



Click Studios

Passwordstate

Upgrade Instructions to Passwordstate 9 from Version 6, 7, or 8.

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1 Upgrade Overview

This document will detail instructions for upgrading Passwordstate to the latest currently available version of 9, from any prior version of 6, 7 or 8.

New System Requirements

- You must have NET Framework 4.7.2 or higher installed on your Passwordstate Web Server before you commence upgrading
- PowerShell 5.0 or higher is required on your web server
- If using our backup feature for your SQL Database, and your database server is a different Host compared to your web server, you must have PowerShell 5.0 or higher, also on your database server
- Server 2008 and 2008 R2 Operating Systems are no longer supported

If you are using a build of Passwordstate earlier than 8995, then two upgrades will be required i.e., upgrading to the latest build of version 8 (8995), and then upgrade to version 9.

This two-step upgrade process can be done using either of the In-Place Upgrade methods, or Manual Upgrade Methods, outline in the document below.

- 🚩 Note: If using our In-Place Upgrade feature, and you have chosen not to back up your Passwordstate folder or database, we recommend taking your own backups of these prior to upgrading Passwordstate.

2 Checksum Validation

With any of the suggested files to download in this document, Click Studio strongly recommends you perform checksum validation on the files, before use. Please see suggestions below for how you perform checksums, and what valid checksums to confirm.

Performing Checksum Validation

To perform checksum validation of files, you can use the PowerShell command below – replace <FileName> as appropriate.

```
Get-FileHash <FileName> -Algorithm SHA256
```

With the various files below, please ensure you check the correct versions i.e., the path files in this document either reference [/version8/](#) or [/version9/](#)

Passwordstate 8 Valid SHA256 Checksums

- PasswordstateManualUpgrade.zip -
85FD8F41DB06095E1563E6C06AF36CCC562D326C2A08D034658DOB1796FF517E
- Passwordstate_upgrade.zip -
81E63B1F34F86E4E8173F72E7A456414403D0C67870B381E4D8FB807EBA1601B

Passwordstate 9 Valid SHA256 Checksums


- PasswordstateManualUpgrade.zip -
85FD8F41DB06095E1563E6C06AF36CCC562D326C2A08D034658DOB1796FF517E
- Upgrade_Health_Check.zip -
DBF71651A42DB23D02DC159FBA67E3923449A788D89C102241F1BB05FC8466CF
- Passwordstate_upgrade.zip -
D6FF409CDF7C5BA1D018DEFA8F440A3798371457BB2232FC28B8D2E2D3A8D673
- Passwordstateresetportal_upgrade.zip -
D578B7FF706D6A3BA341B58B11EF0E7E15FECF003EBE88BCFF88A3F01546E929
- Passwordstateappserver_upgrade.zip -
41A2B221FEA23054D1524A78D895268EBAC9C50638DA1BC56B1D63AB8CD9581C
- Passwordstategateway_upgrade.zip -
20094FCC3594AC4EED489F9A4D32967FB8A319B778E8A8CBB9AC395AEA43BE42

3 High Availability Module Considerations

If you are also using the High Availability Module for Passwordstate, upgrades must be done in the following order:

1. If you are using SQL Server Transactional Replication, then you must delete the subscriber and publisher first using SQL Server Management Studio, if there have been any database schema changes - check 'Upgrade Dependency Matrix' below. If you are using SQL Clustering, or High Availability Groups, or Azure SQL, etc, this is not required
2. Upgrade your Primary Server first, using one of the methods described in this document
3. Then upgrade your High Availability instance using one of the following methods:
 - a. You can use the "In-Place Upgrade" method directly from the Primary server. Please refer to the Security Administrator's manual from the Help Menu in Passwordstate for further instructions – look under the section Administration -> Authorised Web Servers.

Please Note: If you do not have Internet connectivity from where your HA Web server is installed, you will manually need to download the https://passwordstate-8665.kxcdn.com/version9/passwordstate_upgrade.zip place it in the folder c:\inetpub\passwordstate\upgrades on your HA Web Server. That way the In-Place Upgrade feature will not try and download it.
 - b. Or you can use the following documentation to perform a manual upgrade - https://www.clickstudios.com.au/downloads/version9/High_Availability_Server_Manual_Upgrade_Instructions.pdf
4. If using SQL Server Transactional Replication, and it was required to remove this prior to upgrade, you can re-establish by using the following instructions - https://www.clickstudios.com.au/downloads/version9/SQL_Server_Transactional_Replication.pdf
5. Now, please download the following file https://passwordstate-8665.kxcdn.com/version9/Upgrade_Health_Check.zip, unzip the contents, and run the Health Check Utility on your High Availability Passwordstate web server.


 Note: If you are using Transactional Replication, and you see a notification on your upgrade screen that replication still appears to exist, please execute the following commands using SQL Server Management Studio to clean up left over replication tables and data.

USE Master

EXEC sp_removedbreplication passwordstate

4 In-Place Upgrade Instructions with Internet Connectivity

To upgrade to the latest version of Passwordstate please follow these instructions:


-  Note: A default setting requires you to have the Automatic Backups feature working to use this In-Place Upgrade option. This can be disabled however on the screen Administration -> Passwordstate Administration -> Backups and Upgrades -> Backups & Upgrade Settings. If you do disable this option, it is recommended you take your own backups of the Passwordstate folder and database prior to any upgrades.

- 1. Visit the upgrade page, either by clicking the new build notification at the top of the screen (if visible), or via the page Administration -> Passwordstate Administration -> Backup and Upgrades -> Upgrade Now button
- 2. Click on the 'Begin Upgrade' now button
- 3. Click on the 'Start Upgrade' button, at which time the following processes will occur:
 - a. Stop the Passwordstate & Passwordstate-Gateway Window Services
 - b. Backup all the web files
 - c. Backup the database
 - d. Download the passwordstate_upgrade.zip file if needed
 - e. Extract the contents of the passwordstate_upgrade.zip file
 - f. Install the new files
 - g. Start the Passwordstate & Passwordstate-Gateway Window Services
 - h. Log you out of Passwordstate
- 4. You can now log back into Passwordstate, and continue the upgrade process for updating your database
- 5. Now that you are upgraded to the final build of version 8 of Passwordstate, you can follow steps 1 through to 4 above again, which will now upgrade you to the latest build available for version 9.

Once each of the relevant build updates is complete, you can begin to use Passwordstate by clicking on the 'Start Passwordstate' button. All steps of the upgrade process are logged to c:\inetpub\passwordstate\upgrades\UpgradeLog.txt (your directory path may be different)

5 In-Place Upgrade Instructions without Internet Connectivity

If you would like to perform an In-Place Upgrade, but don't want, or have, Passwordstate configured to check for new builds and download directly from the internet, then you can follow these instructions:

 Note: A default setting requires you to have the Automatic Backups feature working to use this In-Place Upgrade option. This can be disabled however on the screen Administration -> Passwordstate Administration -> Backups and Upgrades -> Backups & Upgrade Settings. If you do disable this option, it is recommended you take your own backups of the Passwordstate folder and database prior to any upgrades.

Upgrade to Build 8995 First

1. To upgrade to the latest build of version 8 first, manually download the upgrade file from https://passwordstate-8665.kxcdn.com/version8/passwordstate_upgrade.zip (CDN Network) and place it in the Passwordstate /upgrades folder

2. Now using the SQL Server Management Studio tool, execute the following SQL statement:

```
USE Passwordstate
UPDATE [SystemSettings]
SET NewVersionNo = '9.1', NewBuildNo = '9117'
```

3. Once you have executed this statement, open your browser and point it to your Passwordstate web site. Navigate to the page Administration -> Backups and Upgrades, click on the 'Upgrade Now' button.

4. Click on the 'Begin Upgrade' now button, then on the 'Start Upgrade' button

5. Once replacing of all the files is complete, you can now log back into Passwordstate, and continue the upgrade process for updating your database to build 8995

Upgrade to Version 9 (Latest Build)

1. Now that you are upgraded to the final build of version 8 of Passwordstate, manually download the upgrade file from [Version 9 Upgrade File](#) (CDN Network) and place it in the Passwordstate /upgrades folder

2. Once you have executed this statement, open your browser and point it to your Passwordstate web site. Navigate to the page Administration -> Backups and Upgrades, click on the 'Upgrade Now' button.

3. Click on the 'Begin Upgrade' now button, then on the 'Start Upgrade' button

4. Once replacing of all the files is complete, you can now log back into Passwordstate, and continue the upgrade process for updating your database to the latest build of version 9

5. Follow any post upgrade instructions on the Upgrade Notification screen when presented to you

Once each of the relevant build updates is complete, you can begin to use Passwordstate by clicking on the 'Start Passwordstate' button. All steps of the upgrade process are logged to c:\inetpub\passwordstate\upgrades\UpgradeLog.txt (your directory path may be different)

6 Manual Upgrade Instructions

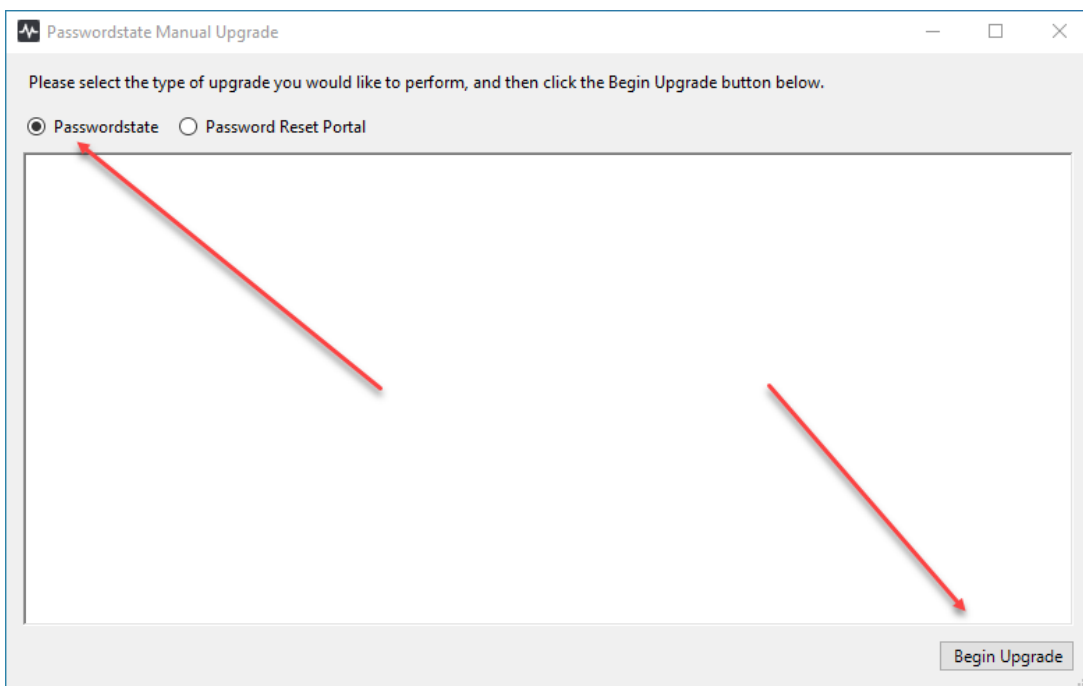
If you prefer not to use the In-Place Upgrade feature, you can still upgrade Passwordstate manually by following these instructions:

Upgrade Preparation

1. Manually backup your database using the SQL Server Management Studio tool, and take a copy of your Passwordstate folder – default path is c:\inetpub\passwordstate
2. Download the following file <https://passwordstate-8665.kxcdn.com/version9/PasswordstateManualUpgrade.zip>
3. Extract the zip file, and copy across PasswordstateManualUpgrade.exe to a folder on your web server

Upgrade to Build 8995 First

1. Run the PasswordstateManualUpgrade.exe as an Administrator, select the 'Passwordstate' option you see in the screenshot below, and click the 'Begin Upgrade' button (This process will automatically download the upgrade zip file for you, but if you do not have Internet connectivity from your Passwordstate web server, you can manually download the file https://passwordstate-8665.kxcdn.com/version8/passwordstate_upgrade.zip and place it in the folder c:\inetpub\passwordstate\upgrades)



2. After the upgrade from above is complete, close the PasswordstateManualUpgrade.exe and log into Passwordstate and complete the database upgrade process

Upgrade to Version 9 (Latest Build)

1. Run the PasswordstateManualUpgrade.exe as an Administrator, select the 'Passwordstate' option you see in the screenshot below, and click the 'Begin Upgrade' button (This process will automatically download the upgrade zip file for you, but if you do not have Internet connectivity from your Passwordstate web server, you can manually download the file https://passwordstate-8665.kxcdn.com/version9/passwordstate_upgrade.zip and place it in the folder c:\inetpub\passwordstate\upgrades)

2. After the upgrade from above is complete, close the PasswordstateManualUpgrade.exe and log into Passwordstate and complete the database upgrade process

7 Troubleshooting Maintenance Mode User During an Upgrade

When you begin the upgrade process of Passwordstate, Maintenance Mode is enabled to ensure no other users are using the software, during the time of the upgrade.

Once the first stage of the upgrade process is complete, you will be logged out of Passwordstate, and asked to login a second time to complete the second phase of the database upgrade process.

If for any reason you are unable to login with the same account you enabled Maintenance Mode with, then please follow these instructions:

1. Using SQL Server Management Studio, execute the commands below:

```
USE Passwordstate
```

```
UPDATE SystemSettings SET MaintenanceModeUserID = ''
```

2. Now restart your browser, and access your Passwordstate URL again.

8 Mobile Client Upgrade Instructions

The old Mobile Client web site from prior versions of Passwordstate has been deprecated, and replaced with new native iOS and Android Apps.

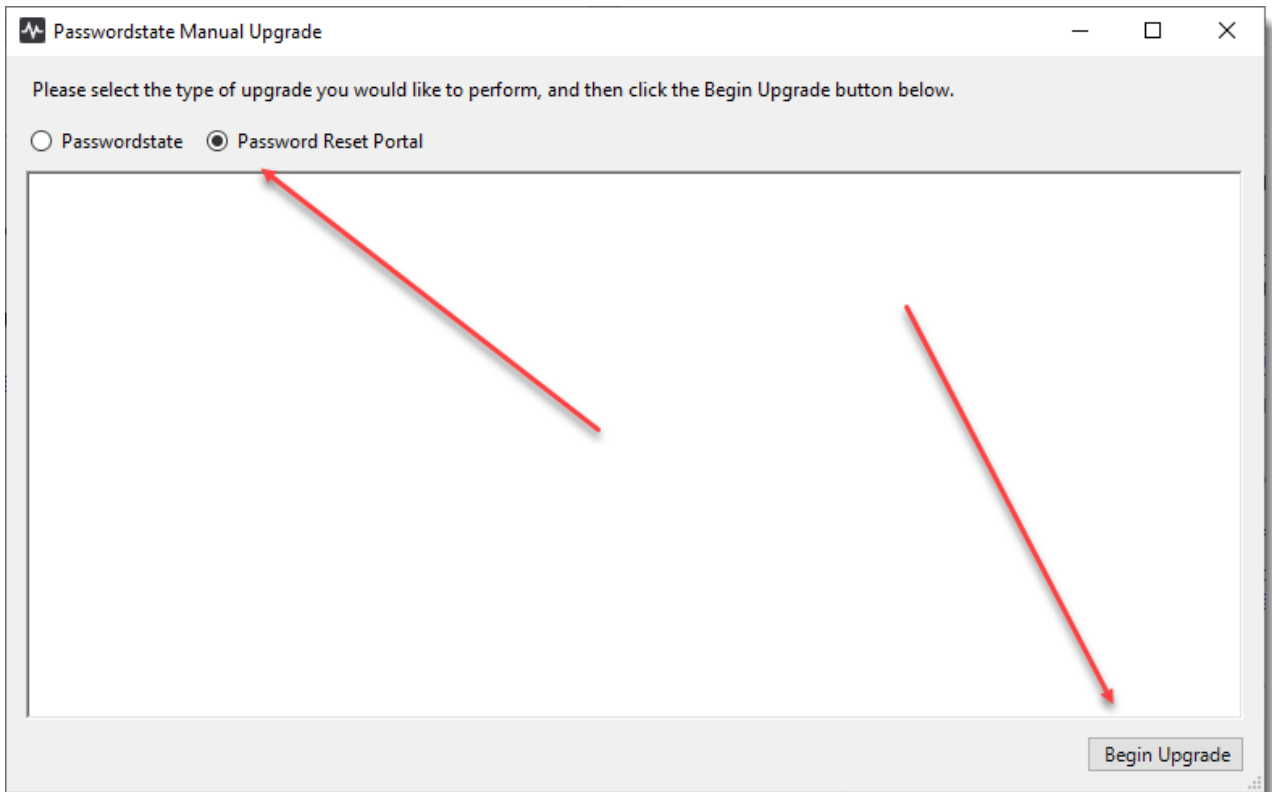
These apps require the installation of our new Passwordstate App Server, and please follow these instructions for that installation -

https://www.clickstudios.com.au/downloads/version9/Passwordstate_App_Server_Install_And_Administration_Guide.pdf

9 Password Reset Portal Upgrade Instructions

If you are using the Self-Service Password Reset Portal module, please, follow these instructions to upgrade it:

1. Download the following file <https://passwordstate-8665.kxcdn.com/version9/PasswordstateManualUpgrade.zip>
2. Extract the zip file, and copy across PasswordstateManualUpgrade.exe to a folder on your Passwordstate web server
3. Run the exe as an Administrator, select the 'Password Reset Portal' option you see in the screenshot below, and click the 'Begin Upgrade' button (This process will automatically download the upgrade zip file for you, but if you do not have Internet connectivity from your Passwordstate web server, you can manually download the file https://passwordstate-8665.kxcdn.com/version9/passwordstateresetportal_upgrade.zip and place it in the folder c:\inetpub\passwordstateresetportal\upgrades – manually create the upgrades folder if it does not exist)



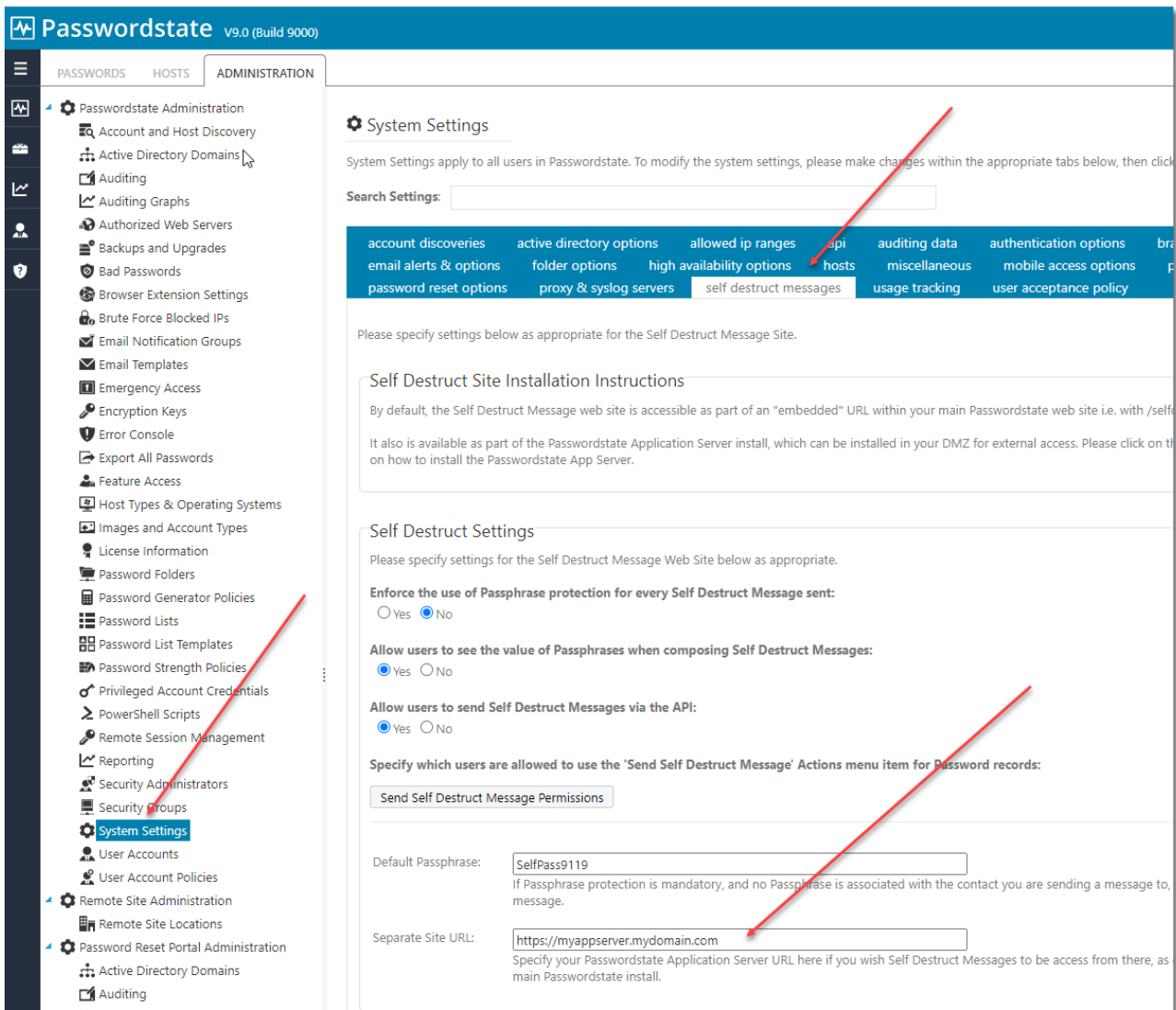
10 Self-Destruct Message Web Site Upgrade Instructions

Note: Please note these instructions are only to be followed if you have previously installed the Self Destruct Message web site separately to your main Passwordstate install

The previous separate install of the Self Destruct Message web site has now been combined with the new Passwordstate App Server.

Please follow these instructions for installing the App Server if not already done

https://www.clickstudios.com.au/downloads/version9/Passwordstate_App_Server_Install_And_Administration_Guide.pdf, then go into the screen you see below in Passwordstate, and update the URL to be the URL of your new Passwordstate App Server.

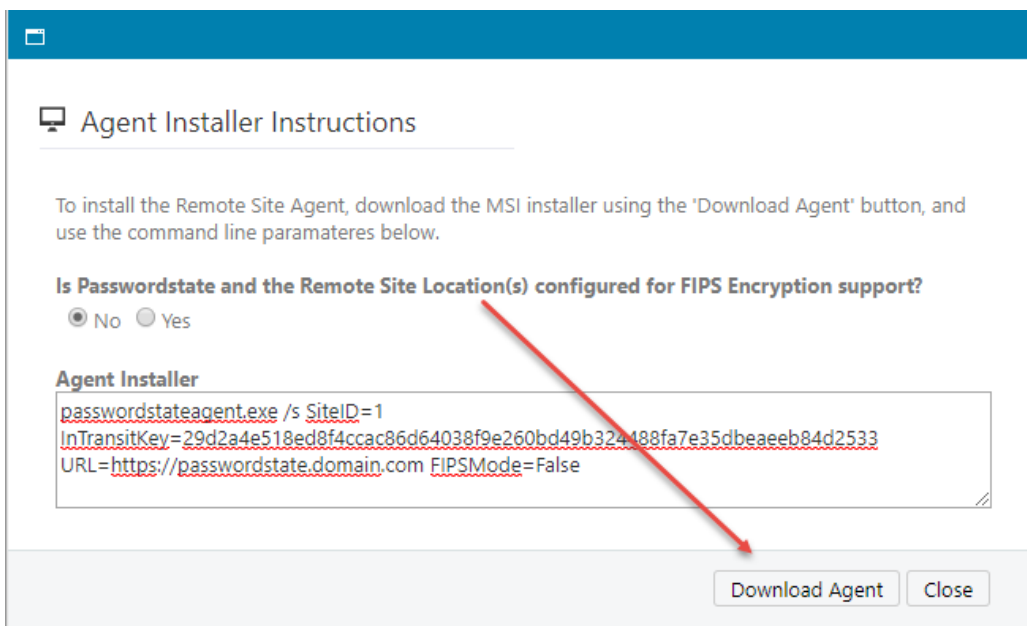
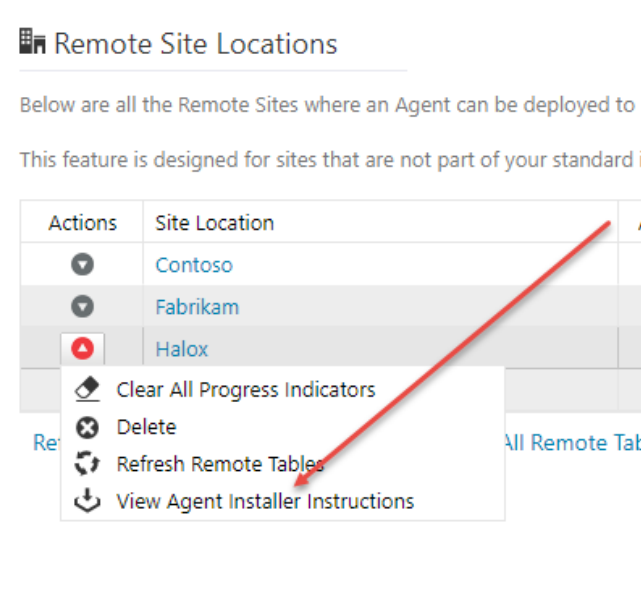


11 Remote Site Locations Agent Upgrade Instructions

In version 9, any deployed Remote Site Location Agents will automatically upgrade within 10 to 15 minutes after you have upgraded your main Passwordstate server – assuming the default poll time is set to 5 minutes.

If you have agents installed prior to **build 8903**, or from where the Agents are installed there is no Internet Connectivity to automatically download the agent, then you will need to manually uninstall the agents and then re-install them, by following these instructions:

1. First upgrade your main Passwordstate installation
2. Uninstall the Agent from Add/Remove Programs
3. Manually delete the folder “C:\Program Files (x86)\Passwordstate Agent”, as there will be certainly files left behind
4. Now from the screen Administration -> Remote Site Administration -> Remote Site Locations, you can re-download the new Agent so it can be deployed to each site, as per the screenshots below



12 Browser Based Remote Session Launcher Gateway

By default, the Browser Based Remote Session Launcher Gateway is embedded with your Passwordstate web site.

This Gateway can also be installed on a separate server to where you have Passwordstate installed if desired. If you have deployed the Gateway separately to your main Passwordstate web site, you will need to follow the instructions below to manually upgrade where your Gateway has been deployed to.

1. Stop the 'Passwordstate Gateway Maintenance' and 'Passwordstate-Gateway' Windows Services
2. Download the following file https://passwordstate-8665.kxcdn.com/version9/passwordstategateway_upgrade.zip, and extract the files into the folder C:\Program Files (x86)\Passwordstate Remote Session Gateway (this is the default install path, but yours might be different)
3. Restart the 'Passwordstate Gateway Maintenance' and 'Passwordstate-Gateway' Windows Services

****Note**** You do not need to upgrade the Browser Based Remote Session Launcher Gateway, if you are using the one that is embedded within your core Passwordstate website.