



Carousel Software Update Guide



Carousel Software Update

Thanks for updating your Carousel software from Tightrope Media Systems. We are constantly improving and refining Carousel. This guide covers how to update the FrontDoor and Carousel software that is installed on your equipment.

Please read the entire set of instructions before beginning the update. If you are unsure about how to perform any of the steps, please contact Tightrope Support for clarification before beginning any part of the update process.

The next section will walk you through the update process. There are several tasks that need to be completed, and each task has a series of steps.

Basically we will be doing the following:

- Downloading the updated software
- Backing up the databases and settings
- Uninstalling the old software
- Installing the new software
- Verifying that the system works

Update Instructions

For each task, please complete the listed steps.

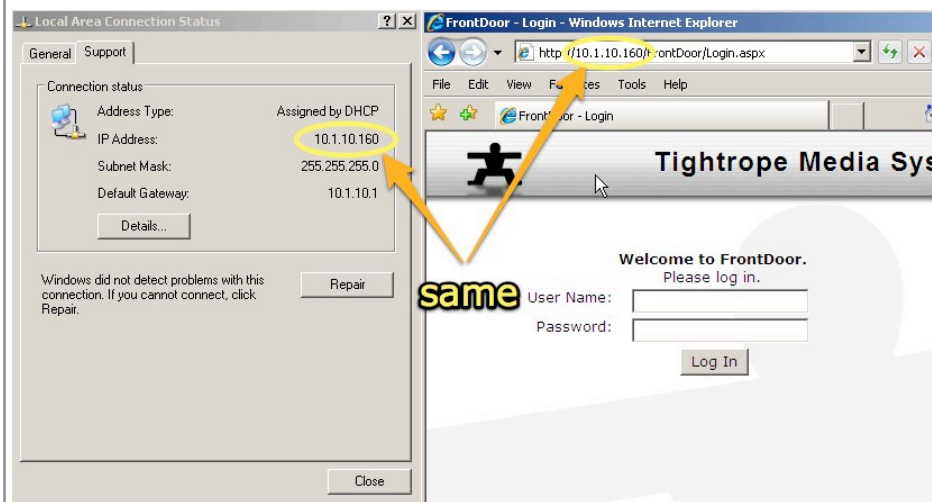
Task	Steps
Request an update key	<p>We send out update keys by email for software updates. These emails contain a link and a code that allows you to download the software.</p> <ul style="list-style-type: none">• To get an update key email, send a request to support@trms.com. Please include:<ul style="list-style-type: none">- Your name- Your organization name- Serial number of your Carousel Pro/Solo server <div data-bbox="509 1121 1151 1663"><p>Your Software Upgrade Key from Tightrope Media Systems</p><p>Inbox X</p><p>support@trms.com to ● show details 5:46 AM (19 minutes ago) Reply</p><p>Dear ,</p><p>Thank you for requesting a software upgrade from Tightrope Media Systems. To obtain your upgrade, please visit the "Updates" page of your FrontDoor server (in the Server Settings menu) and enter the following download key. Alternatively, you may visit http://updates.trms.com/ to enter your download key.</p><p>***IMPORTANT NOTE: Please read all accompanying documentation before attempting an upgrade.</p><p>Download Key: vxqxnqlyx8 Generated on: 12/3/2008 5:46:14 AM Generated by: jj Given to: [REDACTED] Key Expires on: 12/13/2008 5:46:14 AM Maximum Uses: 6</p><p>If you have any questions, please contact our tech support department at 1-866-866-4118 ex 250</p><p>Thank you! Tightrope Media Systems http://www.trms.com/</p><p>Reply Forward</p></div> <p>Example updates email</p> <ul style="list-style-type: none">• The keys expire after 10 days.• The keys allow you to download each piece of software 6 times.

Task	Steps
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Determine which server is the “Carousel Master” server

We need to determine what equipment you have, and which Tightrope server in your configuration is the Carousel Master server.


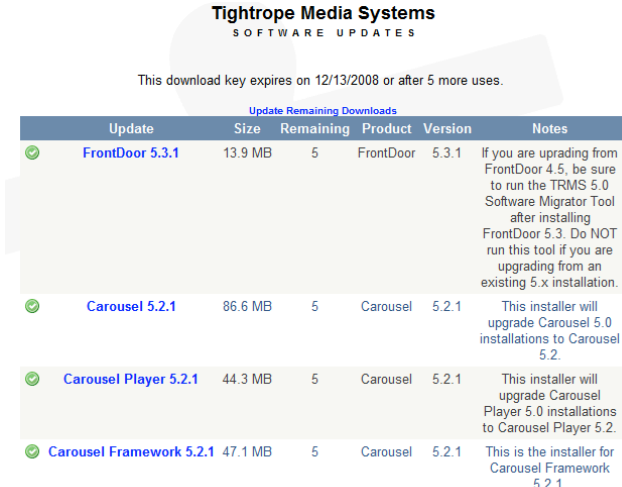
- The Carousel Master is the sever whose IP address you put into your web browser to get to FrontDoor.



The Carousel Master will be one of these machines:

- Carousel Pro/Enterprise
- Carousel Server
- Carousel Solo 210/220/300R

Task	Steps
Carousel Software Configuration Reference	<p data-bbox="483 478 1279 506">This is a list of what software should be installed on your Carousel equipment:</p> <ul data-bbox="483 537 915 877" style="list-style-type: none"> <li data-bbox="483 537 760 642">• Carousel Pro/Enterprise: FrontDoor Carousel Framework <li data-bbox="483 674 915 779">• Carousel Server or Solo 210/220/300R: FrontDoor Carousel <li data-bbox="483 810 834 877">• Carousel Player 210/220/300R: Carousel Player <p data-bbox="483 915 1398 978"><i>Note: The order of installation does matter. When installing the software, do it in the order listed above.</i></p> <p data-bbox="483 1014 1390 1119"><i>Note: The Carousel installer INCLUDES the Carousel Player. Do not install both Carousel and Carousel Player onto the same machine. Doing so will result in problems with future updates of the software.</i></p>

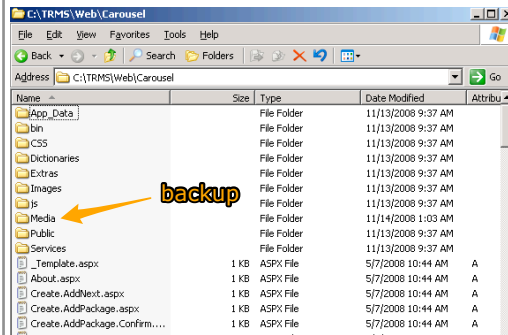
Task	Steps																																					
<p>Download the new software</p>	<p>Before we uninstall any software, let's make sure we can download new software.</p> <ul style="list-style-type: none"> • Open http://updates.trms.com from the web browser on the machine you are updating. • Enter in your update key from the email you received above.  <p>Tightrope Media Systems SOFTWARE UPDATES</p> <p>Please enter your Download Key:</p> <p><input type="text" value="vxqxnl1yx8"/></p> <ul style="list-style-type: none"> • Download the software to the desktop OR a shared installation folder on your file server.  <p>Tightrope Media Systems SOFTWARE UPDATES</p> <p>This download key expires on 12/13/2008 or after 5 more uses.</p> <table border="1"> <thead> <tr> <th colspan="7">Update Remaining Downloads</th> </tr> <tr> <th>Update</th> <th>Size</th> <th>Remaining</th> <th>Product</th> <th>Version</th> <th>Notes</th> </tr> </thead> <tbody> <tr> <td>✓ FrontDoor 5.3.1</td> <td>13.9 MB</td> <td>5</td> <td>FrontDoor</td> <td>5.3.1</td> <td>If you are upgrading from FrontDoor 4.5, be sure to run the TRMS 5.0 Software Migrator Tool after installing FrontDoor 5.3. Do NOT run this tool if you are upgrading from an existing 5.x installation.</td> </tr> <tr> <td>✓ Carousel 5.2.1</td> <td>86.6 MB</td> <td>5</td> <td>Carousel</td> <td>5.2.1</td> <td>This installer will upgrade Carousel 5.0 installations to Carousel 5.2.</td> </tr> <tr> <td>✓ Carousel Player 5.2.1</td> <td>44.3 MB</td> <td>5</td> <td>Carousel</td> <td>5.2.1</td> <td>This installer will upgrade Carousel Player 5.0 installations to Carousel Player 5.2.</td> </tr> <tr> <td>✓ Carousel Framework 5.2.1</td> <td>47.1 MB</td> <td>5</td> <td>Carousel</td> <td>5.2.1</td> <td>This is the installer for Carousel Framework 5.2.1.</td> </tr> </tbody> </table> <p><i>(You will receive the latest available versions of the software according to your SA)</i></p> <ul style="list-style-type: none"> • <i>Note: You may not need all the software that was sent to you. Refer to the "Carousel Software Configuration Reference" list on the previous page to determine what software should be installed on each server.</i> 	Update Remaining Downloads							Update	Size	Remaining	Product	Version	Notes	✓ FrontDoor 5.3.1	13.9 MB	5	FrontDoor	5.3.1	If you are upgrading from FrontDoor 4.5, be sure to run the TRMS 5.0 Software Migrator Tool after installing FrontDoor 5.3. Do NOT run this tool if you are upgrading from an existing 5.x installation.	✓ Carousel 5.2.1	86.6 MB	5	Carousel	5.2.1	This installer will upgrade Carousel 5.0 installations to Carousel 5.2.	✓ Carousel Player 5.2.1	44.3 MB	5	Carousel	5.2.1	This installer will upgrade Carousel Player 5.0 installations to Carousel Player 5.2.	✓ Carousel Framework 5.2.1	47.1 MB	5	Carousel	5.2.1	This is the installer for Carousel Framework 5.2.1.
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<p>Update all your equipment</p>	<p>You will need to update the software on ALL of your Tightrope equipment.</p> <p>Once you have completed the software installation on your Carousel Master server, repeat steps 2 and 3 on all of your Carousel Players.</p>																																					

Task	Steps
1) Carousel Backup	<p>Before attempting any software update, it is always a good idea to make a backup of your databases.</p> <p><i>Note: This only needs to be done on the Carousel Master server once.</i></p> <ul style="list-style-type: none"> • Log into FrontDoor as the “admin” account on the Carousel Master server. • Click “Server Setup”. • Click “Database Tools”. • Select all of your databases. • Select “The backup directory on this server”. • Click “Backup”. <div data-bbox="509 982 1042 1318" style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Backup the following databases:</p> <p><input checked="" type="checkbox"/> FrontDoor</p> <p><input checked="" type="checkbox"/> Carousel</p> <p>Save backup data to:</p> <p><input checked="" type="checkbox"/> The backup directory on this server</p> <p><input type="checkbox"/> Email Address: <input type="text"/></p> <p><input type="checkbox"/> Local Path: <input type="text"/></p> <p><input type="button" value="Backup"/> <input type="button" value="Cancel"/></p> </div> <ul style="list-style-type: none"> • You should receive a “Database Saved” message for each database that you selected. • You can now close your web browser.

Task	Steps
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1) Carousel Backup (cont.) After backing up the database you can optionally backup Carousel's media directory. This directory holds all of the graphics, bulletins, and media for Carousel. Unlike the databases, this directory does not get touched during an update however, it is good practice to back up this directory along with the databases on a regular basis.

- Copy the directory: "D:\TRMS\Web\Carousel\Media\" to a backup location on your network.



- You can also copy the database .bak files to the same network location. These files are stored in the directory: "D:\TRMS\Database\Backup\"

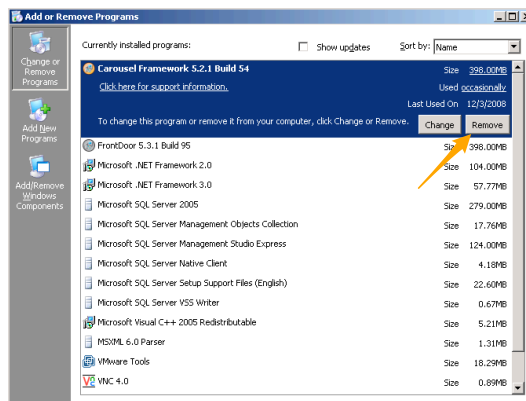
Note: The Carousel Players cache the media that they are displaying locally, so there is nothing to back up on the players. If they loose any data, it will be re-cached from the server.

Task	Steps
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2) Uninstall Old Software

Now we will uninstall the old software. Uninstalling will not remove any of your Carousel data, it just removes the application binaries.

- Click on the “Start” menu.
- Click on “Settings,” then “Control Panel.”
- Open the “Add or Remove Programs” Control Panel.
- There will be one or more of the following software packages installed
 - Carousel x.x.x Build y
 - Carousel Player x.x.x Build y
 - FrontDoor x.x.x Build y
- Click on each of the above software packages in the list of currently installed programs, select it, and click the “Remove” button.



- Make a note of what software you uninstalled, this will aid you in the reinstallation of the software. You can also refer to the “Carousel Software Quick Reference” on page 4 to determine which software gets reinstalled.
- *Note: If both Carousel and Carousel Player are installed onto a machine then a previous update was not done properly, remove both.*
- *Note: There may be several versions of the same product in the list. Please remove all of them.*
- You can now close the Add or Remove Programs window.

Task	Steps
3) Install the new software	<ul style="list-style-type: none"> • Locate the installation files you downloaded. • Run the installer applications for each package according to the “Carousel Software Configuration Reference” list OR from your previous notes of what you just uninstalled. • Follow the instructions in the installer screens to complete the installation. Use all of the default choices in the installation wizard.
Update all your equipment	<p>You will need to update the software on ALL of your Tightrope equipment.</p> <p>Once you have completed the software installation on your Carousel Master server, repeat steps 2 and 3 on all of your Carousel Players.</p>
Verify your installation	<p>Once you have updated all the software and restarted your machines you should verify that the system is back up and running properly.</p> <ul style="list-style-type: none"> • Make sure you can log into your Carousel server through the web user interface. • Make sure your Carousel Players are not in “red bar” mode.

Thank You!

At this point, your update is complete. If you have any questions, please feel free to contact our Technical Support department.

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