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## How to upgrade to DME 3.6 SP1

### Steps to ensure a successful upgrade to DME 3.6 SP1

#### **Disclaimer**

The procedures and descriptions given in the following are meant as a guideline only. Each customer's setup may differ from the premises assumed when developing this documentation. Excitor A/S cannot assume any liability or be held responsible for the effects of the changes made to a customer's setup on the basis of this documentation, regardless whether the instructions set forth were followed or not.

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## How to upgrade to DME 3.6 SP1

Due to changes to the internal settings and groups structure, DME 3.6 makes extensive changes to the DME database when upgrading.

When upgrading to DME 3.6 SP1, you must therefore complete the following steps in the order listed.

### Preparing for upgrade test

The settings system is quite complex. We have done our utmost to ensure that the migration will be successful, but there may be combinations of device types and group structures that we have not been able to test.

In order to be able to ascertain that the upgrade went well, we recommend that you *make note of the settings* of a number of devices in the DME web interface for DME 3.5 SP10 before upgrading, and then compare the settings with the same devices on the upgraded DME 3.6 SP1 installation.

From the **Devices** tab, double-click a device, and click the **Settings** setup panel. Note the **Status** column, which tells where the settings applied to the device derive from – *Default, Group, or Device*. Taking some screenshots is the easiest way.

Do this for a number of devices with different OS and group affiliation, for instance an Android and an iOS device belonging to group A, and an Android and an iOS device from group B.

After upgrading, compare the settings. If there are differences, it is an indication that the upgrade did not go as planned, and you will need to revert back to your DME 3.5 SP10 server and contact Excitor support in order to analyze your database.

Please note: The initial version (from before Dec. 1<sup>st</sup> 2011) of the database migration script contained an error. If you tried to migrate to 3.6 SP1 using this script, some tables were not migrated correctly. In order to fix those tables, you must run the migration script using special parameters, unless you have manually reset the settings on affected devices. See the last page of this document if this is the case.

### Steps to upgrade

To upgrade, do the following:

1. To be able to roll back to the version you came from, you need to back up your system:
  - a. Stop DME server and connectors
  - b. Create backup of:
    - DME database
    - cryptoKeystore**
    - server.xml**
    - Wrapper.conf** (Windows only)
    - SSL certificate:
      - rootca.pem**
      - sslcertificate.pem**
      - sslprivatekey.pem**
2. If your server is not running 3.5 SP10, you must first upgrade DME to 3.5 SP10. Note that upgrading to version 3.6 SP1 is only supported when upgrading from DME 3.5 SP10.
  - a. Perform the upgrade to 3.5 SP10 according to the installation guide for your platform.
  - b. Change sync port in **server.xml** from default value (usually 5011 or 443) to e.g. 5010.

This will prevent the clients from connecting when starting the server after the upgrade. *This is very important!* Note that you will have to do this again after upgrading to 3.6 SP1 (below), as the **server.xml** file is replaced during upgrade.

3. To ensure a consistent database, you need to change the database transaction timeout value before proceeding.

This is done in the following way:

Open the file <DME\_HOME>/conf/jboss-service.xml

Go to the section **JBoss Transactions JTA**

Change the value of the **TransactionTimeout** parameter to **3600** seconds (one hour).

Save the file.

4. Start DME 3.5SP10, and make sure the server starts up properly.
5. Shut down the DME server again.
6. *MS SQL Server databases:* Run the required database 3.6 SP1 upgrade script (this is not necessary for MySQL, as it is done by the installer).
7. Run the DME 3.6 SP1 installer to upgrade to DME 3.6 SP1.
8. Upgrade according to the installation guide for your platform.

Note that when the installer runs the database migration tool, it may seem unresponsive for a while, depending on the size of your database (number of users).

If the upgrade script does not complete successfully, the script will automatically try again. The error could for instance be due to a database lock issue, and a second attempt might be successful. If the second attempt also fails, an error is reported, and the script stops.

9. During the upgrade, the installer will replace the **server.xml** file. So if you have made any changes related to connections, ports, SSL, and cluster-specific settings, these changes must be reinserted in the **server.xml** file.

Temporarily change the sync port in **server.xml** from default value (usually 5011 or 443) to e.g. 5010 to prevent the clients from connecting when starting the server after the 3.6 SP1 upgrade.

*This is very important!*

10. Upgrade all connectors before starting the DME server.
11. Start the DME 3.6 SP1 server.  
This may also take a while, as the server has to convert a lot of data initially.
12. Check that the server is launched properly.
13. Check the settings for a set of devices in the DME web interface, and validate that the group or device specific settings from the DME 3.5 SP10 installation you upgraded from are correctly applied to the devices (as described in the introduction to this document).
14. Start all connectors, and test that they are working properly. Use the test functionality on the connectors.
15. If everything seems to work properly, shut down DME again.
16. Change the sync port in the **server.xml** back to the correct value.
17. Change the **JBoss Transaction Timeout** back the default value of **300** seconds (see item 3).
18. Start the DME server.

Enjoy your new DME 3.6 SP1 environment!

To see release notes for DME Server 3.6 and 3.6 SP1, go to <http://install.excitor.dk/documentation/rn> (login required).

## Restoring a failed migration

If you attempted to migrate the DME database to DME 3.6 SP1 using a migration script from before Dec. 1<sup>st</sup> 2011, the upgrade to DME 3.6 SP1 might not be fully functional.

You may have experienced duplicate data, calendar and contact modes being changed, etc. Before running the new migration script, you must either restore the original DME 3.5 database and apply the DME 3.6 SP1 upgrade SQL script, or run the following commands on the corrupted 3.6 SP1 database.

### Windows:

If you are using the *online installer*:

Download **dme-install.exe**, and run the installer with a *restart* parameter:

```
dme-install /restart
```

If you are using the *offline installer*:

Download a new offline installer, and execute **dme-install.exe** with a *restart* parameter:

```
dme-install /restart
```

### Linux:

Run the installer with a *restart* parameter:

```
sh dme-install.sh --db-restart
```