Messenger@Net

Upgrade Notes v4.1.1

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Upgrade Notes for Messenger@Net 4.1.1

1. Introduction

This document applies to Messenger@Net v4.1.1 release and describes the procedure necessary to transfer configuration parameters and settings from an existing Messenger@Net 4.0.2 installation.

Starting with v4.1.1, Messenger@Net comes packaged in a new, professional-grade installation program. For this reason, there is no automated upgrade path from previous releases; however, a "manual upgrade" is possible. This upgrade procedure consists of the following phases:

1. Backup data from existing Messenger@Net server (configuration database, *.ini files etc.)
2. Uninstall existing Messenger@Net product
3. Perform a clean install of Messenger@Net 4.1.1.
4. Restore configuration data on the new installation

Important
NEC recommends to make a full backup of the PC running the old Messenger@Net software, using disk imaging software.

Note
Depending on your environment, deploying Messenger@Net 4.1.1 on a new PC (referred to as a "scratch install") might be a better approach. In this case, uninstalling the existing product can be skipped; you only need to transfer the backup data to the new PC. An added benefit is that the old PC acts as a backup system until the new server is up and running.

2. Performing backup

This phase covers gathering of all information (configuration settings etc.) that is typically specific to your environment. The resulted files need to be transferred to the PC where Messenger@Net v4.1.1 is being installed.

1. Ensure that Messenger@Net is stopped. This includes all modules, as well as *Task Manager* (eTM) and/or *Task Manager High Availability* (eTM_HA), if present.
2. Make a backup of the current environment. This typically can be done by archiving the following directories into a zip file:
   - C:\SOPHO Messenger@Net\
   - C:\SOPHO Messenger@Net eConfig\
   - C:\Program Files\Messenger@Net\
   - C:\Program Files\Messenger@Net SDK\

Note
Make sure you store the zip archives in a safe location, especially if you plan to format the PC to install a clean operating system for Messenger@Net.

3. Make a copy of the **configuration database files** located in C:\SOPHO Messenger@Net\Mdb directory (*Messenger_CFG.mdb* and *Messenger_DATA.mdb*). These files are very important, as they hold the entire configuration specific to your site.

4. Optionally, make a copy of the **log files,** as follows:
   - C:\SOPHO Messenger@Net\Log
   - C:\SOPHO Messenger@Net\eLOG
   This step is only necessary if you intend to preserve your logging history.

5. Make a copy of the **initialization files for any Messenger@Net add-on modules** you may have installed. These are typically located in C:\Program Files\Messenger@Net\Exe directory and have *.ini or *.xml file extensions (e.g. *eCHUBB.ini, eDASGIF.ini, eFR.xml* etc.)

6. Make a copy of the **initialization files for any Messenger@Net tools/SDKs** you may have installed. These are typically located in C:\Program Files\Messenger@Net SDK\Exe directory and have *.ini file extension (e.g. *eCAP_SDK.ini, eMXIO_SDK.ini, Messenger@Net for i5.ini* etc.)

7. If you are using Windows shortcuts to start up the modules, right-click each shortcut, select 'Properties' from the context menu. In the 'Shortcut' tab of the properties dialog that appears and write down the command-line parameters that appear in the 'Target' field of the shortcut come after the executable (see Figure 1).
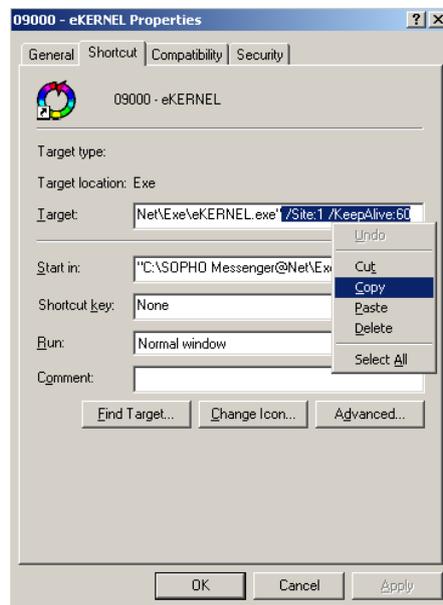
Figure 1 Backing up shortcut parameters

Note
If you are using "Task Manager" to start up the Messenger@Net modules, you may skip backing up the shortcuts. The eTM/eTM_HA parameters are going to be generated based on your configuration database.

8. If using National Instruments products together with Messenger@Net, ensure you have a copy of the **National Instruments configuration**. This is typically a *.iak file and can be generated via the Measurement & Automation Explorer tool.

If you intend to do a scratch install of Messenger@Net Server PC (completely reinstall the server, including reinstall or upgrade the operating system, hardware etc.), also make a note of the following information:

- The computer name and domain/workgroup membership

- The network settings (IP address, subnet mask, gateway etc.)
- Any persistent routes that might have been configured (use "route print" in a command-line prompt)
- What third-party hardware and software are available, and check if you have the drivers and software to reconfigure that hardware on e.g. a more recent operating system
- The availability and usage of COM-ports (e.g. COM1 for eCAP, COM2 for pcAnywhere etc.)
- The license file for the Messenger@Net hardware dongle

You will need this information later when (re)installing the operating system.

3. Uninstalling prior version of Messenger@Net

This section describes the necessary steps to remove the prior version (4.0.2) of Messenger@Net from the server PC. If you chose to do a scratch install, you may skip this section altogether.

3.1. Preparation

Before attempting to uninstall Messenger@Net 4.0.2, ensure that all modules are stopped and that you backed up the necessary configuration data.

3.2. Uninstalling the core packages

To uninstall the core packages of Messenger@Net 4.0.2, follow these steps:

1. Browse to C:\SOPHO Messenger@Net\ directory and make _ISREG32.DLL file read-only.

Note
This is necessary to work around an InstallShield 2.02 bug. When multiple product packages have been installed in the same location, as it is the case with Messenger@Net core package and its add-on packages, uninstalling one of the packages deletes this file which is later required by the other packages. Making the file read-only prevents uninstall from deleting it and therefore solves the problem.

2. Use Control Panel to remove 'Messenger@Net' core package.
   a. Go to *Start > Settings > Control Panel* and open 'Add or Remove Programs' wizard.
   b. Select 'Messenger@Net' from the program list and click 'Remove' – see Figure 3.
   c. When prompted to select the components to remove, select 'No To All' (see Figure 2):
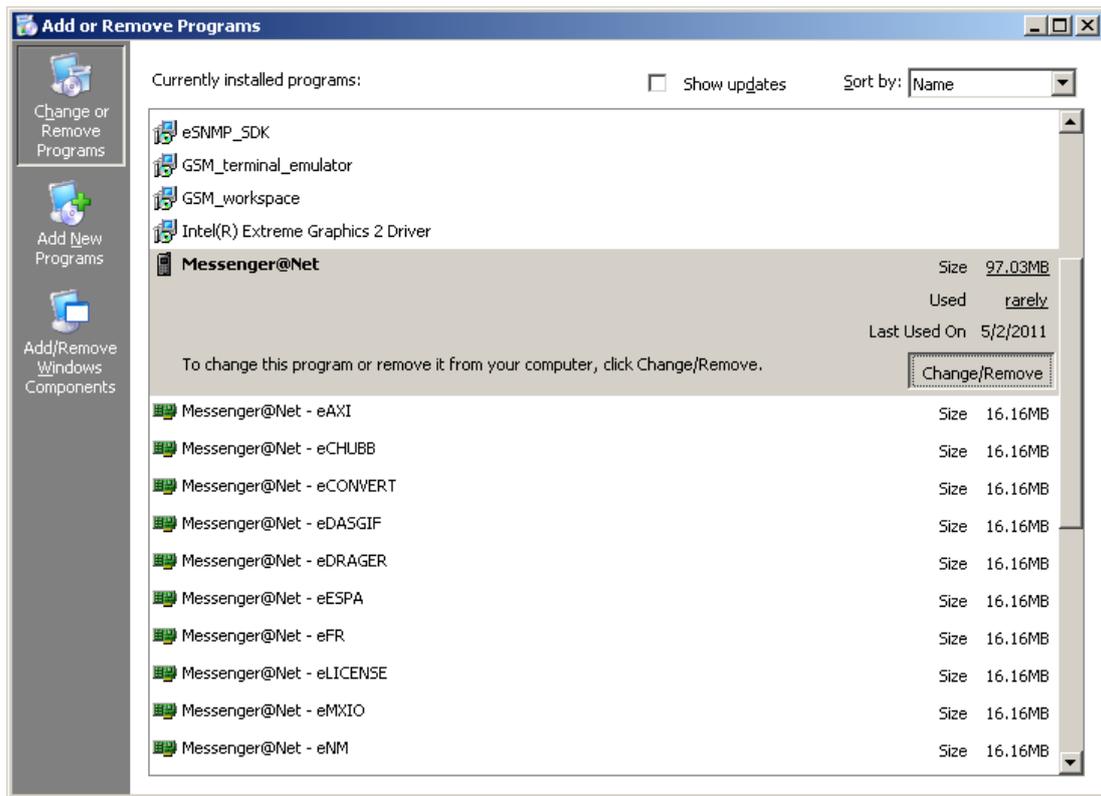
Figure 3 Add or Remove Programs

3. Use Control Panel to remove 'Messenger@Net – Templates' package.
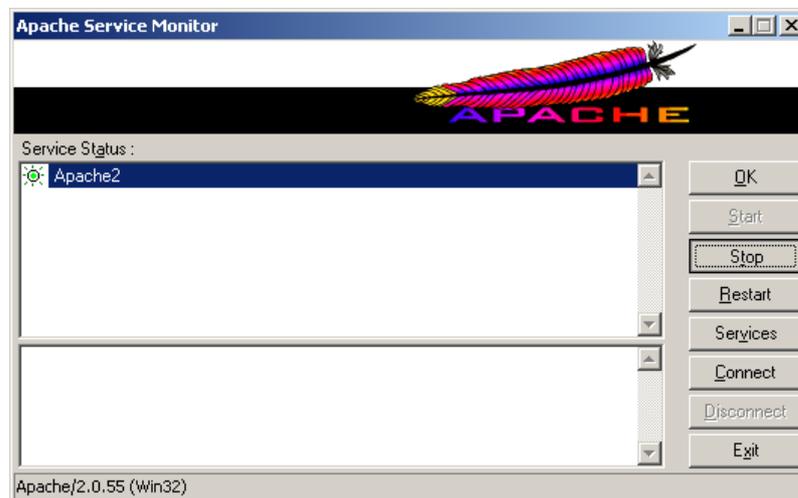4. Stop Apache server.

Figure 4 Stopping Apache Server

5. Delete the C:\SOPHO Messenger@Net\ directory.

3.3. Uninstalling eCONFIG

To uninstall the eCONFIG module, do the following:

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1. Use Control Panel to remove the 'Messenger@Net – eConfig' package. When prompted whether to remove components, choose 'Yes To All' – see Figure 2.
2. Delete C:\SOPHO Messenger@Net eConfig\ directory if still present on disk.

3.4. Uninstalling add-ons

The Messenger@Net 4.0.2 comes with a series of optional packages that provide additional (typically customer-specific) functionality. Some of these add-ons may not be present on your particular system.

To uninstall an add-on, do the following:

1. Open C:\Program Files\Messenger@Net\ directory and make the *_ISREG32.DLL* file read-only (see note in section 3.2 above).
2. Use Control Panel to remove 'Messenger@Net – eDASGIF' add-on, if installed. When prompted to remove shared operating system components, choose 'No To All' – see Figure 2.
3. Repeat the above step for any installed add-on. Add-ons are named 'Messenger@Net – [name]', where [name] is the name of the add-on.
4. Delete C:\Program Files\Messenger@Net\ directory if still present on disk.

3.5. Uninstalling tools/SDKs

Depending on your site configuration, there may be one or more optional tools/SDK components installed. The list of all tools available with Messenger@Net 4.0.2 is as follows:

- DECT_workspace
- GSM_workspace
- eCAP_SDK
- eDASGIF_SDK
- eESPA_SDK
- eMXIO_SDK
- eSNMP_SDK
- GSM_terminal_emulator
- Messenger@Net_for_i5

To uninstall a tool/SDK component, do the following:

1. Open C:\Program Files\Messenger@Net SDK\ directory and make the *_ISREG32.DLL* file read-only (see note in section 3.2 above).
2. Use Control Panel to remove 'eAPI_SDK' tool.
3. Repeat the above step for any other tool from the list above.
4. Delete C:\Program Files\Messenger@Net SDK\ directory if still present on disk.

3.6. Finalizing the uninstall

To clean up the system and finalize the installation, do the following:

1. Delete the shortcuts to the Messenger@Net modules, as pictured in Figure 5:
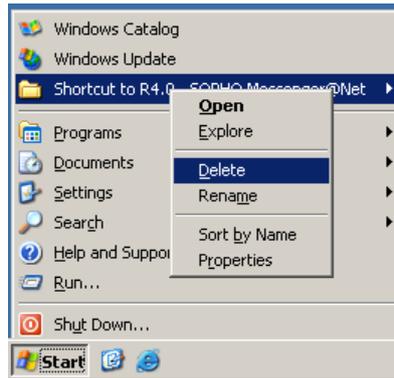
Figure 5 Deleting shortcuts

2. Delete the following keys from the registry, to clean up the system:
   - HKEY_CURRENT_USER\Software\1S
   - HKEY_CURRENT_USER\Software\IBS Technology & Services
   - HKEY_CURRENT_USER\Software\NEC Philips Unified Solutions
   - HKEY_CURRENT_USER\Software\Philips\SOPHO Messenger@Net
   - HKEY_LOCAL_MACHINE\SOFTWARE\1S
   - HKEY_LOCAL_MACHINE\SOFTWARE\NEC Unified Solutions
3. Use Control Panel to remove 'Apache HTTP Server'.
4. Use Control Panel to remove 'PHP 5.1.1'.
5. Use Control Panel to remove 'SOPHO CTI Install'.

4. Installing Messenger@Net 4.1.1

To install the latest version of Messenger@Net, refer to the Installation Guide available on the Messenger@Net 4.1.1 DVD-ROM. If you choose to do a custom install, be sure to select all the modules that were used in your existing configuration.

5. Restoring configuration data

After completing the installation of Messenger@Net 4.1.1, you need to overwrite the default configuration with the data you backed up.

1. Start eGRID module, select eKERNEL_Site table and write down the values in the following fields:
   - CFG_Connectionstring_CFG_str
   - CFG_Connectionstring_DATA_str
   - CFG_Log_path_str
   - CFG_eLOG_Path_str
2. Rename the *Messenger_CFG.mdb* configuration database you previously backed up to MessengerConfig.mdb. Copy it to *[INSTALLDIR]*[1]*Database*\ directory, overwriting the existing one (e.g. C:\Program Files\NEC\Messenger@Net\Database\MessengerConfig.mdb).

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[1] [INSTALLDIR] represents the directory where Messenger@Net 4.1.1 was installed; typically this is C:\Program Files\NEC\Messenger@Net

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3. Rename the *Messenger_DATA.mdb* configuration database you previously backed up to MessengerData.mdb. Copy it to *[INSTALLDIR]\Database* directory, overwriting the existing one (e.g. C:\Program Files\NEC\Messenger@Net\Database\MessengerData.mdb).

4. Start eGRID module again, select eKERNEL_Site table and write the values you retrieved at step 1 in their corresponding fields (see Figure 6)
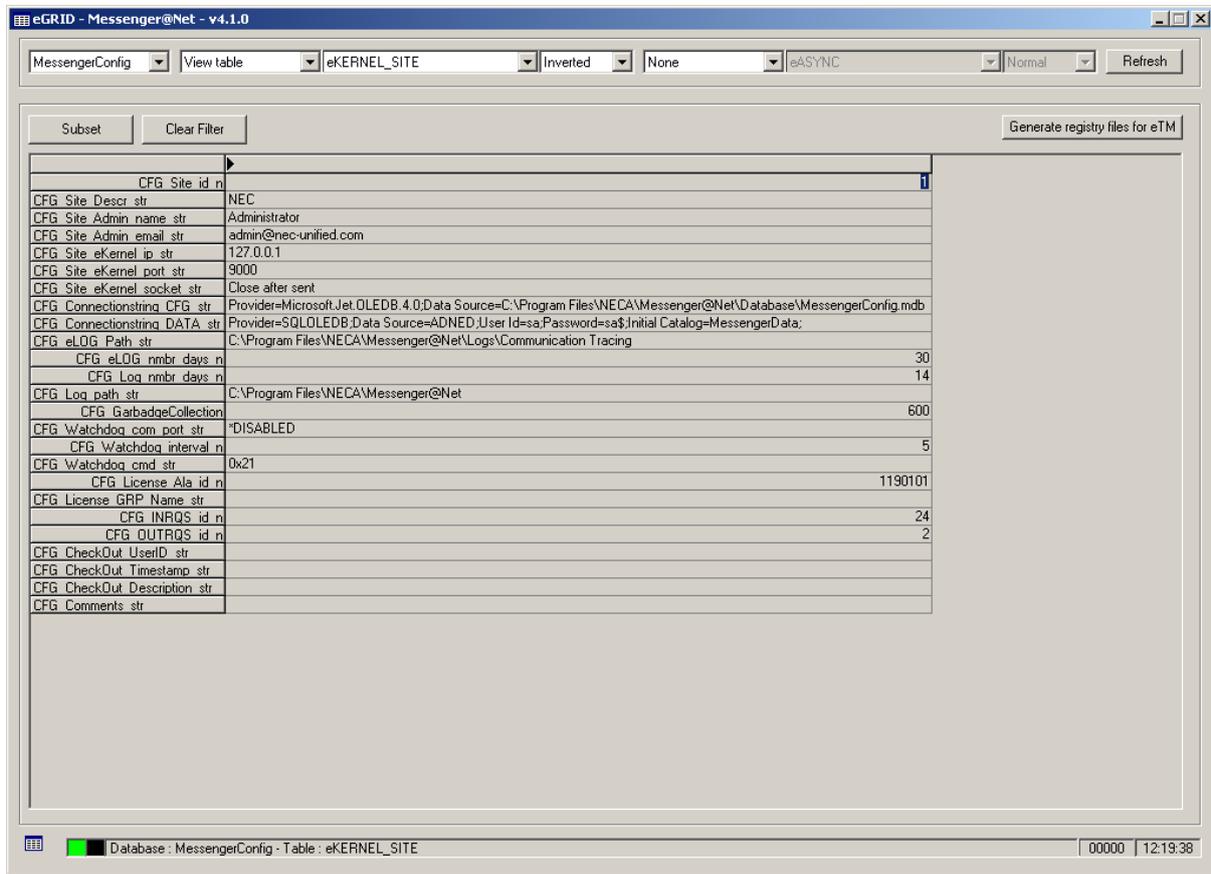

Figure 6 Updating eKERNEL_Site table in eGRID

5. Click 'Generate registry files for eTM' button. Browse to [INSTALLDIR]\Maintenance\Registry and double-click the registry file to merge the settings for 'Task Manager' that apply to your module configuration.

6. Copy the core module initialization files (*.ini and *.xml) you previously backed up from C:\SOPHO Messenger@Net\Exe to [INSTALLDIR]\Core directory (e.g. C:\Program Files\NEC\Messenger@Net\Core\eCSTA.ini). If asked to overwrite existing files, choose 'Yes'.

7. Copy the add-on module initialization files (*.ini and *.xml) you previously backed up from C:\Program Files\ Messenger@Net\Exe to [INSTALLDIR]\AddOns directory (e.g. C:\Program Files\NEC\Messenger@Net\AddOns\eDASGIF.ini). If asked to overwrite existing files, choose 'Yes'.

8. Copy the tool/SDK module initialization files (*.ini and *.xml) you previously backed up from C:\Program Files\ Messenger@Net SDK\Exe to [INSTALLDIR]\Tools directory (e.g. C:\Program Files\NEC\Messenger@Net\Tools\eMXIO_SDK.ini). If asked to overwrite existing files, choose 'Yes'.

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9. Update the shortcut parameters from Start menu > Programs > Messenger@Net program group by right-clicking each shortcut, choosing 'Properties' and adjusting the 'Target' field according to the settings you backed up from the previous configuration.
10. Start up the configuration utility via Start menu > Programs > Messenger@Net > eConfig and verify that the displayed configuration is correct and matches the old settings.

Important

Remember that in a distributed environment, you also need to clean up all PCs that connect to the main Messenger@Net and install a copy of Messenger@Net 4.1.1 in client mode. Shortcuts and registry settings also need to be backed up and restored on these systems, similar to what is described in this document.