



# Upgrade guide to version 10.2



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## Purpose and scope

This document will guide you through the process of upgrade to the latest version of the product. Listed are requirements, prerequisites 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.

! Please note, that version 10.2 has major functional changes compared to previous versions, that will affect certain functions of the system. Please read this document carefully to understand the impact of such changes.

## 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.

! Minimum supported version of Site servers is 8.2. Older site servers must be upgraded first to version 8.2 or higher to be compatible with the 10.2 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 2016 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 2016 or higher (2017 or higher is recommended), in case the MS SQL database is used

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 3<sup>rd</sup> 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/\\*](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
- Desktop apps
- Server apps

For Windows Server 2022 Core edition, it is necessary to install [Server Core App Compatibility Feature on Demand](#).

It can be installed from PowerShell as a Windows Update using this command:

```
"Add-WindowsCapability -Online -Name ServerCore.AppCompatibility~~~~0.0.1.0"
```

and then restarting the server.

## 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 April 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.

---

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 10.2.

## License keys are no longer supported

The system only supports the installation keys (one key for all the licenses).

---

Version: 8.2 (patch 46) **ENTERPRISE** (Trial)

---

Status: ✔ The license will expire on 12/05/2024.

---

Embedded terminals: 0 of 50

---

Features: Virtual machine high availability • Archiving of print, copy, fax and scan jobs

---

Installation key: IKA00-3F8D3-28RRG-3CV7F-

---

*Installation key*

In case you are still using the license keys, migrate them first to obtain and activate your installation key, before starting the upgrade process.

## 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

Please check the list of changes and new features in the online Documentation.

[New features in 10.2](#)

[Release notes](#)

Please pay special attention to the following changes:

### License keys are not supported

As already mentioned above, license keys are not supported anymore.

Migrate to installation key before the upgrade.

### Firebird upgraded to version 4

During the installation, the database engine is upgraded to Firebird 4. This process will take time on large databases. Progress is displayed in the installer window.

### Easy Config: \*admin default password cannot be 1234

If the \*admin password is 1234, the \*admin account is disabled and enforces the change of password in Easy Config.

This happens only once after upgrading to the 10.2.

### Reports require to be signed

All custom reports need to be signed; unsigned reports cannot be executed.

Custom reports are signed by MyQ when provided to the customer/partner.

If a custom unsigned report existed in the installation prior upgrade, it is removed.

Backup of custom reports is recommended prior upgrade so that they can be provided to MyQ and adjusted to 10.2 when needed by the partner/customer.

### CASHNet removed

CASHNet connector is removed, not configurable.

Will stop working for installations where it was used.

Old payment records will be preserved for reporting and auditing purposes; however, they might not be identified as done via CASHNet; for this reason, backing up payment history via reports is recommended if this information is required by the customer.

### Lotus Domino removed

Lotus Domino has been moved to a legacy mode.

Installations using Lotus Domino: Its functionality should be tested on-site before upgrading the production environment to MyQ 10.2; after upgrade, configuration in MyQ is preserved

New installations: Lotus Domino is not available for new deployments (can be enabled via config.ini feature flag for legacy purposes)

### Entra ID (Azure AD) Graph synchronization

Option to affect what Azure AD property is used as the username was removed





UPN is now always used as a username

May require additional configuration of aliases to maintain the current environment's user detection

### **New PIN template doesn't contain the %validity% placeholder**

After upgrade, the template of the email notification on the new PIN will not contain the %validity% placeholder.

Administrator needs to add it to the template manually or revert the template to the default one, which contains %validity% placeholder.

### **User's storage cannot contain email anymore**

User's parameter User's scan storage cannot contain emails anymore.

Field can contain local or network path to a folder to store the scans.

After upgrade, emails from this field are moved to Alternate email.

### **REST API v1 removed**

After deprecation of REST API v1, apps and integrations using API v1 will not be able to communicate with the server anymore.

Use v2 or v3 instead.

## **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.



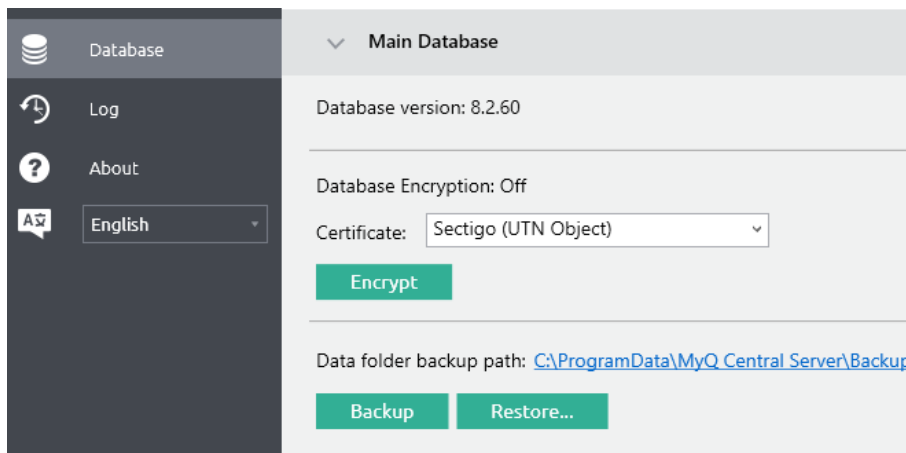
Stat...	Action	Name	Period	Last run	Next run
✓	Replication	Data replication from sites to the Master server	Daily	29/07/2019 16:20:55	30/07/2019 05:00:00
✓	Backup	Database and settings backup	Daily	29/07/2019 16:20:49	30/07/2019 03:00:00
✓	Disk space checker	Disk space checker	Minute	29/07/2019 16:20:58	29/07/2019 16:30:58
✓	History deletion	History deletion	Daily	29/07/2019 16:20:58	30/07/2019 03:00:00
✓	Backup	Log backup	Daily	29/07/2019 16:20:54	30/07/2019 03:00:00
✓	System maintenance	System maintenance	Daily	29/07/2019 16:20:58	30/07/2019 03:00:00
✓	User Synchronization	User Synchronization	Daily	29/07/2019 16:20:34	30/07/2019 00:30:00

*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.

<b>Backup</b>	
Last Database Backup	None
Last Database Log Backup	None
<b>Database</b>	
Name	MyQ
Status	Normal
Owner	sa
Date Created	3/16/2021 10:44:01 AM
Size	80.00 MB
Space Available	61.26 MB
Number of Users	4
Memory Allocated To Memory Optimized Objects	0.00 MB
Memory Used By Memory Optimized Objects	0.00 MB
<b>Maintenance</b>	
Collation	SQL Latin1 General CP1 CI AS

*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.

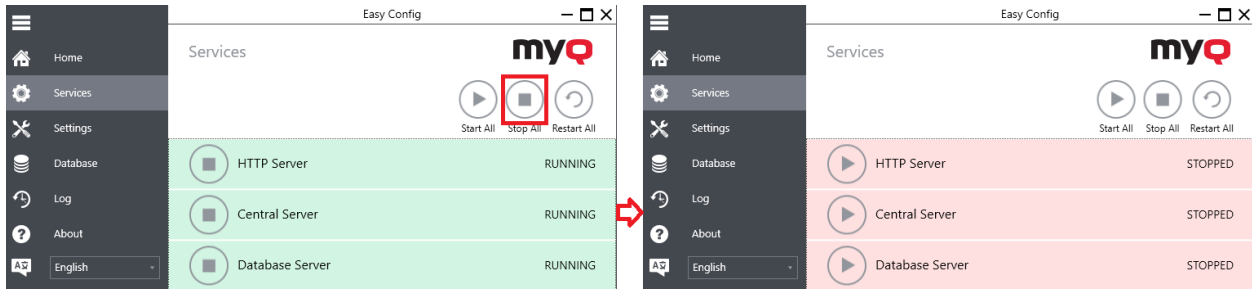
Some default tasks cannot be disabled, for those it is recommended to check the next scheduled run time and alter it, if necessary.

### 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*

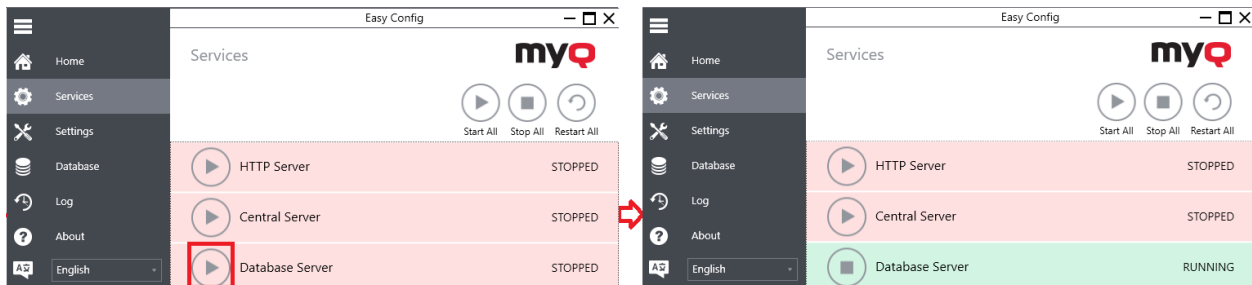
Stopping all the services may take time as the services are not terminated right away, but the system will wait for any running task to correctly finish. Do not force stop the processes using Task Manager as it may leave some tasks in a half-finished inconsistent state.

! 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.

 MyQ Central Server 10.2 RC 3.exe	13.12.2023 13:22	Application	109 322 KB
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*File of the installation wizard*

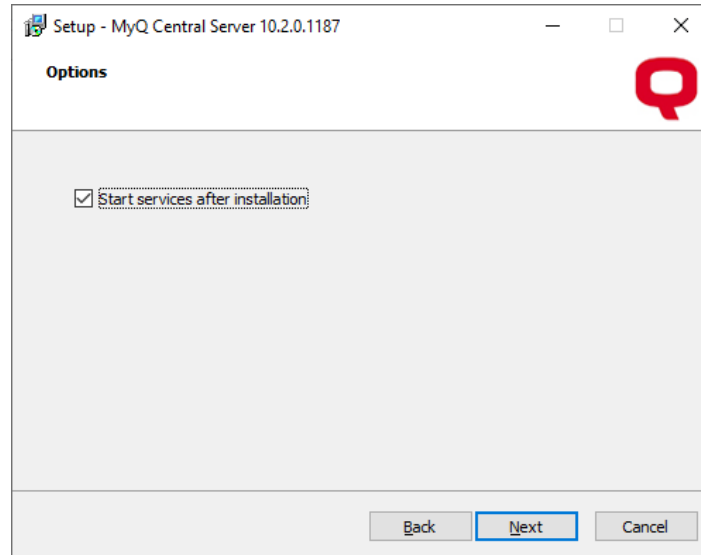
First choose the desired language of the installation wizard.

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 **myQ**

Start All   Stop All   Restart All

---

HTTP Server	RUNNING	
Central Server	RUNNING	
Database 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.

▼ Main Database	OK
Database version: 10.2.35	
<hr/>	
▼ Log Database	OK
Database version: 10.1.0	

*Databases upgraded successfully*





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



Version 10.2 RC 3  
(c) MyQ, spol. s r.o. All rights reserved.  
[www.myq-solution.com](http://www.myq-solution.com)

*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 2016 64 bit or higher (recommended).
- Windows 8.1 64 bit or higher. Be aware of the connection limit of up to 20 clients.

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 3<sup>rd</sup> 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
- Desktop apps
- Server apps

For Windows Server 2022 Core edition, it is necessary to install [Server Core App Compatibility Feature on Demand](#).

It can be installed from PowerShell as a Windows Update using this command:

```
"Add-WindowsCapability -Online -Name ServerCore.AppCompatibility~~~~0.0.1.0"
```

and then restarting the server.

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 April 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.



*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 10.2.

## License keys are no longer supported

The system only supports the installation keys (one key for all the licenses).

*Installation key*

In case you are still using the license keys, migrate them first to obtain and activate your installation key, before starting the upgrade process.

## 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 8.2 or higher terminal version is required. Do not use Embedded terminal version 8.0 with Print Server 10.2.

! 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 10.2:

Terminal	Supported versions				
Canon	10.2	10.1	8.2		
Epson	10.2	10.1	8.2	8.1 (EOL)	
HP	10.2	10.1	8.2	8.1 (EOL)	8.0 (EOL)
Kyocera	10.2	10.1	8.2	8.1 (EOL)	
Lexmark	10.2	10.1		8.1	8.0
Ricoh	10.2	10.1	8.2		
Sharp	10.2	10.1		8.1	
Sharp Luna		10.1			
Toshiba			8.2	8.1 (EOL)	
Xerox	10.2				

*Available terminal packages*

! Please note that terminals marked with (EOL) are facing their End of Life and are not supported anymore. While still compatible and operational, their usage is not recommended or supported.

! 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 10.2 – 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 3<sup>rd</sup> party applications which are compatible with the version you are upgrading to.

Following applications are supported by Print Server 10.2:

Clients	Version
Desktop Client	8.2, 10.0, 10.2
OCR Server	3.0, 3.0.1, 3.1
Mobile Print Agent	1.3, 1.3.1
MyQ X Mobile Client	10.1
Central Server	10.2
Easy Cluster	N/A
ScannerVision	9.1+

*Available applications*

! MyQ Desktop Client versions 8.2 and 10.1 are compatible only if used before with the previous Print Server before the upgrade. In environments where MyQ Desktop Client was not used until this point, use version 10.2.

! MyQ Mobile Printing application (Android or iOS) is not compatible with Print Server 10.2. Use MyQ X Mobile Client instead.

! Easy Cluster was discontinued and is no longer available for Print Server 10.2.

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 10.2 (not applicable to ScannerVision)  
– future releases will most likely not be compatible.

## 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

Please check the list of changes and new features in the online Documentation.



- [New features in 10.2](#)
- [Release notes](#)

Please pay special attention to the following changes:

### **License keys are not supported**

As already mentioned above, license keys are not supported anymore. Migrate to installation key before the upgrade.

### **Firebird upgraded to version 4**

During the installation, the database engine is upgraded to Firebird 4. This process will take time on large databases. Progress is displayed in the installer window.

### **SMTP server for Jobs via Email removed**

Listening SMTP server as part of MyQ was removed. Submission of jobs via print@myq.local is not possible. Use an external email inbox to download print jobs from. myqocr.\*folder\*@myq.local is not processed. Use Easy Scan and corresponding OCR profiles.

### **IPPS Server port change**

IPP(S) printing queues are now accessible on the Web Server port configured in Easy Config, by default 8090.

For new installations, this means printing to `https://{hostname}:{webServerPort}/queue/{queue-name}`

For upgraded installations that had IPPS enabled prior upgrade, port forwarding is configured to route traffic from the port IPPS Server was listening to (configured in Settings > Jobs – Jobs via IPPS, by default 8631) to the Web Server port. Administrators can use the option “Use default port” to disable port forwarding. This should be done only after it is ensured that workstations in the environment are configured to print to the Web Server port over IPPS.

### **Easy Scan: User doing the scan removed**

Password parameter on EMB was removed. Password for secured folders is to be saved in the MyQ Web Interface. If not saved and the scan is performed, an email is sent to the user with a prompt to save the password, and the scan is delivered (if done within 24h).

### **Easy Config: \*admin default password cannot be 1234**

If the \*admin password is 1234, the \*admin account is disabled and enforces the change of password in Easy Config. This happens only once after upgrading to the 10.2.



### **Reports require to be signed**

All custom reports need to be signed; unsigned reports cannot be executed. Custom reports are signed by MyQ when provided to the customer/partner. If a custom unsigned report existed in the installation prior upgrade, it is removed. Backup of custom reports is recommended prior upgrade so that they can be provided to MyQ and adjusted to 10.2 when needed by the partner/customer.

### **CASHNet removed**

CASHNet connector is removed, not configurable. Will stop working for installations where it was used. Old payment records will be preserved for reporting and auditing purposes; however, they might not be identified as done via CASHNet; for this reason, backing up payment history via reports is recommended if this information is required by the customer.

### **Lotus Domino removed**

Lotus Domino has been moved to a legacy mode. Installations using Lotus Domino: Its functionality should be tested on-site before upgrading the production environment to MyQ 10.2; after upgrade, configuration in MyQ is preserved. New installations: Lotus Domino is not available for new deployments (can be enabled via config.ini feature flag for legacy purposes)

### **Entra ID (Azure AD) Graph synchronization**

Option to affect what Azure AD property is used as the username was removed. UPN is now always used as a username. May require additional configuration of aliases to maintain the current environment's user detection.

### **New PIN template doesn't contain the %validity% placeholder**

After upgrade, the template of the email notification on the new PIN will not contain the %validity% placeholder. Administrator needs to add it to the template manually or revert the template to the default one, which contains %validity% placeholder.

### **User's storage cannot contain email anymore**

User's parameter User's scan storage cannot contain emails anymore. Field can contain local or network path to a folder to store the scans. After upgrade, emails from this field are moved to Alternate email.

### **MDC: List of users removed**

For security reason, the login method "List of users" was removed. REST API corresponding scope was also removed.



## REST API v1 removed

After deprecation of REST API v1, apps and integrations using API v1 will not be able to communicate with the server anymore.  
Use v2 or v3 instead.

## 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.

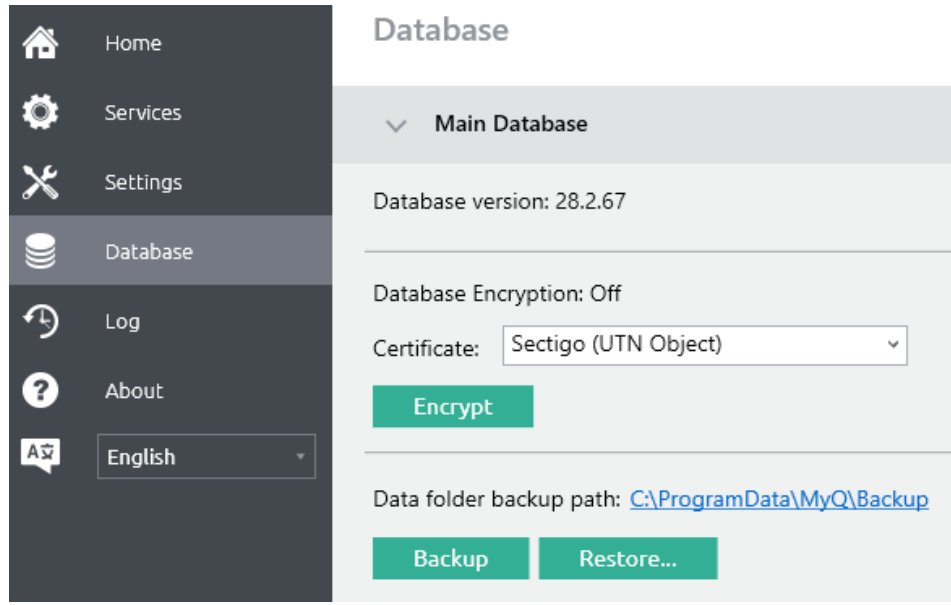
Stat...	Action	Name	Period	Last run	Next run	
✓	Replication	Data replication from sites to the Master server	Daily	29/07/2019 16:20:55	30/07/2019 05:00:00	
✓	Backup	Database and settings backup	Daily	29/07/2019 16:20:49	30/07/2019 03:00:00	Edit Run Enabled Delete (Delete)
✓	Disk space checker	Disk space checker	Minute	29/07/2019 16:20:58	29/07/2019 16:30:58	
✓	History deletion	History deletion	Daily	29/07/2019 16:20:58	30/07/2019 03:00:00	
✓	Backup	Log backup	Daily	29/07/2019 16:20:54	30/07/2019 03:00:00	
✓	System maintenance	System maintenance	Daily	29/07/2019 16:20:58	30/07/2019 03:00:00	
✓	User Synchronization	User Synchronization	Daily	29/07/2019 16:20:34	30/07/2019 00:30:00	

*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

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

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.

! 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.

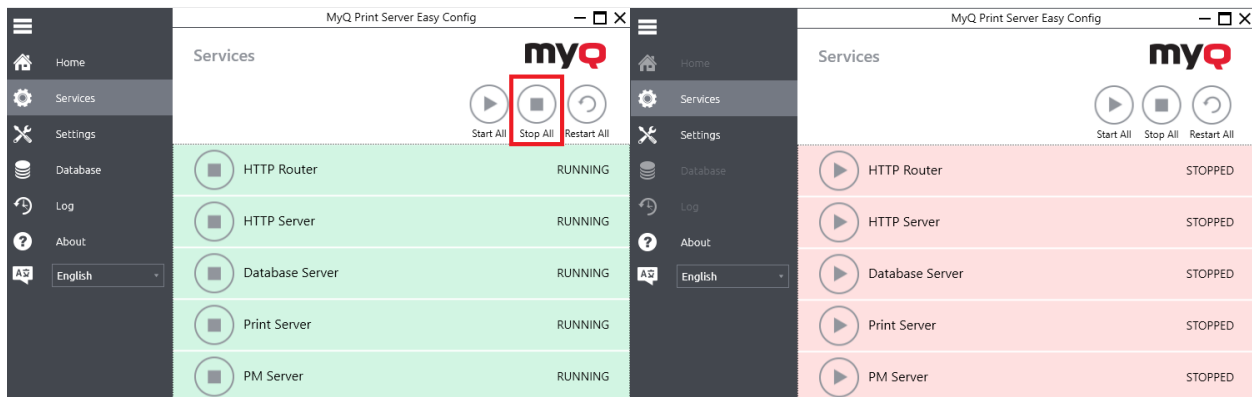
Some default tasks cannot be disabled, for those it is recommended to check the next scheduled run time and alter it, if necessary.

## 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.



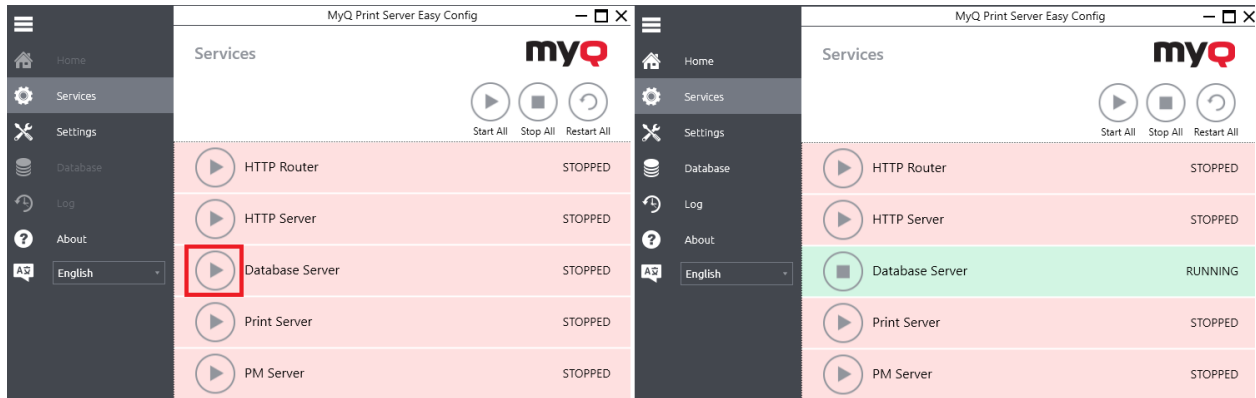
*Stopping all services*

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
- HPPProTerminal.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 10.2 RC 7.exe	08.02.2024 12:30	Application	195 247 KB
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*File of the installation wizard*

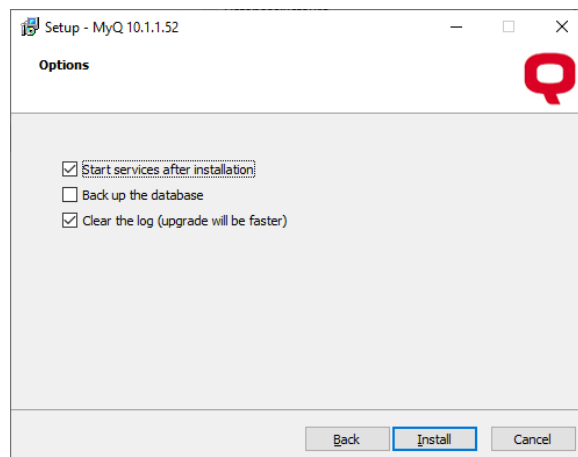
First choose the desired language of the installation wizard.

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	<span>RUNNING</span>	
HTTP Server	<span>RUNNING</span>	
Database Server	<span>RUNNING</span>	
Print Server	<span>RUNNING</span>	
PM Server	<span>RUNNING</span>	

*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.

▼ Main Database	OK
Database version: 102.58	
▼ Log Database	OK
Database version: 2.6.4	

*Databases upgraded successfully*

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



Version 10.2 RC 7  
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[www.myq-solution.com](http://www.myq-solution.com)

*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!**