

This document describes the upgrade of OpenLM installations that use external database, i.e.: MS-SQL or MySQL to version 4. For installations that use the embedded Firebird database see this [Application Note](#)

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.

OpenLM Server upgrade procedure

1. Backup the Database - VERY Important

Note that the backup stage is mandatory since the database upgrade process can be sensitive to hardware and software problems. Starting the upgrade process without backing up the database file may compromise the data. Stop the "OpenLM Server" Windows Service, [and back up the OpenLM Database](#).

2. Upgrade the Database

The OpenLM database for version 4 can be upgraded either manually or Automatically. After backing the database up (see above), employ one of these methods:

Automatic update:

- a. The user that employs the OpenLM Server and connects to the Database must have Read, Write and Create permissions on the External Database
- b. Verify that the OpenLM database configuration tool (Windows' start -> All programs -> OpenLM -> Server -> OpenLM database configuration) points to the external database. This database will be upgraded.
- c. Double click the installation MSI file. The upgrade process will begin automatically.
- d. In case of a successful upgrade, no error notifications will pop up.
- e. In case of failure, the "AllDBUpgrade.txt" file will open. Please send this document to support@openlm.com. Uninstall the OpenLM Server, install the older OpenLM Server version, and revert to the previously backed up OpenLM database

Manual update:

OpenLM reserves a manual method for database upgrade. This is especially useful when the OpenLM user does not have Read, Write and Create permissions on the External Database.

- a. Open the Scripts folder in the OpenLM Server installation folder. This is normally located at:

C:\Program Files (x86)\OpenLM\OpenLM Server\bin\Scripts

- b. Select the required scripts according to the external database's type, and the current OpenLM Server version;

For MS-SQL: OpenLM_SQLServer_*_Upgrade.SQL.

For My_SQL: OpenLM_MySQL_*_Upgrade.SQL.

- c. Stop the OpenLM Server service.
- d. Run the upgrade script(s) on the External DB administration tool.
- e. In case of a successful upgrade, no error notifications will pop up.

Please note:

1. During upgrade of an OpenLM MS-SQL database, transaction logs may grow to be quite large. Please consider adding disk space for the upgrade procedure.
2. In order to evaluate newer OpenLM versions prior to upgrade, please refer to the “Side-by-side” section below.
3. When upgrading mirrored SQL Server databases, which are below version 4.0.35, make sure to first shut down the mirrored server, then run the upgrade. After the upgrade process is done, start up the mirrored database.

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 4.0 are not compatible with OpenLM Server 4
- OpenLM Broker 4.0, 4.1 and 4.2 will communicate with OpenLM Server 4, 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-setup4.0.13.8.exe) on the designated license server machine, and follow the wizard’s instructions. It is also possible to deploy [OpenLM Broker 4.0.13.8 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 v2.0 are not compatible with OpenLM Server v4. In such cases upgrading is compulsory.
- For v2 and earlier v4 Agent versions - upgrade is highly recommended.
- Please refer to this document for more information on [silent Agent installation](#).

Known issues:

1. During upgrade of an OpenLM MS-SQL database, transaction logs may grow to be quite large. Please consider adding disk space for the upgrade procedure.
2. After upgrading the OpenLM server to version 4, the EasyAdmin web application may become non-responsive. In that case, it is recommended to [clear the web browser's cache](#).
3. 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
4. Upgrading the OpenLM Server does not preserve IIS configuration. It is up to the System Administrator to [reconfigure the IIS web server](#) to work with OpenLM EasyAdmin.
5. 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

OR

[OpenLM contact form](#)