

Effusia Business Messenger v4.0 Migration Guide



Upgrading the Effusia Business Messenger system from previous versions consists of 2 steps.

1. Upgrade your Effusia Server
2. Upgrade Effusia Consoles

Please ensure that you upgrade the applications in that order. All versions of the Effusia Console will work with Effusia Server 4.0, however, Effusia Console 4.0 will not work with an older Effusia Server.

Effusia Server Migration

The following steps allow an installation of Effusia Server 4.0 to retain all settings from an installation of all previous versions of the Effusia Server.

Step 1: Stop and Uninstall the Existing Effusia Server Service

1. From a Windows command prompt, change directories to the Effusia Server installation directory (usually by typing `cd c:\Program Files\Effusia Server` at the prompt)
2. Type `uninstallservice.bat` at the prompt and hit enter. This will stop and uninstall your Effusia Server service

Step 2: Backup Important Server Files

1. Use Windows Explorer to locate the Effusia Server installation directory (usually `c:\Program Files\Effusia Server`)
2. Create a directory outside of the Effusia Server installation directory. This will temporarily hold the backed up server files
3. Copy `license.lic` (may be called simply `license` on some systems), the `logs` directory, the `offlinemessages` directory, `UserStorage.jar` and `properties.xml` to the already created backup directory

Note: If you have not changed any `properties.xml` defaults, this file need not be backed up.

Step 3: Install Effusia Server 4.0

1. Run the Effusia Server Installer and click Next
2. On the Where would you like to install? screen, select the directory the Effusia Server is currently installed to (usually `c:\Program Files\Effusia Server`)
3. Follow on-screen installation instructions until the Effusia Server Configuration Wizard launches
4. Create the administrative user and click Next
5. Uncheck the `Start server when setup completes` checkbox and click Next
6. When prompted for a license, supply the `license.lic` file you backed up in step 2
7. Complete the rest of the configuration and installation screens and click Done

Step 4: Replace New Server Files with Backed-Up Files

1. Copy all files backed up in Step 2 except `properties.xml` into the Effusia Server installation directory, overwriting all the files put there by the Installer
2. If you have changed the backed-up `properties.xml` from the defaults, please consult the Effusia Server User Guide for how to change these properties in the new `properties.xml` file.

Step 5: Start the Effusia Server

1. From a Windows command prompt, run `NET START EffusiaServer` to start the Effusia Server service

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Effusia Admin Tool Migration

Starting with version 4.0, the Effusia Admin Tool functionality has been integrated into the Effusia Server. We recommend that you uninstall the old Effusia Admin Tool application as it is no longer needed.

Administrators can access the new Admin Tool by opening a web browser and going to <https://<server>:8082/> where <server> is replaced with the IP address of your server. If you are on the same computer as the server you can go to <https://127.0.0.1:8082/>.

Note: You may see up to 2 security-related dialogs. Click OK or Yes on these dialogs to gain entry to the application. For more information on these dialogs, refer to the Effusia Server User's Guide.

Effusia Console Migration

The Effusia Console Installer automatically handles the migration of all user settings, message history, and stored alerts from previous version. To migrate previous Effusia Console installations to 4.0, simply do the following:

1. Run the Effusia Console 4.0 Installer and click **Next**
2. On the **Where would you like to install?** screen select the directory the Effusia Console is currently installed to (usually `c:\Program Files\Effusia Console`).
3. Click **Next** and follow on screen instructions until installation is complete
4. Click **Done**
5. The Effusia Console will launch with all settings and message history preserved

Migration Support

Support for Effusia Maintenance Customers

Current Effusia Business Messenger maintenance customers should contact their Effusia support representative with any questions about the Effusia Business Messenger migration process or regarding obtaining their free upgrade to Effusia Business Messenger 4.0.

Support Options for Non-Maintenance Customers

Non-maintenance customers may contact support@liquidcs.com to request incident support or to inquire about upgrade fees.

Additional Support Options

Liquid Communication Systems offers a free Effusia Business Messenger KnowledgeBase accessible to the public that includes valuable information about Effusia management and configuration, HOWTO documents and all the most up-to-date information about all issues relating to Effusia. The KnowledgeBase is located at www.liquidcs.com/kb.

Find Out More

To find out more about how Effusia Business Messenger 4.0 can help your organization communicate with intelligence, please visit www.liquidcs.com/effusia or contact Liquid Communication Systems at 800-903-7140.