



Click Studios

Passwordstate

Upgrade Instructions to V8.xx

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1 Upgrade Overview

This document will detail instructions for upgrading Passwordstate to version 8.xx, from any version prior in the 6.xx to 8.xx build range.

If you need to upgrade from version 5.x, then please follow the instructions

'Upgrade_Instructions_From_V5.pdf', provided in your download, or download the file from here - https://www.clickstudios.com.au/downloads/version8/Upgrade_Instructions_From_V5.pdf


It will also detail instructions for upgrading the Mobile Client, Password Reset Portal and Remote Site Locations Agent if required.

 Note: If using our In-Place Upgrade feature, and you have chosen not to back up your Passwordstate folder or database, we recommend taking your own backups of these prior to upgrading Passwordstate.

2 High Availability Module Considerations

If you are also using the High Availability Module for Passwordstate, upgrades must be done in the following order:

1. If you are using SQL Server Transactional Replication, then you must delete the subscriber and publisher first using SQL Server Management Studio, if there have been any database schema changes - check 'Upgrade Dependency Matrix' below. If you are using SQL Clustering, or High Availability Groups, or Azure SQL, etc, this is not required
2. Upgrade your Primary Server first, using one of the methods described in this document
3. Then upgrade your High Availability instance using one of the following methods:
 - a. If you are already using Build 83xx prior to the upgrade, you can use the "In-Place Upgrade" method directly from the Primary server. Please refer to the Security Administrator's manual from the Help Menu in Passwordstate for further instructions – look under the section Administration -> High Availability Nodes.
 - b. Or you can use the following documentation to perform a manual upgrade - https://www.clickstudios.com.au/downloads/version8/High_Availability_Server_Manual_Upgrade_Instructions.pdf
4. If using SQL Server Transactional Replication, and it was required to remove this prior to upgrade, you can re-establish by using the following instructions - https://www.clickstudios.com.au/downloads/version8/SQL_Server_Transactional_Replication.pdf


 Note: If you are using Transactional Replication, and you see a notification on your upgrade screen that replication still appears to exist, please execute the following commands using SQL Server Management Studio to clean up left over replication tables and data.

USE Master

EXEC sp_removedbreplication passwordstate

3 In-Place Upgrade Instructions with Internet Connectivity

To upgrade to the latest version of Passwordstate please follow these instructions:

 Note: A default setting requires you to have the Automatic Backups feature working to use this In-Place Upgrade option. This can be disabled however on the screen Administration -> Passwordstate Administration -> Backups and Upgrades -> Backups & Upgrade Settings. If you do disable this option, it is recommended you take your own backups of the Passwordstate folder and database prior to any upgrades.

1. Visit the upgrade page, either by clicking the new build notification at the top of the screen (if visible), or via the page Administration -> Passwordstate Administration -> Backup and Upgrades -> Upgrade Now button
2. If your Passwordstate installation does not allow automatically downloading new builds of Passwordstate, i.e. proxy settings aren't established to allow this, then you will be presented with some instructions for how to manually download the passwordstate_upgrade.zip file
3. Click on the 'Begin Upgrade' now button
4. Click on the 'Start Upgrade' button, at which time the following processes will occur:
 - a. Stop the Passwordstate & Passwordstate-Gateway Window Services
 - b. Backup all the web files
 - c. Backup the database
 - d. Download the passwordstate_upgrade.zip file if needed
 - e. Extract the contents of the passwordstate_upgrade.zip file
 - f. Install the new files
 - g. Start the Passwordstate & Passwordstate-Gateway Window Services
 - h. Log you out of Passwordstate
5. You can now log back into Passwordstate, and continue the upgrade process

Once each of the relevant build updates is complete, you can begin to use Passwordstate by clicking on the 'Start Passwordstate' button. All steps of the upgrade process are logged to c:\inetpub\passwordstate\upgrades\UpgradeLog.txt (your directory path may be different)

4 In-Place Upgrade Instructions without Internet Connectivity

If you would like to perform an In-Place Upgrade, but don't want, or have, Passwordstate configured to check for new builds and download directly from the internet, then you can follow these instructions:

1. Manually download the upgrade file from <https://www.clickstudios.com.au/getupgradefile.aspx> (CDN Network) or https://www.clickstudios.com.au/downloads/passwordstate_upgrade.zip and place it in the Passwordstate /upgrades folder
2. Now using the SQL Server Management Studio tool, execute the following SQL statement (Note - you will need to enter the latest version and build number in this statement, which is always advertised on Click Studios' home page at <https://www.clickstudios.com.au>):

```
USE Passwordstate
UPDATE [SystemSettings]
SET NewVersionNo = '8.3', NewBuildNo = '8388'
```

3. Once you have executed this statement, open your browser and point it to your Passwordstate web site. Navigate to the page Administration -> Backups and Upgrades, click on the 'Upgrade Now' button. You will then see the screen below, and you can click on the 'Begin Upgrade' button

🔄 Passwordstate Upgrade

Current Build: **V8.3 Build 8334** Latest Build Available: **V8.3 Build 8335**

There are three main processes for upgrading Passwordstate:

Step 1 - Place Passwordstate in Maintenance Mode by clicking on the 'Enable Maintenance Mode' button
Step 2 - Upgrade the web files (perform backup, download latest build & extract files)
Step 3 - Upgrade the database.

🚩 After **Step 1** is complete, you will be logged out of Passwordstate, at which time you simply log back in and let the upgrade process continue.

- 🚩 Note: A default setting requires you to have the Automatic Backups feature working to use this In-Place Upgrade option. This can be disabled however on the screen Administration -> Passwordstate Administration -> Backups and Upgrades -> Backups & Upgrade Settings. If you do disable this option, it is recommended you take your own backups of the Passwordstate folder and database prior to any upgrades.

5 Manual Upgrade Instructions

If you prefer not to use the In-Place Upgrade feature, you can still upgrade Passwordstate manually by following these instructions:

1. Manually backup your database using the SQL Server Management Studio tool
2. If upgrading from Build 7507 or greater, it is recommended you first go to the Administration screen in Passwordstate and enable Maintenance Mode
3. Stop the Passwordstate & Passwordstate-Gateway Window Services
4. Download the following file, and extract the files into the Passwordstate folder overwriting all files in there (this .zip file has a root Passwordstate folder in it – copy the contents of this root folder into your Passwordstate folder) - <https://www.clickstudios.com.au/getupgradefile.aspx> (CDN Network) or https://www.clickstudios.com.au/downloads/passwordstate_upgrade.zip
5. Ensure all the folders/files have Modify rights for the NETWORK SERVICE account - they should have inherited these permissions from the top-level folder
6. Restart the Passwordstate & Passwordstate-Gateway Windows Services
7. Now browse to the site, and you should be prompted to finish the upgrade by performing various tasks on the database (if there are schema changes in the build you're upgrading to, for anyone who is also using the High Availability instance, you will first need to stop SQL Server replication)

If you need to download any full versions of Passwordstate at any time, you can do so via the page <https://www.clickstudios.com.au/previous-builds.aspx>

6 Mobile Client Upgrade Instructions

Please Note: If you do not have a separate installation of the Mobile Client web site and are accessing the site via your normal Passwordstate web site, then you do not need to follow these instructions to perform a manual upgrade - upgrading the Mobile Client will occur as part of a standard upgrade of Passwordstate.

Please refer to the section 'Upgrades Dependency Matrix' below to determine if you need to follow the instructions below to upgrade the Mobile Client web site install. If needed, follow these instructions:

1. First upgrade your main Passwordstate installation
2. Stop the Passwordstate web site in IIS, and Passwordstate Windows Service
3. Delete all the files in the Passwordstate folder, except the /web.config file
4. Download the following file, and extract the files into the Passwordstate folder - https://www.clickstudios.com.au/downloads/passwordstatemobile_upgrade.zip. The default path should be c:\inetpub\passwordstate
5. Restart the Passwordstate Windows Service, and Passwordstate Mobile Client web site in IIS

If you need to download any full versions of Passwordstate Mobile Client at any time, you can do so via the page <https://www.clickstudios.com.au/previous-builds.aspx>


Build 7580 Note: If you are upgrading from a build which is earlier than Build 7580, then it is very important to copy the Secret1 & Secret2 keys across from your primary instance of Passwordstate, otherwise the separate mobile client install will not work. These keys are located in the web.config file, in the appSettings section.

7 Password Reset Portal Upgrade Instructions

Please refer to the section 'Upgrades Dependency Matrix' below to determine if you need to follow the instructions below to upgrade the Password Reset Portal install. If needed, follow these instructions:

1. First upgrade your main Passwordstate installation
2. Download the following file, and extract the files into the Password Reset Portal's folder - https://www.clickstudios.com.au/downloads/passwordstateresetportal_upgrade.zip. By default, this folder is in the location c:\inetpub\PasswordstateResetPortal
3. Your portal will now be upgraded and ready for use

8 Self Destruct Message Web Site Upgrade Instructions

 Note: Please note these instructions are only to be followed if you have installed the Self Destruct Message web site separately to your main Passwordstate install

Please refer to the section 'Upgrades Dependency Matrix' below to determine if you need to follow the instructions below to upgrade the Self Destruct Message Web Site. If needed, follow these instructions:

1. First upgrade your main Passwordstate installation
2. Download the following file https://www.clickstudios.com.au/downloads/passwordstateselfdestruct_upgrade.zip, and extract the files into the folder c:\inetpub\PasswordstateSelfDestruct (this is the default install path, but yours might be different)
3. The site is now upgraded and ready for use

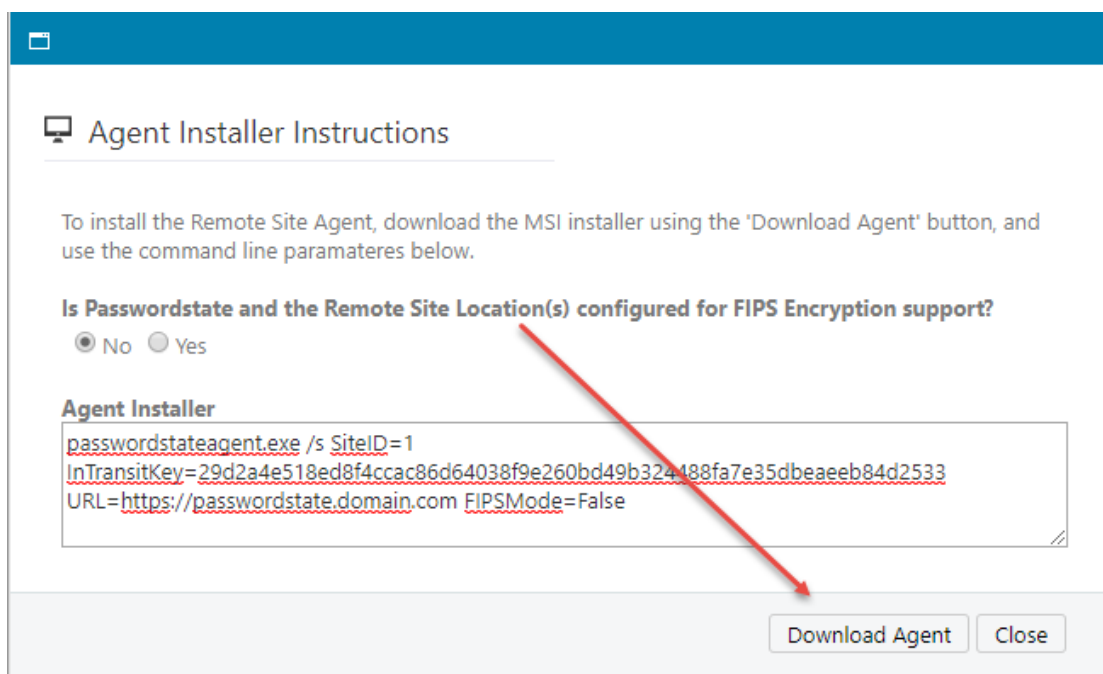
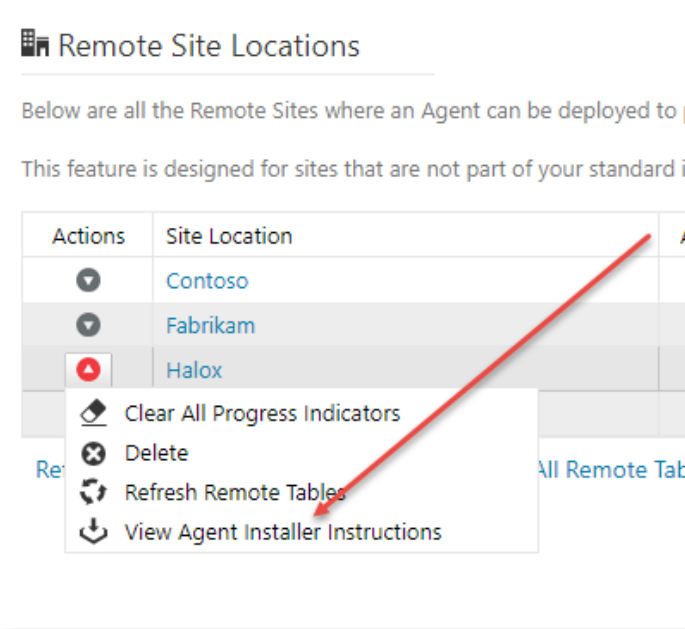
9 Remote Site Locations Agent Upgrade Instructions

As of build 8334, any deployed Remote Site Location Agents will automatically upgrade within 10 to 15 minutes after you have upgraded your main Passwordstate server – assuming the default poll time is set to 5 minutes.

If you have agents installed prior to this build, then follow the instructions below to upgrade them.

Please refer to the section ‘Upgrades Dependency Matrix’ below to determine if you need to follow the instructions below to upgrade any deployed Remote Site Location Agents. If needed, follow these instructions:

1. First upgrade your main Passwordstate installation
2. From the screen Administration -> Remote Site Administration -> Remote Site Locations, you can re-download the new Agent so it can be deployed to each site, as per the screenshots below



10 Browser Based Remote Session Launcher Gateway

By default, the Browser Based Remote Session Launcher Gateway is installed embedded with your Passwordstate web site. As of build 8600, the Gateway can now be installed separately outside of your Passwordstate folder if required.

With the Upgrade Dependency Matrix below, if you see a 'Yes' in the Remote Session Launcher Gateway column, you will need to follow the instructions below to manually upgrade where you're Gateway has been deployed to.

1. Stop the 'Passwordstate Gateway Maintenance' and 'Passwordstate-Gateway' Windows Services
2. Download the following file https://www.clickstudios.com.au/downloads/passwordstategateway_upgrade.zip, and extract the files into the folder C:\Program Files (x86)\Passwordstate Remote Session Gateway (this is the default install path, but yours might be different)
3. Restart the 'Passwordstate Gateway Maintenance' and 'Passwordstate-Gateway' Windows Services

11 Upgrade Dependency Matrix

The following table below shows which Passwordstate Build Numbers require schema changes in the database, or any other dependant modules which also require upgrading at the same time.

Build No	Database Schema Updates	Mobile Client	Password Reset Portal	Remote Site Locations Agent	Browser Extensions	Self Destruct	Remote Session Launcher Gateway
8600	Yes	No	No	No	No	No	No
8573	No	No	No	Yes	Yes	No	No
8556	No	No	No	No	No	No	No
8549	No	No	No	No	No	No	No
8537	Yes	No	No	No	No	No	No
8519	Yes	No	No	No	No	No	No
8501	Yes	No	Yes	No	No	No	No
8491	No	No	No	No	No	No	No
8488	Yes	No	No	No	No	No	No
8459	Yes	No	No	No	No	No	No
8455	No	No	No	No	No	No	No
8449	Yes	No	No	No	No	No	No
8411	Yes	No	No	No	No	No	No
8397	No	No	No	No	No	No	No
8388	Yes	No	Yes	No	No	No	No
8361	Yes	No	No	Yes	No	No	No
8345	No	No	No	No	No	No	No

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8334	Yes	No	No	Yes	No	No	No
8325	Yes	No	Yes	No	No	No	No
8284	No	No	No	No	No	No	No
8275	Yes	No	No	No	No	No	No
8256	Yes	No	No	Yes	No	No	No
8242	Yes	No	No	No	No	No	No
8225	No	No	No	No	No	No	No
8215	Yes	No	No	No	No	No	No
8205	No	No	No	No	No	No	No
8204	Yes	No	No	No	No	No	No
8180	Yes	No	No	No	No	No	No
8165	Yes	No	No	No	No	No	No
8150	No	Yes	No	No	No	No	No
8146	No	No	No	No	No	No	No
8136	No	No	No	No	No	No	No
8114	Yes	Yes	Yes	No	No	No	No
8097	No	No	No	No	No	No	No
8091	Yes	No	No	No	No	No	No
8071	No	No	No	No	No	No	No
8065	No	No	No	No	No	No	No
8058	Yes	No	No	Yes	No	No	No
8037	Yes	No	No	No	No	No	No
8000	Yes	Yes	No	Yes	No	No	No