

Tele-Support HelpDesk 3.2.1 to 4.0.0 Upgrade Instructions for Licensed Users

Must be at latest version of HelpDesk 3.2.1, which is **3.2.1.556**. From your HelpDesk3 server directory, run the TSHD321QuickUpdate.exe if needed.

Recommend to be on the server where 3.2.1 is installed if possible, **Important** if you install from a client workstation, you must install from a workstation that has a 3.2.1 client installed.

Recent updates to your O/S may affect installation by automatically protecting the system.

To ensure your files are installed successfully, when you select the Installer (main server, client, services, etc.,) to run, RIGHT click and select RUN AS. If the box to protect your computer is checked, uncheck and if you are not an ADMIN user complete the Admin logon to proceed with installation.

Run the Server Install program and enter your new permanent product key when prompted. If you have a licensed version of 3.2.1 and upgrade, you must use your permanent code issued by Resource Dynamics to complete the upgrade. Permanent codes must be applied within 3-days of being created.

DO NOT install into the same directory as your existing HelpDesk3.

Once the install is completed, verify the HDConfig4.UDL, which should still be connecting to your HelpDesk3 database (UNC format).

Next, is to activate to a live version. You need to have a client installed on the server or simply run the TSHD4Connectivity_Install.exe. Then while physically on the server (not through remote desktop or VPN connection) run the TSHDActivate4.exe program (located in the \server directory), entering your permanent product key (same one you used to install above) this will activate to a live version.

To install 4.0 clients, from the client workstation, browse to the \server\installers, be sure to run as ADMIN user. After client installation, verify the TSHD4.UDL (located in client directory) connection is UNC to the HelpDesk3 database.

Example: \\myservername\sharedhelpdesk3\server\helpdesk3.mdb

Don't worry, the UDL's will change to version 4 once you move the data

ACCESS USERS: When satisfied with the upgrade installation, run the MoveToHD4 program (located from the HDTools4 or in the\server directory) this will disable the 3.2.1 (helpdesk3.mdb) and move everything to the 4.0 server directories. Remember, DO NOT rename or move any data from your HelpDesk3 directory.

SQL USERS: If you are running the SQL database format of HelpDesk, then the actual database is not moved, but any files (such as email or links) will still be moved to the new location. When satisfied with the upgrade installation, run the MoveToHD4 program, same reminder as above DO NOT rename or move any data from your HelpDesk3 directory.

ACCESS USERS: After the MoveToHD4 is successful, and you are running the ACCESS version of HelpDesk, verify the HDconfig4.UDL is correctly connecting to the HelpDesk4.mdb

SQL USERS: As indicated above, the actual database is not moved so your UDL should be the same.

When you start up your clients, after the MoveToHD4, the new UDL connection should automatically be pulled down based on the configuration UDL. If not, you may need to adjust each client to connect to the HelpDesk4.mdb. Either modify the TSHD4.UDL or uninstall and reinstall the TSHD4Client_install.exe