

Cloud Receiver Update Procedure

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Overview

This is intended to describe the process to upgrade a running Cloud Receiver. It is a living document and will be modified and updated as new procedures are found to work better. This should provide the minimum downtime possible. Most of the time it is just a service restart. If there is a database change that will be noted and explained clearly.

File Upgrade

For the running system to continue to operate while we are copying in the new files, start by simply closing the UI (if running). Next right click and rename the CloudReceiverClient.exe to CloudReceiverClient.exe.bkup-mm-dd-yyyy. Then right click and rename the CloudReceiver.dll file to CloudReceiver.dll.bkup-mm-dd-yyyy. Finally, right click and rename the CloudReceiverService.exe to CloudReceiverService.exe.bkup-mm-dd-yyyy. This will leave these files running but allow the new files to be copied over.

Copy all three new files from the update package and paste into the active folder. Make sure they are not blocked.

Open Services and find CloudReceiver. Right click on this and select restart.

Database Upgrade

If a Database Upgrade is needed, we will provide a script to be run. Open MSSMS and then open the provided script. Have this ready to execute before doing the File Upgrade. There would be a slight change from the File upgrade in that the CloudReceiver service should be stopped, the script ran against the database, and then the service restarted.