

CAN-8 VirtuaLab Server Update Procedure for Existing CAN-8 Systems

This technical note contains information on how to perform a successful upgrade of an existing, functional CAN-8 VirtuaLab system. Prior to proceeding, ensure that no network users, or local programs, are running CAN-8.

These files will not run on a system that is not under a valid maintenance agreement. If your agreement has expired and you wish to renew it, contact support@can8.com. To verify your maintenance status, sign in as MASTER and select HELP > ABOUT. The site's maintenance status is indicated at the bottom of that window. This version will not work on your system if the maintenance status shows 0 or a negative number.

IMPORTANT NOTE:

Only the CAN-8 client from the same distribution will connect to these updated server files. None of the clients from previous versions will.

PROCEDURE:

Create a new directory on the server machine. Place the svr20191128.zip file in that directory and decompress it. The files necessary for the server update are in the SERVER folder of that distribution.

UPDATING THE SERVER MACHINE:

NOTE: The CAN-8 service must be stopped on the server machine.

- Locate the existing CAN-8 server installation folder (The default location is C:\SVSYS)
- Create a backup directory (C:\CAN8BACK)
- Place a copy of all existing NT*.EXE files for the CAN-8 system in that folder
- Replace the existing C:\SVSYS\ nt*.exe files with the ones from the new "SERVER" folder
- If you have received a new license file or have delayed your license installation until this server update, place a copy of your existing C:\SVSYS\ID\license.dat file in the C:\CAN8BACK folder and place the new one in C:\SVSYS\ID\

This concludes the update, please run the following test to verify it was successful.

Installation test:

- 1) If you have replaced your license file, run the SVSYS\ntcheck.exe **before running the server application**

NOTE: Verify that there is no instance of ntserve.exe showing in your task manager before starting this test or it will return a false “check failed” message.

- A “Check passed window with two matching numbers for the authorization device and the license means the license installation is correct. Proceed with step 2) below.
 - A “Check failed” window with 2 different numbers means the license installation was not successful. Please redo the steps above or contact us for assistance
- 2) Run the NTSERVE.exe on the server machine or start the CAN-8 service
 - 3) Run the SVMGR.exe on the client machine and connect to your server. If the client and the server files are not from the same distribution, you will receive an error message. Redo the client or server files update as specified in the error message.
 - 4) If you updated your license file and can successfully connect to the server, under the HELP > ABOUT menu, verify that the information shown under “remaining days for the maintenance” matches the end date of your maintenance agreement.

Any question or concern regarding this procedure or the update itself should be addressed to: Carole Enriquez – cenriquez@can8.com - Tel: 416 968 7155 # 502.