

Enterprise SiteManager / Administrator Upgrade

Issue 1.0

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What Do I Need to Do?

Your Enterprise SiteManager (ESM) and Administrator software can be upgraded from **11 December 2011**. The upgrade will remain optional until **19 February 2012**, when it will become mandatory.

There are alternative upgrade instructions if you wish to use Windows Installer Technology (MSI).

These are in a document entitled **Enterprise Sitemanager / Administrator Upgrade – Windows Installer Technology (MSI)** available at www.edexcel.com.

Contact Us

If you would like help with the installation or have any questions you can refer to the Frequently Asked Questions (FAQs) at the end of this document, or contact us on: **0844 576 0024**

Prerequisites for the Installation

You will need the following software for the installation process:

1. Microsoft Core XML Services 6.0 (MSXML6)

The MSXML6 installation package can be downloaded from the Microsoft Website: <http://www.microsoft.com/downloads/details.aspx?FamilyID=993c0bcf-3bcf-4009-be21-27e85e1857b1>. Installation of the MSXML6 MSI package uses the standard MSI command-line arguments for installation and so can be run silently with the usual /qb or /qn command line arguments. If you use a distribution tool that requires a complete command-line the one that follows should suffice: `msiexec.exe /qb /I <path to file>\msxml6.msi`

2. Internet Explorer 7.0 or higher

3. Adobe Reader or Adobe Acrobat 8.0 or higher

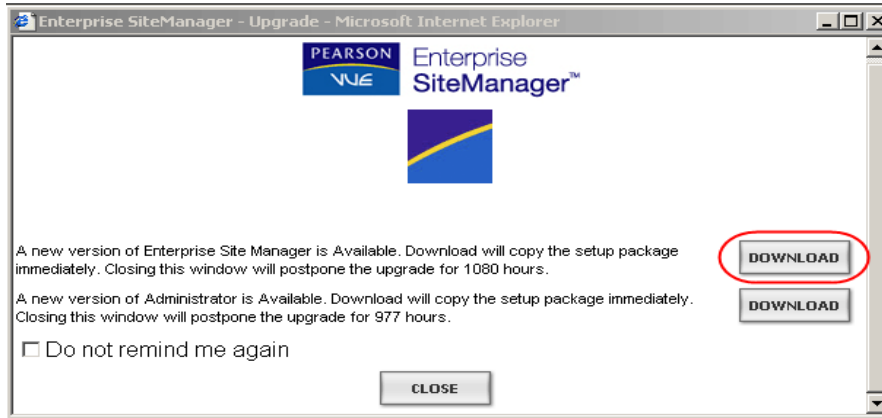
To avoid any problems later on, carry out the following pre-installation tasks:

- Upload all results.
- Make sure any upcoming exams are in locked status.
- Close any open applications.

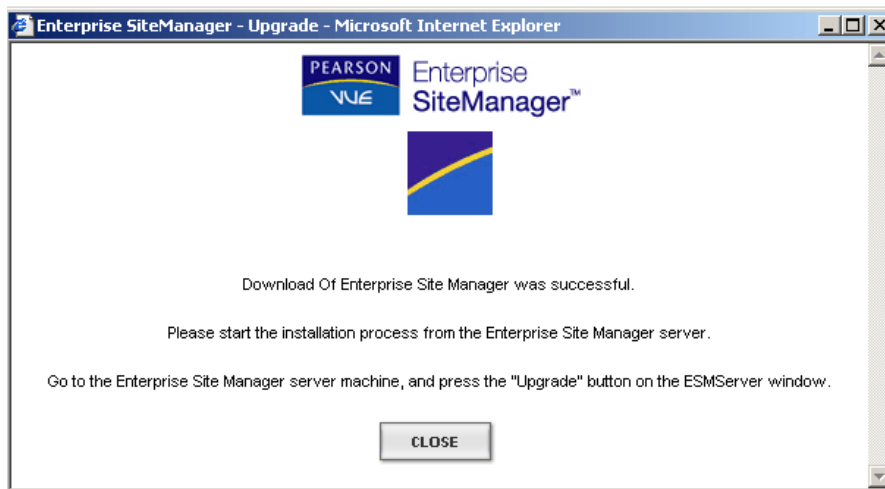
We recommend you upgrade on a day when no testing is due to take place to avoid any disruption to your students.

Upgrading ESM

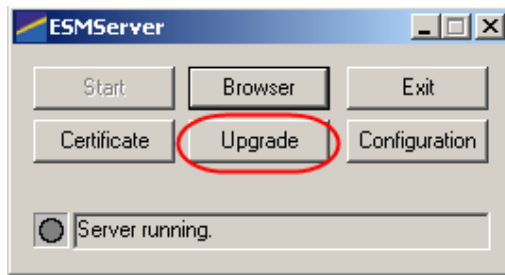
1. Launch the ESMServer and log on. An Enterprise SiteManager Upgrade screen will appear to notify you of the ESM upgrade. Click **Close**. If you deferred the upgrade you will not see this screen. Instead you can click the **Upgrade** text link in the upper right corner of the ESM window.
2. Click the first **Download** button:



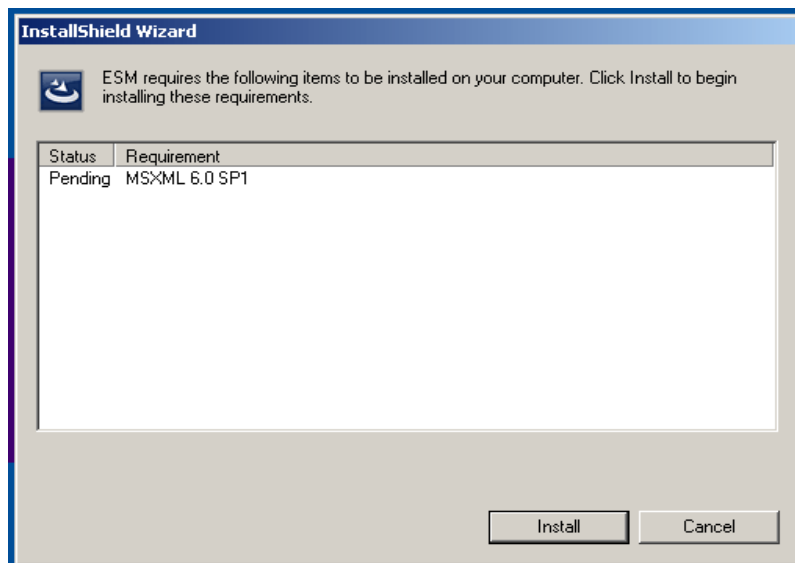
3. Click **Close**. Once the download is complete you will see the following screen:



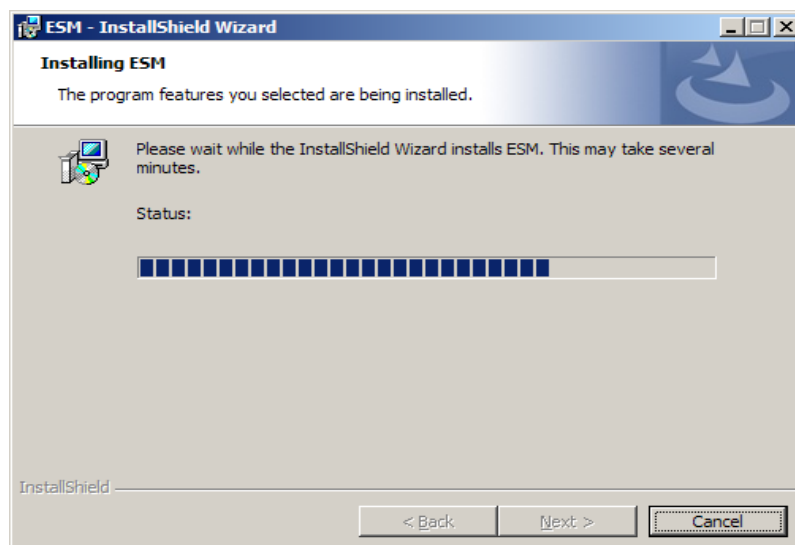
4. In the ESMServer screen, click **Upgrade**. Once the upgrade is complete, the system will log you out of the ESMServer.



5. If you have installed the MSXML 6.0 SP1, the ESM installation will begin (skip to step 6). If you have not installed the MSXML 6.0 SP1, the InstallShield Wizard window opens, notifying you of the need to install the MSXML 6.0 SP1 required item. Click **Install** and follow the installation process.



6. The InstallShield Wizard will start like so:

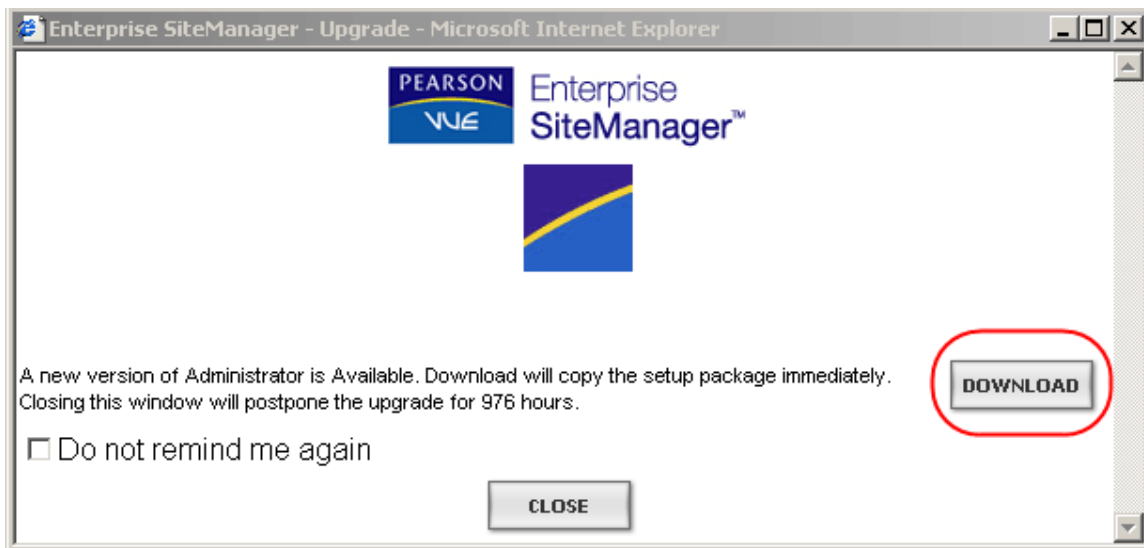


7. Once this is complete you will be prompted to restart your system and the installation of ESM will complete.

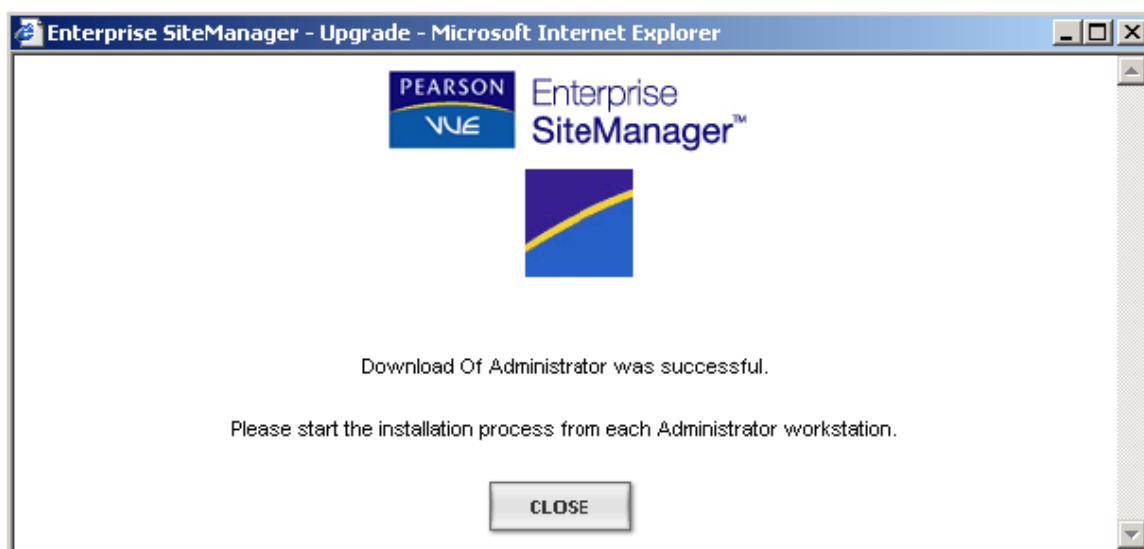
Downloading the Administrator Upgrade

After you complete the ESM upgrade, you will need to download and install the new Administrator software.

Launch the ESMServer and log on. You will be notified about the new version of the software. Close this screen and you will be able to download the software:



Click the **Download** button. Once the download is complete you will see the following screen:

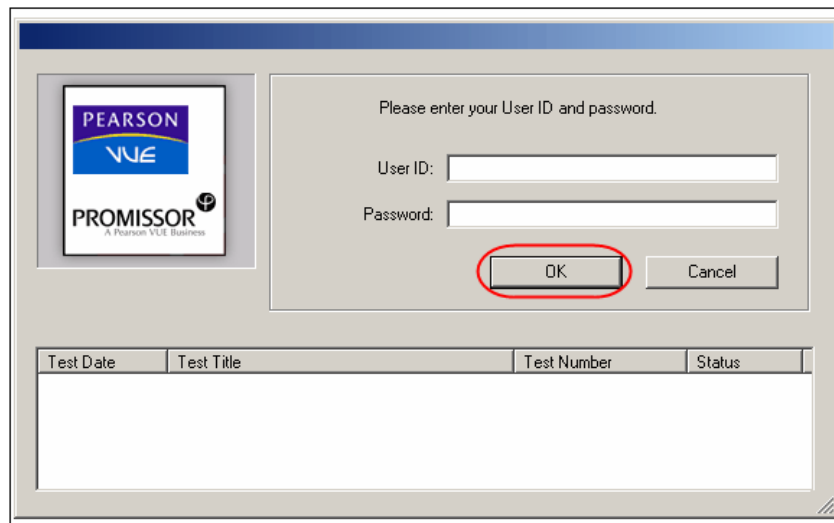


Upgrading Candidate Workstations

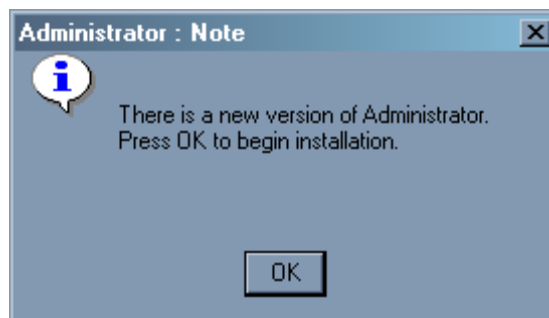
Once the ESM upgrade is complete, you can update the Administrator workstations.

Please log in to the workstations with **Local Admin** privileges – if you do not have this level of access you will experience the error message “**Error 50000: Logged in user is not in administrators group**”

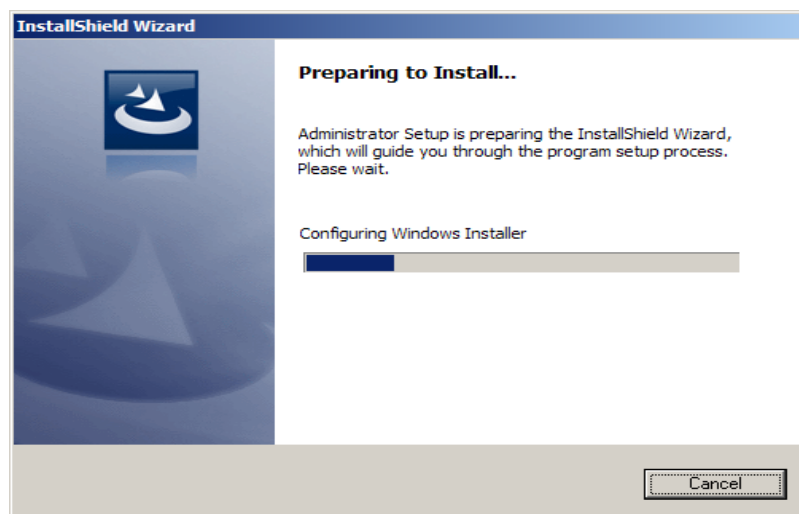
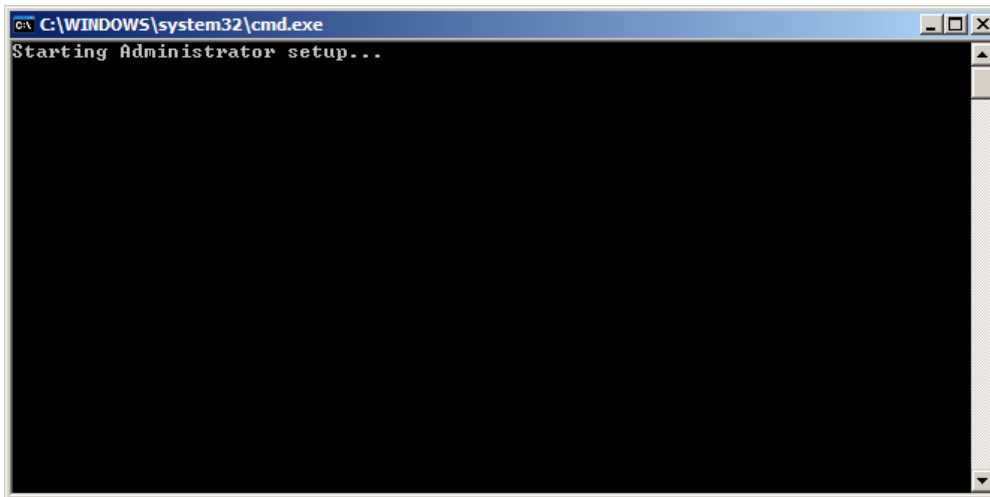
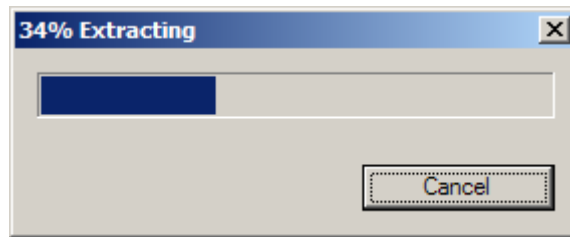
1. Launch Administrator at each candidate workstation and click **OK** from the login screen. No user name or password is necessary.



2. Click **OK** to have the system complete the upgrade on the workstation.

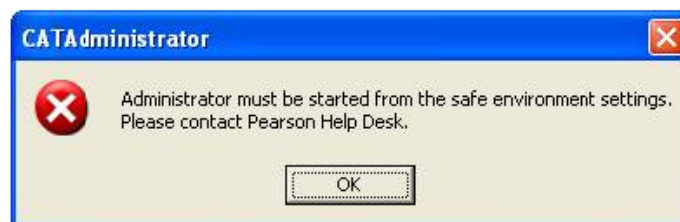


3. Three dialogs appear to show the progress of the Administrator installation:



This will complete the installation.

Once the upgrade is complete, any shortcuts that you have created yourself will need to be updated, otherwise you will receive this message:

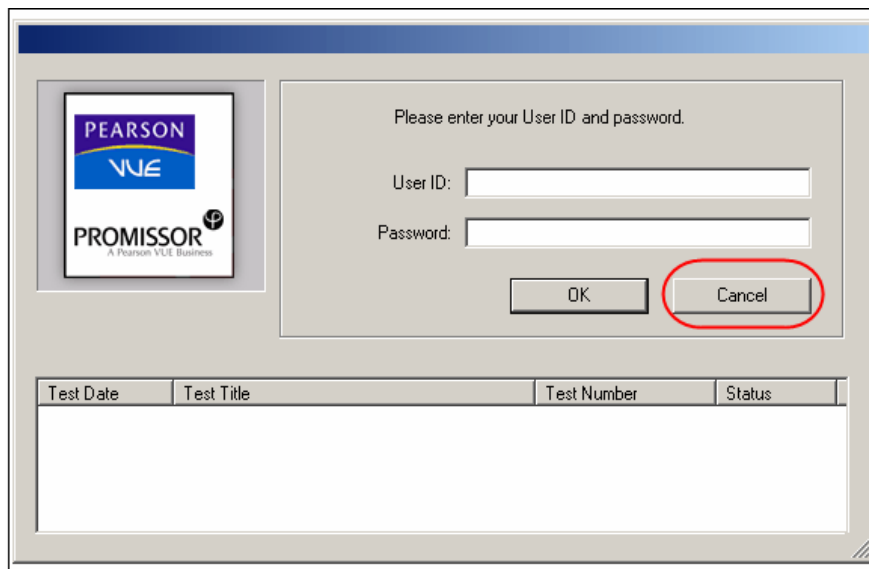


To resolve this either only start Administrator using the **WinAdmin.exe** shortcut created during the installation, or you can modify your existing custom shortcuts. To do this, go into the properties of the shortcut and replace the target path name of the old executable (Administrator.exe) with the name of the new executable (WinAdmin.exe).

Verifying Workstation Installations

Once the installation is complete it is recommended that you check the installation has been successful for all copies of Administrator.

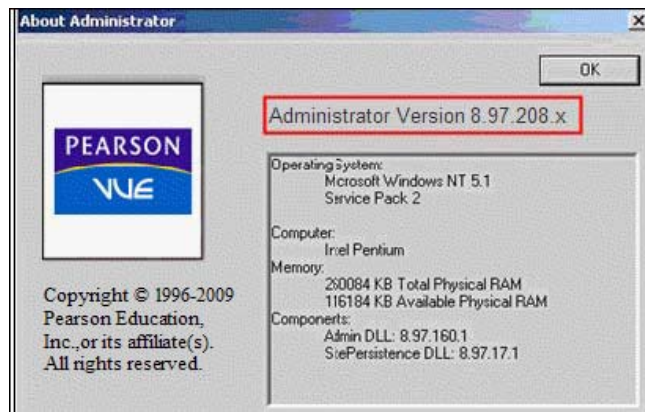
1. Launch Administrator and click **Cancel**.



2. The Administrator menu bar will appear. On the **Help** menu, click **About Administrator**.



3. Verify that Administrator is running the most recent Administrator Version. 8.97.214.x



Configuration Information

The ESM application is hosted at esm.catglobal.com (159.182.112.240)

Firewall Configuration

Your firewalls will need to allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80. To allow for other functionality such as demographic changes, the IP address 159.182.112.210 (www.catglobal.com) with destination port 443 should also be allowed.

Proxy Configuration

Proxy servers should likewise allow the machine(s) with ESM installed to access the IP address 159.182.112.240 (esm.catglobal.com) with a destination port of 80.

Frequently Asked Questions

- 1) How long do I have?

From 11 December 2011, you will be prompted to upgrade your software. You will be able to defer the upgrade until 19 February 2012.

- 2) What is the purpose of the upgrade, why do I have to do it?

Back-end updates and precursors to Windows 7 support.

- 3) What is Windows MSI and what does it have to do with onscreen testing?

Windows Installer Technology (MSI) significantly reduces the time required for installing upgrades, by allowing the simultaneous update of all copies of the Administrator software.

- 4) MSXML 6.0 SP1 is a prerequisite of using the MSI package to upgrade the Administrator so why is it necessary for centres not wishing to use MSI?

The software is now dependent on the availability of MSXML 6.0 SP1.

- 5) The non-MSI version of the document advises that centres should verify their Administrator version, whilst the MSI version does not. Why is this?

The MSI version is pushed out remotely to all Administrator machines therefore verification is not required. You can carry out a manual check by going to the Administrator machines.

- 6) What access requirements do the installations require?

Administrator rights are required to install the software. Once the software is installed Admin rights can be removed but the below locations require Read/Write/Edit i.e. full control:

SERVER\ESM Test Centre - ie the share location

C:\Program Files\Promissor i.e. the local install directory

Glossary

There are some terms in this document which you may not be familiar with. Below are descriptions of what these terms mean.

- **distribution tool** – A distribution tool is a piece of software that provides remote management of one or more client machines. Some of the common functional areas of popular distribution tools are rapid imaging or ghosting of workstations/servers, mass-deployment of software installation packages, remote diagnostic and remote control services. Examples of popular distribution tools are Altiris Deployment Solution, Microsoft Systems Management Server and AppExpress.
- **"imaging"** new machines – imaging refers to writing a pre-defined complete workstation image to a new workstation or server. The process is used by creating a master image (e.g. installing all required software/packages) from one reference machine and then duplicating this image across multiple machines of the same hardware specification.
- **"refreshing"** existing machines – Refers to deploying a pre-defined image as above, but to existing workstations (e.g. not new out of the box).
- **silent installation** – A silent install is whereby an installation package setup program is executed from start to finish without prompts being displayed to the end user, therefore running "silently". Usually additional "switches" are required to be added to the command line of the program in order for an install package to be run silently, e.g. setup.exe /s.