

Enterprise Site Manager & Administrator Upgrade Guide

May 2012

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Introduction

This document will take you through step by step on how to Upgrade Enterprise Site Manager (ESM) and Administrator software. This upgrade will become available from 20th May 2012 and must be completed by 22nd July 2012 when it will become mandatory.

Prerequisites for the Installation

Before starting the Upgrade for ESM and Administration, please ensure you have checked the following;

- Any open Applications are closed
- Internet Explorer 7.0 or higher installed on the ESM Machine
- Adobe Reader or Adobe Acrobat 8.0 or above are installed on the machines running ESM and Administrator
- All Results from previous tests have been uploaded from the Outbox in ESM
- Any learners who tests are in the Inbox in ESM are in locked status

We recommend you upgrade on a day when no testing is due to take place to avoid any disruption to your learners

ESM Configuration Information

The ESM application is hosted at esm.catglobal.com (159.182.112.240)

Firewall Configuration

You firewalls will need to allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80.

To allow for other functionality such as demographic changes, the IP address 159.182.112.210 (www.catglobal.com) with destination port 443 should also be allowed.

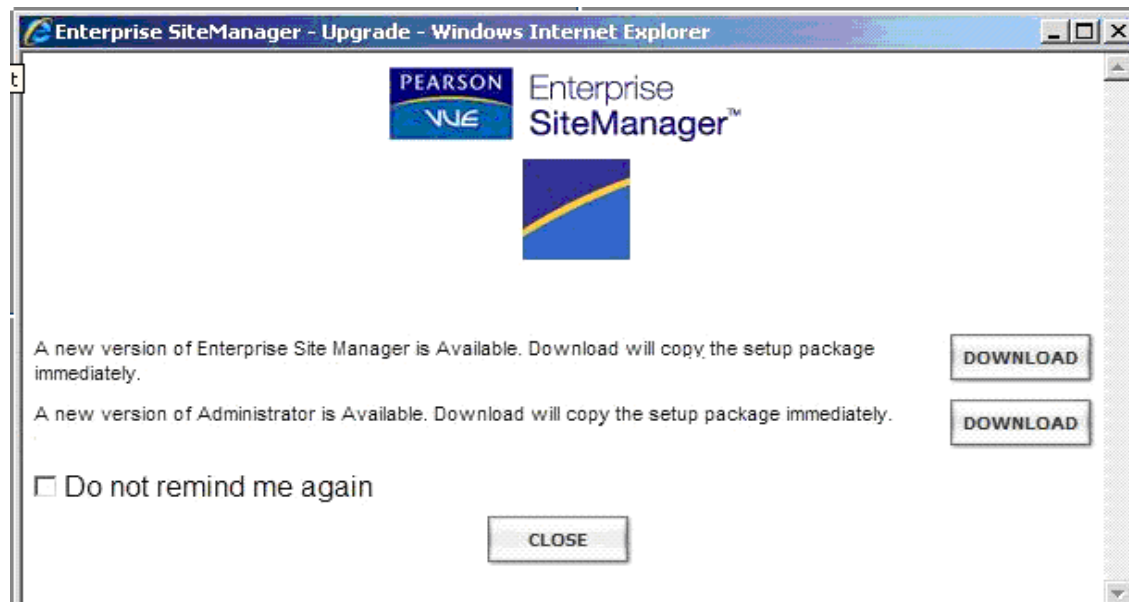
Proxy Configuration

Proxy servers should likewise allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80.

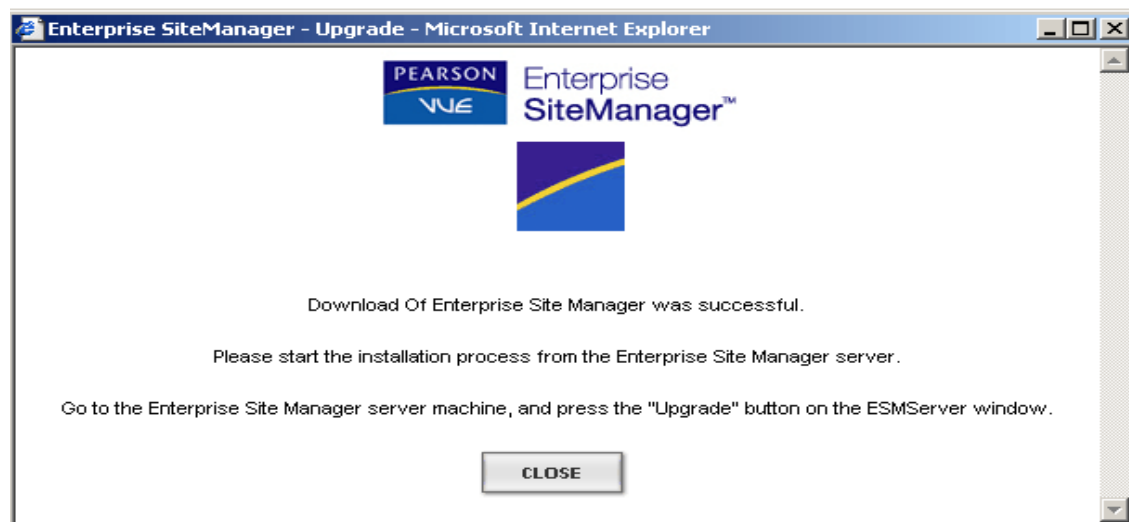
How to Upgrade

Enterprise Site Manager

1. Launch the ESM Server and log on. A splash screen will display to notify you of the ESM upgrade. Click the "**Download**" button. (see below)



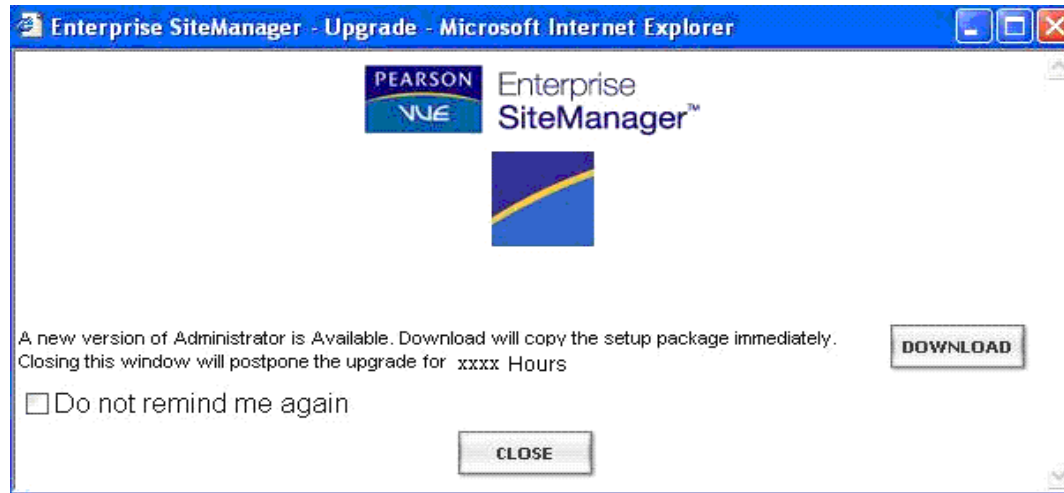
2. Click "**Close**". Once the download is complete you will see the following screen.



3. Once ESM server has closed, reopen the ESM server Start up screen click "**Upgrade**".
4. Click "**Install**" and follow the installation process.
5. Once the install has finished, you will be prompted to restart your system and the installation of ESM will complete.

Downloading the Administrator Upgrade

After you complete the ESM upgrade, you will need to download and install the new Administrator software. Launch ESM Server and log in. once logged in, you will see the screen below.



Click the **Download** button.

Upgrading Administrator

Please log in to Administrator with **Local Admin** privileges – if you do not have this level of access you will experience the error message **“Error 50000: Logged in user is not in administrators group”**

1. Launch Administrator and click **“OK”** from the login screen. No user name or password is necessary.
2. From the message that appears Click **“OK”** to have the system complete the upgrade on the software.
3. Once the upgrade is complete, any shortcuts that you have created yourself will need to be updated

Check Administrator has been installed correctly

Once the installation is complete, it is recommended that you check the installation has been successful for all copies of Administrator to do this...

1. Launch Administrator and press **“Cancel”** on the page where you would normally enter the candidates Username and password.
2. The Administrator menu bar will appear on the top left hand side of the page. On the **“Help”** menu, click **“About Administrator”**
3. Verify that Administrator is running the most recent Administrator Version. **(8.97.216.1)**

Issues after Upgrading Administrator

If you experience issues with the administrator software “looping” when attempting to upgrade, then follow the steps below to resolve the problem:

1. Close both ESM Server and Administrator
2. Locate and open the **ESM_TEST_CENTRE** folder
3. Delete the **Contact.CCF** file
4. Within the ESM_TEST_CENTRE folder, locate and open the Updates folder
5. Delete the **ADMSetupe.exe**
6. Log into www.Catglobal.com
7. At the bottom of the page download and save the “Administrator for ESM” file into the Updates folder.
8. Once the file has finished downloading, log back into ESM.
9. The first time you log back into ESM you will be told that “***The installed version of Administrator is less than the minimum support version***”. At this stage, close ESM Server and then log back in.
10. ESM will now open into the “**Inbox**” as normal.
11. Open Administrator and run the upgrade again, the problem will now be resolved.