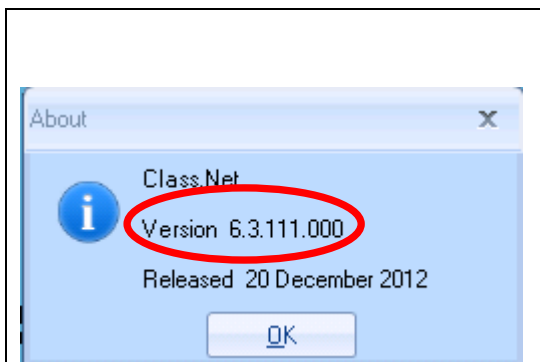




Class .net Version Upgrade Instructions

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)



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 pre-upgrade 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

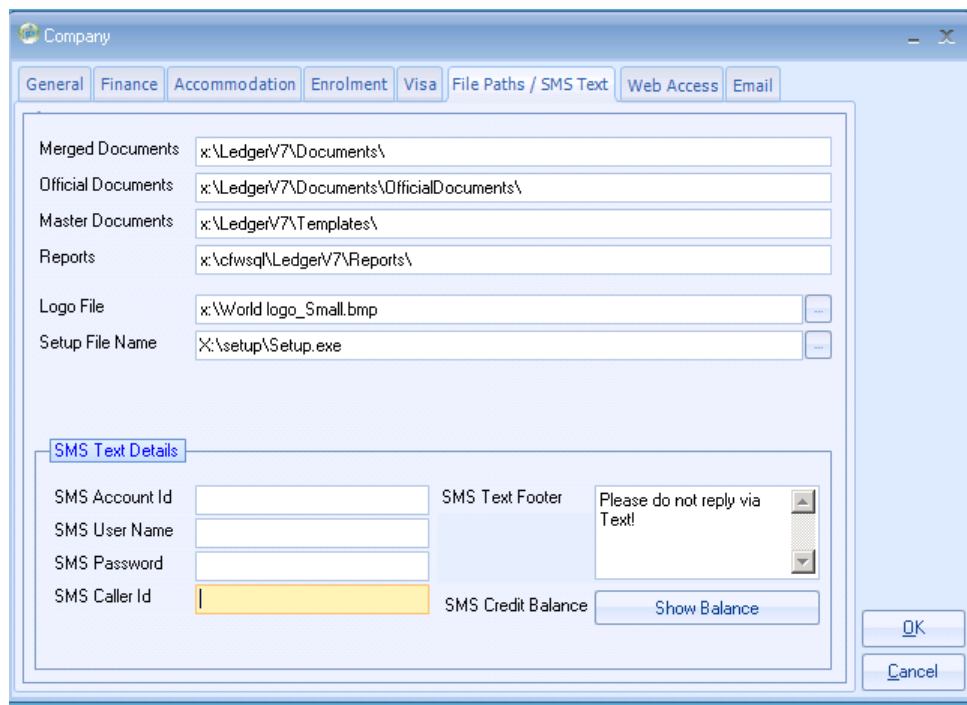
Tel: 0044 (0)1202 734363 Fax: 0044 (0)1202 715564 Email: support@infospeed.co.uk.

STAGE 1

Download Program Update

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

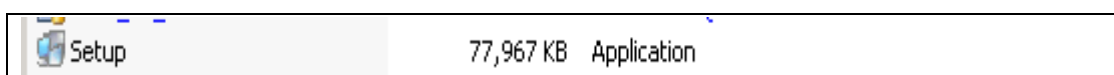
- In Class .net
- Maintenance/Settings
- General Settings
- Company
- Settings
- File Paths - this will tell you where your Class files are found -
Setup File Name: example: x:\setup\Setup.exe



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



You will see a file called Setup.exe



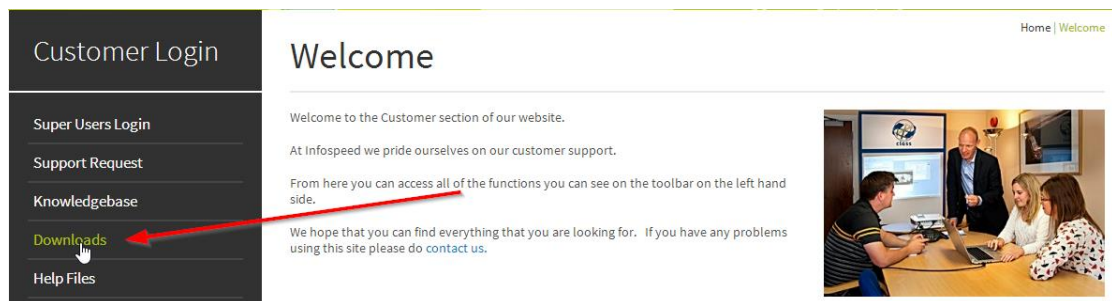
Right click on this file and rename it to: SetupOld.exe

The Download Process

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



- 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 | |
|---|--------------------------------|---------|--------------|-----------|--|
| <p>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.</p> <p>Please note that this file is password protected.</p> <p>If you have not already requested the password from Infospeed, please do so once the file is downloaded,</p> <p>Contact us to obtain the password to extract the file contents.</p> | 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:

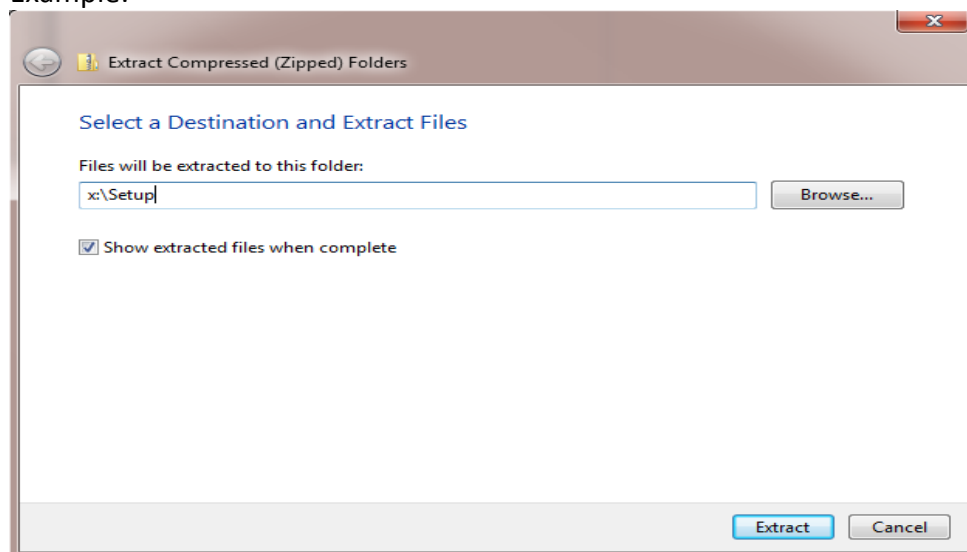
Extract to: this should default to the “setup” directory.

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.

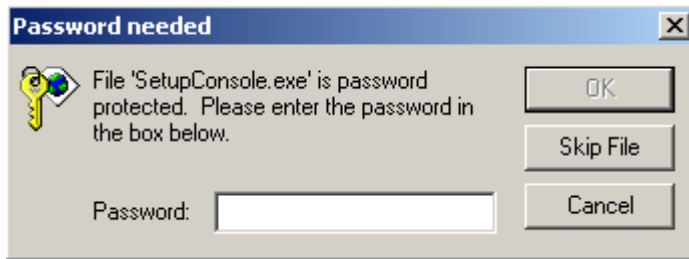
Example:



Select Extract

You will be prompted for a password.

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



Select Ok

| Name | Date modified | Type | 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_000008.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 sat 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.

Next Step

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

Run the “Class for Windows SQL Console Application”

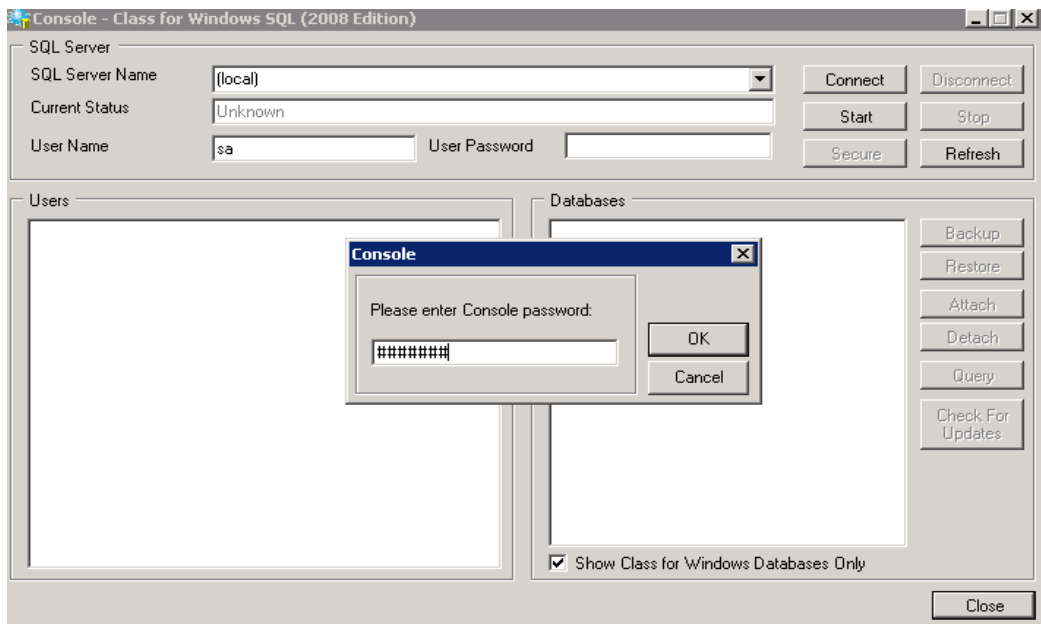
This should appear as an icon on the desktop. If not it can be found in one of the following directories:

- 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:



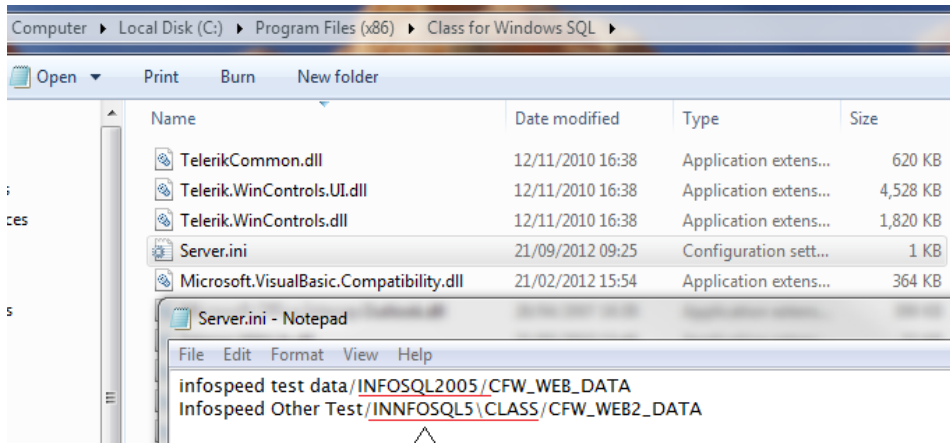
- Enter the Console password
(Please contact Infospeed if you have not received the password)



- 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)

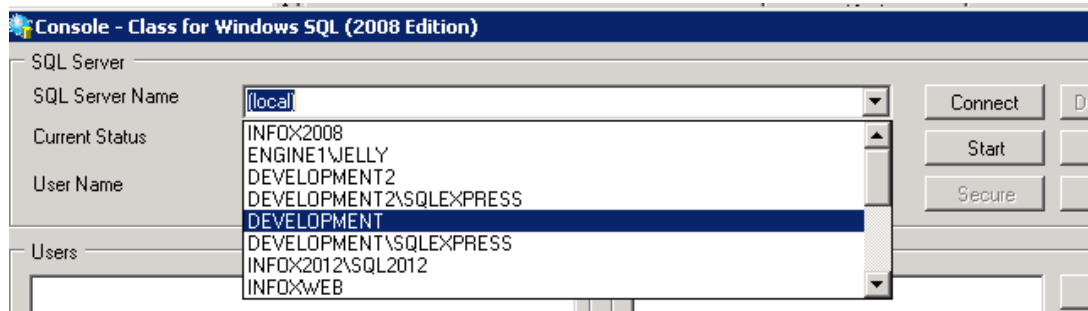
Double click on the server.ini file to open it.



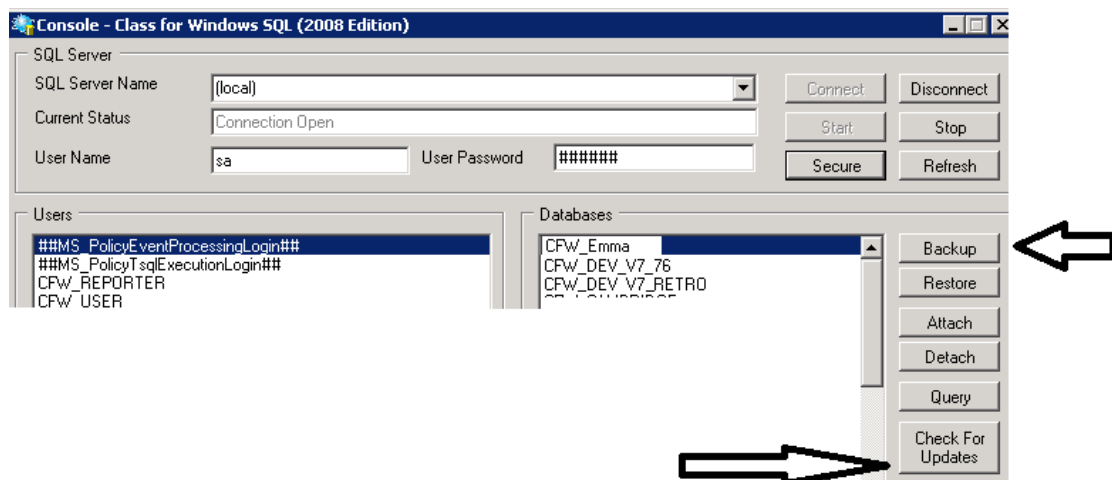
↑

SQL Server address needed for the console to access each of these servers would be
INFOSQL2005 and INNFOSQL5\CLASS

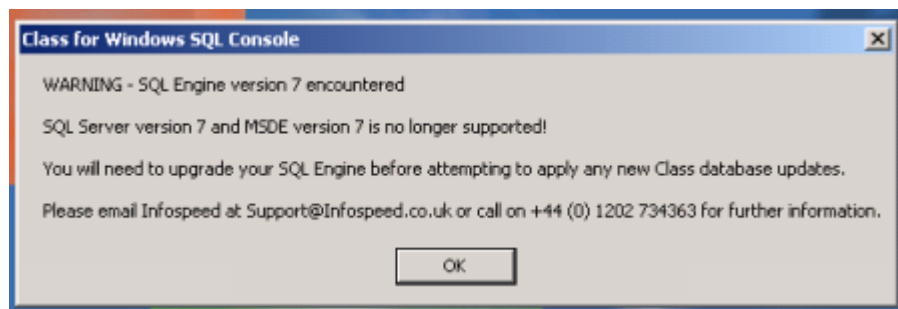
You may see your database server in the drop down menu.



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



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.



- 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.

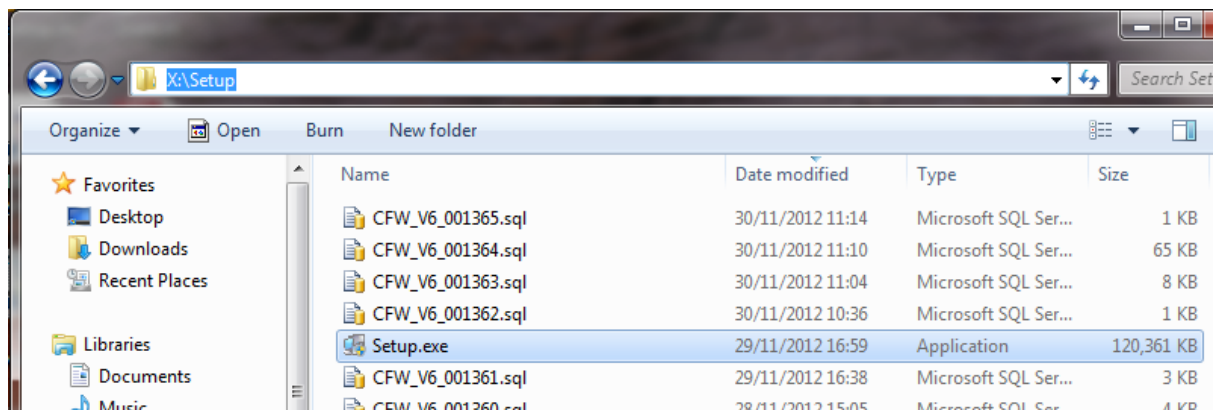
Class should be installed with Local Administrator rights (the exe would need to be run as administrator) so the users installing should be minimum local Administrator, in some security setups installing as a network administrator or Domain Admin will not allow access to registries without the local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

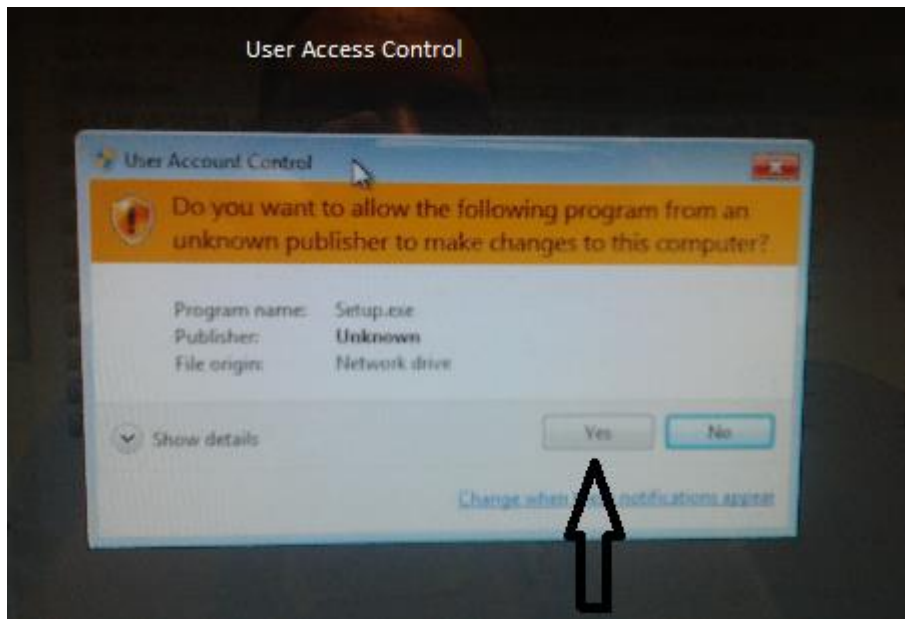
UAC would need to be on a low setting, medium will not allow the install.

Upgrade

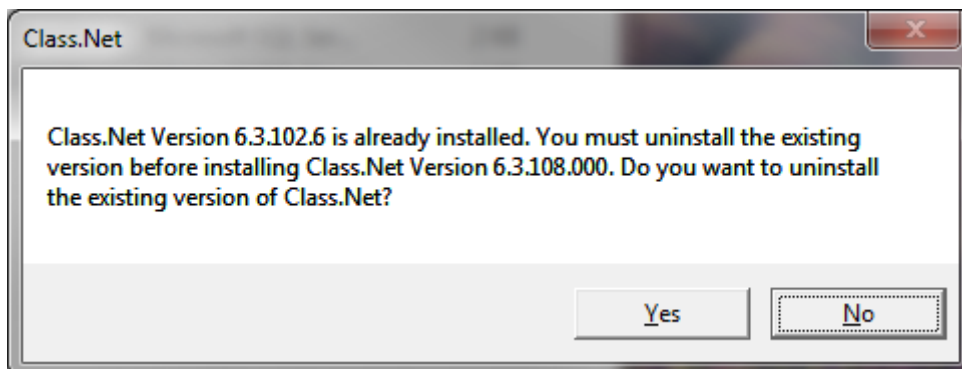
Browse to the directory and locate the Setup.exe file,
Example: X:\Setup\Setup.exe



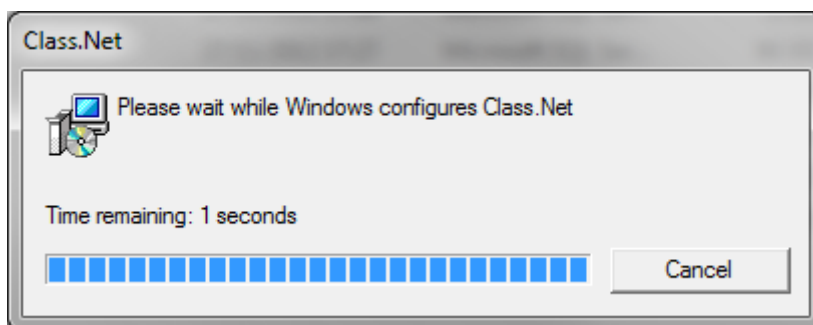
Right click the setup.exe and “Run As Administrator” at this point User Access Control may be prompted select yes to continue the install.



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



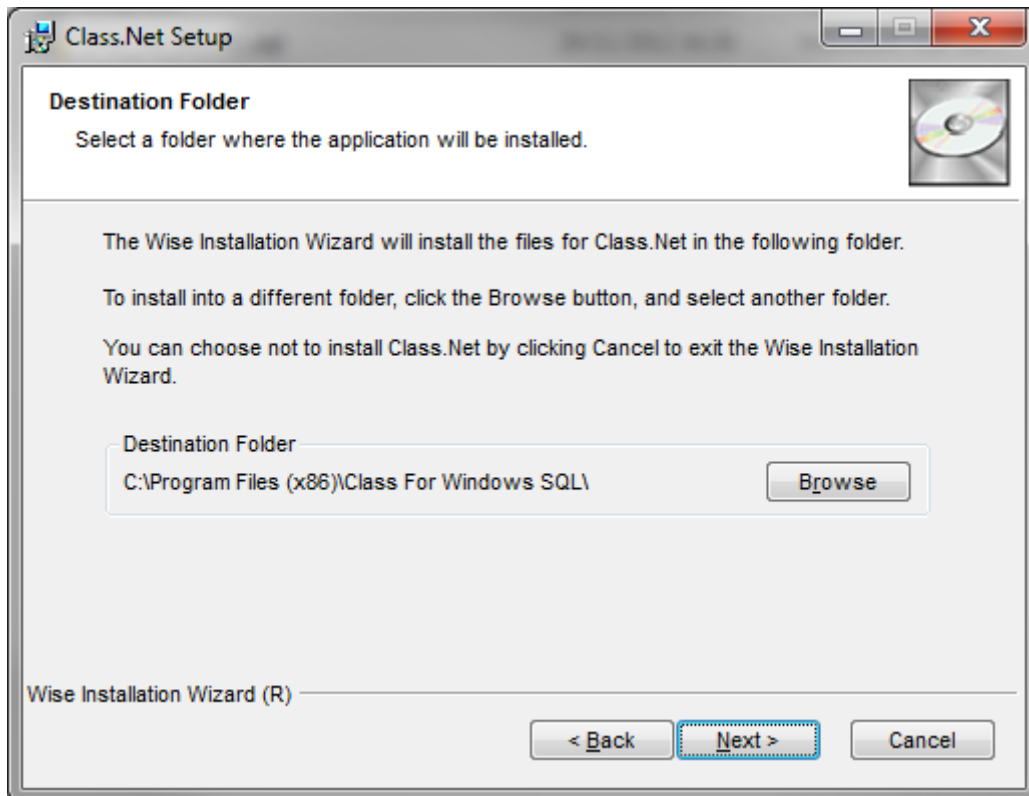
Select YES



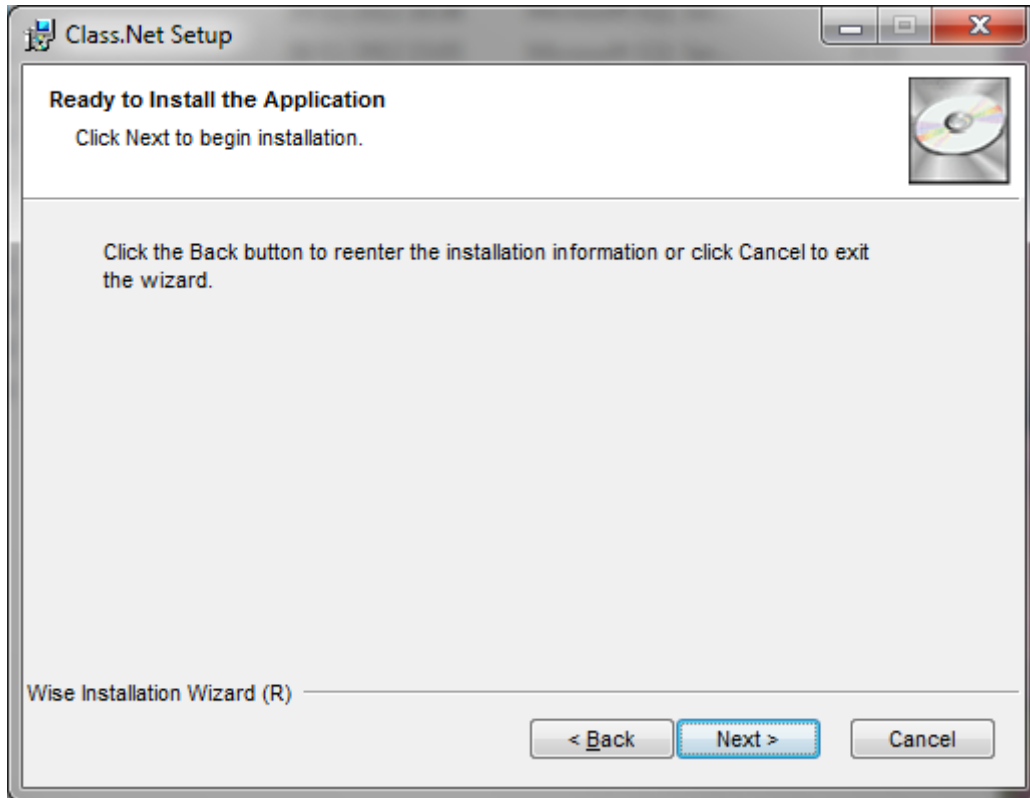
Selecting yes will remove the old copy you will not see this as a fresh install. After a short time you should see the next window.



Click Next

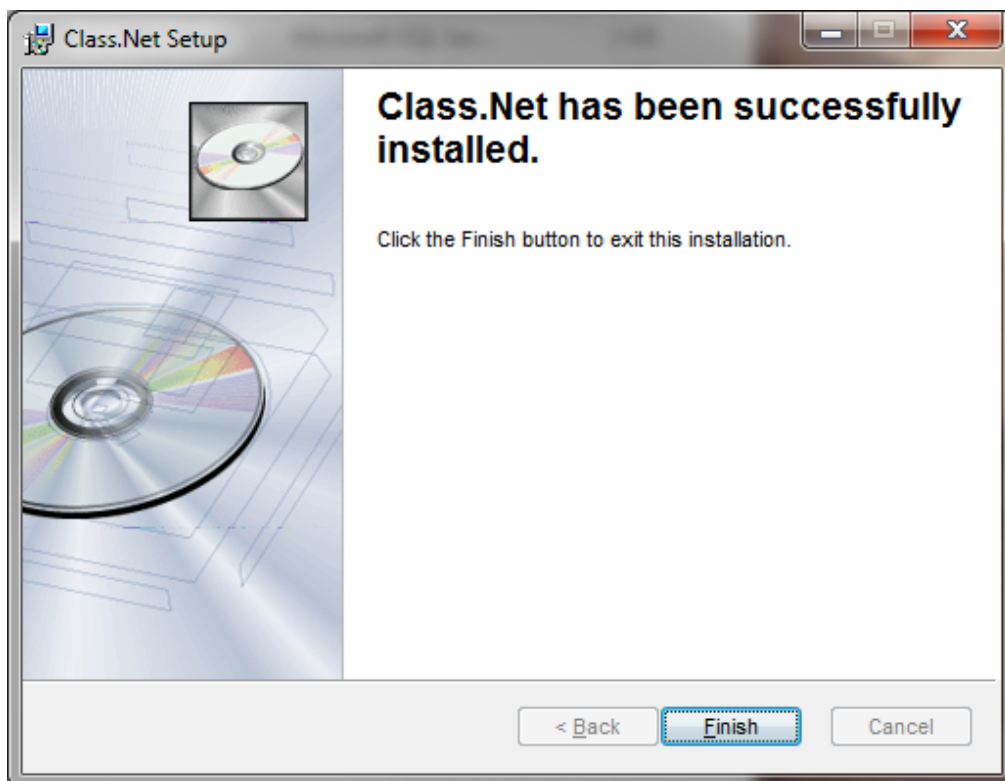
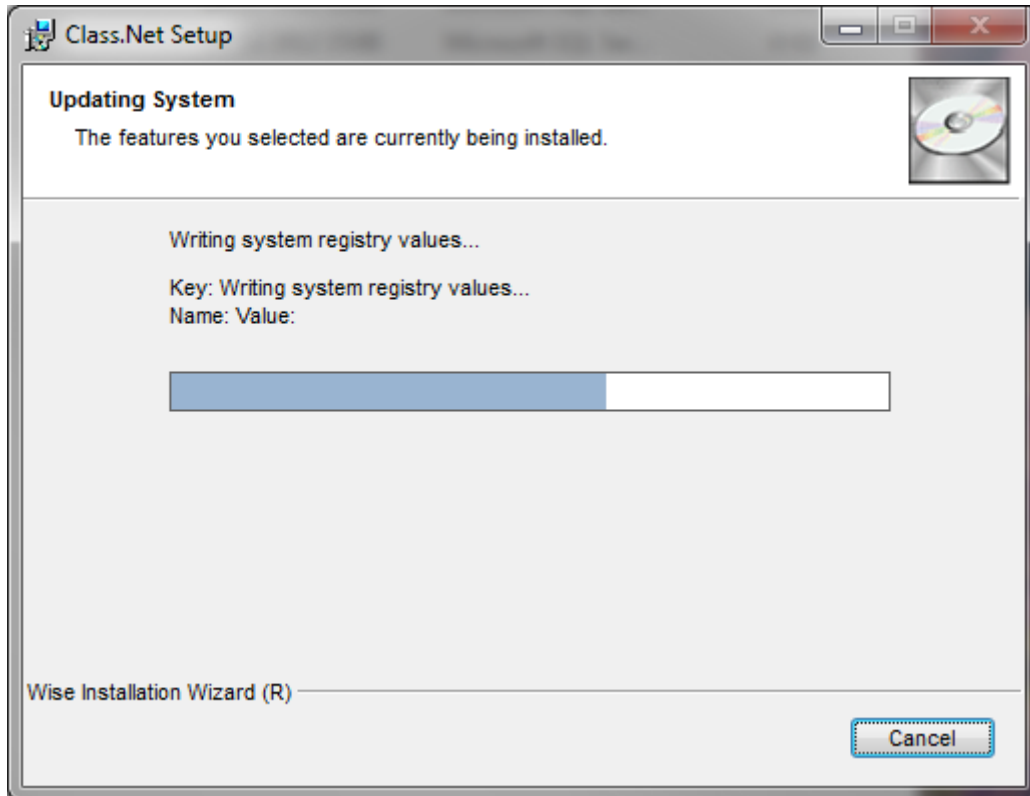


It is suggested to keep the defaults, at this point click Next.



Click Next

Class will start to install

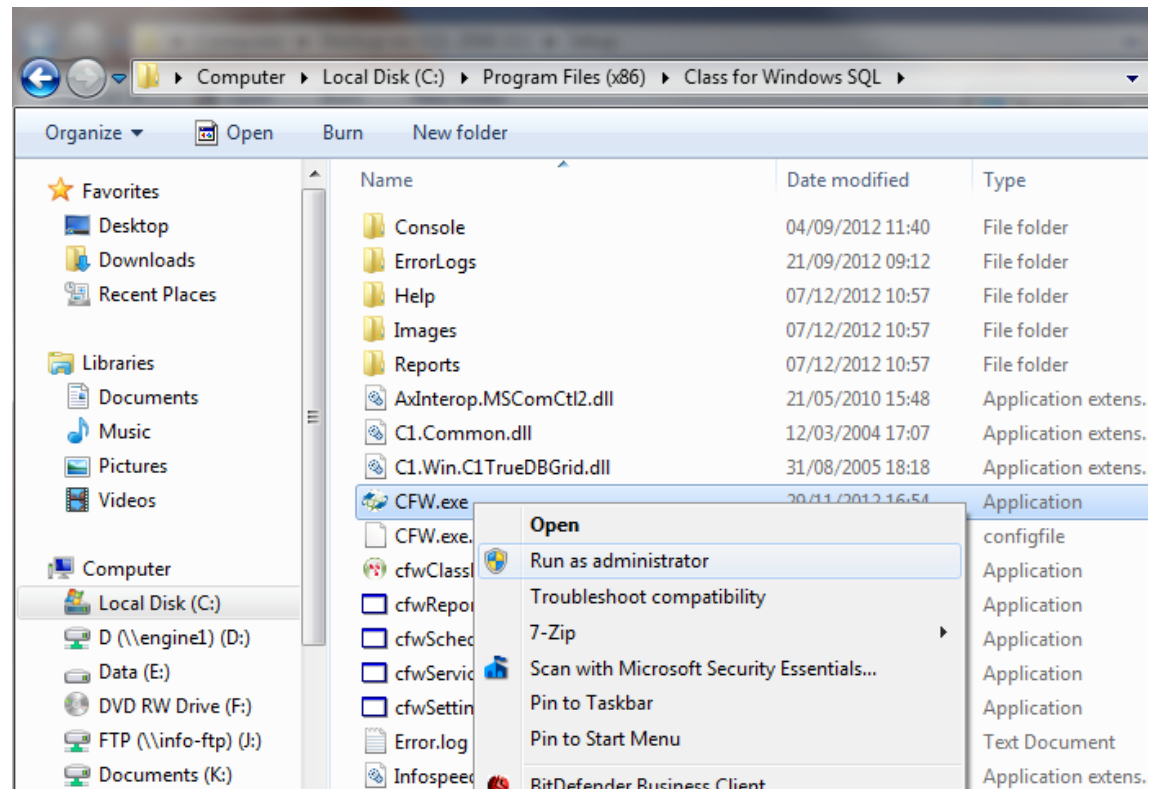


Click Finish

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)



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)

- When running the Console you get the message “429 – ActiveX cannot create object

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:\cfwsq\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