



UPGRADE GUIDE | Customer
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SAP Enable Now On-Premise Edition

Table of Contents

- 1 Introduction..... **3**

- 2 Migrating a Workarea **4**
 - 2.1 Local Workarea 5
 - 2.2 Manager Workarea..... 6
 - 2.3 Migration Dialog Box..... 8

- 3 Upgrading the Producer, Instant Producer or Desktop Assistant **10**

- 4 Upgrading the Manager **11**
 - 4.1 Use 11
 - 4.2 Prerequisites..... 11
 - 4.3 Procedure..... 12

- 5 Important Disclaimers on Legal Aspects.....**14**

1 Introduction

Upgrading the components to the current version of the SAP Enable Now might need some preparation to avoid complications and a negative impact on productivity.

For further information, see the tips and notes for each component.

The upgrade of a component and migration of a workarea depends on the SAP Enable Now Edition and includes the following steps:

Authoring Edition - Local workareas

1. Back up the workarea
2. Prepare the migration
3. Install the new Producer version
4. Migrate the workarea

Consumption Edition - Manager and local workareas

1. Steps in **old** Producer and **old** Manager version
 1. Back up the database and corresponding files
 2. Back up the local workareas
 3. Prepare the migration
 4. Check out write permissions for the resources (master author)
2. Steps in **new** Producer and **new** Manager version
 1. Install the new Producer version
 2. Upgrade to the new Manager version
 3. Migrate the Manager workarea (master author)
 4. Migrate the local workareas (standard authors)

2 Migrating a Workarea



Training available

This content is available as interactive training in the SAP Enable Now Info Center.

[Enable Now](#)

Migrating a workarea allows you to update the workarea resources to a newer SAP Enable Now version. The migration is necessary, as a newer version of SAP Enable Now includes changes in the resources and the resource structure. During the migration the resources will be changed to the new requirements and your own resources will be converted. The migration does not change the content of the workarea.

The migration of a workarea depends on your SAP Enable Now Edition and includes the following steps:

- **Authoring Edition - Local workareas**
 1. Backup of the workarea
 2. Preparation of the migration
 3. Installation of the new Producer version
 4. Migration of the workarea
- **Consumption Edition - Manager and local workareas**
 1. Backup of the database and corresponding files
 2. Backup of the local workareas
 3. Preparation of the migration
 4. Checkout of write permissions for the resources by the master author
 5. Installation of the new Producer version
 6. Upgrade to the new Manager version
 7. Migration of the Manager workarea by the master author
 8. Migration of the local workareas by the standard authors

i Note

After the migration it is not possible to use the workarea in an older Producer version.

Migration of user-defined resources

A workarea can include user-defined resources for the creation of individual learning content. Typical user-defined resources are bubble styles, settings or templates.

During the migration, user-defined modifications and settings will be kept and converted into the new resource structure. The adaptations won't be deleted.

In a workarea with an up-to-date resource structure imported resources have to be migrated individually.

Migration of an Instant Producer workarea

The workarea migration of an Instant Producer for the Authoring Edition is executed automatically after the first start of the program.

The workarea migration of an Instant Producer for the Consumption Edition can be done after the migration of the resources in the Manager workarea (see chapter Manager Workarea). The synchronization is executed automatically after the first start of the program.

2.1 Local Workarea

The migration of a local workarea of the Authoring Edition allows you to update a local workarea of your Producer.

Preparation for the migration

Before migrating a workarea the following preparations and requirements are necessary:

- **Backup workareas**
Before migrating a workarea make an archive, which you can revert to in the event of any problems. This can be done with the [Export Archive...](#) function in the menu *Workarea -> Administration*.

Migration of the workarea

The migration of a workarea can be executed as follows:

1. Install the new Producer version.
2. Open the Producer.
3. Open the workarea by clicking on *Workarea -> Select Workarea...*
4. A dialog box is opened.
 - Select *Migrate Workarea* to migrate workarea with recommended settings.
 - Select *Show Details*.
Afterwards the workarea migration dialog box opens. The dialog box shows the recommended migration action for each available resource group.

Adapt the resource actions using the dropdown box.

It is recommended that you keep the settings. Adaptations are only necessary in a few situations, if no changes should be made.

For further information on the settings see the chapter [Migration Dialog Box](#).

Select *Migrate Workarea* to start the migration.

5. The migration will now be executed.
6. Select *OK* in the progress dialog, if the migration is completed.
7. With the finishing of the migration a folder with log files opens.
The folder contains archives with the changed and removed resources, as well as log information. The folder is located in the workarea folder.
8. Select *Restart* in the dialog box. Restarting the Producer is necessary so that the new resources and configurations can take effect.

i Note

Do not import the outdated resources of the log folder into your workarea again.

2.2 Manager Workarea

When updating the workarea in an authoring environment with a Manager workarea and a number of local workareas, it is necessary that the master author performs the update in one local workarea and afterwards deploys it to the other local workareas. This achieves a consistent use of the needed resources.

Preparation for the migration

Before migrating a Manager workarea the following preparations and requirements are necessary:

Caution

Make sure, that the preparations and requirements are fulfilled before you perform the migration. This is necessary to avoid errors during the migration process as well as in the migrated workarea.

- **Backup Manager workareas and local workareas**
Before migrating a workarea make an archive, which you can revert to in the event of any problems. This should be done for the Manager workarea on the Manager as well as for the local workareas of the authors.
- **Save write permissions centrally**
Save all write permissions of the resources to the server. The write permissions are necessary for the master author to migrate the resources. This can be done by selecting a resource and selecting *Finish editing*.

Migration steps for the master author

The migration can be executed by the master author as follows:

Steps in old Producer and Manager version

1. Open the workarea in the old Producer version.
2. Open the workarea by clicking on *Workarea -> Select Workarea...*
If the authentication dialog box appears, insert your user data with the new password.
3. Start editing resources to get all write permissions. Select the *Resources* tree and click on *Manager Workarea -> Start editing all objects...*
4. Close the Producer.
5. Select *Shut down* in the opened dialog box. Do not return the write permissions.
6. In Manager delete all resources from the trash do avoid the restore of the objects.

Steps in new Producer and Manager version

1. Upgrade the Manger to the new version.
2. Install the new Producer version.
3. Open the Producer.
4. Open the workarea by clicking on *Workarea -> Select Workarea...*

5. The authentication dialog appears. Insert your user data with the new password.

i Note

Log on with the user data as used for the checkout of the write permissions to avoid permission errors.

6. A dialog box is opened.
 - o Select *Migrate Workarea* to migrate workarea with recommended settings.
 - o Select *Show Details*.Afterwards the workarea migration dialog box opens. The dialog box shows the recommended migration action for each available resource group.

Adapt the resource actions using the dropdown box.

It is recommended that you keep the settings. Adaptations are only necessary in a few situations, if no changes should be made.

For further information on the settings see the chapter [Migration Dialog Box](#).

Select *Migrate Workarea* to start the migration.

7. Select *Migrate Workarea* to start the migration.

The migration will now be executed. During the migration the write permissions of the resources to be deleted are removed automatically.
8. Select *OK* in the progress dialog, if the migration is completed.
9. The synchronization of all resources with the Manager workarea is started automatically.

Select *OK* in the progress dialog, if the synchronization is completed.
10. Select *Restart* in the opened dialog that the changes can take effect.

> Recommendation

The migrated resources have the synchronization status *Edit and own*. If you want to finish the editing change the status to *Edit and share*.

i Note

Do not restore outdated resources from the trash of the Manager workarea in your local workarea.

Migration steps for the standard author

After the migration of the Manager workarea by the master author the standard author can migrate the local workarea as follows:

1. Install the new Producer version.
2. Open the Producer.
3. Open the workarea by clicking on *Workarea -> Select Workarea...*
4. The authentication dialog appears. Insert your user data with the new password.
5. After the workarea opens, the synchronization of the resources with the Manager workarea starts automatically.

If the authors use an Instant Producer the synchronization of the workarea is executed automatically after the start of the program.

Migration of unmanaged resources

A local workarea can contain unmanaged resources. After migrating the managed resources the unmanaged resources are migrated. See [Local Workarea](#).

2.3 Migration Dialog Box

The migration dialog box opens automatically, if the workarea contains outdated resources. The dialog box contains different setting areas for structuring the resource groups. Each resource group has an individual migration action.

Migration setting areas

The migration dialog box contains the following setting areas:

- *Required Resources:*
Contains resources, which have to be installed. The resources are necessary for content creation and playback.
- *Incompatible Old Resources:*
Contains outdated resources, which have to be replaced with a newer resource type.
- *Recommended Resources:*
Contains resources, which can be installed optionally.
- *Compatible Old Resources:*
Contains resources of the same type, which have to be updated.
- *Created User Resources:*
Contains created user resources, which have to be updated.
- *Customized User Resources:*
Contains adapted user resources, which have to be updated.
- *Same Version Read-Only:*
Contains migrated and managed resources.

The areas that are shown depend on the available resources.

Migration actions

The following migration actions can be executed for a resource:

- *Migrate:*
Migrates an available resource to the new version. Keeps all changed settings.
- *Install:*
Integrates a new resource into the resource structure.
- *Overwrite:*
Replaces the files of an available resource with the new version.
- *Skip:*
Keeps the current resource status.
- *Convert:*
Updates the files and structures of an available resource.

- *Remove:*
Deletes an outdated resource from the structure.

When selecting a resource, you will see the version and included sub-resources in the help box at the bottom of the dialog box.

3 Upgrading the Producer, Instant Producer or Desktop Assistant

i Note

Check the upgrade and migration workflow for your edition of the SAP Enable Now before upgrading.

To upgrade your existing installation of the Producer, Instant Producer or Desktop Assistant, make sure the program is not running. You do not need to uninstall the program.

During upgrade the current installation will be overwritten by the new version.

Double-click the installer file (*.msi) and afterwards follow the steps in the Upgrade Assistant. If the Windows User Account Control asks you to allow the application to make changes, click *Yes*. Once the installation is finished, you can start the Producer or Instant Producer directly using the option *Run Producer/Run Instant Producer*.

4 Upgrading the Manager

4.1 Use

Getting a new release of the SAP Enable Now Manager you may want to upgrade your existing Manager scenarios. Although upgrading is quite simple you have to consider some facts to avoid getting in trouble by replacing your old Manager instance by a newer one.

4.2 Prerequisites

The following prerequisites are needed to upgrade your Manager instance:

Prerequisite	Description
Manager initial user credentials	<p>The credentials of the initial user.</p> <p>These are by default:</p> <p>User: <i>admin</i></p> <p>Password: <i>dfkhvlp\$75</i></p> <div style="background-color: #f0f0f0; padding: 5px;"><p>i Note Eventually these credentials have been changed by a pre-parameterization of the installer file.</p></div>
Access to Tomcat Application Manager	Credentials to access Tomcat Manager and permissions to deploy/undeploy applications.
Access to database	The database connection path and the database credentials you are using already for your existing Manager instance.

i Note

It is highly recommended to backup your database and the file structure of your Manager instance before processing the upgrade. This enables you to restore your scenario in any case of errors.

Read chapter *Backup and Restore* for more information on backup processes in Manager Operations Guide.

> Recommendation

Use the *Broadcast* functionality to notify your users about the upcoming upgrade and appeal them not to connect within a defined time range. Although current connections will be closed while upgrade without negative impact you can reduce user-sided confusion and speed up Tomcat processes due to less active user sessions by doing so. Additionally consider to specify time range widely enough for running tests on your scenario after upgrade. The upgrade itself will take approximately 10 - 15 minutes, depending on your network speed and the location you are loading the upgrade installer from.

4.3 Procedure

Proceed as follows to upgrade your Manager instance.

Replace Manager application instance

1. Launch the Tomcat Application Manager page by entering the following path in your browser's address bar, replacing the values in brackets with the according values of your scenario:
`http://<your_servername>:<your_port_number>/manager/html`
2. Look for the entry of your existing Manager instance within the list of installed applications.
3. Open the folder location your new Manager installation file (*.war) is located at and rename it with the string displayed in the column *Path* (without the prepended slash "/").
4. Return to the Tomcat Application Manager and click *Undeploy* in the *Commands* column of your Manager instance.
5. Confirm the appearing prompt message and wait until the page has reloaded.
6. Now scroll down to the section *Deploy* and click the *Browse* button in subsection *WAR file to deploy*.
7. Browse to your renamed installation file and select it.
8. Confirm your selection by clicking the button *Open*. The path to the file is now displayed in the input field.
9. Click on the button *Deploy*. The installation file will be now uploaded and integrated into the server environment.

Configure new Manager instance

1. Once the page has reloaded click on the list entry of your newly deployed Manager instance.
2. Enter the credentials of the initial user (see Prerequisites) into appearing dialog.
3. Confirm the EULA.
4. On page *Step 1 - SQL Server connection* enter server address and credentials of the database server as used in previous installation. Click *Next step* to proceed.
5. On page *Step 2 - Database creation* expand the dropdown *select existing database* and select the database your previous Manager instance was connected to. Click *Next step* to proceed.
6. All fields within the next steps will now display the values as stored in the database. Check the values for correctness and click *Next step* to proceed within steps.
7. Having done all steps the upgrade wizard will automatically appear, displaying the page *Step 1 - Check versions*.

Since your new Manager version and the version of the database are different it will provide the functionality to update the database to fit new version requirements. Click on [Update Database](#) to proceed.

8. Confirm the database update on page [Step 2 - Verify Manager Update](#) by clicking [Update Database](#) once again.
9. Depending on your database size the update process might take a little while. Wait until the page [Step 3 - Update](#) is loaded, displaying the results of the update process.
10. Click [Manager](#) to close the upgrade wizard and load the logon page of your Manager instance. **Do not** click the links to import user data. Since not all functions have been updated by now, user import functionality might result in errors.
11. Restart the Tomcat service to avoid malfunctions invoked by older functions of the previous Manager instance which are still loaded within the server cache.

i Note

After having updated the database do not connect to the database using an older version of the Manager application. This might destroy your data stored in the database.

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