

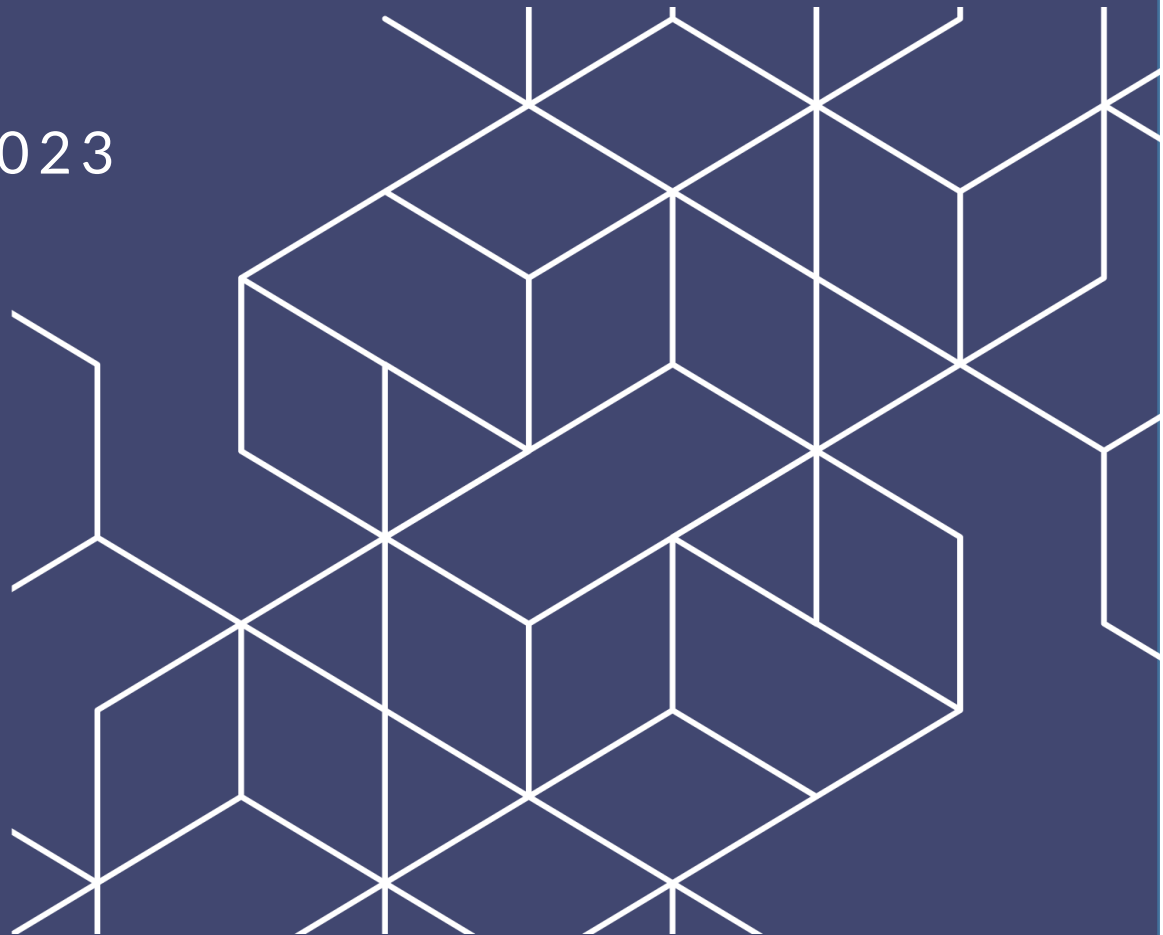
ecCASE



Upgrade Manual

v11.0.0

March 2023



eCase 11.0.0 Upgrade Manual

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1 Introduction

1.1 Scope

The purpose of this manual is to provide instructions to upgrade eCase and the eCase database on the application server. Information presented in this document expects the following:

- Windows Server 2016 R2/2019 installed on the server
- Microsoft .NET Framework 4.8 installed on the server
- Previous version of eCase installed and configured on the server

Notes (!!):

- **This document does not provide instructions on how to install Windows 2016 R2/2019 Server.**
- **For further details concerning Microsoft .NET Framework installation consult the Windows 2016 R2/2019 Server installation materials or your software vendor**

1.2 Overview

Upgrades may include fixes to issues reported by users and/or enhancements initiated by developers or customers to improve the performance of the application. This manual is designed to assist users in upgrading to eCase Platform version 11.0.0.

1.3 References

The following resources were used as references in the preparation of this document:

- eCase System Requirements Manual
- eCase Application Installation Manual



2 Getting Started

Before proceeding with the installation, it is necessary to create an account to install and configure the eCase application.

Notes (!!):

- The account previously used to install eCase can be used for this installation.
- Make sure to install the upgrade on the application server.

2.1 Text and Instructional Formats

This manual employs various format conventions to help the reader distinguish between the various types of instructions included in this guide. The following table illustrates the types of instructions and formatting associated with the text.

Description	Formatting	Example
Keystrokes	Arial font, 10 pt, bold, enclosed in angle brackets	<Enter>, <Ctrl> + <Alt> +
Buttons, Program Names, Titles of Windows, Dialog Boxes, Field Names, Text Boxes, List Box References, and Menu Items	Arial font, 10 pt, bold, small caps	ECASE DATABASE SETUP
Notes	Arial font, 10 pt bold, underline, all caps,	NOTE:
Text you are required to type	Courier New font, bold, italics, 12 pt	At the prompt type run

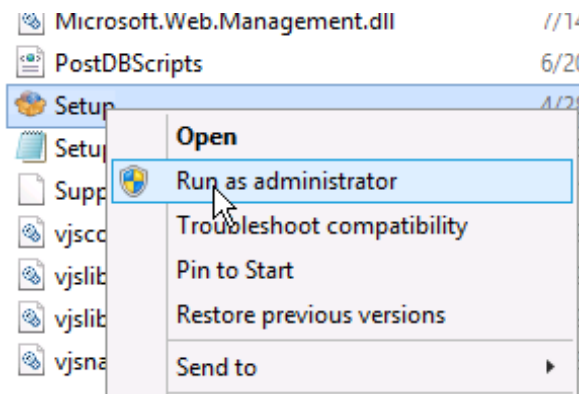


3 eCase Database Upgrade

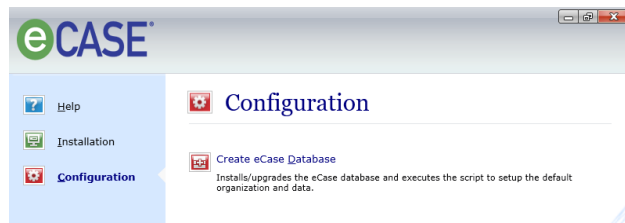
Prior to upgrading the eCase application you must first upgrade the eCase database. The current database will be upgraded for use with the most recent version of the eCase.

3.1 SQL Server Upgrade

1. Double-click the **Server** folders.
2. Locate and right-click the **Setup.exe** file and select **Run as administrator** to launch the setup wizard.

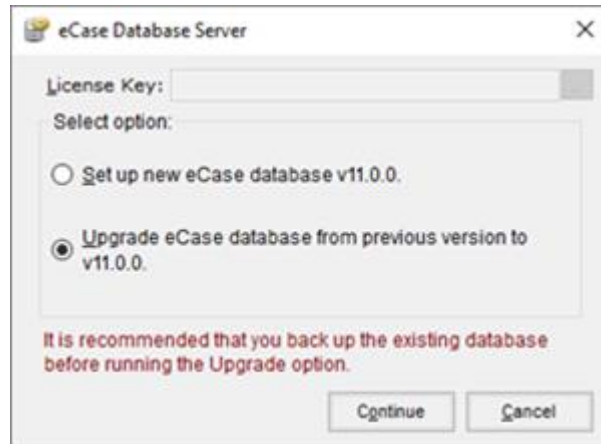


3. Click **Configuration > Create eCase Database > SQL Server**.



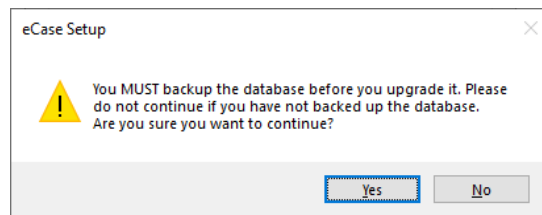
4. Select upgrade eCase database from previous version to v11.0.0 and then click Continue.

eCase Database Upgrade



Note (!!): To avoid manual selection of the license key file, make sure the license key file is in the same folder as the SETUP.EXE file.

5. A warning message appears.



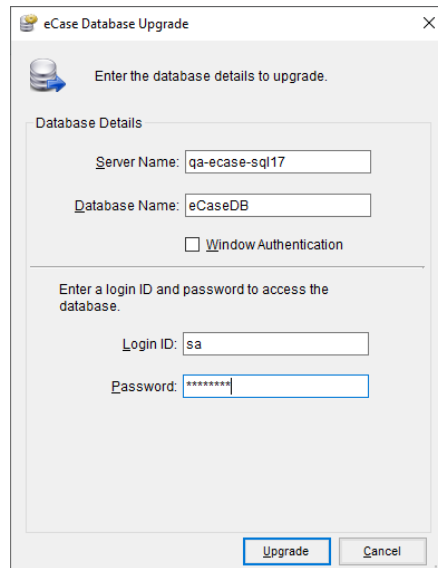
6. Click **Yes** to proceed with upgrading the database or click **Cancel** to back up the database before performing an upgrade.
7. Enter the required information outlined in the following table then click **Upgrade**.

Field Name	Description
Server Name	The name of the database server.
Database Name	The name of the database provided during the creation process.
Login ID	The unique identifier for the user having access to the eCase database; this is the user with the dbcreator and securityadmin privileges.

eCase Database Upgrade

Field Name	Description
Password	The security credential associated with the user to gain access to the database.

(!!) Note: Enabling windows authentication will disable the login id and password fields.



The dialog box is titled "eCase Database Upgrade". It contains a section "Database Details" with the following fields:

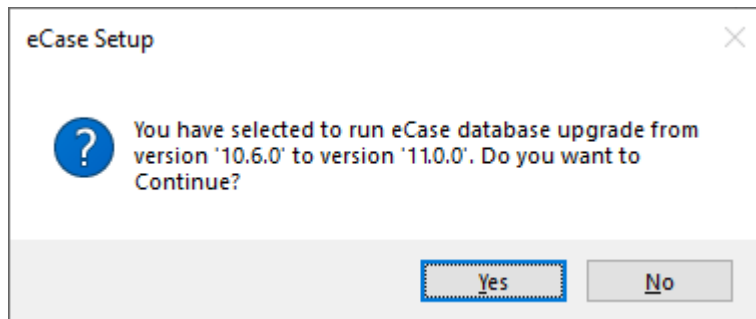
- Server Name: qa-ecase-sql17
- Database Name: eCaseDB
- ☐ Window Authentication

Below this is a section "Enter a login ID and password to access the database." with the following fields:

- Login ID: sa
- Password: [masked with asterisks]

At the bottom are "Upgrade" and "Cancel" buttons.

- Click **Yes** on the verification message to upgrade the database to the current version.



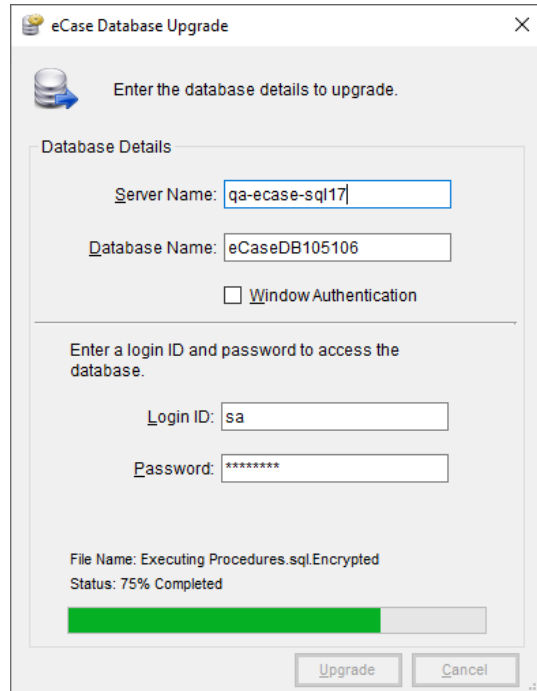
The dialog box is titled "eCase Setup". It contains a question mark icon and the text:

You have selected to run eCase database upgrade from version '10.6.0' to version '11.0.0'. Do you want to Continue?

At the bottom are "Yes" and "No" buttons. The "Yes" button is highlighted with a blue dashed border.

- The eCase Database Upgrade window changes to display the status of the upgrade in progress.

eCase Database Upgrade

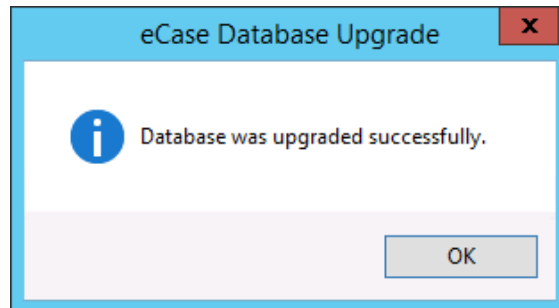


The dialog box is titled "eCase Database Upgrade" and contains the following fields and controls:

- Enter the database details to upgrade.**
- Database Details:**
 - Server Name:** qa-ecase-sql17
 - Database Name:** eCaseDB105106
 - ☐ **Window Authentication**
- Enter a login ID and password to access the database.**
 - Login ID:** sa
 - Password:** *****
- File Name:** Executing Procedures.sql.Encrypted
- Status:** 75% Completed
- Progress Bar:** A green bar indicating 75% completion.
- Buttons:** Upgrade, Cancel

10. Once the upgrade is completed, a confirmation message appears.

11. Click OK to close the confirmation message.

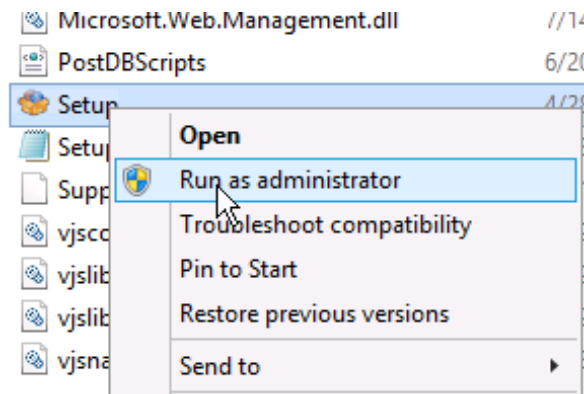


4 eCase Application Upgrade

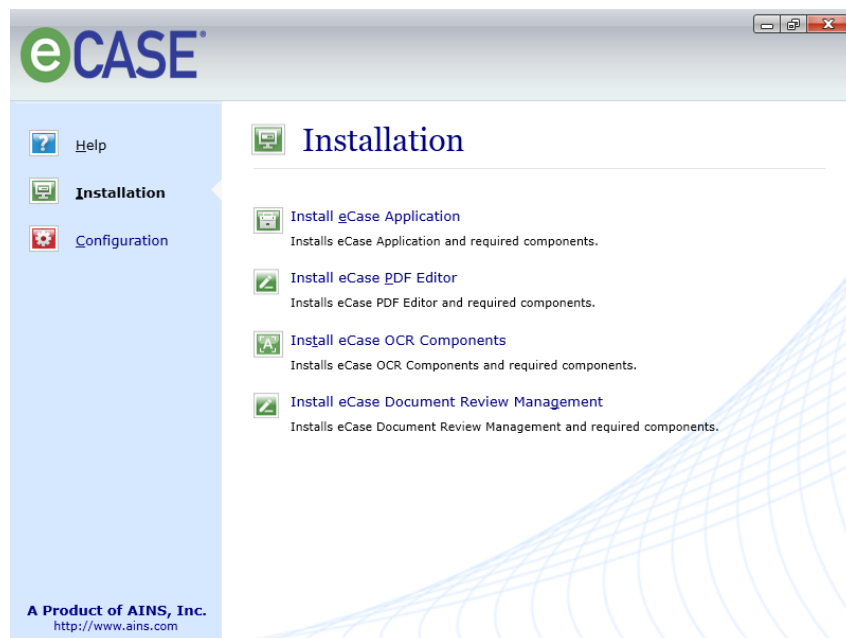
This section provides instructions on how to upgrade the eCase 10.6 application to the latest 11.0.0 version.

Note (!!!): In order to upgrade from the older 32-bit version of eCase to eCase 64 Bit, the current eCase installed in the application server must be completely uninstalled to successfully upgrade to the new 64-bit 11.0.0 version.

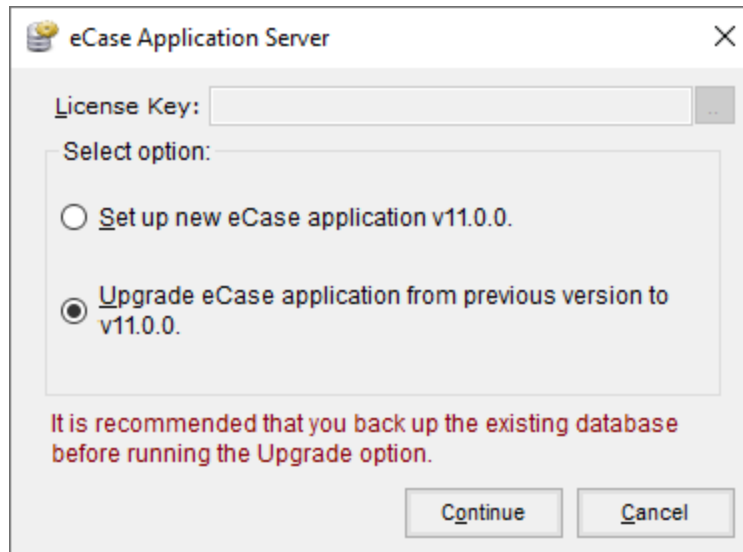
1. Double-click the **Server** folders.
2. Locate and right-click the **Setup.exe** file and select **Run as administrator** to launch the setup wizard.



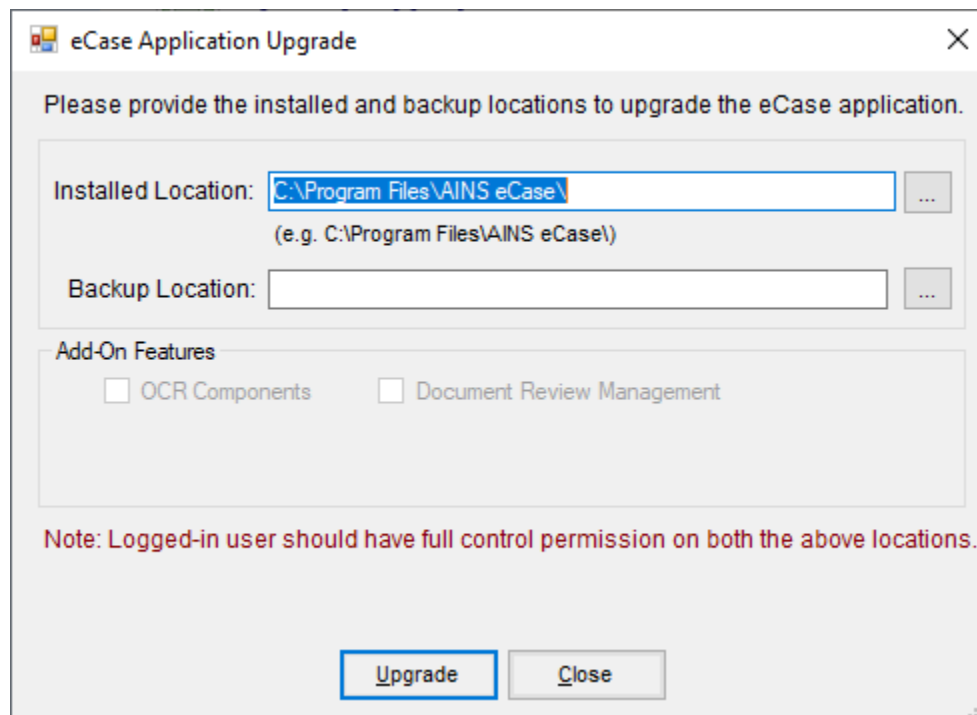
3. Click Installation > Install eCase Application.



4. Select Upgrade eCase application radio button and click Continue.

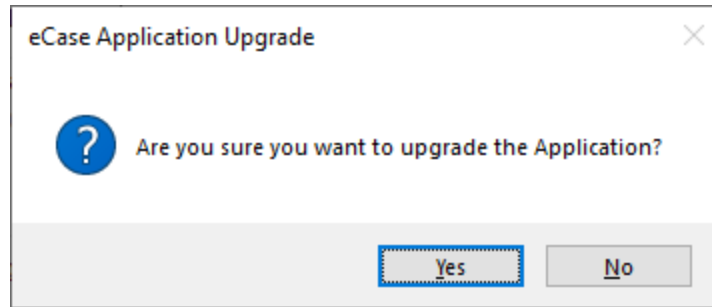


5. Provide the backup location and click Upgrade. If Add-on features are installed then select the respective check boxes will be enabled for upgrade.

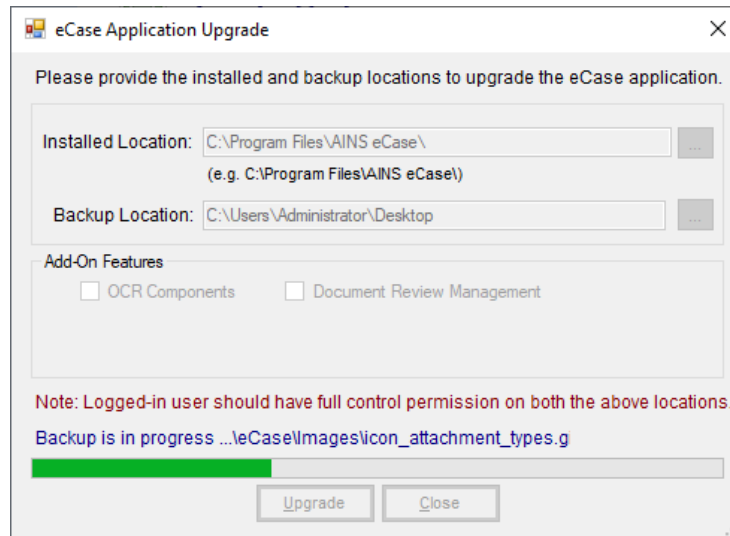


6. Click **Yes** on confirmation page.

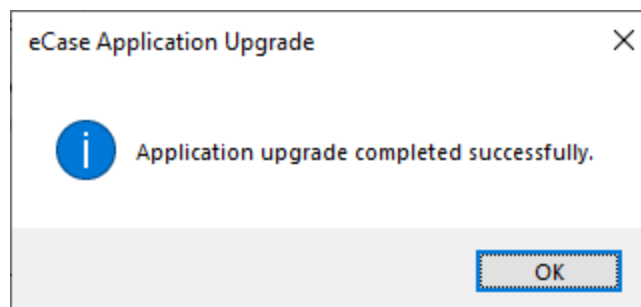
eCase Application Upgrade



7. eCase application upgrade process will be started.



8. eCase application upgrade successful message will display. Click OK.

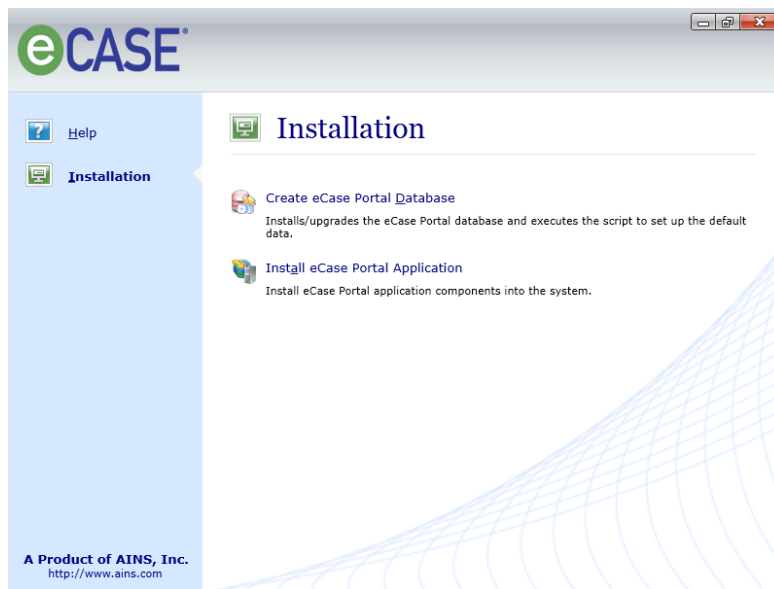


5 eCase Portal Database Upgrade

This section provides instructions on how to upgrade to version 11.0. To do this, the current eCase installed in the application server must be completely uninstalled to successfully upgrade to the new 11.0.0 version

5.1 Upgrade Portal Database

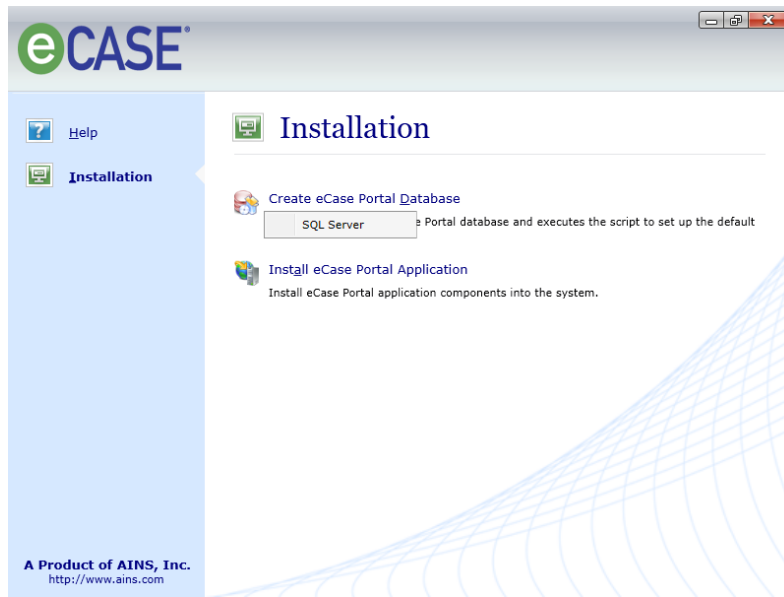
1. From the eCase Portal setup, right-click **Setup.exe** and select **Run as Administrator**.
2. Following installation wizard comes up.



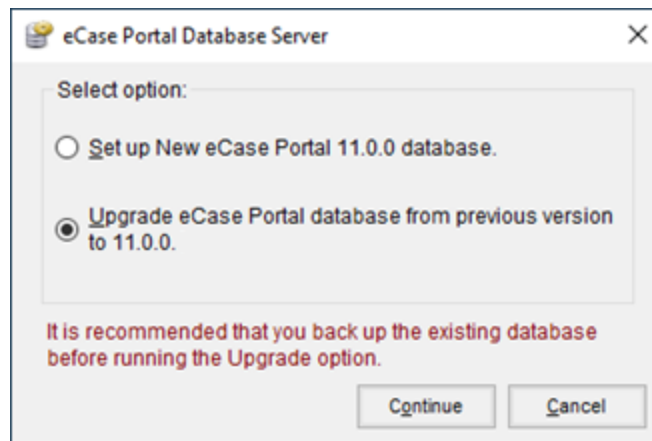
3. Click on **Create eCase Portal Database**.
4. Select **SQL Server**.



eCase Portal Database Upgrade

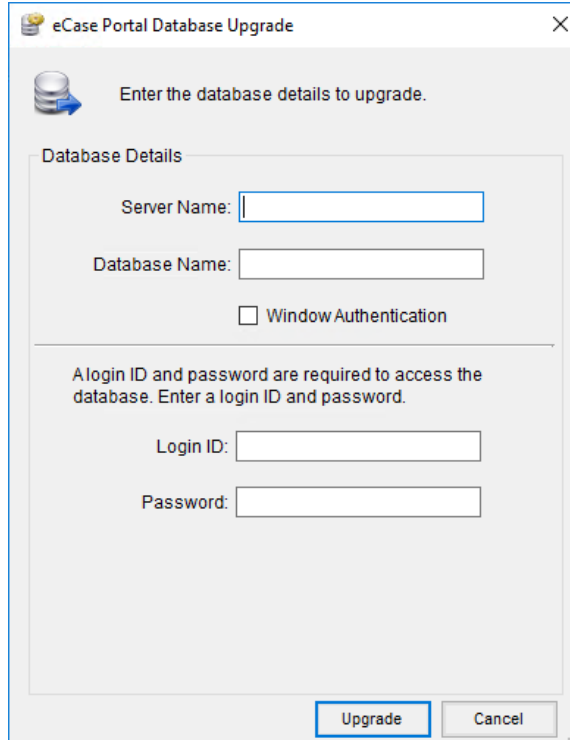


5. Select Upgrade eCase Portal database and click **Continue**.



6. In the eCase Portal Database Upgrade dialog box, do the following:
 - a. Type the server name in the Server Name box
 - b. Under Database Name, provide Database Name to be upgraded.
 - c. Type your SQL Server login ID in the Login ID box, and then type password in the Password box.
7. The SQL Server Login ID is required to have permissions to update database for eCase Portal.

eCase Portal Database Upgrade



The image shows a Windows-style dialog box titled "eCase Portal Database Upgrade". It contains a database icon and the instruction "Enter the database details to upgrade." Below this is a section titled "Database Details" with input fields for "Server Name:" and "Database Name:". There is an unchecked checkbox for "Window Authentication". A horizontal line separates this from a section stating "A login ID and password are required to access the database. Enter a login ID and password." with input fields for "Login ID:" and "Password:". At the bottom right are "Upgrade" and "Cancel" buttons.

eCase Portal Database Upgrade

Enter the database details to upgrade.

Database Details

Server Name:

Database Name:

☐ Window Authentication

A login ID and password are required to access the database. Enter a login ID and password.

Login ID:

Password:

Upgrade Cancel

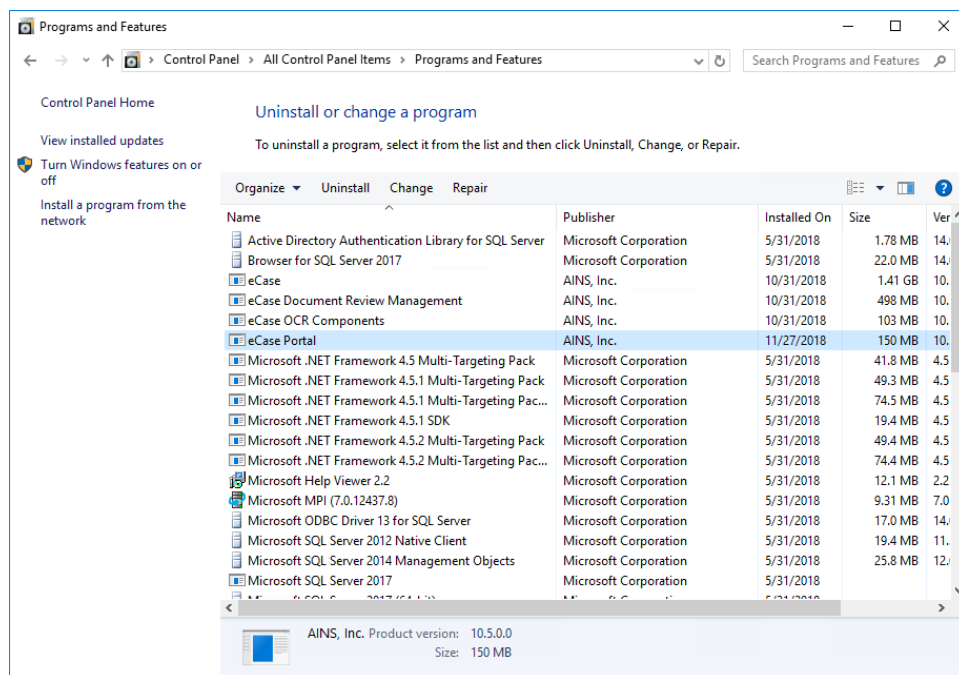
8. Click on Upgrade Button. Once complete, please proceed to the next section.

6 eCase Portal Application Upgrade

This section provides instructions on how to upgrade the eCase Portal to version 11.0. To do this, the current eCase Portal installed in the application server must be completely uninstalled to successfully upgrade to version 11.0.

6.1 Uninstall eCase Portal

In the application server where eCase Portal is installed, please uninstall under the *Programs and Features*.

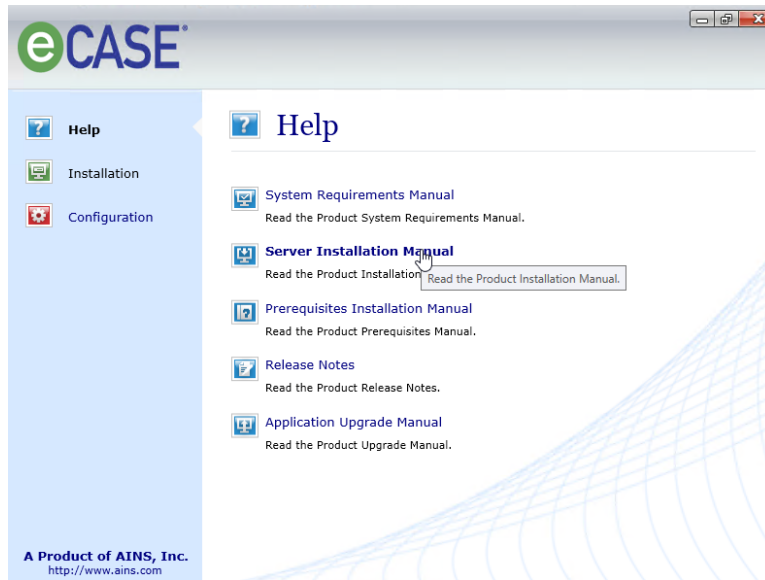


6.2 Install Portal Application

Once the eCase Portal has been completely uninstalled, please refer to the Server Installation Manual to successfully install eCase Portal v11.0.0 as shown below.



eCase Portal Application Upgrade



7 Retrieve a Log File

A log file records all actions performed during the installation, upgrade, or uninstallation of eCase and its associated components. This log file is accessible to users in the event an error or problem occurs during or after an install, upgrade, or uninstall process.

1. Navigate to the c:\ drive.
2. Double-click Users >User Id >AppData >Roaming.
3. Open and view the appropriate log file outlined in the table below.
4. The User ID corresponds with the Login ID used to access the application server such as
5. Administrator or JSmith.
6. You may need to configure WINDOWS EXPLORER to view the APPDATA and ROAMING folders. click Start >Computer.
7. Click ORGANIZE >FOLDER AND SEARCH OPTIONS.
8. Click the VIEW tab.
9. Select SHOW HIDDEN FILES, FOLDERS AND DRIVES.
10. Click OK.

File Name	Description
CREATEDB_LOG	This file details actions and errors occurred during the creation of the database.
UPDATEDB_LOG	This file details actions and errors occurred during the database upgrade process.
UPGRADEAPP_LOG	This file details actions and errors occurred during the application upgrade process.



Retrieve a Log File

