The information in this article applies to Prism Suite versions 11.0.1 and higher that will be upgraded to Prism Suite 19.0

Upgrading to Prism Suite 19

Upgrading the Console and Server

If you plan to upgrade your existing installation of Prism Suite on the same system where Prism is currently installed, follow the steps below. Prism Suite version 19 supports upgrading from versions 11.0.1 and up If you are running a an earlier version of Prism and would like to upgrade to the latest version, please contact support@newboundary.com for assistance.

1. IMPORTANT: a) Check the System Requirements article in the Related Links section below. b) Make a backup copy of your existing Prism channel database files before upgrading. Follow the instructions in the Database Backup article in the Related Links section below.

2. Run the new Prism Suite installation on the existing Prism Server. All components that are currently installed will be upgraded. A reboot should not be required. Note: If you wish to change the installed components, you will have to run the installation again, and this time choose "Modify."

3. Run the new Prism Suite installation on any computers running the Prism Console only. The Console components that are currently installed will be upgraded. A reboot should not be required.

Upgrading the Client on Target Computers

The Prism Client on each target computer needs to be upgraded to to the latest version in order to take advantage of new fixes and functionality in the release. However, earlier versions of the Client will continue to communicate with the upgraded Channel as long as the Channel resides on the same Prism server as before. Follow the steps below to upgrade 11.0.1 and newer Clients afterupgrading the Channel Server and Prism Console to the latest release.

1)Open the Prism Console.

2)Configure the Client settings by selecting File | Client Settings. These settings are used as the default values when

installing the Client directly from the Console, or when generating a subscription file for installing the Client.

3)Upgrade the existing Client computers in the Channel by doing one of the following:

a) Subscription file:

· Select Computers | Create Subscription File.

· Select the Install or Update the Client option.

· To configure whether or not to display the client icon in the Windows system tray, click the Settings button. If you want to display the icon, check the box that says “Display icon in the client’s system tray.” The icon is hidden by default.

· Save the new subscription executable in a shared location that is available to the target computers.

· Create a Command Task to run the new subscription file. After the Task is created, right-click on it and choose Properties. On the Command tab, uncheck “wait for completion.” On the Execution tab, configure the Task to run attended and as the current user. A subscription file Command Task should always be configured to run as the current user. (This is the default setting for a Task.)

· Test the Task on one or two computers, and then assign it to all of the target computers in the Channel. When the subscription file runs, the new version of the Client is installed and the subscription information is updated on the Client computers. No reboot is necessary.

b) Direct Installation: The Direct method upgrades the client files on the target computers and updates their communication settings based on the Client Settings chosen in Step 2. A reboot must occur before the installation is complete.

· Right-click on one or more computers in the Managed view.

· Select Reinstall Client.

· To configure whether or not to display the client icon in the Windows system tray, click the Settings button. If you want to display the icon, check the box that says “Display icon in the client’s system tray.” The icon is hidden by default.

· Complete the steps in the Direct Client Installation dialog box.

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http://nbtnet.newboundary.com/supportkb/KnowledgebaseArticle11295.aspx