



Steps to Upgrade Your Current MonitorIT to the Latest Version

There are seven different Upgrade scenarios based on your current MonitorIT version: (See the screen-shots at the end of this document for determining your current MonitorIT version number, if you are unsure),

- Go to section **(0)** if your current MonitorIT version is **8.0.00 or greater**;
- Go to section **(1)** if your current MonitorIT version is **6.0.00 or greater**;
- Go to section **(2)** if your current MonitorIT version is **5.2.06 through 5.2.16**;
- Go to section **(3)** if your current MonitorIT version is **5.2.00 through 5.2.05**;
- Go to section **(4)** if your current MonitorIT version is **5.1.00 through 5.1.06**;
- Go to section **(5)** if your current MonitorIT version is **5.0.02 through 5.0.12**;
- Go to section **(6)** for all versions earlier than **5.0.02**.

(0) Only if your current MonitorIT version is 8.0.00 / 9.0.00 or greater, then:

- ❖ Run “*MonitorIT_FullSetup.exe*”, from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.
- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ Your upgrade is now complete! At the prompt at the end of Setup about restarting the MonitorIT Server service (if you were previously running the MonitorIT Server as a service), choose OK, and your MonitorIT Server service is restarted and back up and running with the new version

(1) Only if your current MonitorIT version is 6.0.00 / 7.0.00 or greater, then:

- ❖ Run “*MonitorIT_FullSetup.exe*”, from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.
- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ Your upgrade is now complete! At the prompt at the end of Setup about restarting the MonitorIT Server service, choose “No”, because you have to enter your new license key.
- ❖ Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 8.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

(2) Only if your current MonitorIT version is 5.2.06 through 5.2.16, then:

- ❖ Run “*MonitorIT_FullSetup.exe*”, from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.



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- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ At the prompt at the end of Setup about restarting the MonitorIT Server service, choose “No”, because you have to update your existing database with two new tables to use the new ‘CustomWatch’ feature, and you have to enter your new license key.

If using the default Access database go to the “... \MonitorIT\Database” folder:

A.) Start Access and open up your current MonitorIT database, which is named “Rpm.mdb”.

B.) Under “Objects” in the Access interface, make sure “Tables” are selected.

C.) In the table view pane, right-click with the mouse and select “Import”.

D.) Navigate to and select the database called “NewTablesIn60.mdb” found in the “... \MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.

E.) In the “Import Objects” dialogue box, in the “Tables” tab, select the “CustomCheckLogData” and “CustomCheckMonitor” tables. Click the “OK” button; then Exit Access. The two new tables are added and saved.

- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

If using SQL Server for your MonitorIT database:

A.) Start Enterprise Manager, and from the ‘Tools’ menu, select ‘SQL Server Query Analyzer’;

B.) In the ‘DB:’ (database) selection box at the top, make sure your current MonitorIT database is selected, usually called ‘MonitorIT’;

C.) Open and load the SQL Script called ‘CreateCustomWatchTables.sql’, then execute this script by clicking the green arrow to start;

D.) Exit the ‘SQL Server Query Analyzer’; your done.

- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.



(3) Only if your current MonitorIT version is 5.2.00 through 5.2.05, then:

- ❖ Run “*MonitorIT_FullSetup.exe*”, from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.
- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ At the prompt at the end of Setup about restarting the MonitorIT Server service, choose “No”, because you have to update your existing database with new tables to use the new WMI Hardware Configuration feature and the CustomWatch feature; and you have to enter your new license key.

If using the default Access database go to the “...\MonitorIT\Database” folder:

A.) Start Access and open up your current MonitorIT database, which is named “Rpm.mdb”.

B.) Under “Objects” in the Access interface, make sure “Tables” are selected.

C.) In the table view pane, right-click with the mouse and select “Import”.

D.) Navigate to and select the database called “NewTablesIn52.mdb” found in the “...\MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.

E.) In the “Import Objects” dialogue box, in the “Tables” tab, select the “WMIConfiguration” table. Click the “OK” button; then Exit Access. The one new table is added and saved.

F.) Repeat step C) above, then Navigate to and select the database called “NewTablesIn60.mdb” found in the “...\MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.

G.) In the “Import Objects” dialogue box, in the “Tables” tab, select the “CustomCheckLogData” and “CustomCheckMonitor” tables. Click the “OK” button; then Exit Access. The two new tables are added and saved.

- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

If using SQL Server for your MonitorIT database:

A.) Start Enterprise Manager, and from the ‘Tools’ menu, select ‘SQL Server Query Analyzer’;



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B.) In the 'DB:' (database) selection box at the top, make sure your current MonitorIT database is selected, usually called 'MonitorIT';

C.) Open and load the SQL Script called 'CreateWMIConfigurationTable.sql', then execute this script by clicking the green arrow to start;

D.) Open and load the SQL Script called 'CreateCustomWatchTables.sql', then execute this script by clicking the green arrow to start;

E.) Exit the 'SQL Server Query Analyzer'; your done.

- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the 'MonitorIT Server' web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

(4) Only if your current MonitorIT version is 5.1.00 through 5.1.06, then:

- ❖ Run "*MonitorIT_FullSetup.exe*", from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.
- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ At the prompt at the end of Setup about restarting the MonitorIT Server service, choose "No", because you have to update your existing database with new tables to use the new "CustomWatch" and "ProcessWatch" features, and the WMI Hardware Configuration feature, and you have to enter your new license key.
- ❖ **If using the default Access database** go to the "... \MonitorIT \Database" folder:
 - A.) Start Access and open up your current MonitorIT database, which is named "Rpm.mdb".
 - B.) Under "Objects" in the Access interface, make sure "Tables" are selected.
 - C.) In the table view pane, right-click with the mouse and select "Import".
 - D.) Navigate to and select the database called "NewTablesIn52.mdb" found in the "... \MonitorIT \Database" folder also; double-click to open and display the "Import Objects" dialogue box.
 - E.) In the "Import Objects" dialogue box, in the "Tables" tab, select all which is just the three new tables. Click the "OK" button; then Exit Access. The three new tables are added and saved.



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F.) Repeat step C) above, then Navigate to and select the database called “NewTablesIn60.mdb” found in the “... \MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.

G.) In the “Import Objects” dialogue box, in the “Tables” tab, select the “CustomCheckLogData” and “CustomCheckMonitor” tables. Click the “OK” button; then Exit Access. The two new tables are added and saved.

- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 5.2 license key, then exit and start the MonitorIT Server service using the Windows Services utility.
- ❖ **If using SQL Server for your MonitorIT database:**
 - A.) Start Enterprise Manager, and from the ‘Tools’ menu, select ‘SQL Server Query Analyzer’;
 - B.) In the ‘DB:’ (database) selection box at the top, make sure your current MonitorIT database is selected, usually called ‘MonitorIT’;
 - C.) Open and load the SQL Script called ‘CreateProcessMonitorTable.sql’, then execute this script by clicking the green arrow to start;
 - D.) Open and load the SQL Script called ‘CreateProcessLogTable.sql’, then execute this script by clicking the green arrow to start;
 - E.) Open and load the SQL Script called ‘CreateWMIConfigurationTable.sql’, then execute this script by clicking the green arrow to start;
 - F.) Open and load the SQL Script called ‘CreateCustomWatchTables.sql’, then execute this script by clicking the green arrow to start;
 - G.) Exit the ‘SQL Server Query Analyzer’; your done.
- ❖ Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

(5) Only if your current MonitorIT version is 5.0.02 through 5.0.12, then there is a field size or definition change in three (3) different tables that needs to be done after you update, and three new tables have to be imported, to effectively use the new “CustomWatch”, “ProcessWatch”, WMI Hardware Configuration and “Schedule Periodic Reports” features, and the enhancements to the ‘Manage’ Email Groups



feature. The steps are straight-forward, and will only take a few minutes. If you prefer, call our technical support, we can walk you through making these changes in a minute or two as long as you have Microsoft Access 2000 or better available. Follow these steps below:

A.) Run “*MonitorIT_FullSetup.exe*” from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.

- ❖ Choose the same directory to install the new version over the current version; your current configuration and database information are preserved.
- ❖ At the prompt at the end of Setup about restarting the MonitorIT Server service, choose “No”, because you have to update your existing, and you have to enter your new license key.

B.) Open Microsoft Access 2000 or better, and go to the “...\MonitorIT\Database” folder and find the database file called ‘RpmAnalyze.mdb’, and open it. This is the MonitorIT Reports database used by both SQL Server and Access users of MonitorIT’s primary database.

- ❖ Click on the table named ‘**WorkingSetHistory**’ to select it, then click the ‘Design’ menu item to open the design view of this table.
- ❖ For the ‘**RepeatEvery**’ Field Name, click its Data Type, which should be ‘Text’. From the drop-down choices, choose ‘Memo’ to change the Data Type to ‘Memo’.
- ❖ Save and then close this database.

C.) **If using the default Access database for your primary MonitorIT database**, go to the “...\MonitorIT\Database” folder:

- 1.) Start Access and open up your current MonitorIT database, which is named “Rpm.mdb”.
- 2.) Under “Objects” in the Access interface, make sure “Tables” are selected.
- 3.) In the table view pane, right-click with the mouse and select “Import”.
- 4.) Navigate to and select the database called “NewTablesIn52.mdb” found in the “...\MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.
- 5.) In the “Import Objects” dialogue box, in the “Tables” tab, select all which is just the three new tables. Click the “OK” button. The three new tables are added and saved.
- 6.) Repeat step 3) above, then Navigate to and select the database called “NewTablesIn60.mdb” found in the “...\MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box.



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7.) In the “Import Objects” dialogue box, in the “Tables” tab, select the “CustomCheckLogData” and “CustomCheckMonitor” tables. Click the “OK” button; then Exit Access. The two new tables are added and saved.

8.) Next, click on the table named ‘**EmailList**’ to select it, then click the ‘Design’ menu item to open the design view of this table.

9.) For the ‘**EmailAddress**’ Field Name, click its Data Type, which should be ‘Memo’. From the drop-down choices, choose ‘Text’ to change the Data Type to ‘Text’. Then on the ‘General’ tab at the bottom where the field parameters are displayed, change the first parameter, ‘Field Size’, to 255. Save it and close the table.

10.) Click on the table named ‘**EndUser**’ to select it, then click the ‘Design’ menu item to open the design view of this table.

11.) Click the ‘**Pswd**’ Field Name to select it. Then on the ‘General’ tab at the bottom where the field parameters are displayed, change the first parameter, ‘FieldSize’, to 255.

12.) Save it and then close this database.

D.) If using SQL Server for your primary MonitorIT database:

1.) Start Enterprise Manager, and from the ‘Tools’ menu, select ‘SQL Server Query Analyzer’;

2.) In the ‘DB:’ (database) selection box at the top, make sure your current MonitorIT database is selected, usually called ‘MonitorIT’;

3.) Open and load the SQL Script called ‘CreateProcessMonitorTable.sql’, then execute this script by clicking the green arrow to start;

4.) Open and load the SQL Script called ‘CreateProcessLogTable.sql’, then execute this script by clicking the green arrow to start;

5.) Open and load the SQL Script called ‘CreateWMIConfigurationTable.sql’, then execute this script by clicking the green arrow to start;

6.) Open and load the SQL Script called ‘CreateCustomWatchTables.sql’, then execute this script by clicking the green arrow to start;

7.) Exit the ‘SQL Server Query Analyzer’;.

8.) Next, in Enterprise Manager, find the MonitorIT database under the ‘Databases’ node, expand the MonitorIT database, and select ‘Tables’.



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9.) Right-Click on the table named '**EmailList**' and select the 'Design Table' menu item to open the design view of this table.

10.) For the '**EmailAddress**' Field Name, click its Data Type, which should be 'ntext'. From the drop-down choices, choose 'nvarchar' to change the Data Type to 'nvarchar'; change the 'length' to 255.

11.) Save it, and when prompted about updating the script say "OK". Right-Click on the table named '**EndUser**' to select it, then click the 'Design' menu item to open the design view of this table.

12.) Change the '**Pswd**' length parameter to 255. Save it. Exit Enterprise manager if you wish.

E.) Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the 'MonitorIT Server' web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

(6) For all versions earlier than 5.0.02 (5.0.01 or less), and you want to preserve your current 'Admin' Configuration data. Continue here only if you are going to use Microsoft Access or Enterprise Manager to import the new tables to your MonitorIT Access or SQL Server primary database, respectively:

A.) Run "*MonitorIT_FullSetup.exe*" from the folder where you downloaded and saved, to start the installation program for the new version, and follow the on-screen install directions.

- ❖ Choose the same directory to install the new version over the current version.
- ❖ If you are using SQL Server, and your current MonitorIT database file, *MonitorIT.mdf*, is residing in "...\\MonitorIT\\Database", you will need to detach the file from SQL Server or stop SQL Server so that Setup does not encounter a problem.

B.) If your primary MonitorIT database is Access and you are using Access continue with the next step; otherwise if your primary MonitorIT database is SQL Server and you are using Enterprise Manager, continue with **Step (8)** below.

(7) Using Microsoft Access to import the new database tables to your primary MonitorIT Access database:

A.) Start Access and open up your current MonitorIT database which was renamed by Setup to "RpmOld.mdb"; it should be in the "...\\MonitorIT\\Database" folder.



- B.) Under “Objects” in the Access UI, make sure “Tables” are selected.
- C.) Find the table called “Notifications”, left-click to select it, then right-click and choose “Delete” to delete this table.
- D.) In the table view pane, right-click with the mouse and select “Import”.
- E.) Select the new MonitorIT database which is called “Rpm.mdb”; it should be in the “...\MonitorIT\Database” folder also; double-click to open and display the “Import Objects” dialogue box..
- F.) In the “Import Objects” dialogue box, in the “Tables” tab, choose the following tables:
- ❖ If upgrading **from** a version **4.0.11** through **5.0.01**, select the tables “CustomCheckLogData”, “CustomCheckMonitor”, “WMIConfiguration”, “ProcessMonitor”, “ProcessCheckLogData”, “SyslogCheckLog”, “SyslogMonitor” and “Notifications”.
 - ❖ If upgrading **from** a version **4.0.04** through **4.0.10**, in addition to the eight tables above, also select the tables “FileCheckLogData” and “FileCheckMonitor”.
 - ❖ If upgrading **from** a version **4.0.00** through **4.0.03**, in addition to the ten tables above, also select “EmailGroup” and “EmailList”.
 - ❖ Then click the “OK” button.
- G.) Finally:
- ❖ Click on the table named ‘**EmailList**’ to select it, then click the ‘Design’ menu item to open the design view of this table.
 - ❖ For the ‘**EmailAddress**’ Field Name, click its Data Type. If the Data Type is not ‘Text’, from the drop-down choices, choose ‘Text’ to change the Data Type to ‘Text’. Then on the ‘General’ tab at the bottom where the field parameters are displayed, change the first parameter, ‘Field Size’, to 255.
 - ❖ Click on the table named ‘**EndUser**’ to select it, then click the ‘Design’ menu item to open the design view of this table.
 - ❖ Click the ‘**Pswd**’ Field Name to select it. Then on the ‘General’ tab at the bottom where the field parameters are displayed, change the first parameter ‘FieldSize’ to 255.
 - ❖ Save and then close this database.
- H.) Using Microsoft Access 2000 or better, go to the “...\MonitorIT\Database” folder and find the database file called ‘RpmAnalyze.mdb’, and open it. This is the MonitorIT Reports database used by both SQL Server and Access users of MonitorIT’s primary database.
- ❖ Click on the table named ‘**WorkingSetHistory**’ to select it, then click the ‘Design’ menu item to open the design view of this table.



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- ❖ For the '**RepeatEvery**' Field Name, click its Data Type, which should be 'Text'. From the drop-down choices, choose 'Memo' to change the Data Type to 'Memo'.
- ❖ Save and then close this database.

I.) Exit Access, then rename the new "Rpm.mdb" to "RpmV51.mdb"; then rename your current database "RpmOld.mdb" back to "Rpm.mdb".

J.) Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the 'MonitorIT Server' web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.

(8) Using Microsoft Enterprise Manager to import the new database tables to your primary MonitorIT database in SQL Server:

A.) Rename the new "MonitorIT.mdf" file that was installed with 5.2 to "MonitorIT52.mdf", and then add "MonitorIT52.mdf" to SQL Server by creating a DSN for it (these steps are detailed in the User Guide appendices).

B.) Start Enterprise Manager, and expand the tree to the databases, find and expand the MonitorIT database, then click the 'Tables' to view all the MonitorIT database tables in the right pane; find the table called "Notifications", left-click to select it, then right-click and choose "Delete" to delete this table.

C.) Next right-click on the current MonitorIT database name and choose "All Tasks->Import Data" and run the "DTS Import Wizard".

D.) The "Source" choice should be "Microsoft OLE DB Provider for SQL Server" and the "Database" choice should be the new MonitorIT database "MonitorIT51.mdf".

E.) Click the Next button, and then the "Destination" choice should also be "Microsoft OLE DB Provider for SQL Server" and the "Database" choice should be your current MonitorIT database, presumably, "MonitorIT.mdf".

F.) Click Next and select the radio button for "Copy objects and data between SQL Server databases"; (SQL Server 7 says, "Transfer objects...").

G.) Click Next and then uncheck the "Copy all objects" checkbox (SQL Server 7 says "Transfer all objects") and then click the "Select Objects" button; then select the following object names (actually the new table names) based on the following:

- ❖ If upgrading **from** a version **4.0.11** through **5.0.01**, select the tables "CustomCheckMonitor", "CustomCheckLogData", "WMIConfiguration", "ProcessMonitor", "ProcessCheckLogData", "SyslogCheckLog", "SyslogMonitor" and "Notifications".



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- ❖ If upgrading **from** a version **4.0.04** through **4.0.10**, in addition to the eight tables above, also select the tables “FileCheckLogData” and “FileCheckMonitor”.
- ❖ If upgrading **from** a version **4.0.00** through **4.0.03**, in addition to the ten tables above, also select “EmailGroup” and “EmailList”.
- ❖ Then Click the OK button.

H.) Click Next and then check the “Run Immediately” checkbox; then click Next, confirm the “Summary” and then click “Finish”, and then “Done”.

I.) Finally, using Enterprise Manager and find the MonitorIT database under the ‘Databases’ node, expand the MonitorIT database, and select ‘Tables’.

- ❖ Right-Click on the table named ‘**EmailList**’ and select the ‘Design Table’ menu item to open the design view of this table.
- ❖ For the ‘**EmailAddress**’ Field Name, click its Data Type, which should be ‘ntext’. From the drop-down choices, choose ‘nvarchar’ to change the Data Type to ‘nvarchar’; change the ‘length’ to 255.
- ❖ Save it, and when prompted about updating the script say “OK”.
- ❖ Right-Click on the table named ‘**EndUser**’ to select it, then click the ‘Design’ menu item to open the design view of this table.
- ❖ Change the ‘**Pswd**’ length parameter to 255.
- ❖ Save it. Exit Enterprise manager if you wish.

J.) Using Microsoft Access 2000 or better, go to the “...\MonitorIT\Database” folder and find the database file called ‘RpmAnalyze.mdb’, and open it. This is the MonitorIT Reports database used by both SQL Server and Access users of MonitorIT’s primary database.

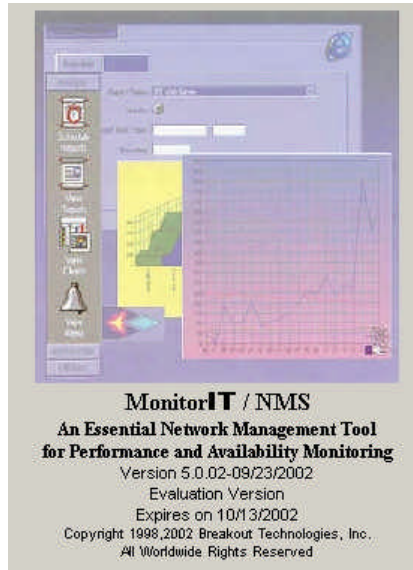
- ❖ Click on the table named ‘**WorkingSetHistory**’ to select it, then click the ‘Design’ menu item to open the design view of this table.
- ❖ For the ‘**RepeatEvery**’ Field Name, click its Data Type, which should be ‘Text’. From the drop-down choices, choose ‘Memo’ to change the Data Type to ‘Memo’.
- ❖ Save and then close this database.

K.) Your upgrade is now complete! Restart the MonitorIT Server component, as a foreground application by double-click on the ‘MonitorIT Server’ web icon on the desktop, and enter your new 7.0 license key, then exit and start the MonitorIT Server service using the Windows Services utility.



Determining Your Current MonitorIT Version

You can determine your current MonitorIT version by looking for this image:



...on the Introduction screen when you open bring up a MonitorIT console interface:

