

**Description:** This application note is intended for users who want to upgrade their current version of GENESIS32 or BizViz to version 9.6.

### Introduction

For most users, updating between different versions can be troublesome and confusing. This guide should help users to install the new version with ease.

Before the upgrade you should also make sure that your license is eligible for the upgrade.

**NOTE:** If you already have a version 9.x license and an active SupportWorX plan, you should be able to upgrade your current version 9.x license to a version 9.6 license for no additional cost. If you do not have an active SupportWorX plan you may need to purchase an upgrade. Please contact local your sales representative for more information.

### Upgrade Procedure

To upgrade an older GENESIS32 or BizViz version to version 9.6 on the same machine, use the following steps.

- Optional: Back up all configuration databases and displays. The upgrade process should not encounter any issues, but best practices are to back up files before performing an upgrade, just in case.
- 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 type, 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 version 9.6 products.
- If you have a software license, kill the license and upgrade it using the Web Licensing Utility. See the application note entitled *Licensing – Using ICONICS Web Licensing Utility to Upgrade Your License* for more specific instructions on these steps.
- Uninstall all GENESIS32 and BizViz components, including ICONICS Software Licensing.

**NOTE:** Make sure you do not delete the UDL files for your configuration 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.

- After all of the components have been uninstalled, reboot your machine.

- Run the installations for the first product you would like to install. Follow the installation utility. It may require reboot after installing some prerequisites.

**NOTE:** For BizViz, ICONICS recommends using the BizViz Suite installation rather than the individual installations.

- If you are upgrading a BizViz system 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 same 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 BizViz databases for products where you have a 9.x database you want to upgrade. You may get an error in creating databases Unified Web Interface, but this is normal. You can ignore the message and continue with the installation process.

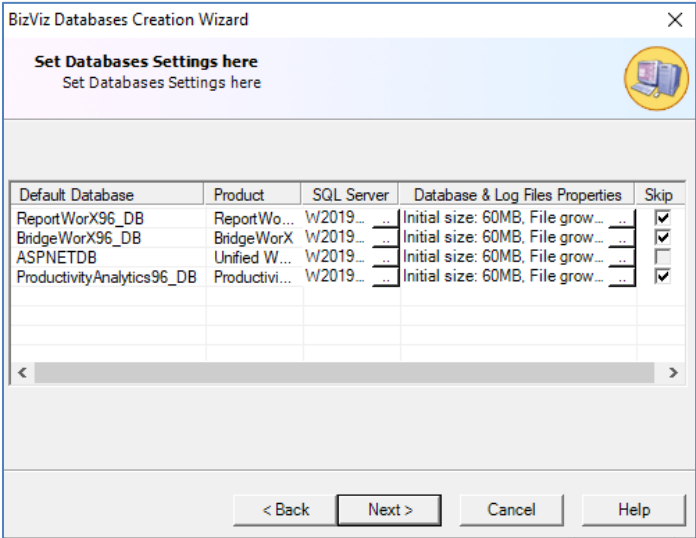


**Figure 1 - Database Creation Wizard**

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

- Proceed through the installation utility. You will be prompted to reboot at the end of the installation.
- For BizViz, after machine has been rebooted a dialog with post-installation steps will appear. Select **Yes** to proceed with the post-installation.
- Repeat steps 6-9 for any additional GENESIS32 or BizViz products you would like to install.
- If you have a hardware license, use the Web Licensing Utility to upgrade it. Refer to the *Licensing – Using*

*ICONICS Web Licensing Utility to Upgrade Your License*  
app note for more details.

12. If you have a software license, use the Web Licensing Utility to activate the license on your system. Refer to the *Licensing – Using ICONICS Web Licensing Utility to Upgrade Your License* app note for more details.

## Upgrading your configuration databases

Open the appropriate configurator for the module you would like to upgrade, then go to **File > Open** and choose your configuration file from the previous version. Follow the prompts to upgrade the database.

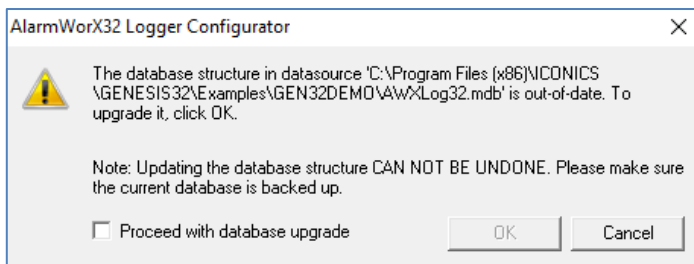


**Figure 2 - Upgrade prompt**

**NOTE:** While some configurators can accept imports taken from an older version, this is compatibility is not guaranteed. ICONICS highly recommends upgrading the original Access or SQL Server configuration database rather than importing a CSV or XML file to perform an upgrade.

For more details, on upgrading your BridgeWorX or ReportWorX databases from version 8, see the *BridgeWorX - Upgrading a Configuration to Version 9* or *ReportWorX - Upgrading a Configuration to Version 9* app notes.

GraphWorX32 files do not need to be explicitly upgraded. They can be used as-is. Making any updates to any GraphWorX32 files in the new version and performing a normal save will save them to the new version format by default. To save them to an older format, perform a "Save as" action and choose the desired version in the "Save as type" dropdown.