

SmartView™ EMS Upgrade Procedure

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Abstract:

SmartView™ EMS is CTC Union’s Element Management System designed specifically for CTC Union products. SmartView™ EMS or SV, is a 32 bit JAVA based client/server program that utilizes a Microsoft MS-SQL Server as a database repository. The procedure herein describes the upgrading of SV version 2.98 or above, to the 64 bit version 3.xxx. (Note: This upgrade has been shown to work with EMS as old as version 2.34.)

Step 1. (Get the upgrade)

If you have not yet obtained the upgrade ZIP file, please download it from CTC Union’s website. Upgrade patches can all be found in this web folder:

https://www.ctcu.com.tw/download/EMS/Upgrade_Tool/

Click into the latest (highest) version and download the ZIP file. Extract the ZIP file in a convenient location on the EMS server (like the Desktop). We recommend the 7-Zip, free utility from <http://www.7zip.org>. Check the "Product_Support.pdf" file to see if your equipment has the supported firmware level for this version of SmartView™.

Step 2. (make a backup)

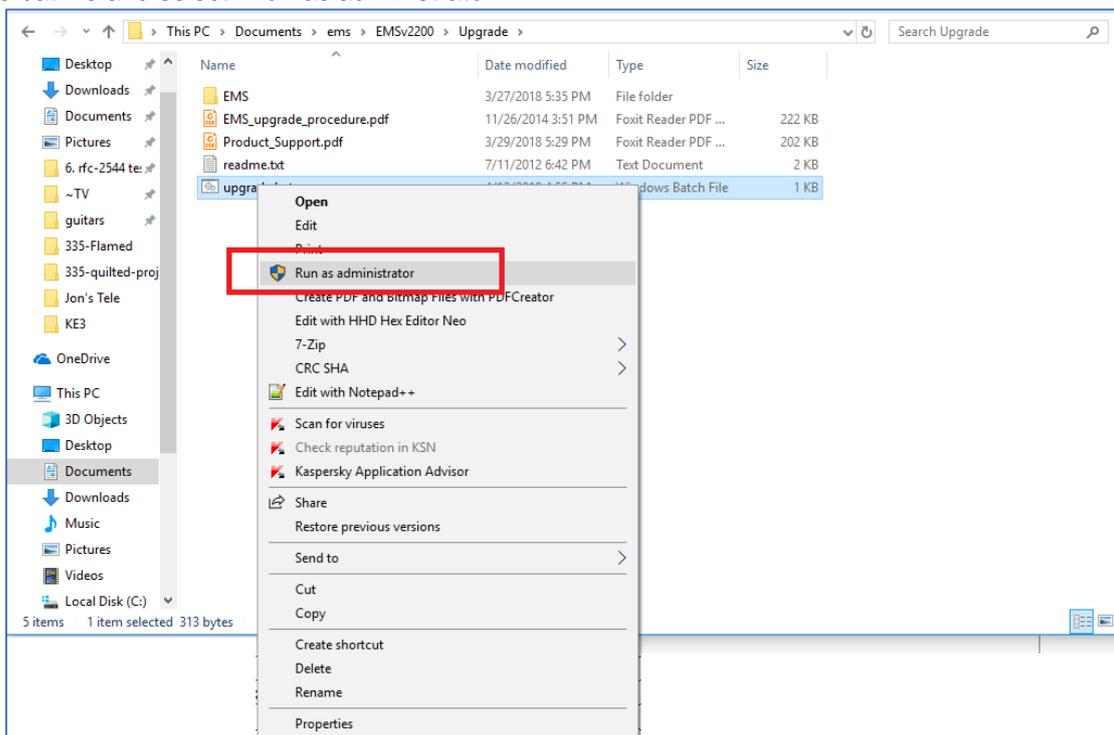
DEFINITELY make a backup!! This is a major upgrade of the EMS program and environment. First, copy or ZIP the EMS program folder (which by default should be in the C:\Program Files (x86)\ folder). Next, manually back up the MS-SQL database files. Copy the two files ems.mdf and ems_log.LDF located in C:\Program Files (x86)\Microsoft SQL Server\ MSSQL10_50.MSSQLSERVER\MSSQL\Data\ folder to a backup folder. In the unlikely event of an upgrade failure, it will still be possible to copy over the EMS folder and the database files with these backup files. (Note: The path shown here is for MS-SQL Server Express 2008 R2. New server may have slightly different number, but will always be in the MSSQLSERVER\MSSQL folder.)

If you do not have a backup copy of your license key, be sure to back it up as well. The SN.txt license file is located in the C:\Program Files (x86)\EMS folder.

Step 3. (run the upgrade) MUST be run as 'Administrator' or the ODBC upgrade will fail!!

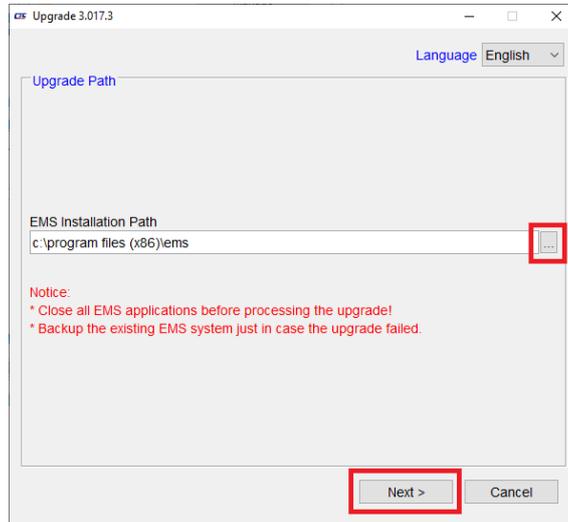
The EMS server must be shutdown prior to doing the upgrade. Shutdown is required because some files (and the database) may be in use and they will need to be updated or replaced with new files. If the server is running, the upgrade will fail. Be sure to logout of the Admin Console, if running and stop the EMS Server, then close all the server applets.

Run the Upgrade (Hint, Right mouse click). Below is an example of the contents of the unzipped folder. Right click the upgrade.bat file and select "Run as administrator".

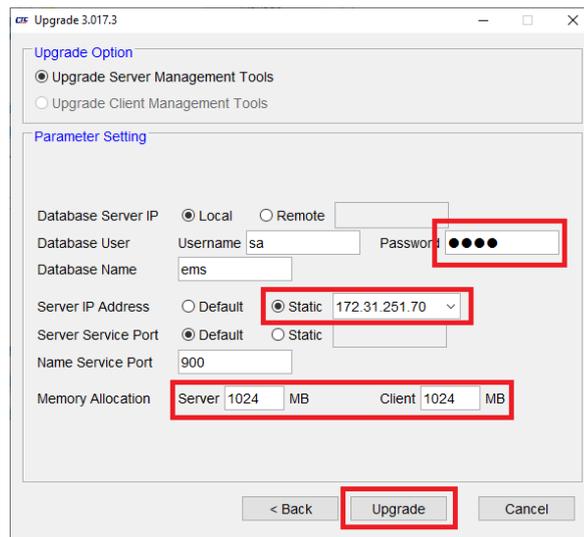
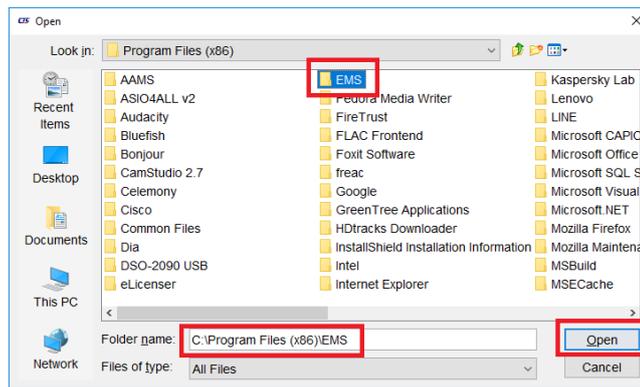


Step 4.

The Upgrade Tool will start.

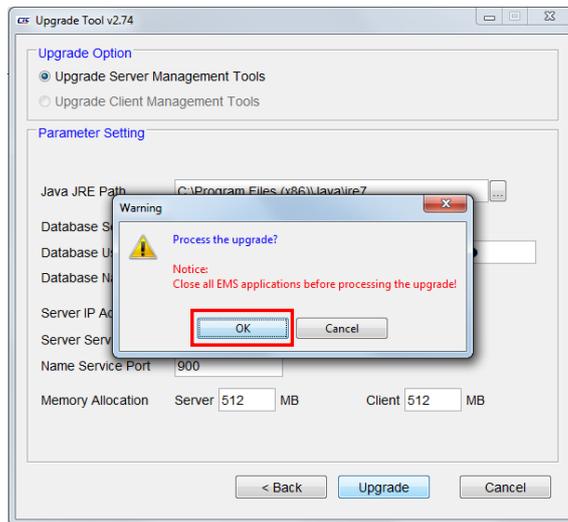


The EMS folder probably won't be automatically discovered, if the version is very old. If it is not, click the browse button and locate the path to EMS or manually key in the default location of c:\Program Files (x86)\EMS. When the correct path is entered, click [Next>].

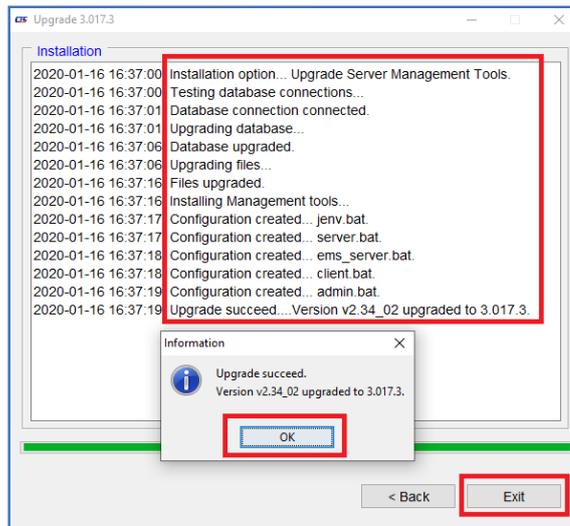


- A. Make sure the radio button "Upgrade Server Management Tools" is selected.
- B. The database server can have either localhost or a static IP entered. Make sure the SQL server is running.
- C. If a default install had been performed, the DB user is 'sa' and password is '0000'.
- D. Check the DB name, it should be 'ems'.
- E. The EMS server's IP selects 'Default' unless more than one IP are configured in the host. In this case you must use the 'Static' selection and select the right IP address from the pull-down menu.
- F. The server's service port is random. If the server must transverse a firewall, a static port can be assigned.
- G. For this new version, we suggest both the server and client memory allocation be increased to at least 1024MB.

Click [Upgrade] to start the upgrade process. Click only **once**.



This is the final warning, make sure EMS server is not running and click [OK].



The Information pop-up will display the upgrade status (succeed) along with the previous and current SmartView™ versions.

At the completion message, click [OK].

Lastly, click [Exit] to exit the upgrade tool.

Notice:

This major upgrade will replace the version 1.6.33 32bit Java Runtime Environment (JRE) with the version 1.7.80 64bit JRE binaries. Windows Firewall will need to be opened to allow this new JRE. When the popup appears, make sure to check all check boxes and allow. From now on, SmartView will use the Java 64 bit binaries from the EMS\jre\bin folder. The old JAVA JRE may be un-installed from the Windows system. In addition, the ODBC database driver will be replaced with the 64 bit JAVA JDBC driver.

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