Upgrade Guide

This topic describes how to update an instance of Agiloft to a newer version. To identify the versions of the application being upgraded, see Release Version Numbering.

> ⚠ If you are running a version of Agiloft with a release date prior to 2015_02 you must upgrade to the 2017_01 release before installing a later version.
>
> 1. Download the 2017_01 installer package from https://www.agiloft.com/ewdownload/archive /2017_01/ and upgrade your system to 2017_01.
> 2. After the successful upgrade, upgrade to the current version of Agiloft, releases 2017_02 and later.

In general, the update process has the following steps:

1. Backup everything that should be backed up. This may include KBs, software code, database files, etc, depending on what is to be updated. See Set Up Knowledgebase Backups.
2. Obtain new licenses for the new release, if it is a major upgrade with a new main version number. See Licensing.
3. Run the Setup Assistant to replace installed software and/or data that should be updated. See Setup Assistant.
4. Roll back to pre-update state if something goes wrong. See Rolling Back.

There are three ways to run the update process:

- Online Update
- Manual Update
- Command Line Utility EWUpdate

Online Update

The online update option is the simplest method.

1. Run the Setup Assistant in your installation directory and select Software Update from the main menu, then click Check for updates online.

   Agiloft Sofware Update
   Software update helps you keep your copy of Agiloft up to date.

   Please select how you wish to update the product:

   Check for updates online
   This is ideal if you have a medium or high-speed Internet connection. The Setup Wizard will check the Agiloft website and download any updates available there.

   Manual update
   You can also download new Agiloft versions manually. If so, just run installer to perform the update.

2. Setup will automatically check to see if a new version of Agiloft is available, and if so, will download it and start the update.

   Checking for available updates at www.agiloft.com
   Downloading: 1% complete
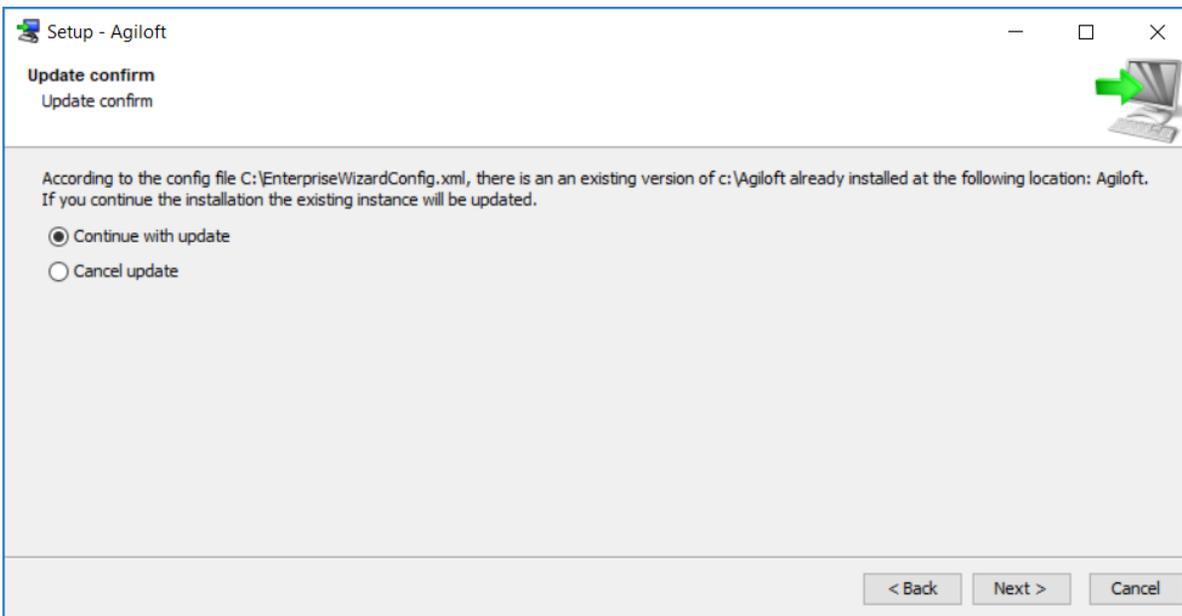
3. The user can monitor and set update options using the web interface.

Manual Update

If an earlier release of Agiloft is already installed, you can update the software by simply downloading and installing the latest version. The latest official release of Agiloft can be found at https://www.agiloft.com/ewdownload.

Run the downloaded installer. The installer will detect an existing Agiloft instance and prompt the user about a possible update.

Confirm the selection in the Update Options screen, and the installer will walk you through the upgrade.

Update options

Update options allow the user to set certain update process details. When performing an update in web GUI mode, you can change the default options on the update options page, shown below:

Update options

Please do not de-select 'Backup database data using OS-level backup' when selecting the option 'Skip project backup if possible' on a production system, unless you have already backed everything up. This combination tells the updater to skip all backup procedures. While this performs very fast upgrades on test/development systems, there is no safety to keep you from losing customer data on production machines.

Backup installation using OS-level backup	☑
Skip checkers unless any patchers were run	☐
Skip checkers even if patchers were run (do not use on production servers)	☐
Skip project backup if possible	☐
Delete backup files after update. Note: Selecting this checkbox will save the space taken by the OS level backup, but disable the rollback option.	☑
Don't backup temporary files (logs etc)	☑
Maintain all edits made to parameters in the MySQL configuration file, ew.cnf	☑
Upgrade even if the build number is the same	☐
Force an upgrade even if the build may not be compatible (-not- recommended)	☐

[Start update]

The update options here are explained in more detail in Command line options. You should exercise caution with these commands if you are not certain of their operation, particularly if you are working on a live system.

Command Line Utility Ewupdate

The ewupdate command line utility performs an update with all default options if run without any arguments. Use the –help option to print a short help screen. If you wish to use the command line updater with non-default options, use the command line arguments listed below.

Command line options

These options are also available using the ewupdate utility. Default options can be changed using the command-line options listed, which correspond to the options presented in web GUI mode. The list below consists of the most commonly and recommended options.

Update option	Corresponding ewupdate command-line option	Description
Backup database data using OS-level backup	-k,--skiposlevel	This command only applies if the built-in MySQL server is used. Under normal circumstances a full OS-level backup is made. Use this option to skip the default OS-level backup of the MySQL directory. No database restoration will be possible if the upgrade fails.
Skip checkers unless any patchers were run	-p,--scup	When the application server starts it performs data checks for consistency; data checking may take a long time. Use this option to skip data checking if no data was changed on update. This may speed the application server starting.
Skip project backup if possible	-K,--skipprjbckp	At the very beginning of the update process all existing projects are saved to the backup directory. If this option is set then no project backup is performed, if allowed. Project backup is required in some update modes.
Don't delete temporary files after update	-t,--keeptemp	Upon update, temporary files are normally stored on the hard drive. These may include data backups, unpacked new code, etc. By default, temporary files are removed after an update. If this option is set then temporary files are left on the device and will only be deleted before the next update.

Don't backup temporary files - logs etc	-i,--backuptemp	If this option is set then no temporary files such as log files are backed up before the update. This saves used disk space and shortens elapsed time.

For additional update options, use the –help command to print a list of commands.

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Example: ewupdate --stable
 -s,--stable                 Download stable release version (Offical Release)
 -l,--latest                 Download latest release version (Beta)
 -d,--devel                  Download development version (Alpha)

 -C,--custom <host>          Download from custom server
 -F,--file <file>            Upgrade from a distribution that has already been
                             downloaded to the local hard drive
 -f,--force                  Unattended update, all prompts are answered 'yes'
 -c,--caution                Unattended update, all prompts are answered 'no'
 -k,--skiposlevel            Skip OS level backup (avoid using this when
                             skipping project backup)
 -K,--skipprjbckp            Skip project backups (avoid using this when
                             skipping OS level backup)
 -t,--keeptemp               Keep temp files
 -p,--scup                   Skip checkers unless patchers were run
 -i,--backuptemp             Backup temporary files such as logs (when
                             unattended mode)
 -r,--requiredspace <Gb>     Disk space (Gb) required for update (use with
                             care)
 -w,--warn <MMM or MMM:NNN>  Displays a warning message to customers about an
                             impending update. Argument syntax is MMM or MMM:NNN,
where MMM is the number of
                             minutes before update and NNN is the estimated update
duration in minutes
 -A,--allowsameversion       Do update even if new version is same as old one
 -X,--forceincompat          Forces an upgrade between releases that should not
                             be compatible. Do not use this option.

 -v,--verbose                Print error details
 -h,--help                   Prints this help
```

Rolling Back

If the upgrade fails due to any problem, the setup will halt with an error message, and roll back to its former state. It should retain all your settings. The error will provide you with the installer logs, which you can use to trace the cause of the upgrade failure to resolve it before trying the upgrade again.