

Ascente 3.7 Upgrade Instructions

Follow these instructions to upgrade a customer that is currently running Ascente 3.6.x or a lower version of 3.7.

NOTE: If a customer is running a version of Ascente prior to 3.6 you **MUST** first upgrade Ascente to 3.6.9. See the separate instructions on the website.

The Ascente upgrade will take approximately 1 hr per company.

Be careful of systems that have multiple servers in a Terminal Services environment.

Pre-installation:

- ☐ Make sure the customer is currently running Ascente 3.6.x. If running 3.5.x, you will first need to follow the instructions for upgrading to 3.6.
- ☐ If running 3.6.0 through 3.6.8, first upgrade the customer to 3.6.9.
- ☐ Ship Ascente 3.7 on CD or download the AscenteSetup.exe from our web site.
- ☐ If running SQL 2005 make sure xp_cmdshell is enabled:
 - Run SQL Server Surface Area Configuration
 - Select Surface Area Configuration for Features
 - Select xp_cmdshell
 - Check the Enable xp_cmdshell box.
 - Click on Apply
- ☐ If running SQL 2008 make sure xp_cmdshell is enabled:
 - Run SQL Server Management Studio
 - Right click on the SQL instance and select Facets
 - Select the Server Configuration facet
 - Scroll to the end of the facet properties list and select XPCmdShellEnabled option
 - Set the value to True
 - Click on OK

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Ascente 3.7 Installation Steps:

- ☐ Stop any additional Digipage services (only necessary if running Digipage for multiple Ascente companies).
- ☐ Make a backup of the Ascente database(s)
- ☐ Note the current version of Ascente: _____
- ☐ Run the AscenteSetup.exe for 3.7.
- ☐ After the install completes, Ascente 3.7 will run and you will need to register (you can select Register Later to delay for up to 7 days).
- ☐ The Data Migration Tool will then run.
- ☐ Select the Ascente 3.7 script and execute this.
- ☐ Repeat this process for any additional Ascente companies.
- ☐ Run the Paging Status Inquiry to insure it shows Paging is running. Start any additional Digipage Services (only required if running Digipage for multiple companies).
- ☐ Make sure the SQL backups have been running successfully.
- ☐ Be sure to update the CSR system with the new Ascente revision.

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If the customer has multiple servers, or is running in a Client/Server environment complete the following steps:

- ☐ Share the Ascente\Setup folder on the main database server.
- ☐ Run Ascente and go to System, Maintenance, Options and Interface and set the "Path For Setup" to point to this new share that has been created using the UNC name. For example: \\SERVER\Setup

By completing these steps, the next time Ascente 3.7 is run from one of the servers/workstations the system will automatically run the new AscenteSetup and upgrade that server/workstation.

- ☐ Test Call Taking to be sure it is functional.
- ☐ Tell the user to restart VBTele if they own this product