



BizViz - Upgrading to Version 9.4

APPLICATIONS NOTE

October 2015

Description: Guide to upgrading your existing BizViz installation to 9.4.

General Requirement: A previous version of BizViz installed.

Introduction

This application note will help you walk through the process of upgrading to BizViz 9.4 and try to answer any questions you have about your upgrade.

For version 9.4, users will not be able to directly update the current version that they have. Uninstall of any previous version is required.

Before the upgrade you should also make sure that your license is eligible for the upgrade. If you already have a v9.x license and you are part of the SupportWorX plan, you should be able to upgrade your current v9.x license to a v9.4 license for no cost. If you are not part of the SupportWorX plan, you will need to purchase an upgrade. Please contact your sales representative in the area to get more information.

Upgrading procedure

1. Kill the older version license
2. Credit it on our Website
3. Upgrade the license on our Website
4. Uninstall the older version of software
5. Install the newer version
6. License the newer version

NOTE: How to kill and upgrade a license is described on the ICONICS Web Licensing Utility pages or in our Application notes on this topic.

Upgrading from earlier versions

1. Shut down all ICONICS processes and services. A good way to make sure no ICONICS processes are running is to disable or turn off all auto-start features (including GenTray) and set all ICONICS services to Manual (or even Disabled) startup, then reboot.

NOTE: If any ICONICS processes are running during the uninstall process, including MonitorWorX and GenRegistrarServer you may run into problems when you try to install BizViz 9.4.

NOTE: On 64bit operating systems delete following registers:
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ICONICS

2. Use the Add or Remove Programs Control Panel (in Windows XP or Server 2003) or the Programs and Features Control Panel (in Windows 7/8, Server 2008/2012, or Vista) to uninstall all of your BizViz and GENESIS32 applications *including* ICONICS Software Licensing. You cannot have

earlier versions of BizViz or GENESIS32 components on the same machine as BizViz 9.4.

NOTE: Before you uninstall Licensing Utility make sure that you kill your license (and register the kill code on Licensing Website).

NOTE: Make sure you do not delete the .udl files for your database during the uninstall process. This should not happen automatically, but if you decide to clean up files yourself, be sure to leave the .udl files in place for the best results.

3. After all of the components have been uninstalled, reboot your machine.
4. Insert your BizViz 9.4 disc and run the BizViz Suite Installation, or the installations for each product you would like to install. Follow the installation utility. It may require reboot after installing some prerequisites.
5. If you are upgrading from version 8, for all installations that ask to create a configuration database you must create a new database during the installation. DO NOT choose your configuration database from version 8 or it will be overwritten with a default version 9 configuration.

For upgrades from previous 9.x versions you can choose to skip creating databases for products where you have a 9.x database you want to upgrade. You may get an error in creating databases for PortalWorX and Unified Web Interface, but this is normal. You can ignore the message and continue with the installation process.

NOTE: See below for information about upgrading your databases after the installation is complete.

6. Proceed through the installation utility. You will be prompted to reboot at the end of the installation.
7. After machine has been rebooted, click yes button from the pop up window and let system do the post-installation configuration for you.

Upgrading your configuration databases

Open the appropriate configurator, then go to File → Open and choose your configuration file from the previous version.

For more details, on upgrading your BridgeWorX or ReportWorX databases, see the *BridgeWorX - Upgrading a Configuration to Version 9* or *ReportWorX - Upgrading a Configuration to Version 9* app notes.

Unfortunately due to the large amount of changes made between version 8 and version 9.4 PortalWorX we are currently unable to upgrade version 8 portals to version 9.4.