



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

*from version 5.0.X to 5.1*

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## General Information

**Purpose** This document walks you through the process of upgrading from PLATO Web Learning Network Client-Hosted version 5.0.x to version 5.1.

**Note**

If you are running a version of PLATO Web Learning Network Client-Hosted that is older than version 5.0, 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
  - 1 SQL upgrade CDs
  - 1 SQL Express upgrade CD
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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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**Running the Upgrade** The PLATO Web Learning Network Client-Hosted upgrade involves making modifications to the following areas of the system:

- Middle/Web Tier
- SQL Database

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.

| <b>Step</b> | <b>Action</b>   |
|-------------|---|
| 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.<br><br><b>Tip</b><br>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           | If running SQL server as the database, place the PLATO Web Learning Network Client-Hosted Upgrade CD for SQL into the CD-ROM drive of the Data Tier server.<br><br>If running SQL Express as the database, place the PLATO Web Learning Network Client-Hosted Upgrade CD for SQL Express into the CD-ROM drive of the Data Tier server.                       |

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# Upgrading PLATO Web Learning Network Client-Hosted, Continued

## Running the Upgrade (continued)

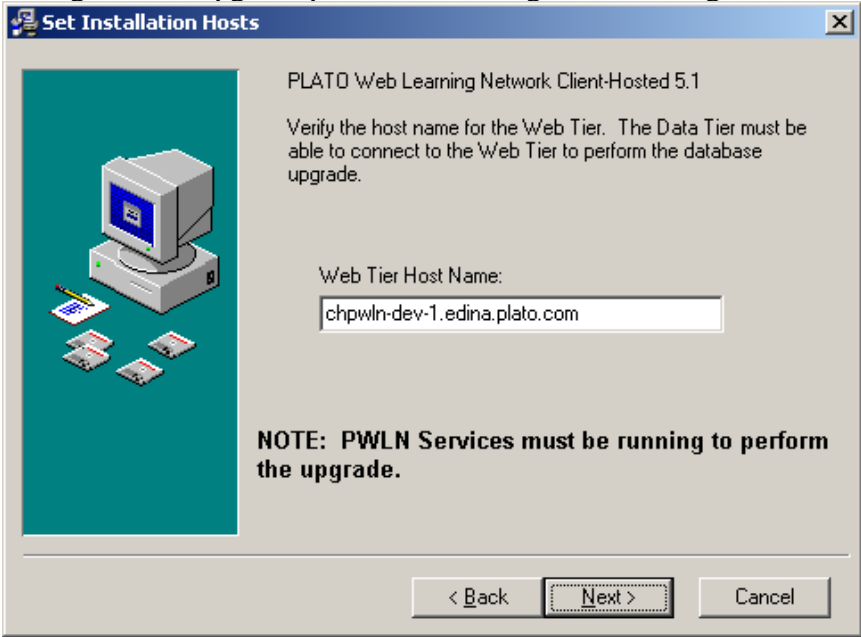
| Step | Action   |
|------|--|
| 4    | <p>The onscreen instructions prompt you to do the following:</p> <ul style="list-style-type: none"><li>• Exit all Windows programs</li><li>• Perform a full backup of the server <i>before</i> you perform the upgrade. The upgrade will require approximately 4 GB 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

## Running the Upgrade (continued)

| Step | Action   |
|------|--|
| 5    | <p>The upgrade displays status messages and prompts for 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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## Running the Upgrade (continued)

| Step | Action  |
|------|---|
| 6    | Click the <b>Finish</b> button when the upgrade completes.<br><br><b>Note:</b><br>New for v5.1. The upgrade CD contains all of the upgraded courseware files itself. Thus, the upgrade won't prompt for courseware CDs. |
| 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.<br><br><b>Note</b><br>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: 5.1.x |

**Modifications** The upgrade process performs the following modifications to each area of the system. You will receive status messages as the following areas of your system are modified.

**Middle Tier**

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

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