



**PLATO Web Learning Network  
Client-Hosted  
Upgrade Instructions**

*from version 4.X to 5.0*

Real learning. Real results.™

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## General Information

**Purpose** This document walks you through the process of upgrading from PLATO Web Learning Network Client-Hosted version 4.x to version 5.0.

**Note**

If you are running a version of PLATO Web Learning Network Client-Hosted that is older than version 4.0.1, contact PLATO Support Services for information about performing incremental upgrades to your system.

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**System, knowledge, and site requirements** Your site must meet system and configuration requirements. Also, the person performing the upgrade must meet certain knowledge requirements. For the latest requirements, visit the PLATO Support website at <http://support.plato.com>.

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**Materials** Along with this document, you will need the following items located in your Upgrade kit to perform the upgrade:

- 1 Documentation CD
  - 3 Windows P2K courseware installation CDs
  - 3 Elementary courseware installation CDs
  - 3 WebPLATO courseware installation CDs, Part 1
  - 3 WebPLATO courseware installation CDs, Part 2
  - 3 CyberEd courseware installation CDs
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**Contact us** If you experience problems or have questions at any time, you can contact PLATO Learning Support using the following information:

- Website: <http://support.plato.com>
- E-mail: <http://support.plato.com/email>
- Voice: 800.869.2200

# Upgrading PLATO Web Learning Network Client-Hosted

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**Introduction** You must perform the upgrade on all management system servers before students are allowed back on the system

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**Preparing the system** The PLATO Web Learning Network Client-Hosted upgrade involves making modifications to the following areas of the system:

- Data Tier
- User Data Server (UDS)
- Courseware
- Middle/Web Tier

The upgrade process will prompt you for action as necessary. To prepare your system for the PLATO Web Learning Network Client-Hosted upgrade, follow the steps below.

Step	Action
1	Beginning with the PLATO Web Learning Network Client-Hosted server containing the Data Tier, create a full backup and reboot the server. Repeat this process for each additional server.  <b>Tip</b> Check the services on the server to determine which server is the Data Tier. Look for Data Server or PLATO Data Server in the list of services.
2	Log onto the server console (not workstation) as a local computer administrator.
3	Place the PLATO Web Learning Network Client-Hosted Upgrade CD into the CD-ROM drive of the Data Tier server.

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# Upgrading PLATO Web Learning Network Client-Hosted, Continued

## Preparing the system (continued)


Step	Action
4	<p>The onscreen instructions prompt you to do the following:</p> <ul style="list-style-type: none"><li>• Exit all Windows programs</li><li>• Perform a full backup of the server <i>before</i> you perform the upgrade. The upgrade will require approximately 4 GB of free temporary disk space on the Pathways drive (typically D:) during the upgrade process.</li><li>• Verify PLATO Web Learning Network services are running on other servers if you have multiple servers. These services are:<ul style="list-style-type: none"><li>• PLATO Web Port 82</li><li>• PLATO Web Port 83</li><li>• Courseware Launcher</li><li>• PLATO Dispatcher</li><li>• PLATO Data Server</li><li>• PLATO User Data Service</li></ul></li><li>• Enter Name, Organization, and Title information.</li></ul>

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# Upgrading PLATO Web Learning Network Client-Hosted, Continued

## Preparing the system (continued)

Step	Action
5	<p>The upgrade displays status messages and prompts for various CDs and verification throughout the upgrade process, including the following:</p>  <p><b>Note:</b> It is imperative that you confirm the correct URL defaults in the <b>Web Tier Host Name</b> field. If the wrong URL defaults and you do not change it, you will need to perform a fresh installation of the PLATO Web Learning Network Client-Hosted system.</p>

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# Upgrading PLATO Web Learning Network Client-Hosted, Continued

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## Preparing the system (continued)

Step	Action
6	Click the <b>Finish</b> button when the upgrade completes.
7	Follow the prompts by clicking <b>Next</b> .
8	Click <b>Finish</b> when the process completes.
9	Reboot the server.
10	Repeat steps <b>1-9</b> for each PLATO Web Learning Network Client-Hosted server.
11	Verify that the upgrade was successful by launching the URL and verifying the version information and build number. Also verify that login is successful and that courseware launches successfully.
12	Perform a backup of the system <i>after</i> you have performed the upgrade.  <b>Note</b> Store this backup in a separate place from the pre-upgrade backup.

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## Verifying installation

Once you complete the installation process, verify it was successful. To do so, follow the steps below.

Step	Action
1	Log on to the system from a workstation (not the server console).
2	Open your browser and enter your PLATO Web Learning Network Client-Hosted URL.
3	Verify the Client-Hosted Build version number in the lower left corner of the Login page: 5.0x

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## Modifications

The upgrade process performs the following modifications to each area of the system. You may be prompted to insert new courseware or courseware upgrade CDs during these modifications. You will receive status messages as the following areas of your system are modified.

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# Upgrading PLATO Web Learning Network Client-Hosted, Continued

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## Modifications (continued)

**Note** You may not use all of the courseware CDs included in your upgrade kit.

### **Data Tier**

- Saves current information
- Runs any database conversions necessary to install new fields.
- Runs any data conversions needed to move or manipulate data values.
- Updates SQL stored procedures.
- Verifies the Web Tier URL.

### **User Data Server (UDS)**

- Installs updates.

### **Courseware**

- Performs a backup of the courseware files that will change as a result of the upgrade.
- Installs any new updates to existing courseware.
- Installs new courseware

### **Middle Tier**

- Performs a backup of any files that will change as a result of the upgrade.
  - Updates web pages.
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