Exor Corporation Limited

Maintenance Manager Upgrade Guide
V 4.0.4.3

The Global Leader in
Infrastructure Asset Management

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CHAPTER

1

Introduction

Purpose

This guide covers steps involved in upgrading the components for Maintenance Manager.

Upgrade is split into two distinct stages
- Stage 1 – Implementation of the Software files
- Stage 2 – Upgrade of the Server

Products Covered by This Guide

Table 1 lists the relevant products that are covered by this guide.

Product	Install	Upgrade From 4.0.4.0
Maintenance Manager	X	✓

Table 1: List of products covered by this guide

Pre-Requisites to Upgrade

Before attempting to upgrade, you should ensure that;

- **the appropriate software components are installed and are compatible with the exor certification matrix. The certification matrix can be downloaded from the Client area of the exor website.**

- **all users are disconnected from the system**

- **the highways listener processes are not running**

- **a database export of the owner of Highways owner has been taken.**

you may also want to consider copying the current <*exor_base*> directory and sub-directory structure and contents to a new area. This is so that these previous versions are available for reference or comparison with the new ones which will overwrite them otherwise.

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CHAPTER

2

Implementation of the Maintenance Manager Software files

Setup

To install the software components for Maintenance Manager execute the **setup_maintenance_manager_4043.exe** and follow the on-screen prompts.

> **Extremely Important:**
> This is a patch release to be installed on top of release 4.0.4.0
>
> It is crucial that when selecting the 'Destination Folder', you select that directory under which the *existing* 4.0.4.0 software resides.

When the wizard completes, the necessary client and server software files will have been installed.

Notes:
A password is required to be entered during this process. If you are not sure of the password contact **support@exorcorp.com**.

Maintenance Manager Server Upgrade

This chapter provides details of steps involved in upgrading the server components for Maintenance Manager.

Important:
This product will require upgrading *after* Network Manager.

Before you Start

Before proceeding please ensure that the pre-requisites mentioned in Chapter 1 of this document are met.

Also please be aware of the following;

Where instructed to change to a directory before running a script, it is assumed that you are running SQL*PLUS from a DOS Command prompt.

If you are running SQL*PLUS in windows you should set the 'start in' directory of the SQL*PLUS shortcut to simulate the change of directory.

If you do not run SQL*PLUS from the directory stated in each step of the guide, the installation will fail.

Also, whilst following the instructions in this section you will be required to know the location of <*exor_base*>. You may recall that whilst undertaking the tasks in Chapter 3 you will have implemented software into the location referred to as <*exor_base*>, for example, C:\EXOR.

Typical Problems That You May Encounter

It is possible that, when you are running some of the upgrade scripts, errors may be reported saying that objects already exist in the database or that columns already exist on tables. These errors can generally be ignored. If you are in any doubt, please contact the Exor support desk for guidance.

The upgrade procedures will also attempt to install database roles in the highways owner account that are necessary for the system to operate correctly. You may find that errors are produced when running the upgrade scripts to the effect that the role names being created are already used by existing roles or users. These errors can be ignored as they simply mean that the roles being created already exist.

Also during upgrade Warning messages may appear saying that compilation errors have occurred. These warnings can be ignored, since invalid objects will be recompiled prompt later on in the upgrade. However it will be of concern if compilation errors still occur following the re-compilation.

Upgrade of Maintenance Manager

This section describes the steps necessary to upgrade Maintenance Manager to 4.0.4.3

Important
The server upgrade relies on invoking scripts shipped with the previous release. Therefore it is essential that the software was installed into the correct destination folder, as instructed in the previous chapter.

To upgrade the base data and objects for the Maintenance Manager modules;

Change directory to **<exor_base>\mai\install**

Login to SQL*PLUS as the highways owner on the client PC

The same script is used to upgrade from either of the previous versions shown in the table in chapter 1. Run the following command

```
start mai4040_mai4043.sql
```

You will be prompted to enter the path of the location of your highways software. This should be name of the directory, including disk identifier and a trailing slash character, referred to as <**exor_base**>.

For example, if you installed your highways software in a directory called EXOR on your C drive, you would enter the following when prompted.

C:\EXOR

When you have supplied this value, you will be prompted to confirm that it is correct and asked whether you wish to continue.

If the value specified is not correct or does not end with a slash character, you will be given an error message and the installation script will abort. You will then need to login to SQL*PLUS again and rerun the script.

When the script has completed, all the Maintenance Manager objects and data will have been upgraded.

Checking Log File(s)

The following log files are produced in the working directory. At the end of the upgrade, they can be viewed to check for any errors that could have occurred during the upgrade process.

```
mai4040_mai4043_1_<date&time>.LOG
mai4040_mai4043_2_<date&time>.LOG
```

Log files should be emailed to support@exorcorp.com to allow exor support staff to verify the upgrade has been successful.

Post /Upgrade Tasks

exor_version.txt

Before accessing Maintenance Manager you must check the file exor_version.txt.

This file is referenced in Windows Registry setting 'EXOR_VERSION' and by default can be located in the <*exor_base*>\bin directory.

Ensure that the entry for Maintenance Manager is set accordingly;

MAI=4.0.4.3

Additional Configuration

Consult the documentation that accompanies this release for details of any additional configuration that may be required following an upgrade. For example, to obtain details of product options, and for details of new product features/amendments.