BarTender

BY SEAGULL SCIENTIFIC

BarTender Version Upgrades

Best practices for updating your
BarTender installation

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Understanding Version Upgrades

Seagull Scientific regularly provides updates to the BarTender Suite, introducing new features and capabilities that help you easily design and print barcodes, labels, cards, RFID tags, and more.

The two types of software updates that Seagull Scientific regularly releases are as follows:

- *Service releases* include bug fixes and minor feature upgrades. These updates are always free and require only that you download the latest version from our website and install it over the existing BarTender installation.

- *Full version upgrades* include new features and updated software architecture as needed to meet the evolving needs of Seagull Scientific customers.

This white paper provides an overview of the full version upgrade process and addresses any problems that you might encounter when upgrading your version of BarTender. Although other types of upgrades are available, this white paper is focused entirely on full version upgrades.

> The cost of a version upgrade depends on whether you have purchased a software maintenance package with BarTender. With the software maintenance package, all version upgrades are free of charge. Without a maintenance agreement, you are expected to purchase a version upgrade. Please contact your reseller for pricing options.

BarTender Software Downloads

https://www.seagullscientific.com/downloads/label-software

Upgrading BarTender to a Newer Version

Depending on the edition of BarTender you have purchased, upgrading the BarTender Suite involves updating one or more of the following components:

- **BarTender and Companion Applications** (all editions)
- **Seagull License Server** (Automation editions only)
- **BarTender System Database** (Automation editions only)
- **BarTender Print Portal** (previously Web Print Server) (Enterprise Automation edition only)

Planning a Version Upgrade

When you upgrade to a new version of BarTender, we recommend that you build a plan for implementing a systemwide upgrade. The steps vary based on the version and edition of BarTender, the number of computers that are upgraded, the operating system (OS) of your computers, and any number of other factors.

Your upgrade plan might involve one or more of the following steps:

- Backing up your BarTender documents
- Backing up the BarTender System Database (Automation editions only)
- Copying over BarTender settings files
- Removing the old version of BarTender (if it is older than version 8.0)
- Setting up a test environment that will enable you to smoothly transition with as little production downtime as possible

If you are updating an Automation edition, we strongly recommend that you upgrade the computer that is hosting Seagull License Server (SLS) first. Be sure to locate that machine in the planning process. This enables other BarTender installations to pull their activation information directly from SLS, which saves you an extra step during installation.

> ⚠️ BarTender version 9.x uses Microsoft SQL Server 2005 Service Pack 2 (SP2). Microsoft does not currently support upgrading this version to Microsoft SQL Server 2012, which is used by BarTender 2016. To prevent errors when you upgrade from BarTender 9.x to BarTender 2016, make sure that the SQL Server upgrade path is supported.
>
> For more information, refer to the following Microsoft website: https://msdn.microsoft.com/en-us/library/ms143393 (v=sql.110).aspx

Preparing for a Version Upgrade

Before you upgrade, make sure that you have the following items easily accessible:

- Your original product key code (PKC)
- The upgrade PKC
- The purchased version of BarTender, which is available from our website: https://www.seagullscientific.com/downloads/label-software

Versions that are earlier than version 10.0 have separate installation packages for SLS and BarTender. Both need to be downloaded for Automation upgrades.

Upgrading BarTender and Companion Applications (Basic and Professional Editions)

In most cases, upgrading your BarTender installation is as simple as downloading and installing a new version of BarTender. Make sure that BarTender is not running on the computer that you want to upgrade first.

> If you are using a version of BarTender that is older than version 8.0, you must first remove the older version before continuing with the installation of the new one. You can do this by using the **Programs and Features** option in the Windows Control Panel.

To upgrade the Basic or Professional editions of BarTender, follow these steps:

1. Double-click the BarTender installer package.
2. If prompted to do so, select the language that you want for the installer, and then click **OK**.
3. On the initial installer page, click **Next**.
4. Read and accept the license agreement, and then click **Next**.
5. Click to select the edition of BarTender that you have purchased, and then click **Next**.
6. Click **Install**.

After the installation is completed, you will have the opportunity to activate and/or register your BarTender product. In order to receive service updates and technical support for your product, we strongly recommend that you register it.

Upgrading BarTender and Companion Applications (Automation Editions)

When you upgrade an Automation edition of BarTender, you must upgrade both BarTender and SLS to ensure proper licensing validation and version compatibility.

We recommend that all customers who are still using version 9.3 upgrade SLS to version 9.3 SR2 or a later version.

> New installations of BarTender cannot connect to older versions of SLS (for example, BarTender 2016 cannot connect to SLS 10.1). For this reason, we strongly recommend that you update SLS before you upgrade the BarTender installations on your network.

Upgrading Seagull License Server

With the Automation editions of BarTender, a single copy of SLS on your network controls the licensing of all BarTender installations. To upgrade SLS, locate the computer or server that houses your SLS installation.

As of BarTender 10.0, SLS is included in the same installation package as BarTender and its companion applications. For versions that are earlier than BarTender 10.0, you must download a separate installation package for SLS from the Seagull Scientific Service Releases website:

https://www.seagullscientific.com/support/service-releases-legacy-versions/

Installing a new version of SLS (for versions 10.0 and later)

1. Double-click the BarTender installer package.
2. On the initial installer page, click **Next**.
3. Read and accept the license agreement, and then click **Next**.
4. Click to select the edition of BarTender that you have purchased, and then click **Next**.
5. Select **Seagull License Server Only** from the list, and then click **Next**.
6. Click **Install**.

Installing a new version of SLS (for versions that are earlier than 10.0)

1. Double-click the SLS installer package.
2. On the initial installer page, click **Next**.
3. Read and accept the license agreement, and then click **Next**.
4. Click to select **Typical** to install SLS with the default settings, and then click **Next**.
5. Click **Install**.

After the installation is completed, you will have the opportunity to activate and/or register your BarTender product. In order to receive service updates and technical support for your product, we strongly recommend that you register it.

For more information about SLS, refer to the **Licensing for Automation Editions** book of the BarTender help system and the "Licensing for BarTender's Automation Editions" white paper:

https://www.seagullscientific.com/support/white-papers

Upgrading BarTender and Companion Applications

1. Double-click the BarTender installer package.

2. On the initial installer page, click **Next**.

3. Read and accept the license agreement, and then click **Next**.

4. Click to select the edition of BarTender you have purchased, and then click **Next**.

5. To install the entire BarTender Suite, including the companion applications that are included in your edition, click **Next**, and then continue to step 7. Alternatively, to specify which applications to install, click to select the **Specify advanced installation options** check box, and then click **Next**.

6. On the **Advanced Installation Options** page, click to select the applications that you want to install. Optionally, specify an alternative installation location on your computer. Click **Next**.
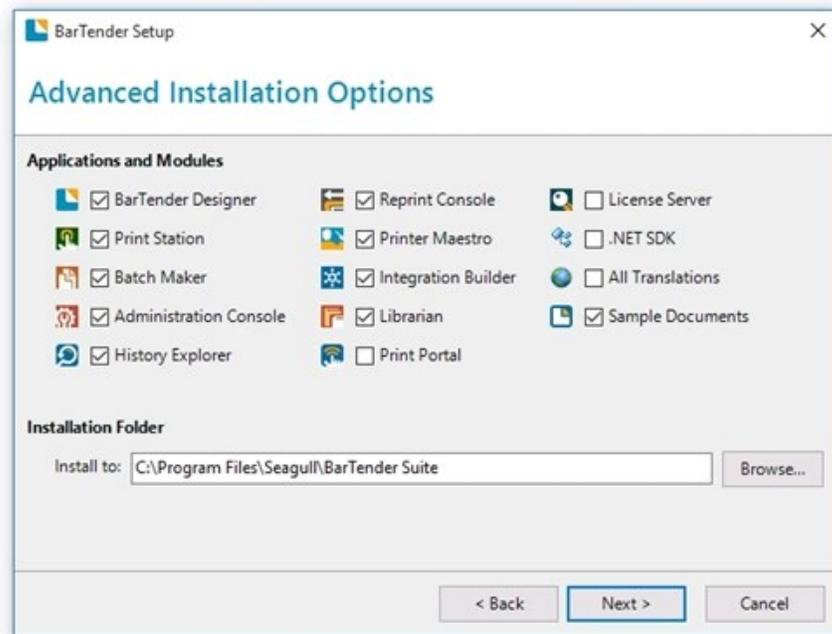
7. On the **Service Account** page, you can specify a user account for the services that BarTender uses. To change the default settings, click **Create a New User Account** or **Select an Existing User Account**, and then click **Next**. To keep the default settings, click **Next**.

8. If you opted to install Print Portal, specify a new account password on the **Print Portal Service Account** page.

9. On the **Ready to Install** page, verify that the components that you want will be installed, and then click **Install**.
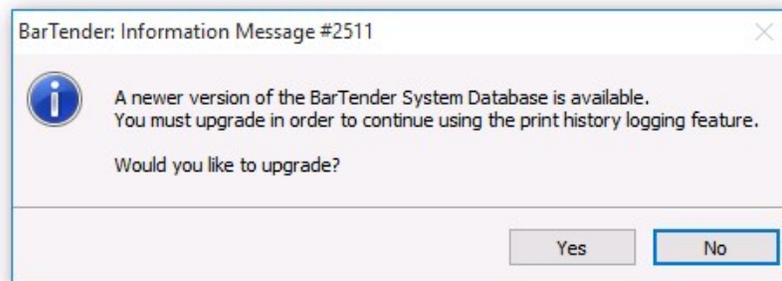
Upgrading the BarTender System Database

After you upgrade BarTender, the new version cannot connect and log information to an older version of the BarTender System Database. To continue logging information and/or using Librarian, you must also update the BarTender System Database.

> In most cases, older versions of BarTender can log information to a new BarTender System Database schema. However, under some circumstances, older versions of BarTender might be unable to log information or use an upgraded BarTender System Database. Before you upgrade, we strongly recommend that you do the following:
>
> - Refer to the Backwards Compatibility section of this white paper to ensure that you do not lose any of your current database data or settings.
>
> - Create a backup of your current BarTender System Database.

The first time that you start BarTender after an upgrade, you are prompted to upgrade the BarTender System Database.

To start the **System Database Setup Wizard** and upgrade the database, click **Yes**.

Upgrading BarTender Print Portal (Enterprise Automation Edition Only)

You can upgrade BarTender Print Portal (previously called Web Print Server) by using the BarTender installer.

> To retain your site administration settings, make a copy of the Config.xml file that is located in the C:\inetpub\wwwroot\bt-wps\ directory on your computer. After the upgrade is completed, move this file back into the installation directory.

1. Double-click the BarTender installer package.
2. On the initial installer page, click **Next**.
3. Read and accept the license agreement, and then click **Next**.
4. Click to select the edition of BarTender that you have purchased, and then click **Next**.
5. Click to select the **BarTender Print Portal** check box, and then click **Next**.

6. On the **Service Account** page, you can specify a user account for the services that BarTender uses. To change the default settings, click **Create a New User Account** or **Select an Existing User Account**, and then click **Next**. To keep the default settings, click **Next**.

7. If you have a previously installed version of Print Portal (or Web Print Server), or if you have created an IIS_WEBPRINT account on your own, you are asked to enter your IIS_WEBPRINT password. Enter the password, and click **Next**.

8. On the **Ready to Install** page, click **Install**.

Activation

You must always activate BarTender and/or SLS after an installation, even if it is an upgrade. If you did not activate them during the installation process, you can open the Activation Wizard at any time by clicking **Activation Wizard** on the **Help** menu of any application in the BarTender Suite.

If you purchased an upgrade, you will need both your old PKC and your new one. If you purchased only a BarTender license (even if you already own one) but did not go through the upgrade purchase discount process, then you need only the new PKC.

Backwards Compatibility

As with all software upgrades, there are some considerations to keep in mind, especially when you may be using multiple versions of the BarTender Suite within your company.
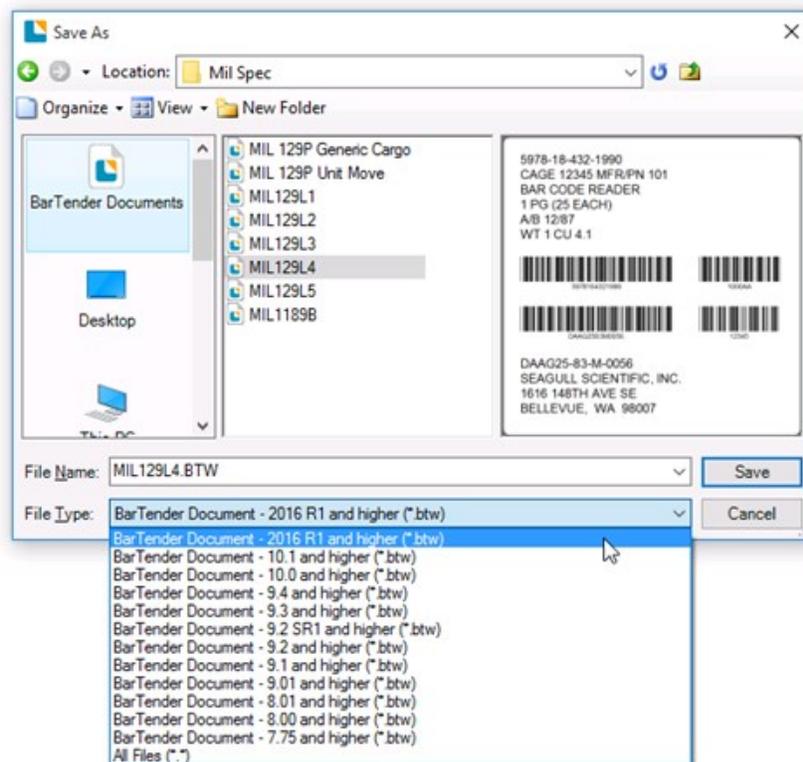
Document Versions

Documents that were created in an older version of BarTender can always be used in a newer version.

Documents that are saved in a newer version of BarTender cannot be opened in an older version. Therefore, if you are using multiple versions of BarTender and sharing documents between these versions, you should consider saving all new documents to the oldest version that is available in your company.
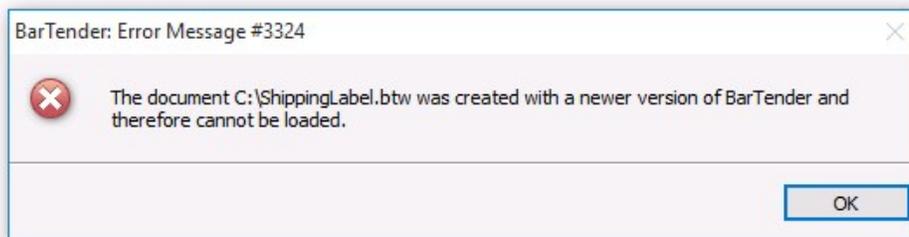
To change the version format for any open document, click **Save As** on the **File** menu, and then click the version that you want in the **File Type** list.

Setting the Default "Save As" Version

By default, BarTender saves all documents by using the version that is installed on your computer. In situations where you are sharing your documents with older versions of BarTender, you may want to change the default version that your documents are saved with. After you change the default version, all documents are saved as the selected version format.

To change the default version, follow these steps:

1. On the **Administer** menu, click **BarTender Document Setup**.
2. For **Save Document As**, click the version that you want. This should be the oldest version of BarTender that you have running at your company.
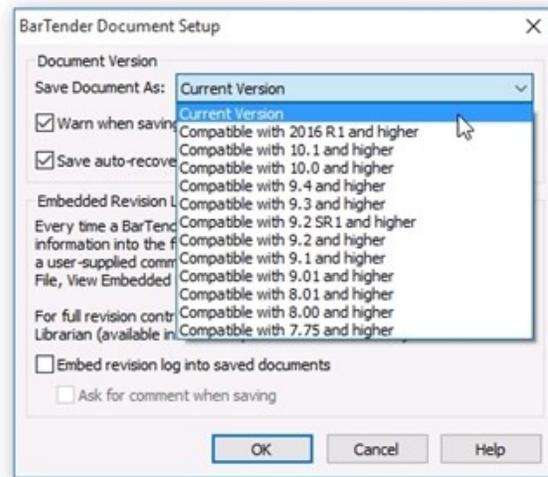
Seagull License Server and BarTender Backwards Compatibility

New installations of BarTender cannot connect to older versions of SLS. For example, BarTender 10.1 will not work with SLS 9.4. For this reason, we strongly recommend that you upgrade the computer that is hosting SLS first. When you do this, other BarTender installations can pull their activation information directly from SLS, which saves you an extra step during installation.

Note that you should always update SLS when you are upgrading BarTender and vice versa. Upgrading both applications prevents any communication problems you might otherwise encounter.

BarTender System Database Compatibility Issues

When you upgrade BarTender, the new version cannot connect and log information to an older version of the BarTender System Database. To continue logging information and/or using Librarian, you must upgrade the BarTender System Database at the same time that you upgrade BarTender.

> We strongly recommend that you create a backup of your current System Database before you upgrade to a new version. To do this, click **Administrative Tasks** under the **System Database** node in Administration Console, or use your own system database tool. However, do not restore the backup of a previous BarTender System Database version to a newer System Database version. Doing so reverts the database schema to the previous version's schema, and newer versions of BarTender cannot log information to the older database.

Additional compatibility issues might exist between older and newer versions of the BarTender System Database itself and between older versions of BarTender and new versions of the BarTender System Database, as follows:

Older and Newer Version of the BarTender System Database

Some backwards-compatibility issues have been found when the BarTender System Database is upgraded, and you might not be able to access the older version's data in the upgraded database. Before you upgrade, be sure to create a backup of your System Database to preserve the data in the event that it cannot be accessed after the upgrade.

For more information about these issues, refer to the **Understanding the BarTender System Database** white paper:

> https://www.seagullscientific.com/support/white-papers

Older Versions of BarTender and Newer Versions of the BarTender System Database

If your environment is configured to use Librarian and you are running an older version of BarTender, you cannot retrieve data or write to the BarTender System Database of a newer version of BarTender. (This is a consideration only if you are running multiple versions of BarTender on the same network.)

To avoid this scenario, after you upgrade to a new version of BarTender and the BarTender System Database, you must also upgrade any other BarTender installations that are connected to that database.

Related Documentation

White Papers and Manuals

- Getting Started with BarTender
- 32-bit and 64-bit BarTender
- BarTender Software Activation
- Licensing for BarTender's Automation Editions
- Silent Install
- Understanding the BarTender System Database

For downloadable versions, visit:

https://www.seagullscientific.com/support/white-papers

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