

Process for upgrading from ESM 5.3 to ESM5.4

Management/Archive Server Combined

1. Verify/Install required prerequisites:

- Microsoft .Net Framework 4.0 – Can be found at: <http://www.microsoft.com/en-us/download/details.aspx?id=17718>
- Make sure your windows updates are current for .Net Frameworks

2. Check the systems current values by opening up the registry on the server. (These values will help to make sure the correct values are used with the upgrade.)

- Start >Run
- Type in *regedit*
- Navigate to HKEY_LOCAL_MACHINE > SOFTWARE > ipConfigure > Service
- Take note of:
 - a. Database Server
 - b. Remote Server
 - c. Server Name
 - d. Root Archive Path

3. Backup SQL databases.

This needs to be completed for the following databases:

1. ESM5_2_Central (on management server only)
 2. ESM5_2 (on archive servers)
 3. aspnetdb (this is only for those using internal authentication)
- Open up SQL Management Studio and connect to the existing database
 - Right-click on database name
 - Select task > backup

4. Active Directory Authentication Only (Skip this step if using Internal Authentication):

- a. Find Group information for ESM Admins
Go to SQL Management Studio and connect to the existing database.
Expand ESM5_2_Central database
In dbo.tblGroup, GroupID # 1 is usually the setup group. Note this *GroupName*.
- b. Find LDAP information in the Web.Config
Go to where you installed ESM(root archive path that you found in Step 2, Part d). In the ipConfigure folder, open the Web.Config file. Find the line "<add name="ADConnectionString" connectionString="LDAP://__Here you will find the Fully Qualified Domain name, Take Name___"/>

5. SMTP Information (if using email notifications):

Find SMTP information (as originally defined during initial install)

Program Files >>ipConfigure>>ServerStats, Open ServerStats.exe.config with Notepad.

- a. SSL? – Find string <add key="SmtpEnableSsl" value="False"/>

If true, check SSL box. If False, leave SSL unchecked.

- b. Find string <smtp deliveryMethod="Network"

from="XXXX@domain.com"><network host="xxxx.com" port="25" userName="XXXX@domain.com" password="usernamepw"/>

SMTP Server – Find Network Host =

SMTP User Name – Find username =

SMTP Password – Find password =

SMTP from – Find from =

6. Uninstall ESM

Control Panel > Program and Features (Server 2003: Add/Remove programs)

7. Install ESM

Run the ESM 5.4 installer (.exe) as administrator

8. Select the appropriate components for Management and/or Archive based on your current infrastructure.

9. Database Information

- a. Insert the appropriate value for the database ip address or name that you found in the Database Server entry before the upgrade (Step 2, a).
- b. The next window should auto detect that it is an update and will have update selected with the database name (Management > ESM5_2_Central and Archive > ESM5_2 respectively) and if it doesn't show that then set the drop down accordingly.

10. SQL Database actions: Make sure Update is selected for Database(s)

11. Authentication

Choose either Internal Authentication or Active Directory Authentication (Step 4)

12. Enter Management Server IP or DNS name

Enter Archive Server IP or DNS name (the same as Management Server above) (Step 2, b & c)

13. Enter SMTP information (Step 5)

14. On the next window choose the current or desired location for the web site portion to be installed to. (Step 2, Part d: Root Archive Path) Default is C:\ipConfigure\ but it may be installed in a different folder.

15. Click next and let it run through the install.

You may have two prompts that come up during the IIS portion. Click Ok or Yes for both as you want to ignore the App pools and overwrite the cameras website.

The installation will finish and at this point it is advised to restart the server and then test out all functionalities when it comes back online.

If you experience any issue or have any questions, please feel free to contact our support team by submitting a ticket by emailing support@ipconfigure.com or calling 877-207-1112, Option 2.