

Upgrading Viewpoint – Overview

Upgrading Viewpoint consists chiefly of the upgrade of databases and applications (binaries). It is strongly encouraged that upgrades are performed on your Viewpoint test environment before applying upgrades to your production environment. Whenever possible apply database upgrades to a copy (not the original) of all of your production databases before attempting a production upgrade.

Never attempt to upgrade a production environment without first backing up all Viewpoint databases and verifying that the backups are recoverable. If you are relying on backups produced by nightly backup jobs make certain that all jobs have run without error and that all backup files are intact. Database upgrades will (temporarily) increase the amount of data storage required for your databases. Have a buffer of 2X on your database file stores.

Upgrades, especially database upgrades, can consume a significant amount of time. Be sure to prevent users / Workers from interacting with Viewpoint during an upgrade.

In the event that an upgrade fails contact Viewpoint Support. Be prepared to restore the previous version of the applications (binaries) and/or databases (from backups).

Upgrading Viewpoint Processing

Existing Assets (assets already present in your environment):

- A. Viewpoint PMC Click-Once Deployment Folder – the folder where Viewpoint PMC click-once deployment packages reside. This folder should already exist.
- B. Viewpoint PMC Click-Once Deployment URLs –URLs which point clients to the Viewpoint PMC Click-Once Deployment Folder. Client installations look to these URLs to get their upgrades.
- C. Viewpoint QC Click-Once Deployment Folder and URL
- D. Viewpoint Worker Click-Once Deployment Folder and URL
- E. Viewpoint Processing LD Control database –MSSQL Database
- F. Viewpoint Processing model database –MSSQL Database
- G. Viewpoint Processing project databases –a set of MSSQL Databases which have a structure identical to the model database.
- H. Viewpoint Processing License File
- I. Config.TXT – optional – present if you are impersonating database login credentials

Upgrade Assets (acquired from Lateral Data):

- J. Upgrade documentation. Some upgrades require additional, version-specific steps which are outside the scope of this document.
- K. Viewpoint Processing Click-Once Deployment Packages – a folder which contains three child folders – PMC, QC, Worker. Each folder will have a child folder called “Application Files” and three files:
 - * a file with the suffix “*.application”
 - * publish.htm
 - * setup.exe
- L. Viewpoint Database Upgrade Tool (application)
- M. Viewpoint Processing License File – only present when an updated license file is needed.

Installation Preparation:

- 1. Locate all assets listed above.
- 2. Verify that the application is currently working.
- 3. Stop all Workers. To stop the Workers open the PMC, select the Workflow Tab, locate the Worker Selector pane, select all of the Workers, right-click and select “Shutdown Workflow Host”.
- 4. In each of the Viewpoint Processing Click-Once Deployment Packages (K), open the file with the “.application” suffix with Notepad. Locate XML element “deploymentProvider”. Locate attribute “codebase”. Update this attribute to be the Viewpoint Click-Once Deployment URL (B, C, D) for the appropriate package.
Sample value :
`"http://sh13-2/Test/LateralData.Applications.Dashboard/LateralData.Applications.Dashboard.application"`
- 5. Save / close the files when complete.
- 6. Locate the Config.TXT file if it is present and copy it to another location (to prevent it from being overwritten)
- 7. If you did not receive a new Viewpoint Processing License File then copy the existing Processing License File to a safe location.
- 8. Ensure all users out of the system. Stop all processing jobs.
- 9. Backup all databases (LD Control, model, and all project databases).

Installation Execution

10. Verify that database backups are present and restorable.
11. Launch the Viewpoint Database Upgrade Tool. Upgrade all databases in the Processing environment.
12. Copy the content of the Viewpoint Click-Once Deployment Packages (K) into their respective Viewpoint Click-Once Deployment Folders (A, C, D), overwriting the existing content.
13. Replace the Config.INI file, if present.
14. Copy the Processing License File into the Application Folder.
15. Launch the PMC application.
16. Select the Workflow tab, locate the Worker Selector pane, and start the Workers by right-clicking them and selecting “Start Workflow Host”.

Installation Test

17. Have a user launch the PMC, QC, and execute a simple job to utilize a worker.

Upgrading Viewpoint Review

Existing Assets (assets already present in your environment):

- A. Viewpoint Review Click-Once Deployment Folder – the folder where Viewpoint Review click-once deployment packages reside. This folder should already exist.
- B. Viewpoint Click-Once Deployment URL –URL which points clients to the Viewpoint Review Click-Once Deployment Folder. Client installations look to this URL to get their upgrades.
- C. Viewpoint Review LD Control database –MSSQL Database
- D. Viewpoint Review model database –MSSQL Database
- E. Viewpoint Review project databases –a set of MSSQL Databases which have a structure identical to the model database.
- F. Citrix or Terminal Server Environment
- G. Viewpoint Review License File
- H. Config.INI or Config.TXT file – optional – present if you are impersonating database login / file server access credentials

Upgrade Assets (acquired from Lateral Data):

- I. Upgrade documentation. Some upgrades require additional, version-specific steps which are outside the scope of this document.
- J. Viewpoint Review Click-Once Deployment Package – a folder which contains the click-once installation content. It will have a folder called “Application Files” and three files:
 - * LateralData.Applications.Dashboard.application
 - * publish.htm
 - * setup.exe
- K. Viewpoint Review **SETUP.EXE** Deployment package for Citrix or Terminal Server
- L. Viewpoint Database Upgrade Tool (application)
- M. Viewpoint Review License File – only present when an updated license file is needed.

Installation Preparation:

- 1. Locate all assets listed above.
- 2. Verify that the application is currently working by having a client launch the application.
- 3. In the Viewpoint Review Click-Once Deployment Package (F), open file “LateralData.Applications.Dashboard.application” with Notepad. Locate XML element “deploymentProvider”. Locate attribute “codebase”. Update this attribute to be the Viewpoint Click-Once Deployment URL (B). Sample value :
"http://sh13-2/Test/LateralData.Applications.Dashboard/LateralData.Applications.Dashboard.application"
- 4. Save the file and close the file when complete.
- 5. Locate the Config.TXT or Config.INI if present and copy it to another location (to prevent it from being overwritten)
- 6. If you did not receive a new Viewpoint Processing License File then copy the existing Processing License File to a safe location.
- 7. Ensure all users are out of the system.
- 8. Backup all databases (LD Control, model, and all project databases).

Installation Execution

- 9. Verify that database backups are present and restorable.

10. Launch the Viewpoint Database Upgrade Tool. Upgrade all databases in the Review environment.
11. Copy the content of the Viewpoint Review Click-Once Deployment Package (F) into the Viewpoint Review Click-Once Deployment Folder (A), overwriting the existing content.
12. Replace the Config.TXT or Config.INI file, if present.
13. Copy the Review License File into the Application Folder.
14. Upgrade Citrix or Terminal Server Environment
 - a. Uninstall Viewpoint Review from Citrix or Terminal Server
 - b. Copy **SETUP.EXE** to the server. Run **SETUP.EXE**.

Installation Test

15. Have a user launch Viewpoint Review click-once application, log in and open a project.
16. Have a user log into Citrix or Terminal server, launch Viewpoint Review and open a project.