Upgrading TOP Server v5.x to v6.x
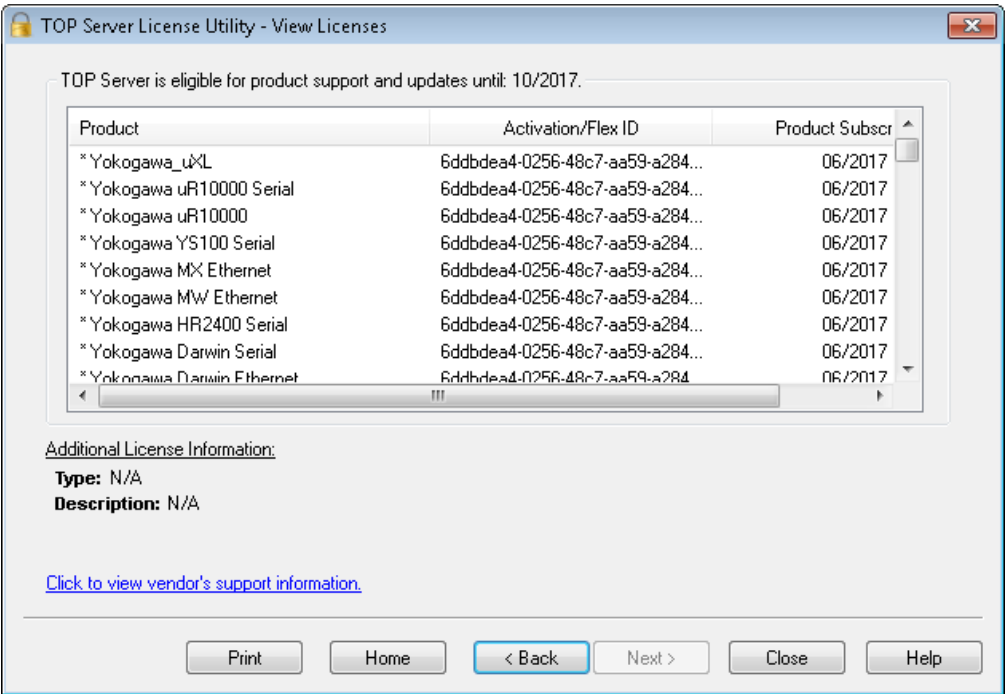
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Who is this document for?

This document is intended to be a reference on how to effectively update an existing TOP Server v5 installation to version 6. While this guide focuses specifically on systems that are already running version 5.x, it can just as easily serve as a guide on how to do a fresh install of version 6 on a virgin machine.

Before you start

Despite needing an installer for TOP Server v6, there are a few other considerations to keep in mind before getting started.

Finding your v5 license information

If you are upgrading an existing TOP Server version 5 installation it will be helpful to retrieve the current v5 license active of the installation. Open the start Menu and navigate to **Start | All Programs | Software Toolbox | TOP Server 5 | License** and open the License Utility. Select the default option to "View License Details for this Computer" and hit next. The current license activation ID will be listed in the "Activation/FlexID" column:

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International Corporate
Headquarters, USA

148A East Charles Street
Matthews, NC 28105 USA
www.softwaretoolbox.com

TOLL FREE: 888-665-3678
GLOBAL: 704-849-2773
FAX: 704-849-6388

If TOP Server v6 is installed before the version 5 license information is retrieved the TOP Server v6 License Utility will indicate that the version 5 license is not elligible to run on the current versions, but the activation ID can still be retrieved.

Do I need to uninstall version 5?

While there is never anything wrong with uninstalling the older version before upgrading, it is not required by any means. The TOP Server v6 installer will need to be able to stop the runtime service during the install process, which can be problematic with *busy* systems where OPC client applications are constantly restarting the service – this can cause the TOP Server v6 installer to fail. Uninstalling version 5 prior to starting the version 6 installer can help avoid any issues with overzealous client applications.

TOP Server v6 installer certificates

The TOP Server uses a digitally signed installer to ensure that the installer has not been tampered with, especially when not downloading directly from our site. With TOP Server 6.x a GlobalSign certificate is to verify that the installer is legitimate. Unfortunately, the new certificate authority is not trusted by default on most systems, and even those that receive regular Windows updates might find they do not have these certificates installed. Running the installer without the necessary certificates will result in an error like the following:
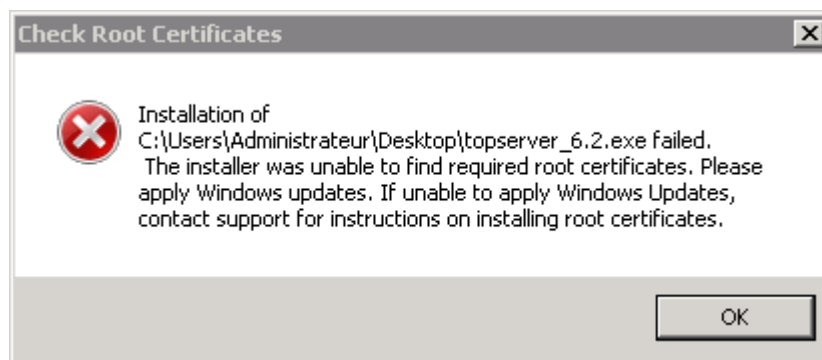

The certificate will need to be manually installed on the machine before the TOP Server installer can complete, and can be downloaded here:

[TOP Server 6.x Root Certification Authority Certificates](#)

In order to install the certificates in the Local Machine certificate repository:

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1. Open a Microsoft Management Console by searching for and running MMC from the start menu, or running MMC.exe from a Run prompt

2. In the MMC click File | Add/Remove Snap-in... which will open the "Add or Remove Snap-ins" Window.
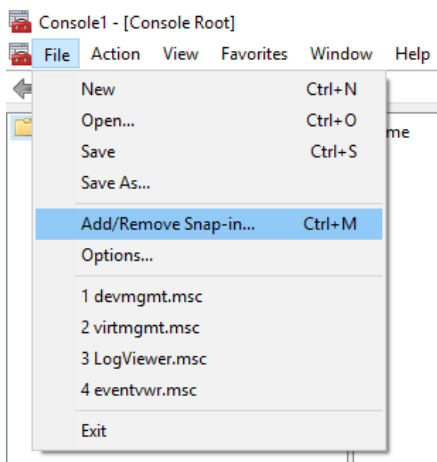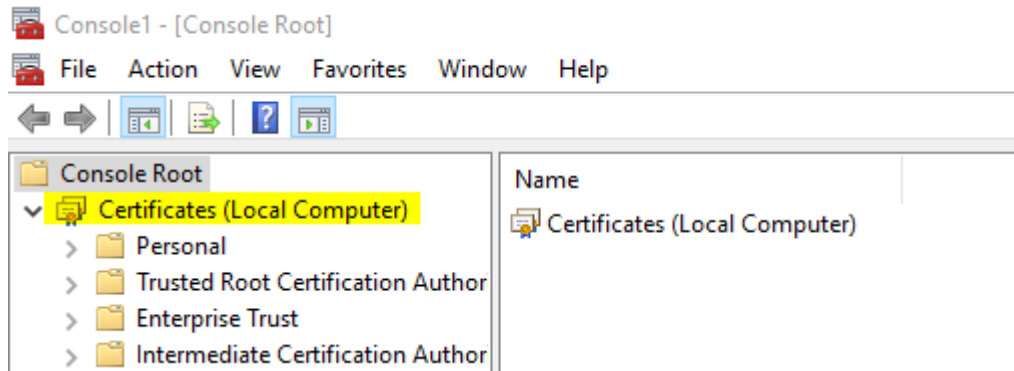

3. In the "Add or Remove Snap-Ins" window click on "Certificates" in the left column and select the "Add" button. Click through the wizard, on the second page make sure you use the "Computer account" and not the "My user" or "Service" accounts. On page three make sure that the "This snap-in will always manager:" setting is set to "Local Computer:"
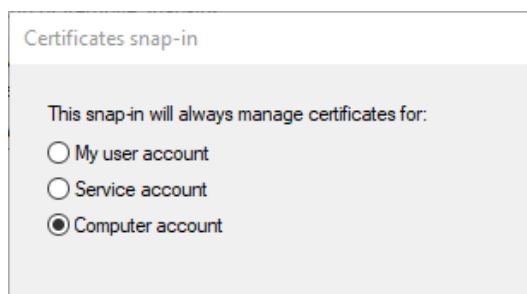

4. Once the Certificates (Local Computer) option appears in the Right Column of the "Add or Remove Snap-Ins" window press ok to close the window - The "Certificates (Local Computer)" should now appear under "Console Root" in the MMC Window opened in step 1.

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5. Expand the Certificates store, and right click on the "Trusted Root Certification Authorities" Folder and select All Task | Import ...
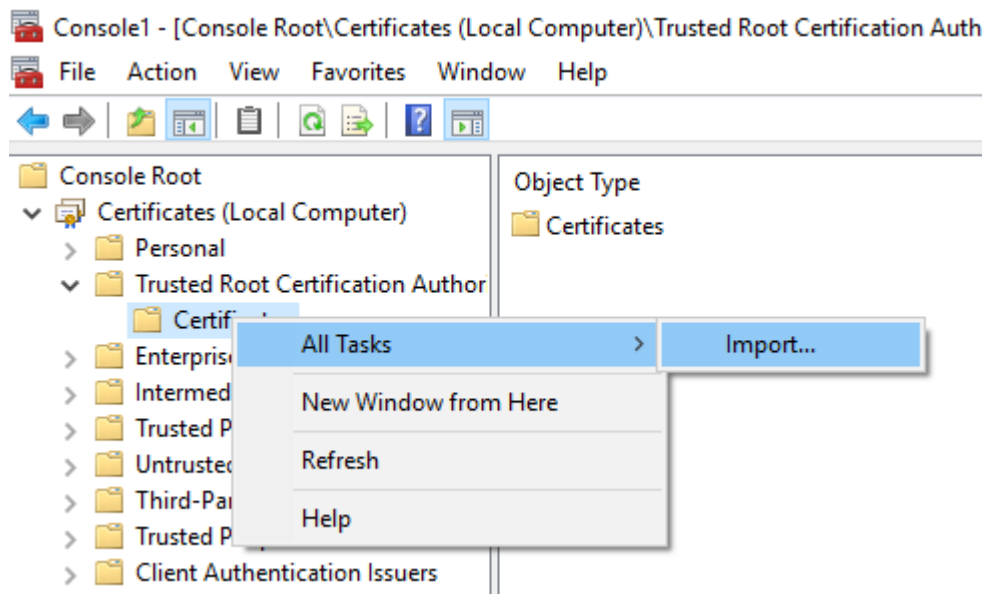
6. Browse to the two certificates downloaded above and install them one at a time

7. Close the certificate manager console

8. Run the TOP Server version 6.x installer and confirm it completes. The install process itself is covered later in this document.

Upgrading a v5 license to v6

If a new license is being used, and is known to have been generated for v6 (any license generated after November 2016), then this section can be skipped. If using a v5 license, or if unsure on whether a license is v5 or v6:

1. Visit http://registration.softwaretoolbox.com/Products/RegUpgrade.aspx

2. On Step 1 of 3 fill out our contact information – this user information will be associated with the upgraded license.

3. On Step 2 of 3 provide the serial number of the license that is being upgraded, **or** check the "I would like to enter Activation ID" checkbox and provide the activation ID that should be updated. If upgrading an existing system the activation ID can be found in the License Utility. Press the "Check For Eligibility" button to check if the license can be upgraded:

TOP Server V5 to V6 Upgrade Process

Please enter your Serial Number or ActivationID so we can verify that it is currently on support:

Step 2 of 3

Serial Number : [   ] - [   ] - [   ]   Where do I find the Serial Number?

If you are using Internet Explorer, you can use Ctrl+V keys to paste Serial Number

☑ I would like to enter Activation ID

Activation ID : [6ca0b72f] - [1be:] - [4b6!] - [861f] - [e8a7e5412d1]   Where do I find the Activation ID?

If you are using Internet Explorer, you can use Ctrl+V keys to paste Activation ID

[Check For Eligibility]

4. If the license is already a v6 license you will be notified that the upgrade is not possible:

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The License Is Already a V6 Compatible License!
Please contact us. if you have any questions.

Serial: 2031-9192-09791
Support Expiration Date: 7/28/2017 8:44:28 AM
Part Number: 41233192
Product Description: iSNMP OPC Server Suite
Software Toolbox Order Number: 9999999

Back   Next

5. If the license is a v5 license but is not currently on support you will be notified that the upgrade is not possible, and that you would need to contact our team to renew the support before upgrading.

6. If the license is a v5 license and is on current support you will see the order information and the current support end date – hit the Next button:

Check For Eligibility

This License Is On a Current Support and
Maintenance Agreement!

Serial:
Support Expiration Date: 10/21/2017 9:28:21 AM
Part Number: 41233181
Product Description: BACnet OPC Server
Software Toolbox Order Number:

Back   Next

7. Confirm that your information is correct and then hit the Upgrade button. The new activation ID will be provided:

Your upgrade was Successful!!!

Your upgraded license information is below. Please use it to register your Version 6 TOP Server.

```
End User Information:
First Name:
Last Name :
Company   :
E-Mail    :
Telephone :

Serial Number:
Part Number: 41233181
Product: BACnet OPC Server
Activation ID:
Emergency Activation ID:

Registration Instructions:
1. Follow the instructions located here:
http://www.softwaretoolbox.com/quickfaq.asp?faqid=3543
```

Installing TOP Server v6

Regardless of whether TOP Server v5 is still installed or was uninstalled. The upgrade process to v6 can be started by running the TOP Server v6 installer. If TOP Server 5 was not uninstalled, verify that the installer recognizes that it is doing an upgrade:

TOP Server 6 Setup

TOP Server 5, V5.21.112.0 Detected

Setup has detected a previous version (TOP Server 5) installed on this machine. If you choose to continue, this installation will attempt to remove the older version and automatically redirect clients to use TOP Server 6. No configuration, log or data files will be removed during this process.

NOTE: If you have active licenses from TOP Server V5, you may need to update them to work with V6. If you choose not to upgrade your licenses after this installation completes, the product will run in a two hour Time Limited mode.
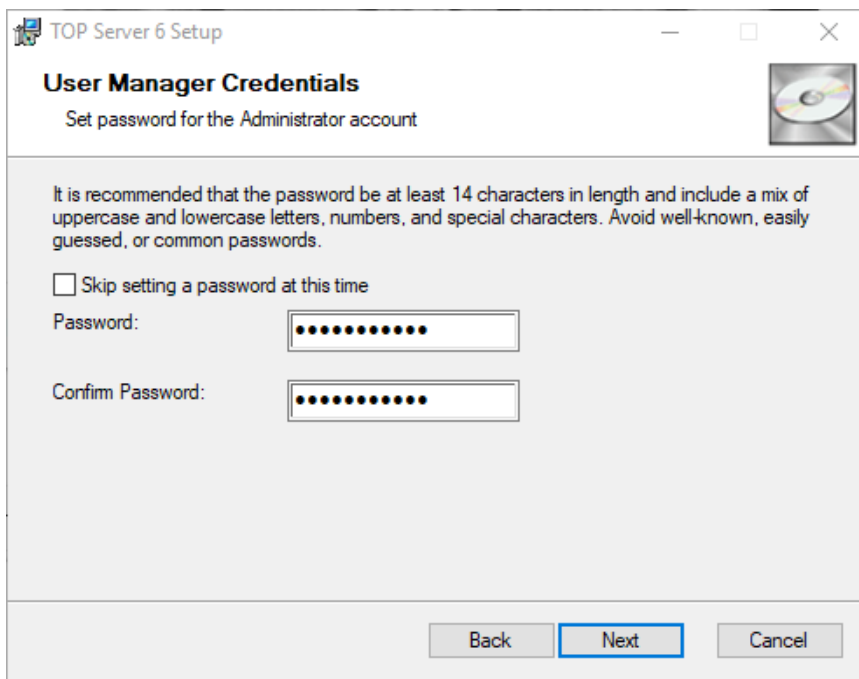
Back   Next   Cancel

Since version 6 has added several new drivers and features, take care that any new features you wish to install are selected during the feature selection step.
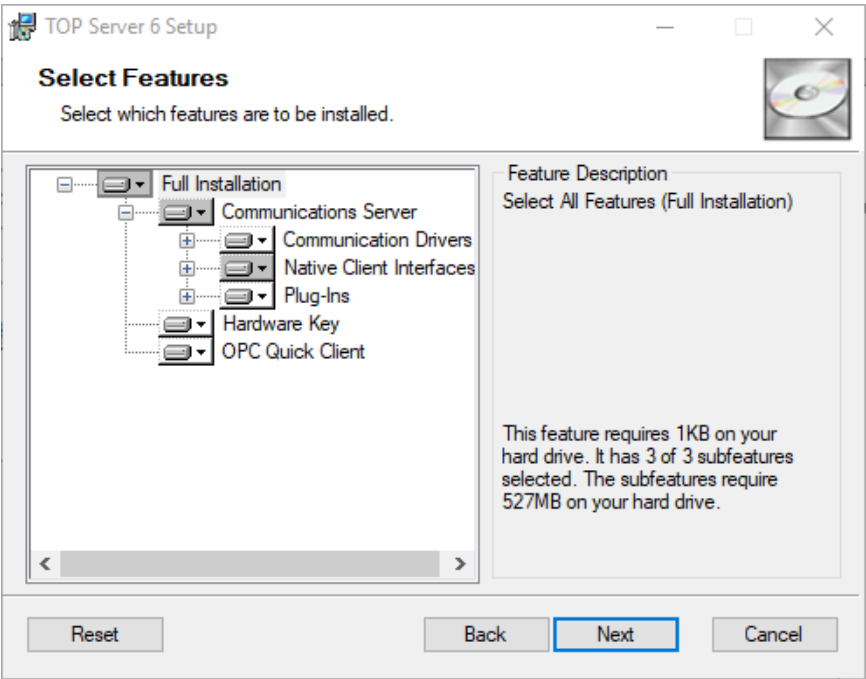
Specify an Administrator password if desired, or check the "Skip setting a password at this time". **Be very careful that this password is not lost – the only mechanism by which this password can be reset is to uninstall the TOP Server and delete the C:\ProgramData\Software Toolbox\TOP Server\V6 directory.** The administrative password is needed to access the TOP Server administration settings through the system tray icon.

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The installer will proceed to remove the old TOP Server version (if present) and install TOP Server version 6.
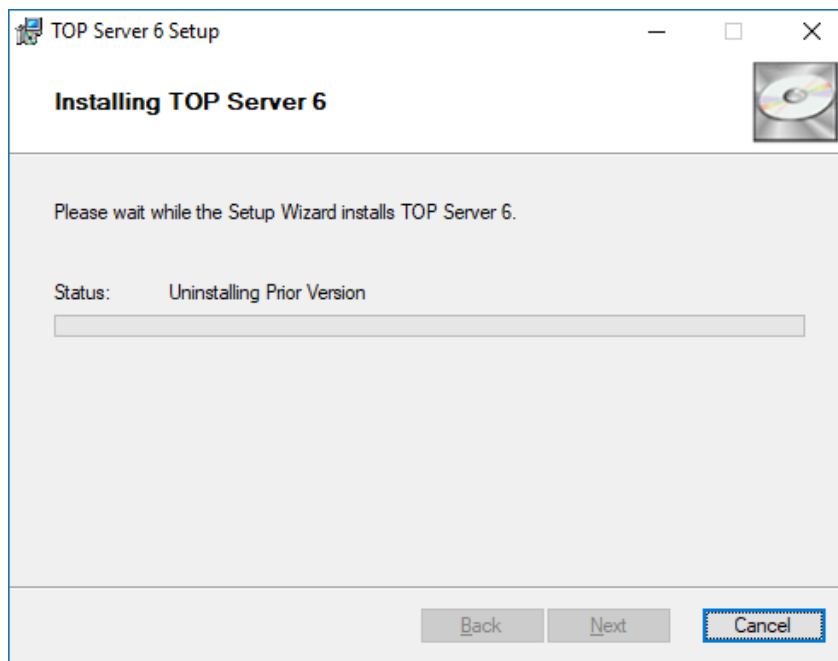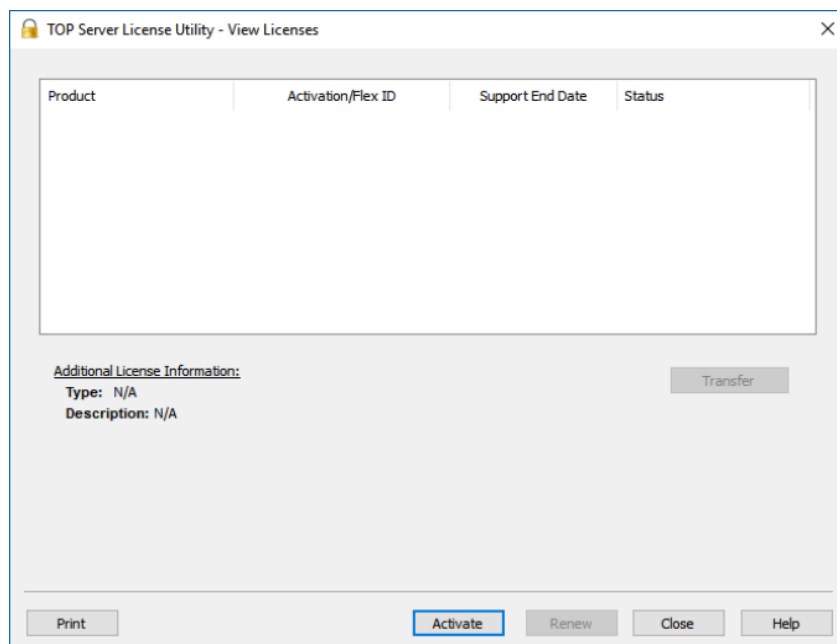
Once complete you will be notified that TOP Server version 6 was successfully installed.
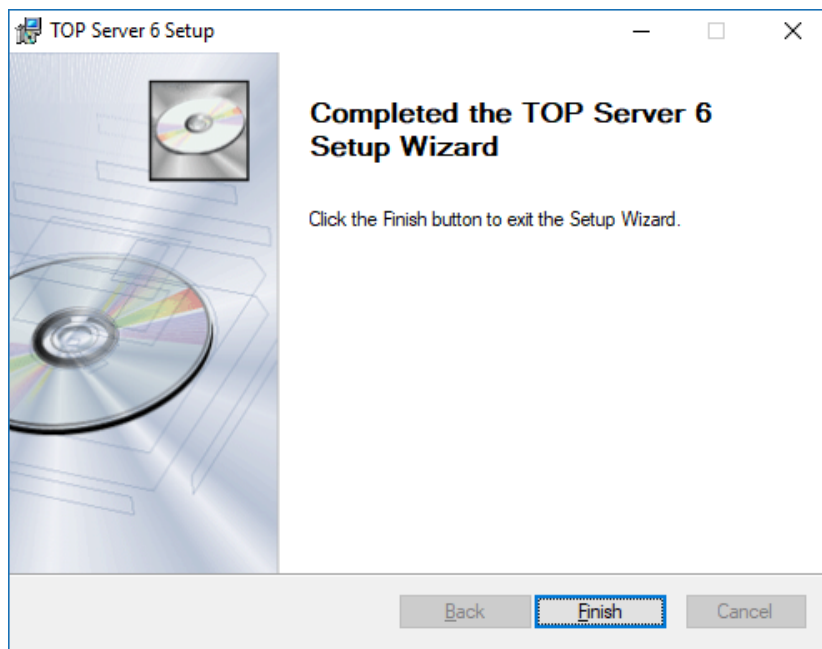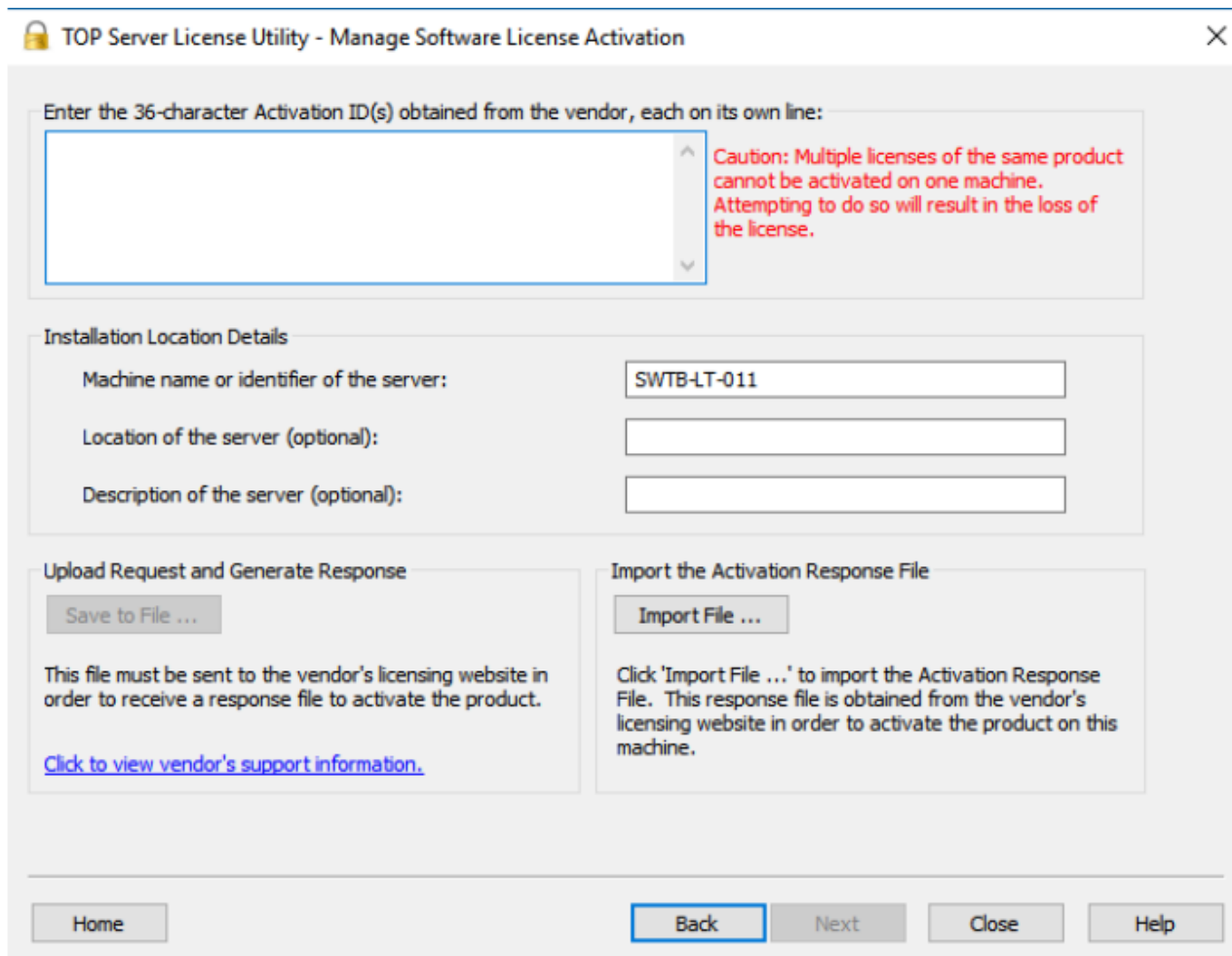
Applying the v6 license

1. With TOP Server v6 installed, open the TOP Server License utility by navigating to **Start | Software Toolbox | TOP Server 6 | License Utility** or use the Windows search feature.

2. Click the Activate button, and select the "I have one or more software activation IDs" option. You will find that the license utility has changed from version 5 to version 6, and multiple activation IDs can be activated at the same time. Enter the new version 6 activation ID, and provide the optional server location and description:

3. Select the "Save to File ..." button to generate the activation_request.txt, and save it in a memorable location.

4. Open a web browser and navigate to http://registration.softwaretoolbox.com

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5. Press the "Register Now" button, select TOP Server version 6 from the list and press the "Next" button:

6. Specify whether you are registering the software for yourself or someone else and fill out the contact

information fields:

Software toolbox®

Online Product-Registration Center
Register Now

| HOME | | REGISTER NOW | RE-REGISTER | LICENSE TRANSFERS | | HELP

The following 4-step process will guide you through the registration of your product:

I would like to register software for:

Myself

Someone Else

Click if you are End User

Click if you are a Systems Integrator or Registering for the End User

Back

HOME   REGISTER NOW   RE-REGISTER   LICENSE TRANSFERS   HELP
P: 1-888-665-3678 (US) or +1-704-849-2773 (Global), F: +1-704-849-6388
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7. Browse to and upload the activation_request.txt file, and press the "Lookup" button to read the license information from the file.

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Online Product-Registration Center
Register Now

| HOME | | REGISTER NOW | RE-REGISTER | LICENSE TRANSFERS | | HELP

Step 2 of 3

Upload Request File

Select 'Request' file :   Choose File   activation_request.txt   Lookup   Where do I

Use the following box to record information about this installation for your own tracking purposes. We have already pulled information from your request file to get you started. **We highly recommend that you leave the default comments present, and simply add additional information if you desire.** In the event that you lose/forget a license, we can read back these notes to you in order to figure out which license was lost.

Notes :

Back   Next

8. Verify that the information read from the activation request file is correct, and press the Next button to complete the registration.

Online Product-Registration Center
Register Now

| HOME | | REGISTER NOW | RE-REGISTER | LICENSE TRANSFERS | | HELP | |

Step 2 of 3   **Upload Request File**

Select 'Request' file : [Choose File] No file chosen   [Lookup]   Where do I find Request file?

The following licenses were found in your Request file:

SerialNumber	Activation ID	Product	Activation Type	IsRegistered	IsBlocked
2487-1101-66556	0b0c7921-4da9-4de7-98d0-5841a86e50cc	Modbus Suite TOP Server	Permanent	False	False
2618-8150-66395	af8e8072-bba0-49aa-9562-9de1f4cd472f	AB-Suite (Control Logix, Dh+, DF1, Ethernet)	Permanent	False	False

Use the following box to record information about this installation for your own tracking purposes. We have already pulled information from your requrest file to get you started. **We highly recommend that you leave the default comments present, and simply add additional information if you desire.** In the event that you lose/forget a license, we can read back these notes to you in order to figure out which license was lost.

Notes :
```
Machine Name: SWTB-LT-011
Machine Description: Test Server 11
Machine Location: Main Office
```

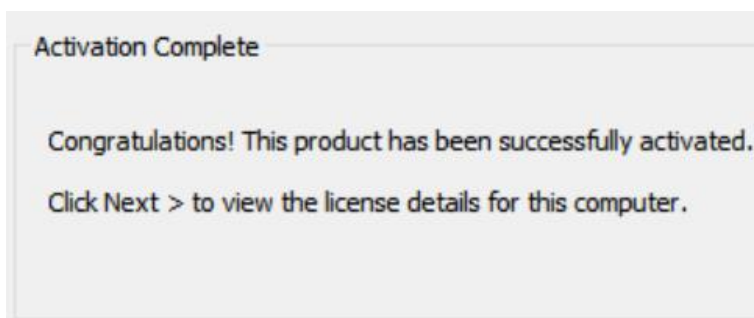[Back]   [Next]

9. Confirm that the registration was successful and press the "Download File" button to download the response file.

10. Return to the License utility and press the "Import File …" button to import the response file that was just downloaded from the registration site

Import the Activation Response File

[Import File ...]
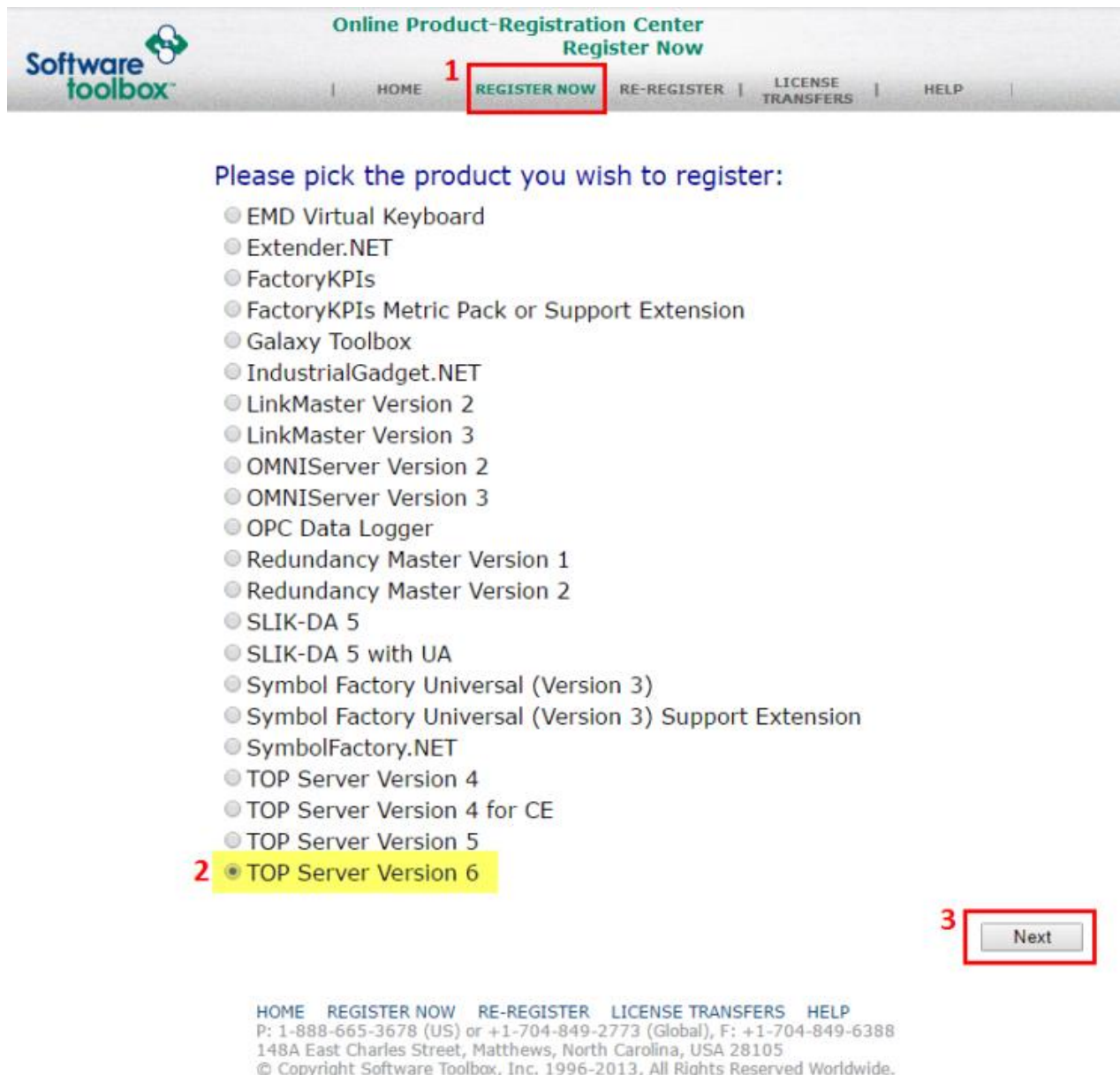
Click 'Import File ...' to import the Activation Response File. This response file is obtained from the vendor's licensing website in order to activate the product on this machine.
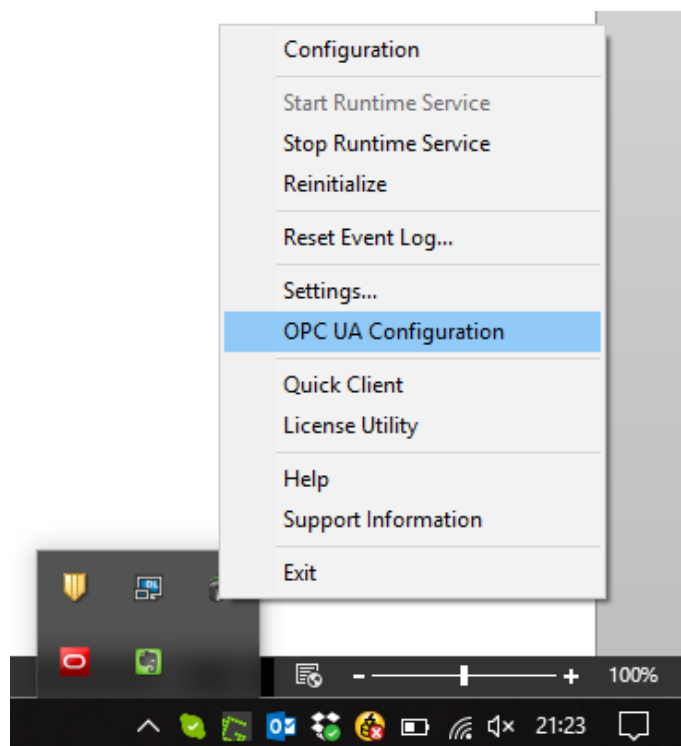
11. Confirm that the license activation was completed successfully.

Activation Complete

Congratulations! This product has been successfully activated.

Click Next > to view the license details for this computer.
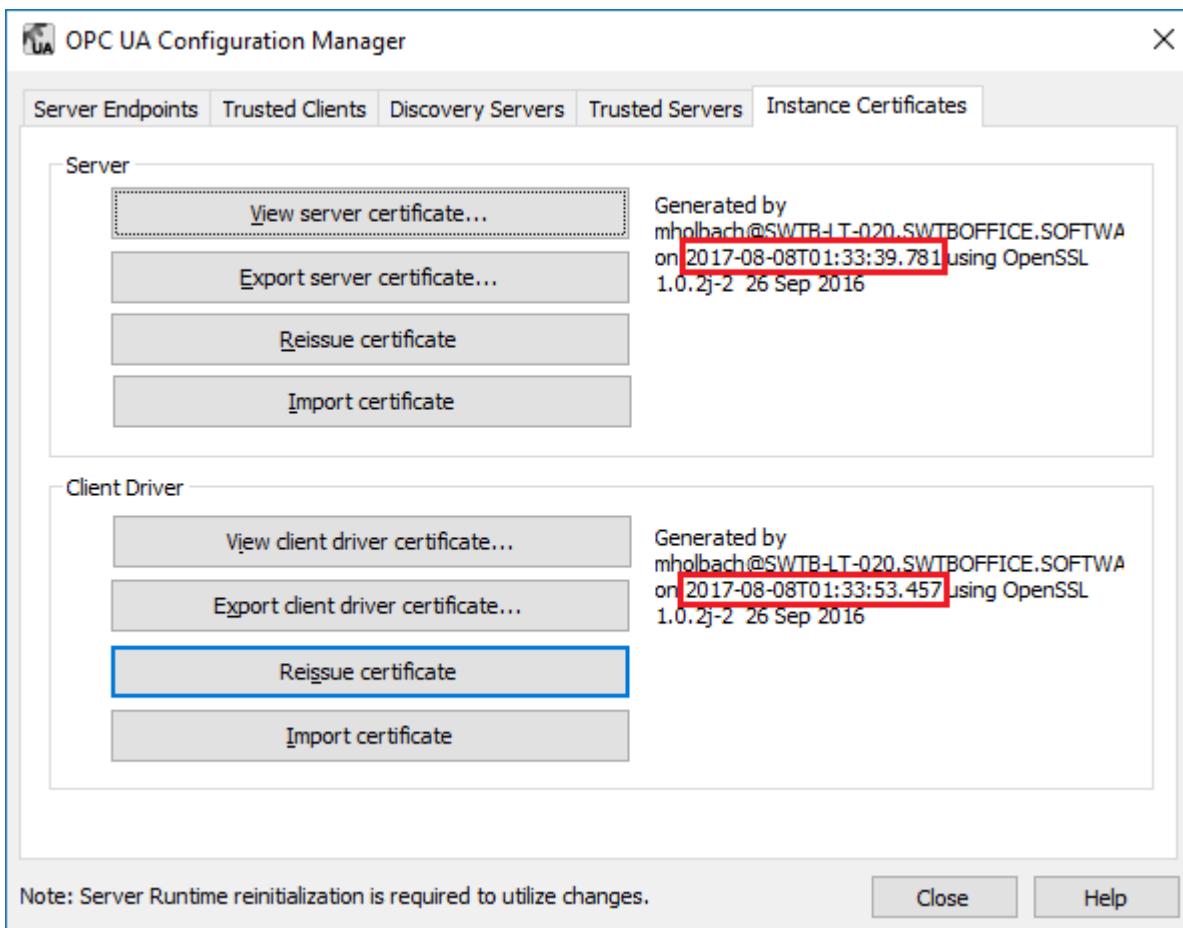
Renewing OPC UA Certificates

Whether using OPC UA or not it is a good idea to re-issue the TOP Server OPC UA Instance Certificates to avoid having to remember to do this in the future. If you were using OPC UA to connect to TOP Server v5, then it is especially important to re-issue new certificates, as the TOP Server version is embedded in the server URI, and the old v5 certificates will not sign a connection to the new v6 installation. To re-issue the OPC UA Instance Certificates:

1. Right click on the TOP Server icon in the system tray and select the OPC UA Configuration option:

Configuration

Start Runtime Service
Stop Runtime Service
Reinitialize

Reset Event Log...

Settings...
OPC UA Configuration

Quick Client
License Utility

Help
Support Information

Exit

100%

21:23

If the System tray icon is not available, run the TOP Server 6 Administration application from the start menu.

2. Navigate to the Instance Certificates tab, and press the "Reissue certificate…" for both the Client and Server certificates. Verify that the generation date matches the time and date when they were reissued.

3. If using OPC UA , the new certificates can also be exported here for use by pressing the "Export server/client certificate…" buttons.
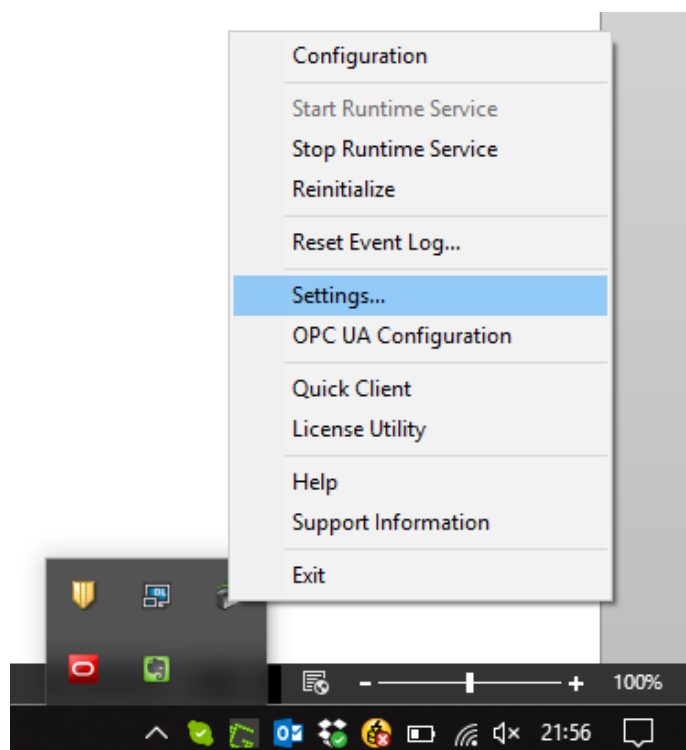
OPC DA ProgID Redirect

If you were using an OPC DA client to connect to TOP Server using the ProgID the ProgID has changed from SWToolbox.TOPServer.v5 to SWToolbox.TOPServer.v6. This change can be addressed in one of two ways:

1. All client applications can be modified to use the new ProgID and point to the new TOP Server v6 installation.

2. In situations where changing the ProgID that clients are referencing is not possible (because the ProgID is not easily changed in the client application, or there is not access to the client application), TOP server v6 can re-direct the TOP Server v5 ProgID. This means that client applications can continue to use the TOP Server v5 ProgID without being aware the application has been upgraded. (Please note that this redirect happens automatically, and you will likely see an existing SWToolbox.TOPServer.V5 progID redirect.
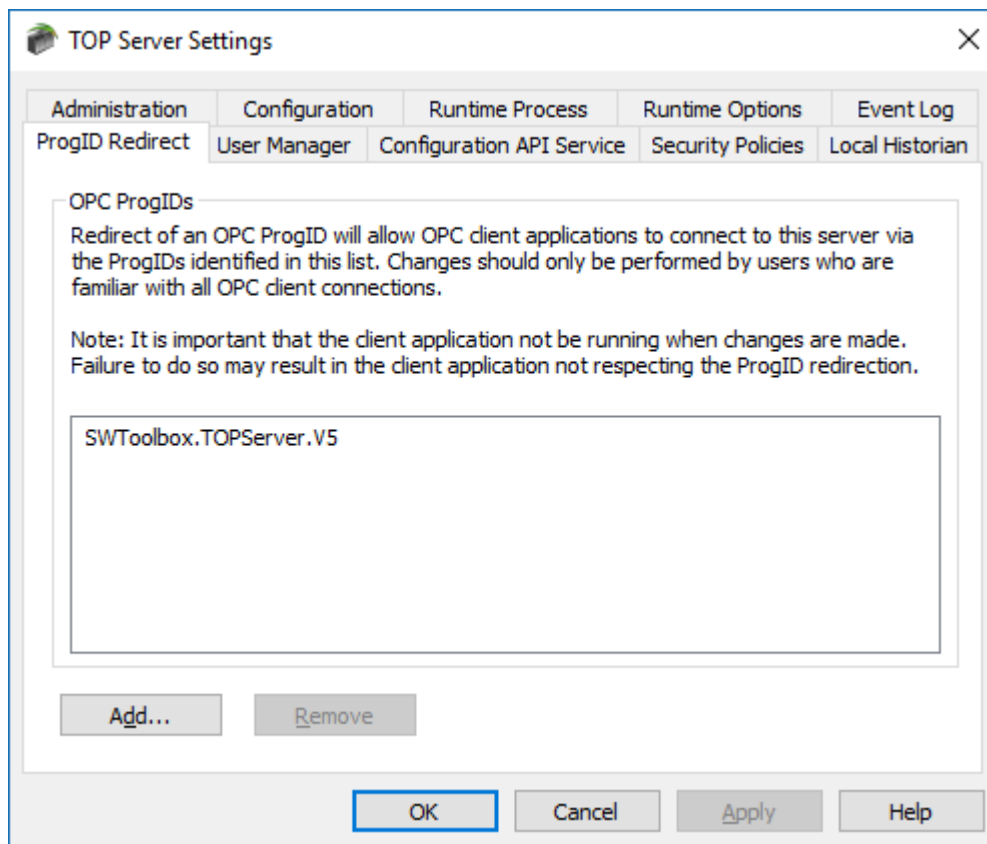
To redirect the TOP Server v5 ProgID to point to TOP Server v6:

1. Right click on the TOP Server icon in the system tray, and select the "Settings…" option:

2. On the "ProgID Redirect" tab add the SWToolbox.TOPServer.V5 ProgID to the list.

3. Re-initialize the TOP Server Runtime to commit the changes; TOP Server v6 is no accessible via the TOP Server v5 ProgID.

Conclusion

This document is intended to give a basic overview of the upgrade process from TOP Server v5 to v6. It outlines some possible pitfalls and provides a solid foundation to upgrading the server while minimizing the associated risk. For further questions, or assistance, our experienced team is more than happy to help. We can be reached by:

Email Support   support@softwaretoolbox.com

Phone Support   +1 (704) 849-2773