KYOCERA KNMUPGKDEN101 Net Manager Upgrade User Guide

Contents

KYOCERA KNMUPGKDEN101 Net Manager Upgrade

KYOCERA Net Manager Upgrade Guide to version 10.1

Purpose and Scope

- This document guides you through the process of upgrading to the latest version of the product.
- There are listed requirements, prerequisites, and new features, as well as individual steps to follow.
- Upgrade procedures for the Print Server and Central Server are described, as well as additional information regarding Embedded terminals and clients.

Abbreviations used

KNM	KYOCERA Net Manager
CS	Central Server
PS	Print Server
DC	Desktop Client
SJM	Smart Job Manager
SPS	Smart Print Services
HW	Hardware

Central Server upgrade

This section describes the upgrade procedure of the KNM Central Server.

- Always upgrade the Central Server first and the Site servers later. There is backwards compatibility, so it is possible to use older versions of Site servers with a newer Central server.
- However, it is not possible to connect a newer version of the Site server to an older Central server.

There are two different software packages which are referenced as the Central Server:

- Print Server with the Central Server mode enabled
- Central Server

The Print Server with enabled Central Server (or formerly Master Server) in Settings > Server Type & Cloud uses the standard Print Server installation package and the embedded Firebird database engine.
The Central Server is a standalone software with a separate installer and can only be used in the Central Server mode, not as a Print Server. It offers either Firebird database or Microsoft SQL Server database engines.
These two products have a different approach for the upgrade.

Print Server in the Central Server mode

Since version 8.2, it is not possible to use the Print Server in the Central Server mode anymore. The upgrade will not be permitted by the installer software.

An existing Print Server installation running in the Central Server mo has been detected. However, Print Server 8.2 or higher cannot run in Central Server mode anymore. If you want to upgrade, you need the Central Server 8.2 or higher installation package.

- Install the Central Server 8.2 instead and proceed with the migration process to convert the current installation of the Print Server to the Central Server.
- Please, consult the KNM Central Server guide for more information about the migration from the Print Server to the Central Server.

Central Server upgrade procedure
This section describes the upgrade procedure of the Central Server.
See other parts of this document if you want to upgrade to a different installation, or contact your support representative to get more information.

CS Upgrade requirements
Before upgrading, verify that your server meets the hardware and software requirements and that the support license is valid.

Software requirements

Operating system

- Windows Server 2012 64-bit or higher (recommended).
- Windows 8.1 64-bit or higher. Be aware of the connection limit of up to 20 clients.
- MS SQL Server 2012 or higher (2017 or higher is recommended), in case the MS SQL database is used

32-bit Windows is not supported. Use 64-bit version OS.

Installation on a Desktop (non-Server) operating system like Windows 10 as well as a Domain Controller is not

recommended.
To make sure that the system runs smoothly, you need to set an exception for both program and data folders in your antivirus settings.

NET Runtime
Before the actual installation begins, the installation wizard will verify if required 3rd-party components are installed on the server. If not, it will automatically download and install them. An Internet connection is required for this step.
You can also download and install all three required components manually:
NET 6.0 Runtime from **https://dotnet.microsoft.com/en-us/download/dotnet/6.0/runtime**

- Console apps
- Desktop apps
- Server apps

CS Hardware requirements

- KNM Central Server with integrated Firebird database
- CPU: 6 cores
- Memory: 8 GB RAM (10 000 users) – 12 GB RAM (50 000 users) – 16 GB RAM (100 000 users)

KNM Central Server mode with external MS SQL database

- CPU: 4 cores
- Memory: 4 GB RAM (10 000 users) – 6 GB RAM (100 000 users)

Server with MS SQL database

- CPU: 6 cores
- Memory: 12 GB RAM (10 000 users) – 24 GB RAM (50 000 users) – 36 GB RAM (100 000 users)
- Disk: 10 GB plus additional storage for replicated data, logs, and backups. The recommended size is at least 50GB.

We strongly recommend using an SSD hard drive for the installation of both the program and data parts of the application.

CS Support license requirements

- The required support license validity is 1 February 2023.
- It is necessary to have a valid support license before proceeding with the upgrade. Without a valid support license, the upgrade process will not be permitted, or some parts of the system will not work after the upgrade.
- You can check the validity of your support licenses in Settings > License.
- Be aware that the support license with the oldest expiration date counts for the support validity of the whole system.
- We recommend using the installation key, instead of the old license keys, to make license management easier.
- If the support license is not valid at least till the required date, do not start the upgrade. Activate the new support license first to prolong the support validity and do the upgrade afterwards.

CS Minimum version requirements
The minimum version to upgrade from is 8.2. If you are running an older version, please upgrade first to the latest available 8.2 release. Then proceed to upgrade to version 10.1.

CS Customizations
If any customizations are running in the current installation – be it customized reports, scripts or anything else that isn't included in the standard setup, contact your support first to verify whether they are compatible with the version you are upgrading to.
Customizations are always created for a specific version and they depend on its resources. These resources may not be present in the newer version and so the custom content may not work after the upgrade.

CS Backup
Before proceeding to the actual upgrade, do a backup first. This will ensure that in case of an unsuccessful upgrade process, there will be a backed-up set of data to return to.
It is recommended to physically copy the created backup files to a separate file storage.
The backup can be manually created either by using the KNM web interface or KNM Easy Config.

Web interface
Login as *admin and in Settings > Scheduler run the backup tasks for

- Database and settings backup
- Log backup

Check the log to see when the backup operations are finished.

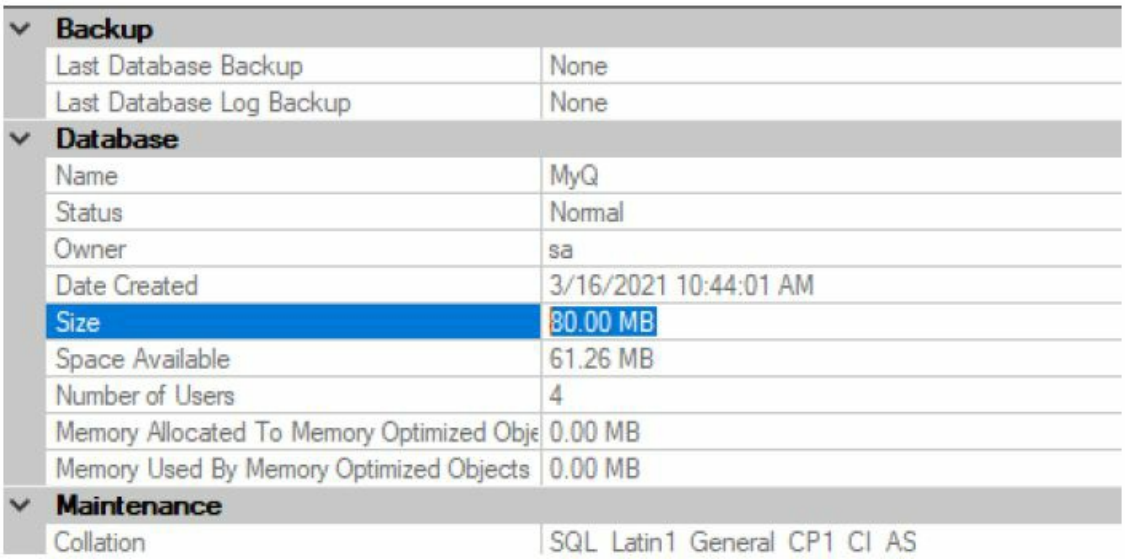
KNM Easy Config

- Log in as a user with local administrator privileges on the server running KNM and run the KNM Easy Config application.
- In the Database tab, open the Main database submenu and run the Backup command. The log database cannot be backed up using KNM Easy Config.
- If you are running KNM in a virtual environment, it is recommended to create a Snapshot/Checkpoint before upgrading. This will present the easiest way for a rollback if required.

CS Free space

- During the upgrade process, both databases (containing data and logs) are upgraded and modified to be compatible with the new structure of the application. During this process, the HDD storage requirements grow significantly as the database contents are copied to temporary files while the database engine works on the required changes.
- Space required during the upgrade process can be up to four times the size of the actual databases.
- Verify that both the system hard drive (which is storing the temporary files) and the drive used for the data part of the application have at least four times the storage space available than the total size of both data and log databases.
- The size of the databases can be found in the Data folder of KNM. By default, this is C:\ProgramData\Kyocera\KYOCERA Net Manager Central Server or it can be found in the Easy Config application, in Settings > Data folder.

- The files are named MyQ.fdb and MyQlog.fdb.
- For example, if the total size of both databases is about 330 MB, for the upgrade process, the C: drive must have at least 1,3 GB of free space.
- If the data folder was on the D: drive, then the same amount of free space is also necessary there because by default, the temporary files are stored on the C: drive and both drives must have sufficient storage available.
- In case MS SQL database is used, the SQL Server handles the temporary databases and the space requirements are not as large, but still, we recommend having at least 2-3 times the size of the SQL database of free storage on the disk.
- You can use the MS Management Studio to determine the database size. This value is visible in the properties of the database.



Having insufficient storage will lead to unexpected issues during the upgrade. Not only will the upgrade process most likely fail, but it may also present a threat to the whole operating system as all the available storage will be depleted.

CS Upgrade steps
Following the upgrade steps one by one in the correct order will ensure the most reliable outcome of the upgrade. Though the process itself is simple, it should still be considered critical and the administrator should pay attention to every detail of it. Doing it right will minimize necessary downtime and also prevent unexpected issues from happening to the most possible extent.

CS Disable scheduled tasks
At the very beginning of the upgrade process, it is best practice to disable all scheduled tasks. This is to avoid accidentally running a task that might require a lot of time to finish at some point that is not convenient. Also, if other components of the system are planned to be upgraded (for example Central server and Site servers simultaneously), user synchronization and data replication might start when not desired.
In Settings > Task Scheduler, right-click all the tasks and click the Enabled button to disable the given tasks. Some default tasks cannot be disabled, for those, it is recommended to check the next scheduled run time and alter it, if necessary.

CS Stop services
The installation wizard will attempt to stop all application services so it may proceed with overwriting files and application components. It is best to do this step manually first and verify that all the services were stopped correctly and that there is no operation running in the background.
Until the services are stopped, and all the running tasks finished, the files are blocked, and the installation wizard will not be able to overwrite them.

To manually stop services, use the Easy Config application and click on the Stop All button in the Services tab.

- Stopping all the services may take time as the services are not stopped right away, but the system will wait for any running task to correctly finish. Do not force stop the processes using Task Manager as it may leave some task in a half-finished inconsistent state.
- Stopping services will prevent users from using the system.
- When services are stopped, it is possible to proceed with the following steps of the upgrade process. In this state it is ensured that no user is logged in and no task is running, so all the files and system components can be overwritten with an updated version.
- After stopping all the services, manually run only the Database Server service. This service is necessary so the installation wizard can verify the version of the system, which is currently installed and properly perform the upgrade, as well as run the database upgrade afterwards.
- In case you're using the MS SQL database, this option is not available in the Easy Config. Still, the database server must remain up and running for the upgrade to proceed.

At this point, it is the perfect moment to create the database backup – because if such a backup must be restored, it will contain all the data since no one is using the system. This backup cannot be done via web UI since it is not currently running, it must be done via Easy Config (and the MS SQL backup via Management Studio).

CS Verify nothing is running

When services are stopped, verify if truly all the processes are stopped using the Task Manager and the Details tab. Technically, some stuck process may be still running and blocking the files, even though the related service is stopped.
In this state only the two following processes should be running:

- firebird.exe
- EasyConfig.exe

Make sure that there is none of the following processes or related services running:

- httpd.exe
- KYOCERA Net Manager Central.exe
- php.exe
- php-cgi.exe
- rotatelogs.exe

If any of the previously listed processes is running, despite all the services being stopped, then it is most likely a stuck process and will block the correct execution of the upgrade installation wizard.
In such a case, it is recommended to restart the whole server. After restarting the server, go back to the beginning of this chapter to stop the proper services again and check for any running processes.

CS Upgrade
When it is verified that the system meets all the requirements, a backup is made and all the services, except for the Database engine, are stopped and there are no running stuck processes that would block the installation wizard, we can proceed to the actual upgrade.

First close the KNM Central Easy Config application.

Make sure that the logged-in user has Local Administrator access rights and run the installation wizard.
First, choose the desired language of the installation wizard.
In the second step, you will be presented with a message that a previous version was detected, and an upgrade will be performed.
Continue through the license agreement to the Options steps.
Here, it is possible to choose from various options regarding how to handle different parts of the system.
These options will vary in each version and will also depend on the version from which the upgrade is being made.

- Backup of the database will create a standard backup as if run via Easy Config. This step is generally not required because the backup was done manually before starting the upgrade. In some cases, when the database engine is also upgraded, this option is forcibly enabled because the backup and then following restore is done to change the database engine version.
- Clear the log option is generally recommended, since in most cases it is not necessary to keep the old log data. If the requirement appears for any reason in the future, there is a backup of the log database which can be used for this purpose. Deleting contents of the log database will free up some disk storage space and make the upgrade process faster.
- The Start services after finish option is generally recommended. Only in case the previous upgrade was not successful for some reason, it is possible not to start the services right away and troubleshoot.

Continue with the Install button. After the installation wizard is finished, the Easy Config application will start.

- You may be presented with the computer restart question – in this case, make sure that the Easy Config is not running, and it is not upgrading the database or doing other steps as the server restart will force stop this process and leave the database most likely inoperable. If Easy Config is not running, confirm the server restart. Do not skip the restart entirely, if prompted. After restart, the Easy Config application will automatically launch.
- Easy Config will perform the database upgrade steps. This process will take some time, especially with larger databases. Some of the upgrade steps can take a lot of time – be patient and do not forcibly end this process.
- After the database upgrade is done, Easy Config will open on the Home tab where you can check basic details. It is recommended to go to the Services tab and verify that all the services are running. If not, click the Start All button.

- Then open the Database tab and submenus Main Database and Log Database – verify that the database status is “OK” for both the Main database and the Log database.

On the About tab, you can check the currently installed version to make sure that the upgrade was successful. After this, proceed to the web interface, log in as *admin and verify that everything is running as it should. We recommend checking the following areas, and whether they run correctly:

- Log, for any error messages
- Licenses
- User synchronization
- Site-Central connection and data replication
- Scheduled reports generation

With all the previous steps finished, the upgrade is done. Congratulations!

Print Server upgrade

This section describes the upgrade procedure of the Print Server in case it is used in the following scenarios:

- Print Server in the Standalone mode
- Print Server in the Site role in case of Central-Site configuration

Always upgrade the Central Server first and the Site servers later. There is backwards compatibility so it is possible to use older versions of Site servers with a newer Central server. However, it is not possible to connect a newer version of Site server to an older Central server.

See other parts of this document if you want to upgrade a different installation, or contact your support representative to get more information.

Upgrade requirements

- Before upgrading, verify that your server meets the hardware and software requirements and that the support license is valid.
- Make sure that all the additional packages or applications that are used in the given installation environment are available and they are compatible with the version you are about to install.

Software requirements
Operating system:

- Windows Server 2012 64-bit or higher (recommended).
- Windows 8.1 64-bit or higher. Be aware of the connection limit of up to 20 clients.

32-bit Windows no longer supported since Print Server 7.5. Use 64-bit version OS. Installation on Windows Server 2008 R2 and older and Windows 7 and older is no longer supported from version 8.0.

Installation on a Desktop (non-Server) operating system like Windows 10 as well as a Domain Controller is not recommended.
To make sure that the system runs smoothly, you need to set an exception for both program and data folders in your antivirus settings.

NET Runtime
Before the actual installation begins, the installation wizard will verify if required 3rd-party components are installed on the server. If not, it will automatically download and install them. An Internet connection is required for this step.
You can also download and install all three required components manually:

NET 6.0 Runtime from **https://dotnet.microsoft.com/en-us/download/dotnet/6.0/runtime**

- Console apps
- Desktop apps
- Server apps

Printer packages may require a higher version of the .NET Framework to be installed later.

Hardware requirements

- CPU: 4 cores – 8 cores
- Memory: 6 GB RAM – 14 GB RAM
- Disk: 10 GB plus additional storage for print/scan jobs, logs, history, and backups. The recommended size is at least 100 GB.

Use the higher requirements in case of

- getting closer to the limit of supported terminals or parallel user sessions
- using the job parser
- using job archiving
- using Desktop Client
- using a lot of Office document printing via email/web/mobile
- using watermarks
- heavy usage of the API

We strongly recommend using an SSD hard drive for the installation of both the program and data parts of the application.

Support license requirements

- The required support license validity is 1 February 2023.
- It is necessary to have a valid support license before proceeding with the upgrade. Without a valid support license, the upgrade process will not be permitted, or some parts of the system will not work after the upgrade.
- You can check the validity of your support licenses in Settings > License.
- Be aware that the support license with the oldest expiration date counts for the support validity of the whole system.

We recommend using the installation key, instead of the old license keys, to make license management easier.
If the support license is not valid at least till the required date, do not start the upgrade. Activate the new support license first to prolong the support validity and do the upgrade afterwards.
An expired support license for the Embedded terminals will not prevent you from upgrading the Print Server, however, pay attention to the required support for the Embedded terminal package that will be installed – a package that requires a more recent validity will not allow users to log in to the terminals.

Minimum version requirements
The minimum version to upgrade from is 8.2. If you are running an older version, please upgrade first to the latest available 8.2 release. Then proceed to upgrade to version 10.1.

Terminal packages

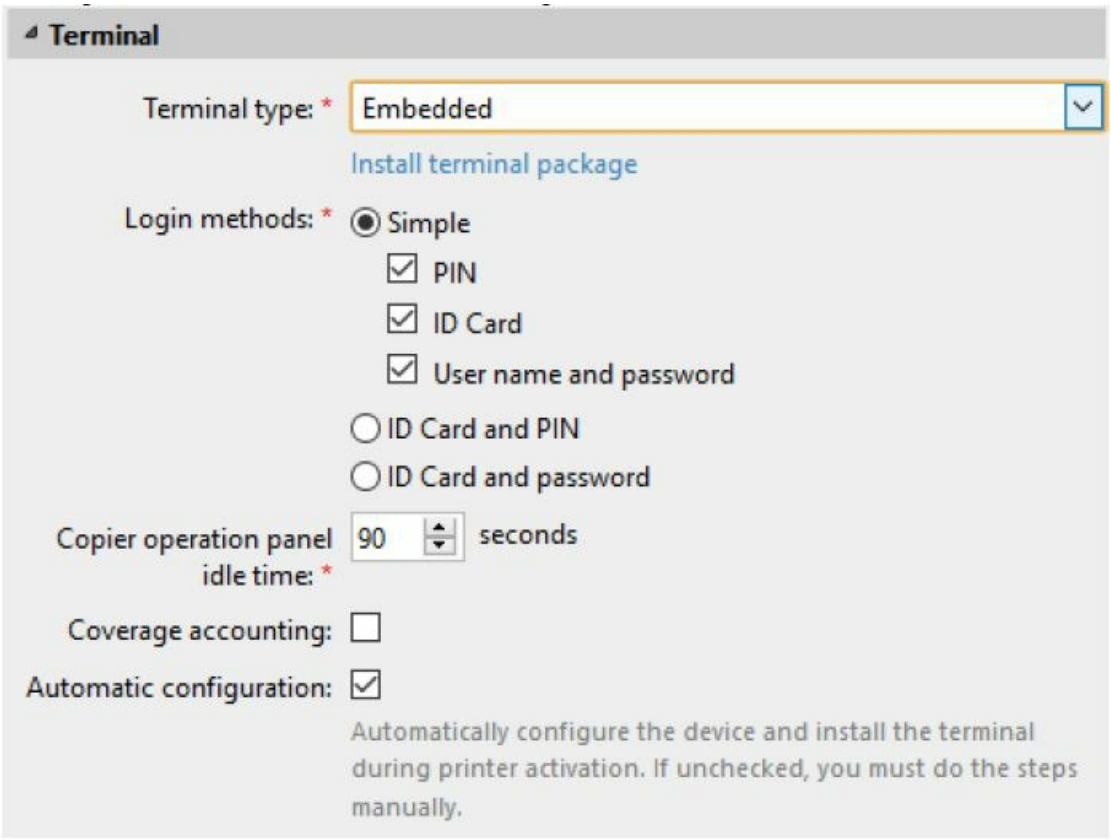
- Before starting the upgrade procedure, make sure that all the embedded or hardware terminal packages that are compatible with the version you are upgrading to are available.
- Always use the latest available terminal package version of the same or lower than the Print Server version.
- In case of the new user session terminals, the use of 8.1 or higher terminal version is required. Do not use Embedded terminal version 8.0 with Print Server 10.1.
- From the version of Embedded terminal 8.x the architecture of the terminal has been changed. These changes may affect the behaviour of the Embedded terminal. When upgrading the Embedded terminal, please contact your support to find out if extra steps are required.
- Currently, special steps are necessary for Kyocera Embedded terminal version 7.5, described below.
- The following Embedded terminal packages are supported by Print Server 10.1:

UDP Embedded terminals (old user session)	**Version**
Kyocera	7.5
New user session Embedded terminals	**Version**
Kyocera	8.1
HW terminals	**Version**
HW-11T	5.10
Android 5″	4.3
Android 7″	5.1
HW Recharge Terminal	8.2

- It is recommended to always use the latest available release of the terminal package.
- Do not use lower terminal versions than the ones listed in the table above.
- Do not use higher terminal versions than 10.1 – future releases will most likely not be compatible.
- If the currently installed terminal version is lower than the one listed in the table above, it is recommended to uninstall this terminal package before running the upgrade. Please, consult the corresponding terminal manual about the uninstallation procedure.

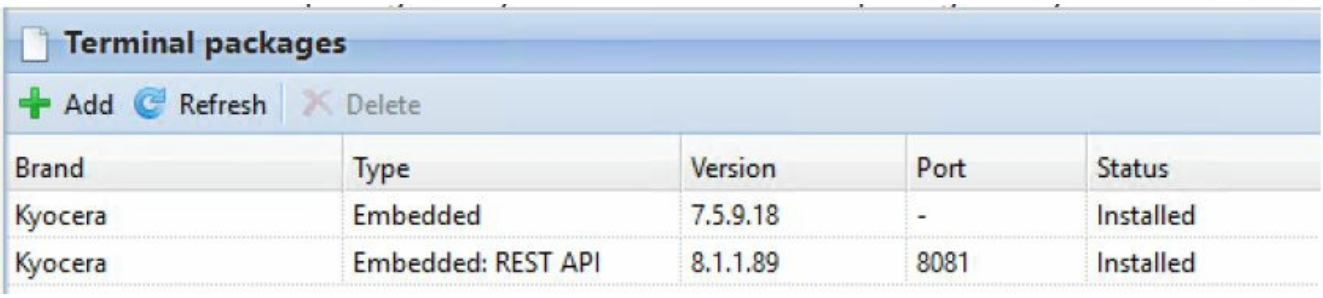
Update from 7.5 to 8.x Kyocera Terminal
The Kyocera Terminal package 8.0 and newer is Embedded: REST API Type, however, the Kyocera Terminal package 7.5 was Type Embedded.
The steps below need to be followed for the correct update:

1. The Kyocera device is activated with Kyocera terminal 7.5.

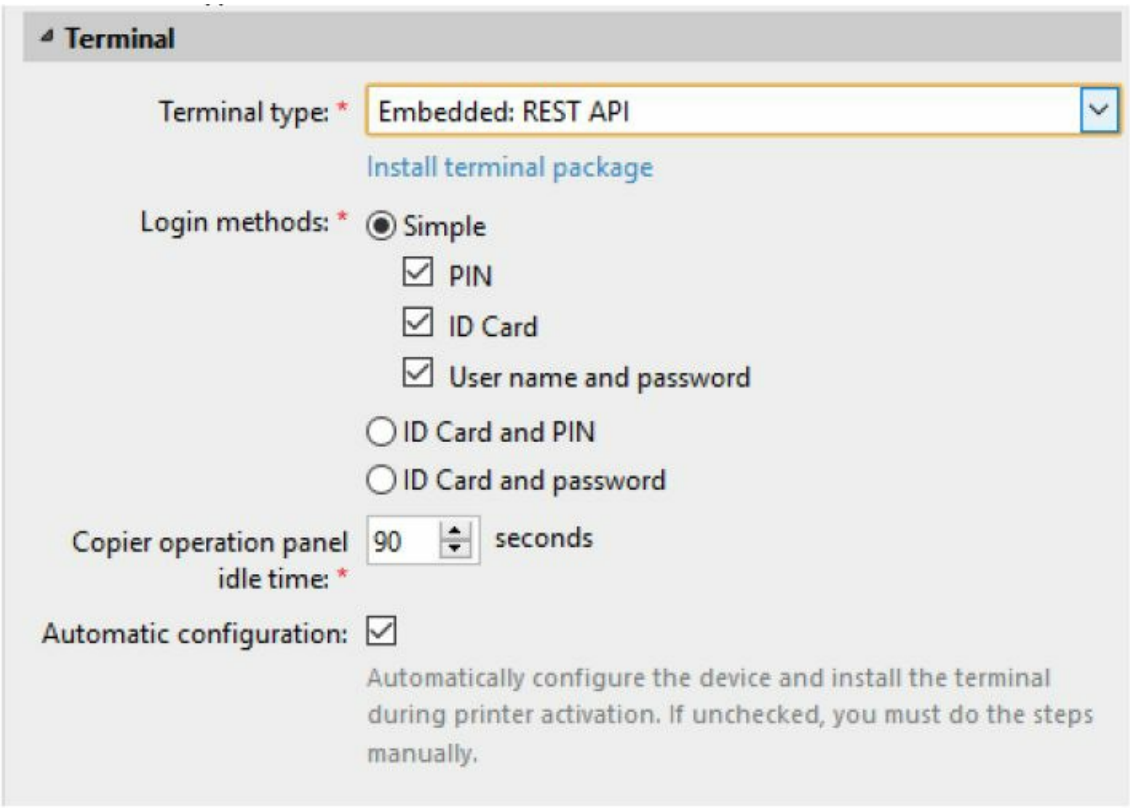


2. Set the Configuration profile to No terminal and confirm the reactivation of the device.

3. When the device is reactivated without a terminal and in Ready status, go to KNM web UI > Settings > Printers.
4. Remove the terminal package for Kyocera 7.5 and install the package for Kyocera 8.x.



5. Open the proper Kyocera configuration profile in the KNM web UI > Settings > Configuration Profiles.
6. Set Terminal type to Embedded: REST API.



7. Assign this configuration profile to the Kyocera device and confirm reconfiguration.

Check the compatibility of other applications
Before starting the upgrade procedure, make sure that there are available all the additional software packages as well as any 3rd-party applications that are compatible with the version you are upgrading to.
The following applications are supported by Print Server 10.1:

Clients	**Version**
Desktop Client	10.0

Clients	**Version**
OCR Server	3.0
Mobile Print Agent	1.3
Central Server	10.1
Easy Cluster	N/A
ScannerVision	9.1+

Easy Cluster was discontinued and is no longer available for Print Server 10.1.

- It is recommended to always use the latest available release of the client software.
- Do not use lower client software versions than the ones listed in the table above.
- Do not use higher client software versions than 10.1 (not applicable to ScannerVision) – future releases will most likely not be compatible.

Desktop Client

- Desktop client is only compatible with the same version of the Smart Job Manager. It is not possible to use lower (or higher) versions of this client unless specifically stated otherwise.
- Desktop client must be upgraded on client stations as soon as possible after the Print Server is upgraded and it is not to be used meanwhile.
- Please, consult the Desktop client guide on how to upgrade this client software.

Customizations
If any customizations are running in the current installation – be it customized reports, scripts or anything else that isn't included in the standard setup, contact your support first to verify whether they are compatible with the version you are upgrading to.
Customizations are always created for a specific version and they depend on its resources. These resources may not be present in the newer version and so the custom content may not work after the upgrade.

Important changes in recent versions
There are many changes in every version that is released. We recommend reading the Release Notes before upgrading, to be familiar with all the changes that were made in the product.
New features or changes may require additional settings, like opening new ports in the firewall, installing additional 3rd-party software and packages, or following other required steps.

These are the most important changes that have a significant impact on the whole system, and they must be considered before upgrading.

Version 10.1

- New home dashboard
- Longer validity of the KNM-generated certificate
- Possible to move the job to another queue in Web UI > Jobs
- Remove toner-related columns from the database Printers table (moved to the supply table)
- OCR formats using the Abby engine were deleted after upgrading to OCR Server v3+ (supported formats are PDF, PDF/A, TXT)
- NET6 is required
- Empty groups with active rules are not automatically deleted during user synchronization
- BI tools – New database views for Session and Job environmental impact
- Easy Print
- Browsing subfolders in Easy Scan
- Azure AD user synchronization via MS GRAPH API
- Jobs and Log database encryption
- Job preview for Embedded terminals

Backup
Before proceeding to the actual upgrade, do a backup first. This will ensure that in case of an unsuccessful upgrade, there will be a backup set of data to return to.

- It is recommended to physically copy the created backup files to a separate file storage.
- A backup can be manually created either by using the KNM web interface or KNM Easy Config.

Web interface
Login as *admin and in Settings > Task Scheduler run the backup tasks for

- Database and settings backup
- Log backup

Check the log to see when the backup operations are finished.

Easy Config
Log in as a user with local administrator privileges on the server running KNM and run the KNM Easy Config application.
In the Database tab, open the Backup data submenu and run both the Backup data and Backup Log options one by one.
If you are running KNM in a virtual environment, it is recommended to create a Snapshot/Checkpoint before upgrading. This will present the easiest way of a rollback if required.

Free space

- During the upgrade process, both databases (containing data and logs) are upgraded and modified to be compatible with the new structure of the application. During this process, the HDD storage requirements grow significantly as the database contents are copied to temporary files while the database engine works on the required changes.
- Space required during the upgrade process can be up to four times the size of the actual databases.
- Verify that both the system hard drive (which is storing the temporary files) and the drive used for the data part of the application have at least four times the storage space available than the total size of both data and log databases.
- The size of the databases can be found in the Data folder of KNM. By default, this is C:
- ProgramData\KYOCERA\Kyocera Net Manager or it can be found in the KNM Easy Config application in Settings > Data folder.
- The files are named MyQ.fdb and MyQlog.fdb.
- For example, if the total size of both databases is about 330 MB, for the upgrade process, the C: drive must have at least 1,3 GB of free space.
- If the data folder was on the D: drive, then the same amount of free space is also necessary there because by default, the temporary files are stored on the C: drive and both drives must have sufficient storage available.

Having insufficient storage will lead to unexpected issues during the upgrade. Not only will the upgrade process most likely fail, but it may also present a threat to the whole operating system as all the available storage will be depleted.

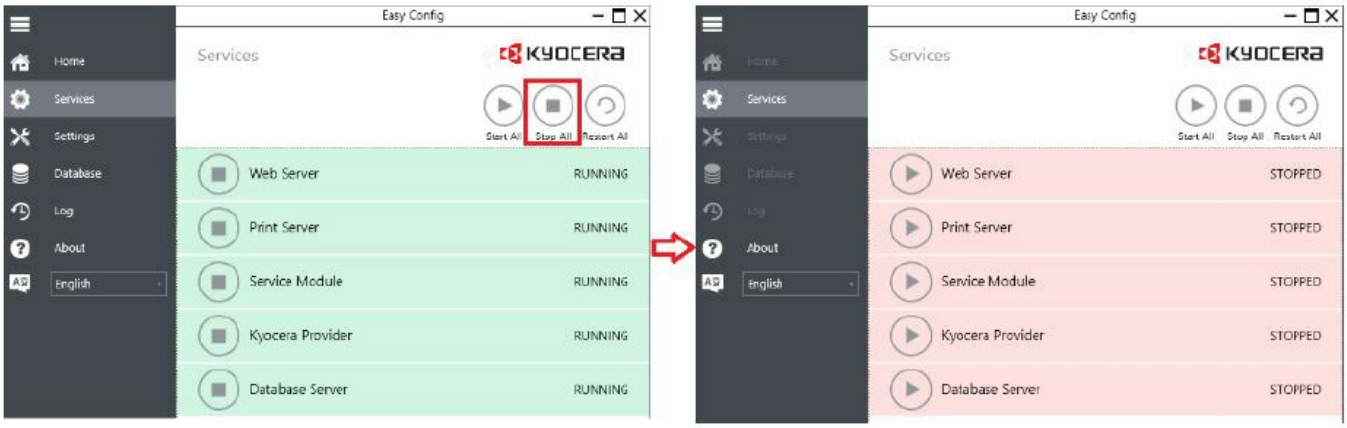
Upgrade steps
Following the upgrade steps one by one in the correct order will ensure the most reliable outcome of the upgrade. Though the process itself is simple, it should still be considered critical and the administrator should pay attention to every detail. Doing it right will minimize necessary downtime and also prevent unexpected issues from happening to the most possible extent.

Disable scheduled tasks
At the very beginning of the upgrade process, it is best practice to disable all scheduled tasks. This is to avoid accidentally running a task which might require a lot of time to finish at some point that is not convenient. Also, if other components of the system are planned to be upgraded (for example Central server and Site servers

simultaneously), user synchronization and data replication might start when not desired.
In Settings > Task Scheduler, right-click all the tasks and click the Enabled button to disable the given tasks. Some default tasks cannot be disabled; for those, it is recommended to check the next scheduled run time and alter it, if necessary.

Stop services

- The installation wizard will attempt to stop all application services so it may proceed with overwriting files and application components. It is best to do this step manually first and verify that all the services were stopped correctly and that there is no operation running in the background.
- Until the services are stopped and all the running tasks are finished, the files are blocked and the installation wizard will not be able to overwrite them.
- To manually stop services, use the KNM Easy Config application and click on the Stop All button in the Services tab.

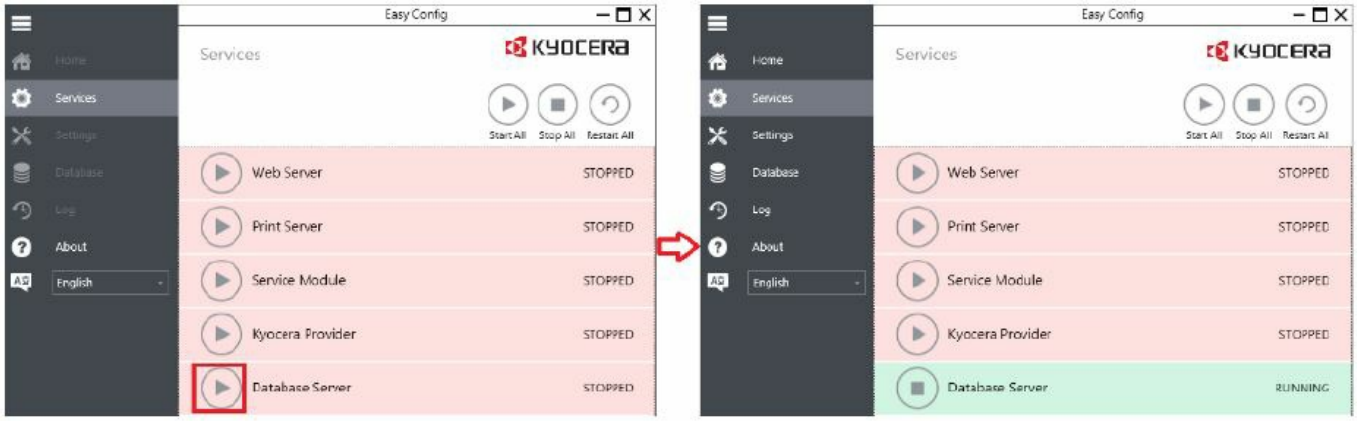


Stopping all the services may take time as the services are not stopped right away, but the system will wait for any running task to correctly finish. Do not force stop the processes using Task Manager as it may leave some task in a half-finished inconsistent state.

Stopping services will prevent users from using the system.

- When services are stopped, it is possible to proceed with following the steps of the upgrade process.
- In this state it is ensured that no user is logged in and no task is running, so all the files and system components can be overwritten with an updated version.

After stopping all the services, manually run only the Database Server service. This service is necessary so the installation wizard can verify the version of the system, which is currently installed and properly perform the upgrade, as well as run the database upgrade afterwards.



At this point, it is the perfect moment to create the database backup, because if such a backup must be restored, it will contain all the data since no one is using the system. This backup cannot be done via the web UI since it is not currently running, it must be done via KNM Easy Config.

Verify nothing is running
When services are stopped, verify if truly all the processes are stopped using the Task Manager and the Details tab. Technically, some stuck processes may be still running and blocking the files, even though the related service is stopped.
In this state, only the two following processes should be running:

- Firebird.exe
- EasyConfig.exe

Make sure that there is none of the following processes or related services running:

- httpd.exe
- Kmum.Server.exe
- KYOCERA Net Manager.exe
- KyoceraTerminal.exe
- MyQSvc.exe
- nssm.exe
- php.exe
- php-cgi.exe
- rotatelogs.exe
- traefik.exe

If any of the previously listed processes is running, despite all the services being stopped, then it is most likely a stuck process and will block the correct execution of the upgrade installation wizard.
In such a case, it is recommended to restart the whole server. After restarting the server, go back to the beginning of this chapter to stop the proper services again and check for any running processes.

Upgrade
When it is verified that the system meets all the requirements, a backup is made all the services, except for the Database engine, are stopped and there are no running stuck processes which would block the installation wizard, we can proceed to the actual upgrade.

First close the KNM Easy Config application.

- Make sure that the logged in user has Local Administrator access rights and run the installation wizard.
- First, choose the desired language of the installation wizard.
- In the second step, you will be presented with a message that a previous version was detected, and an upgrade will be performed.
- Continue through the license agreement to the Options steps.
- Here, it is possible to choose from various options regarding how to handle different parts of the system. These options will vary in each version and will also depend on the version from which the upgrade is being made.
- Backup of the database will create a standard backup as if run via KNM Easy Config. This step is generally not required because the backup was done manually before starting the upgrade. In some cases, when the database engine is also upgraded, this option is forcibly enabled because the backup and then following restore is done to change the database engine version.
- Clear the log option is generally recommended, since in most cases it is not necessary to keep the old log data. If the requirement appears for any reason in the future, there is a backup of the log database which can be used for this purpose. Deleting contents of the log database will free up some disk storage space and make the upgrade process faster.
- The Start services after finish option is generally recommended. Only in case the previous upgrade was not successful for some reason, it is possible not to start the services right away and troubleshoot.

Continue with the Install button. After the installation wizard is finished, the Easy Config application will start.

- You may be presented with the computer restart question – in this case, make sure that Easy Config is not running, and it is not upgrading the database or doing other steps as the server restart will force stop this process and leave the database most likely inoperable. If Easy Config is not running, confirm the server restart. Do not skip the restart entirely, if prompted. After restart, the Easy Config application will automatically launch.
- Easy Config will perform the database upgrade steps. This process will take some time, especially with larger databases. Some of the upgrade steps can take a lot of time – be patient and do not forcibly end this process.
- After the database upgrade is done, Easy Config will open on the Home tab where you can check basic details. It is recommended to go to the Services tab and verify that all the services are running. If not, click the Start All button.
- Then open the Database tab and submenus Main Database and Log Database – verify that the database status is “OK” for both the Main database and the Log database.

On the About tab, you can check the currently installed version to make sure that the upgrade was successful. After this, proceed to the web interface, log in as *admin verify that everything is running as it should and re-install terminal packages if previously uninstalled.

We recommend checking the following areas, and whether they run correctly:

- Log, for any error messages
- Licenses
- User synchronization
- Site-Central connection and data replication
- Scheduled reports generation

With all the previous steps finished, the upgrade is done. Congratulations!

After upgrade steps
With the upgrade procedure successfully finished, the system is up and running. Depending on which version was the system upgraded, there might still be steps to perform.

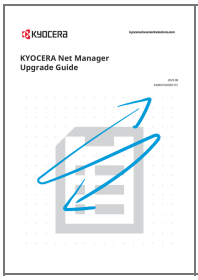
Single communication port
From version 8.0, all the main port communication is forwarded to a single port (8090 by default). If both ports (default 8080 and 8090) were previously used or a single unsecured port (8080), it is necessary to update the settings of the connected applications (Embedded terminals, Desktop Client, SPS, SJM, etc.) to use this single main port.
After that, the old unsecured communication port can be deleted in Easy Config > Settings > Web Server, which also closes this port in the firewall. Use the trash bin icon on the right. You can also choose whether to allow the unsecured communication. Deleting the port will restart services.

Reinstall terminal packages

- If the terminal packages were uninstalled before the upgrade, install their current versions.
- In Settings > Printers & Terminals > Terminal packages, click +Add and install the required terminal packages.
- From Print Server 8.0, the default communication is set to be secured by default. When installing a web-based terminal, the certificate needs to be applied to the port using a PowerShell script. (steps for installation of the certificate can be found in the manual for each Embedded terminal).
- Another solution is to allow unsecured communication in Easy Config > Settings > Web Server > Allow unsecured communication and by enabling the switch. This action will restart services.
- After the terminal packages are installed, run a new remote setup on affected devices.

Den KYOCERA-Kontakt in Ihrer Region finden Sie hier in den Abschnitten zu den Vertriebsstandorten: **https://www.kyoceradocumentsolutions.com/company/directory.html**.

Documents / Resources

	**KYOCERA KNMUPGKDEN101 Net Manager Upgrade** [pdf] User Guide KNMUPGKDEN101 Net Manager Upgrade, KNMUPGKDEN101, Net Manager Upgrade, Manager Upgrade

References

- **User Manual**