

KnowledgeSync Upgrade Instructions

Microsoft Access Database Version Installation Instructions

PRE-REQUISITES:

Download current KS_Setup.exe

*NOTE: All KnowledgeSync installations **REQUIRE** a version specific license. No upgrade licenses will be issued for any client that does not have a current Maintenance and Support contract in place. KnowledgeSync **WILL NOT be functional** unless the matching version license is installed.*

INSTRUCTIONS

1) Stop the KnowledgeSync Windows service.

2) Make a note of the KnowledgeSync Service Log-On Information by taking these steps:

Log into the KnowledgeSync server. Go to the Control Panel and select “Administrative Tools” and then “Services”. Right-click on the service called “KnowledgeSync 2000” and select “Properties”. Click on the “Logon” tab.

Make a note of the Log-On Account and Password.

NOTE: You must re-enter the Log-On information after the KnowledgeSync upgrade is complete.

3) Uninstall KnowledgeSync. (Control Panel | Add – Remove Programs)

4) Install the new version KnowledgeSync (Execute KS_SetUp.exe).

5) Re-Enter the KnowledgeSync Service Log-On Information following the instructions in step #2.

6) Enter your new KnowledgeSync License Code by taking these steps:

Log into the KnowledgeSync server. Click on the “Start” menu, select “Programs”, then “Vineyardsoft KnowledgeSync”, and then “KnowledgeSync Administrator”. Enter your login username and password.

You will be prompted to enter your new license code.

7) Upgrade your KnowledgeSync database by taking these steps:

Log into the KnowledgeSync server. Click on the “Start” menu, select “Programs”, then “Vineyardsoft KnowledgeSync”, and then “Upgrade previous version database to vX”.

8) Start the KnowledgeSync Windows service.

The installation is complete.

Microsoft SQL Server Database Version Installation Instructions

PRE-REQUISITES

Download current KS_Setup.exe

NOTE: All KnowledgeSync installations REQUIRE a version specific license. No upgrade licenses will be issued for any client that does not have a current Maintenance and Support contract in place. KnowledgeSync WILL NOT be functional unless the matching version license is installed.

Download and/or Install Database Components:

SQL Server Express Download:

<http://msdn.microsoft.com/vstudio/express/sql/default.aspx>

.NET Framework 2.0 Download:

<http://www.microsoft.com/downloads/details.aspx?familyid=0856each-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

INSTRUCTIONS

1) Stop the KnowledgeSync Windows service

2) Make a note of the KnowledgeSync Service Log-On Information by taking these steps:

Log into the KnowledgeSync server. Go to the Control Panel and select "Administrative Tools" and then "Services". Right-click on the service called "KnowledgeSync 2000" and select "Properties". Click on the "Logon" tab.

Make a note of the Log-On Account and Password.

NOTE: You must re-enter the Log-On information after the KnowledgeSync 6.0 installation is complete.

3) Uninstall KnowledgeSync.

4) Install .NET Framework 2.0 (Execute DOTNETFX.exe)

**5) (If hosting KnowledgeSync under SQL Server Express)
Install SQL Server Express (Execute SQLEXPRESS.exe)**

When you arrive at the “Feature selection screen”, select the following:

- Client Components
- Connectivity Components
- Software Development Kit.

Note that the default “Instance Name” is “SQLEXPRESS”

On the “Authentication Mode” screen, select “Mixed Mode” (Windows Authentication and SQL Server Authentication).

Enter a password for the “sa” account.

NOTE: You must NOT leave the password “blank”.

6) Install new version of KnowledgeSync (Execute KS_SetUp.exe).

7) Re-Enter the KnowledgeSync Service Log-On Information following the instructions in step #2

8) Enter your KnowledgeSync upgraded License Code by taking these steps:

Log into the KnowledgeSync server. Click on the “Start” menu, select “Programs”, then “Vineyardsoft KnowledgeSync”, and then “KnowledgeSync Administrator”. Enter your login username and password.

You will be prompted to enter your new license code.

9) Upgrade your KnowledgeSync database by taking these steps:

Log into the KnowledgeSync server. Click on the “Start” menu, select “Programs”, then “Vineyardsoft KnowledgeSync”, and then “Upgrade previous version database to vX”.

10) (If using SQL Express) Identify your “SQL Server Instance Name” by taking these steps:

Log into the KnowledgeSync server. Go to the Control Panel and select “Administrative Tools” and then “Data Sources (ODBC)”. Click on the “System DSN” tab, click on “Add”, and then select “SQL Native Client”. Click on “Finish”.

At the prompt “Which SQL Server do you want to connect to?” click on the List button.

Make a note of the “Instance Name” of the SQL Server database you just created. For SQL Express, it will typically be formatted such as:

“myservername\SQLEXPRESS.”

You will be using this “Instance Name “ in the subsequent procedure.

11) Migrate your KnowledgeSync Database to SQL Server by taking these steps:

Log onto the KnowledgeSync server. Stop the KnowledgeSync Windows service. Click on “Start”, “Programs”, “Vineyardsoft KnowledgeSync”, and then click on “Migrate Database to SQL Server”.

Enter the “SQL Server Instance Name” in the “Migrate to SQL Server Instance Name” field. The default Username is “sa”; enter the ‘sa’ password and click on “Migrate Database.”

12) Start the KnowledgeSync Windows service.

The installation and migration is complete.