Upgrading PageMate for Windows

The following procedure is recommended for installing new versions or builds of PageMate Server for Windows on systems that have an existing installation of PageMate Server. This procedure carries forward PageMate catalogs and Registry settings from an existing installation to a new (V3.3 or later) version or build. This procedure can be used for either upgrades or downgrades, and can also be used to copy configurations from one PageMate Server to another.

The term 'source server' as used in this procedure means the existing PageMate Classic or PAM Server from which you will copy configuration parameters. The term 'destination server' means the system on which you will install a new version or build of PageMate Classic or PAM Server. Source and destination servers may be either the same or different systems.

1. On the source server or on separate (removable) media, create a new (empty) temporary directory, and copy into that directory the following files from the source server:

   PageMate\Site\pagemate_defaults.dat
   PageMate\Site\networks.dat (must be vbar/pipe character delimited)
   PageMate\Data\pagers.dat
   PageMate\Data\groups.dat (if it exists)
   PageMate\Data\actions.dat (if it exists)
   PageMate\Data\profiles.dat (if it exists)
   PageMate\Data\companies.dat (if it exists)

2. If your source server and destination server are the same, and if the computer name and IP address of the server are not being changed, then copy also from your source server to the temporary directory the following file:

   PageMate\Data\RPCBind.txt

3. If your source server and destination server are the same, and if the computer name and PageMate software version are not being changed, then copy also from your source server to the temporary directory the following files:

   PageMate\Data\license.dat
   PageMate\Data\license.txt

4. If your source server and destination server are the same, shut down PageMate Server, uninstall the PageMate Server application, and delete everything in the Program Files\PageMate\Data and Program Files\PageMate\Logs directories.

5. If your source server and destination server are the same, and if you are either upgrading from PageMate Classic Server to PageMate Automated Messenger Server or downgrading from PageMate Automated

Messenger Server to PageMate Classic Server, then download RegSetup from the PageMate website, run it, and follow the directions in the ReadMe file that will be provided when you run RegSetup.exe.

6. Install the new distribution of PageMate Server (either Classic.exe or PAM.exe) on your destination server.

7. Copy *all* of the files from the temporary directory that you created in Steps 1 through 3, above, to the Program Files\PageMate\Data directory on your destination server. One of these files, pagemate_defaults.dat, is a plain text file that lists Registry key values from the PageMate\Server Registry hive on the source server. When PageMate Server on the destination server starts for the first time and finds this file in the PageMate\Data directory, it will update default Registry key values on the destination server based on the values specified in this file. The DEBUG Registry key is not in this hive, so if you want a value for DEBUG other than FALSE when you start the update installation to start for the first time, you will need to set this value manually. If there are any Registry key values in the PageMate\Server hive that you do *not* want carried forward to the new server, you should edit pagemate_defaults.dat to delete these values before starting PageMate Server on the destination server for the first time (Step 10, below).

8. If in Step 2, above, you did not copy RPCBind.txt into your temporary directory, then edit the RPCBind.txt file you find in the PageMate\Data directory to reflect the new IP address and/or computer name of your destination server. For more information about how to do this, see Chapter 2, Step 2 (page 24) in the PageMate User's Guide that you will find in the PageMate\Doc directory on your destination server.

9. If in Step 3, above, you did not copy PageMate software license files into your temporary directory, then unpack your new software license files (WinZip) archive into the PageMate\Data directory on your destination server. When you change servers or PageMate software versions, you must obtain a new software license key from Systemetrics. If you need and do not yet have this, you should request one via email to support@pagemate.com

10. Start the PageMate Server service on your destination server. As always, to start PageMate Server software on Windows, you should start the PageMate Server service only. The PageMate Server service will start any other (dependent) PageMate services that are required pursuant to your software license and Registry keys. To stop or restart PageMate services, you should stop the PageMate Server service, then wait for it to stop other (dependent) PageMate services that may be running on your system before restarting or taking further action.

11. If the PageMate Server service fails to start or any errors are reported when you try to start PageMate services, you should check for error information provided in PageMate log files (in the PageMate\Logs directory on your server). If the information provided in PageMate log files is not sufficient to allow you to correct the problem, you should follow instructions for PageMate Debug Logging provided at http://www.pagemate.com/support.htm and send your log files with a technical support service request to support@pagemate.com