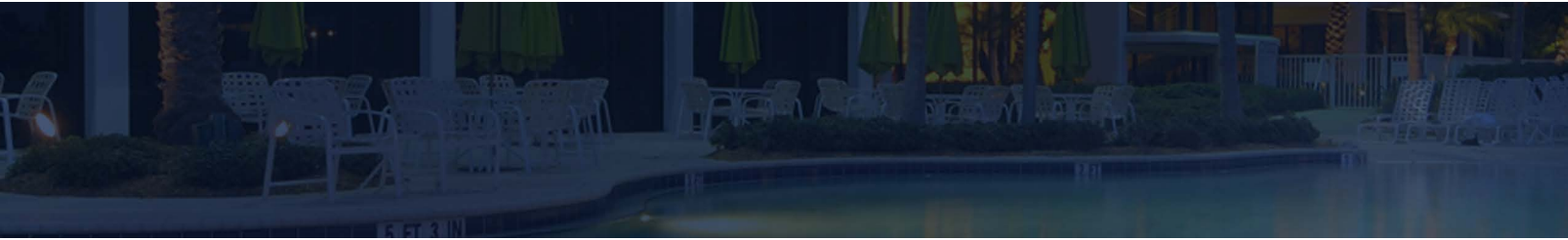


SMS™

SPRINGER-MILLER
SYSTEMS



Application Update Instructions

SMS | Host 2023r1 to 2023r1

Instructions for updating from SMS | Host 2023r1 to SMS | Host 2023r1 (latest build)

SMS Document # 1021580, Rev. 1.2

© 2024, Gary Jonas Computing Ltd. All Rights Reserved.

Contents

Introduction	1
Before Updating	1
Schedule Your Update with SMS	1
Patch Update Process	1
Download Patch Executable and Preparatory Files	1
Make a Verified Backup of ^{SMS} Host.....	2
Obtain Exclusive Use of ^{SMS} Host, ^{SMS} POS & ^{SMS} Diplomat.....	2
Run the Patch Update	2
Verify Update Complete.....	3
Contact Support	4
RDS / Terminal Services / Citrix / Thin Client Customers Only	4

Trademark Information

Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Introduction

This document is intended for Springer-Miller Systems (SMS) customers and staff when updating from SMS|Host 2023r1 to a later build of 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.

Patch Update Process

Download Patch Executable and Preparatory Files

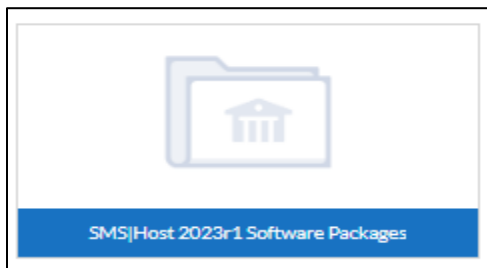
Before running the 2023r1 update, you must download the latest 2023r1 update patch and prep from the [Springer-Miller Systems Customer Community](#).

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:



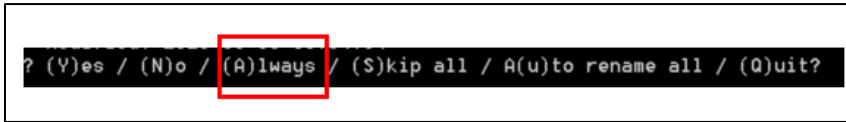
3. On the **Resources** page, scroll to the *Libraries* section and select the SMS|Host 2023r1 Software Packages library:



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 for later use. If there is no **tempdist** directory under `\hostplus` (or `\hostdemo`), create one.

IMPORTANT NOTE: Do **NOT** attempt to run the executable file at this time.

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

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.

Run the Patch Update

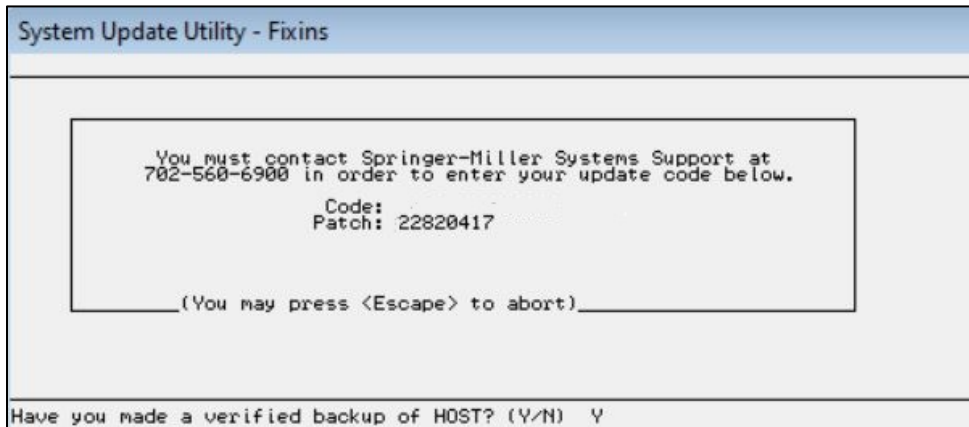
Note: If you do not feel comfortable performing the update, or encounter problems at any point in the following process, please STOP and contact the [SMS Customer Support Center](#). Do NOT attempt to work through problems by yourself.

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).

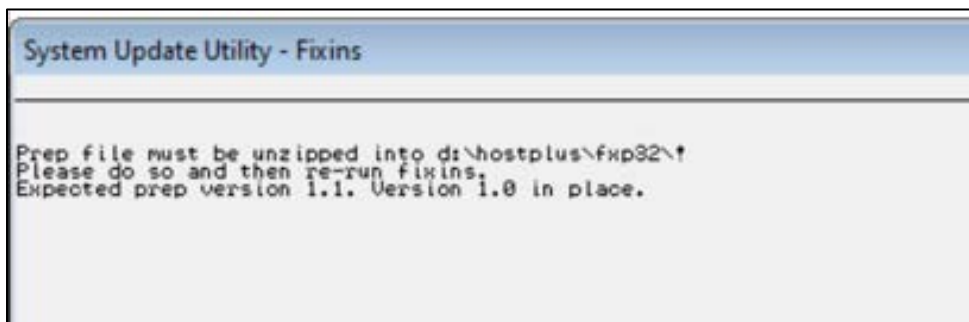
1. From the **<mapped drive>:\hostplus\fxp32** (or `hostdemo\fxp32`) directory, either double-click on the file **FIXINS.EXE** or from a command line prompt, move to the `fxp32` directory and type: **FIXINS**
2. The following prompt will display: **Have you made a verified backup of HOST? (Y/N).**
NOTE: 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**:

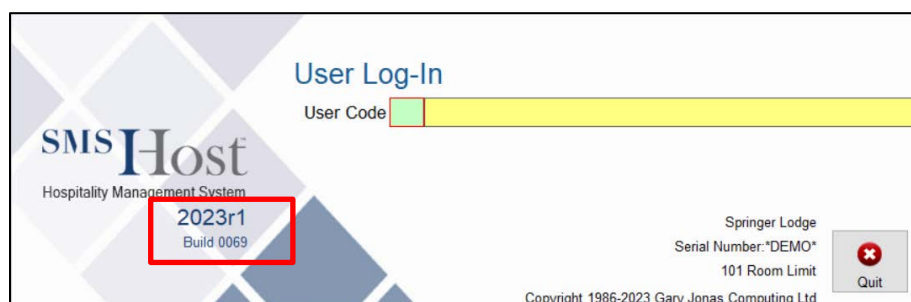


If you receive this warning message, escape out of this window and re-extract the contents of the prep file into the `\fxp32` folder following the directions above. Then go back to step #1 and re-launch **Fixins**.

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.

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 the latest build number “Build XXXX”:



If **2023r1** and the latest 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.

Contact Support

Call [Springer-Miller Systems Customer Support](#) immediately upon completion of the update and **before releasing exclusive use** of your SMS|Host system. This will enable SMS staff to perform any additional updates or configuration specific to your system (interfaces, SMS|Diplomat and SMS|DipHost, etc).

Remember to re-launch all serial interfaces from the relevant desktop icons and to re-start SMS|Diplomat once Support has verified that all related products have been updated.

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.