding with the instructions in this guide.

The upgrade process is as follows:

1. Stop EAM Windows Services and App Pools.
2. Upgrade the Application server.
3. Upgrade the Database.
4. Upgrade Web Modules.
5. Upgrade Data Services.
6. Upgrade MAXQueue.
7. Upgrade Integration Designer.
8. Restore EAM Windows Services and App Pools.
9. Upgrade MAXQueue Custom Package.
10. Upgrade License Keys.
11. Verify Access Rights.

If you have questions about how to perform the upgrade or if you encounter problems during the process, please contact Customer Care, which is available Monday through Friday, 8:00 a.m. to 8:00 p.m. EST.

Toll-Free Telephone: 1-877-411-8727

E-mail: cc@trapezegroup.com

FTP Site: <https://ftps.trapezegroup.com/>

Web Site: <https://collaborate.trapezegroup.com>

Prerequisites and Impact of Upgrading

- ❗ To protect against the accidental loss of data that can result from a system failure, it is recommended that you design and implement a rigorous backup procedure. You should also regularly test backups of the database to ensure media integrity and the ability to completely recover the database. For more information, consult your Database Administrator.
- To ensure the impact of upgrading to a new version of EAM is understood, it is recommended that you upgrade a copy of your current version in a staged test environment BEFORE you upgrade your production system.
- MAXQueue interface users: It is recommended that you test all interfaces against this upgraded version of EAM to ensure that they continue to function properly. Verification that your interfaces function correctly is your responsibility.
 - If an issue is found, we will attempt to replicate the issue to determine if it was caused by the upgrade. If it is determined that this upgrade is the source of the reported issue we will correct it for clients with a current maintenance contract. If no current maintenance contract is in place, issues with MAXQueue interfaces will be corrected for a fee.
- ASP.NET 4.8.0 is a prerequisite for Web Modules Server. Please upgrade .NET Framework to 4.8 prior to upgrading.

Upgrading Windows 64-bit Systems

When an existing 32-bit Web Modules installation is upgraded to 64-bit, the web application is not actually upgraded to 64-bit at that point. The bitness is driven via the "Enable 32-Bit Applications" setting on the IIS Application Pool. Do one of two things to upgrade web modules to 64-bit after installation:

1. Remove the website in the Configurator and re-create it.
2. Go to the Application Pool in IIS for the existing website, right click, open Advanced Settings and set "Enable 32-Bit Applications" to false.

1. Stop EAM Windows Services and App Pools

To stop Windows Services:

1. Launch the Services management console.
2. Find your Application Server Windows Service in the list and stop it.
3. Find FASuite.Scheduler and stop it.
4. Find FASuite.Services and stop it.
5. Find MAXQueueService and stop it.

To stop App Pools:

1. Launch the Internet Information Services (IIS) Manager.
2. In the Connections pane on the left, expand your Server and select Application Pools.
3. Select any App Pools used for EAM and click Stop.

2. Upgrade the Application Server

To upgrade Application Server:

1. Launch the EAM Installer: EAMSetup.exe as Administrator.
2. Select your Deployment.
3. Click the **Upgrade** button for your existing Application Server.
4. Click the **Upgrade Now** button to start the upgrade.
 - ❗ During the upgrade of the Application Server, existing Application Server folders will be deleted then replaced to remove unused files from previous installs. It is recommended to not store any customized script files in the Application Server folder. Any such files should be moved out of their existing installations prior to upgrading the Application Server.
5. (Optional) Configure the EAM GUI on the Application Server. Go to Trapeze\EAM\<Deployment>\AppServer\EAMGui
 - i. Create a shortcut to EAMGui.exe.

- ii. Add the following arguments to the end of the target line in the shortcut:

<Hostname>:<Port>

Example target path:

*C:\Trapeze\EAM\Production\AppServer\EAMGui\EAMGui.exe
localhost:2060*

3. Upgrade the Database

To upgrade the database, you must load and execute the database update files on the database server.

-  Perform a full backup of your database.

Updating the database requires a large amount of transaction log space. It is recommended that you manage transaction log file space by performing a backup of your database transaction log and specifying the option to "Truncate transaction log" prior to upgrading the database. This will free essential file space which can be used during the upgrade steps.

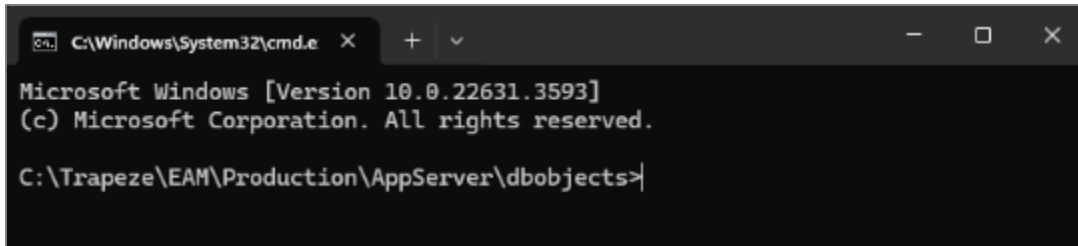
To upgrade Database:

1. Launch the Command Prompt as Administrator.
2. After opening the command window, use the CD command to navigate to your **AppServer** installation path **\DBObjects** subdirectory. If you are not familiar with the CD command, type Help CD in your command window for MS-DOS directions.

By default, your installation path should be as shown below (where C: is the installation hard drive where you originally installed the product, and <Deployment Name> is the name that you gave your installation deployment when you first created it).

cd C:\Trapeze\EAM\<Deployment Name>\AppServer\DBObjects>

For example, if the Deployment is named, 'Production,' and it is installed on the C: drive, then you would navigate to:



```

C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.22631.3593]
(c) Microsoft Corporation. All rights reserved.

C:\Trapeze\EAM\Production\AppServer\dbobjects>

```

Please note that if you did not use the default path when you first created your existing deployment, your path will be different. Locate your installation path **DBObjects** subdirectory and navigate there by placing that path in your command prompt.

- To update the structure of the database, enter the following command in the **Trapeze\EAM\<Deployment Name>\AppServer\DBObjects** directory. If you installed Trapeze EAM to a different directory, open a command prompt wherever the DBObjects directory exists.

convert emsdba/<emsdba database user password>@<ODBC Data Source/TNS>

Example: convert emsdba/emsdba@EAM

After the application completes the conversion, the following message appears:

Finished conversion = **110**

❗ If the finished conversion number is not **110** or the conversion process errors, please contact Customer Support.

This step creates convert.log and convert.err in the Trapeze\EAM\<Deployment Name>\DBObjects directory.

- Follow the instructions in the message that appears on the screen.

```

*****
** Conversion finished successfully.
** Ready to start post conversion steps
** - press [Enter] to continue
*****

```

- Review the text for each post conversion script step and report any errors as they will not be logged.
- Review the logs for any errors. The console only displays errors that are not acceptable. A complete list of errors is provided in the convert.err log file.
 - Errors marked as “Acceptable Errors” can be ignored.

- The following errors can be ignored because it already exists and is known by the system:
 - The operation failed because an index or statistics with name 'ACAT_MAIN_ROW' already exists on table 'ACAT_MAIN'.
 - ORA-00955: name is already used by an existing object
 - ORA-01418: specified index does not exist
- 7. To create new views, update the data dictionary, grant rights to new database objects, and create new synonyms. Enter the following into the command prompt:

MSSQL:

update emsdba/<emsdba database user password>@<ODBC Data Source>

Example: update emsdba/emsdba@EAM

Oracle:

sqlplus emsdba/<emsdba database user password>@<TNS> @update.sql

Example: sqlplus emsdba/emsdba@EAM @update.sql

This step creates update.log and views.log in the Trapeze\EAM\<Deployment Name>\DBObjects directory.

- 8. To load the new screen specifications, enter the following into the command prompt in the \Trapeze\EAM\<Deployment Name>\AppServer\DBObjects directory.

uiloader emsdba/<emsdba database user password>@<ODBC Data Source/TNS>

Example: uiloader emsdba/emsdba@EAM

This step creates str_resource.log, system_settings_main.log, uictrl1.log, uictrl2.log, uictrl3.log, and uictrl4.log in the Trapeze\EAM\<Deployment Name>\AppServer\dbojects\uiloader directory.

4. Upgrade Web Modules

From the Installer, do the following to upgrade web modules:

1. Click the **Upgrade** button for each instance of Web Modules.

2. Add or remove any optional modules as desired.
3. Click **Upgrade Now** and the Configurator will be launched.
 - ✔ If configuration changes are necessary, please refer to the *Administrator Guide, Install and Configure Web Modules* section.
4. Click **Save and Restart Application** if changes were made to the configuration. Or click **Exit** if no changes were required.
5. If Reporting was selected as an optional module, a dialog will pop-up that allows you to copy the latest version of all out-of-box reports to your configured Reporting Directory. Click the **Copy Reports** button to copy the reports.
6. Click **OK** on the File Copy Complete dialog.
7. Click **Continue** on the Reporting Setup dialog.

5. Upgrade Data Services

From the Installer, do the following to upgrade Data Services:

1. Click the **Upgrade** button for Data Services.
2. Click **Upgrade Now** and the Configurator will be launched.
 - ✔ If configuration changes are necessary, please refer to the *Administrator Guide, Install Data Services* section.
3. Click **Save** if changes were made to the configuration. Or click **Exit** if no changes were required.

6. Upgrade MAXQueue

From the Installer, do the following to upgrade MAXQueue:

1. Click the **Upgrade** button for MAXQueue.
2. Click **Upgrade Now** and the Configurator will be launched.
 - ✔ If configuration changes are necessary, please refer to the *Administrator Guide, Install MAXQueue and Integration Designer* section.
3. From the Database tab, click the **Convert** button to run the MAXQueue tables conversion.

4. From the Advanced tab, click the **Execute Post Conversion Steps** button.
5. Click **Save** if changes were made to the configuration. Or click **Exit** if no changes were required.

7. Upgrade Integration Designer

From the Installer, do the following to upgrade Integration Designer:

1. Click the **Upgrade** button for Integration Designer.
2. Click **Upgrade Now** and the Configurator will be launched.
 - ✓ If configuration changes are necessary, please refer to the *Administrator Guide, Install MAXQueue and Integration Designer* section.
3. Click **Save** if changes were made to the configuration. Or click **Exit** if no changes were required.

8. Restore EAM Windows Services and App Pools

To restore Windows Services:

1. Launch the Services management console.
2. Find your Application Server Windows Service in the list and start it.
3. Find FASuite.Scheduler and start it.
4. Find FASuite.Services and start it.
5. If you have no MAXQueue custom packages, find MAXQueueService and start it. Otherwise, leave it off until you have completed installation of MAXQueue Custom Package.

To restore App Pools:

1. Launch the Internet Information Services (IIS) Manager.
2. In the Connections pane on the left, expand your Server and select Application Pools.
3. Select any App Pools used for EAM and click Start.

9. Upgrade MAXQueue Custom Package

From the MAXQueue Custom Package Installer, do the following:

1. Ensure MAXQueue Windows Service has been stopped.
2. Click the **Upgrade** button for MAXQueue.
3. Select desired Service Modules from Optional Modules list.
4. Click **Upgrade Now**.
5. Restart the MAXQueue Windows Service. Leave the Services within Integration Designer disabled.
6. Start the Integration Designer AppPool.
7. Review all files in the Trapeze\EAM\<Deployment Name>\MAXQueue\Docs folder including .pdf and .txt files.
8. Find and run Database Scripts found in Trapeze\EAM\<Deployment Name>\MAXQueue\Server\DBinit.
9. Go to Integration Designer to review and configure MAXQueue Service Variables.
10. Review Service Adapters and provide necessary configuration. For example, set Timer Adapter to desired frequency.

10. Upgrade License Keys

To upgrade License Keys:

1. Login to EAM as Administrator and navigate to the License Keys screen.
2. Update license keys to match those provided by Customer Care.

3. Restart the Application Server.
4. Login to Web Modules as Admin User and navigate to **Admin > Admin Center**.
5. Click the **Installation Manager** button.
6. Click the **Update Modules** button.

11. Verify Access Rights

Review access rights on the User Groups screen to ensure that users have access to the appropriate screens. This can be done using Enterprise Portal or GUI.