

Class .net Version Upgrade Instructions

Please note: If you are wishing to carry out the major upgrade from Class SQL (VB) please contact support@infospeed.co.uk.

Please check which version of Class you are upgrading from (Go to Help/About)

_	
About	х
Class.Net Version 6.3.111.000 Released 20 December 2012	

Before you start – Take a backup - If the upgrade fails for any reason, you will need to restore from backup.

BACKUP:

We strongly recommend that as well as your routine backup you also take a preupgrade backup.

The following are suggestions only and it is your responsibility to ensure that the backup is taken successfully.

SQL Manager

- Select database
- Right click
- All Tasks
- Backup Database

or

Class Console

- Select database
- Click on "Backup"

or

SQL Backup and FTP

• Click on the "Backup" icon routine that may be on your desktop

Summary of Process

PASSWORDS

If the upgrade is being run outside of office hours please contact Infospeed in advance for the 3 passwords you will need to complete the upgrade.

STAGE 1

Download Program Upgrade Download file called – 'Setup.exe' (Important Information - see page 6) Pages 3-7

STAGE 2

Database Update Process Running the Windows SQL Console Application Pages 8-10

STAGE 3

Upgrading the Workstations / Terminal Servers Pages 11-17

Solutions to Errors

Pages 18-19

If you have any problems with the process, please do not hesitate to contact Infospeed Tel: 0044 (0)1202 734363 Fax: 0044 (0)1202 715564 Email: <u>support@infospeed.co.uk</u>.

STAGE 1

Download Program Update

First check where the 'Setup' file is held as follows:

- In Class .net
- Maintenance/Settings
- General Settings
- Company
- Settings
- File Paths this will tell you where your Class files are found -Setup File Name: example: x:\setup\Setup.exe

eneral Finance	Accommodation	Enrolment	Visa File Paths / SMS Te	web Access Email	
Merged Documen	ts x:\LedgerV7\[)ocuments\			
Official Document:	x:\LedgerV7\[ocuments\0	fficialDocuments\		
Master Document:	x:\LedgerV7\1	emplates\			
Reports	x:\cfwsql\Led	gerV7\Report	۶۱		
Logo File					
Logorne	x:\World logo_	Small.bmp			
_	x:\World logo_ X:\setup\Setu				
Setup File Name <u>SMS Text Detai</u> SMS Account Ic	X:\setup\Setu		SMS Text Footer	Please do not reply via	
Setup File Name 	X:\setup\Setu		SMS Text Footer	Please do not reply via Text!	
Setup File Name SMS Text Detail	X:\setup\Setu		SMS Text Footer		
Setup File Name <u>SMS Text Detai</u> SMS Account Ic SMS User Name	X:\setup\Setu		SMS Text Footer		

Open Windows Explorer and open up the Setup folder within the directory (as above)

🖃 🌌 Cfwsql on 'Infosql5' (X:)	
🚞 setup	

You will see a file called Setup.exe

Setup 77,967 KB Application

Right click on this file and rename it to: SetupOld.exe

The Download Process

- Open the Class Systems web site <u>www.class-systems.com</u>
- Click on Customer Login located at the top right of the page.

Class Systems Language School Software	Home New Customers	Existing Customers	About Us	Contact Us	search	Staff

- Login to the Customer Login area. Contact Infospeed for the Password if not already known.
- Select Downloads from the menu.



Within the downloads section you can click on the link within the last column of the table to download the zip file containing the software.

Latest Downloads

Description	File Name	Version	Release Date	File Size	
Class.NET Version 7.2.1 Zip File An upgrade of your current Class Console will be required during the upgrade process (if not already applied). The new Class 2012 Console installation can be found in the Class upgrade Zip file. Please read the upgrade instructions for further details. Please note that this file is password protected. If you have not already requested the password from Infospeed, please do so once the file is downloaded, Contact us to obtain the password to extract the file contents.	Setup-7-2-1.zip	7.2.1	30/6/14	59.6MB	Setup-7-2-1
Release Notes	UserRelease-7- 2-1.pdf	7.2.1	30/6/14	4.2MB	UserRelease- 7-2-1
Class Upgrade Instructions	Class Upgrade Instructions.pdf	7.2	30/6/14	1.27MB	Class Upgrade Instructions

Click "Save As" (or "Save" if no option for Save As)

Save these programs directly in to the Setup folder (e.g. x:\setup)

This process may take a little while to download.

Open up Windows Explorer and go to the Setup directory where you downloaded the file.

Double click on the "Setup-6-3-112.001.zip" file (this file name will change with each upgrade).

Select 'Extract' to extract the files in to the same directory (x\:setup)

IMPORTANT INFORMATION:

Extract to: this should default to the "setup" directory.

You may need to amend the destination folder if it shows the location including the file name and extension, example: x:\setup\setup-6-3-112.001.zip (this file name will change with each upgrade).

This would need to be amended to **x:\setup** as shown below.

Example:

🕞 🔒 Extract Compressed (Zipped) Folders	
Select a Destination and Extract Files Files will be extracted to this folder: x:\Setup	Browse
☑ Show extracted files when complete	
	Extract Cancel

Select Extract

You will be prompted for a password.

Please contact Infospeed if you have not already requested/received the password.

Password needed	×
File 'SetupConsole.exe' is password protected. Please enter the password in	OK
the box below.	Skip File
Password:	Cancel

Select Ok

Name	Date modified	Туре	Size
CFW_V6_000001.sql	17/04/2007 17:24	SQL File	1 KB
CFW_V6_000002.sql	17/04/2007 17:24	SQL File	1 KB
CFW_V6_000003.sql	20/04/2007 11:05	SQL File	1 KB
CFW_V6_000004.sql	25/04/2007 17:35	SQL File	24 KB
CFW_V6_000005.sql	26/04/2007 16:50	SQL File	1 KB
CFW_V6_000006.sql	30/04/2007 16:10	SQL File	1 KB
CFW_V6_000007.sql	08/05/2007 17:15	SQL File	1 KB
CFW_V6_00008.sql	18/05/2007 14:45	SQL File	9 KB
CFW_V6_000009.sql	18/05/2007 18:14	SQL File	7 KB
CFW_V6_000010.sql	18/05/2007 18:17	SQL File	60 KB
CFW_V6_000011.sql	18/05/2007 19:00	SQL File	22 KB
CFW_V6_000012.sql	18/05/2007 19:23	SQL File	1 KB
CFW_V6_000013.sql	06/06/2007 11:27	SQL File	13 KB
CFW_V6_000014.sql	18/06/2007 16:07	SQL File	120 KB
CFW_V6_000015.sql	18/06/2007 16:08	SQL File	1 KB
CFW_V6_000016.sql	02/07/2007 17:02	SQL File	5 KB
CFW_V6_000017.sql	02/07/2007 17:02	SQL File	1 KB
CFW_V6_000018.sql	04/09/2007 17:09	SQL File	1 KB
CFW_V6_000019.sql	02/07/2007 17:02	SQL File	1 KB
CFW_V6_000020.sql	02/07/2007 17:02	SQL File	1 KB
CFW_V6_000021.sql	02/07/2007 17:02	SQL File	1 KB
CFW_V6_000022.sql	02/07/2007 17:02	SQL File	3 KB
CFW_V6_000023.sql	02/07/2007 17:02	SQL File	88 KB

This process will create the latest Setup.exe file.

The Download Program Update is now complete

STAGE 2

Database Update Process (Console - process)

If you are wishing to carry out the major upgrade from Class SQL (VB) please contact support@infospeed.co.uk.

At the Server (you must physically be <u>sat</u> at the server or working on the server) Within the Setup folder that you have just unzipped (the downloaded program update file) you will find the **setupconsole.exe** - double click on this file.

Allow the program to install by accepting the defaults.

Please refer to the help on pages 13 & 14 if you encounter any problems when running the Console.

<u>Next Step</u>

At the Server (you must physically be sat at the Server or working on the server):

Run the "Class for Windows SQL Console Application"

This should appear as an icon on the desktop. If not it can be found in one of the following directories:

- C:\program Files\Class For Windows SQL\
- C:\program Files\Class For Windows SQL\Console
- C:\program Files (x86) \Class For Windows SQL\Console

The icon will look like one of the following:



• Enter the Console password (Please contact Infospeed if you have not received the password)

SQL Server SQL Server Name	(local)	▼.	Connect	Disconnect
Current Status	Unknown		Start	Stop
User Name	sa	User Password	Secure	Refresh
Jsers		Databases		
				Backup
		Console		Restore
		Please enter Console password:		Attach
				Detach
		Cancel		Query
				Check For
				Updates
		Show Class for Windows Da	atabases Only	

- Enter the sa user password (Please contact Infospeed if you have not received the password)
- After entering the 'sa' user password, click 'Connect'
- SQL Server Name do the following:
 - Try using (Local). If local does not work then you will need to check the server.ini file which can usually be found in the mapped drive or within the Class programs on a local pc.

(c:\program files\class for windows sql\server.ini or c:\program files (x86)\class for windows sql\server.ini)

Double click on the server.ini file to open it.

Computer 🕨	Local Disk (C:) Program Files (x86) Class for	Windows SQL 🕨		
🧊 Open 🔻	Print Burn New folder			
^	Name	Date modified	Туре	Size
	TelerikCommon.dll	12/11/2010 16:38	Application extens	620 KB
	Telerik.WinControls.UI.dll	12/11/2010 16:38	Application extens	4,528 KB
es	Telerik.WinControls.dll	12/11/2010 16:38	Application extens	1,820 KB
	🗿 Server.ini	21/09/2012 09:25	Configuration sett	1 KB
	Microsoft.VisualBasic.Compatibility.dll	21/02/2012 15:54	Application extens	364 KB
	Server.ini - Notepad	2010/02/02	Spanis allow address.	
	File Edit Format View Help			
Ξ	infospeed test data/INFOSQL2005/ Infospeed Other Test/INNFOSQL5\(АТА	
	42			

SQL Server address needed for the console to access each of these servers would be

X

INFOSQL2005 and INNFOSQL5\CLASS

You may see your database server in the drop down menu.

🖣 Console - Class for '	Windows SQL (2008 Edition)			
- SQL Server				
SQL Server Name	(local)	•	Connect	Di
Current Status	INF0X2008 ENGINE1/JELLY		Start	
User Name	DEVELOPMENT2 DEVELOPMENT2\SQLEXPRESS		Secure	F
	DEVELOPMENT			
Users	DEVELOPMENT\SQLEXPRESS			
0.2612	INF0X2012\SQL2012			
	INFOXWEB	•		E
			_	

Once the Class Databases are listed, select the database you wish to upgrade.
 <u>Ensure you have a backup before proceeding</u>...click on the 'Check for Updates' button.
 THIS HAS TO BE DONE FOR EACH DATABASE

Console - Class for	Windows SQL (2008 Edition)			
SQL Server					
SQL Server Name	(local)			Connect	Disconnect
Current Status	Connection Open			Start	Stop
User Name	sa	User Password	######	Secure	Refresh
Users			Databases		
##MS_PolicyEventPr ##MS_PolicyTsglExe			CFW_Emma CFW DEV V7 76	_	Backup
CFW_REPORTER			CFW_DEV_V7_RETRO		Restore
					Attach
					Detach
					Query
					Check For

If you get a warning message advising you to upgrade to SQL/MSDE V8 or 2005 then please contact the Infospeed Support Desk for further advice.

Class for Windows SQL Console	×			
WARNING - SQL Engine version 7 encountered				
SQL Server version 7 and MSDE version 7 is no longer supported!				
You will need to upgrade your SQL Engine before attempting to apply any new Class database updates.				
Please email Infospeed at Support@Infospeed.co.uk or call on +44 (0) 1202 734363 for further information	n.			
ОК				

• When this process is complete, a message will be displayed indicating how many updates have been applied to the database. If the message shows any errors, please email the message text to Infospeed Support.

Don't forget to run the Check for Update process for each of your databases.

• You can now 'Close' the Console application.

The Database Update Process on the Server is now complete.

STAGE 3 Upgrading Workstations

Technical issues to be aware of before you start

Ensure the local Administrator account is enabled.

Class should be installed with Local Administrator rights (the exe would need to be run as administrator) so the users installing should be minimum local Administrator, in some security setups installing as a network administrator or Domain Admin will not allow access to registries without the local Administrator account enabled.

First locate the Setup.exe usually this is on a mapped drive (mapped to the Class SQL Server in a folder called CFWSQL) let's call that the X drive. This is usually pre mapped by administrators and can just be used as a UNC address such as <u>\\Class-Server-Name-or-IP\Setup\Setup.exe</u>

UAC would need to be on a low setting, medium will not allow the install.

Upgrade

Browse to the directory and locate the Setup.exe file, Example: X:\Setup\Setup.exe

				1000	
Correction Correction Correction				→	😝 Search Set
Organize 🔻 🖬 Open	Bui	rn New folder			= -
☆ Favorites	-	Name	Date modified	Туре	Size
🧮 Desktop		📄 CFW_V6_001365.sql	30/11/2012 11:14	Microsoft SQL Ser	1 KB
📕 Downloads		📄 CFW_V6_001364.sql	30/11/2012 11:10	Microsoft SQL Ser	65 KB
📃 Recent Places		📄 CFW_V6_001363.sql	30/11/2012 11:04	Microsoft SQL Ser	8 KB
		📄 CFW_V6_001362.sql	30/11/2012 10:36	Microsoft SQL Ser	1 KB
📜 Libraries		🌆 Setup.exe	29/11/2012 16:59	Application	120,361 KB
Documents	Ξ	📄 CFW_V6_001361.sql	29/11/2012 16:38	Microsoft SQL Ser	3 KB
Music	-	🖹 CFW V6 001360 sal	28/11/2012 15:05	Microsoft SOL Ser	4 KR

Right click the setup.exe and "Run As Administrator" at this point User Access Control may be prompted select yes to continue the install.

Vier Account Con	trol D	
		wing program from an anges to this computer?
Program nar Publisher: File origin:	ne: Setup.exe Unknown Network drive	
Show details		Ves No

If Class has previously been installed on the machine you will be prompted to uninstall the older version before the newer version can be installed as below

Class.Net	
Class.Net Version 6.3.102.6 is already installed. Yo version before installing Class.Net Version 6.3.10 the existing version of Class.Net?	
	Yes No



Class.Net	
Please wait while Windows configures Class.Net	
Time remaining: 1 seconds	
	Cancel

Selecting yes will remove the old copy you will not see this as a fresh install. After a short time you should see the next window.



Click Next

🔡 Class.Net Setup	x
Destination Folder Select a folder where the application will be installed.	Q
The Wise Installation Wizard will install the files for Class.Net in the following folder.	
To install into a different folder, click the Browse button, and select another folder.	
You can choose not to install Class.Net by clicking Cancel to exit the Wise Installation Wizard.	
Destination Folder	
C:\Program Files (x86)\Class For Windows SQL\	
Wise Installation Wizard (R)	

It is suggested to keep the defaults, at this point click Next.

B Class.Net Setup	
Ready to Install the Application Click Next to begin installation.	Ĩ
Click the Back button to reenter the installation information or click Cancel to exit the wizard.	t
Wise Installation Wizard (R)	Cancel

Click Next

Class will start to install





Click Finish

At this point Class.Net is installed. There are just a few things to do before the program can be run.

Now you need to access the C:\Program Files\Class For Windows SQL folder right click on the CFW.exe and select run as Administrator (for 64 bit systems the address is C:\Program Files (x86)\Class for Windows SQL)

Computer ► Local Disk (C:) ► Program Files (x86) ► Class for Windows SQL ► -				
Organize				
☆ Favorites	-	Name	Date modified	Туре
E Desktop		Donsole	04/09/2012 11:40	File folder
Downloads		ErrorLogs	21/09/2012 09:12	File folder
🗐 Recent Places		🐌 Help	07/12/2012 10:57	File folder
		퉬 Images	07/12/2012 10:57	File folder
🥽 Libraries		퉬 Reports	07/12/2012 10:57	File folder
Documents		AxInterop.MSComCtl2.dll	21/05/2010 15:48	Application extens.
🚽 Music	=	Sc1.Common.dll	12/03/2004 17:07	Application extens.
Pictures		C1.Win.C1TrueDBGrid.dll	31/08/2005 18:18	Application extens.
Videos		🗇 CFW.exe	20/11/2012 16:54	Application
		CFW.exe. Open		configfile
👰 Computer		🛞 cfwClassl 😌 Run as administrator		Application
🚢 Local Disk (C:)		CfwRepor Troubleshoot compa	tibility	Application
🖵 D (\\engine1) (D:)		CfwSchec 7-Zip	7-Zip	
👝 Data (E:)		🗖 cfwServic 🚠 Scan with Microsoft	Scan with Microsoft Security Essentials	
💿 DVD RW Drive (F:)		cfwSettin Pin to Taskbar	Pin to Taskbar Application	
🕎 FTP (\\info-ftp) (J:)		Error.log Pin to Start Menu		Text Document
🖵 Documents (K:)		🚳 Infospeed 👛 BitDefender Business	Client	Application extens.

This will allow Class to register all of its DLL and OCX's and then allow non admins to access the program.

You may see the user access control prompt again at this point.

Please refer to the help on page 19 if you encounter any problems when running a workstation installation:

Error 53, File Not Found Unexpected Error Quitting

This is usually an office error and can be fixed by installing Microsoft Office 2010 fully. – what does this refer to? Is it needed

Upgrading Terminal Servers

When upgrading a Terminal Server, you must be

- Logged in as the Administrator
- All users must be logged out of the Terminal Server
- Any "Disconnected" users need to be logged off.
- Any instances of cfw.exe will need to be ended
- Any Office programs stopped

This will grant you all the access rights and permissions you will need to run the software upgrade.

- Select the 'Add/Remove Programs' option from within Control Panel (Click Start, Control Panel for this option).
- Before installing Class it is recommended that you enter "Install Mode" and when completed return to "Execute Mode".
- Select 'Install' and browse to the new Setup.exe file and then follow the install instructions.

Do not click on the "Finish" button until the upgrade has completed. It will take a few minutes.

• Ensure that when you first log into Class you are a Class Administrator user.

When logging in it will notify you that the database has been updated to the new version number. Please send the upgrade email notification to Infospeed.

IMPORTANT:

Once you have completed the update could you please notify the Infospeed Support Desk by email: support@infospeed.co.uk

Solutions to Errors when upgrading

The Console

Important: When running the Console you must be sat at the server.

• When running the Console the "Connect" button is greyed out.

Solution:

Have you entered the 'sa' password? (ask Infospeed if unsure)

• <u>When running the Console you get the message "429 – ActiveX cannot</u> <u>create object</u>

Solution:

User is probably not sat at the Server or does not have the rights to run the program.

• When running the Console you get the message "Server is not known to be running"

Solution

- The user is probably not logged in to the server with the correct username or password.
- The Class Console has a set 'sa' password which could have been amended by your technician. If so, please obtain this for the person responsible.
- The server name is not 'local' and needs to be set correctly
- The address of the server may not be correct
- If the Console does not run when clicking on the icon on the desktop

Solution

Please contact support@infospeed.co.uk

• Message:

The Console is unable to determine the location of the latest Class for Windows SQL SETUP.EXE Please specify the correct Directory and Filename... i.e. C:\CFWSQL\SETUP\Setup.exe

Solution

Enter the correct path, i.e. d:\cfwsql\setup\setup.exe i:\live\setup\setup.exe

WORKSTATION INSTALLATION

If you get the following problem when upgrading the workstations,

Class for windows SQL Version 'n.n.nn' (this would be an old version number) is already installed.

You must uninstall the existing version before installing Class for Windows SQL Version 'n.n.nn' (this would be the new version number). Do you want to uninstall the existing version of Class for Windows SQL?

However when you answer Yes to this question you go round in a loop.

Use "Add & Remove Programs, uninstall and re-install Class.

• Error 53, File Not Found - when logging in to Class

Solution

This error indicates that Office is not fully installed.

Error 5, File Not Found – when logging into Class
 Copy the "server.ini" file from another workstation to this Workstation. The file is normally found in C: /Programs Files/Class for Windows SQL folder and should be copied from a workstation that can log in to Class okay to the new workstation in to the same folder.

For Windows 7 64bit computers - The "server.ini" file needs to be copied to: C:\Program Files(x86)\Class for Windows SQL.

Unexpected Error Quitting - when logging in to Class

Solution

If using Roaming Profiles and Multiple Users of Workstations.

C:\Program Files\Class For Windows SQL or C:\Program Files(x86)\Class For Windows SQL

Right click 'CFW.EXE' and select Run As Administrator.

If this does not resolve the problem contact support@infospeed.co.uk.

• Class Install Error – 1609

"Error 1609

An error occurred while applying security settings. Users is not a valid user or group. This could be a problem with the package, or a problem connecting to a domain controller on the network."

This is due to having an OS in a language other than English-UK. The Class installer cannot find the "Users" group.

Please do the following from an elevated command prompt (run it as administrator)

- net localgroup Users /add
- net localgroup %username% /add

Then click "retry" or restart the Class installation

Last updated July 2014