

Upgrading Your BeAware Corporate Software

Upgrading the Server

Run the new install file as you normally would do to install any software. Follow the screen prompts to complete the installation. The installer will check for previous versions of the software. If any are found, the installer will automatically make any necessary updates. All previously recorded data and all settings will not be touched with the upgrade.

Upgrading Client Machines

After you have completed upgrading the server, you will also need to upgrade the client (monitored) machines. Below are the two client install options. "Using Remote Setup Tool" is for upgrading any clients that were originally installed using the Remote Setup Tool. If you are unable to connect to the client machines using the Remote Setup Tool, please skip down to "Using NetSetup Option" below.

--- Using Remote Setup Tool ---

NOTE: If you can not connect to the machines via Remote Setup Tool, please skip down to "Using NetSetup Option" below

If installing clients via the Remote Setup Tool:

Open the Remote Setup Tool – Start --> All Programs / Programs (depending on your Operating System) --> Ascentive --> BeAware Remote Setup Tool

Select the bottom option (Advanced Remote Options)

Select any machines for Upgrade

Uncheck the box "Enable Monitoring"

Click "Save Options"

NOTE: This will turn off monitoring on all machines while running the upgrade. It is recommended to follow this step to ensure the files are upgraded properly

Click on the "Back to Overview" button (up top) to return to the main screen

Select the second option (Advanced Remote Install)

On the bottom left of the Advanced Remote Install, click on the “Set Up Remote Monitoring Options” link

Confirm that all of your monitoring options are set correctly (making sure to recheck the box “Enable Monitoring”) and click the Save Options button to confirm the settings

Back in the Advanced Remote Install window, select the machine(s) that you wish to install

Once all machines have been selected, click on Install Now

Once the install process has completed, reboot all client machines

--- Using NetSetup Option ---

For machines that can not be connected through Remote Setup Tool

From the client machine, navigate through your network to the machine you have set up as your BeAware Server. You should see a folder “BCS NetSetup” on this machine

Open the BCS NetSetup folder

Click on the install file “BCS Client Setup.exe”

Follow the prompts to install the file. During the install process, you will be shown a screen where you can select the items you wish to install

- BeAware Client and Monitoring Application
- Remote Setup Tool
- BeAware Admin Console

Most users only wish to install the BCS Client and Monitoring Applications. To do so, uncheck the boxes Remote Setup Tool and BeAware Admin Console

Complete the install process and once finished, it is highly recommended that you reboot the machine to ensure all of the files updating properly.