

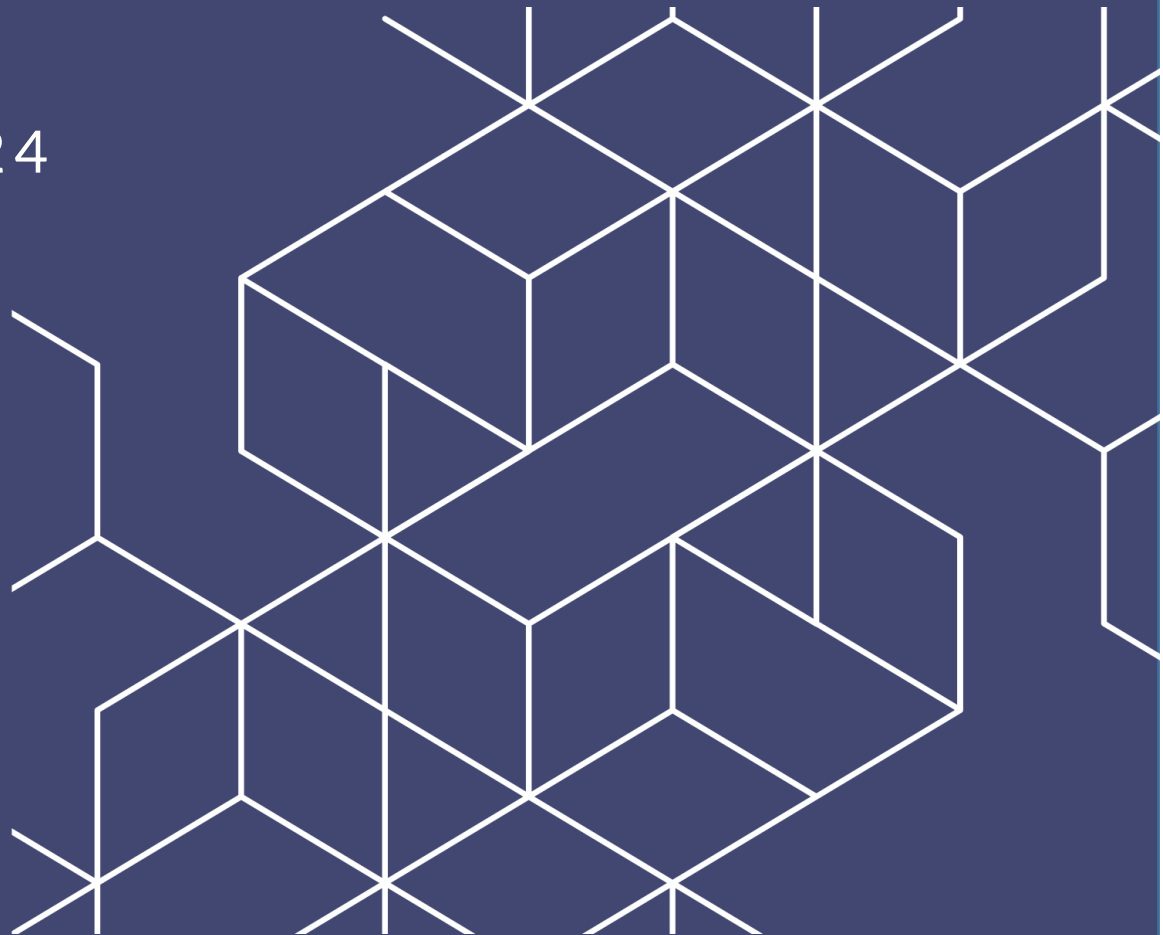
eCAGE



Upgrade Manual

v11.3.0

May 2024



eCASE 11.3.0 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.

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.

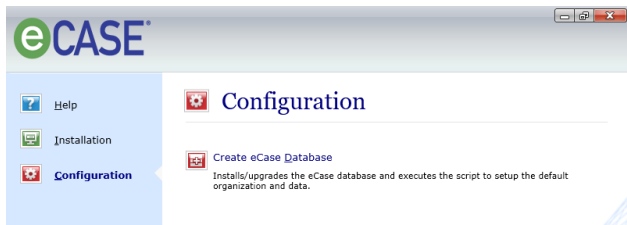


3 eCASE SQL Server Upgrade

Prior to upgrading the eCASE application, you must first upgrade the eCASE SQL server database for use with the most recent version of the eCASE.

Follow these steps to upgrade the SQL Server:

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**.



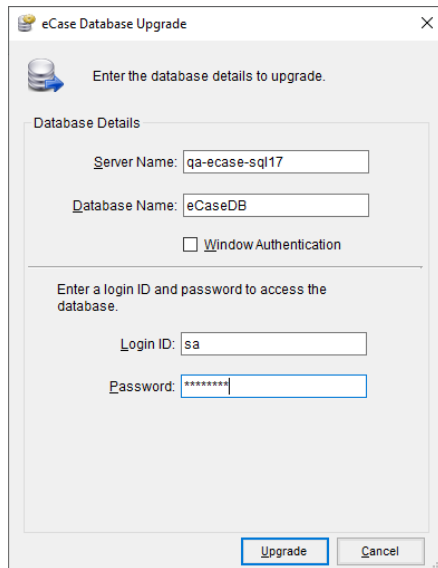
4. Select upgrade eCASE database from previous version to v11.2.0 and then click **Continue**.
(!!) Note: To avoid manual selection of the license key file, make sure the license key file is in the same folder as the SETUP.EXE file.
5. A warning message appears. Click **Yes** to proceed with upgrading the database, or click **Cancel** to back up the database before performing an upgrade.
6. 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.



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

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



eCase Database Upgrade

Enter the database details to upgrade.

Database Details

Server Name: qa-ecase-sql17

Database Name: eCaseDB

☐ Window Authentication

Enter a login ID and password to access the database.

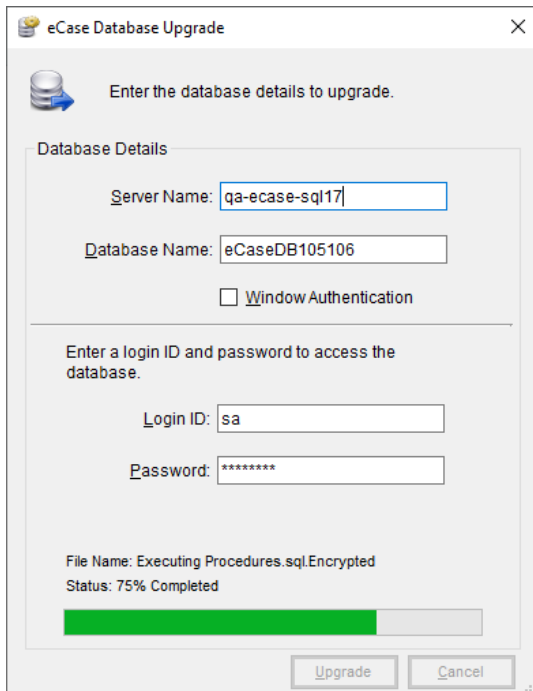
Login ID: sa

Password: *****

Upgrade Cancel

- Click **Yes** on the verification message to upgrade the database to the current version.
- The *eCASE Database Upgrade* window changes to display the status of the upgrade in progress.

eCASE Database Upgrade



The image shows a Windows-style dialog box titled "eCase 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 two text input fields: "Server Name:" containing "qa-ecase-sql17" and "Database Name:" containing "eCaseDB105106". There is an unchecked checkbox labeled "Window Authentication". Below this is another section titled "Enter a login ID and password to access the database." with two text input fields: "Login ID:" containing "sa" and "Password:" containing "*****". At the bottom of the dialog, it displays "File Name: Executing Procedures.sql.Encrypted" and "Status: 75% Completed" above a green progress bar that is approximately three-quarters full. At the very bottom are "Upgrade" and "Cancel" buttons.

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

Upgrade Cancel

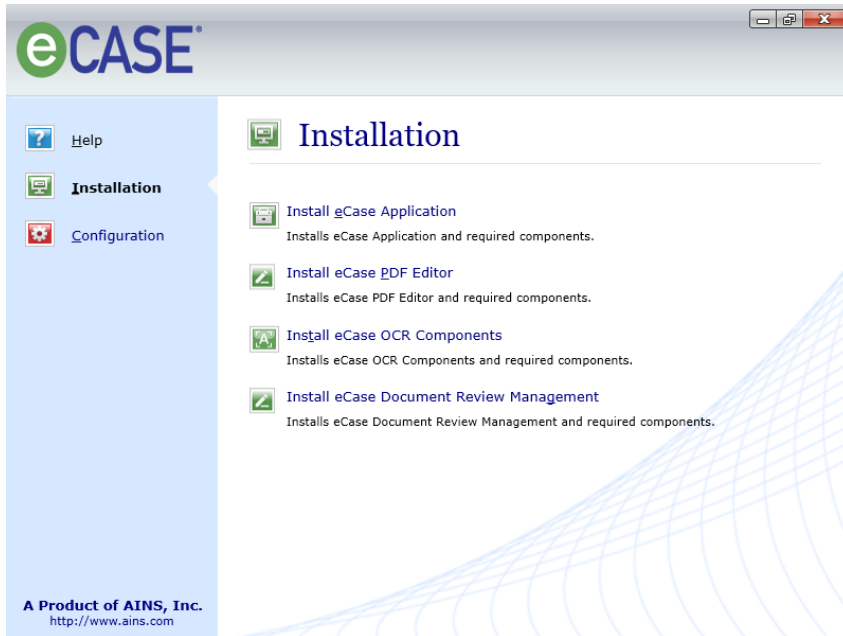
9. Once the upgrade is completed, a confirmation message appears. Click **OK** to close the confirmation message.

4 eCASE Application Upgrade

This section provides instructions on how to upgrade the eCASE application to the latest version.

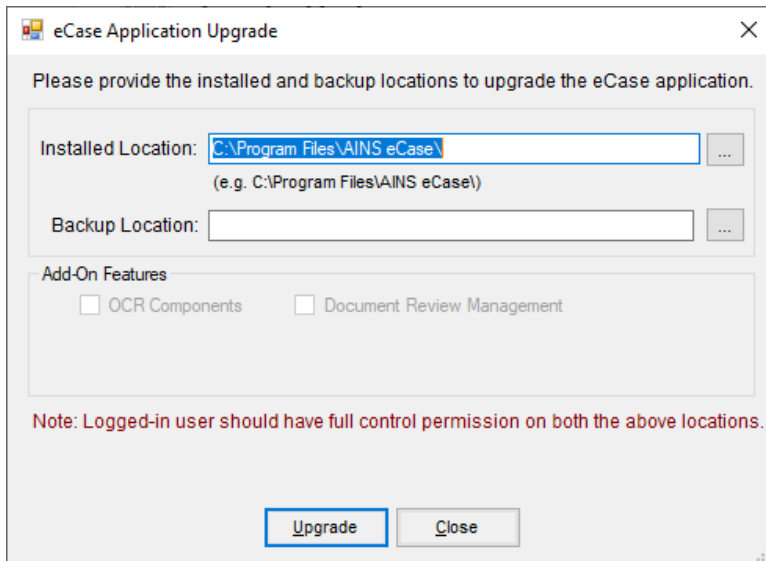
(!!) Note: To upgrade from the older 32-bit version of eCASE to eCASE 64 Bit, the current eCASE installed in the application server must be completely uninstalled to successfully upgrade to the new 64-bit version.

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**.

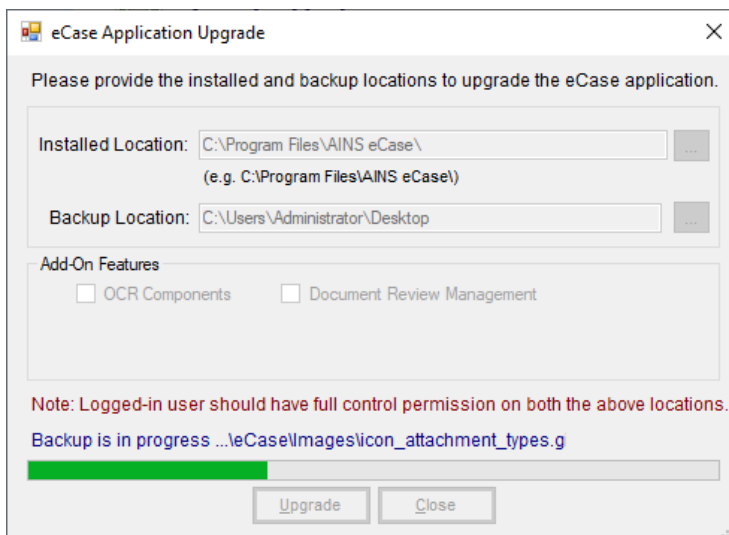


4. Select Upgrade eCASE application radio button and click **Continue**.
5. Provide the backup location and click **Upgrade**. If Add-on features are installed, the respective check boxes will be enabled for upgrade.

eCASE Application Upgrade



- Click **Yes** on the confirmation page. The eCASE application upgrade process will be started.

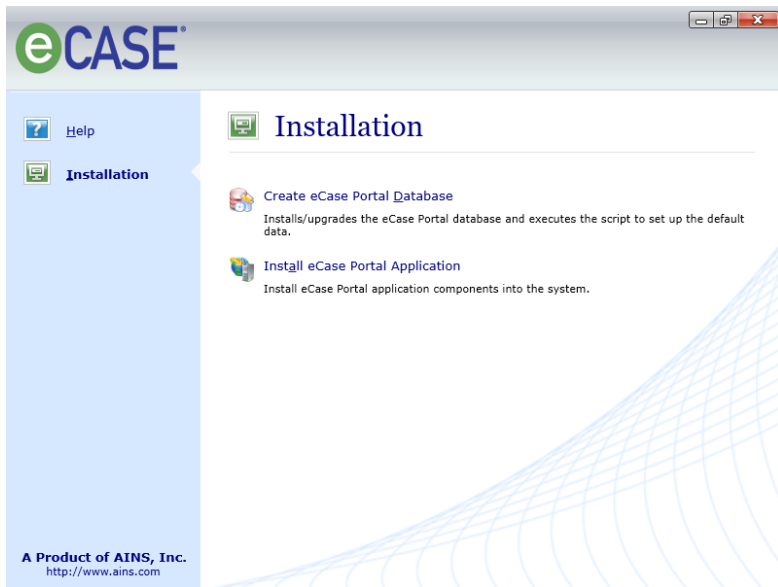


- An eCASE application upgrade successful message will display. Click **OK**.

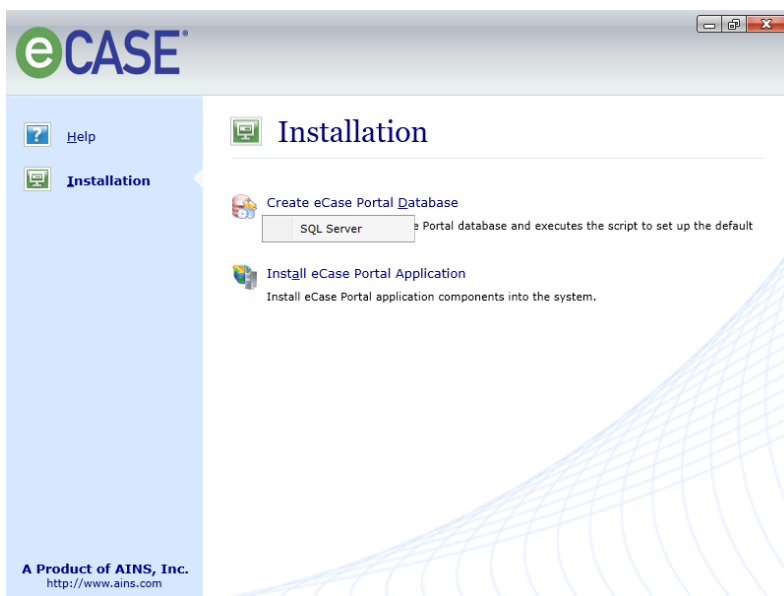
5 eCASE Portal Database Upgrade

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

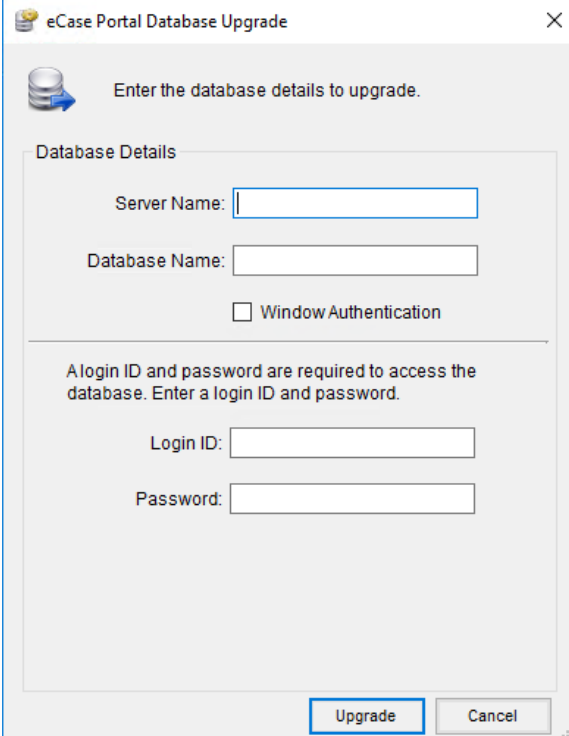
1. From the eCASE Portal setup, right-click **Setup.exe** and select **Run as Administrator**.
2. The installation wizard opens.



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



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.



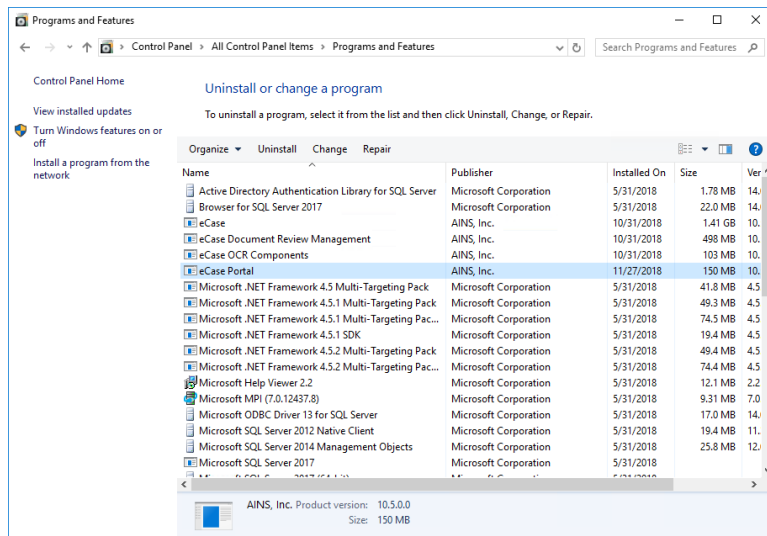
The screenshot shows a Windows-style dialog box titled "eCase Portal Database Upgrade". Inside the dialog, there is a database icon and the text "Enter the database details to upgrade." Below this, a section titled "Database Details" contains three input fields: "Server Name:", "Database Name:", and a checkbox labeled "Window Authentication". Below the "Database Details" section, there is a message: "A login ID and password are required to access the database. Enter a login ID and password." followed by two input fields: "Login ID:" and "Password:". At the bottom right of the dialog, there are two buttons: "Upgrade" and "Cancel".

8. Click **Upgrade**.

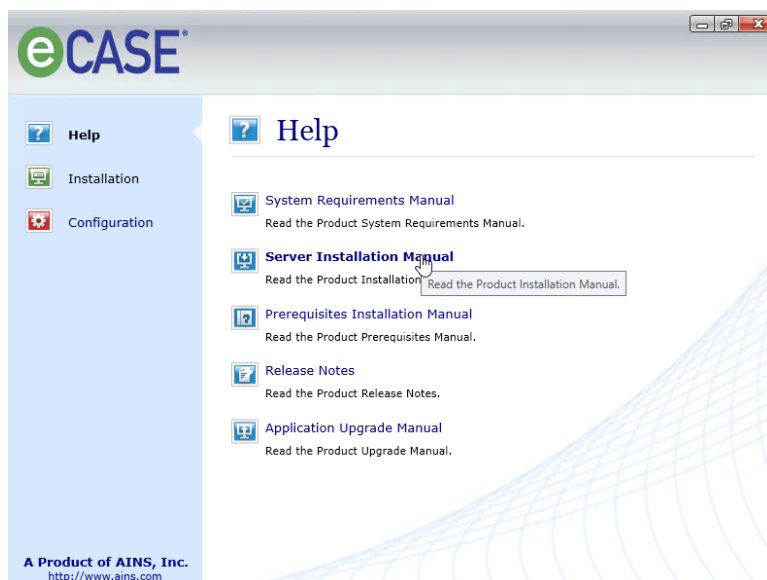
6 eCASE Portal Application Upgrade

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

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



2. Once the eCASE Portal has been completely uninstalled, please refer to the *Portal Installation Manual* to successfully install eCASE Portal 11.2.0 as shown below.



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 Administrator or JSmith.
5. You may need to configure Windows Explorer to view the APPDATA and ROAMING folders. Click **Start > Computer**.
6. Click **Organize > Folder and Search Options**.
7. Click the **View** tab.
8. Select Show Hidden Files, Folders and Drives.
9. 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

