

Effusia Business Messenger v4.1 Migration Guide



Upgrading the Effusia Business Messenger system to version 4.1 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 4.1; however, Effusia Console 4.1 will not work with any version of the Effusia Server prior to 4.0.

Effusia Server Migration

The following steps allow an installation of Effusia Server 4.1 to retain all settings from an installation of all previous versions of the Effusia Server.

Step 1: 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, and `UserStorage.jar` to the already created backup directory (**Note:** Backing up your important server files is no longer a required step as in previous upgrades; however, we still recommend backing up these important files.)

Step 2: Install Effusia Server 4.1

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` (if this user already exists, the user will be updated with the new information)
5. When prompted for a license, supply the `license.lic` file located in your current Effusia Server directory.
6. Complete the rest of the configuration and installation screens and click `Done`
7. Your server will be restarted automatically.

Effusia Console Migration

The Effusia Console can now be updated using the Console Update feature built into the server and consoles. To enable this update, follow these steps:

1. Open the Effusia Admin Tool
2. Go to Administration -> Console Updates
3. Click 'Set Current' on version 4.1 of the console. (**Note:** If your server does not contain the update, please contact support@effusia.com for the update file.)
4. Effusia Consoles will be required to download and install the update the next time the user logs in.

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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 uninstalling the old Effusia Admin Tool application because 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.

Migration Support

Support for Effusia Maintenance Customers

Current maintenance customers should contact their Effusia support representative with any questions about the migration process or to obtain their free upgrade to version 4.1.

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 4.1 can help your organization communicate with intelligence, please visit www.liquidcs.com/effusia or contact Liquid Communication Systems, LLC at 800-903-7140.

Contact Liquid Communication Systems via phone or email with questions or to place an order.
Phone: 800-903-7140 - Email: support@effusia.com, sales@effusia.com - Web: www.effusia.com