Upgrade guide to version 10.1

Table of contents

Purpose and scope

This document will guide you through the process of upgrade to the latest version of the product. Listed are requirements, prerequisities and new features as well as individual steps to follow.

Described are upgrade procedures for Central Server and Print Server, as well as additional information regarding Embedded terminals and clients.

Changes of the document

Version	Date	Change
Original document	May 2023	
Version 2	August 2023	Updated list of supported embedded terminals

Central Server upgrade

This section will describe the upgrade procedure of the Central Server

❗ Always upgrade the Central Server first and Site servers later. There is backwards compatibility, so it is possible to use older versions of Site servers with a newer Central server. However, it is not possible to connect a newer version of Site server to an older Central server.

There are two different software packages which are referenced as the Central Server:

- Print Server with the Central Server mode enabled
- Central Server

The Print Server with enabled Central Server (or formerly Master Server) in Settings > Server Type & Cloud is using the standard Print Server installation package and the embedded Firebird database engine.

The Central Server is a standalone software with a separate installer and can only be used in the Central Server mode, not as a Print Server. It offers either Firebird database or Microsoft SQL Server database engines.

These two products have different approach for the upgrade.

Print Server in the Central Server mode

Since version 8.2, it is not possible to use the Print Server in the Central Server mode anymore. The upgrade will not be permitted by the installer software.

> ⚠️ An existing Print Server installation running in the Central Server mode has been detected. However, Print Server 8.2 or higher cannot run in the Central Server mode anymore. If you want to upgrade, you need the Central Server 8.2 or higher installation package.

Install the Central Server 8.2 instead and proceed with the migration process to convert the current installation of the Print Server to the Central Server.

Please, consult the Central Server version 8.2 guide for more information about the migration from Print Server to Central Server.

Central Server

This section will describe the upgrade procedure of the Central Server.

See other part of this document if you want to upgrade a different installation or contact your support representative to get more information.

Upgrade requirements

Before upgrading, verify that your server meets the hardware and software requirements and that the support license is valid.

Software requirements

Operating system:

- Windows Server 2012 64 bit or higher (recommended).
- Windows 8.1 64 bit or higher. Be aware of the connection limit of up to 20 clients.
- MS SQL Server 2012 or higher (2017 or higher is recommended), in case the MS SQL database is used

❗ 32-bit Windows is not supported. Use 64-bit version OS.

Installation on a Desktop (non-Server) operating system like Windows 10 as well as a Domain Controller is not recommended.

To make sure that the system runs smoothly, you need to set an exception for both program and data folders in your antivirus settings.

.Net Runtime

Before the actual installation begins, the installation wizard will verify if required 3rd party components are installed on the server. If not, it will automatically download and install them. Internet connection is required for this step.

Allow internet access to address http://redirect.myq.cz/* (* being a wild card) to allow download of these components.

You can also download and install all three required components manually:

.NET 6.0 Runtime from https://dotnet.microsoft.com/en-us/download/dotnet/6.0/runtime

- Console apps
- Dekstop apps
- Server apps

Hardware requirements

MyQ Central Server with integrated Firebird database

- CPU: 6 cores
- Memory: 8 GB RAM (10 000 users) – 12 GB RAM (50 000 users) - 16 GB RAM (100 000 users)

MyQ Central Server mode with external MS SQL database

- CPU: 4 cores
- Memory: 4 GB RAM (10 000 users) – 6 GB RAM (100 000 users)

Server with MS SQL database

- CPU: 6 cores
- Memory: 12 GB RAM (10 000 users) – 24 GB RAM (50 000 users) - 36 GB RAM (100 000 users)

- Disk: 10 GB plus additional storage for replicated data, logs, backups. Recommended size is at least 50 GB.

❗ We strongly recommend using an SSD hard drive for installation of both program and data parts of the application.

Support license requirements

Required support license validity is **1 February 2023.**

It is necessary to have a valid support license before proceeding with the upgrade. Without a valid support license, the upgrade process will not be permitted, or some parts of the system will not work after the upgrade.

You can check the validity of your support licenses in Settings > License.

❗ Be aware that the support license key with the oldest expiration date counts for the support validity of the whole system.

We recommend using the installation key, instead of the old license keys, to make license management easier.

| Version: | 8.2 (patch 22) ENTERPRISE (Trial) |
| Status: | ✔ The license will expire on 19/06/2023. |

License validity check

If the support license is not valid at least till the required date, do not start the upgrade. Activate the new support license first in order to prolong the support validity and do the upgrade afterwards.

Minimum version requirements

The minimum version to upgrade from is **8.2**. If you are running an older version, please upgrade first to the latest available 8.2 release. Then proceed to upgrade to version 10.1.

Customizations and custom reports

If there are any customizations running in the current installation – be it customized reports, scripts or anything else which isn't included in the standard setup, contact MyQ support first to verify whether they are compatible with the version you are upgrading to.

Customizations are always created for a specific version, and they depend on its resources. These resources may not be present in the newer version and so the custom content may not work after the upgrade.

Backup

Before proceeding to the actual upgrade, do a backup first. This will ensure that in case of unsuccessful upgrade process, there will be a backup set of data to return to.

❗ It is recommended to physically copy the created backup files to a separate file storage.

Backup can be manually created either by using the MyQ web interface or the Easy Config.

Web interface

Login as *admin and in Settings > Scheduler run the backup tasks for

- Database and settings backup
- Log backup

Check the log to see when the backup operations are finished.

Backup via web UI

Easy Config

Log in as user with local administrator privileges on the server running MyQ and run the Easy Config application.

In Database menu, open the Main database submenu and run the Backup command. Log database cannot be backed up using Easy Config.

Backup via Easy Config

If you are running MyQ in a virtual environment, it is recommended to create a Snapshot/Checkpoint before upgrading. This will present the easiest way of a rollback, if required.

Free space

During the upgrade process, both databases (containing data and logs) are upgraded and modified to be compatible with the new structure of the application. During this process, the HDD storage requirements grow significantly as the database contents are copied to temporary files while the database engine works on the required changes.

Space required during the upgrade process can be up to **four times** the size of the actual databases.

Verify that both the system hard drive (which is storing the temporary files) and the drive used for data part of the application, have at least four times the storage space available than the total size of both data and log databases.

The size of the databases can be found in the Data folder of MyQ. By default, this is C:\ProgramData\MyQ Central Server, or it can be found in Easy Config application in Settings > Data folder.

Files are named MYQ.fdb and MYQLOG.fdb

This PC ▶ Local Disk (C:) ▶ ProgramData ▶ MyQ Central Server			
Name	Date modified	Type	Size
MYQ.FDB	7/29/2019 4:20 PM	FDB File	322,080 KB
MyQ-helpdesk	7/29/2019 4:20 PM	XML Document	98 KB
MYQLOG.FDB	7/29/2019 4:20 PM	FDB File	11,456 KB

Location and size of databases

In this example, we can see that the total size of both databases is about 330 MB, so for the upgrade process, the C: drive must have at least 1,3 GB of free space.

If the data folder was on the D: drive, then the same amount of free space is also necessary there, because by default, the temporary files are stored on the C: drive and both drives must have sufficient storage available.

In case MS SQL database is used, the SQL Server handles the temporary databases, and the space requirements are not as large, but we still recommend having at least 2-3 the size of the SQL database of free storage on the disk.

You can use the MS Management Studio to determine the database size. This value is visible in properties of the database.

MS SQL database size

❗ Having an insufficient storage will lead to unexpected issues during upgrade. Not only the upgrade process will most likely fail, but it may also present a threat to the whole operating system as all the available storage will be depleted.

Upgrade steps

Following the upgrade steps one by one in a correct order will ensure the most reliable outcome of the upgrade. Though the process itself is simple, it should still be considered critical, and the administrator should pay attention to every detail of it. Doing it right will minimize necessary downtime and prevent unexpected issues from happening to the most possible extent.

Disable scheduled tasks

At the very beginning of the upgrade process, it is the best practice to disable all scheduled tasks. This is to avoid accidentally running a task which might require a lot of time to finish at some point that is not convenient. Also, if other components of the system are planned to be upgraded (for example Central server and Site servers simultaneously), user synchronization and data replication might start when not desired.

In Settings > Task Scheduler, right click all the tasks and click the Enabled button to disable the given tasks.

Some default tasks cannot be disabled, for those it is recommended to check the next scheduled run time and alter it, if necessary.
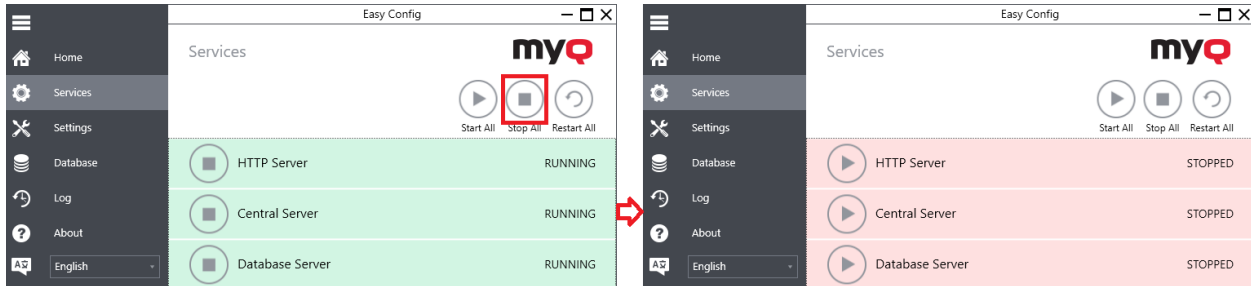
Stop services

The installation wizard will attempt to stop all application services so it may proceed with overwriting files and application components. It is best to do this step manually first and verify

that all the services were stopped correctly and that there is no operation running in the background.

Until the services are stopped, and all the running tasks finished, the files are blocked, and the installation wizard will not be able to overwrite them.

To manually stop services, use the Easy Config application and click on the Stop button in the Services tab.
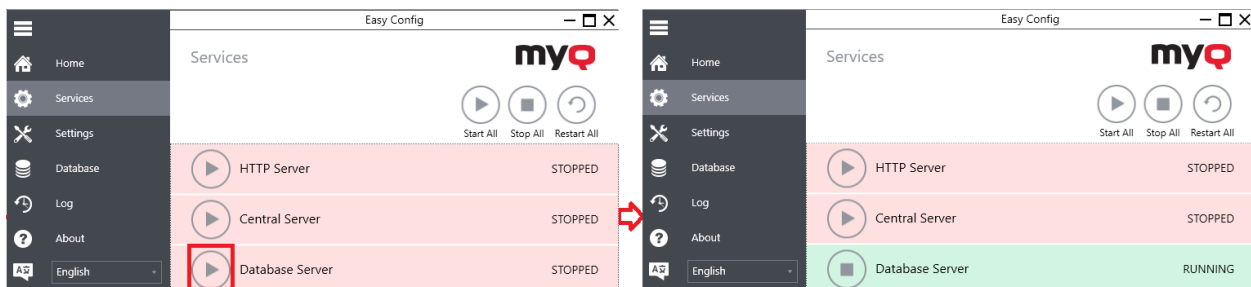

Stopping all services

Stopping all the services may take time as the services are not terminated right away, but the system will wait for any running task to correctly finish. Do not force stop the processes using Task Manager as it may leave some tasks in a half-finished inconsistent state.

❗ Stopping services will prevent users from using the system.

When services are stopped, it is possible to proceed with following steps of the upgrade process. In this state it is ensured that no user is logged in and no task is running, so all the files and system components can be overwritten with an updated version.

❗ After stopping all the services, manually run only the Database Server service. This service is necessary so the installation wizard can verify the version of the system, which is currently installed and properly perform the upgrade, as well as run the database upgrade afterwards.

In case you're using the MS SQL database, this option is not available in the Easy Config. Still, the database server must remain up and running for the upgrade to proceed.

Starting only the Database Server service

At this point, it is the perfect moment to create the database backup – because if such a backup must be restored, it will contain all the data since no one is using the system. This backup cannot be done via web UI since it is not currently running, it must be done via Easy Config.

Verify nothing is running

When services are stopped, verify if truly all the processes are stopped using the Task Manager and the Details tab. Technically, it is possible that some stuck process is still running and blocking the files, even though the related service is stopped.

In this state only the two following processes should be running:

- firebird.exe
- MyQ EasyConfig.exe

❗ Make sure that there is **none** of the following processes or related services running:

- httpd.exe
- MyQCentral.exe
- php.exe
- php-cgi.exe
- rotatelogs.exe

If any of the previously listed processes is running, despite all the services are stopped, then it is most likely a stuck process and will block the correct execution of the upgrade installation wizard.

In such a case, it is recommended to restart the whole server. After restarting the server, go back to the beginning of this chapter to stop the proper services again and check for any running processes.

Upgrade

When it is verified that the system meets all the requirements, backup is made and all the services, except for the Database engine, are stopped and there are no running stuck processes which would block the installation wizard, we can proceed to the actual upgrade.

❗ First close the Easy Config application.

Make sure that logged in user has Local Administrator access rights and run the installation wizard.

File of the installation wizard

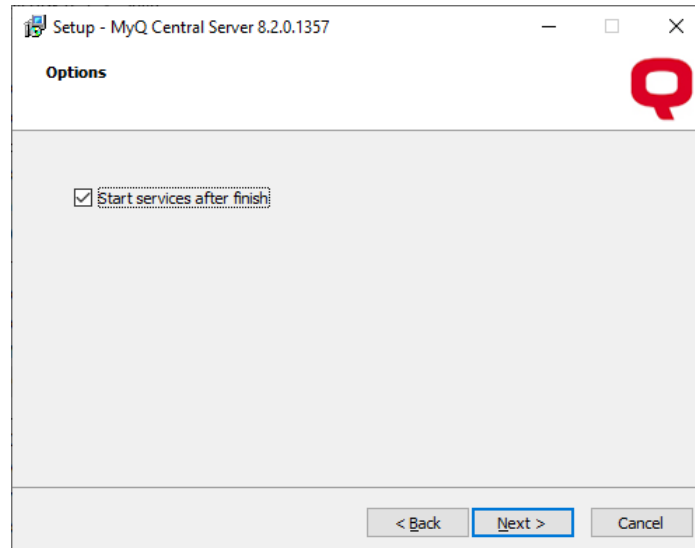First choose the desired language of the installation wizard.

In second step, you will be presented with a message that previous version was detected, and upgrade will be performed.

Continue through the license agreement to the Options steps.

Here, it is possible to choose from various options regarding how to handle different parts of the system. These options will vary in each version and will also depend on the version from which the upgrade is being made.

The dialogue step may look like this:

Options step of the installation wizard

- Backup of the database will create a standard backup as if run via Easy Config. This step is generally not required because the backup was done manually before starting the upgrade. In some cases, when the database engine is also upgraded, this option is forcibly enabled because the backup and then following restore is done in order to change the database engine version.
- Clear the log option is generally recommended, since in most cases it is not necessary to keep the old log data. If the requirement appears for any reason in the future, there is a backup of the log database which can be used for this purpose. Deleting contents of the log database will free up some disk storage space and make the upgrade process faster.
- Start services after finish option is generally recommended. Only in case the previous upgrade was not successful for some reason, it is possible not to start the services right away and troubleshoot.

Continue with the Install button. After the installation wizard is finished, the Easy Config application will start.

You may be presented with the computer restart question – in this case, make sure that the Easy Config is not running, and it is not upgrading the database or doing other steps as the server restart will force stop this process and leave the database most likely inoperable. If the Easy Config is not running, confirm the server restart. Do not skip the restart entirely, if prompted. After restart, the Easy Config application will automatically launch.

Easy Config will perform the database upgrade steps. This process will take some time, especially with larger databases. Some of the upgrade steps can take a lot of time – be patient and do not forcibly end this process.

Upgrading the database

After the database upgrade is done, Easy Config will open on the Home tab where you can check basic details. It is recommended to go to the Services tab and verify that all the services are running. If not, click the Start All button.

All services are running

Then open the Database tab and submenus Main Database and Log Database – verify that the database status is "OK" for both the Main database and the Log database.

Databases upgraded successfully

On the About tab, you can check the currently installed version to make sure that the upgrade was successful.

Current version

After this, proceed to the web interface, log in as *admin and verify that everything is running as it should.

We recommend checking the following areas, whether they run correctly:

- Log for any error messages
- Licenses
- User synchronization
- Site-Central connection and data replication
- Scheduled reports generation

With all the previous steps finished, the upgrade is done. Congratulations!

Print Server upgrade

This section will describe the upgrade procedure of the Print Server in case it is used in the following scenarios:

- Print Server in the Standalone mode
- Print Server in the Site role in case of Central-Site configuration

❗ Always upgrade the Central Server first and Site servers later. There is backwards compatibility, so it is possible to use older versions of Site servers with a newer Central server. However, it is not possible to connect a newer version of Site server to an older Central server.

See other part of this document if you want to upgrade a different installation or contact your support representative to get more information.

Upgrade requirements

Before upgrading, verify that your server meets the hardware and software requirements and that the support license is valid.

Make sure that there are available all the additional packages or applications which are used in the given installation environment, and they are compatible with the version you are about to install.

Software requirements

Operating system:

- Windows Server 2012 64 bit or higher (recommended).
- Windows 8.1 64 bit or higher. Be aware of the connection limit of up to 20 clients.

❗ 32-bit Windows is no longer supported since Print Server 7.5. Use 64-bit version OS.

❗ Installation on Windows Server 2008 R2 and older and Windows 7 and older is no longer supported from version 8.0.

Installation on a Desktop (non-Server) operating system like Windows 10 as well as a Domain Controller is not recommended.

To make sure that the system runs smoothly, you need to set an exception for both program and data folders in your antivirus settings.

.Net Runtime

Before the actual installation begins, the installation wizard will verify if required 3rd party components are installed on the server. If not, it will automatically download and install them. Internet connection is required for this step.

Allow internet access to address http://redirect.myq.cz/* (* being a wild card) to allow download of these components.

You can also download and install all three required components manually:

.NET 6.0 Runtime from https://dotnet.microsoft.com/en-us/download/dotnet/6.0/runtime

- Console apps
- Dekstop apps
- Server apps

Printer packages may require a higher version of .NET Framework to be installed later.

Hardware requirements

- CPU: 4 cores - 8 cores
- Memory: 6 GB RAM - 14 GB RAM
- Disk: 10 GB plus additional storage for print/scan jobs, logs, history, backups. Recommended size is at least 100 GB.

Use the higher requirements in case of:

- getting closer to the limit of supported terminals or parallel user sessions
- using the job parser
- using job archiving
- using the Desktop client
- using a lot of Office document printing via email/web/mobile
- using watermark
- heavy usage of the API

❗ We strongly recommend using an SSD hard drive for installation of both program and data parts of the application.

Support license requirements

Required support license validity is **1 February 2023**.

It is necessary to have a valid support license before proceeding with the upgrade. Without a valid support license, the upgrade process will not be permitted, or some parts of the system will not work after the upgrade.

You can check the validity of your support licenses in Settings > License.

❗ Be aware that the support license with the oldest expiration date counts for the support validity of the whole system.

We recommend using the installation key, instead of the old license keys, to make license management easier.
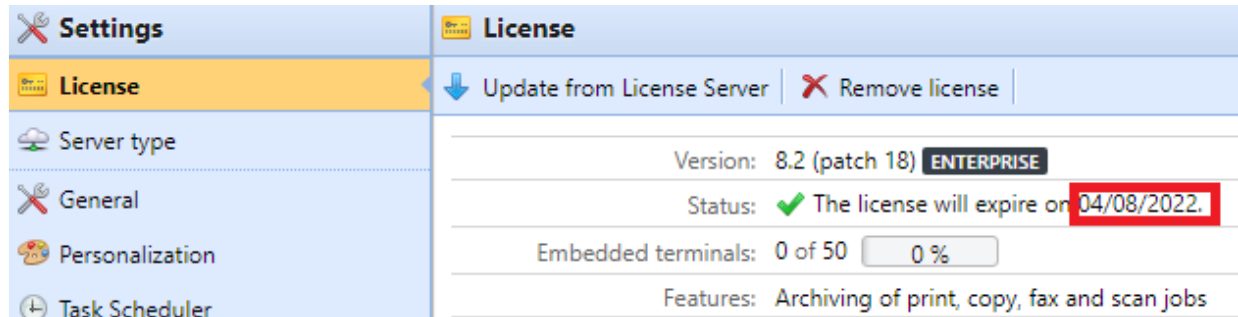
License validity check

If the support license is not valid at least till the required date, do not start the upgrade. Activate the new support license first in order to prolong the support validity and do the upgrade afterwards.

Expired support license for the Embedded terminals will not prevent you from upgrading the Print Server, however pay attention to the required support for the Embedded terminal package which will be installed – package which requires a more recent validity will not allow users to login onto the terminals.

Minimum version requirements

The minimum version to upgrade from is **8.2**. If you are running an older version, please upgrade first to the latest available 8.2 release. Then proceed to upgrade to version 10.1.

Terminal packages

Before starting the upgrade procedure, make sure that there are available all the embedded or hardware terminal packages which are compatible with the version you are upgrading to.

❗ Always use the latest available terminal package version of the same, or lower than, the Print Server version.

❗ In case of the new user session terminals, the use of 8.1 or higher terminal version is required. Do not use Embedded terminal version 8.0 with Print Server 10.1.

❗ From version of Embedded terminal 8.x the architecture of the terminal has been changed. These changes may affect the behavior of the Embedded terminal. When upgrading the Embedded terminal, please check the Support Bulletin part of the Partner portal for more information to find out if your brand requires extra steps.

Partner portal -> Support -> Documentation -> Support Bulletin tab.

Currently, special steps are necessary for Kyocera Embedded terminal version 7.5. Please see the available Support Bulletin 04-2020 regarding the upgrade of Kyocera Embedded terminal for more information.

Following Embedded terminal packages are supported by Print Server 10.1:

Web (REST API) Embedded terminals	Version
HP Pro	7.5
OKI (not supported since 2023-04-30)	7.4
Sharp	8.1
Xerox	7.6

UDP Embedded terminals (old user session)	
Kyocera (not supported since 2022-05-18)	7.5
Ricoh SDK/J (not supported since 2023-04-30)	6.0
Ricoh Smart SDK	7.5
Samsung SmartUX (not supported since 3/31/2021)	N/A

New user session Embedded terminals	
Epson	8.2, 10,1
Canon	8.2
HP	8.2, 10.1
Kyocera	8.2
Lexmark	8.2
Toshiba	8.2

HW terminals	
HW-11T (not supported since 2021-12-31)	5.10
Android 5" (not supported since 2021-12-31)	4.3
Android 7" (not supported since 2021-12-31)	5.1
MyQ TerminalPro (not supported since 2021-12-31)	2.4
HW Recharge Terminal (not supported since 2023-05-31)	8.2

Available terminal packages

❗ It is recommended to always use the latest available release of the terminal package.
Do not use lower terminal versions than listed in the table above
Do not use higher terminal versions than 10.1 – future releases will most likely not be compatible.

❗ If the currently installed terminal version is lower than the one listed in the table above, it is recommended to uninstall this terminal package before running the upgrade. Please, consult the corresponding terminal manual about the uninstallation procedure.

Check compatibility of other applications

Before starting the upgrade procedure, make sure that there are available all the additional software packages as well as any 3rd party applications which are compatible with the version you are upgrading to.

Following applications are supported by Print Server 10.1:

Clients	Version
Desktop Client	10.0
OCR Server	3.0
Mobile Print Agent	1.3
MyQ X Mobile Client	10.1
Central Server	10.1
Easy Cluster	N/A
ScannerVision	9.1+

Available applications

❗ MyQ Mobile Printing application (Android or iOS) is not compatible with Print Server 10.1. Use MyQ X Mobile Client instead.

❗ Easy Cluster was discontinued and is no longer available for Print Server 10.1.

It is recommended to always use the latest available release of the client software.
Do not use lower client software versions than listed in the table above
Do not use higher client software versions than 10.1 (not applicable to ScannerVision)
– future releases will most likely not be compatible.

Desktop client

Desktop client is only compatible with the same version of the Smart Job Manager. It is not possible to use lower (or higher) versions of this client, unless specifically stated otherwise.

Desktop client must be upgraded on client stations as soon as possible after the Print Server is upgraded and it is not to be used meanwhile.

Please, consult the Desktop client Manager manual on how to upgrade this client software.

Customizations and custom reports

If there are any customizations running in the current installation – be it customized reports, scripts or anything else which isn't included in the standard setup, contact MyQ support first to verify whether they are compatible with the version you are upgrading to.

Customizations are always created for a specific version and they depend on its resources. These resources may not be present in the newer version and so the custom content may not work after the upgrade.

Important changes in recent versions

There are many changes in every version which is released. We recommend reading the Release Notes before upgrading to be familiar with all the changes that were made in the product.

New features or changes may require additional settings like opening new ports in the firewall, installing additional 3rd party software and packages, or following other required steps.

These are the most important changes which have significant impact on the whole system, and they must be considered before upgrading.

Please, see Upgrade guide to version 10.0 for changes in the previous versions.

Version 10.1

- New home dashboard
- Longer validity of MyQ generated certificate
- Possible to move job to another queue in Web UI > Jobs
- Remove toner related columns from database Printers table (moved to supply table)
- OCR formats using Abby engine deleted after upgrading to OCR Server v3+ (supported formats are PDF, PDF/A, TXT)
- .NET6 is required
- Empty groups with active rules are not automatically deleted during user synchronization
- BI tools - New database views for Session and Job environmental impact
- Easy Print
- Browsing subfolders in Easy Scan
- Azure AD user synchronization via MS GRAPH API
- Jobs and Log database encryption.
- Job preview for Embedded terminals and Mobile application

Backup

Before proceeding to the actual upgrade, do a backup first. This will ensure that in case of unsuccessful upgrade process, there will be a backup set of data to return to.

❗ It is recommended to physically copy the created backup files to a separate file storage.

Backup can be manually created either by using the MyQ web interface or the Easy Config.

Web interface

Login as *admin and in Settings > Scheduler run the backup tasks for

- Database and settings backup
- Log backup

Check the log to see when the backup operations are finished.
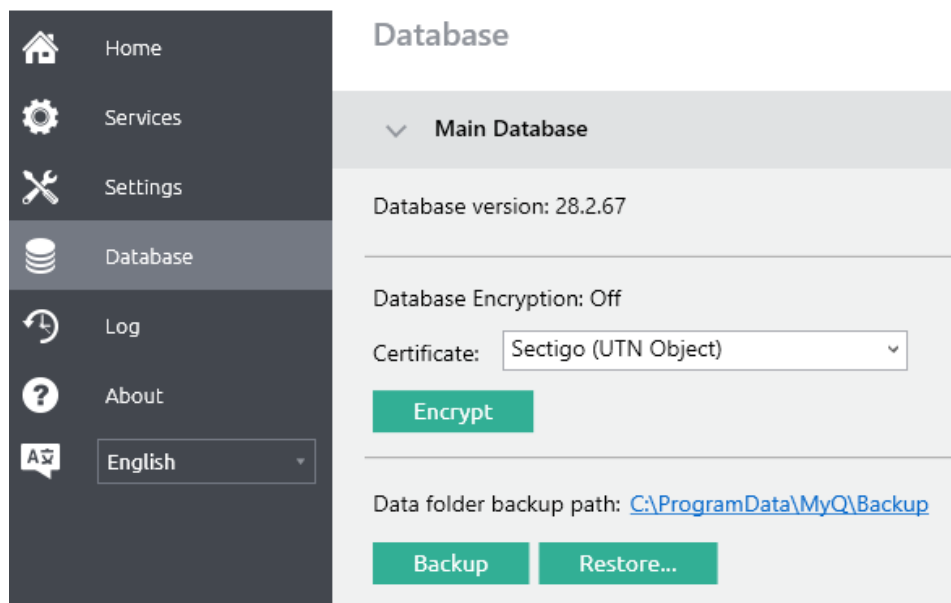
Backup via web UI

Easy Config

Log in as user with local administrator privileges on the server running MyQ and run the Easy Config application.

In Database menu, open the Main database submenu and run the Backup command. Log database cannot be backed up using Easy Config.

Backup via Easy Config

If you are running MyQ in a virtual environment, it is recommended to create a Snapshot/Checkpoint before upgrading. This will present the easiest way of a rollback, if required.

Free space

During the upgrade process, both databases (containing data and logs) are upgraded and modified to be compatible with the new structure of the application. During this process, the

HDD storage requirements grow significantly as the database contents are copied to temporary files while the database engine works on the required changes.

Space required during the upgrade process can be up to **four times** the size of the actual databases.

Verify that both the system hard drive (which is storing the temporary files) and the drive used for data part of the application, have at least four times the storage space available than the total size of both data and log databases.

The size of the databases can be found in the Data folder of MyQ. By default, this is C:\ProgramData\MyQ, or it can be found in Easy Config application in Settings > Data folder.

Files are named MYQ.fdb and MYQLOG.fdb

Name	Date modified	Type	Size
MYQ.FDB	7/29/2019 4:20 PM	FDB File	322,080 KB
MyQ-helpdesk	7/29/2019 4:20 PM	XML Document	98 KB
MYQLOG.FDB	7/29/2019 4:20 PM	FDB File	11,456 KB

This PC ▸ Local Disk (C:) ▸ ProgramData ▸ MyQ

Location and size of databases

In this example, we can see that the total size of both databases is about 330 MB, so for the upgrade process, the C: drive must have at least 1,3 GB of free space.

If the data folder was on the D: drive, then the same amount of free space is also necessary there, because by default, the temporary files are stored on the C: drive and both drives must have sufficient storage available.

❗ Having an insufficient storage will lead to unexpected issues during upgrade. Not only the upgrade process will most likely fail, but it may also present a threat to the whole operating system as all the available storage will be depleted.

Upgrade steps

Following the upgrade steps one by one in a correct order will ensure the most reliable outcome of the upgrade. Though the process itself is simple, it should still be considered critical and the administrator should pay attention to every detail of it. Doing it right will minimize necessary downtime and prevent unexpected issues from happening to the most possible extent.

Disable scheduled tasks

At the very beginning of the upgrade process, it is the best practice to disable all scheduled tasks. This is to avoid accidentally running a task which might require a lot of time to finish at

some point that is not convenient. Also, if other components of the system are planned to be upgraded (for example Central server and Site servers simultaneously), user synchronization and data replication might start when not desired.

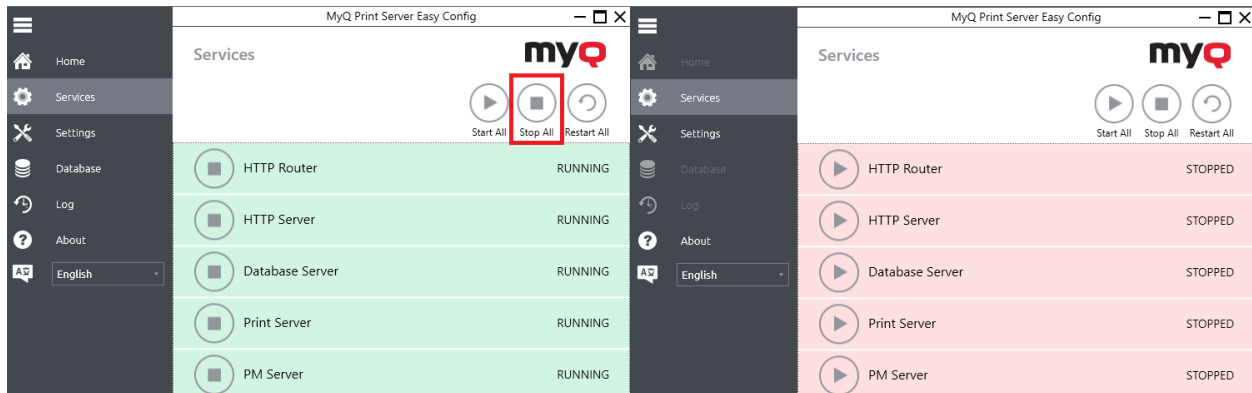In Settings > Task Scheduler, right click all the tasks and click the Enabled button to disable the given tasks.

Some default tasks cannot be disabled, for those it is recommended to check the next scheduled run time and alter it, if necessary.

Stop services

The installation wizard will attempt to stop all application services so it may proceed with overwriting files and application components. It is best to do this step manually first and verify that all the services were stopped correctly and that there is no operation running in the background.

Until the services are stopped, and all the running tasks finished, the files are blocked, and the installation wizard will not be able to overwrite them.

To manually stop services, use the Easy Config application and click on the Stop button in the Services tab.
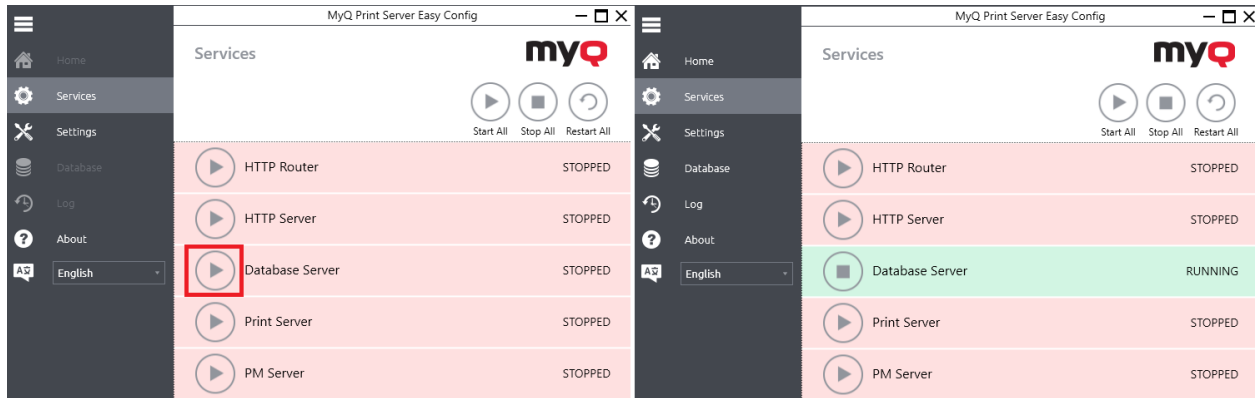

Stopping all services

Stopping all the services may take time as the services are not stopped right away, but the system will wait for any running task to correctly finish. Do not force stop the processes using Task Manager as it may leave some task in a half-finished inconsistent state.

❗ Stopping services will prevent users from using the system.

When services are stopped, it is possible to proceed with following steps of the upgrade process. In this state it is ensured that no user is logged in and no task is running, so all the files and system components can be overwritten with an updated version.

❗ After stopping all the services, manually run only the Database Server service. This service is necessary so the installation wizard can verify the version of the system, which is currently installed and properly perform the upgrade, as well as run the database upgrade afterwards.

Starting only the Database Server service

At this point, it is the perfect moment to create the database backup – because if such a backup must be restored, it will contain all the data since no one is using the system. This backup cannot be done via web UI since it is not currently running, it must be done via Easy Config.

Verify nothing is running

When services are stopped, verify if truly all the processes are stopped using the Task Manager and the Details tab. Technically, it is possible that some stuck process is still running and blocking the files, even though the related service is stopped.

In this state only the two following processes should be running:

- Firebird.exe
- MyQ EasyConfig.exe

❗ Make sure that there is **none** of the following processes or related services running:

- CanonTerminal.exe
- EpsonTerminal.exe
- HPProTerminal.exe
- HPTerminal.exe
- httpd.exe
- Kmum.Server.exe
- LexmarkTerminal.exe
- MyQ.exe
- MyQKyoceraTerminal.exe
- MyQSvc.exe
- nssm.exe
- php.exe
- php-cgi.exe
- rotatelogs.exe
- SharpTerminal.exe
- traefik.exe
- XeroxTerminal.exe

If any of the previously listed processes is running, despite all the services are stopped, then it is most likely a stuck process and will block the correct execution of the upgrade installation wizard.

In such a case, it is recommended to restart the whole server. After restarting the server, go back to the beginning of this chapter to stop the proper services again and check for any running processes.

Upgrade

When it is verified that the system meets all the requirements, backup is made and all the services, except for the Database engine, are stopped and there are no running stuck processes which would block the installation wizard, we can proceed to the actual upgrade.

❗ First close the Easy Config application.

Make sure that logged in user has Local Administrator access rights and run the installation wizard.

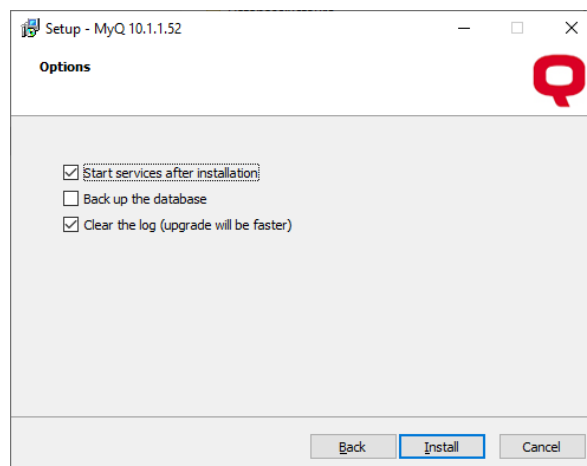| MyQ Print Server 10.1 (patch 1).exe | 03.04.2023 16:04 | Application | 205 140 KB |

File of the installation wizard

First choose the desired language of the installation wizard.

In second step, you will be presented with a message that previous version was detected, and upgrade will be performed.

Continue through the license agreement to the Options steps.

Here, it is possible to choose from various options regarding how to handle different parts of the system. These options will vary in each version and will also depend on the version from which the upgrade is being made.

The dialogue step may look like this:

Options step of the installation wizard

- Backup of the database will create a standard backup as if run via Easy Config. This step is generally not required because the backup was done manually before starting the upgrade. In some cases, when the database engine is also upgraded, this option is forcibly enabled because the backup and then following restore is done in order to change the database engine version.
- Clear the log option is generally recommended, since in most cases it is not necessary to keep the old log data. If the requirement appears for any reason in the future, there is a backup of the log database which can be used for this purpose. Deleting contents of the log database will free up some disk storage space and make the upgrade process faster.
- Start services after finish option is generally recommended. Only in case the previous upgrade was not successful for some reason, it is possible not to start the services right away and troubleshoot.

Continue with the Install button. After the installation wizard is finished, the Easy Config application will start.

You may be presented with the computer restart question – in this case, make sure that the Easy Config is not running, and it is not upgrading the database or doing other steps as the server restart will force stop this process and leave the database most likely inoperable. If the Easy Config is not running, confirm the server restart. Do not skip the restart entirely, if prompted. After restart, the Easy Config application will automatically launch.

Easy Config will perform the database upgrade steps. This process will take some time, especially with larger databases. Some of the upgrade steps can take a lot of time – be patient and do not forcibly end this process.

Upgrading the database

After the database upgrade is done, Easy Config will open on the Home tab where you can check basic details. It is recommended to go to the Services tab and verify that all the services are running. If not, click the Start All button.

Services

⏵ Start All   ⏹ Stop All   ↻ Restart All

HTTP Router	RUNNING	⏹
HTTP Server	RUNNING	⏹
Database Server	RUNNING	⏹
Print Server	RUNNING	⏹
PM Server	RUNNING	⏹

All services are running

Then open the Database tab and submenus Main Database and Log Database – verify that the database status is "OK" for both the Main database and the Log database.

Database

⌄ **Main Database**	OK
Database version: 101.28	
⌄ **Log Database**	OK
Database version: 2.6.2	

Databases upgraded successfully

On the About tab, you can check the currently installed version to make sure that the upgrade was successful.

Current version

After this, proceed to the web interface, log in as *admin and verify that everything is running as it should and to re-install terminal packages if previously uninstalled.

We recommend checking the following areas, whether they run correctly:

- Log for any error messages
- Licenses
- User synchronization
- Site-Central connection and data replication
- Scheduled reports generation

With all the previous steps finished, the upgrade is done. Congratulations!

After upgrade steps

With the upgrade procedure successfully finished, the system is up and running. Depending on from which version was the system upgraded, there might still be steps to perform.

Single communication port

From version 8.0, all the main port communication is forwarded to a single port (8090 by default). If there were previously used both ports (default 8080 and 8090) or a single unsecure port (8080), it is necessary to update settings of the connected applications (Embedded terminals, MDC etc.) to use this single main port.

After that, the old unsecure communication port can be deleted in **Easy Config > Settings > Web Server**, which also closes this port in the firewall**.** Use the trash bin icon on the right. You can also choose whether to allow the unsecure communication. Deleting the port will restart services.
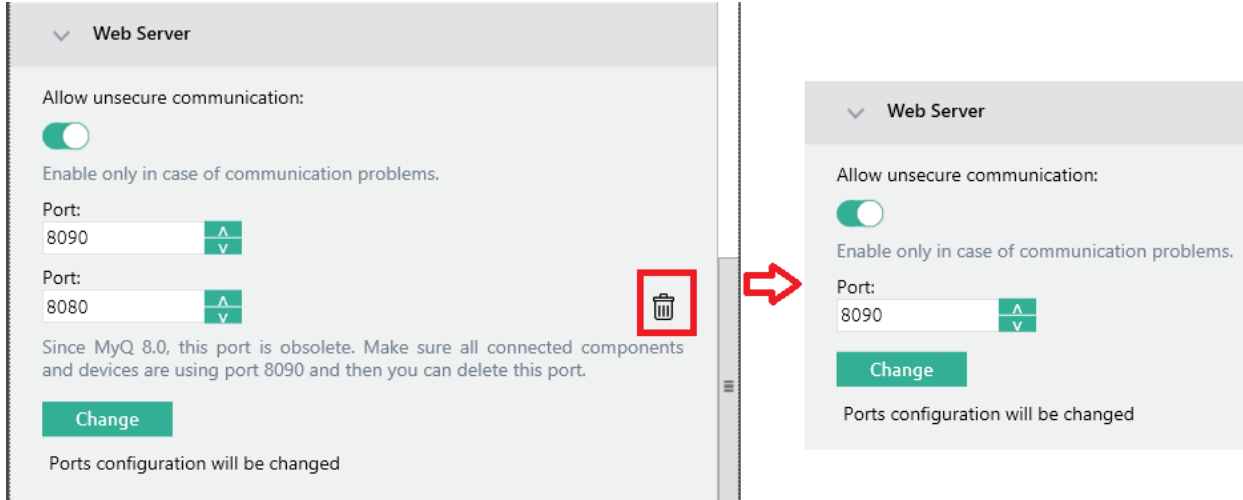
Deleting the unused port

Reinstall terminal packages

If the terminal packages were uninstalled prior to the upgrade, install the current version.

In Settings > Printers & Terminals > Terminal packages, click +Add and install required terminal packages.

From Print Server 8.0, the default communication is set to be secured by default. When installing Web-Based terminal, the certificate needs to be applied to the port using a PowerShell script. (steps for installation of certificate can be found in manual for each Embedded terminal).

Other solution is to allow unsecured communication in Easy config in **Easy Config > Settings > Security > Web Server > Allow unsecure communication** and by enabling the switch. This action will restart services.

After the terminal packages are installed, run a new remote setup on affected devices.