



How to Perform a Server Upgrade

Applies to: ArchiveOne® Enterprise (Compliance)

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Note

This document explains how to upgrade ArchiveOne Enterprise (Compliance).

Before You Begin

Before you perform the procedure in this topic, you should have the following:

- A pre-existing ArchiveOne Enterprise (Compliance) installation
- The latest version of the ArchiveOne Enterprise (Compliance) installer, available by contacting C2C

Procedure

The upgrade process is broken down into the following steps:

1. Prepare Upgrade Prerequisites
 - a. Determine Exchange server name
 - b. Determine ArchiveOne Service account
 - c. Download the ArchiveOne software
2. Uninstall the current ArchiveOne service
3. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer

Determining the Name of the Exchange Server

1. Open the ArchiveOne Admin Console
2. Click to highlight the Compliance Engine
 - a. The server listed as the 'Exchange Server' holds the ArchiveOne configuration data.

Determining the ArchiveOne Service Account and Password

1. Open the Services Management Console
2. Right click on the ArchiveOne Compliance Service and select Properties
3. Click on the Log On tab
 - a. The account listed in the 'This account' text box is the ArchiveOne Service account
4. If you do not have the password for this account, you may reset it using Active Directory Users and Computers

Uninstall the Current ArchiveOne Service

1. Open Add/Remove Programs
2. Highlight ArchiveOne Compliance Manager
3. Click the Remove or Uninstall button

Install the Latest Version of the ArchiveOne Enterprise (Compliance)

1. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer
2. Click the Next button to initiate the installation
3. Accept the License Agreement
4. Optionally, edit the User Name and Organization listed in the Customer Information screen
5. Click the Install button in the Ready to Install the Program screen
6. Enter the name of the Exchange Server that was determined earlier in the System Preparation screen
7. If the group name listed in the Group Creation Summary screen is not the group you're using, then use the Browse button to select the correct group
8. In the User Account Creation Summary screen, use the Browse button to add the name of the service account identified earlier
 - a. Enter the password for this account into the two text boxes
9. Select 'Allow members of the ArchiveOne Compliance Users group to access the server through DCOM' in the DCOM Security screen
10. Click Next in the System Preparation screen after it completes the process
11. Click Next in the Complete System Preparation screen

For More Information

For assistance with other features of ArchiveOne Enterprise (Compliance), see the other ArchiveOne Enterprise (Compliance) documentation available from C2C Systems, Inc.