

ASC PostgreSQL Updater



Installation manual for system providers

5/18/2022

Product line Neo, version 7.x

The described functions can be used with the following ASC products:

EVOIP^{neo}

EVOLUTION^{neo} / XXL / eco

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2 Introduction

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This manual describes the update of PostgreSQL databases versions 9.3, 9.4, and 9.5 to version 12.5 by means of the ASC PostgreSQL Updater tool.

- The ASC PostgreSQL Updater must be executed on the server where the PostgreSQL service is running.
- The PostgreSQL must be started with the PostgreSQL account of the user *postgres*.
- To start the PostgreSQL service, the *postgres* user must have access to the logs folder.
- The ASC PostgreSQL Updater must be executed by an administrator.
- The account used for the update must have full administrator rights to be able to access the folder *ASCDB* and to be able to change folders.
- The ASC PostgreSQL Updater must be executed on the desktop.
- During the update, the anti-virus software must have been activated.



Before an update make sure to check, whether the Neo version supports the required PostgreSQL version. If the required PostgreSQL version is not supported, it is mandatory to update Neo to the respective version before updating the PostgreSQL version. Do not update without prior consent of ASC.

ATTENTION!

Before starting the ASC PostgreSQL Updater tool, the command *stop all.bat* must be executed on all Enterprise Cores to shut down all processes before the update.

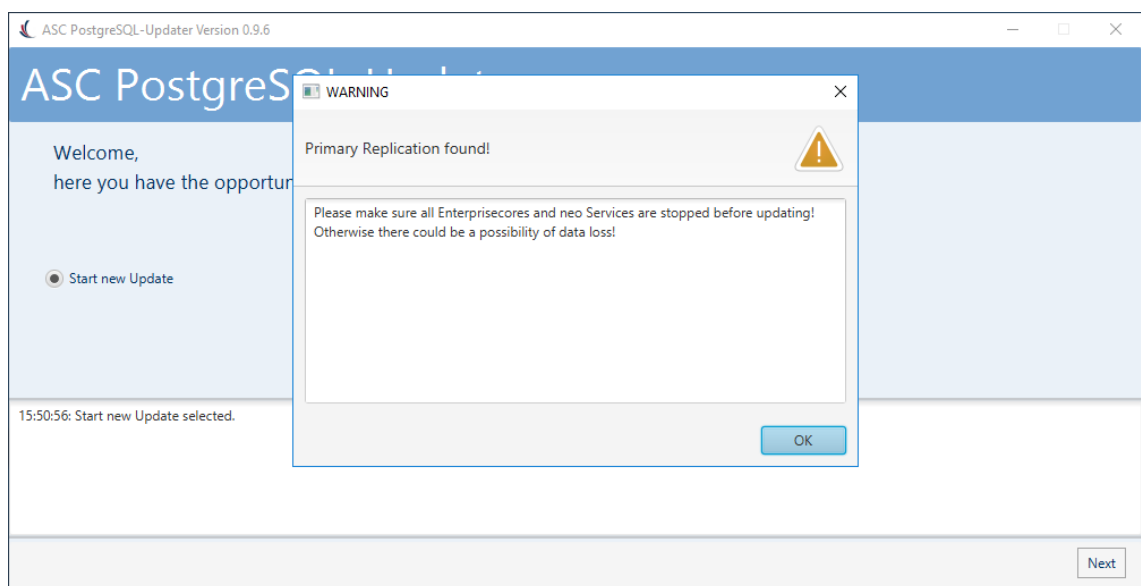


Fig. 1: Warning notification: Stop services

Configure PostgreSQL update

1. Open the *ASC PostgreSQL-Updater.exe* as administrator on the database server with the primary database.

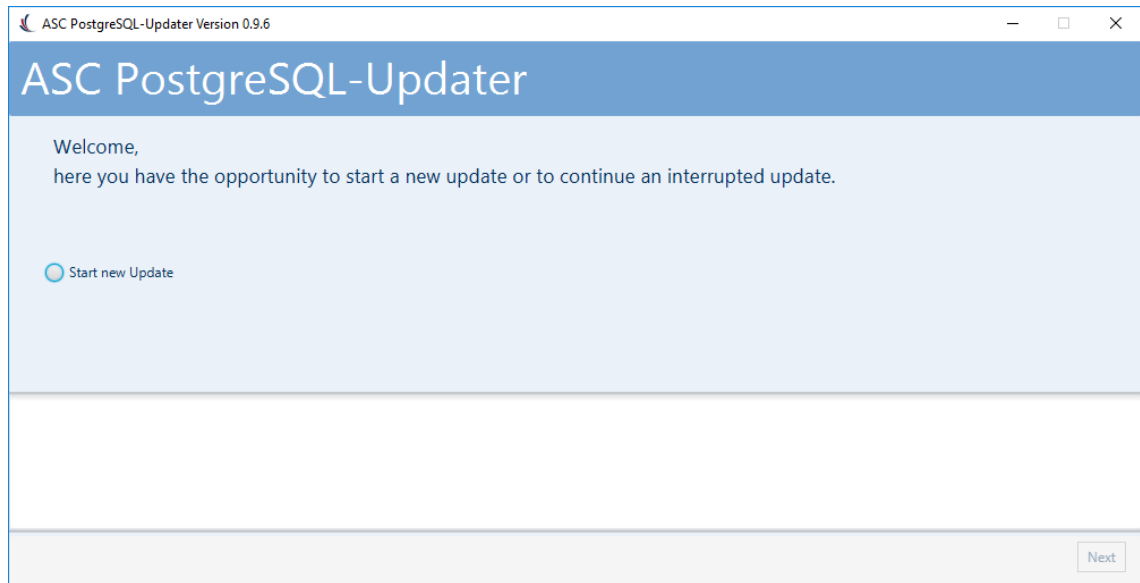


Fig. 2: Start update

2. Select the option *Start new Update* and click on the button *Next* to start a new update. To restart a previously failed update, used the command line parameter *-allowRestart*.

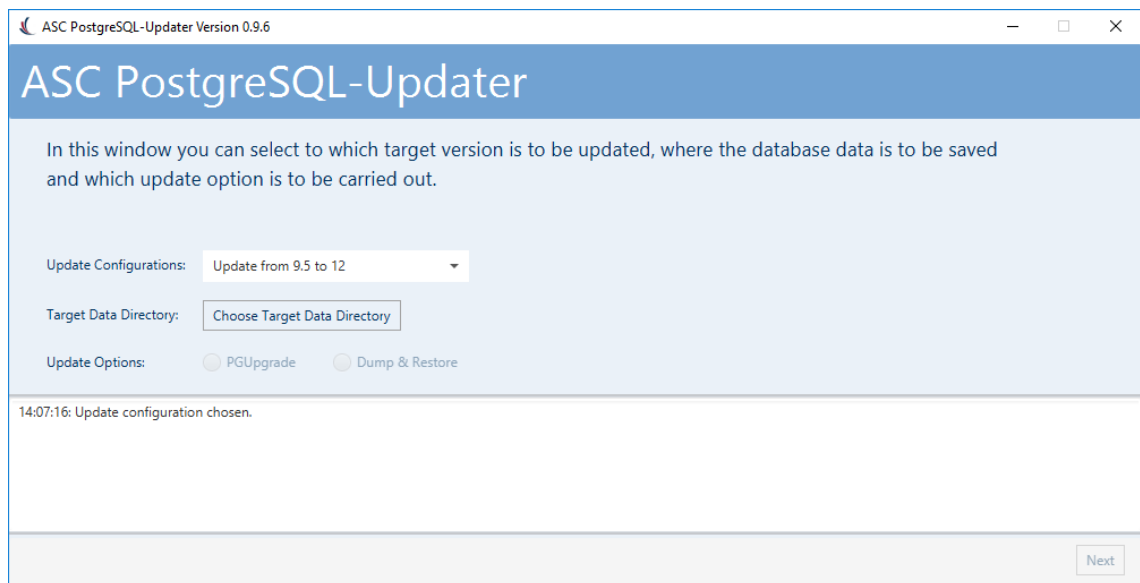


Fig. 3: Configure update

3. In the drop-down list *Update Configurations*, select to which version you would like to update. Currently supported updates: 9.3 to 12.5, 9.4 to 12.5, and 9.5 to 12.5
4. Click on the button *Choose Target Data Directory* and select the database directory for the PostgreSQL database. **NOTICE!** Ensure that the directory offers sufficient storage capacity to be able to save the database a second time.
5. Under *Update Options*, select the update options:
 - *Dump & Restore* (recommended)

This option takes longer but offers you the possibility to uninstall the current PostgreSQL version and the database during the update. This option contains the following steps:

- Backup of database and configuration of source version
- Creation of a complete backup of the database
- Uninstallation of source version
- Installation of target version
- Configuration of target version
- Restore of database backup
- Update of the environment variables

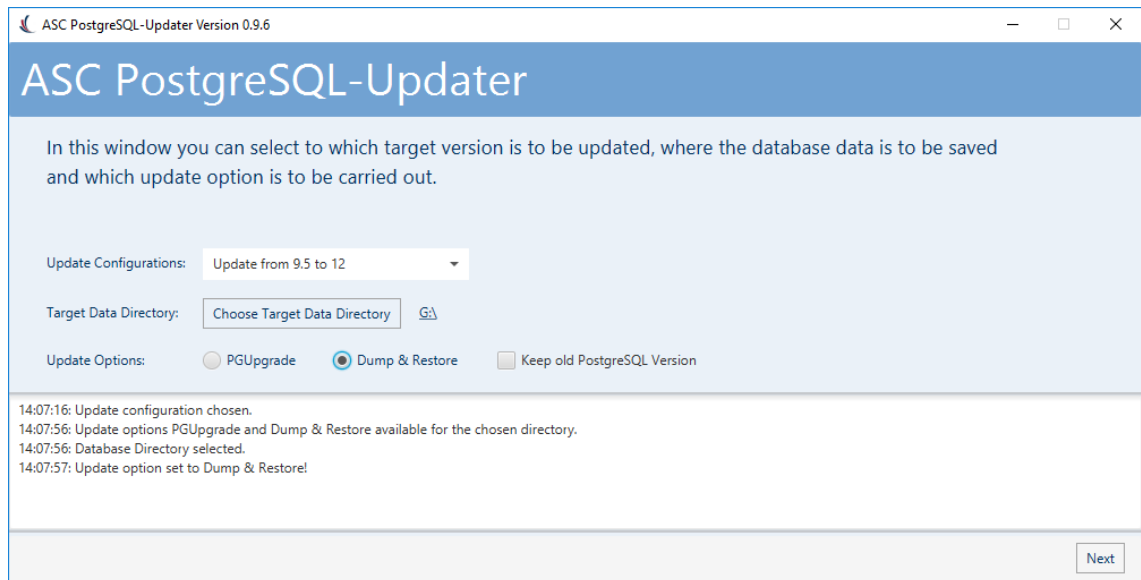


Fig. 4: Dump & Restore

- ***PGUpgrade***

This option is quicker, however, there is no possibility to uninstall the current PostgreSQL version and the database during the update. This option contains the following steps:

- Backup of database and configuration of source version
- Changing the port of the source version to the next available port, e. g. 5433
- Installation of target version
- Configuration of target version
- Execution of the command *pg_update*
- Update of the environment variables

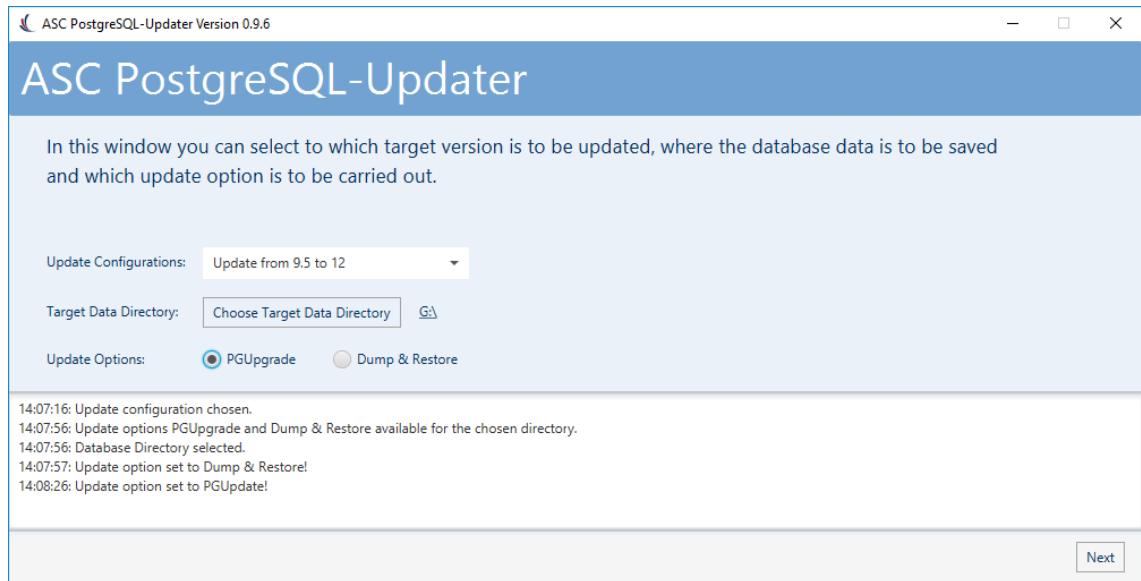


Fig. 5: PGUpgrade

6. Click on the button *Next* to apply your entries.

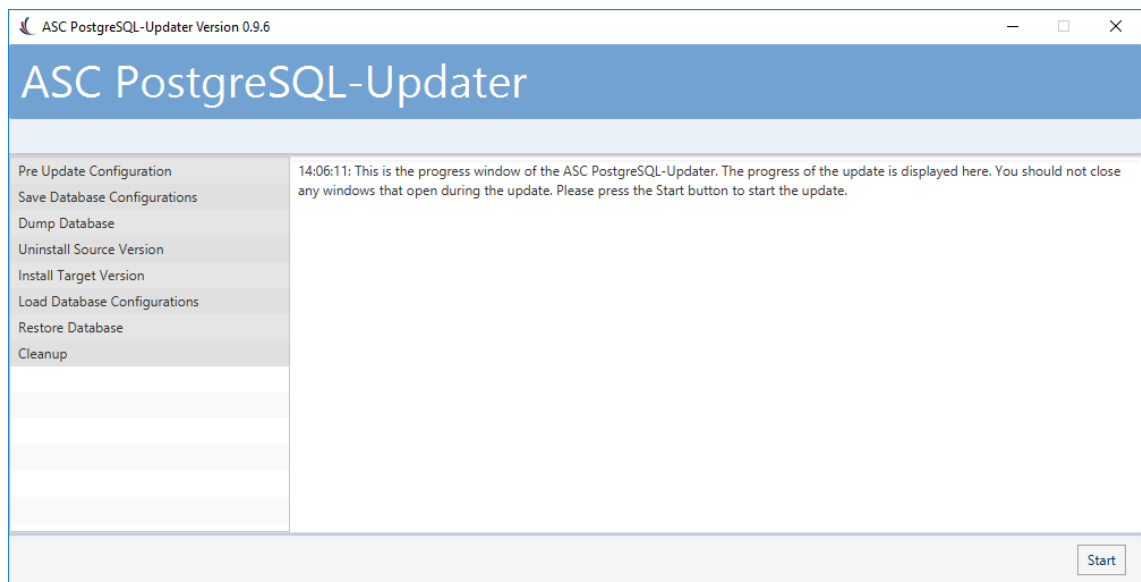


Fig. 6: Start update

7. Click on the button *Start* to start the update.

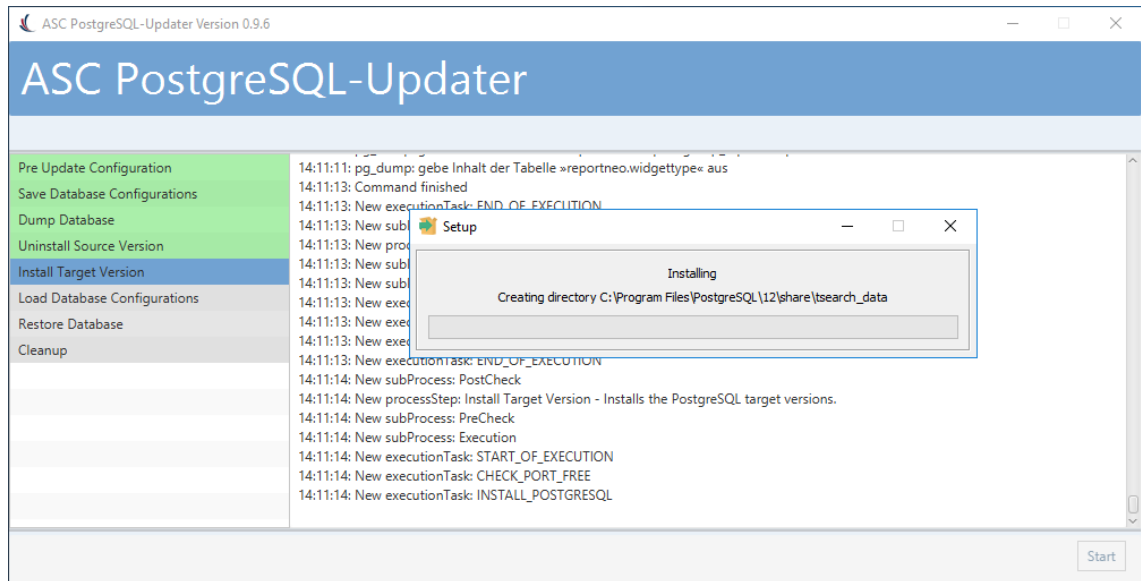


Fig. 7: Update progress

Once the update has been completed successfully, a success message appears:

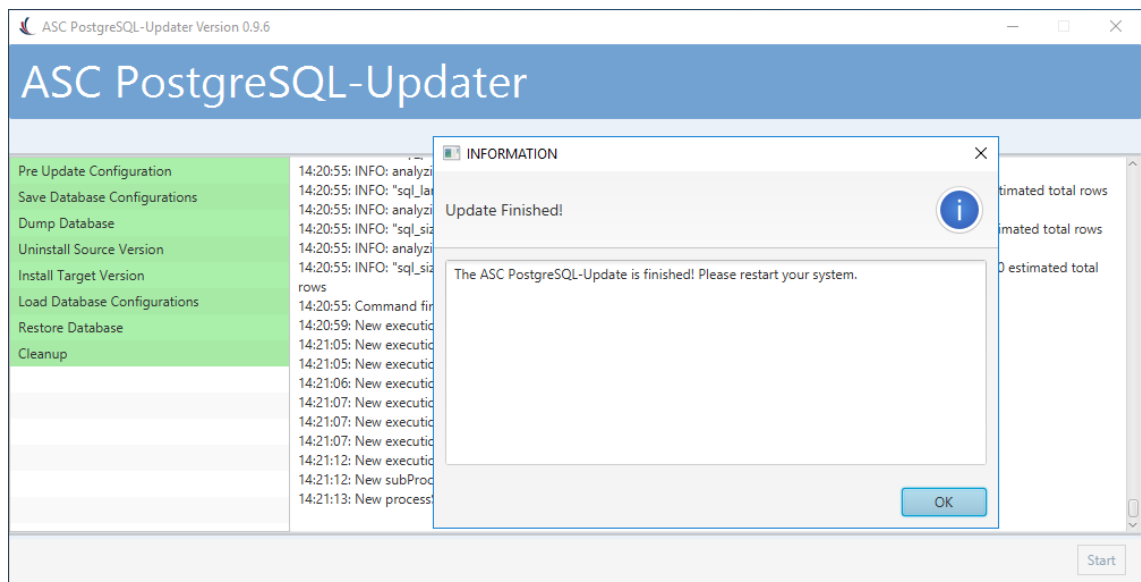


Fig. 8: Success notification

- To finish the update, reboot the system.
 - ⇒ The Neo services and processes are restarted automatically.

If an error has occurred during the update, an error message appears and a corresponding folder is created in the program folder for further analysis:

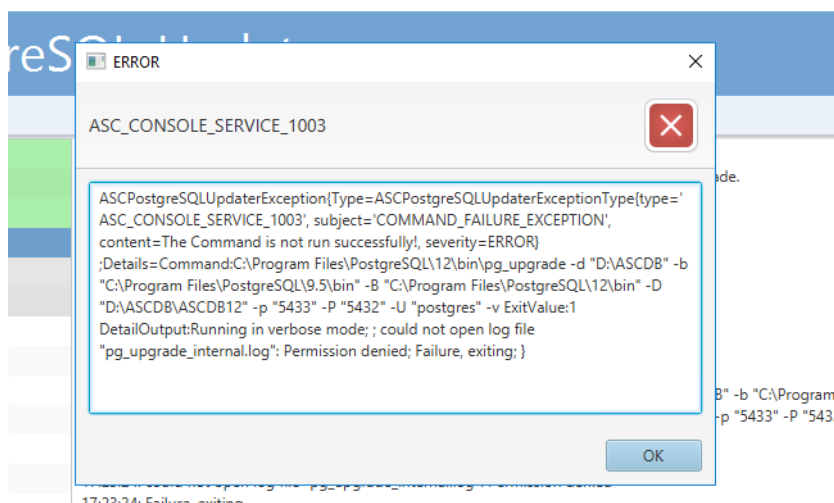


Fig. 9: Error message

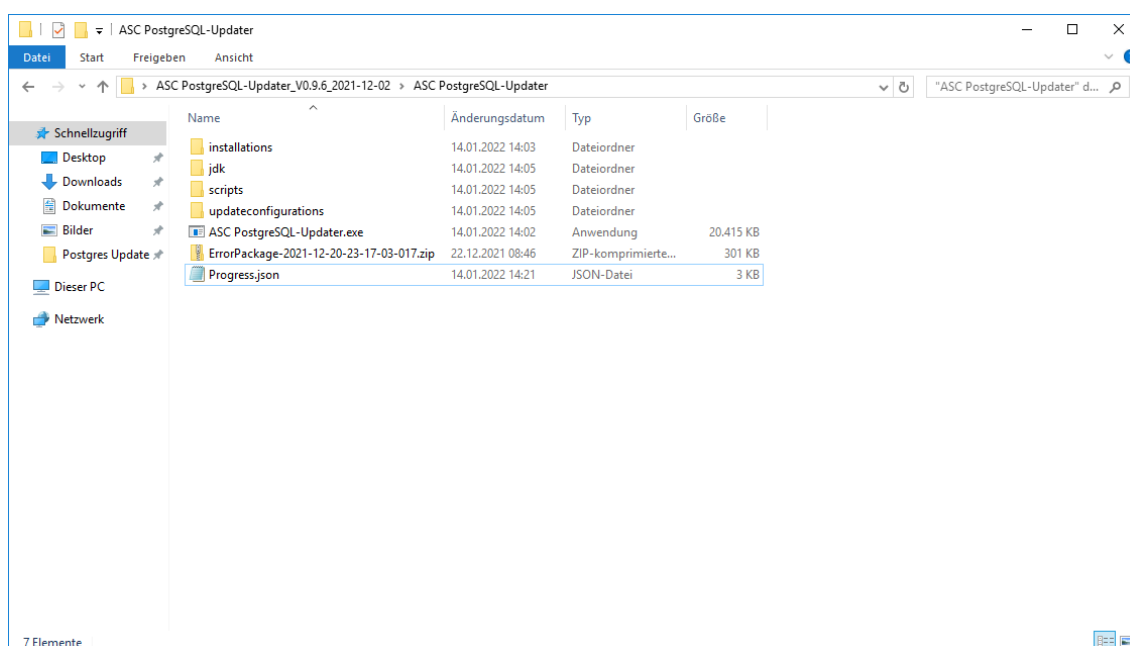


Fig. 10: Error folder in the program folder

9. After the successful update and before activating your anti-virus software again, add exceptions for the anti-Virus check for the PostgreSQL data directory (default: *D:\ASCDB12*) and for the Postgres12 process.



For further information about virus protection refer to the installation manual for system providers and tenants *Installation requirements*.

5 Follow-up and post-processing

1. Call up PGAdmin *Properties > Connection* to change the default port back to 5432.

After checking that the update has been successful, you may remove the old database if it has been kept during the update:

2. To do so, uninstall the old PostgreSQL version (9.3, 9.4 or 9.5) and remove the old ASCDB folder.

The check whether the update has been successful, proceed as follows:

3. Carry out a backup.
4. Log in to Neo to check whether you can call up, search for and replay conversations..
5. Log in to System Monitoring and check the monitoring notifications.

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