



Upgrading the SQL Server Q360 Database, Web Client, and Q360Server

Before You Begin

Upgrading the Q360 environment requires updating the following components in the described order:

1. Q360 Database - The SQL Server database responsible for all the tables and data
2. Web Client - The web server responsible for managing web client
3. Q360Server - The email server that is integrated with Q360

Also note the following information:

- During the entirety of the upgrade, all users must be logged out of both the windows client and web client.
- Each set of instructions assumes that you have already downloaded the zip file from the location provided by the Solutions360 Customer Care team.
- The overall upgrade should only be performed by someone proficient in the setup and architecture of Q360.
- The web client upgrade should only be performed by someone proficient with Internet Information Services (IIS) Manager and web site configuration.
- The Q360Server upgrade should only be performed for a production instance, and not on a testing or training instance.

Upgrade the SQL Server Q360 Database

To upgrade the SQL Server Q360 Database, complete the following steps:

1. Unzip the Q360Updatexxxxxxx.zip file to into a temporary folder location.
2. Open the Q360Updatexxxxxxx folder, then copy all the files and folders.
3. Paste all the files and folders into C:\Apps\Q360Admin. When asked if you want to overwrite the files, accept.
4. Right click on q360adminxxxxxx.exe and select Run As Administrator. This starts the Q360 Admin program.
5. Click Connect To SQL Server and select the DSN connection you want to use. The DSN is the ODBC connection name on the server.
6. Click Run New Version Update and allow the update to process.
7. After the update process is complete, a status window indicates that the upgrade was either complete, or it was completed but requires developer attention along with the specific procedures that must be adjusted. Note these changes and submit the details to the Solutions360 Customer Care team.
8. Copy the same files and folders in Q360Updatexxxxxxx making sure to exclude the following file:
 - Q360ADMIN.chm
 - Q360ADMINxxxxxx.chm
 - q360adminxxxxxx.exe
9. Paste the files in C:\Q360Updates\TEST. Note that this path may vary based on your setup, and whether you are upgrading the test environment or production environment.
10. Have users start the windows client by right clicking and selecting the option Run As Administrator. The desktop update will occur automatically.

Upgrade the Q360 Web Client

To upgrade the Q360 Web Client, complete the following steps:

1. Unzip the Q360WebClientxxxxxx.zip file to into a temporary folder location and extract the new web client files to a common folder. Keep this folder open as you will need it later on in the process.
2. Open IIS Manager (Internet Information Services Manager).
3. Open the Server by click on the arrow next to the name.
4. Open the Sites by clicking on the arrow next to the name.
5. Click on the Site you want to update and in the right hand pane click on Explore. In a new window, the files that the website is built from display. Leave this window open and find the window you left open in step 1 containing the update files.
6. Copy of the files from the unzipped folder.
7. Go back to the window that has all the web site files in it, and paste everything you have copied into that folder. When asked if you want to overwrite the files, accept.
8. Once the files have completely copied over, test to see if the website opens as expected.

On the bottom right side of the Web client login screen, there will be some text showing "Version: xx.xx.xxx / DB: xx.xx.xxx" these values should be the same and equal to the new version you just installed. If not, something did not work correctly.

- If the Version value did not update, the web client files did not update correctly. Confirm the version of the file you extracted and ensure they are the same as the database version. If not, download accordingly.
 - If the DB value did not update, the database upgrade has not happened yet, and that it needs to be completed before attempting to log in with the web client that was just upgraded.
9. If the above version numbers are the same, log into the web client, and navigate through Q360 to ensure that everything works as expected.

Upgrade the Q360Server (Email)

Note: The Q360Server upgrade should only be performed for a production instance, and not on a testing or training instance.

To upgrade the Q360Server, complete the following steps:

1. Unzip the Q360Serverxxxxxx.zip file to into a temporary folder location and extract the new web client files to a common folder. Keep this folder open as you will need it later on in the process.
2. On the Windows server, navigate to the Services console
3. Locate Q360Service and stop the service.
4. In a new window, navigate to the C:\Apps\Q360Server folder.
5. Go back to the first window with the file that were from the compressed file and copy all of them
6. Go back to the C:\Apps\Q360Server folder and paste the files into this window, ensuring you overwrite all files.
7. When the copying of the files over has completed, double click on q360server.exe
8. After the application opens, click on the Run Now button, this activates the application and ensures things are sent and received correctly. If there are errors, contact the Solutions360 Customer Care team. Otherwise, click to exit and close the program.
9. Go back to the Services console and start the Q360Service.
10. Close all windows and delete all unneeded files.

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