



Service Pack 3 Installation

TKSQL & iBrowse

Date: 17/6/12

Version: TKSQL & iBrowse 05.11.01, Service Pack 3

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Overview

This document describes the steps required to install the TKSQL and iBrowse service packs. Service packs are additional components that are updated between versions (not complete product installations).

If a customer is running both TKSQL and iBrowse, the service pack installation must be performed on both systems.

Additional Information:

- Each service pack adheres to the following naming convention:

Synerion_SPxx_yyyymmdd.exe

Where: **xx** = the service pack number, and **yyymmdd** = the date of the service pack release

- Service packs are cumulative; they contain the components of all previous service pack releases since the last official release.
- It is not possible to install a service pack for a client whose current version was installed via a manual upgrade. If it was not an automatic installation, must re-install it via the installation program (the wizard).

Pre-requisites

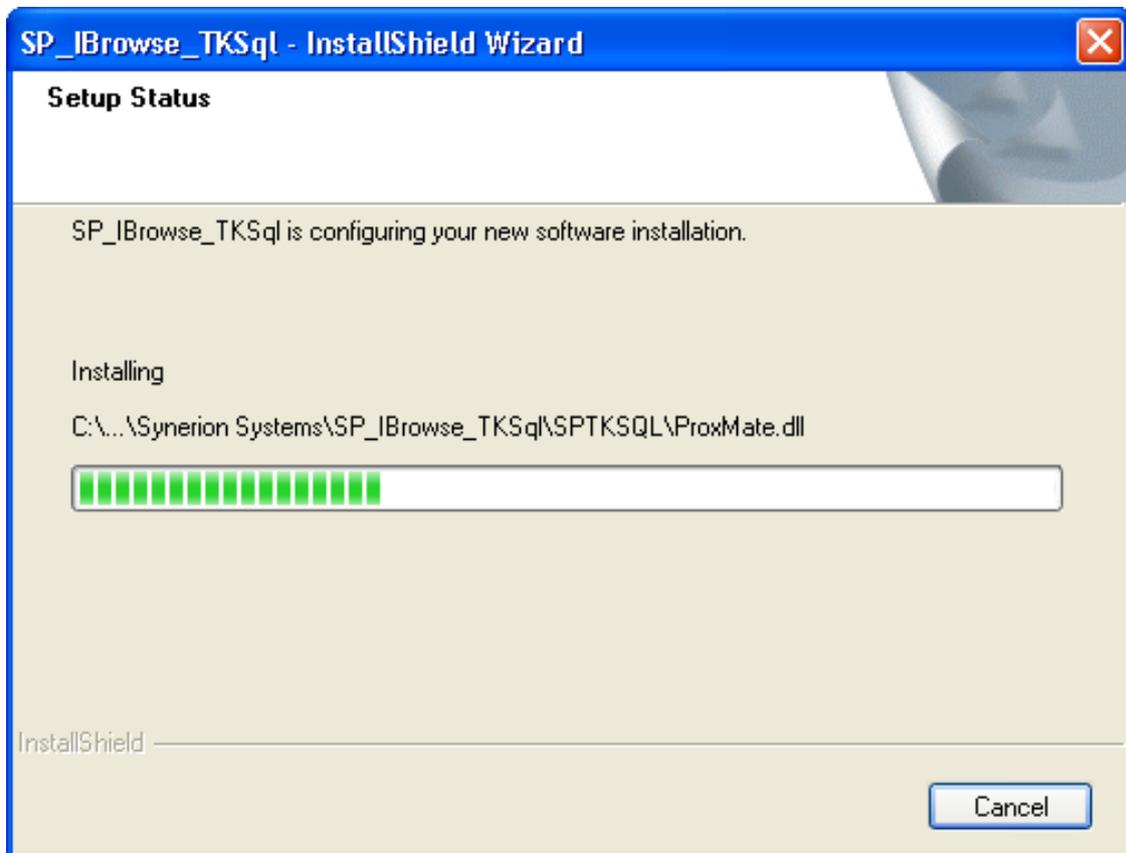
- Verify that you have installed the last major release.
- Verify that the last major release – whether set release or upgrade - was an automatic installation. If it was not an automatic installation, must re-install it via the installation program (the wizard).
- Ensure that all running applications of iBrowse and TKSQL on all users' workstations are closed. After installation is performed, users can re-open the applications to continue working.
- **Verify that you have only one copy of the programs at any given time. If not, zip and then delete the relevant directories.**

Installing the Service Pack

General Procedure

This procedure is relevant for both TKSQL and iBrowse service pack installations and must be performed first.

1. Insert the CD or the selected media into the server.
2. Open the media and run the **Synerion_SPxx_yyyymmdd.exe** file. The InstallShield Wizard runs automatically, usually for a range of a few seconds to a minute (cumulative service packs might take a bit longer).

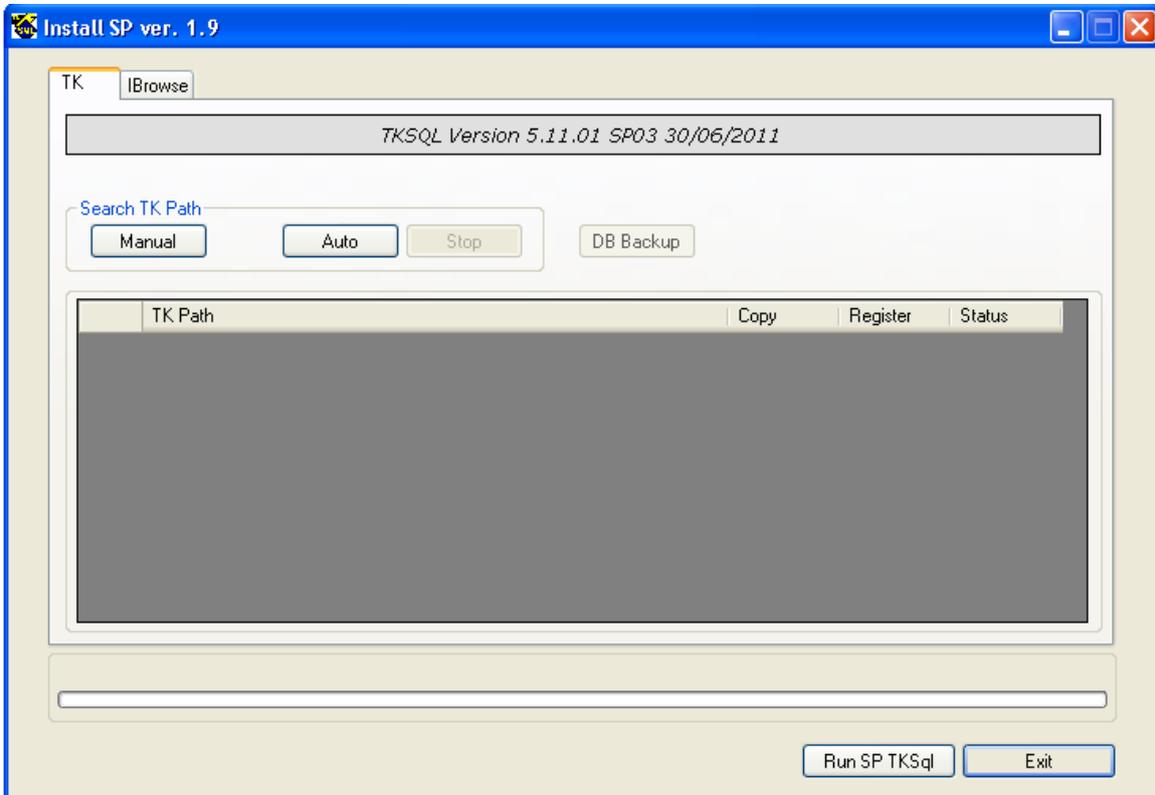


3. At the end of the **Setup Status** run, the **Install SP** window is displayed.
4. Continue to **Installing the TKSQL Service Pack**.

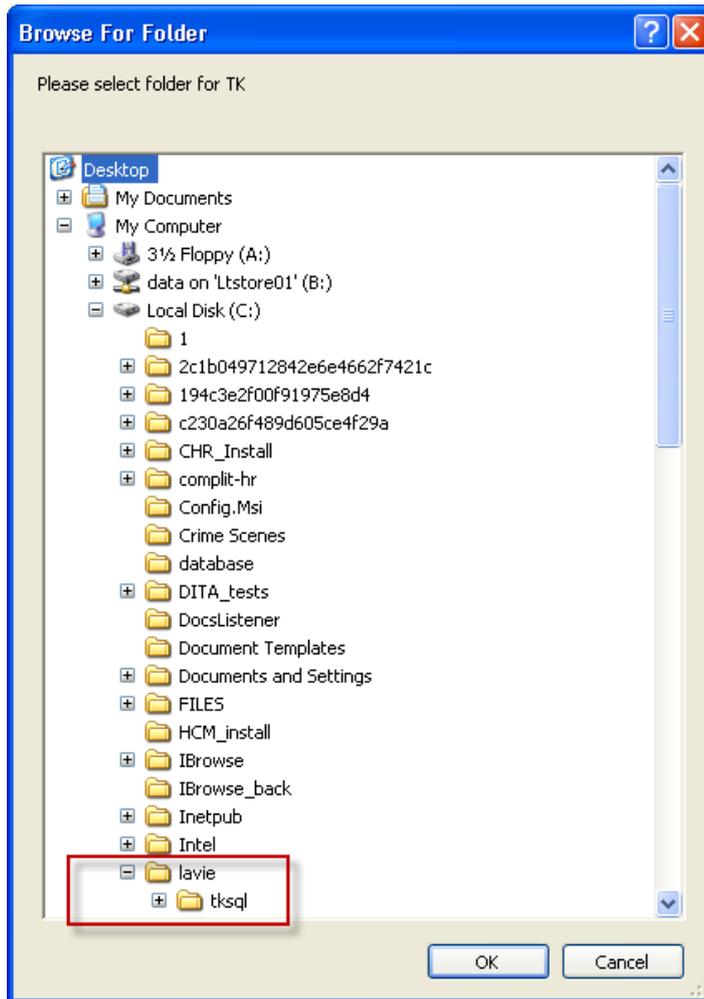
Installing the TKSQL Service Pack

To install the TKSQL service pack:

1. Ensure that you follow the procedure in **General Procedure**.
2. From the **Install SP** window, select the **TK** tab.



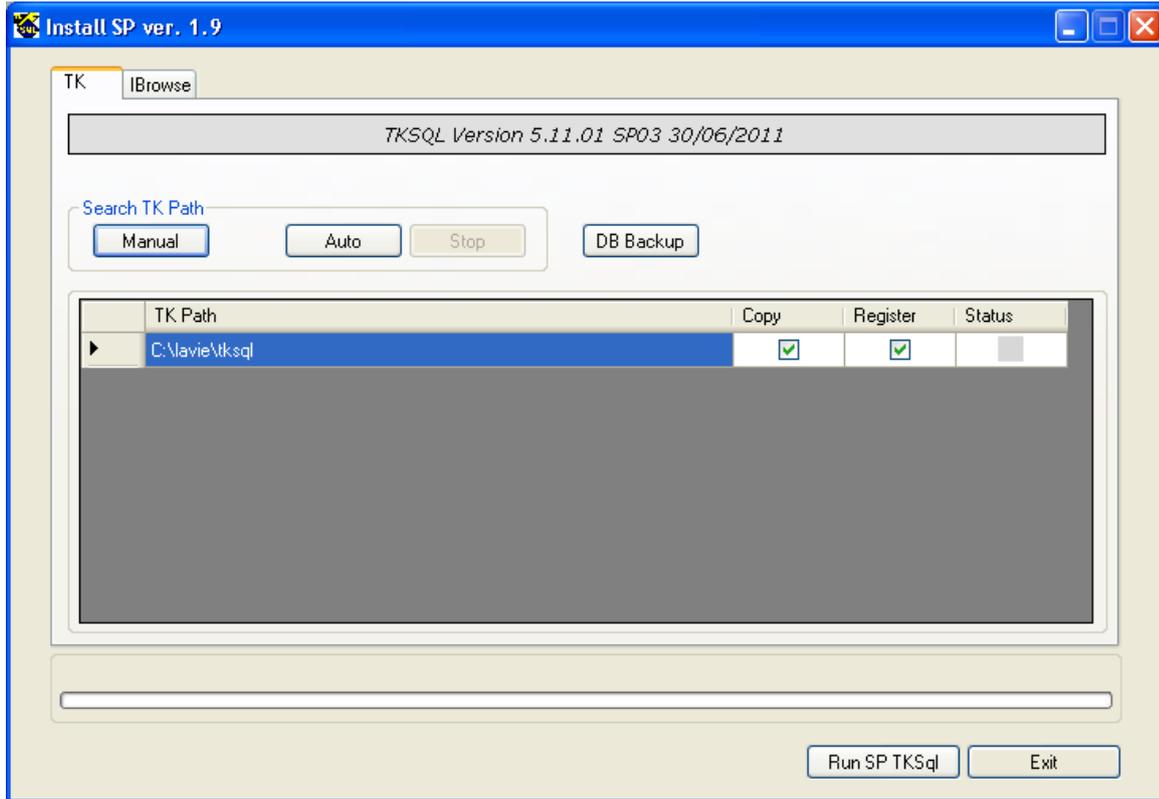
3. In **Search TK Path**, select one of the following options:
 - **Manual** - Independently select the location of TKSQL by doing the following:
 - i. Click the **Manual** button. The **Browse for Folder** window is displayed.



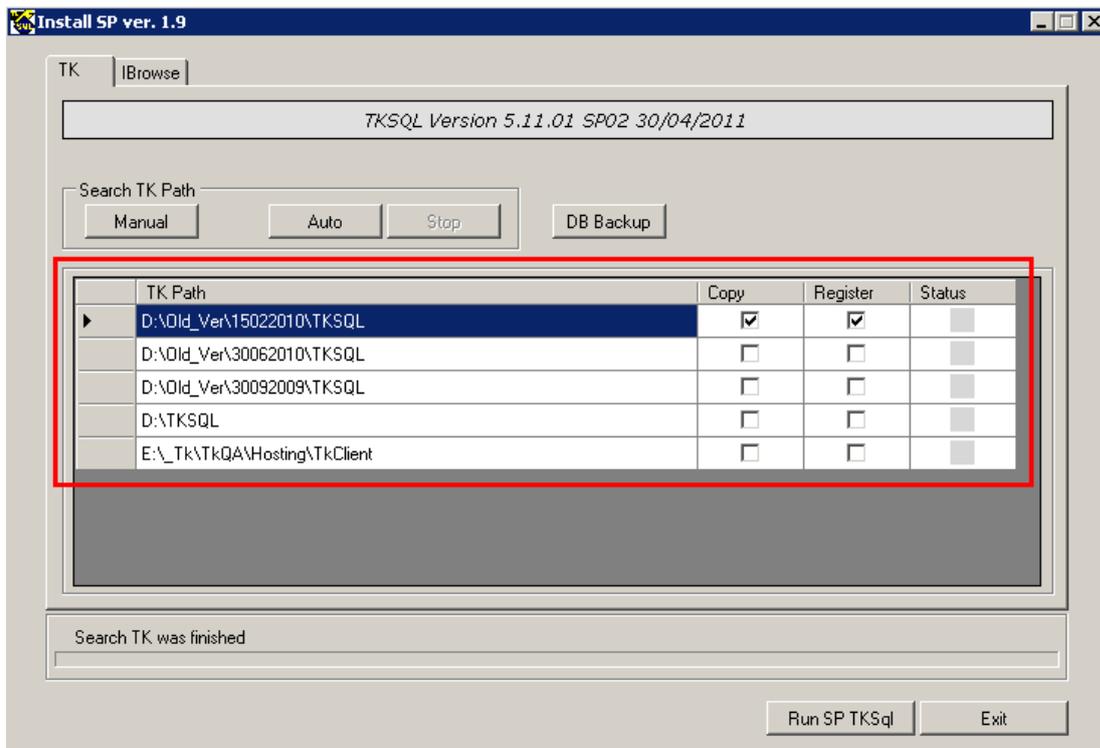
- ii. Select the location of TKSQL.
- iii. Click **OK** to go back to the TKSQL files' directory.

NOTE: The examples in this procedure display manual selection of the directory.

- iv. Note the change:

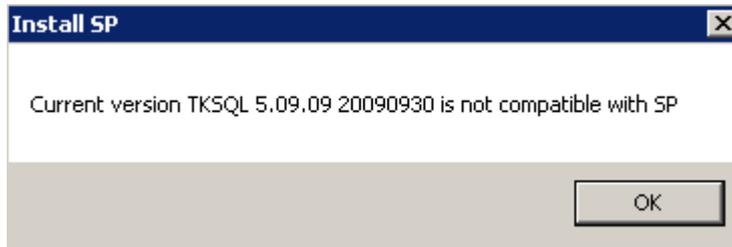


- **Auto** - (not recommended) This option enables the installation program to auto-search for all the TKSQl directory. In **Auto** mode, if there is more than one location of the TKSQl directory, the **Install SP** window might look like this:



Regardless of the method (**Manual** or **Auto**), the TKSQl directories that were found are now displayed in the **Install SP** screen.

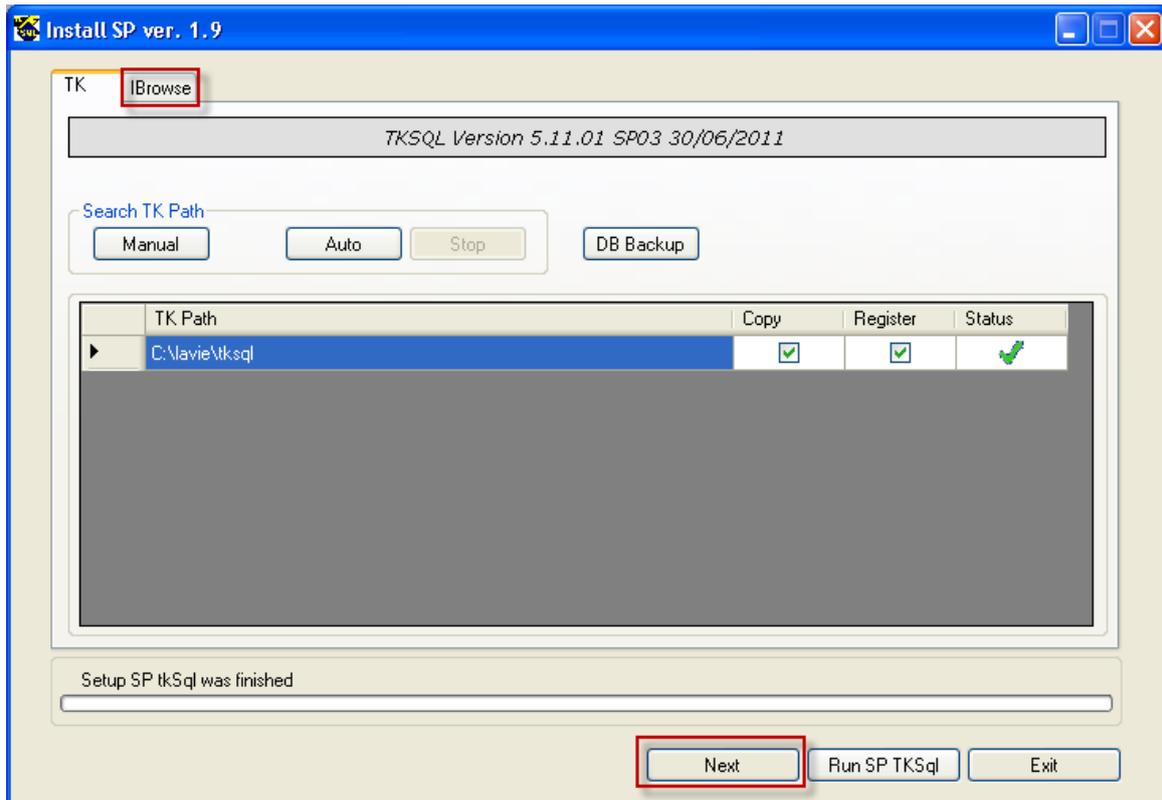
4. From the **Install SP** screen, select the following:
 - Which directories you want to update
 - To which directories the programs will be registered in the registry (you can select only one). Ensure that you select the same directory.
5. Click the **Run SP TKSQL** button. The program checks if the version of the service pack is compatible with the existing version installed on the computer.
 - If the versions are compatible, the installation process begins automatically. The following happens:
 - The TKSQL directory is backed up (the backup directory remains after installation is finished and is not erased). See [Appendix B: Backup Files](#).
 - The new service pack files override the existing files in the selected directory
 - File registration is performed.
 - If the versions are **not** compatible, the following message is displayed:



If so, do as follows:

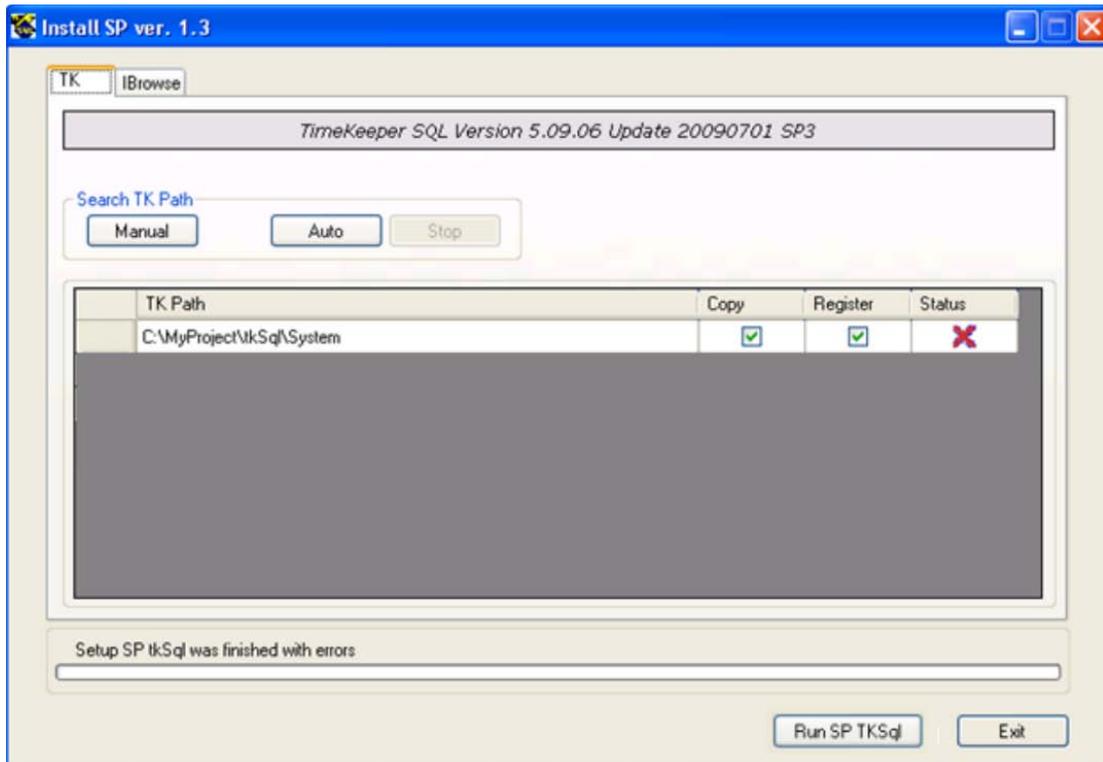
- i. Click **OK**.
 - ii. From the **Install SP** window, click **Exit** to close the Installation.
 - iii. Install the major TKSQL Release automatically, then return to this service pack installation from the beginning.
6. Wait a few minutes for the installation to finish.
 - If the installation is successful, the following occurs:
 - A green check mark appears per location in the **Status** field in the **Install SP** window
 - The words **Setup TKSQL was finished** is displayed at the bottom
 - The word **Next** appears at the bottom of the **Install SP** window; click if you want to begin the iBrowse installation (alternatively, click the **iBrowse** tab. See [Installing the iBrowse Service Pack](#)).

For example:



- If the installation fails, the following occurs:
 - You are prompted by a message box to see an informative log file
 - An "X" appears per failed location in the **Status** field in the **Install SP** window
 - The words **Setup SPTKSQL was finished** with errors in bold is displayed at the bottom

For example:

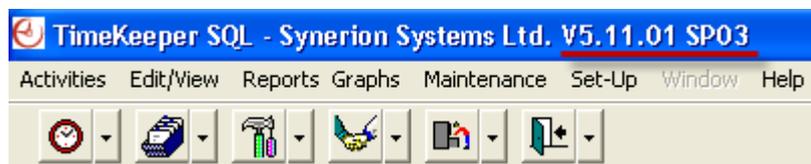


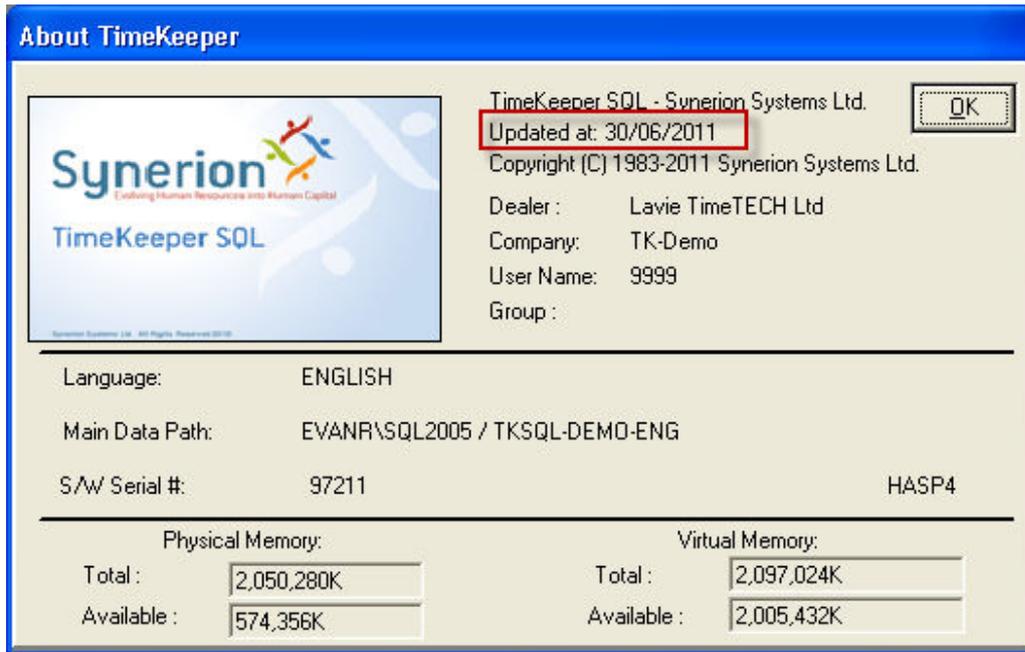
If this occurs, at the end of the procedure you can check the log file (which are you prompted to see in case of errors), or consult Synerion's support team.

NOTE: In case of failure, rollback is performed..

At the end of the installation, the following are updated:

- The configuration tables in the database service pack number (i.e. **5.11.01 SP02**)
- The date of the service pack installation



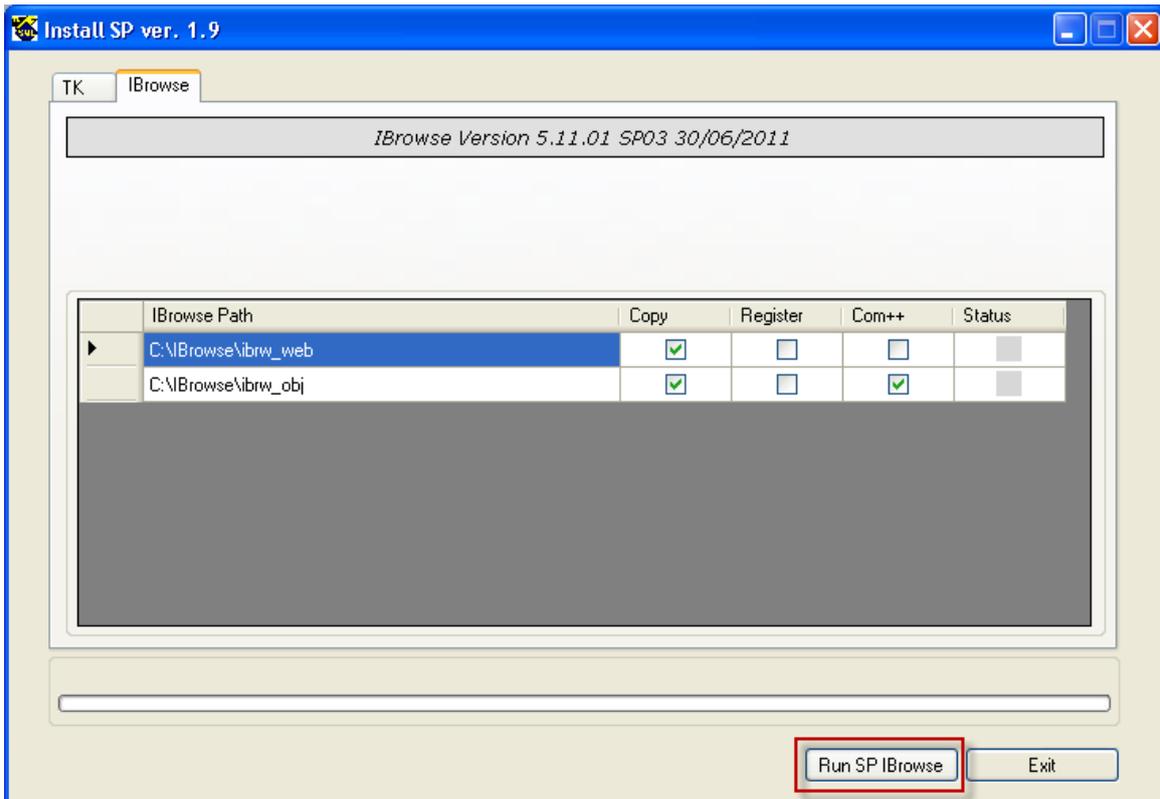


7. Do one of the following:
- To continue to the iBrowse installation, click **Next** at the bottom of the **Install SP** window, or alternatively click the **iBrowse** tab. See [Installing the iBrowse Service Pack](#).
 - If you do not want to continue to the iBrowse installation, click **Exit**.

Installing the iBrowse Service Pack

To install the iBrowse service pack:

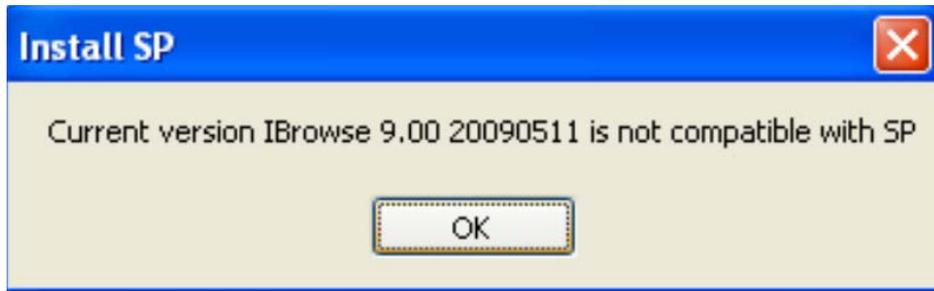
1. Ensure that you followed the instructions in **General Procedure**.
2. Select the **iBrowse** tab. Note that the installation program notifies you to what you need to install (therefore there is no need for any selection).



3. Click the **Run SP iBrowse** button (see the screen above). The installation program checks if the iBrowse version of the service pack is compatible with the iBrowse version installed on the computer.
 - If the versions are compatible, the installation process begins automatically in a few seconds. The following occurs:
 - The iBrowse directory is backed up (prior to any actual installation). All programs are backed up to an **iBrowse_back** directory. See **Appendix B: Backup Files**.

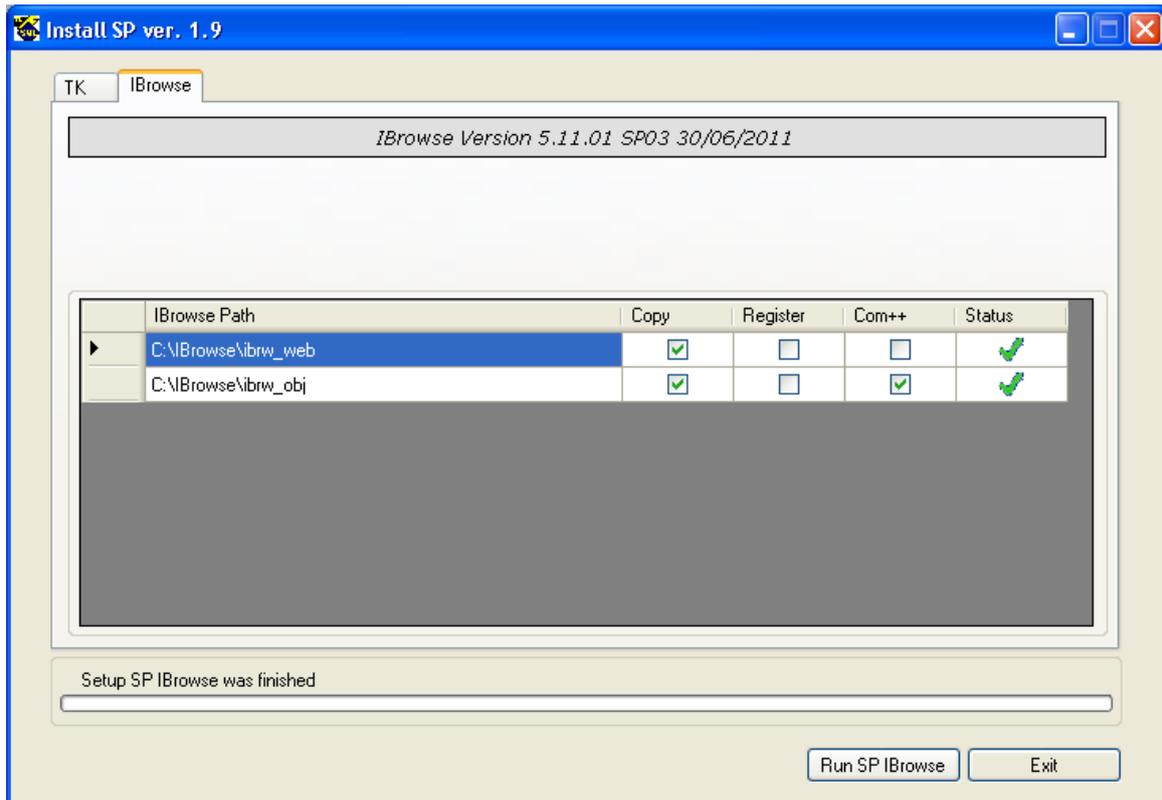
NOTE: The iBrowse backup directory is found parallel to the iBrowse installation directory.

- The program automatically installs Web files and/or COM files as well as the TKSQL components.
- If the versions are **not** compatible, the following message is displayed, and installation is not performed:



If so, do as follows:

- i. Click **OK**.
 - ii. From the **Install SP** window, click **Exit** to close the installation.
 - iii. Install the major iBrowse Release automatically, then return to this service pack installation from the beginning.
4. Wait a few minutes for the installation process to finish.
 - If the installation is successful, the following appears:
 - A green check mark appears per location in the **Status** field in the **Install SP** window.
 - The words **Setup SP IBrowse was finished** are displayed at the bottom. For example:

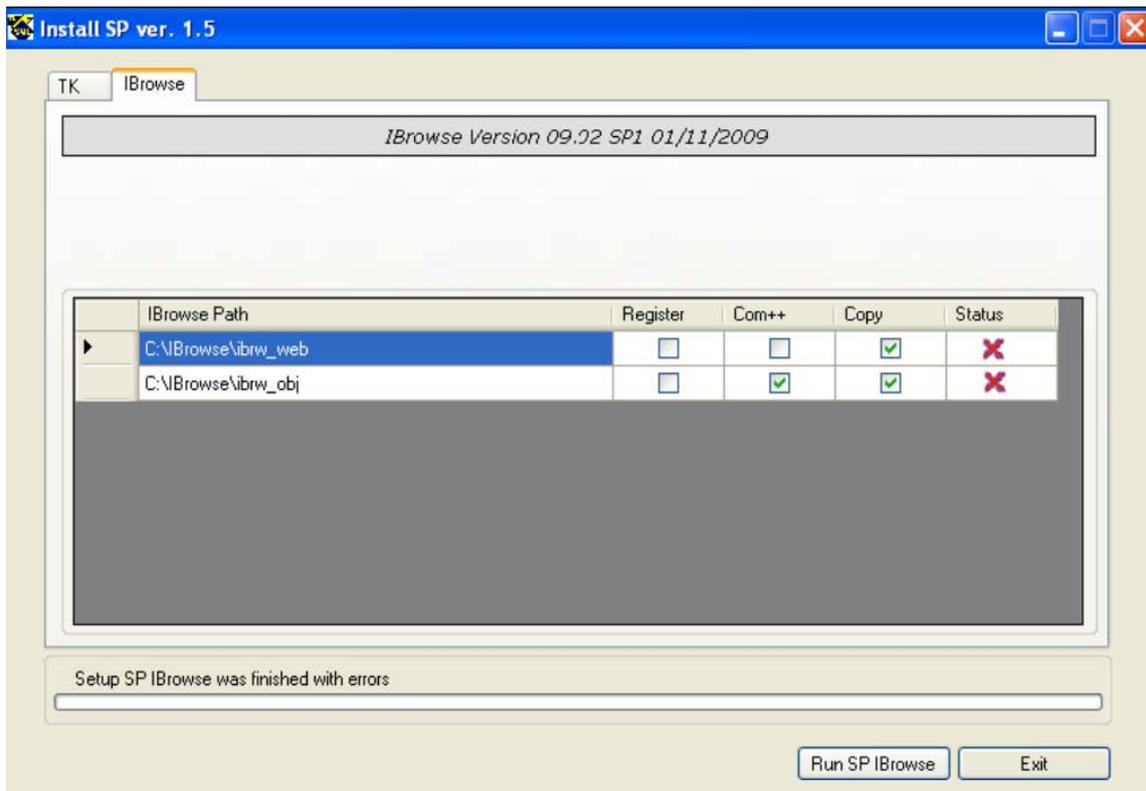


- If the installation fails, the following occurs:
 - You are prompted by a message box to see an informative log file, such as the following:



- An "X" appears per failed location in the Status field in the Install SP window
- The words **Setup SP IBrowse was finished with errors** is displayed at the bottom.

For example:



5. Click **Exit** to close the installation.

After the service pack installation is finished (if successful), the following are updated in the web configuration file.

- The service pack installation date
- The service pack number

NOTE: For any failures that occur during the process, at the end of the procedure, you are prompted to view the see the log file.

To view this information in the iBrowse application, go to the iBrowse home page.

Synerion
Evolving Human Resources into Human Capital

iBrowse
TK's Internet Gateway

User Name:

Password:

[New Password](#)

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6. If the defined language of your iBrowse application is other than English, do as follows:
 - a. Go to the **iBrowse/ibr_web** directory.
 - b. Change the **web_lang.config** file to **web.config**.
 - c. Save and close.

Appendix A: Troubleshooting

If errors are found, at the end of the installation, you are prompted by a message box to see an informative log file, which contains any errors for both TKSQL and iBrowse.

SPInstall_yyyymmdd_hhmmss.log

The file is written to:

32-bit:

c:\Program Files\Synerion Systems\SP_iBrowse_TKSql\Log

64-bit:

c:\Program Files (x86)\Synerion Systems\SP_iBrowse_TKSql\Log

Appendix B: Backup Files

TKSQL

TKSQL backup files are written to the following location:

64-bit:

c:\Program Files\Synerion Systems\SP_iBrowse_TKSql\Backup

32-bit:

c:\Program Files (x86)\Synerion Systems\SP_iBrowse_TKSql\Backup

iBrowse

iBrowse backup files are written to an **iBrowse_back** directory, parallel to your iBrowse installation directory. For example, if your iBrowse installation directory is **C:\iBrowse**, the backup directory is **C:\iBrowse_back**.