



Upgrade Guide

AgilePoint BPMS v5.0 SP2

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Preface

Disclaimer of Warranty

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Virus-free software policy

AgilePoint recognizes that viruses are a significant security consideration for our customers. To date, we have had no report of AgilePoint BPMS carries any virus. AgilePoint takes the following measures to ensure our software is free of viruses upon delivery:

- AgilePoint is built on top of Microsoft .NET framework. The pre-compiled executable is a .NET Common Language Runtime (CLR) application, not a native machine binary. As far as is known at this time, there are no viruses that infect .NET CLR executables.
- The virtual environment for the product packaging process is fully isolated and protected, and anti-virus software is installed and running during packaging.
- The deliverable package is scanned by anti-virus software before upload to our customer download site.

Document Revision Numbers

AgilePoint documentation uses the revision number format **rX.Y.Z**. The letters and numbers in this revision number can be interpreted as follows:

- **r** - Indicates "revision." This helps to differentiate the document *version* numbers, which start with **v**.
- **X** - The major version number for AgilePoint BPMS to which this document refers. For example, AgilePoint releases 5.0, 5.0 SP1, and 5.5 would all have an **X** value of **5**.
- **Y** - The major document revision number. This number typically changes only when either there is a new AgilePoint release, or there are major changes to the document.
- **Z** - The minor document revision number. This number is incremented each time the document is republished.

AgilePoint Documentation in PDF and HTML

AgilePoint documentation is provided in both print-friendly (PDF) and web-based (HTML) formats.

Advantages of HTML Documentation

- HTML is the **primary delivery format** for AgilePoint documentation.
- Unified, global **search** across all documentation. PDF documents allow you to search only within the context of a given PDF file.
- **All hyperlinks supported**. Links in PDFs are only supported in certain contexts.
- "One-stop shopping" for all information related to AgilePoint BPMS.
- The HTML documentation is updated more frequently than the PDF documentation. Web-based documentation is updated periodically between AgilePoint releases to address errors and omissions, but the PDF documentation is updated only at the time of a software release.

Advantages of PDF Documentation

PDFs can be more easily **printed**, **archived**, and **transferred** (such as by FTP or email) than HTML documentation.

For more information, see [Downloading Files and Sharing Links from the Documentation Library](#) on the [AgilePoint Support Portal](#).

Contacting AgilePoint Sales

AgilePoint is a leading Business Process Management System (BPMS) provider created by a team of driven people who strive to incorporate the principles of relentless innovation for the benefit of our customers. Our mission is to help companies of any size attain and sustain operational success through process excellence.

Headquarters: AgilePoint Corporation 1916C Old Middlefield Way Mountain View, CA 94043, USA

Tel: (650) 968 - 6789

Fax: (650) 968 - 6785

Email: info@agilepoint.com

Web site: www.agilepoint.com

International: For AgilePoint EMEA and AgilePoint Asia Pacific, please call the AgilePoint Corporate Office for contact information.

Contacting Customer Support

To contact AgilePoint Support, please submit a ticket on the AgilePoint Support Portal: <http://support.agilepoint.com/SupportPortal/>

If you do not have a Support Portal account, you can send an email to request one: support@agilepoint.com

Upgrade Guide

This section provides instructions for upgrading components of the AgilePoint BPMS Suite.

Upgrading from AgilePoint BPMS v4.x to BPMS v5.0

Use the instructions in this section if you already have AgilePoint BPMS v4.x Standard or Enterprise Edition installed in your environment, and you want upgrade to AgilePoint BPMS v5.0 Standard or Enterprise Edition

Perform/verify the following before applying the upgrade:

- Find the version number for your installed AgilePoint components:
 1. On the machine where your AgilePoint component is installed, in Windows navigate to **Add or Remove Programs**.
 2. Select the AgilePoint component for which you want the version number.
 3. Click the link, **Click here for Support Information**. The installed version appears on the pop-up window.
- Verify that AgilePoint v4.x is installed before applying this upgrade.
- Ensure you have your current AgilePoint Server license key.

During the upgrade, the installer will prompt you to reactivate AgilePoint Server. Reactivate AgilePoint Server using the existing AgilePoint Server license key.

For more information, see [#unique_13](#) on the [AgilePoint Support Portal](#).

- If you are upgrading AgilePoint SharePoint Integration v1, permission to access the SharePoint Integration database is required for the upgrade package to automatically update the changes in each AgilePoint-enabled SharePoint virtual server. If the SharePoint database is not accessible during the upgrade, see [Additional Steps for SharePoint Integration v1](#) on the [AgilePoint Support Portal](#).

Upgrade AgilePoint from v4.x to v5.0

1. Log on to Windows using a user login that belongs to the local system's Administrators group.
2. Verify that none of the following programs are running in your environment:
 - Microsoft Internet Explorer
 - Microsoft IIS (Internet Information Services) Management Console
 - Microsoft InfoPath
 - Microsoft Visio
 - Microsoft Visual Studio.NET
 - AgilePoint Envision
 - AgilePoint Developer

3. If AgilePoint Server is installed on the machine you are upgrading, stop the AgilePoint Server application until the upgrade is completed. Instructions for safely stopping the server can be found in the AgilePoint Server section of the AgilePoint User's Guide.
4. Back up the **web.config** file for Enterprise Manager. It is located in the virtual folder for the Enterprise Manager web application.
5. Uninstall previous version of Enterprise Manager via **Add/Remove Programs**.
6. Check to ensure that the root installation folder has been deleted. This folder must be deleted, and Add/Remove Programs does not delete it in all environments.
7. Uninstall the previous version of AgilePoint Developer via **Add/Remove Programs**.
8. Double-click **setup.exe** to run the AgilePoint installer. The AgilePoint installation window appears.
9. Click the **Upgrade AgilePoint v4.x to v5.0** link.
10. Follow the on-screen instructions to complete the upgrade.
11. After the upgrade is finished, be sure to run the AgilePoint Server Configuration utility and click **OK** to update the database schema with any changes.
12. Follow the installation instructions in this document to install Enterprise Manager v5.0.
13. Replace the **web.config** file in the virtual folder for Enterprise Manager with the one you backed up.
14. Add the following entries to the **compilation** node in the **web.config** file.

```
<compilation defaultLanguage="c#" debug="true">
<assemblies>
<add assembly="Infragistics2.Shared.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.Win.UltraWinTree.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebTab.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebGrid.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.Misc.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.Shared.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebNavigator.v8.1,
    Version=8.1.20081.1000, Culture=neutral,
    PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="AjaxControlToolkit, Version=3.0.30512.20315,
    Culture=neutral,
    PublicKeyToken=28f01b0e84b6d53e" />
</assemblies>
</compilation>
```

15. Clear the AgilePoint Server cache folder at C:/AgilePoint/AgilePointServer/cache.

Additional Steps for SharePoint Integration v1

If you are upgrading SharePoint Integration v1, do the following:

1. Permission to access the SharePoint Integration database is required for the upgrade package to automatically update the changes in each of the AgilePoint-enabled SharePoint Integration virtual servers. If the permission is not set, a message will appear after the upgrade that indicates the upgrade has been applied successfully, but errors occurred.

The following manual procedures are required:

- a. Open the SharePoint Configuration Manager and make a list of all the AgilePoint-enabled SharePoint virtual servers.
 - b. Copy all of the DLL files from C:\Program Files\AgilePoint\SharePoint[Version]\Template\layout\bin to the bin folder of each virtual server (e.g. C:\Inetpub\wwwroot\wss\VirtualDirectories\8000\bin).
2. To activate the latest AgilePoint Web Parts for SharePoint, open the SharePoint Configuration Manager and make a list of all the AgilePoint Enabled SharePoint virtual servers.
 3. In a command prompt, navigate to C:\Program files\Common Files\Microsoft Shared\web server extensions\12\BIN folder and execute the following command repeatedly with the URLs in your virtual servers list to activate the Web Parts on each of the SharePoint virtual servers:

```
STSADM.EXE -o activatefeature -name AgilePointWebParts -url  
[virtual server url] -force
```

Additional Steps for SharePoint Integration v2

If you are upgrading SharePoint Integration v2, a check box appears saying **I want to manually upgrade AgilePoint SharePoint Integration v2**. Do the following:

- If you do not select the check box, the installer will update the solution files automatically.
- If you would prefer not to apply the Service Pack directly on the SharePoint machine, check the check box to manually upgrade the SharePoint Integration. To upgrade the SharePoint machine manually, right-click and extract the installer to obtain the solution files (.wsp) files at Net20\SharePointv2\. Now upgrade the four solution files individually using the command line example below:

```
stsadm -o upgradesolution -name  
Ascentn.SharePoint.SettingsList.wsp -filename  
Ascentn.SharePoint.SettingsList.wsp -immediate  
-allowgacdeployment
```

After upgrading the solution files, run this command:

```
stsadm -o copyappbincontent
```

Additional Manual Upgrade Steps

If you are upgrading from any release other than AgilePoint BPMS v4.7 SP2, you must perform the following manual upgrade steps if you intend to use the SharePoint ListForm or AgilePoint Data Services components.

SharePoint ListForm

The SharePoint ListForm functionality requires you to manually deploy the solution to the desired Web application, and activate the feature using the following instructions:

Via Command Prompt

1. To deploy the solution to the SharePoint Web application via command prompt using STSADM in the folder C:\Program files\Common Files\Microsoft Shared\web server extensions\12\BIN:

```
stsadm.exe -o deploysolution -name Ascentn.SharePoint.ListForm.wsp  
-local -allowGacDeployment -url http://server_name
```

Resource: <http://technet.microsoft.com/en-us/library/cc262459.aspx>

2. To activate the feature on the selected SharePoint site:

```
stsadm.exe -o activatefeature -id  
4D377C46-F04A-4bea-8E2F-CFBDA11F390F -url  
http://server_name/siteCollectionUrl
```

(The ID above is specific to the ListForm feature.)

Resource: <http://technet.microsoft.com/en-us/library/cc262692.aspx>

Using SharePoint Central Administration

1. In SharePoint Central Administration, click **Operations > Solution Management**, and click on **ascentn.sharepoint.listform.wsp**.
2. Click **Deploy Solution** and choose the Web Application for which to deploy the solution.
3. On the SharePoint site, click **Site Settings > Site Collection Administration > Site Collection Features**, and activate the **AgilePoint ListForm** feature.

Data Services

(AgilePoint Data Services Users Only) After applying this Service Pack, the following manual steps are required for Data Services:

- Create a **WF_DATA_SERVICE_ERRORDB** table in the AgilePoint Tracking database (where the **WF_DATA_SERVICE_TEMPDB** table is present).
- **For MS SQL Server:** Open and run the **WF_DATA_SERVICE_ERRORDB.SQL** script file that can be found by extracting the **Service Pack .exe** at **Net20\Data Services\SQL**

- **For ORACLE:** Open and run the **WF_DATA_SERVICE.SQL** script file that can be found by extracting the **Service Pack .exe** at **Net20\Data Services\SQL** to create **WF_DATA_SERVICE_ERRORDB** table.
- Open the **DataServicesWindowsService.exe.config** file and update the following key value under **<appSettings>**:

```
<add key="ErrorDbConnectionString"
      value="server=[hostname];database=
      AgilePointTracking;trusted_Connection=yes"/>
```

Upgrading from AgilePoint Express v4.x to Express v5.0

Use the instructions in this section if you already have AgilePoint Express v4.x installed in your environment, and you want upgrade to AgilePoint Express v5.0

Perform/verify the following before applying the upgrade:

- Find the version number for your installed AgilePoint components:
 1. On the machine where your AgilePoint component is installed, in Windows navigate to **Add or Remove Programs**.
 2. Select the AgilePoint component for which you want the version number.
 3. Click the link, **Click here for Support Information**. The installed version appears on the pop-up window.
- Verify that AgilePoint v4.x is installed before applying this upgrade.
- Ensure you have your current AgilePoint Server license key.

During the upgrade, the installer will prompt you to reactivate AgilePoint Server. Reactivate AgilePoint Server using the existing AgilePoint Server license key.

For more information, see [#unique_13](#) on the [AgilePoint Support Portal](#).

Upgrade AgilePoint from v4.x to v5.0

1. Log on to Windows using a user login that belongs to the local system's Administrators group.
2. Verify that none of the following programs are running in your environment:
 - Microsoft Internet Explorer
 - Microsoft IIS (Internet Information Services) Management Console
 - Microsoft InfoPath
 - Microsoft Visio
 - Microsoft Visual Studio.NET
 - AgilePoint Envision
 - AgilePoint Developer
3. If AgilePoint Server is installed on the machine you are upgrading, stop the AgilePoint Server application until the upgrade is completed. Instructions for safely stopping the server can be found in the AgilePoint Server section of the AgilePoint User's Guide.
4. Back up the **web.config** file for Enterprise Manager. It is located in the virtual folder for the Enterprise Manager web application.
5. Uninstall previous version of Enterprise Manager via **Add/Remove Programs**.

6. Check to ensure that the root installation folder has been deleted. This folder must be deleted, and Add/Remove Programs does not delete it in all environments.
7. Uninstall the previous version of AgilePoint Developer via **Add/Remove Programs**.
8. Double-click **setup.exe** to run the AgilePoint installer. The AgilePoint installation window appears.
9. Click the **Upgrade AgilePoint v4.x to v5.0** link.
10. Follow the on-screen instructions to complete the upgrade.
11. After the upgrade is finished, be sure to run the AgilePoint Server Configuration utility and click **OK** to update the database schema with any changes.
12. Follow the installation instructions in this document to install Enterprise Manager v5.0.
13. Replace the **web.config** file in the virtual folder for Enterprise Manager with the one you backed up.
14. Add the following entries to the **compilation** node in the **web.config** file.

```
<compilation defaultLanguage="c#" debug="true">
<assemblies>
<add assembly="Infragistics2.Shared.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.Win.UltraWinTree.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebTab.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebGrid.v8.1,
    Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.Misc.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.Shared.v8.1, Version=8.1.20081.1000,
    Culture=neutral, PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="Infragistics2.WebUI.UltraWebNavigator.v8.1,
    Version=8.1.20081.1000, Culture=neutral,
    PublicKeyToken=7dd5c3163f2cd0cb"/>
<add assembly="AjaxControlToolkit, Version=3.0.30512.20315,
    Culture=neutral,
    PublicKeyToken=28f01b0e84b6d53e" />
</assemblies>
</compilation>
```

15. Clear the AgilePoint Server cache folder at C:/AgilePoint/AgilePointServer/cache.

Additional Steps for SharePoint Integration v2

If you are upgrading SharePoint Integration v2, a check box appears saying **I want to manually upgrade AgilePoint SharePoint Integration v2**. Do the following:

- If you do not select the check box, the installer will update the solution files automatically.

- If you would prefer not to apply the Service Pack directly on the SharePoint machine, check the check box to manually upgrade the SharePoint Integration. To upgrade the SharePoint machine manually, right-click and extract the installer file to obtain the solution files (.wsp) files at Net20\SharePointv2\. Now upgrade the four solution files individually using the command line example below:

```
stsadm -o upgradesolution -name  
Ascentn.SharePoint.SettingsList.wsp -filename  
Ascentn.SharePoint.SettingsList.wsp -immediate  
-allowgacdeployment
```

After upgrading the solution files, run this command:

```
stsadm -o copyappbincontent
```

Upgrading from AgilePoint Express v4.7 to BPMS v5.0

To upgrade from AgilePoint Express v4.7 to AgilePoint BPMS v5.0 Enterprise or Standard Edition, do the following:

1. Reactivate the AgilePoint licenses in all machines with the new replacement license keys.

AgilePoint Express includes:

- AgilePoint Envision
- AgilePoint SharePoint Integration
- AgilePoint Server

For more information, see [Replacing Temporary License Keys with Production License Keys](#) on the [AgilePoint Support Portal](#).

2. Download the AgilePoint v5.0 installer.
3. Use the AgilePoint v5.0 installer to install the additional AgilePoint BPMS components using the instructions in the AgilePoint Installation Guide that is appropriate for your environment.

Upgrading from AgilePoint BPMS v5.0 to BPMS v5.0 SP1

Use the instructions in this section if you already have AgilePoint BPMS v5.0 Standard or Enterprise Edition installed in your environment, and you want upgrade to AgilePoint BPMS v5.0 SP1 Standard or Enterprise Edition

Perform/verify the following before applying the upgrade:

Before applying this Service Pack, it is very important to do the following:

1. Ensure that AgilePoint v5.0 is installed before applying this Service Pack.
2. Applying this Service Pack will cause AgilePoint Server and other related services to restart.
3. If you are upgrading your AgilePoint SharePoint Integration v1, permission to access the SharePoint Integration database is required for the service pack installer to automatically upgrade the changes in each AgilePoint-enabled SharePoint virtual server. If the SharePoint database is not accessible during the upgrade, see [Additional Steps for SharePoint Integration v1](#).
4. The "I want to manually upgrade AgilePoint SharePoint Integration v2" check box will appear only if the AgilePoint SharePoint Integration v2 is installed on the SharePoint machine.

Do one of the following:

- a. Do not check the check box, the installer will update the solution files automatically.
- b. If you would prefer not to apply the Service Pack directly on the SharePoint machine, check the check box to manually upgrade the SharePoint Integration. To upgrade the SharePoint machine manually, right-click and extract the installer file to obtain the solution files (.wsp) files at Net20\SharePointv2\ . Now upgrade the 4 solution files (Ascentn.SharePoint.SettingsList.wsp, Ascentn.SharePoint.WebParts.wsp, Ascentn.SharePoint.WFIntegration.wsp, Ascentn.SharePoint.ListForm.wsp) individually using the command line example below:

```
stsadm -o upgradesolution -name
    Ascentn.SharePoint.SettingsList.wsp -filename
    Ascentn.SharePoint.SettingsList.wsp -immediate
    -allowgacdeployment
```

After upgrading the solution files, run this command:

```
stsadm -o copyappbincontent
```

5. (AgilePoint Data Services Users Only) After applying this Service Pack, the following manual steps are required for Data Services:

Open the file **DataServiceConfiguration.exe** file from the root Data Services folder. On the AgilePoint Data Services Configuration window, click **OK**.

Upgrading from AgilePoint BPMS v5.0 to BPMS v5.0 SP2

Use the instructions in this section if you already have AgilePoint BPMS v5.0 Standard or Enterprise Edition installed in your environment, and you want upgrade to AgilePoint BPMS v5.0 SP2 Standard or Enterprise Edition

Before Applying the Service Pack

1. Find the version number for your installed AgilePoint components:
 - a. On the machine where your AgilePoint component is installed, in Windows navigate to **Add or Remove Programs**.
 - b. Select the AgilePoint component for which you want the version number.
 - c. Click the link, **Click here for Support Information**. The installed version appears on the pop-up window.
2. Verify that AgilePoint v5.0 is installed on your machines.
3. Applying this Service Pack will cause AgilePoint Server and other related services to restart.
4. If you are upgrading your AgilePoint SharePoint Integration v1, permission to access the SharePoint Integration database is required for the service pack installer to automatically upgrade the changes in each AgilePoint-enabled SharePoint virtual server. If the SharePoint database is not accessible during the upgrade, see [Additional Steps for SharePoint Integration v1](#) on the [AgilePoint Support Portal](#).

Applying the Service Pack

1. Run the upgrade installer.
2. The **I want to manually upgrade AgilePoint SharePoint Integration v2** check box will appear only if the AgilePoint SharePoint Integration v2 is installed on the SharePoint machine.

Do one of the following:

- a. Do not check the check box, the installer will update the solution files automatically.
- b. If you would prefer not to apply the Service Pack directly on the SharePoint machine, check the check box to manually upgrade the SharePoint Integration. To upgrade the SharePoint machine manually, right-click and extract the installer file to obtain the solution files (.wsp) files at Net20\SharePointv2\. Now upgrade the 4 solution files (Ascentn.SharePoint.SettingsList.wsp, Ascentn.SharePoint.WebParts.wsp, Ascentn.SharePoint.WFIntegration.wsp, Ascentn.SharePoint.ListForm.wsp) individually using the command line example below:

```
stsadm -o upgradesolution -name
    Ascentn.SharePoint.SettingsList.wsp -filename
    Ascentn.SharePoint.SettingsList.wsp -immediate
    -allowgacdeployment
```

After upgrading the solution files, run this command:

```
stsadm -o copyappbincontent
```

After Applying the Service Pack

This step is applicable only to AgilePoint Data Services Users on AgilePoint BPMS v5.0. If you are already using AgilePoint BPMS v5.0 SP1, you do not need to complete this step.

1. Open the file **DataServiceConfiguration.exe** file from the root Data Services folder.
2. On the AgilePoint Data Services Configuration window, click **OK**.

InfoPath Client Integration

Note that this refers only to InfoPath **Client** Integration, **not** server-side integration. A small minority of AgilePoint customers use InfoPath Client Integration, so this is not a common scenario.

Activating AgilePoint Licenses

This section provides instructions for activating the licensed components of the AgilePoint BPMS Suite:

- AgilePoint Envision
- AgilePoint Developer
- AgilePoint Server

Activating Over the Internet

Internet activation is recommended for all machines with Internet connections.

Prerequisites

- An Internet connection
- Administrator privileges
- You are running a licensed product that meets one of the following conditions:
 - It is the first time you've run the product after installation
 - It is the first time you've run the product after an evaluation license key expired

Navigation

1. Open the application you want to activate. The Activation Wizard appears.

Instructions

1. On the **Activation Wizard**, select **Activate by using Internet**.
2. Click **Next**.

Your product should be activated automatically within a few seconds.

Activating Manually

Use manual installation if you are unable to activate over the Internet.

Prerequisites

- Administrator privileges
- You are running a licensed product that meets one of the following conditions:
 - It is the first time you've run the product after installation
 - It is the first time you've run the product after an evaluation license key expired

Navigation

1. Open the application you want to activate. The Activation Wizard appears.

Instructions

1. On the **Activation Wizard**, select **Activate manually**.
2. Click **Next**.
3. On the **Product ID** window, click the **Activation Key** link.
4. On the web page that appears, copy the URL, and paste it into a web browser on a machine where an Internet connection can be established. The AgilePoint Activation page appears with the Product ID displayed.

You can also access the AgilePoint Activation page via the following URL: <http://act.agilepoint.com/ActivationServer/ActivationKey.aspx> . If you choose this method, you will need to type in the Product ID manually.

5. Click **Submit**. The Activation Key appears.

If this process fails to generate an Activation Key, email the following information to [AgilePoint Customer Support](#):

- Your name.
- The name of your company or organization.
- Appropriate contact information.
- The Product ID specified by the Activation Wizard.

AgilePoint will reply with the required Activation Key.

6. In the **Activation Wizard** window in the **Activation Key** field, copy and paste the Activation Key.
7. Click **Next**, and then click **Finish**.

Uninstalling AgilePoint BPMS

This section provides instructions for uninstalling each component of the AgilePoint BPMS Suite.

Uninstall AgilePoint Server

Uninstalling the AgilePoint Server component will not remove or affect the workflow database. If you wish to remove the workflow database, you must do so manually. For example, you can remove the database using SQL Server Enterprise Manager.

Prerequisites

1. If you are uninstalling an AgilePoint Server instance in a Windows Service environment, delete all AgilePoint Server service instances from the AgilePoint Server Manager. These services will not be removed automatically.
2. Manually back up the **netflow.cfg** file in your AgilePoint Server installation directory.
3. Clear the cache in your web browser on any machine where you access Enterprise Manager.
4. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft IIS

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Server**

Uninstall Clustering Server Manager

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Clustering Server Manager**

Uninstall AgilePoint Enterprise Manager

Prerequisites

1. Clear the cache in your web browser on any machine where you access Enterprise Manager.
2. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft IIS

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Enterprise Manager**

Uninstall AgilePoint Envision

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft InfoPath (If it is installed)
 - c. Microsoft Visio
 - d. AgilePoint Envision

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Envision**

Uninstall AgilePoint Developer

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft Visual Studio.NET

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Developer**

Uninstall AgilePoint InfoPath Integration

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft InfoPath (If it is installed)

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint InfoPath Integration**

Uninstall AgilePoint Microsoft Office Client Integration

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Microsoft Word
 - c. Microsoft Excel
 - d. Microsoft PowerPoint

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Microsoft Office Integration**

Uninstall AgilePoint Outlook Integration

Prerequisites

1. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.

- a. Microsoft Internet Explorer
- b. Microsoft Outlook

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Outlook Integration**

Uninstall AgilePoint SharePoint Integration v1

Prerequisites

1. Log on to the SharePoint machine as a user with sufficient privileges to access the SharePoint configuration database.
2. Manually back up the **web.config** file of your SharePoint site. The web.config for SharePoint is located under the Virtual Directory of your SharePoint Web site (C:\inetpub\wwwroot when it is installed in the default Web site).
3. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Any web pages that include the SharePoint Web Parts.
 - c. Microsoft IIS
 - d. Microsoft InfoPath (If it is installed)

Instructions

1. In Windows, use **Add or Remove Programs** to remove the following program:
 - **AgilePoint SharePoint Integration**
2. Open the SharePoint site that contains the AgilePoint Integration in Microsoft Office SharePoint Designer.
3. In the **_catalogs** folder, click on **wp** (Web Part Gallery).
4. Select the Web Parts and delete them.
5. Run the following command prompt to delete the AgilePoint Web Part Package.

```
stsadm -o  
deletewppack -name apwpcab.cab -url http://...
```
6. Run the following command to uninstall the AgilePoint Web Parts from the SharePoint Farm.

```
stsadm -o uninstallfeature -id  
134872ac-c2bf-4afc-b1e3-4d809934c51f -force
```
7. (Optional) The uninstallation may not remove some of the AgilePoint SharePoint Integration configuration settings from your SharePoint site's web.config file. The web.config for SharePoint can be found under the Virtual Directory of your SharePoint Web site (e.g. C:\inetpub\wwwroot when it is installed in the default web site).

If you want to remove those settings, you can manually remove the following items from your SharePoint web.config:

AgilePoint Server References:

```
<appSettings>
  <add key="AgilePointUrl" value="http://[machineName]:[portNum]/
    AgilePointServer" />
  <add key="AgilePointDomain" value="[domainname]" />
  <add key="AgilePointUsername" value="[username]" />
  <add key="AgilePointPassword" value="[encrypted password]"
</appSettings>
```

AgilePoint Web Part References:

```
<SafeControl Assembly="APWP, Version=2.0.2.0,
  Culture=neutral, PublicKeyToken=2f06ef94bac0a0f" Namespace="APWP"
  TypeName="*" Safe="True" />
</SafeControl>
```

8. Remove the **AP** folder at C:\Program Files\Common Files\Microsoft Shared\web server extensions\12\TEMPLATE\LAYOUTS
9. Remove the **Ascentn.SharePoint.Common** Assembly Reference from the SharePoint web.config.
10. It is recommended to restart your system after uninstalling the AgilePoint SharePoint Integration component.

Uninstall AgilePoint SharePoint Integration v2

Prerequisites

1. Log on to the SharePoint machine as a user with sufficient privileges to access the SharePoint configuration database.
2. Manually back up the **web.config** file of your SharePoint site. The web.config for SharePoint is located under the Virtual Directory of your SharePoint Web site (C:\inetpub\wwwroot when it is installed in the default Web site).
3. Verify that none of the following programs are running. If any of the above programs are in use during uninstallation, they could potentially prevent the uninstaller from completely removing installed components.
 - a. Microsoft Internet Explorer
 - b. Any web pages that include the SharePoint Web Parts.
 - c. Microsoft IIS
 - d. Microsoft InfoPath (If it is installed)

Instructions

1. Navigate to the following directory: C:\Program Files\AgilePoint\AgilePoint Integration for SharePoint\
2. Run the **UninstallSharePointV2Integration.bat** file.

Please contact AgilePoint Support if you cannot locate this file.

3. In Windows, use **Add or Remove Programs** to remove the following program:
 - **AgilePoint SharePoint Integration**
4. Remove the **AP** folder at C:\Program Files\Common Files\Microsoft Shared\web server extensions\12\TEMPLATE\LAYOUTS
5. It is recommended to restart your system after uninstalling the AgilePoint SharePoint Integration component.

Uninstall AgilePoint Data Services

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint Data Services**

Uninstall AgileReports

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgileReports**

Uninstall AgilePoint One Click Deployment

Instructions

In Windows, use **Add or Remove Programs** to remove the following program:

- **AgilePoint One Click Deployment**