



# Click Studios

Passwordstate

Upgrade Instructions to V7.xx

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## 1 Upgrade Overview

This document will detail instructions for upgrading Passwordstate to version 7.x, from any version prior in the 6.xx or 7.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/version7/Upgrade\\_Instructions\\_From\\_V5.pdf](https://www.clickstudios.com.au/downloads/version7/Upgrade_Instructions_From_V5.pdf)



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 -> 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.

## 2 High Availability Module Considerations

If you are also using the High Availability Module for Passwordstate, the upgrade of both your Primary and HA instance should be done in this order.

### Data Replication and Primary Server Considerations

1. If required, delete the SQL Server replication - Check '**6. Database Schema Updates**' below. If there are any schema changes for builds newer than the one you are currently on, you will need to delete the SQL Server replication – delete **both the Subscriber and Publisher details**
2. Upgrade your Primary Instance by following one of the following 3 sections below for performing an upgrade
3. Re-establish data replication, **if required** – using the instructions in the document 'High\_Availability\_Installation\_Instructions.pdf'. This document can be downloaded from here - [https://www.clickstudios.com.au/downloads/version7/High\\_Availability\\_Installation\\_Instructions.pdf](https://www.clickstudios.com.au/downloads/version7/High_Availability_Installation_Instructions.pdf)

### Upgrading the High Availability Web Files

1. On your HA web server, stop the Passwordstate Windows Service, and site in IIS
2. If using RSA's two-factor authentication, take a copy of the files in the /securid folder
3. Take a copy of the web.config file in the root of the Passwordstate Folder
4. Delete all files in the HA Server's Passwordstate folder
5. Copy across all files from your Primary server's Passwordstate folder to the HA folder
6. Overwrite the SecurID and Web.config files with copies taken in steps above
7. Start the site in IIS, and the Passwordstate Windows Service

**Encryption Split Secrets:** If your primary server's web.config file has Secret1 & Secret2 listed in the appSettings section, but your High Availability instance web.config file does not, then it is very important you copy these keys across.


### Troubleshooting Steps

If after following the instructions above you experience a 'Error Has Occurred' screen when browsing to your HA site, please use the following steps to help troubleshoot the issue.

1. Ensure the Passwordstate folder, and everything beneath it, has Modify NTFS permissions for the NETWORK SERVICE account
2. Check SQL replication is working properly by execute the query below on both database servers – the results should be the same:  
  
USE Passwordstate  
SELECT COUNT(\*) FROM Auditing
3. Ensure the files in your Passwordstate folders are the same – check the timestamps on the files
4. Confirm you have PowerShell 3 or 4 on your HA web server
5. Test database connectivity from your HA web server by using SQL Server Management Studio, and making a connection to the database server using the SQL Account credentials stored in the web.config file – these credentials are stored in the can you open a connection to your HA database server with the credentials in this database connection string "PasswordstateConnectionString"

### 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 -> 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 -> 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 Windows Service
  - 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. 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)

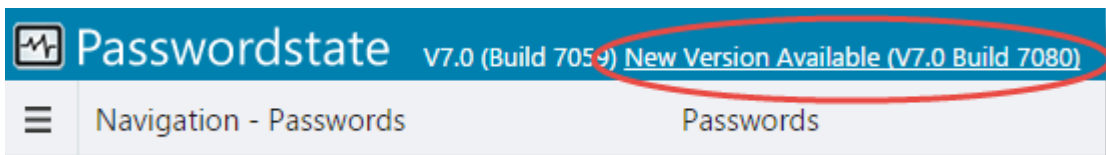
## 4 In-Place Upgrade Instructions without Internet Connectivity


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 file [http://www.clickstudios.com.au/downloads/passwordstate\\_upgrade.zip](http://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 = '7.6', NewBuildNo = '7676'
```

3. Once you have executed this statement, open your browser and point it to your Passwordstate web site. You will then see the New Version notification at the top of the page, which you can click and continue with the upgrade process



-  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 -> 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 Windows Service
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) - [http://www.clickstudios.com.au/downloads/passwordstate\\_upgrade.zip](http://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 Windows Service
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 <http://www.clickstudios.com.au/previous-builds.html>

## 6 Database Schema Updates

The following table indicates which builds of Passwordstate needs to modify the database schema. When planning to upgrade, check all builds from the one you are currently on, to the build you're upgrading to.

BUILD NO	SCHEMA UPDATED
7868	NO
7863	NO
7854	NO
7847	NO
7844	NO
7830	NO
7825	NO
7821	NO
7819	NO
7817	YES
7798	YES
7789	YES
7773	NO
7772	NO
7763	NO
7748	NO
7742	NO
7737	NO
7732	NO
7723	NO
7721	YES
7676	NO
7672	NO
7668	YES
7646	YES
7641	YES
7623	NO



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7619	NO
7615	YES
7610	NO
7603	NO
7592	NO
7583	YES
7580	YES
7551	YES
7539	NO
7537	NO
7535	NO
7531	NO
7515	NO
7507	YES
7483	NO
7476	YES
7434	YES
7426	NO
7422	YES
7393	YES
7316	NO
7301	YES
7277	NO
7273	YES
7253	YES
7243	YES
7223	YES
7200	NO
7185	YES
7123	NO
7120	YES

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7105	YES
7086	NO
7077	YES
7062	NO
7061	NO
7059	YES
7033	YES
7019	YES
7000	YES
6350	YES
6332	NO
6330	YES
6308	NO
6300	YES
6250	NO
6242	YES
6231	YES
6226	YES
6220	NO
6215	YES
6165	YES
6153	NO
6150	NO
6148	NO
6133	YES
6111	NO
6107	NO
6080	YES
6057	YES
6030	NO
6000	YES