

# KwikTag Server Installation Process

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## KwikTag 3.6 Upgrade Guide

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Ver 2.2  
February 28, 2008

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## Revision History

Rev	By	Date	Description
1.0	J Wright	8/7/06	First Draft
1.1	J Wright	1/26/07	Update for 3.5.19 Upgrades
1.2	J Wright	1/29/07	Updated steps for migrating the KwikTag database
1.3	J Wright	1/29/07	Updates from documentation review
1.4	J Wright	2/26/07	Updates from documentation review
1.5	J Wright	5/17/07	Updates from documentation review
1.6	J Wright	5/24/07	Updates per WI#551
1.7	J Wright	9/20/07	Updates for 3.6
1.8	J Wright	10/1/07	Updates for 3.6
1.9	J Wright	10/8/07	Updates for 3.6
2.0	J Wright	10/11/07	Updates for 3.6
2.1	J Wright	10/15/07	Updates for 3.6
2.2	J Wright	2/28/08	Added information regarding currently supported platforms and more detail regarding how to update Office Doks on a system that is being upgraded

## 1 Required Materials

- ❑ KwikTag 3.6 Installation CD
- ❑ KwikTag System 3.5
- ❑ KwikTag License Utility
- ❑ KwikTag license key provided by ImageTag

## 2 New features and requirements for KwikTag 3.6

### Features –

- Improved Job Service
- Export is now a Windows Service
- Improvements for systems with large drawers
- Automated repository creation

### Requirements –

- Windows Server 2003 or Server 2003 R2 with SP2
- SQL Server 2005 w/ SP2
- Microsoft .NET Framework 1.1 w/sp1
- Microsoft .NET Framework 2.0

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

## 3 Pre-Upgrade Tasks

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

1. Decide on your upgrade path.
  - Upgrade an existing server - Perform the KwikTag upgrade using the existing KwikTag server (No change to the OS or Hardware)
  - Upgrade / Data Migration to a new server - Perform the KwikTag upgrade moving the KwikTag software to a new/different server(s)
2. Verify KwikTag information; ktuser login and password, sql login and password, ip address, servername, integrations, etc.
3. Close all KwikTag Applications and verify that no one is logged into the system and that no documents are being processed in the Paper Gateway
4. Upgrade the system to KwikTag 3.5 (if needed)
5. Backup the Database
6. Backup the Repository
7. Backup the XML Files
  - C:\Program Files\KwikTag\Config
  - D:\KwikTag\...
    - Electronic document folder (if it exists)
    - Email folder (if it exists)
    - Input folder
    - Import folder (if it exists)
    - RightFax (if it exists)
8. Record all configuration settings including installed options, licensing, input device settings, etc

## 4 Upgrade an existing server

**NOTE: You can only upgrade to 3.6 from a 3.5 system. If you are using an earlier version of KwikTag you must upgrade to 3.5 first then upgrade to 3.6. Also installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported. However 64-bit SQL server is supported if the SQL server is separate from any other KwikTag server**

### 4.1 KwikTag 3.5.x to 3.6 single server upgrade

1. Run the KwikTag 3.5.x to 3.6 upgrade installation package
2. If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP
  - KwikTag WebLib
3. Change the ASP timeout for the KwikTag Website from 90 to 180 seconds
  - KwikTag Website Properties > Home Directory > Configuration > Options
4. Reboot
5. Install/Reconfigure your input devices if necessary
6. Log into the system
7. Verify the data
8. Perform necessary Post-install config
9. **If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**

### 4.2 KwikTag 3.5.x to 3.6 multi server upgrade

1. Uninstall the KwikTag WebLib, KwikTag DAL, ImageTag.KwikTag.API.DAL proxies
2. Run the KwikTag 3.5.x to 3.6 upgrade installation package, select custom and install the appropriate features. This is the recommended order of installation:
  - Database Server
  - Application Server
  - Web Server
3. If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP
  - KwikTag WebLib

4. Recreate and re-export the KwikTag WebLib, KwikTag DAL, ImageTag.KwikTag.API.DAL Com+ proxies.
5. Change the ASP timeout for the KwikTag Website from 90 to 180 seconds
  - KwikTag Website Properties > Home Directory > Configuration > Options
6. Reboot (reboots are not necessary for a stand-alone database server)
7. Install/Reconfigure your input devices if necessary
8. Log into the system
9. Verify the data
10. Perform necessary Post-install config
11. **If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**

## 5 Post-install configuration

### 5.1 KwikTag 3.6 Job Service

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <configSections>
    <sectionGroup name="applicationSettings"
type="System.Configuration.ApplicationSettingsGroup, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" >
      <section
name="ImageTag.KwikTag.JobService.Process.FolderSettings"
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false"
/>
      <section
name="ImageTag.KwikTag.JobService.Process.KwikTagSettings"
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false"
/>
      <section name="ImageTag.KwikTag.JobService.Properties.Settings"
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false"
/>
      <section name="ImageTag.KwikTag.JobService.JobSettings"
type="System.Configuration.ClientSettingsSection, System, Version=2.0.0.0,
Culture=neutral, PublicKeyToken=b77a5c561934e089" requirePermission="false"
/>
    </sectionGroup>
  </configSections>
  <applicationSettings>
    <ImageTag.KwikTag.JobService.JobSettings>
      <setting name="runIntervalInSeconds" serializeAs="String">
        <value>5</value>
      </setting>
      <setting name="jobPath" serializeAs="String">
        <value>D:\KwikTag\Jobs</value>
      </setting>
      <setting name="inprocessPath" serializeAs="String">
        <value>D:\KwikTag\Jobs\Inprocess</value>
      </setting>
      <setting name="logPath" serializeAs="String">
        <value>D:\Logs\JobSvc</value>
      </setting>
      <setting name="failurePath" serializeAs="String">
        <value>D:\KwikTag\Jobs\Failure</value>
      </setting>
      <setting name="tempFolderPath" serializeAs="String">
        <value>D:\KwikTag\Jobs\Temp</value>
      </setting>
      <setting name="serviceName" serializeAs="String">
        <value>KwikTag 3.6 Job Service</value>
      </setting>
      <setting name="idleWaitSeconds" serializeAs="String">
        <value>5</value>
      </setting>
    </ImageTag.KwikTag.JobService.JobSettings>
  </applicationSettings>
</configuration>
```

```
</setting>
<setting name="DEFAULT_INSTRUCTIONS" serializeAs="String">
  <value>DEFAULT_instructions.xml</value>
</setting>
<setting name="PGProcessTimeoutInSeconds" serializeAs="String">
  <value>600</value>
</setting>
</ImageTag.KwikTag.JobService.JobSettings>
</applicationSettings>
</configuration>
```

Configuration Settings:

**runIntervalInSeconds** – This is how frequently the job service should check for new files to process. The default is 15 seconds.

**idleWaitSeconds** – The amount of time to wait before pulling another document to process. The default is 5 seconds.

Note: You will need to change the Paper Gateway Com+ package from a server application to a library application. Also, you will need to change the failure recovery options for this service to 'Restart the Service'

## 5.2 KwikTag Export Service

```
<?xml version="1.0" encoding="utf-8" ?>
<configuration>
  <appSettings>
    <!-- This interval is how often the service must run
         This number is in minutes. -->
    <add key="onDemandInterval" value="1440" />

    <!-- The following settings of start time and endTime are
         designed to keep the service serving only between these
times
         This number is in military-time format hhmm.
         If you allow this service to run from 5pm to 6am
         you would choose startTime as 1700 and endTime as 0600
         -->
    <add key="startTime" value="0900" />
    <add key="endTime" value="1800" />

    <!-- This is the path where the Portable Respository Template
files are stored
         generally it is C:\Program Files\KwikTag\Export\Portable
Repository
         change it if the install drive of Kwiktag is other than c:
drive
         -->
    <add key="portableRepositoryTemplatePath" value="C:\Program
Files\KwikTag\Export\Portable Repository" />

    <!-- The following settings are for Internal Use Only and
         are NOT to be modified other than the developers -->
    <!-- the OrgId to be used for the Service. This should be
-900. -->
    <add key="OrgId" value="-900" />
  </appSettings>
</configuration>
```

### Configuration Settings:

**onDemandInterval** – This is how often the service should check for new export jobs to run. The default is 1440 minutes (1 day).

**startTime** – The time (in twenty-four hour format) that the service should start looking for jobs to process. The default is 0900 hours (9 A.M.).

**endTime** – The time (in twenty-four hour format) that the service should stop looking for jobs to process. The default is 1800 hours (6 P.M.).

**portableRepositoryTemplatePath** – This is the path to the portable repository files. The default is C:\Program Files\KwikTag\Export\Portable Repository

The export path is setup though the File – Export – Set Location dialog in the KwikTag Admin Client. You must have an export license to use the export service.

## 6 Legacy Upgrade instructions

### 6.1 KwikTag 3.3SP4 to 3.5 single server upgrade

1. Install KwikTag 3.5 Prerequisites (refer to section 15 of the install guide for details on installing prerequisites)
2. Verify the server is configured properly as documented in the KwikTag 3.5 installation guide, refer to sections 13 and later as appropriate
3. Run the KwikTag 3.3SP4 to 3.5.19 upgrade installation package
4. Enable the session state setting in IIS for the KwikTag Website
  - Open the Internet Services Manager (Start\Programs\Administrative Tools\Internet Services Manager)
  - Right click the KwikTag Website and select properties
  - Select the Home Directory Tab
  - Click [Configuration]
  - Select the App options Tab
  - Check 'Enable session state'
  - Apply the changes
5. Run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory) using the 'RunAs' command and specify the local ktuser credentials
6. If the environment is locked down, the local asp.net user account will need to be given access to certain directories for KwikTag 3.5 to run. Refer to section 16 of the installation guide for more details on security and permissions
7. Reboot
8. Install/Reconfigure your input devices if necessary
9. Log into the system
10. Verify the data
11. Update the values for "Import" and "Input" in the Global Settings panel of the Admin client

### 6.2 KwikTag 3.3SP4 to 3.5 multi-server upgrade

1. Uninstall all Com+ proxies
2. Install KwikTag 3.5 Prerequisites (refer to section 15 of the install guide for details on installing prerequisites)
3. Verify the server is configured properly as documented in the KwikTag 3.5 installation guide, refer to sections 13 and later as appropriate
4. Run the KwikTag 3.3SP4 to 3.5.19 upgrade installation package, select custom and install the appropriate features. This is the recommended order of installation:
  - Database Server
  - Application Server
  - Web Server
5. Enable the session state setting in IIS for the KwikTag Website
  - Open the Internet Services Manager (Start\Programs\Administrative Tools\Internet Services Manager)
  - Right click the KwikTag Website and select properties
  - Select the Home Directory Tab
  - Click [Configuration]
  - Select the App options Tab
  - Check 'Enable session state'
  - Apply the changes

6. Run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory) using the 'RunAs' command and specify the local ktuser credentials
7. Create and export com+ proxies per section 7.1 of the installation guide. Also a new proxy for the ImageTag.KwikTag.API.DAL Com+ package will need to be created and exported from the Application (DAL) server to the Web server
8. If the environment is locked down, the local asp.net user account will need to be given access to certain directories for KwikTag 3.5 to run. Refer to section 16 of the installation guide for more details on security and permissions
9. Reboot (reboots are not necessary for a stand-alone database server)
10. Install/Reconfigure your input devices if necessary
11. Log into the system
12. Verify the data
13. Update the values for "Import" and "Input" in the Global Settings panel of the Admin client

### 6.3 KwikTag 3.4.x to 3.5 single server upgrade

1. Run the KwikTag 3.4.x to 3.5.19 upgrade installation package
2. If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP
  - KwikTag WebLib
3. If the Web server is Windows 2000, enable the session state setting in IIS for the KwikTag Website
  - Open the Internet Services Manager (Start\Programs\Administrative Tools\Internet Services Manger)
  - Right click the KwikTag Website and select properties
  - Select the Home Directory Tab
  - Click [Configuration]
  - Select the App options Tab
  - Check 'Enable session state'
4. Apply the changes
5. If the Application (DAL) server is Windows 2000 run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
6. Reboot
7. Install/Reconfigure your input devices if necessary
8. Log into the system
9. Verify the data
10. Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
11. **If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**

## 6.4 KwikTag 3.4.x to 3.5 multi-server upgrade

1. Uninstall the KwikTag WebLib and KwikTag DAL proxies
2. Run the KwikTag 3.4.x to 3.5.19 upgrade installation package, select custom and install the appropriate features. This is the recommended order of installation:
  - Database Server
  - Application Server
  - Web Server
3. If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP
  - KwikTag WebLib
4. Recreate and re-export the KwikTag DAL and KwikTag WebLib Com+ proxies. Also a new proxy for the ImageTag.KwikTag.API.DAL Com+ package will need to be created and exported from the Application (DAL) server to the Web server
5. If the Web server is Windows 2000, enable the session state setting in IIS for the KwikTag Website
  - Open the Internet Services Manager (Start\Programs\Administrative Tools\Internet Services Manger)
  - Right click the KwikTag Website and select properties
  - Select the Home Directory Tab
  - Click [Configuration]
  - Select the App options Tab
  - Check 'Enable session state'
6. Apply the changes
7. If the Application (DAL) server is Windows 2000 run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
8. Reboot (reboots are not necessary for a stand-alone database server)
9. Install/Reconfigure your input devices if necessary
10. Log into the system
11. Verify the data
12. Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
13. **If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**

## 7 Upgrade – Data Migration to a new server

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

1. Build or rebuild to the 3.6 KwikTag Standard. Refer to the KwikTag 3.6 Installation Guide included on your KwikTag Installation disk for more detailed information regarding how to build a KwikTag server, and how to install the KwikTag application
2. If you are doing a clean installation of 3.6, perform a clean installation of Office Doks 3.6. See installation guide for detailed instructions
3. Install KwikTag 3.6 and Upgrade the system
  - a. Install KwikTag 3.6
  - b. Install options and licensing as needed. (All options and licenses that were installed prior to the upgrade should be reinstalled where applicable)
  - c. Log into KwikTag and validate the system
  - d. Force the restore of your 3.5 database over your new 3.6 Database
  - e. Run the KTDBU\_EDF\_3.5.x\_3.6.exe<sup>1</sup>
  - f. Copy over your repository
  - g. Edit config xml files, including dbfinder.xml, and sourcename xml files as needed. (You should NEVER overwrite a newer version of a config or sourcename xml with an older one. Instead, edit the new version to include previous changes)
  - h. Start the NS\$KwikTag Service
  - i. Log into your KwikTag system and validate the data
  - j. Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
  - k. Install/Reconfigure your input devices

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<sup>1</sup> Make sure the 1.1SP1 .NET Framework is installed on the server prior to running this install. In a multi-Server configuration the 1.1 SP1 .NET Framework must be installed on the server that has the DAL feature installed.

## 8 Upgrade – Data Migration of the KwikTag database only

NOTE: These instructions assume a default database name of 'KwikTag'. If you specified another name for your database you will need to modify the steps accordingly. If you are using SQL Server 2005 verify that the xp\_cmdshell is enabled using the SQL Server 2005 Surface Area Configuration tool (Start\Programs\Microsoft SQL Server 2005\Configuration Tools\SQL Server Surface Area Configuration select the 'Surface Area Configuration for Features'). **If you are migrating from SQL Server 2000 to SQL Server 2005 you will need to run the following query where KwikTag represents the name of your database:**

```
DBCC UPDATEUSAGE ('KwikTag')
GO
```

This corrects any invalid counts that may have occurred when upgrading to SQL 2005. For more information view the Microsoft knowledge base article <http://msdn2.microsoft.com/en-us/ms188414.aspx>

1. Perform a full backup of your KwikTag database
2. Detach your KwikTag database from the old system
3. Copy the KwikTag.mdf and KwikTagLog.ldf from your SQL data directory of the old system to the SQL data directory of the new system
4. Attach the KwikTag database to your new system
5. Run the following SQL scripts in this order:
  - a. RenameKwikTagServer.sql
    - i. Replace {MainDB} with the name of your kwiktag database
    - ii. Replace {OrgDB} with the name of your kwiktag database
    - iii. Replace {DbServerName} with the name of your new database server
    - iv. Replace {WebServerName} with the name of the web server
    - v. Replace {AppServerName} with the name of the application (DAL) server
  - b. UpgradeDataMigration.sql
  - c. MaintenancePlan.sql
    - i. Replace {OrgDB} with the name of your kwiktag database
    - ii. Replace {BackupDirectory} with the desired path for your KwikTag database backups (this path cannot contain a trailing '\'). For example D:\KwikTag\dbbackup
  - d. Trans\_log\_backup.sql
    - i. Replace {ReportPath} with the desired path for your KwikTag database transaction logs, typically this is the same as the {BackupDirectory} (this path cannot contain a trailing '\').
  - e. AuditRetrieveAndPurge.sql
    - i. Replace {MainDB} with the name of your kwiktag database
    - ii. Replace {UserName} with the name of your sql user account
    - iii. Replace {Password} with the password for your sql user account
    - iv. Replace {AuditLogDriveLocation} with the desired path for your audit log files (this path cannot contain a trailing '\'). For example D:\KwikTag\audit\_logs
    - v. Replace {Database} with the name of your kwiktag database
    - vi. Replace {ServerName} with the name of your new database server

6. Run the KTDBU\_EDF\_3.5.x\_3.6.exe<sup>2</sup>
  - a. If the notification services databases have not been created use the 'bypass sql notification services' option
7. Run DBCC UPDATEUSAGE ('KwikTag')
8. Update DBFinder.xml to point to the new database

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<sup>2</sup> Make sure the 1.1SP1 .NET Framework is installed on the server prior to running this install. In a multi-Server configuration the 1.1 SP1 .NET Framework must be installed on the server that has the DAL feature installed.

## 8.1 Migrating SQL Notification Services

NOTE: These actions are performed on the application server, the server where the DAL feature is installed. If you have migrated your kwiktag database from a SQL Server 2000 server to a SQL Server 2005 server you need to install SQL Notification Services from the SQL Server 2005 media and that is what you will use when prompted for the notification services bin directory

1. Run `uninstall_ns.bat`
2. Edit the `appConfig.xml` file located in `C:\Program Files\KwikTag\Messaging\Config\KwikTag`
  - a. Change the `SqlServerSystem` to the name of your sql server
  - b. If you are using SQL Server 2005 change the `applicationDefinitionFilePath` to `appADF_2005.xml`
  - c. `DBSystem` should be the name of the application server
  - d. `NSSystem` should be the name of the application server
3. If you are using SQL Server 2005 run `Update_SQL_2005.bat` located in `C:\Program Files\KwikTag\Messaging\Bin`
4. Edit the notification services templates:
  - a. `install_ns.bat`
    - i. Replace `{NotificationServicesPath}` with the path to the notification services bin directory such as, `C:\Program Files\Microsoft SQL Server\90\NotificationServices\9.0.242\bin`
    - ii. Replace `{KwikTagInstallPath}` with the path to KwikTag install directory, such as `C:\Program Files\KwikTag`
    - iii. Replace `{SqlServer}` with the name of your sql server
    - iv. Replace `{SqlPort}` with the port your sql server uses, by default it is 1433
    - v. Replace `{SqlUser}` with the name of your sql user account
    - vi. Replace `{SqlPassword}` with the password for your sql user account
    - vii. Replace `{NsLogonAcct}` with the windows logon information for your notification service instance to run as, such as `KwikTag\ktuser`
    - viii. Replace `{NsAcctPass}` with the password for your windows logon
  - b. `update_ns.bat`
    - i. Replace `{NotificationServicesPath}` with the path to the notification services bin directory such as, `C:\Program Files\Microsoft SQL Server\90\NotificationServices\9.0.242\bin`
    - ii. Replace `{KwikTagInstallPath}` with the path to KwikTag install directory, such as `C:\Program Files\KwikTag`
    - iii. Replace `{SqlServer}` with the name of your sql server
    - iv. Replace `{SqlPort}` with the port your sql server uses, by default it is 1433
    - v. Replace `{SqlUser}` with the name of your sql user account
    - vi. Replace `{SqlPassword}` with the password for your sql user account
  - c. `uninstall_ns.bat`
    - i. Replace `{NotificationServicesPath}` with the path to the notification services bin directory such as, `C:\Program Files\Microsoft SQL Server\90\NotificationServices\9.0.242\bin`
    - ii. Replace `{SqlServer}` with the name of your sql server
    - iii. Replace `{SqlPort}` with the port your sql server uses, by default it is 1433
5. Run `install_ns.bat`

---

6. Run upgrade34sp4ns.sql on your sql server

## 9 Post upgrade tasks

As of version 3.5 of KwikTag the old numeric field data type has been replaced with a new numeric field data type. These two types function differently from each other and the old numeric type is now deprecated. There are two options for 'fixing' drawers that have the old numeric type (**NOTE: If you are moving large drawers be aware that, by default the documents will be reprocessed through the paper gateway resulting in additional versions of documents. To avoid this issue change the Import and Input paths in global settings to a location that is not monitored by the paper gateway. Be sure to change this back when the move is complete.**):

### Method 1:

1. Move documents to a new drawer with the same fields except the field type for Numeric(old) is changed to alphanumeric

### Method 1 Results:

Users will be able to filter in the DDL  
Newly filed documents will not have trailing zeros  
Records with trailing zeros from documents filed post-upgrade in the previous drawer will not be fixed  
There will be no enforcement of 'numbers only'  
The number will not sort like 'true' numbers in the DDL (same behavior has pre-upgrade)

### Method 2:

1. Move documents to a new drawer with the same fields except the field type for Numeric(old) is changed to Numeric

### Method 2 Results:

Users will not be able to filter in the DDL  
Numbers will sort properly in the DDL  
'Numbers only' will be enforced

1. Setup system for input devices and test
2. Upgrade user clients
  - 3.5 clients will need to run the 3.5 to 3.6 upgrade.
  - 3.5 Office Doks clients will need to run the 3.5 to 3.6 update.

## 10 Checklists

### 10.1 KwikTag 3.5.x to 3.6 single server upgrade

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Verify ktuser has the following rights:
  - Log on as a batch job
  - Logon as a service
- Verify SQL Server Service Pack level is at least SP2
- Reboot
- Install 3.5.x to 3.6 Upgrade
  - Install Licenses and options as needed
  - Update xml files
    - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader

- KwikTag DAL
- KwikTag Soap
- KwikTag Universal DP
- KwikTag WebLib
- Change the ASP timeout for the KwikTag Website from 90 to 180 seconds
  - KwikTag Website Properties > Home Directory > Configuration > Options
- If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**
- Reboot
- Log into KwikTag and verify the data

## 10.2 KwikTag 3.5.x to 3.6 multi server upgrade

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
    - Record Configuration Settings (specifically on the following)
      - Installed Options
      - Installed Licenses
      - Input Device Settings
- Verify ktuser has the following rights:
  - Log on as a batch job
  - Logon as a service
- Verify SQL Server Service Pack level is at least SP2
- Reboot
- Uninstall the KwikTag WebLib and KwikTag DAL Com+ proxies
- Install 3.5.x to 3.6 Upgrade following the recommended order of installation
  - Database Server
  - Application (DAL) Server
  - Web Server
  - Install Licenses and options as needed
  - Update xml files
    - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API

- KwikTag AppLoader
- KwikTag DAL
- KwikTag Soap
- KwikTag Universal DP
- KwikTag WebLib
- Recreate and re-export the KwikTag DAL, ImageTag.KwikTag.API.DAL, KwikTag WebLib Com+ proxies.
- Change the ASP timeout for the KwikTag Website from 90 to 180 seconds
  - KwikTag Website Properties > Home Directory > Configuration > Options
- If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**
- Reboot (reboots are not necessary for stand-alone database servers)
- Log into KwikTag and verify the data

## 11 Legacy Checklists

### 11.1 KwikTag 3.3SP4 to 3.5 upgrade single server

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Upgrade the system to 3.3 Service Pack 4 (if needed)
  - When installing 3.3 SP4 it is only necessary to provide the requested database information : perform a custom installation and install only the database
  - Remove any users that will not require administrative rights from the KwikTag admin group
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Install KwikTag 3.5 Prerequisites and verify the 3.5 standards are applied: refer to the kwiktag 3.5 installation guide (included on installation CD). For detailed instructions refer to sections 13 and later as appropriate
  - Verify ktuser has the following rights:
    - Log on as a batch job
    - Logon as a service
  - Verify SQL Server Service Pack level is at least SP4
  - Verify IIS Configuration
  - Install prerequisites as needed
    - Install Microsoft .NET Framework 1.1
    - Install Microsoft .NET Framework 1.1 SP1
    - Install SQLXML 3.0 SP2
    - Install SQL Notification Service 2.0 SP1
  - Reboot
- Install 3.3SP4 to 3.5.19 Upgrade

- After the upgrade the kwiktag administrator password will be reset to its default and all user passwords will be 'blank' and set to expire on first use
- Install Licenses and options as needed
- Update xml files
  - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- Enable the session state setting in IIS for the KwikTag Website
- Run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
  - Hold [Shift] and right click the kwiktagAddEncryptedImageData.exe
  - Select Run as...
  - Specify the local ktuser account
  - Process any records that need to be processed
  - Click [Finish]
- If the environment is locked down, the local asp.net user account will need to be given access to certain directories for KwikTag 3.5 to run. Refer to section 16 of the installation guide for more details on security and permissions
- Reboot
- Log into KwikTag and verify the data
- Update the values for "Import" and "Input" in the Global Settings panel of the Admin client
- Fix 'old numeric' fields. See section 6

## 11.2 KwikTag 3.3SP4 to 3.5 upgrade multi-server

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Upgrade the system to 3.3 Service Pack 4 (if needed)
  - When installing 3.3 SP4 it is only necessary to provide the requested database information : perform a custom installation and install only the database
  - Remove any users that will not require administrative rights from the KwikTag admin group
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Uninstall all Com+ proxies
- Install KwikTag 3.5 Prerequisites and verify the 3.5 standards are applied: refer to the kwiktag 3.5 installation guide (included on installation CD). For detailed instructions refer to sections 13 and later as appropriate
  - Verify ktuser has the following rights:
    - Log on as a batch job
    - Logon as a service
  - Verify SQL Server Service Pack level is at least SP4
  - Verify IIS Configuration
  - Install prerequisites as needed
    - Install Microsoft .NET Framework 1.1
    - Install Microsoft .NET Framework 1.1 SP1
    - Install SQLXML 3.0 SP2
    - Install SQL Notification Service 2.0 SP1
  - Reboot
- Install 3.3SP4 to 3.5.19 Upgrade following the recommended order of installation
  - Database Server
  - Application (DAL) Server

- Web Server
- After the upgrade the kwiktag administrator password will be reset to its default and all user passwords will be 'blank' and set to expire on first use
- Install Licenses and options as needed
- Update xml files
  - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- Enable the session state setting in IIS for the KwikTag Website
- Run the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
  - Hold [Shift] and right click the kwiktagAddEncryptedImageData.exe
  - Select Run as...
  - Specify the local ktuser account
  - Process any records that need to be processed
  - Click [Finish]
- Create and export com+ proxies per section 7.1 of the installation guide. Also a new proxy for the ImageTag.KwikTag.API.DAL Com+ package will need to be created and exported from the Application (DAL) server to the Web server
- If the environment is locked down, the local asp.net user account will need to be given access to certain directories for KwikTag 3.5 to run. Refer to section 16 of the installation guide for more details on security and permissions
- Reboot (reboots are not necessary for stand-alone database servers)
- Log into KwikTag and verify the data
- Update the values for "Import" and "Input" in the Global Settings panel of the Admin client
- Fix 'old numeric' fields. See section 6

## 11.3 KwikTag 3.4.x to 3.5 single server upgrade

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Verify ktuser has the following rights:
  - Log on as a batch job
  - Logon as a service
- Verify SQL Server Service Pack level is at least SP4
- Reboot
- Install 3.4.x to 3.5.19 Upgrade
  - Install Licenses and options as needed
  - Update xml files
    - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP
  - KwikTag WebLib
- If the Web server is Windows 2000, enable the session state setting in IIS for the KwikTag Website

- If the Application (DAL) server is Windows 2000 the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
  - Hold [Shift] and right click the kwiktagAddEncryptedImageData.exe
  - Select Run as...
  - Specify the local ktuser account
  - Process any records that need to be processed
  - Click [Finish]
- If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**
- Reboot
- Log into KwikTag and verify the data
- Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
- Fix 'old numeric' fields. See section 6

## 11.4 KwikTag 3.4.x to 3.5 multi-server upgrade

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electronic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Verify ktuser has the following rights:
  - Log on as a batch job
  - Logon as a service
- Verify SQL Server Service Pack level is at least SP4
- Reboot
- Uninstall the KwikTag WebLib and KwikTag DAL Com+ proxies
- Install 3.4.x to 3.5.19 Upgrade following the recommended order of installation
  - Database Server
  - Application (DAL) Server
  - Web Server
  - Install Licenses and options as needed
  - Update xml files
    - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
- If upgrading a locked-down server 2003 environment, verify the correct user for anonymous authentication is a member of the creator owner role in the appropriate Com+ packages
  - ImageTag.KwikTag.API.BLL
  - ImageTag.KwikTag.API.DAL
  - KwikTag API
  - KwikTag AppLoader
  - KwikTag DAL
  - KwikTag Soap
  - KwikTag Universal DP

- KwikTag WebLib
- Recreate and re-export the KwikTag DAL and KwikTag WebLib Com+ proxies. Also a new proxy for the ImageTag.KwikTag.API.DAL Com+ package will need to be created and exported from the Application (DAL) server to the Web server
- If the Web server is Windows 2000, enable the session state setting in IIS for the KwikTag Website
- If the Application (DAL) server is Windows 2000 the kwiktagAddEncryptedImageData.exe (located in the KwikTag\Support\Add Encrypted URL Data Fix directory)
  - Hold [Shift] and right click the kwiktagAddEncryptedImageData.exe
  - Select Run as...
  - Specify the local ktuser account
  - Process any records that need to be processed
  - Click [Finish]
- If Office Doks is installed please refer to the Office Doks Installation Guide for steps on how to update the application**
- Reboot (reboots are not necessary for stand-alone database servers)
- Log into KwikTag and verify the data
- Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
- Fix 'old numeric' fields. See section 6

## 11.5 Upgrade – Data Migration to a new server

**Installations on 64-bit operating systems, SQL server clusters, Domain Controllers, and Microsoft Small Business Server are not supported.**

- Verify all user names and passwords for KwikTag:
  - Verify SA or custom SQL user login and password
  - Verify the ktuser user login and password
- Close all KwikTag Applications
  - Verify everyone is logged off the KwikTag System
  - Verify no documents are being processed in the Paper Gateway
- Upgrade the system to 3.5.19
- Backup KwikTag
  - Perform a complete backup of the KwikTag database selecting the "verify" backup option
  - Perform a backup of the KwikTag repository : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
  - Perform a backup of XML files : **REMOVE FILE ENCRYPTION PRIOR TO BACKING UP XML FILES OR IMAGE REPOSITORIES**
    - Backup service configuration xml files located, by default, in C:\Program Files\KwikTag\Config
    - Backup sourcename xml files in the following locations on the D:\ Drive (include any subfolders):
      - Electornic Document
      - Email
      - Import
      - Input
      - Rightfax
  - Record Configuration Settings (specifically on the following)
    - Installed Options
    - Installed Licenses
    - Input Device Settings
- Build/rebuild the server to the KwikTag 3.6 standard : refer to the kwiktag 3.6 installation guide for detailed instructions (included on installation CD)
  - Install and configure IIS
  - Install and configure SQL Server 2005
    - Apply SQL Server 2005 SP2
- Install KwikTag 3.6
  - Run KT\_EDF\_Server\_3.6.exe
  - After the installation of the core system, install options and licenses
  - Log into KwikTag and validate the system
- If you are doing a clean installation of 3.6, perform a clean installation of Office Doks 3.6. See installation guide for detailed instructions
- Restore and upgrade the existing KwikTag database
  - Force the restoration of the 3.5.19 database over the 'new' 3.6 database
  - Run KTDBU\_EDF\_3.5.x\_3.6.exe
  - Restore the repository
  - Update xml files (including dbfinder.xml)
    - NEVER** replace newer xml files with older ones, instead modify the new ones to include custom installation from the previous xml files
  - Start the NS\$KwikTag service

- Install KwikTag 3.6.1 Hotfix (Refer to KwikTag 3.6.1 Installation Guide on installation cd)
- Log into the upgraded system and validate the data
- Update the values for "Import" and "Input" in the Global Settings panel of the Admin client if they are not already set
- Fix 'old numeric' fields. See section 6