

# Multi-Site Content Manager (iMCM)

# **iMCM V33 Upgrade Installation**





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#### iMCM V33 Upgrade Installation

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**Note:** This document is intended for existing iMCM version 22 users. If you have never installed iMCM on this machine, proceed to "Installing iMCM Version V33" on page 7.

# **Topics**

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- "Installing iMCM Version V33" on page 7
- "Updating the iProMOH Firmware" on page 14

# Introduction

There is no upgrade tool to migrate directly from iMCM version 22 to iMCM version 33. In order to upgrade to iMCM Version 33:

- 1. Back up your configuration.
- 2. Uninstall the iMCM version 22.
- 3. Install the iMCM version 33.

If you start installing the iMCM version 33 without uninstalling version 22, the following error window will appear.



# **Backing Up Your Configuration**

Before uninstalling the iMCM, make a backup of your configuration and keep it in a safe place.

To make a backup:



1. Double click the iMCM Settings icon

This launches the iMCM Server Manager.



on the Desktop.

- 2. Select the Archives tab on the iMCM Server Manager.
- 3. Click Backup.

🎯 iMCM Server Manager		iMCM Server Manager	
	interalia		interalia
Archives Backup and Restore IMCM Data.	Networking         Firmware         Email         Logging         Audio           Services         About         Notification         Archives           Backup         Location:         Archives           Backup         [C:Users\Public\Documents\interalia\MCM[Bak]]           Cancel         Auto Backup           Save         Enable         Day:           Save         Time:         [0:00	Archives Backup and Restore IMCM Data.	Networking         Firmware         Email         Logging         Audio           Services         About         Notification         Archives           Backup         Locetion:         Cancel
Create INCM data backup files and restor INCM data from a previously created backup.	Restore  Restore Cancel Delete	Create MCM data backup files and restore MCM data from a previously created backup.	Restore           Restore         10/1/2013 3:46:52 PM           Cancel         Delete           Backup Completed         Enclose

The date and time of the backup will be shown in the **Restore** field. This indicates that the backup file has been created successfully.

4. The backup file is located in C:\Users\Pubic\Documents\Interalia\iMCM\Bak.

			ublic\Documents\interalia\iMCM\Bak	- 4 Search Bak
(ACMA Samuer Manager		File Edit View Tools	Help	
and inicial server manager		Organize 💌 Share w	ith ▼ New folder	<b>□</b> ▼ <b>□</b> 0
		🚖 Favorites 💻 Desktop	Documents library Bak	Arrange by: Folder
	interalia	i Downloads E Recent Places	Name	Date modified Type 10/1/2013 3:46 PM IMCM File
Archives	Networking Firmware Email Logging Audio	🥽 Libraries		
Backup and Restore iMCM Data.	Services About Notification Archives	Documents		
	Backup Location:	E Pictures		
	C:\Users\Public\Documents\interalia\iMCM\Bak\	😸 Videos		
	Cancel Auto Backup	🛤 Computer		
	Save Enable Doyn Particip	Constanting of the second		
		A INFOMORY		
Create iMCM data backup files and restore iMCM data from a	Restore 10/1/2013 3:46:52 PM			
previously created backup.				
	Lancel			
	Delete			
			٠. الله الله الله الله الله الله الله الل	•
	Backup Completed	1 item		
		>		

Copy that file and keep it in a safe place.

# **Uninstalling Version 22**

To uninstall version 22:

1. In the iMCM Server Manager, select the Services tab.

iMCM Server Manager			N	
			inte	ralia
Services	Networking	Firmware	Email Lo	gging Audio
MCM Audio Converter Service	Services	About	Notification	Archives
	Services			
	Display Name			Status
	iMCM Audio Converter Service			Running
	iMCM Web Server Service			Running
	iMCM Device Server Service			Running
Provides Audio Conversion	iMCM Email Server Service			Running
to native Vorbis Ogg Format.	iMCM Log Processing Service			Running
	iMCM File Management Service			Running
	iMCM Email No	iMCM Email Notification Service		
	iMCM Data Aut	o Backup Servici	9	Running
				۲
	Install	Uninsta	II Start	Stop

2. Stop each service by selecting it and clicking Stop.

🎬 iMCM Server Manager		
		nteralia
Services	Networking Firmware Ema	ail Logging Audio
iMCM Audio Converter Service	Services	Hichitos
	Display Name	Status
	iMCM Audio Converter Service	Stop Pending
	iMCM Web Server Service	Stop Pending
Description	IMCM Device Server Service	Stopped
Provides Audio Conversion	iMCM Email Server Service	Stop Pending
to native Vorbis Ogg Format.	iMCM Log Processing Service	Stop Pending
	iMCM File Management Service	Stop Pending
	iMCM Email Notification Service	Stopped
	iMCM Data Auto Backup Service	Stopped
		•
	Install Uninstall	Start Stop

3. Uninstall each service by selecting it and clicking Uninstall.



- 4. Close the iMCM Server Manager.
- 5. Choose Start menu > All Programs > Interalia > iMCM > Uninstall iMCM.





As the uninstall process progresses you will see the following screens.

				5
			int	eralia
Settinas	Networking	Firmware	Email	Logging Audio
MCM Audio Conve	install iMCM	il About I	Notificatio	Archives
				Status
				Not Installed
		6		Not Installed
	8 at	ß		Not Installed
Description: Provides Audio Cor	Ser.	5		Not Installed Not Installed Not Installed
Description: Provides Audio Cor Services to iProMO to native Vorbis Oc	inte	rali		Not Installed Not Installed Not Installed Not Installed
Description: Provides Audio Cor Services to iProMO to native Vorbis Oc	inte	rali	a	Not Installed Not Installed Not Installed Not Installed Not Installed
Description: Provides Audio Cor Services to iProMO to native Vorbis Oc	inte	rali	a	Not Installed Not Installed Not Installed Not Installed Not Installed Not Installed
Description: Provides Audio Cor Services to IProMO to native Vorbis Oc	inte mcm Data A	rali	<b>a</b> .	Not Installed Not Installed Not Installed Not Installed Not Installed Not Installed Not Installed
Description: Provides Audio Cor Services to iProMO to native Vorbis Oc	Inte MCM Data A	<b>rali</b> uto Backup Service	a	Not Installed Not Installed Not Installed Not Installed Not Installed Not Installed

When the uninstall confirmation window appears, click Yes.

Windows Installer	2		23
Are you sure you wa	ant to uninsta	l this produc	t?
Yes		No	
Windows Installer			
Preparing to remove			

6. The uninstall progress window will now open.



When the uninstall process is complete, you are now ready to install version 33.

# Installing iMCM Version V33

To install version 33:

1. Double click the iMCM V4.0.33 Setup file.



2. The Install Shield Wizard screen will open.



#### Click Next.

🛃 iMCM - InstallShield Wizard	
2	Welcome to the InstallShield Wizard for iMCM
	The InstallShield(R) Wizard will install iMCM on your computer. To continue, click Next.
2	WARNING: This program is protected by copyright law and international treaties.
	< Back Next > Cancel

3. The iMCM Firmware and Software End User License Agreement screen will open. Read the agreement, select "I accept the terms in the license agreement", and click **Next**.

	iMCM and iProMOH
	Firmware and Software End User License Agreement
	anyone who downloads and/or installs iMCM Software and iProMOH Firmware, purchased from Interalia, or an authorized Interalia reseller (as applicable) under a commercial agreement with Interalia or an authorized Interalia reseller ("Agreement"). Unless otherwise agreed to by Interalia in writing, Interalia does not extend this license if the Firmware and Software was obtained from anyone other than Interalia, or an Interalia authorized reseller, and Interalia reserves the right to take legal
I acce	pt the terms in the license agreement Print

4. The Customer Information window will open up. Enter the **Name** and **Company**. (By default, the **Name** field is the person logged into the workstation.)

	😸 iMCM - InstallShield Wizard
Di MCM - InstallShield Wizard	Customer Information Please enter your information.
Please enter your information. Name: Company:	Name: Joe User Company: ABC
InstallShield Cancel	InstallShield Cancel

5. By default, installation files will be stored in C:\Program Files(x86)\interalia\iMCM\. This is the same location as Version 22. There is no need to change the default directory. We recommend you install files in the default location.

Shincini -	Instansmelu wizaru	
Destinati	ion Folder	
Click Ne:	xt to install to this folder, or click Change to install to a	different folder.
27	Install iMCM to:	
0	C:\Program Files (x86)\interalia\iMCM\	Change
		Ν
		L3
nstaliShield -		
	< Back	Next > Cancel

6. By default, the data files will be stored in C:\ProgramData\Documents\Interalia\iMCM, but you can choose a different location by clicking **Change**.

Previous versions did not have this functionality. The following screen captures show the default location.

🛃 імсм - І	InstallShield Wizard	×
Data Fold Click Nex	<b>ler</b> <t a="" change="" click="" different="" folder,="" folder.<="" install="" or="" td="" this="" to=""><td>3</td></t>	3
Þ	Install iMCM data to: C:\ProgramData\Documents\interalia\iMCM\	<u>C</u> hange
InstallShield -	< <u>B</u> ack Next >	Cancel

7. Select a Setup Type, either **Typical** or **Custom**. The custom installation includes a "1 Setup Example" folder.



Click Next.

#### 8. Click Install.

Sivi - Instalionielo wizaro			X
dy to Install the Program			4
e wizard is ready to begin installation	1.		
you want to review or change any ol it the wizard.	f your installation se	ttings, click Back. C	lick Cancel to
rrent Settings:			
stup Type: Typical			
estination Folder:			
C:\Program Files (x86)\interalia\iM	CM)		
ata Folder C:\ProgramData\Documents\intera	alia\iMCM\		N
ustomer Information:			45
Name: Joe User			
Company: ABC			
hield			
	< Back	Install	Cancel

#### Version 33 will start installing.

🛃 імсм - І	nstallShield Wizard
Installing The prog	IMEM Irram features you selected are being installed.
P	Please wait while the InstallShield Wizard installs iMCM. This may take several minutes.
	Status:
	Publishing product information
InstallShield	
	< <u>B</u> ack <u>N</u> ext > Cancel

9. When the installation is complete, click **Finish** to launch iMCM.



If the following message appears, click Yes.

Confirm	×
?	The Data folder has been moved. Press Yes to import old data
	Yes No

The iMCM Server Manager Application will now open.

			inte	ralia
Settings	Services	About	Notification	Archives
The IP/DNS and port address that the web server will bind to. (192.168.1.100:80)	- IMCM Web Ser 192.168.013 - Device Server 192.168.0.9 - CallHome Serve Pre: Imcm.in 192.16 Post:	ver 1880 18889 9rs teralia.com:888 8.0.9:8889	8	
		Default	Save	Cancel

10. Select the Services tab. Select each service and click Install.

The services will start automatically and change to a Running status as soon as they are installed.

🏨 iMCM Server Manager		
	inte	ralia
Services	Networking Firmware Email L	.ogging Audio
iMCM Audio Converter Service	Services About Notification	Archives
	Services	
	Display Name	Status
	iMCM Audio Converter Service	Running
	iMCM Web Server Service	Running
Description	iMCM Device Server Service	Running
Provides Audio Conversion	iMCM Email Server Service	Running
to native Vorbis Ogg Format.	iMCM Log Processing Service	Running
	iMCM File Management Service	Running
	iMCM Email Notification Service	Running
	iMCM Data Auto Backup Service	Running
	•	4
	Install Uninstall Start	Stop

11. Log on to iMCM Web Server by entering iMCM Web Server's IP address in a web browser. (You can find out Web Server's IP address from the **Networking** tab.)

iMCM Server Manager	- • •			
	interalia			
Settings	Services About Notification Archives			
IMCM Network setting The IP/DNS and port address that the web server will bind to. (192.168.1.100:80)	MCM Web Server			
	Device Server 192.168.0.9:8889			
	CallHome Servers Pre: jimcm.interalia.com:8888			
	192.168.0.9:8889			
	Post:			
	Default Save Cancel			

#### 12. Use these credentials:

- User Name: admin
- Password: admin

æ		📖 htt	p://192.168.(	0.9/EXEC	· →	iMCM Configuration Server	×
File	Edit	View	Favorites	Tools	Help		
						User Pass E	Name word Login Igot your Password? Remember Me
							nteralia

Now the iMCM upgrade is completed. But you still need to **update your iProMOH firmware as well**. See the next section.

# Updating the iProMOH Firmware

Note The iMCM V33 requires that the iProMOH units have firmware 4.1.1.xxxxx for 64 MB units and 4.0.1.xxxxx for 32 MB units, as the existing firmware versions 4.1.0.8502 for 64 MB units and 4.0.0.8502 for 32 MB units do not work with iMCM V33. Once upgraded, you cannot downgrade to the previous version. If you have any difficulties please contact support @interalia.com

- 1. Obtain the current version of iProMOH firmware and save it to a folder for later use.
- 2. Install the firmware:
  - a. Open the iMCM Server Manager.
  - b. Select the Firmware tab.
  - c. Click Install Firmware.
  - d. Navigate to the folder containing the new firmware.
  - e. Select the firmware version and click Open.



3. Click the OK button in the "Done installing firmware" popup window.

🏨 iMCM Service Manager		iMCM Service Manager	- • -
	interalia		interalia
firmware	Services About Notification Archives Networking Firmware Email Logging Audio Installed Firmware Totalling firmware OK	Firmware Services Networking Thataled Firmw Imph 4 0.1, X	About Notification Archives Firmware Email Logging Audo ve COOL.unf COOL.unf Remove Firmware Firmware
		·>	

You will be able to see the installed firmware in the Installed Firmware list.

**Note** Please repeat the steps from 1 to 3 to install 32 MB Firmware imoh\_4\_0\_1\_xxxxx.xmf.

4. Open Internet Explorer and log into the iMCM Configuration Server (the iMCM Web Server).



5. In the tree view, double click the Folder icon.

← → 📾 http://10.0.116/EXEC 🖉 → ♂	🖬 iMCM Configuration Serve 🗙 💮 🔝 😳
Configuration Administration F	Reports 🚽
🗢 🔣 🛠 🖿 🗎 🗶 😑	🌝 🔎 🖷 🖫 📢 🎜 🧠 🐁 🖏 🧴
🖻 🗂 Company Name	IMCM
	Company Name
	iProMOH Defaults:
	CallHome Server: fake:8889
	······································
	Time Zone: Canada.Mountain
	Stale Date: 28/3/2014
	Firmware: imoh_4_1_1_XXXXX.xmf
	Maintenance Cycle: None V
1	

6. In the right window pane, click on the Firmware drop down arrow and select the firmware.

**Note** The above screenshot is for 64 MB Firmware. If you want to upgrade your 32 MB iProMOH firmware then you have to select imoh\_4\_0\_1\_xxxxx.xmf firmware from Firmware drop down list.

7. Click the Save icon to accept your changes.

The next time the iProMOH calls home, it will be updated to the latest firmware (in this case 4.1.1.xxxxx)

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