

Hygiena

Upgrading SureTrend 2.02 or Earlier

Upgrading SureTrend version installed with Wise Installer

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Introduction

This document will describe how to upgrade SureTrend software on a computer or network from version 2.02 or earlier installed with the Wise installer to SureTrend version 2.02 or later installed with the Windows Installer Service.

Overview

The older Wise installer program used to install SureTrend has many limitations. These limitations not only create problems for users during install, but also makes it impossible to perform an automated upgrade. ***This means you need to manually upgrade SureTrend version 2.02 or earlier installed with the Wise Installer to 2.02 or later installed with the Windows Installer Service.***

The key benefits of the new installer are:

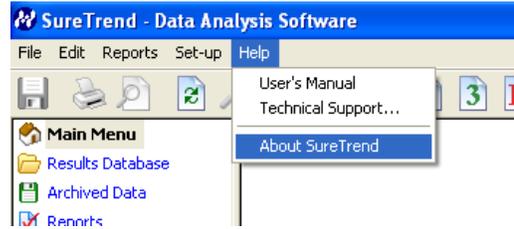
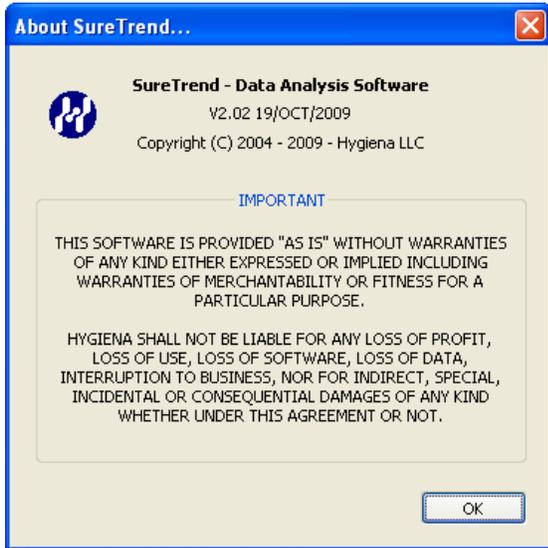
- Install for All users.
- Folder permissions correctly set for users.
- Automatic install of the Windows Certified USB driver.
- Program group links to SureTrend and SystemSURE Plus/EnSURE documentation.
- Windows proper install.

The remainder of this document will show you how to manually upgrade SureTrend. The basic process is as follows:

1. Identify the version of SureTrend installed.
2. Identify the Installer version used to install.
3. Locate the Install folders.
4. Determine the Installation of SureTrend used.
5. Make a Backup of the old SureTrend.
6. Install the new version if not already installed.
 - a. If you installing SureTrend manually update the installation with the new files.
 - b. You're done.
7. Copy data files from the old SureTrend location to the new SureTrend location.
8. Optionally uninstall the old version of SureTrend.
9. You're done.

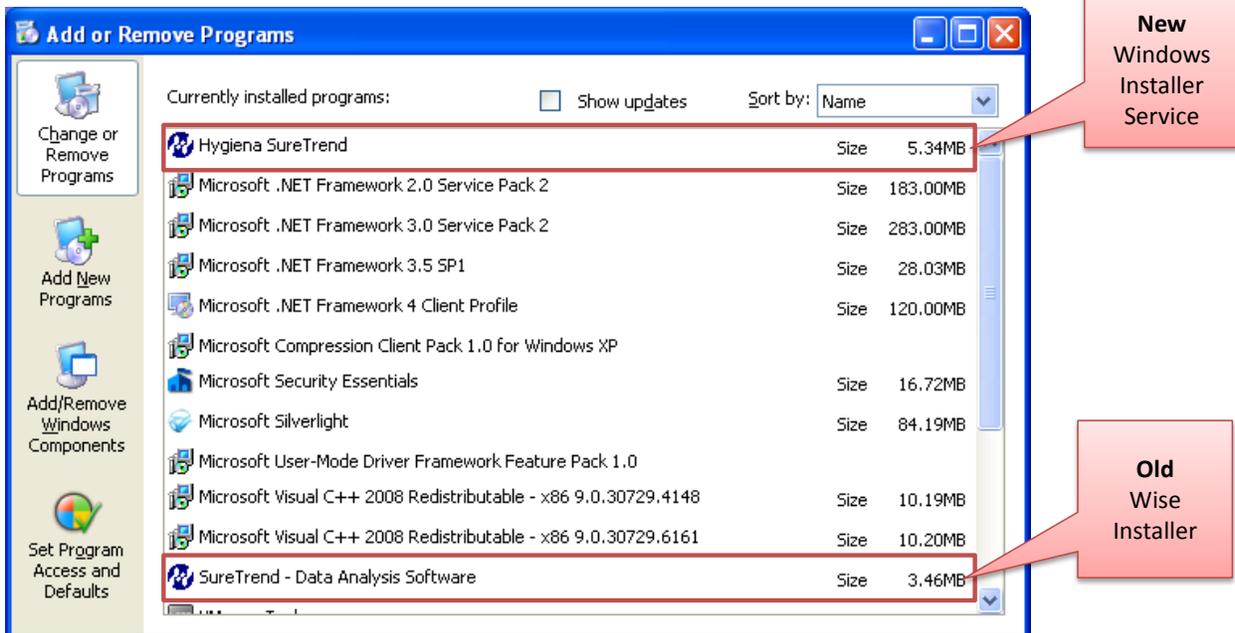
Identify the Version of SureTrend Installed

Start SureTrend on your computer and select the Help/About SureTrend menu option. The following dialog will show the SureTrend version number and date.



Identify the Installer Used to Install ShureTrend

Determining the installer used to install SureTrend is more complicated. From Windows Control Panel select Add or Remove Programs. In the list of installed programs you will find how SureTrend was installed.



Install Folders

By default SureTrend will install to the following locations. However, users can change the folder location and they can manually move the SureTrend folder location. For example, when installing SureTrend on a network file server users will change the default location to the network path.

SureTrend Install version	Windows	Default Folder Location
Wise Installer	32-Bit	C:\Program Files (X86)\SystemSURE
Wise Installer	64-Bit	C:\Program Files\SystemSURE
Windows Installer Service	32-bit	C:\Program Files (X86)\Hygiena
Windows Installer Service	64-bit	C:\Program Files\Hygiena

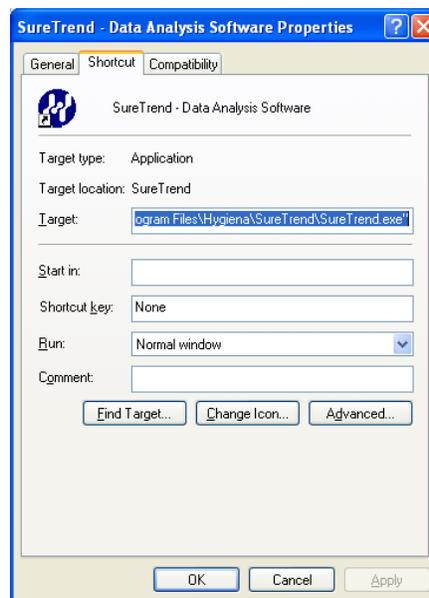
Determine What Installation of SureTrend is Running

It is important to know the actual folder location where SureTrend was started from. Users can install SureTrend to any folder location. In addition SureTrend can be copied to any other folder location and run from that location. This allows SureTrend to be easily configured to meet the needs of the user, but can lead to some confusion when upgrading.

Locate the shortcut used to launch SureTrend. This shortcut can be in the Windows Start menu Program group, desktop, quick launch, etc. Right click on the shortcut and select properties from the menu.

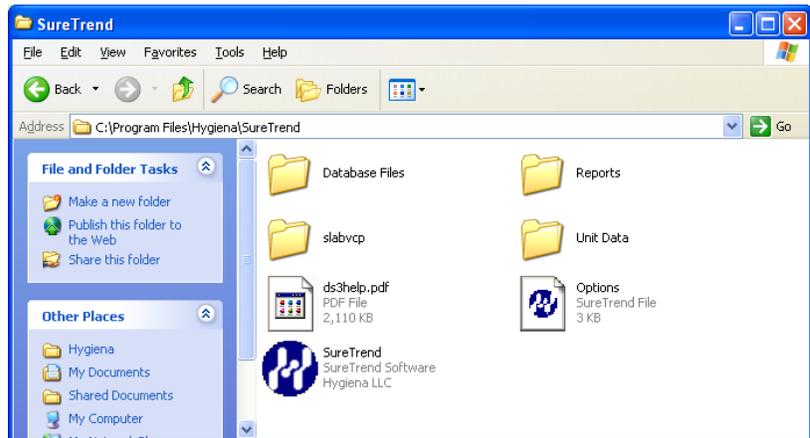
Note: users can also run SureTrend.exe directly. They may have a shortcut to the folder where SureTrend.exe is located and then simply run SureTrend.exe.

Locate the Target field. This will contain the path to the location of SureTrend you are running. In most cases this will be the default location to where SureTrend was installed.

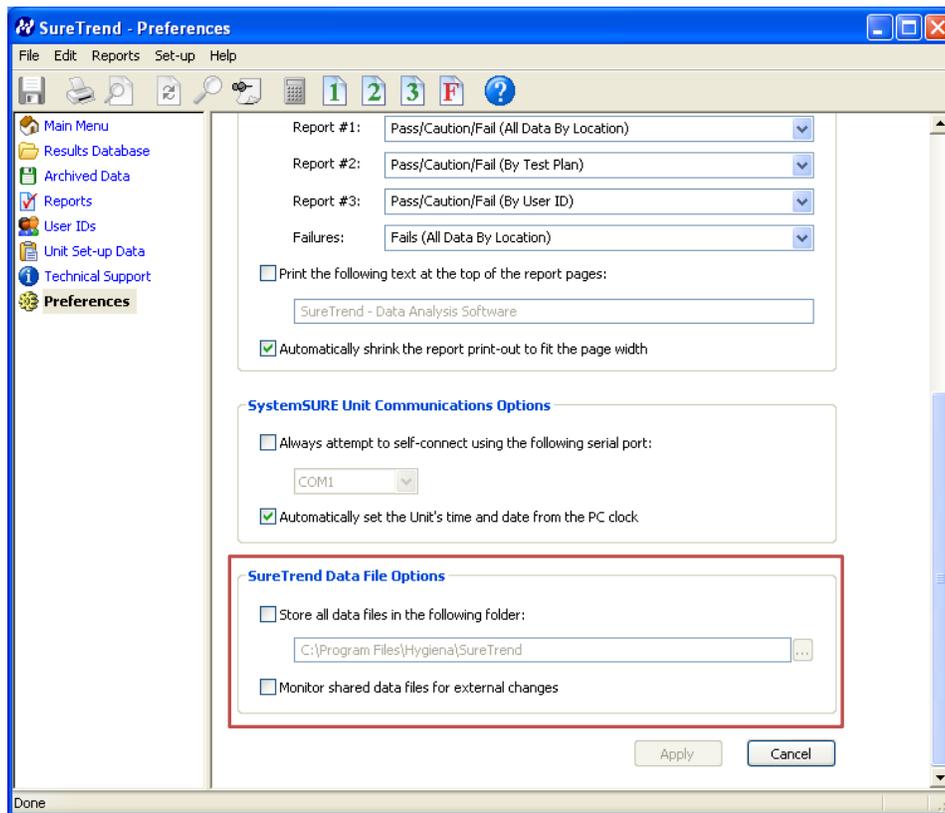


Locating the Data Files Folder Location

By default SureTrend data files are located relative to the SureTrend.exe program. In this example the results are stored in the Database Files folder, the Reports are in the Reports folder, and the Unit information and Users are stored in the Unit Data folder. However, users can place these folders on a network drive or shared disk and point SureTrend to this new location.



To identify SureTrend's Data File location start SureTrend, and from the Setup Preference menu locate the SureTrend Data File Options area on the form below. Make sure the option "Store all database in the following folder:" is checked. If checked SureTrend will look for the Database Files, Reports, and Unit Data folders in this location.



You now know the location of the data files used by the user. This is where the data files including reports are located.

Windows File System Virtualization

SureTrend installed with the Wise installer does not set the permissions on the SureTrend folder for the standard Users group in Windows. If SureTrend is installed into the default folders SureTrend will be located in the Program Files or Program Files (X86) folder. By default users do not have read write permissions in this folder.

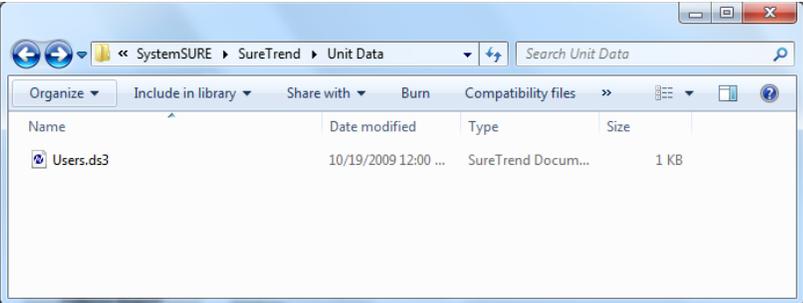
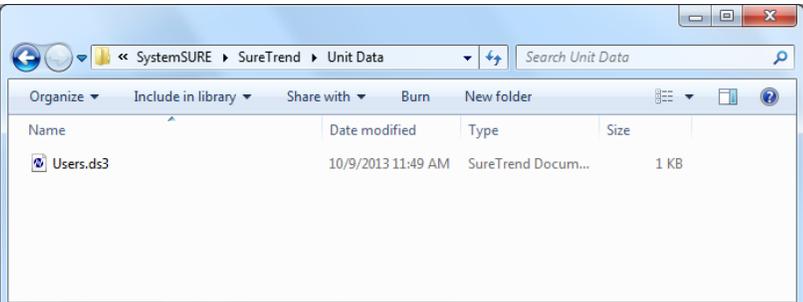
If the user is running Windows XP and does not have permissions to the SureTrend folder they will receive an error.

If the user is running Windows Vista or later with User Account Control (UAC) enabled, and does not have the appropriate permissions in the SureTrend folder, Windows will try to solve the problem by using Windows File System Virtualization.

When the user updates any of the files in the SureTrend folder, Windows will detect the user does not have permissions and will move the file to a virtual store. This virtual store is a folder outside of the Program Files folder where the user has permissions. The following is an example of the user "Worker".

Installed Location	C:\Program Files (x86)\SystemSURE\SureTrend\Unit Data
Virtualized Location	C:\Users\Worker\AppData\Local\VirtualStore\Program Files (x86)\SystemSURE\SureTrend\Unit Data

When you navigate to the install folder location you can see in this example below the User.ds3 file is dated 10/19/2009. This is the original file created by the install of SureTrend. When you click on the Compatibility files menu in Windows Explorer it will take you to the Virtual Store. This is the file the user has been editing in SureTrend. The Virtual Store has the files you need to copy to the new installation.

Folder location	
Program Files	
Virtualized Store	

Make a Backup

At this point make a backup of this data. Do the following:

1. Make sure SureTrend is not running on any computer that would access these files.
2. Make a copy of the SureTrend root folder and its contents including all sub folders.

Once you have a backup you can install the new version of SureTrend if you have not done so already.

Install New Version of SureTrend

The new version of SureTrend can be installed side-by-side with the old version. In fact SureTrend is completely isolated to the folder it was started from so you can have many copies of SureTrend on the same computer. However, you can only have one instance of SureTrend running at one time.

The install process is defined in the manual that came with the SystemSURE Plus or EnSURE unit, but basically all you need to do is insert the CD, select Install SureTrend from the menu, and follow the prompts. There is also a self-extracting executable that can be downloaded from the Hygiena website.

Once the new SureTrend is installed you can copy key data files from the old folder location to the new folder location.

Manually Install and Update

If you have manually installed SureTrend to a network folder you can update the installation by simply copying the new SureTrend.exe file to the network location and replacing the old SureTrend.exe file.

Make sure SureTrend is not running on any computer accessing this folder location.

SureTrend.exe will make all the necessary file changes when they are accessed by SureTrend.

It is also advisable to copy any of the PDF documentation and Reports folder contents to complete the upgrade. This will make sure you have the latest documentation if the user presses the help button and will make sure any report improvements are available.

If you have installed SureTrend manually then the upgrade is complete. If not you need to copy key data files from the old folder to the new folder.

Copy Data Files from Old to New

You can now copy key data files from the old SureTrend location to the new SureTrend location. The relative folder locations are the same between the old and new versions of SureTrend. The key files to copy from the old location to the new location are:

\SureTrend

Options.ds3 – this file contains the preference settings.

\Database Files

Database.ds3 – this file contains the results.

Database Archive #####-#####.ds3 – this file contains archived results.

There can be 0 or more of the Archive files depending on creating of archives.

\Unit Data

Unit# #####.ds3 – this file contains all the unit program information for your unit.

There can be 0 or more Unit files depending on the number of units.

Users.ds3 – this file contains the list of users.

At this point the upgrade is complete.

You can optionally uninstall the old version of SureTrend and remove the old shortcuts. This can be accomplished by launching Windows Control Panel/Add Remove Programs and Uninstalling the old version of SureTrend.