



AlertDispatcher

Upgrade and Migration Guide

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1. Introduction

The AlertDispatcher Upgrade and Migration Guide is divided into the following three major chapters.

1). AlertDispatcher Version Upgrade

2). AlertDispatcher License Type Upgrade

3). AlertDispatcher Migration

2. AlertDispatcher Version Upgrade

This chapter covers the procedure for upgrading Server (Full installation). For upgrading Client only installation, please refer to [2\). Upgrading AlertDispatcher Client \(Remote Client\)](#).

1). Upgrading AlertDispatcher (Server + Client)

a). Pre-upgrade Checklist for AlertDispatcher Version Upgrade

Follow the checklist to minimize downtime during the upgrade. The checklist is especially useful if your installation is off-site.

i). Upgrade eligibility (Important!)

All installations are eligible for free version upgrades for the first year. If your AlertDispatcher installation is more than one year old, please check with your AlertDispatcher vendor for the version of AlertDispatcher you can use before proceeding with any version upgrade.

ii). Prepare AlertDispatcher installer (New Version)

Copy the new version of AlertDispatcher installer to the existing AlertDispatcher machine or to a removable storage medium (for off-site installation).

Note: There's no separate installer for upgrade. The default installer will detect and automatically upgrade an existing installation.

iii). Software Activation Code (Required for major Version or License Type upgrade)

If you're making a major version upgrade, e.g. from AlertDispatcher v6 to v7, you will be required to activate the license again. Please contact your vendor to confirm your Software Activation Code. If you're doing a minor version upgrade, e.g. AlertDispatcher v9 build 1046 to build 1100, then there is no need to activate the license.

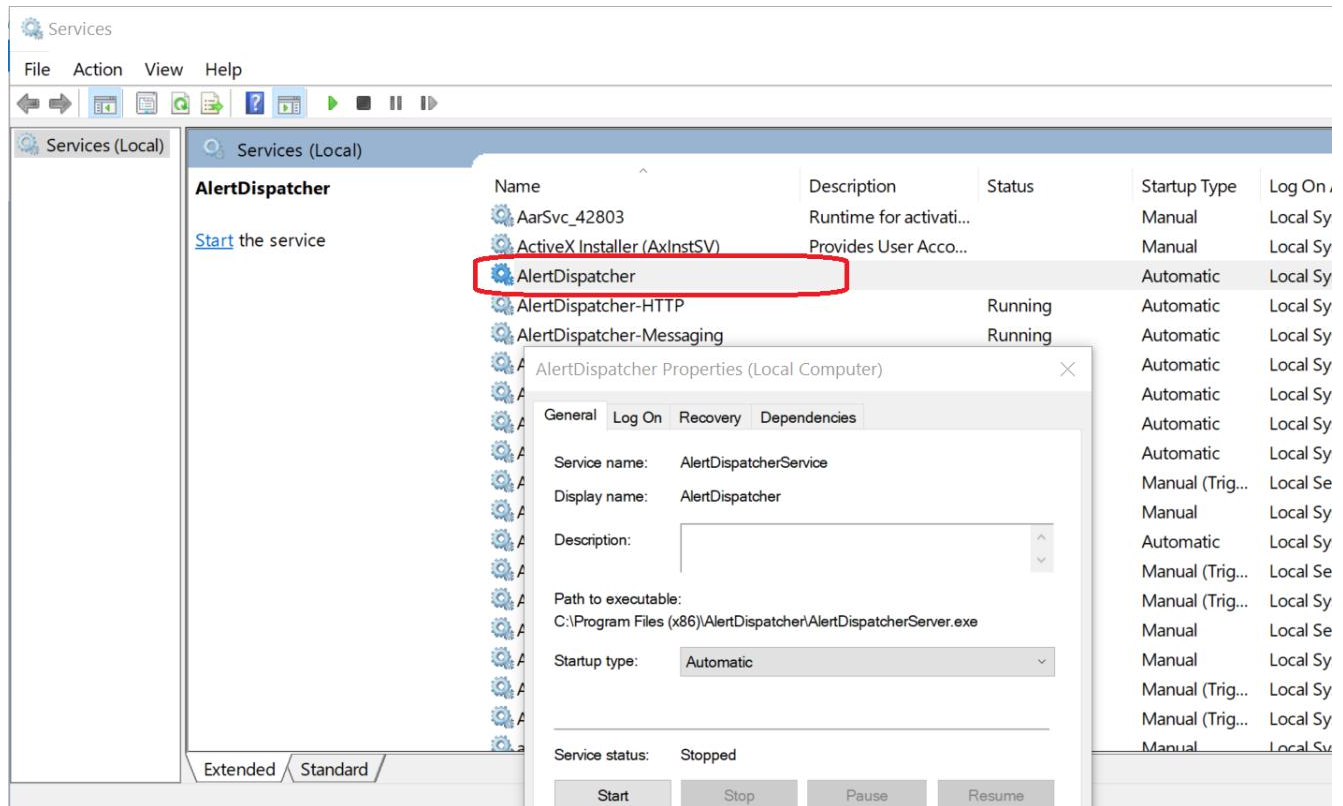
iv). Administrator login credentials

A Windows user with administrator rights is required to run the installer/upgrade software.

b). AlertDispatcher Version Upgrade Procedure

Step 1: Stop AlertDispatcher Service, Backup the entire AlertDispatcher Program Files folder [COMPULSORY step for critical sites]

Stop AlertDispatcher Main Service from AlertDispatcher Client or Windows Services.



Open Windows File Explorer, go to AlertDispatcher Program Files folder. Copy and backup the entire folder and contents of AlertDispatcher. This folder contains all the AlertDispatcher executables, database and configuration files.

e.g. "C:\Program Files (x86)\AlertDispatcher\" to "C:\Program Files (x86)\AlertDispatcher-copy\"

Step 2: Run new version of AlertDispatcher installer

Run the new installer on your existing installation.

Note:

- 1). There is no need to uninstall the existing software as the new installer will automatically detect and upgrade the existing installation.
- 2). If in doubt, always choose the default or 'Yes' or 'OK' selection when prompted for a selection.

Step 3: Register new license

Refer to [6. Appendix B: License Activation/Registration](#)

Step 4: Test after registering license

After successfully applying the new license, test your new installation. If you're having issues, refer to [5. Appendix A: Troubleshooting Procedure](#)

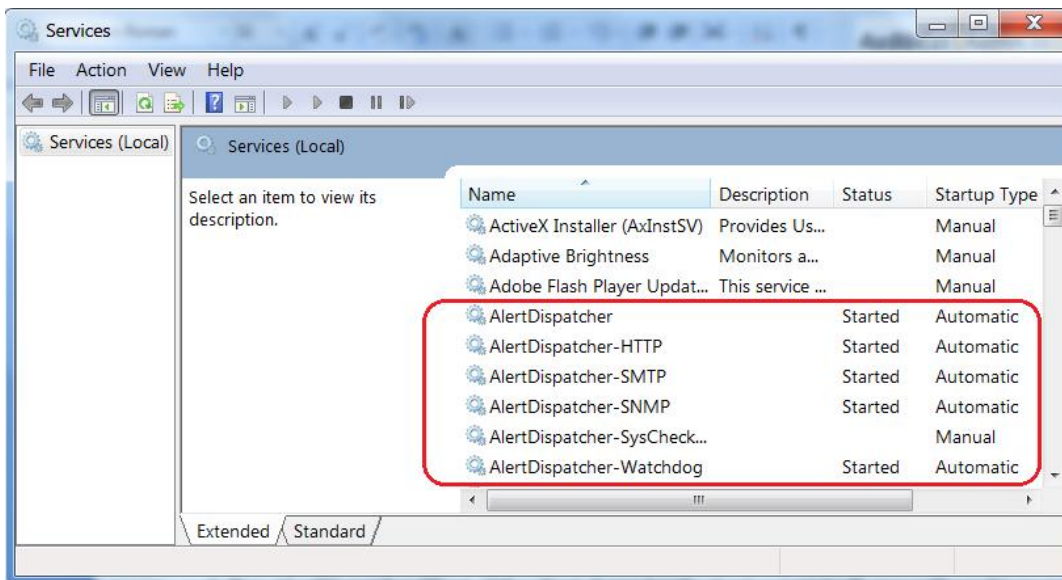
c). Restore from Backup Procedure

This section lists the steps required to restore your installation to the previous version after you have upgraded.

Note: For critical sites, please consult with your vendor first before performing this procedure.

Step 1. You can restore to the previous version if you have previously performed the backup step - “Stop AlertDispatcher Service, Backup the entire AlertDispatcher Program Files folder”.

Stop all services starting with “AlertDispatcher”. This step is necessary before you can replace the files with the backup copy done in the earlier step.



Step 2. Restore the backup folder and files, overriding all the existing files and folder.

Step 3. Run AlertDispatcher Client, if the client shows "evaluation" or "expired", you will need to apply the original registration key or perform a new activation.

Note: You will also need to register (apply original registration key or perform a new registration) if you are NOT able to start AlertDispatcher Service.

Step 4. Restart all the services you have previously stopped.

Step 5. Test your installation.

2). Upgrading AlertDispatcher Client (Remote Client)

a). AlertDispatcher Client Upgrade Procedure

This section applies to AlertDispatcher "Client only" installation on remote PCs.

1. If you have used the installer to install the Client (as opposed to downloading it from AlertDispatcher web server), you may need login Windows using a user with rights to install software.

If your existing AlertDispatcher version is lower than v3.10, please uninstall AlertDispatcher Client first before running the new installer. During the installation, please ensure you select Option B: Install Client Only.

2. Run the new Client, configure remote server and test connect.

***Note:** The new version of AlertDispatcher Client will automatically prompt to upgrade and download the updated AlertDispatcher Client from the Server so you do not need to run the installer on the client system.*

3. AlertDispatcher License Type Upgrade

AlertDispatcher License Type upgrade refers to upgrading from one AlertDispatcher License Type to another type, e.g. from AlertDispatcher Regular to AlertDispatcher Corporate.

To upgrade AlertDispatcher License Type, you must perform the software activation on the same installation after your vendor has updated your License Type on the registration database.

1). *Upgrading AlertDispatcher Version and License Type*

If you wish to upgrade your AlertDispatcher version in addition to upgrading the License Type, proceed with [2. AlertDispatcher Version Upgrade](#) and complete [Step 3: Register new license](#). Your License Type will be upgraded automatically when you register a new license.

2). *Upgrading AlertDispatcher License Type Only*

a). **Pre-upgrade Checklist for License Type Upgrade**

Follow the checklist to minimize downtime during the upgrade. The checklist is especially useful if your installation is off-site.

i). Upgrade eligibility (Important!)

Before proceeding, confirm with your vendor that your License Type in the ‘registration database’ has been updated.

ii). Software Activation Code (Required for major Version or License Type upgrade)

For AlertDispatcher License Type upgrade, will be required to register the license again. Please contact your vendor to confirm your Software Activation Code.

iii). Administrator login credentials

A Windows user with administrator rights is required to run the installer/upgrade software.

iv). Register new license

Refer to [6. Appendix B: License Activation/Registration](#)

v). Test after registering license

After successfully applying the new license, test your new installation. If you're having issues, refer to [5. Appendix A: Troubleshooting Procedure](#)

4. AlertDispatcher Migration/Re-installing on New Machine

This chapter covers the procedure for migrating AlertDispatcher from an Original Server to a New Server, or reinstalling AlertDispatcher on a new machine (Windows).

1). *Pre-migration Checklist*

Follow the checklist to minimize downtime during the migration. The checklist is especially useful if your installation is off-site.

i). AlertDispatcher Installer Version and Windows Version Check

Unless you have a new license for a newer version of AlertDispatcher, please prepare installer of the same version as your Original Server. If you have purchased a version or license upgrade, contact your vendor for how to download the latest version.

ii). Windows Version Check

If the New Server is using a newer version of Windows than the Original Server, please contact your vendor to confirm your version of AlertDispatcher is supported.

iii). Software Activation Code

A valid Software Activation Code is required to register the new license on the New Server. Please check with your vendor if you have a valid Software Activation Code.

iv). Prepare access to Original Server AlertDispatcher files

If you plan to migrate AlertDispatcher setup over to the New Server, you'll need to copy the database and configuration files (in configuration folder) from the Original Server to the New Server.

v). Administrator login credentials

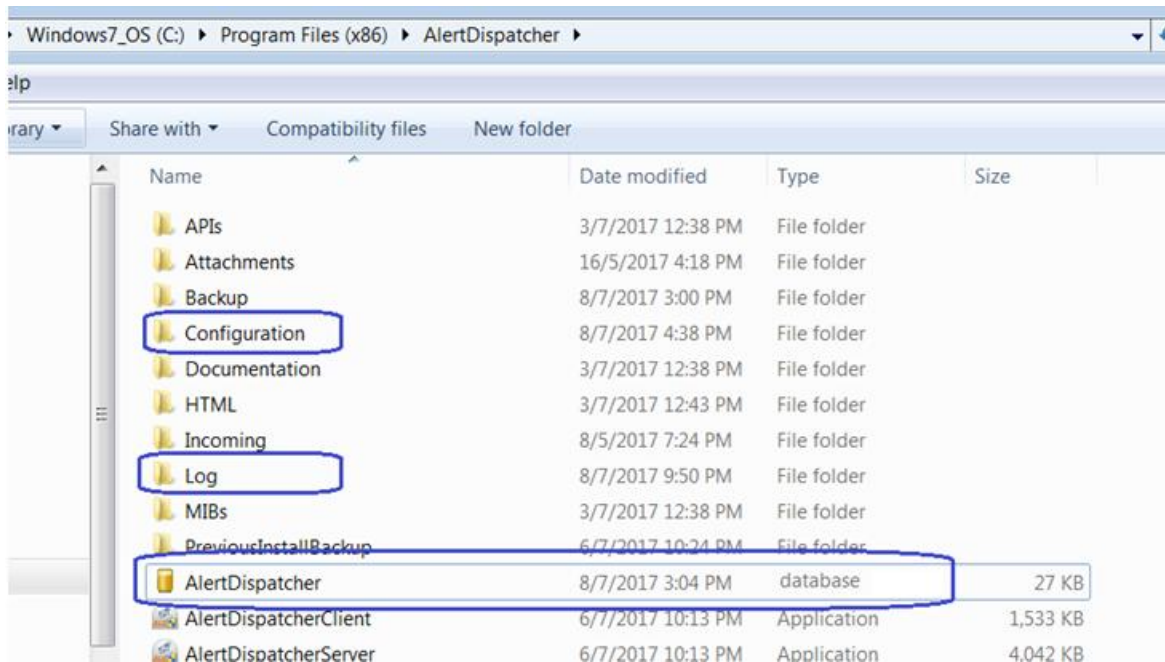
A Windows user with administrator rights is required to install software.

2). Open Windows File Explorer on the Original Server, go to AlertDispatcher Program Files folder, then copy the AlertDispatcher Database file and Configuration folder (and contents) from the Original Server to the New Server, replacing the files on the New Server.

Note: Unlike AlertDispatcher Version Upgrade, you do not need to backup the entire AlertDispatcher Program Files folder as you will not restore the executables to the New Server. Only the database and configuration folder will be restored on the New Server.

Database File: C:\Program Files\AlertDispatcher\AlertDispatcher\AlertDispatcher.db, or
C:\Program Files (x86)\AlertDispatcher\AlertDispatcher.db (64 bit)

Configuration folder Path: C:\Program Files\AlertDispatcher\Configuration\ or
C:\Program Files (x86)\AlertDispatcher\Configuration\ (64 bit)



3). If the AlertDispatcher version on the New Server is higher than the Original Server, after copying over and restoring the database and configuration folder from the Original Server, please run AlertDispatcher Installer again on the New Server to update any old version type of configuration files from the backup copied over from the Original Server. **Note:** This step is not required if the AlertDispatcher version on the new and old server is the same.

4). Start AlertDispatcher service on the New Server. Test your new installation. If you're having issues, refer to [5. Appendix A: Troubleshooting Procedure](#)

Note: If you're using modems, you may need to reconfigure the Modem COM Port configured under Modem Setup Tab. After you have reconfigured the modem, it may take up to 30 seconds for AlertDispatcher to detect the modem on the New Server.

5. Appendix A: Troubleshooting Procedure

If you encounter any issues after you have upgraded, please reboot your PC and try again. If it still doesn't work, please stop AlertDispatcher service, then copy, zip and send to your vendor the files in the following location:

Configuration Folder: C:\Program Files (x86)\AlertDispatcher\Configuration\

AlertDispatcher Database file: C:\Program Files (x86)\AlertDispatcher\AlertDispatcher.db (database)

AlertDispatcher Log folder: C:\Program Files (x86)\AlertDispatcher\Log\

Note: You may omit the archive subfolder if it is too large.

6. Appendix B: License Activation/Registration

Refer to “AlertDispatcher How-To Guide” or “AlertDispatcher Quick Installation Guide” PDF on how to activate the license on your AlertDispatcher.