

Arc Enterprise Premium Upgrade Plan



1.1 Introduction

This document describes in detail the process of upgrading a system by using the Upgrade Utility in the best possible way to reduce the amount of down time that would be experienced.

It also explains the additional features of the Upgrade Utility that can aid in the maintenance of both the configuration and logging database that is used by the Arc Solutions System.

1.2 Upgrade Process Summary



NOTE

IT IS IMPORTANT THAT THIS SECTION IS READ AND ACTED UPON.

In order to perform an upgrade of an Arc Connect/Premium installation in the most efficient way, the following summary outlines the required steps that are needed.

1. **Stop the Arc Server that needs to be upgraded** - So that you can take copies of the databases, stop your Arc Connect/Premium server that you are about to upgrade.
2. **Perform backups** - Perform backups of the Arc Configuration, Logging and Voice Server databases and files.
3. **Uninstall Resilience** - Remove any resilience configuration so that a subscriber machine is not affected during an upgrade and thus increase down time of the system.
4. **Uninstall old versions of Arc Software (Prior to 5.1.2)** - When the original software version is prior to 5.1.2, you will need to uninstall all of the Arc Software along with removing any registry entries & files that may have been orphaned.



NOTE

If you are upgrading from a version of 5.1.2 or later, then you can install the software straight over the top of the existing installation without removing it.

5. **Create a New Configuration and Logging database** - Create new databases via the Arc Administrator application.
6. **Restoring Databases** - If upgrading from a version earlier than 3.0.3, you will need to perform some additional steps to migrate them from Access into SQL Server, or if upgrading your Arc System to a new Server, you will need to restore your Configuration and Logging databases before being able to update them to newer version.
7. **Upgrade existing Configuration and Logging databases** - Use the DB Upgrade Tool to upgrade your existing configuration and logging databases on top of themselves (Source and Target set as the same database). If coming from a version of Arc Connect/Premium that has its databases stored in an Access database file, you will need to upgrade your database into newly created databases.
8. **Migrate your Voice Database into your Configuration Database** - If upgrading from a version prior to 5.1.2, use the Table Transfer option in the DB Upgrade Tool to migrate the data from the Voice Access Database into your upgraded Configuration Database.



9. **Transfer your Upgraded Databases into your newly created Databases** - Using the Table Transfer option in the DB Upgrade Tool, perform a bulk copy of the tables in your upgraded databases to the newly created databases.
10. **Run the Unique Numbers Check** - After upgrading and migrating the databases, the unique numbers should be checked for inconsistencies.

The above summarized process is explained in detail in the contents of this document.

1.3 Upgrade Compatibility

Please be aware that as new features are introduced and the database schema changes it may not be possible to upgrade from an older version directly to the latest. In this document is a table that lists what versions are available to upgrade from and to. If the version you wish to upgrade from is not a listed option please upgrade to the highest possible version based on the current installed version until you have reached the required version.

You must use the table enclosed to understand what steps you must upgrade the database through to get to the final desired Arc Version.

Upgrade Notes:

During the following upgrades:

4.1.0 >> 4.1.3 SR2
4.1.0 SR2 >> 4.1.3 SR2
4.1.0 >> 5.1.0
4.1.0 SR2 >> 5.1.0

The database goes through a process changing all contact properties, therefore depending on the size of the contact database this process could take an extended period of time.

During the following upgrades:

5.1.1 >> 5.1.2

The database goes through a process of moving to a Unicode compliant database, therefore all constrains are removed, tables updated, indexes rebuild and constrains replaced. This will depending on the size of configuration, contact database and log database information cause the upgrade to take an extended period of time.

Additionally during this upgrade voice connect will need to be migrated to the SQL databases from the Access database used up until this version.



Version 5.1.2 was the first release to officially support operation in a VMware environment. Customers that used earlier versions in VMware will find that the registration code will change and a new license code will be required.

As well as showing the achievable upgrades from source to destination with a tick, there is a recommended route of upgrading, which is denoted in green. An example being if you are on version 4.1.4 SR2, you could upgrade to version 5.0.0 or 5.0.1, but the recommended upgrade would be 5.0.2.

Destination Arc Version	Source Arc Version																				
	2.2.1	3.0.3	3.1.0	3.1.2	3.1.3	3.1.5	4.1.0	4.1.0 SR2	4.1.3 SR2	4.1.3 SR4	4.1.4	4.1.4 SR1	4.1.4 SR2	5.0.0	5.0.1	5.0.2	5.1.0	5.1.1	5.1.2	5.1.2 SR1	
3.0.3	✓																				
3.1.0	✓	✓																			
3.1.3	✓	✓	✓																		
3.1.4	✓	✓	✓	✓																	
3.1.5	✓	✓	✓	✓	✓																
4.1.0SR2					✓	✓	✓														
4.1.3SR2							✓														
4.1.3SR4								✓													
4.1.4SR2								✓	✓	✓	✓	✓									
5.0.0								✓					✓								
5.0.1													✓								
5.0.2													✓								
5.1.0													✓	✓	✓	✓					
5.1.1													✓	✓	✓	✓	✓				
5.1.2SR1													✓	✓	✓	✓	✓	✓			
5.1.3																					✓

Figure 1 - 1: Upgrade Compatibility Table



1.4 Upgrading Arc Software Suite

The following process explains how to perform an upgrade of the Arc Connect/Premium software suite from start to finish. The main bulk of the process is to upgrade the databases used by the software to the correct version of schema. During this process, you may have to repeat Upgrading the database (See [Upgrading Existing Databases' on page 8](#)) multiple times in order to move the database from its current version into the version that you are upgrading to.

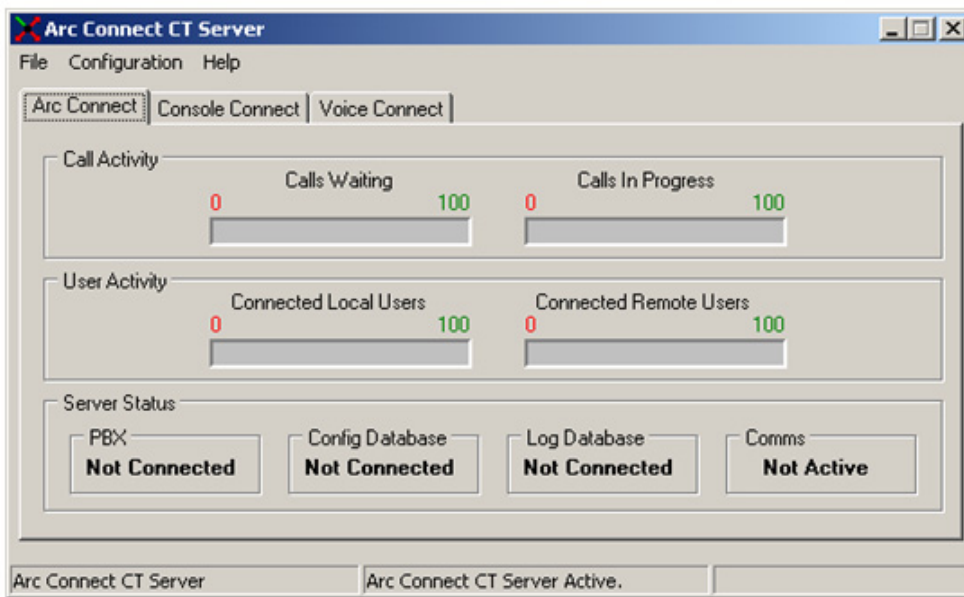
Arc Connect Suite version 2 supports Microsoft Access database, therefore upgrading from Version 2 to Version 3 will require the databases to be moved to a SQL Server style database as Arc Connect/Premium does not support Access from Version 3 onwards.

1.4.1 Stopping the CT Server

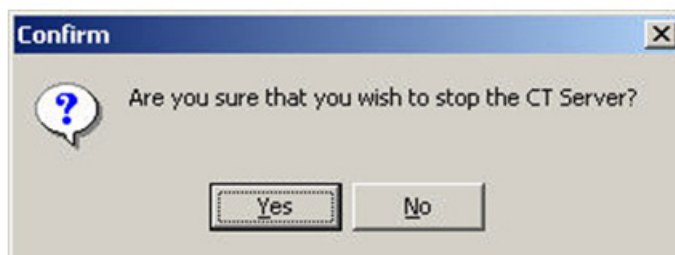
It is very important to stop the Arc CT Server and Services before uninstalling the Arc Software and taking any backups for its databases/files. This is to stop any potential file locking issues that could occur.

To stop the CT Server,

1. In the main menu, select **File > Stop CT Server**.



2. Select **Yes** on the popup screen.



3. If running an Arc system where resilience is installed, once the Primary Server is stopped, all client application e.g. Operators will try to connect to the Secondary Server.
4. It is also required to stop Arc CT Server service as well.

To stop this service,

1. In the main menu, select **File > Service Manager**. This will open the Service Manager window.

The green signal shows that the service is running whereas the red signal indicates that the service is stopped.

2. Click **Stop Service**. Start Services button will be highlighted when the service is stopped.
3. Click **Yes** in the confirmation message.
4. Click **Close**.
5. Repeat the above process for the other Arc Servers that have a server manager application, e.g. LDAP Server, Voice Server, CTI Server, CUPS Server and OCS Server.

1.4.2 Back up Arc Databases

If you are upgrading from an older version (pre-version 3.0) that uses Access database files to store both the logging and configuration data, then follow these steps,

1. Locate the folder where the Configuration and Logging Access Database files are stored.
2. Copy the two database files to a backup directory elsewhere on your system, e.g. C:\Backup

If you are upgrading from a system that uses SQL Server to store the Arc data, then it is recommended that you perform backups of both the Configuration and Logging Databases before you perform any upgrades in case of failures. Please follow your SQL Server documentation on how to perform a 'FULL' database backup.

1.4.3 Backing up Voice Data Folders

In order to create a backup of the voice server, please backup the following folders under to your installed Voice Server directory;

C:\Program Files\Arc\Arc Connect\Voice Server - Tapi Wave

- DB
- Default Phrases
- System Phrases
- Phrases
- Recording
- Scripts

1.4.4 Uninstalling Resilience

If you are running the Arc Software with resilience installed so that data is replicated from the publisher server to the subscriber, you must uninstall this before upgrading; otherwise any changes to the database will be replicated to the subscriber thus downing that server.



NOTE

It is recommended to uninstall the resilience on the subscriber first before uninstalling the resilience module on the publisher server.

To uninstall resilience on an Arc Server that is running a version of the software that is earlier than 5.1.2;

1. Open **Control Panel > Add Remove Programs** and uninstall each of the Arc components.
2. Locate the entry for Arc Resilience, select it, and press **Remove**.
3. Follow the on-screen instructions that are presented to you, so that the software is fully removed.

To uninstall resilience on an Arc Server that is running version 5.1.2 or later;

1. Open the start menu and navigate to **Arc Enterprise > Resilience**.
2. Run the Remove Resilience from this Server entry.



3. Follow the on-screen instructions that are presented to you, so that the software is fully removed. Once the uninstall resilience wizard has finished, if you are upgrading the publisher, it is then required to disable the distribution rights of the SQL Server where the replication was installed. If this is not done, then when reinstalling resilience after the upgrade, the process will fail as the software will believe that the SQL Server is already configured for replication.

Follow your SQL Servers documentation on how to remove distribution rights from your publisher.



NOTE

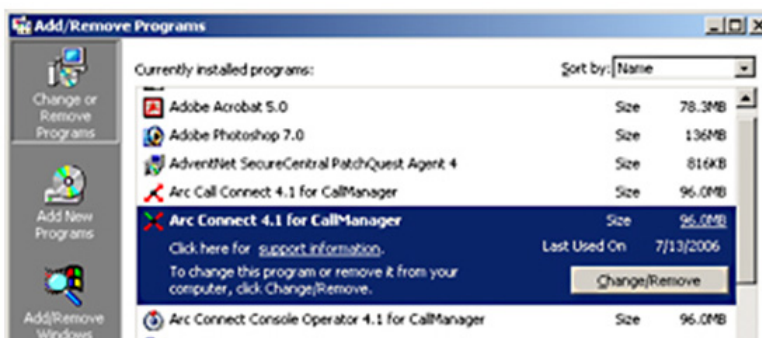
Disabling distribution rights on your Primary Server will remove all replication from that server. Arc Connect/Premium does not support any other database publications other than its own.

1.4.5 Uninstalling Arc Software

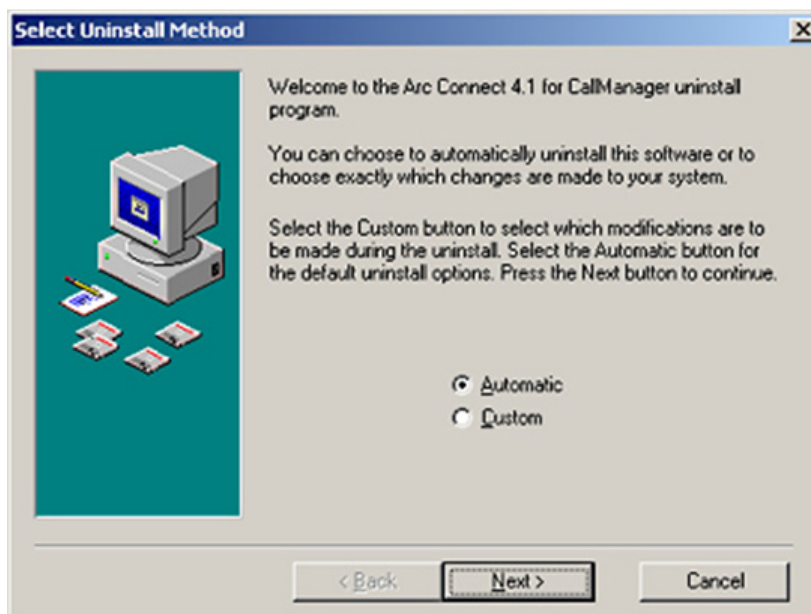
To Upgrade the Arc Suite, if you are running a version earlier than 5.1.2, or are installing a version earlier than 5.1.3, then you will first need to uninstall all software through the Windows control panel after ensuring you have completed all the necessary backups.

If you are upgrading to a version higher than 5.1.3 and have a version of 5.1.2 or higher already installed, you can upgrade your Arc Premium Server installation by installing the new software over the top of the existing software and thus this step is not required.

1. Open **Control Panel > Add Remove Programs** and uninstall each of the Arc components.



2. Follow the on-screen instructions that are presented to you, so that the software is fully removed.



3. This will remove the Arc Server software from that machine.
4. Some files may not be removed by the uninstall wizard, therefore browse to the computers **Program Files** folder and delete the **Arc** folder if it still exists.

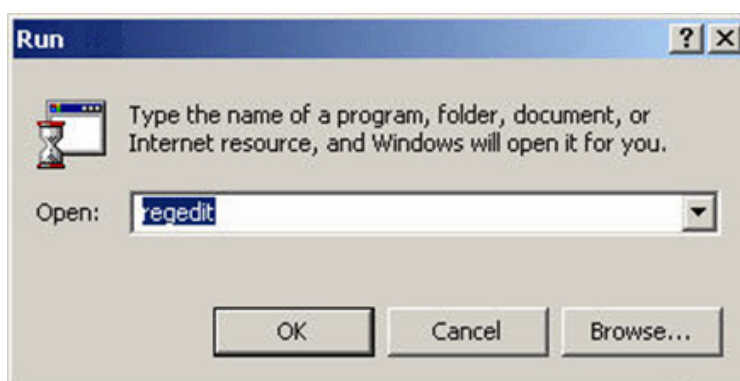


The above screen shots are taken from an Arc 4.1.x install

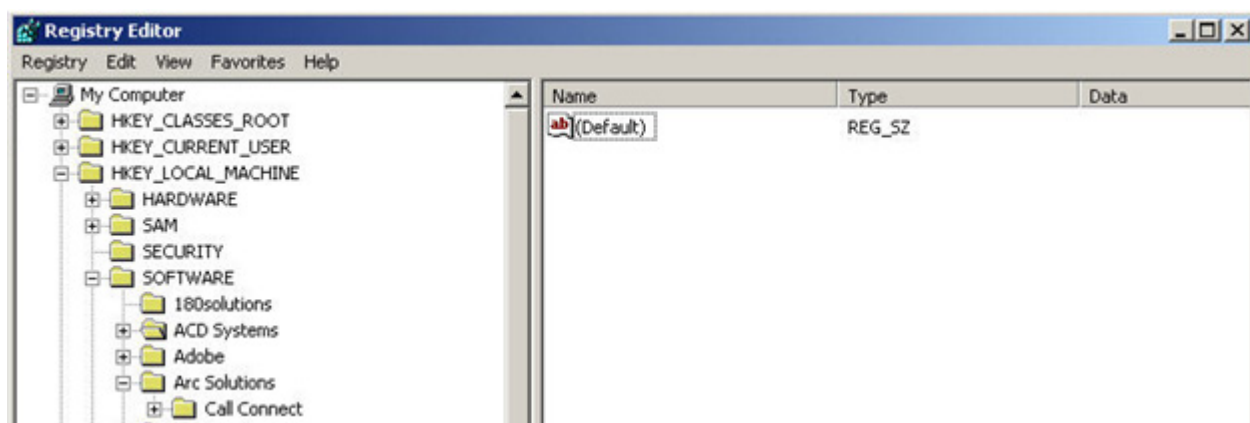
Once each component has been uninstalled, ensure that all registry keys have been deleted.

To remove registry keys,

1. Open the **Run** option in the **Start** menu. Type '**regedit**' and press **OK**.



2. The **Registry Editor** will open with the HKEY_LOCAL_MACHINE folder showing its contents.
3. Select the **Software** folder and then the **Arc Solutions** folder.



4. Delete the **Arc Solutions** folder.

1.4.6 Installing Arc Software

Once the previous software is completely removed, you can install the version of software you wish to upgrade to. Please refer to the Installation Manual for the relevant version of software that you are installing for more information on how to do this.

If you are upgrading to a version higher than 5.1.3 and have a version of 5.1.2 or higher already installed, you can upgrade your Arc Premium Server installation by installing the new software over the top of the existing software.



1.4.7 Create New Databases

Using the Administrator application, create a new Configuration and Logging database. Please refer to the Configuration Manual for the version of the software that you are installing for more information on how to do this.



NOTE

It is required that you create databases with a collation that matches your existing databases for the process to work. Please see the '**Design Guide**' and the white paper on '**Create a DB with a Specific Collation**' on how to do this.

This step is a prerequisite for the final step which will ensure that you have a database schema that is fully compatible with the version of Arc Premium that you are upgrading to.

1.4.8 Restoring Databases

If you are performing an upgrade of your Arc system on the existing machine and you have an Arc Premium/Connect version of version 3.0.3 or later, then you do not need to carry out this step.

When upgrading from a version of Arc Premium that originally stored its database in an MS Access file format, it is not possible to perform an over the top upgrade. Instead you must first create a new database from within the Administrator application, and then perform a transfer into that database. This will effectively restore your Access database into a SQL database that can then be upgraded as per the normal process.

The Procedure for upgrading from an Access Database to SQL is very similar to process described in Section [Restoring Voice Files and Database](#) on page 11 however before starting the upgrade process, it is required that you create a DSN for both your Configuration Access Database file and your Logging Access Database file. A detailed set of instructions on how to do this can be found in Section [Creating a New DSN](#). See '[Creating a New DSN](#)' on page 18

Once the DSNs have been created for both Access Database files, when performing the transfer process and you are asked to select the Source DSN, select those newly created DSNs. The application will then transfer the data from the backed up Access Database file, to the newly created SQL Database.

If you are upgrading your Arc system to a new machine, you will need to restore your SQL databases back onto the new machine first before you can upgrade them. Please see your SQL documentation on how to do this. Once they have been restored, you will need to create DSNs for them so that the DB Upgrade Tool can upgrade them.

1.4.9 Upgrading Existing Databases

Once the required Arc Software has been installed, it is time to upgrade the databases via the upgrade utility.

This step allows Arc DB Upgrade utility to upgrade an older database schema to a newer version via the practice of performing an '**Over the Top**' upgrade of the database.



NOTE

A Source DSN is where the data is that you wish to perform an upgrade on. A Target DSN is the destination for the data that has been upgraded. These can be the same, and in that case this would be termed as an '**Over the Top**' upgrade.

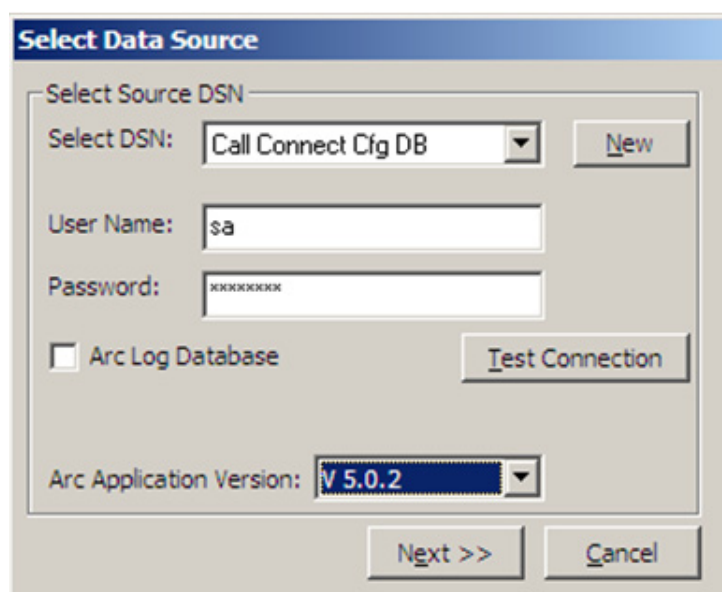
In order to be able to successfully perform an Over the Top upgrade of the database, the following pre-requisites must be met,

- Source and target databases must reside on same machine and on same SQL Server instance. User can however create the target database on another drive of same machine where the source database exists.
- Disk space required on target database drive should be four times the size of source database (data file size + log file size).

To run the Upgrade Utility, either use the Start menu shortcut in the **Arc Enterprise** menu, or navigate to **C:\Program Files\Arc\Arc Connect\DB Upgrade Tool** and run the **TransferData.exe** application.

Once the application is open, to upgrade the Configuration and then Logging databases, follow the below process.

1. From the file menu select '**Configuration > Select DSN**'. With the Data Source Window open, using the drop down menu select the DSN connection for the Arc Configuration Database. If coming from versions of 5.1.2 or earlier, a DSN may already exist for you to select (e.g. Call **Connect Cfg DB**). If a DSN does not exist, then you can create one by using the '**New**' button. Next enter the **Username** and **Password** to connect to the database and select test connection to confirm the connection to the Arc Configuration Database. Finally, select the version of the database you are upgrading from, when happy with all selections select the **Next** button..



2. The Next window will now require the same information to be populated but instead, this information is for the Target DSN. Select the same DSN that you choose in the previous step. This will perform an '**Over the Top**' upgrade. Select the correct **Arc Application Version** that you are upgrading to. Please remember to see '[Upgrade Compatibility Table](#)' on page 3' to ensure the correct version is selected.



Select Data Source

Select Target DSN

Select DSN: Call Connect Cfg DB [New]

User Name: sa

Password: [Masked]

Arc Log Database [Test Connection]

Perform Transaction Log Shrink

Arc Application Version: V 5.1.2 (SR1)

<< Previous Finish Cancel

Once happy with the selection, press **Finish** to close the window.



NOTE

If when performing the upgrade the application displays time out errors, then it is recommended to deselect the '**Perform Transactional Log Shrink**' option. Deselecting this option will also result in the database consuming more disk space after the upgrade has completed. This option is not available on versions below 5.1.2 (SR1).

3. Go to the file menu and select '**Configuration > Start Transfer**'. A prompt will be given to ask if you would like to take database backup before the process is begun. If **Yes** is selected, a backup file of the structure before the upgrade will be taken. This backup will be written to the **C:** drive of the SQL Server with a **.BAK** extension.

Transferring Data...

Updating Database structure

[Progress Bar]

Cancel



NOTE

Please note the larger the database the longer this process may take.

4. After the data is transferred successfully, the Upgrade Utility will quickly check the unique numbers used for the currently **Opened** databases. If it finds a discrepancy, it will ask if you want to correct the issue. It is recommended to allow the application to resolve any issues if it detects them. It is also possible to manually execute the unique numbers function. From the Configuration menu select '**Analyse live system > Unique Numbers**', See '[Analyse Live System - Unique Numbers](#)' on page 17 for more information on this option.



NOTE

If no databases are currently in an **Open** state within the Arc Administrator, then the unique number check will fail and display a message. This will not affect the process of upgrading the database, and thus you can continue if this message is displayed as this check is then carried out after the databases have been upgraded.

5. If upgrading a source database from a version earlier than 5.1.2 and the target database is a version of 5.1.2, then it is recommended that the Voice Database is migrated to the configuration database at this stage, See '[Restoring Voice Files and Database](#)' on page 11. The DB Upgrade Tool will try to do this automatically if it can find the Voice Server Database file. If it cannot find the file, then you will be displayed a message saying that it was unable to migrate the voice data.
6. Once the process has completed, the above steps should then be repeated again taking into account the [Upgrade Compatibility Table](#)' on page 3 to upgrade your database to the required version number.



NOTE

To guarantee that the DB Upgrade Tool has in fact completed the process of upgrading the database successfully, the log files can be inspected for errors. This would allow you to see if any of the stored procedures that have been triggered during an upgrade step has failed.

Once the configuration database has been upgraded, perform the same steps as defined above, but select the logging database DSN and check the Arc Log Database checkbox.

1.4.10 Restoring Voice Files and Database

Before removing the old version of the Arc Software, several Voice Server files were backed up. First restore the following folders from your backup directory to the newly installed Voice Server directory;

- Default Phrases
- System Phrases
- Phrases
- Recording
- Scripts

The Voice Server is located in the following directory when installing 5.1.2 or higher versions of the Arc System

C:\Program Files\Arc\Arc Connect\Voice Server

In older version of the Arc Software, the Voice Server database was stored in an Access Database file, if you are upgrading to a version of Arc Software that still utilises Access Database files, then restoring this data is very simple. Simply copy the Access Database file that was stored in the DB folder to the DB folder of your newly installed Voice Server.

If you are upgrading to a version of Arc Software that stores the Voice Server database on a SQL Server, then you must use the Upgrade Utility to migrate the data into the Configuration Database.

First create a new DSN that points to your Voice Server Access Database file by following the steps described in [Creating a New DSN](#)' on page 18. Once you have successfully created a new DSN, run the Upgrade Utility. Once the application is running, open the file menu and select '**Configuration > Select DSN**'. With the Data Source Window open, using the drop down menu select the newly created DSN connection that points to your Voice Server Access Database file. There is no need to enter a **Username** and **Password**, so select **Test Connection** to confirm the connection to the file is ok.



Finally, select the version of the database you are upgrading from, when happy with all selections select the **Next** button.

Select Data Source

Select Source DSN

Select DSN: Voice DB [New]

User Name: []

Password: [] [Test Connection]

Arc Log Database

Arc Application Version: V 5.0.0 []

[Next >>] [Cancel]

The Next window will now require you to select the Target DSN. From the DSN drop down menu, select the Configuration Database connection (**Default Configuration DB**). Next enter the **Username** and **Password** to connect to the database and select test connection to confirm the connection to the Arc Configuration Database. Finally, select the version of the database you are upgrading to.

Select Data Source

Select Target DSN

Select DSN: Call Connect Cfg DB [New]

User Name: sa

Password: XXXXXXXX [Test Connection]

Arc Log Database

Perform Transaction Log Shrink

Arc Application Version: V 5.1.2 (SR1) []

[<< Previous] [Finish] [Cancel]

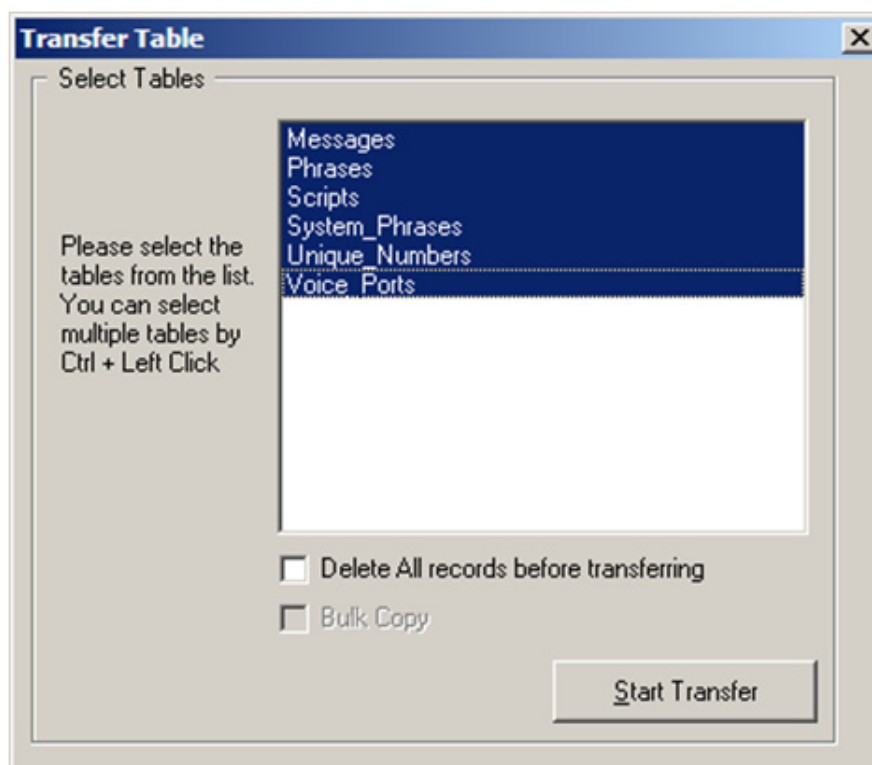
Once happy with the selection, press Finish to close the window.

Next, in order to begin the upgrade procedure, go to the file menu and select '**Configuration > Transfer Table**'. A new window will be displayed asking you to select which tables to transfer to your

Target DSN/Configuration Database. Select all the tables to transfer all the data to the Configuration Database.

NOTE

Do NOT select the "Delete All records before transferring" option as this will remove your existing system devices.



Finally, select **Start Transfer** to close the window and start the migration process.

1.4.11 Transfer Upgraded Databases into the Newly Created Databases

So that the Arc system is using a 100% compatible schema for the version it is being upgraded to, it is required that as a final step of the upgrade process, the data be must be migrated out of the upgraded databases to the newly created databases in the previous step.

In order to be able to successfully transfer the data of the upgraded database into the newly created database, the following pre-requisites must be met,

- Source and target databases must reside on same machine and on same SQL Server instance. User can however create the target database on another drive of same machine where the source database exists.
- Disk space required on target database drive should be four times the size of source database (data file size + log file size).
- The source and target databases have the same collation. In order to create a database with the correct collation, consult the white paper titled '**Creating a DB with a specific collation**'.

The following steps describe how to migrate your data from one database to another.

1. From the file menu select '**Configuration > Select DSN**'. With the Data Source Window open, using the drop down menu select the DSN connection for the existing newly upgraded Arc Configuration Database. If a DSN does not exist, then you can create one by using the 'New' button. Next enter the **Username** and **Password** to connect to the database and select test



connection to confirm the connection to the Arc Configuration Database. Finally, select the version number of the database. This should be the version of Arc Premium you are upgrading to as this would have been the last version that you performed an over the top upgrade of the database with. When happy with all selections select the **Next** button.

2. The Next window will now require the same information to be populated but instead, this information is for the Target DSN. Select the DSN that points to the newly created databases. This will allow you to copy the data from one database to the other. Select the correct Arc Application Version that you are upgrading to. This should be the same version you selected whilst configuring the Source DSN. Once you are happy with your selection, click the **Finish** button.

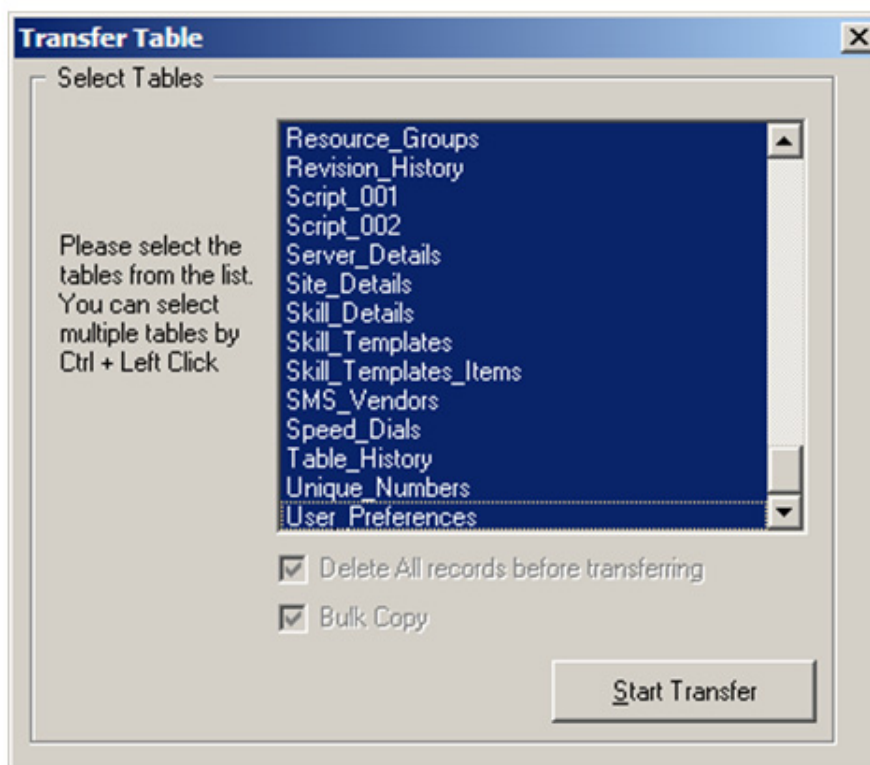


NOTE

If when performing the transfer the application displays time out errors, then it is recommended to deselect the '**Perform Transactional Log Shrink**' option. Deselecting this option will also result in the database consuming more disk space after the transfer has completed. This option is not available on versions below 5.1.2 (SR1).

3. Go to the file menu and select '**Configuration > Table Transfer**'. A new window will be displayed. From it select all the tables required to copy the data for, and select the **Bulk Copy** option. You

can select all the tables by using the **Ctrl** or **Shift** keys whilst selecting items in the table list. Click **Start Transfer** to start the process.



- Once all tables have been selected, press the **Start Transfer** button to initiated the copying of data to the new databases.

1.4.12 Checking the Unique Numbers

Once the above process has been followed, you will have a completely upgraded pair of Configuration and Logging databases that have the correct schema for the version of Arc Premium that you are upgrading to.

Before starting the CT Server or editing the Configuration using the Administrator application, it is recommended that you run the unique number check one more time. Before this can be run, ensure that both your Configuration and Logging Databases are set to '**Open**' in the Arc Administrator application. The Unique Numbers can then be checked by going to the 'Analyse Live System' menu and selecting the 'Unique Numbers' option.

1.5 Upgrade Utility Features

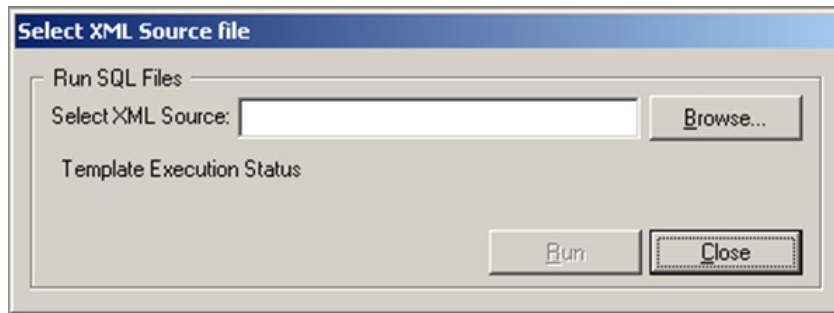
The Upgrade Utility also has other functionality as well as the previously discussed options. Different parts of this functionality become enabled depending on what version of the Arc Software is being used. The below functions can be found as menu items off of the **Configuration Menu**.

1.5.1 Run SQL Templates

The option of Run SQL Template allows you to load an XML file into the Upgrade Utility that contains a series of SQL commands that would be run against a database. This may be required if there is a



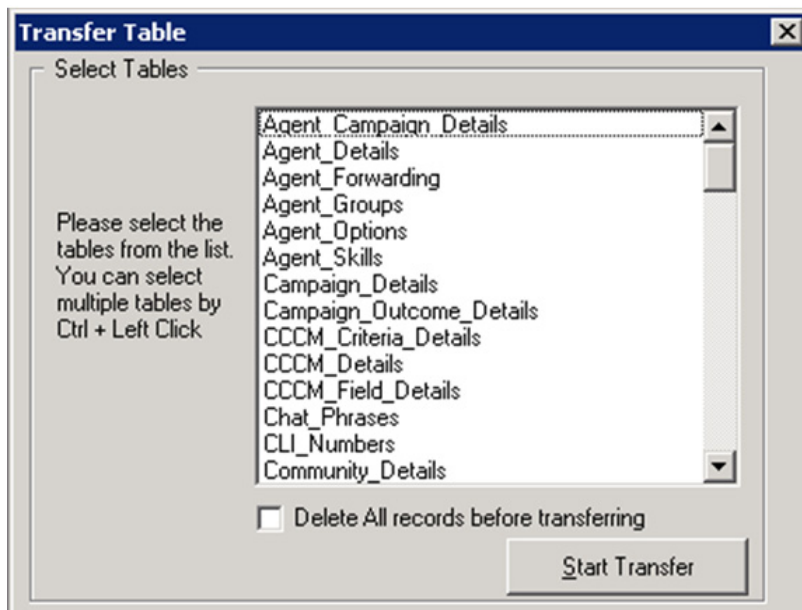
problem with your system and the Arc Solutions Support Team need to issue you with a fix that would make a change to your Configuration or Logging Database.



In order to run the issues XML file, first select **Browse** and locate your file. Then once you have selected the file, select **Run**. During the scripts execution, a progress bar will appear displaying the current status. Once completed, a message box will be displayed informing you that the script has been executed.

1.5.2 Transfer Table

The option of Transfer Table allows you to copy the contents of selected tables from your Source DSN to your Target DSN. This can be of use if you wish to make a backup or restore one particular table from your configuration database. In order to use this feature, you must first select the source and target DSNs from the following menu item, '**Configuration > Select DSN**'. Then by selecting the '**Transfer Table**' menu option, the following window will display;



From the list of available tables in your source DSN database, you can select which tables that you wish to transfer data from to your target DSN, remembering that both databases must be of the same structure. By selecting the option of '**Delete all records before transferring**', this will empty the target table before copying the data across when you press the '**Start Transfer**' button.

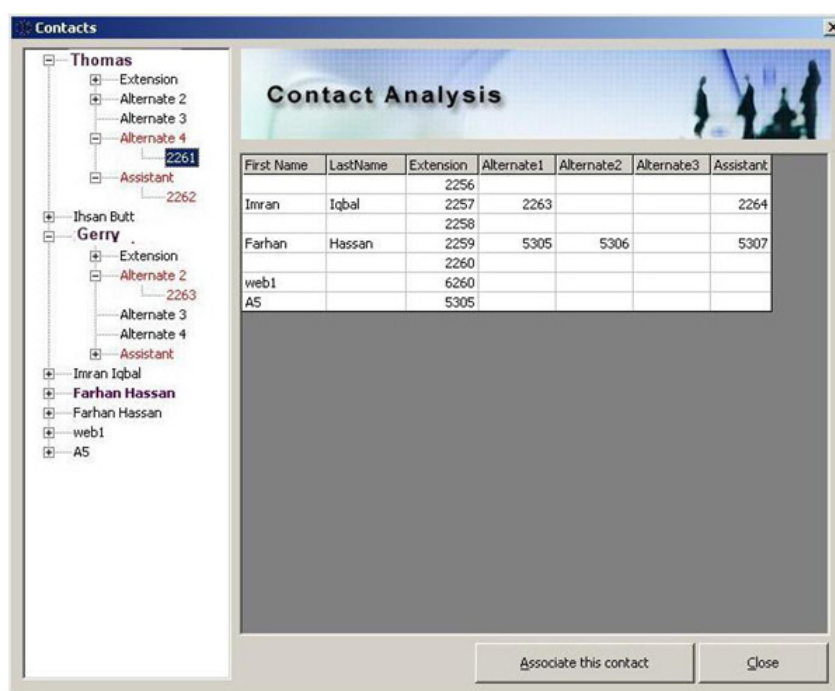
1.5.3 Analyse Live System - Contacts



NOTE

This option is only available when the source database is version 3.0.3 and the destination database is 3.1.3 due to the structure of the Contact Directory.

The option of analysing contacts in the live system allows you to browse through the contact directory stored in the configuration database and view each of the contacts their related alternate numbers. This allows you to remove inconsistencies that may exist and also associate any alternate number to a contact.



Upon opening the contact analyser window, it displays all contacts and extensions of their Alternate and Assistants in a tree view. Upon expanding a number that is associated to a contact, its details are then displayed in a table view. Depending on the status on a Contact in the Tree, it will have a colour code;

- **Blue** - represents the number, which is associated with more than one contact.
- **Red** - represents the number that is not associated with any contact.

By selecting a Contact and then selecting an alternate number from the table, you can link the two items by pressing the Associate this Contact button.

1.5.4 Analyse Live System - Phonetics

The option of analysing the phonetics in the live system allows you to rebuild the values that are stored in the database that are used by the phonetics searching feature in the Operator Console.

Each contact in the directory has two values stored against it, and by running this option, these values are recalculated. If changing the system local of where your Arc database resides, it is recommended to run this option so that any new stemming processing can be carried out against the new local.

1.5.5 Analyse Live System - Unique Numbers

The option of analysing the unique numbers stored in the logging database allows you to recalculate the next available number to be used when creating new entries into the configuration database.

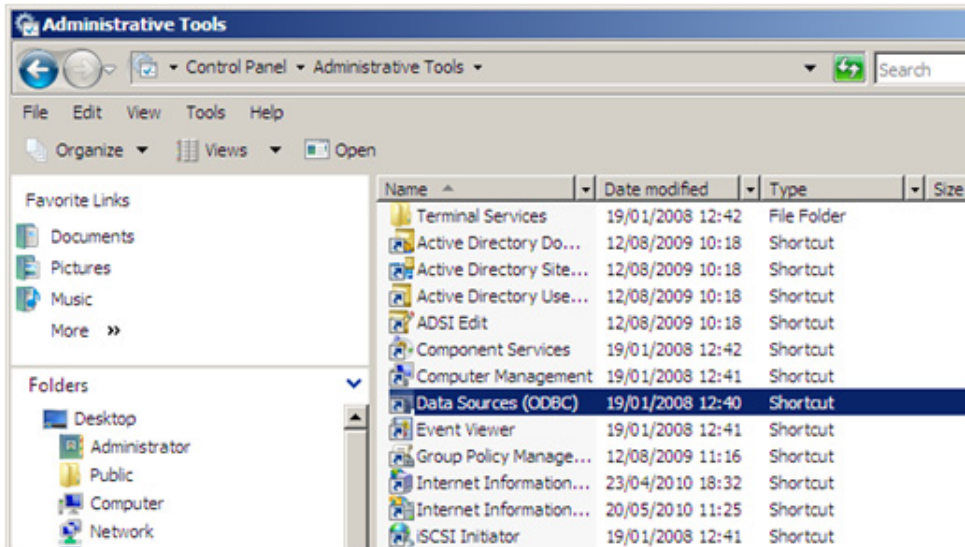
If you are experiencing errors when trying to save configuration changes in the Administrator or Supervisor application, it is recommended to run this option so that any discrepancies in the unique numbers can be resolved.



1.6 Creating a New DSN

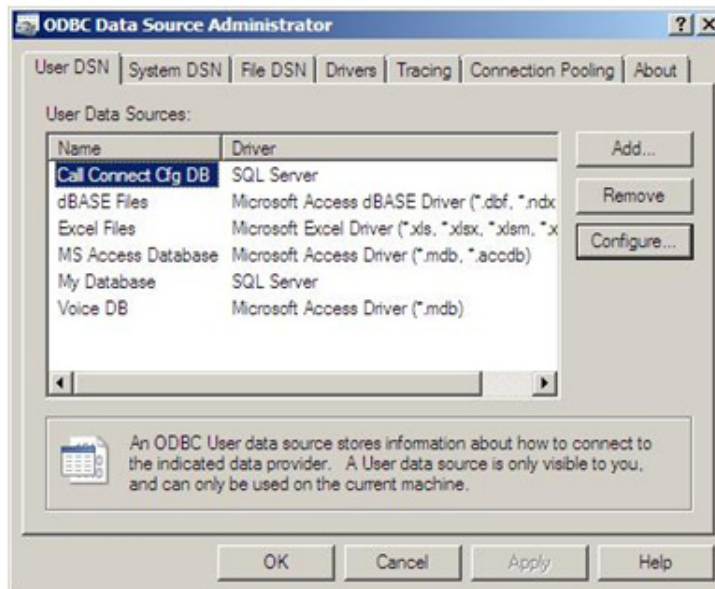
A database DSN is required to allow the DB Upgrade Tool to connect to the configuration or logging database to perform upgrades. The following is the process for creating a new database DSN for use with either a Microsoft Access, or Microsoft SQL Server database,

1. Select Start ' **Settings** ' **Control Panel** and open the **Control Panel** window.
2. Double click on **ODBC Data Source Administrator** icon.



Alternatively, go to **Start > Settings > Control Panel > Administrative Tools** and select **Data Sources (ODBC)**.

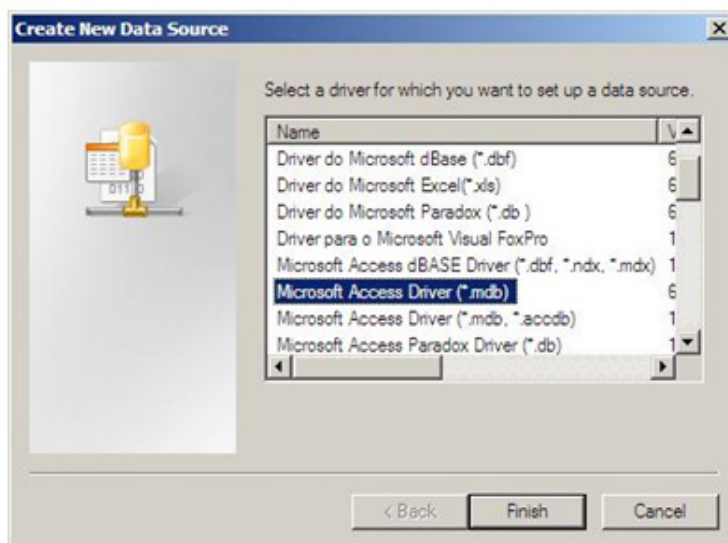
3. In the **ODBC Data Source Administrator** window, select **System DSN** tab, and click **Add**.



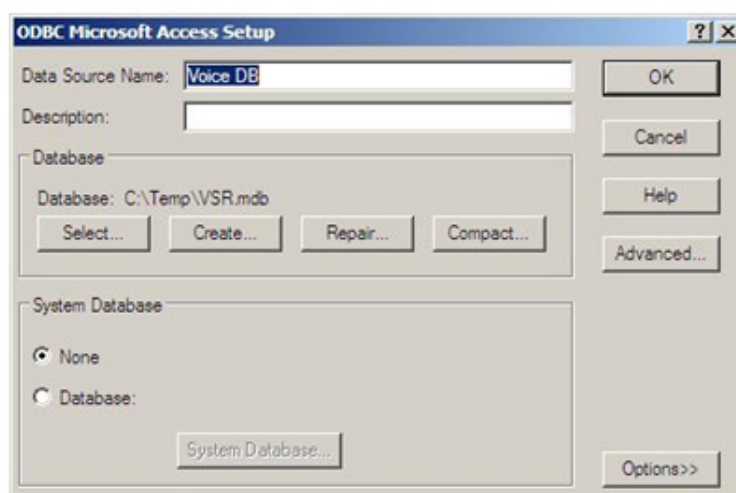
You then need to select the required database type that you are creating from either Access [Microsoft Access Databases'](#) on page 18 or SQL, [Microsoft SQL Databases'](#) on page 20.

1.6.1 Microsoft Access Databases

4. To Create a new DSN for an Access database, Select Microsoft Access Driver (*.mdb) and click **Finish**.



- In the next window, press **Select** button and browse the Access database for which DSN is to be created. Press **OK**.

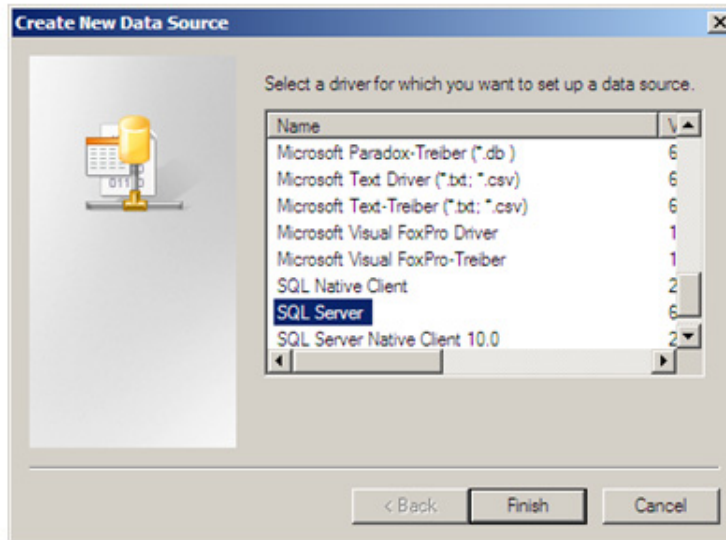


- The window will close and switch focus back to the ODBC Data Source Administrator. The list will be updated to show the newly created DSN. Press **OK** to finish.

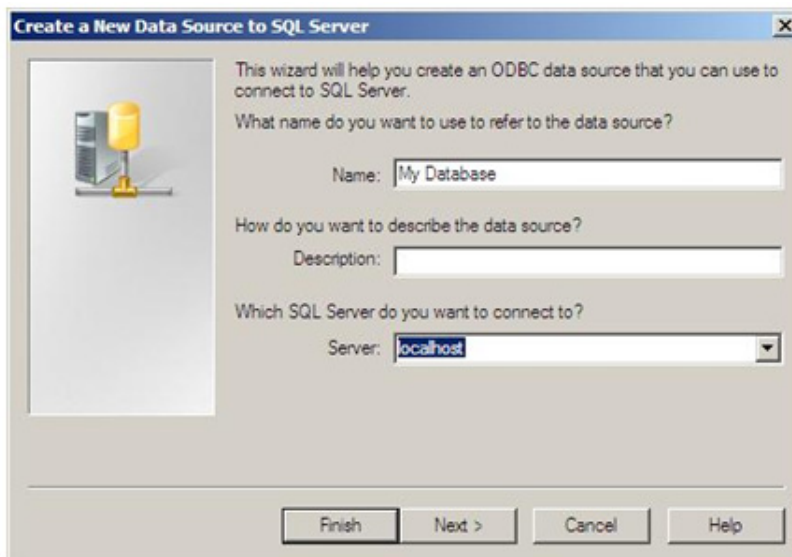


1.6.2 Microsoft SQL Databases

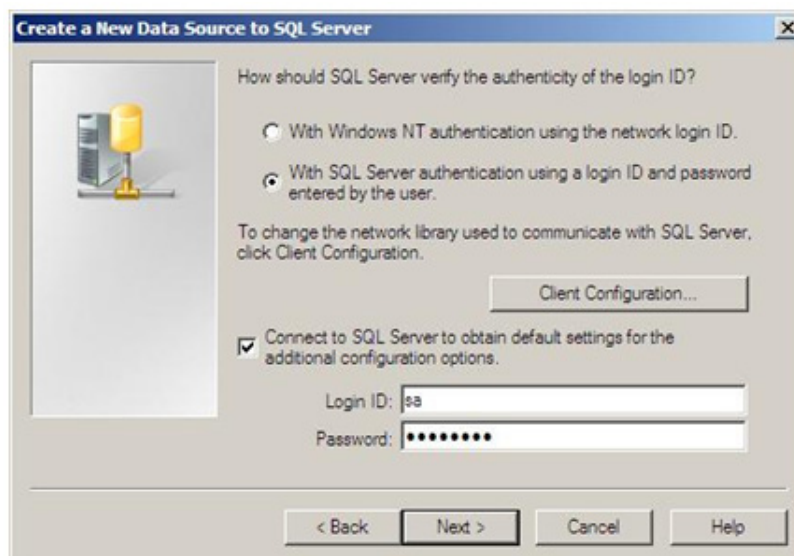
- To create a new DSN for a SQL database, Select SQL Server and click **Finish**.



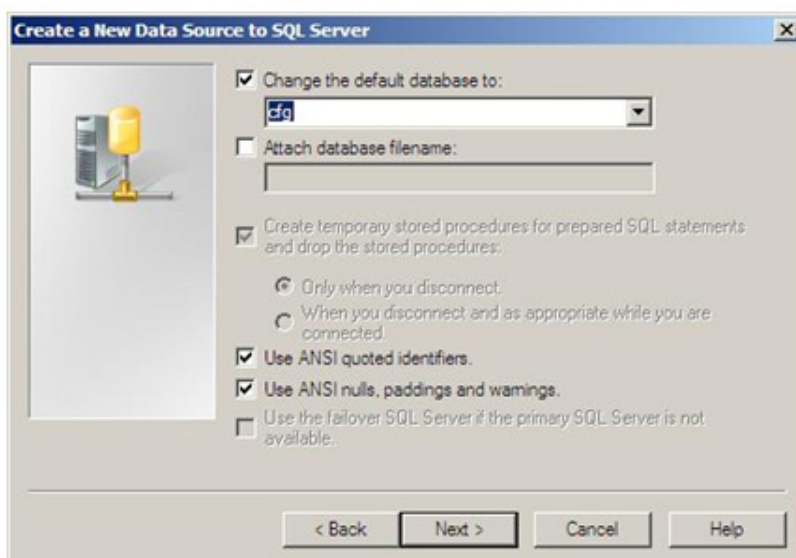
- In the next window, enter a user friendly name for the DSN that you are creating and enter the **Server Name** where the SQL Server is located. Press **OK**.



- In the next window, select the credentials for accessing the SQL Server database. Press **OK** to proceed.



7. In the next window, check the tick box to **Change the default database**, and select the database for the DSN to connect to. Press **OK** to finish.



8. The next window will show some configuration options for the DSN. The default values are ok to use. Press **OK** to finish. Upon pressing finish, the wizard will allow you to Test the connection before taking you back to the list of DNS which will update to show your newly created DSN.



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The equipment complies with all the relevant conditions if used in accordance with the manual.