

This document describes the upgrade process of OpenLM installations that use the embedded Firebird database, to the latest 4.x version.

## Embedded databases

The procedure of upgrading OpenLM Servers that use an external database (i.e. MS-SQL or MySQL) is not covered in this document. [Please refer to this Application note instead](#). Note that the installation of such external databases requires additional licensing.

## Prerequisites

1. Before upgrading please make sure your system is compliant with the [OpenLM System requirements](#). It is especially worth noting that OpenLM Server V4 requires both .NET Framework 4.6.2 (or higher) AND .NET Framework 3.5 to be installed on the designated machine. Please [consult this document](#) for information about .NET versions' content.
2. If the OpenLM server (of any version) has been already installed on the machine for a period longer than the Evaluation period, A license file will be required . Please make sure you have one **before proceeding with the upgrade process**. In order to obtain a [valid OpenLM license file](#), please contact OpenLM support, and provide the MAC address and hostname (case sensitive) of the designated installation machine.

## Download the latest OpenLM v4 system components

The OpenLM System components are available for download on the OpenLM site. After filling in your name and email, you will be directed to the download section.

## Complete OpenLM Server upgrade procedure (with preliminary check)

### 1. Backup the database - VERY Important

Backing-up the database is mandatory, since the database upgrade process is sensitive to hardware and software malfunctions. Upgrading the OpenLM Server without backing up the database file may compromise the accumulated data. Stop the "OpenLM Server" Windows' Service, and backup the database file, typically located at "C:\Program Files (x86)\OpenLM\OpenLM Server\db".

## 2. Test the database upgrade process (optional stage)

Choose a test workstation (Not the production OpenLM Server machine) and take the following steps:

- Install the exact OpenLM Server version that is currently in use on the selected workstation.
- Stop the “OpenLM Server” windows’ service on both the test workstation, and the Production server.
- Replace the empty test database with a copy of the production database, typically located at “C:\Program Files (x86)\OpenLM\OpenLM Server\db\OPENLM\_DB.FDB”
- Start the “OpenLM Server” windows service on both the test workstation, and the Production server.
- Close the Services window, as well as all OpenLM related windows.
- Execute the new OpenLM version’s installation MSI file (e.g. openlm\_server\_win\_32016.msi). This will upgrade the OpenLM server version to the latest one, on-top of the existing installation.
- Test the new installation. Now you can proceed to upgrade your production system.

## 3. Upgrade the production system.

- Close the Services window, as well as all OpenLM related windows.
- Execute the OpenLM installation MSI file (e.g. openlm\_server\_win\_core\_4.x.x.x.msi). This will upgrade the OpenLM server version to the latest one on-top of the existing installation.

### **Please note:**

In order to evaluate newer OpenLM versions prior to upgrade, please refer to the “Side-by-

side” section below.

## OpenLM Broker upgrade

The OpenLM Broker is an optional component that highly enhances the capabilities of the OpenLM Software. Download the latest OpenLM Broker version from the OpenLM site’s downloads section, and install it on each license server machine. On Windows’ machines, the OpenLM Broker will automatically detect the license managers that exist on that machine, and will just need to be configured to interface the OpenLM server.

### 1. Broker inter-operability

- OpenLM Broker versions prior to 4.3 are not compatible with OpenLM Server 4.4
- OpenLM Broker 3.0, 3.1 and 3.2 will communicate with OpenLM Server 3.3, but this configuration may result in loss of data, and is definitely not recommended. We do recommend timing the upgrade of the OpenLM Broker as soon as possible, following the upgrade of the OpenLM Server.

### 2. Broker installation

In order to install the Broker, simply run the OpenLM Broker installation file (e.g.: `openlmbroker-windows-setup3.3.0.6.exe`) on the designated license server machine, and follow the wizard’s instructions. It is also possible to deploy [OpenLM Broker 4.x installations silently](#).

Note: The OpenLM Broker will also install Java JRE on the designated machine.

### 3. Side-by-side installation for evaluation purposes

It is possible to install a new OpenLM version side-by-side with an older version, in order to evaluate the performance of the new version prior to upgrade. In order to do so:

- The new OpenLM Server version should be installed on a separate machine than that of the older, production OpenLM Server.
- The new OpenLM Broker version will need to be installed on the same license server machine, side by side with the older, production OpenLM Broker.

[Please refer to this document](#) for an elaborated explanation on the Broker “side by side” installation process.

## OpenLM Agent upgrade

- OpenLM Agent versions prior to V4.2 are not compatible with OpenLM Server v4.. In such cases upgrading is compulsory.
- For earlier Versions - upgrade is highly recommended.
- Please refer to this document for more information on [silent Agent installation](#).

### Known issues:

1. After upgrading the OpenLM server to version 4.x, the EasyAdmin web application may become non-responsive. In that case, it is recommended to [clear the web browser's cache](#).
2. The OpenLM Software is delivered with LightTPD: a built-in web server that starts at start-up as a service. Users can continue and use the built-in web server or use a standard web server such as Microsoft IIS
3. Upgrading the OpenLM Server from version 1.8 does not preserve [OpenLM IIS configuration](#). It is up to the System Administrator to reconfigure the IIS web server to work with OpenLM EasyAdmin.
4. Prior to version 2.0, OpenLM Alerts were implemented as a separate module. In version 2.0 the OpenLM alerts have been integrated into the OpenLM EasyAdmin web application. Alerts settings will not be saved during upgrades to version 4.x.

## OpenLM Contacts

If you encounter any issue during the upgrade process, or require technical assistance please refer to our support team, and we will be glad to help:

[support@openlm.com](mailto:support@openlm.com)

OR

[OpenLM contact form](#)