

40UpgradeTo41.rtf  
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## **Tele-Support HelpDesk 4.0 to 4.1 Upgrade Instructions for Licensed Users**

Must be at latest version of HelpDesk 4.0, which is **4.0.0.1150** (approx). From your HelpDesk4 server directory, run the TSHD4QuickUpdate.exe if needed.

Recommend to be on the server where 4.0 is installed if possible, \*Important\* if you install from a client workstation, you must install from a workstation that has a 4.0 client installed.

Tech Tip.. PLEASE take the defaults on your upgrade. Your 4.1 will install over your existing 4.0 HelpDesk directory. DO NOT install the upgrade into the \server directory, this will cause a duplicate \server directory and problems.

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 4.0 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.

Next, install the license service and add port 4480. Open port 4480 internally on your network. The license service is located in \server\installers directory.

Tech Tip..SQL customers, please verify the HDConfig4.udl. On an upgrade, it may revert the UDL to access instead of SQL. Change the connection path to MSSQL or copy the client TSHD4.udl to the configuration folder and rename it HDConfig4.udl (your clients should be correct).

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 (located in the \server\installers directory). Then while physically on the server (not through remote desktop or VPN connection) run the TSHDActivate41.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. Activate by Internet. When prompted for the SERVER DIRECTORY path, please be sure to browse and return the path in a UNC format (<\\servername\sharedhelpdesk4\server>) for example. When prompted for the license server name, please enter the computer NAME only.