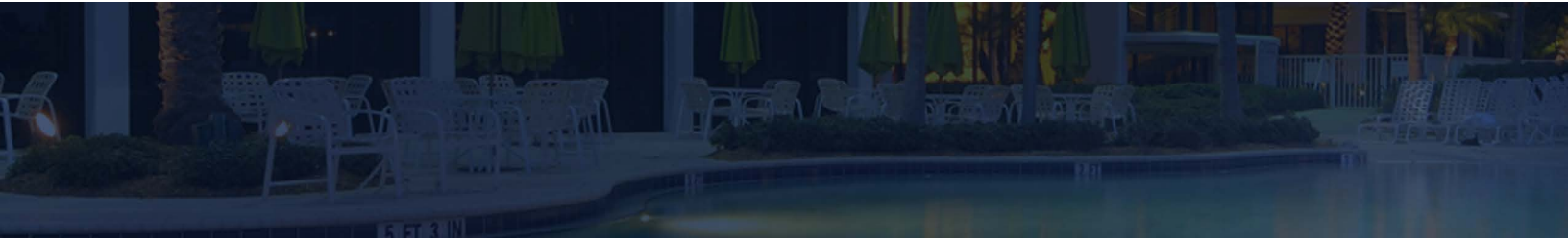


SMS™

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SYSTEMS



Application Update Instructions

SMS | Host v.22x – 2023r1

Instructions for updating from SMS | Host v.22x to SMS | Host 2023r1

SMS Document # 1021450, Rev. 1.2

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Introduction

This document is intended for Springer-Miller Systems (SMS) customers and staff when updating from SMS|Host v22.000211, v22.100510, v22.100525, v22.500422, v22.601106, v22.700619, v22.710325 (2021r1), v22.810217 (2022r1) and v22.811207 (2022r2) to SMS|Host 2023r1.

IMPORTANT: There are major important changes to the SMS|Host deployment and registration process introduced in 2022r1 (v22.810217). If you are updating from a version of 22x prior to 22.810217 (2022r1), please read this document in its entirety to understand what actions you are required to perform to successfully complete your update to 2023r1.

IMPORTANT: If you are currently updating from a version of SMS|Host prior to v22.000211, please refer to the document [SMS|Host 2023r1 Software Update Instructions](#) to update from your version directly to 2023r1.

Please note that the underlying version number associated with the SMS|Host 2023r1 release is 22.820417.

Before Updating

You must complete each of these tasks before the update can begin.

Schedule Your Update with SMS

Please send an email to upgrades@springermiller.com to begin the update scheduling process. You will be contacted by a SMS coordinator who will ask you to complete an *Upgrade Request Form* to identify hardware specifications and currently installed SMS software.

Create a 2023r1 Demo System

Create and update a training/demo system based on your current live system configuration. Use this system to carry out a thorough review of SMS|Host 2023r1 and to train your staff if necessary. See the steps outlined in SMS doc #1021180, [Create a Host and POS Demo System for 2022r1 and later](#). Please contact Springer-Miller Systems Support if you require any assistance creating a new demo system.

Important Note for Thin Client / RDS / Terminal Services Customers on versions prior to 22.810217 (2022r1)

If you are using thin client deployment for SMS|Host at your property, you will need an updated publishing routine file to be installed in your live system before you attempt to publish the new demo. You may either download the required file from the SMS Customer Community, or request assistance from Support to coordinate distributing and installing the file in your live SMS|Host system.

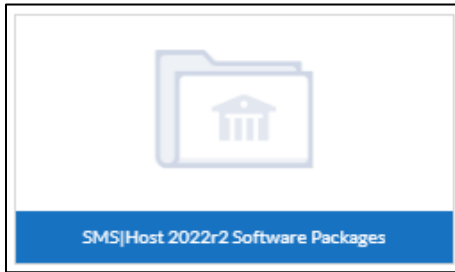
Note: This step is NOT required for systems already on 2022r1 (22.810217) or later.

To download and install the publishing file from the Community

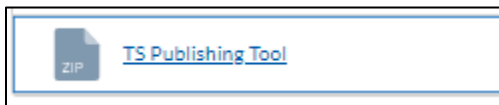
- 1) Logon to the SMS Customer Community and click on the **Resources** tab:



- 2) On the Resources page, scroll to the *Libraries* section at the bottom of the page and select the **SMS|Host 2022r2 Software Packages** library:



- 3) Open the **SMS|Host 2022r2 Software Packages** library to view the list of available files.
- 4) Locate and click on the file **TS Publishing Tool.zip** from the list of available files, as shown:



- 5) Copy the **TS Publishing Tool.zip** file to your `\hostplus\fxp32` folder and extract the contents of the zip file directly into `\hostplus\fxp32`.
This operation will not require exclusive use. The file that will be updated is **termtool.fxp**.
- 6) Once **termtool.fxp** has been installed in `\hostplus\fxp32`, you can launch the publishing routine and publish your newly updated 2023r1 demo system.

Patch Update Process

Download Patch Executable and Preparatory Files

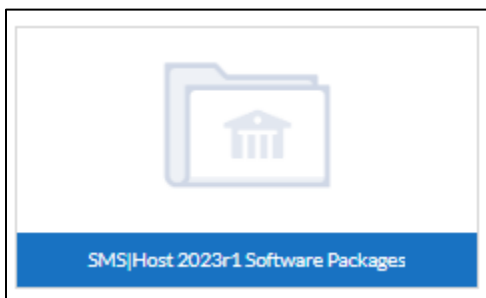
Before running the 2023r1 update, you must download the 2023r1 update patch and prep from the [Springer-Miller Systems Customer Community](#).

If you do not have a username and password for the SMS Customer Community, contact [SMS Support](#) for assistance.

1. Verify that there are no files in your `\hostplus\tempdist` or `\hostdemo\tempdist` folders. If there are, move them to a different location.
2. Logon to the SMS Customer Community and click on the **Resources** tab:

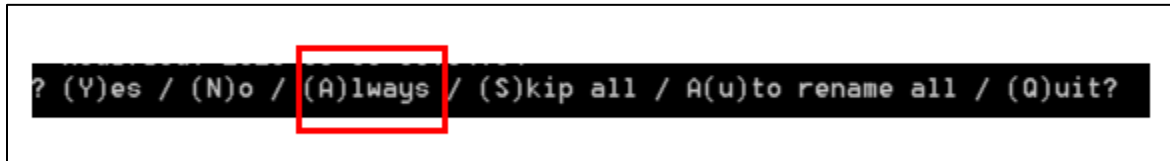


3. On the **Resources** page, scroll to the *Libraries* section and select the **SMS|Host 2023r1 Software Packages** library:



4. Open the **SMS|Host 2023r1 Software Packages** library to view the list of available files.

5. There are two files that must be downloaded for this update: the patch file **22820417.exe** and the preparatory file **prep0417.exe**.
6. Download the **22820417.exe** file to your `\hostplus\tempdist` (or `\hostdemo\tempdist`) directory. If there is no **tempdist** directory under `\hostplus` (or `\hostdemo`), create one.
Do NOT attempt to run the executable file.
7. Download the **prep0417.exe** file to your `\hostdemo\fxp32` or `\hostplus\fxp32` directory.
8. Extract the contents of **prep0417.exe** into the `\fxp32` folder by double-clicking on the file and answering **A** to the prompt to replace existing files, as shown:



Make a Verified Backup of SMS|Host

If you are going to run the patch update in your live system, you **MUST** make a verified backup of your SMS |Host system before you launch the update. Failure to make a verified backup may result in unnecessary downtime due to damaged data that, in some cases, is irreparable.

Obtain Exclusive Use of SMS|Host, SMS|POS & SMS|Diplomat

Ensure all users are completely logged out of the SMS |Host and SMS |POS systems before starting the update.

Completely shut down all serial and XML interfaces and power off the SMS |Diplomat server. As the update requires exclusive use of all files, putting interfaces to sleep is not sufficient – they must be shut down. The SMS |Diplomat server(s) should be powered off to prevent SMS |Commander attempting to restart SMS |Diplomat during the update.

See the [Exclusive Use Manager](#) topic on the SMS |Host help site and contact the [SMS Customer Support Center](#) for assistance if you have any problems obtaining exclusive use of the system.

Note: For demo system updates, exclusive use of the demo system is still required. As there are no serial or XML interfaces active in the demo system, putting interfaces to sleep and stopping SMS |Diplomat is not required.

Run the Patch Update

Note: If you do not feel comfortable performing the update, or encounter problems at any point in the following process, please STOP and contact the [SMS Customer Support Center](#). Do NOT attempt to work through problems by yourself.

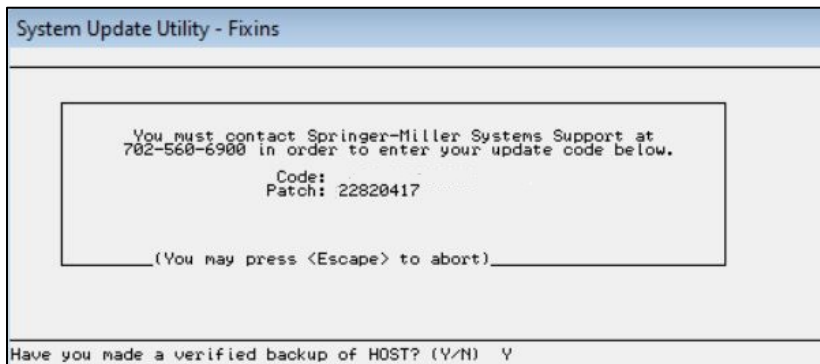
You must run the patch update from the same drive letter that your workstations use to map to SMS |Host.

For example, if your SMS |Host system is physically located on your server's `C:\smshost\hostplus` directory and your workstations map to this directory as `H:\hostplus`, you should run the patch update from `H:\hostplus` (on either the SMS |Host server itself or a workstation).

1. From the **<mapped drive>\hostplus\fxp32** (or **hostdemo\fxp32**) directory, either double-click on the file **FIXINS.EXE** or from a command line prompt, move to the `fxp32` directory and type: **FIXINS**
2. The following prompt will display: **Have you made a verified backup of HOST? (Y/N)**.
NOTE: This is a REMINDER only and does not perform any verification.
3. You will be prompted to enter a Key Code.
4. Contact your [SMS Customer Support Center](#) for a Key Code to initiate the update.

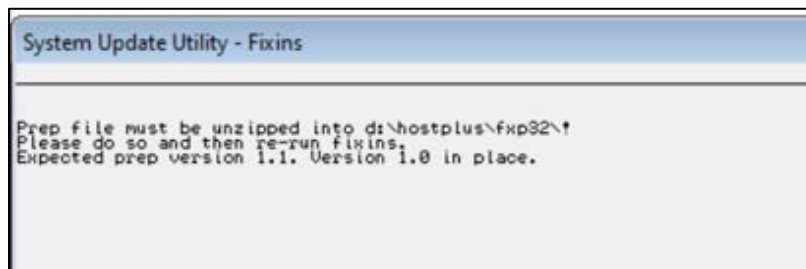
5. Enter the Key Code you receive.

Your update keycode will comprise 8 to 10 random digits. You will notice that the version number you are updating to will display on the update keycode screen, as shown:



Ensure that the patch version number is correct. If the version number is incorrect, verify that `\tempdist` contains the correct patch file (**22820417.exe**) and that it is the only file in that directory.

Note: The following warning message will display if the contents of the prep file were not successfully extracted prior to running **Fixins**:



If you receive this warning message, escape out of this window and re-extract the contents of the prep file into the `\fxp32` folder following the directions above. Then go back to step #1 and re-launch **Fixins**.

6. The update will move ahead with installing new files, enabling any relevant settings and making updates to database structures and indexes as necessary.
7. The update will display an Update Process Complete prompt when the process is complete and requires you to press **Y** to confirm. If you do not receive an update complete notice, or if the update produces an error at any stage of the process, contact Springer-Miller Systems immediately.

For Properties Updating to 2023r1 from a 22x version prior to 22.810217 (2022r1) ONLY

This section applies to properties that are updating to 2023r1 from the following versions of SMS|Host: v22.000211, 22.100510, 22.100525, 22.500422, v22.601106, v22.700619 and v22.710325 (2021r1).

If you are updating to 2023r1 from v22.810217 (2022r1) or v22.811207 (2022r2) of SMS|Host, the following steps were already implemented as part of your update to those versions and do not need to be repeated.

Register SMS|Host on all Servers and Workstations

Prior to launching SMS|Host 2023r1 for the first time, a user with local admin rights must launch the *SetupHost* installer on every workstation and server that will be used to access the application, in order to correctly setup each machine for running the SMS|Host application.

SMS strongly recommends the *SetupHost* installer be installed on all machines during 2023r1 demo testing, to ensure all users are able to successfully logon to the demo. Running *SetupHost* during the demo testing phase, avoids the need to run it following the update of the live system to 2023r1.

Pre-Requisite: The Microsoft® .Net Framework v4.8 Runtime must be installed before attempting to run *SetupHost* on each machine. The .Net Framework v4.8 Runtime is available for download directly from Microsoft®:

<https://dotnet.microsoft.com/download/dotnet-framework/net48>

1. User with admin rights, accesses each machine and launches **setuphost.exe** from **\hostplus\install** (or **\hostdemo\install**) . The following screen will display:



2. Press **Install** to run
3. The installer will register the appropriate components and copy in required system files.
4. When complete, the installer will display a **“Completed successfully!”** message, as shown:



5. If *SetupHost* has already been run on a specific machine and the admin user inadvertently runs it again, the **Install** button will be greyed out, preventing the installer from being re-run:



Specify Client-Side Deployment Folder

The update to 2023r1 will enforce client-side installation, also known as “local deploy”, for all non-Thin Client deployed SMS|Host systems. Client-side installation copies selected files from the `\hostplus\fxp32` and `\pos\fxp32` folders to a local folder on each machine where SMS|Host is launched.

The default location for client-side files to copy to depends on whether you already had local deploy enabled in SMS|Host prior to your update:

- If you already have local deploy enabled, files will continue to be deployed to `\sms\lc_host` and `\lc_pos` following your update to 2023r1.
- If you did not have local deploy enabled previously, files will be copied to `\psms\localdeploy\lc_host` and `lc_pos` following your update to 2023r1.

Following initial launch of SMS|Host 2022r1 and higher, properties have the option of selecting an alternative client-side installation location on each machine: `%programdata%` or `%appdata%`

A user with local admin rights to the fileserver should launch SMS|Host immediately after the update and after running the *SetupHost* installer, in order to copy client-side files to the relevant client-side deploy folder on that machine.

That user should then launch the client-side configuration screen in SMS|Host (menu path **F, L, E, 7**) and select the desired location for the client-side deploy folder on each workstation and server that will access SMS|Host from a mapped drive:

```

CLIENT-SIDE SETTINGS
Local Deploy Folder Location
 2 - C:\PSMS\
 3 - %ProgramData - eg C:\ProgramData
 4 - %AppData - eg C:\Users\\AppData\Roaming
Enter selection number for Local Deploy Folder Location 2
Automatically refresh Terminal Services folder N
  
```

Once a folder location has been selected, exit out of SMS|Host and allow all other users to logon to SMS|Host. Remember to run *SetupHost* as an admin on all machines prior to letting users logon to SMS|Host 2023r1 for the first time.

Refer to the [SMS|Host Deployment Guide](#) (SMS doc# 1021090) for details on client-side deployment and configuration.

Verify Update Complete

On first launch of SMS|Host, following the update, the title screen of both SMS|Host and SMS|POS (if applicable) should display the new release number “2023r1” and build number “Build XXXX”:



If **2023r1** and the Build number are not displayed on the logon screen, the update was not successful. In this case, please contact [Springer-Miller Systems Customer Support](#) immediately.

Re-start Interfaces

Remember to re-launch all serial interfaces from the relevant desktop icons and to re-start SMS|Diplomat.

RDS / Terminal Services / Citrix / Thin Client Customers Only

This step is REQUIRED for customers with an RDS, Citrix® or Microsoft® Terminal Services implementation of a “thin client” architecture.

After completing the SMS|Host update, and before allowing users to enter the updated system, local copies of the necessary SMS|Host and SMS|POS program files must be deployed to each server that is configured for RDS, Citrix or Terminal Services.

Refer to the document [Publishing and Maintaining SMS|Host on an RDS, Citrix or Terminal Server](#) for instructions about how to perform these tasks.

Contact Support

Please contact [Springer-Miller Systems Customer Support](#) to inform them of your successful update.