



StarShip Upgrade

This document provides sequential steps for updating the StarShip Server, Client and SQL Database for versions 19 and higher. The upgrade is cumulative, so intermediary versions can be skipped.

Section A – Pre-upgrade checklist

Section B – Process Overview

Section C – Backup the StarShip database

Section D – Upgrade the StarShip Server

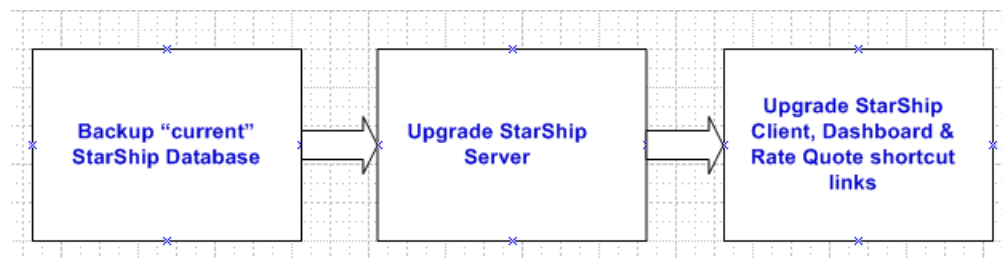
Section E – Upgrade the StarShip Client, Dashboard and Rate Quote shortcut links

Section F – Upgrade the StarShip Web Client (if applicable)

Section A – Pre-upgrade checklist

- ✓ Review the release notes for the new version
- ✓ *XP_CMDSHELL* enabled in the SQL Surface Area configuration utility for the SQL instances hosting the StarShip database
- ✓ Download the StarShip Client and Server installation files to a central location, preferably shared.
- ✓ Ensure that *StarShip Server Manager* is not running
- ✓ Ensure that the *StarShip Client* is closed on all machines
- ✓ Ensure that the *StarShip Dashboard* and *Rate Quote Web* applications are closed on all machines
- ✓ Ensure all active StarShip shipments are posted and that all StarShip Client connections are closed

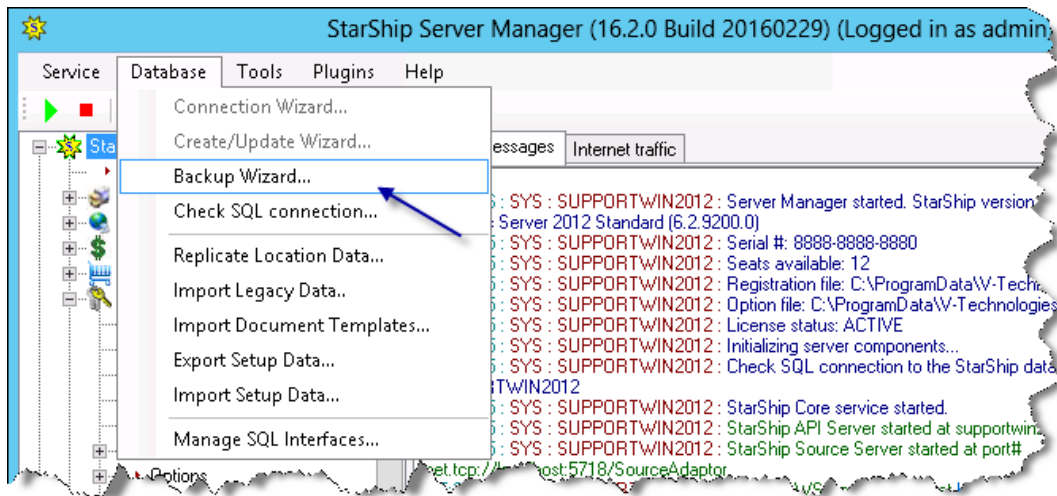
Section B – Process Overview



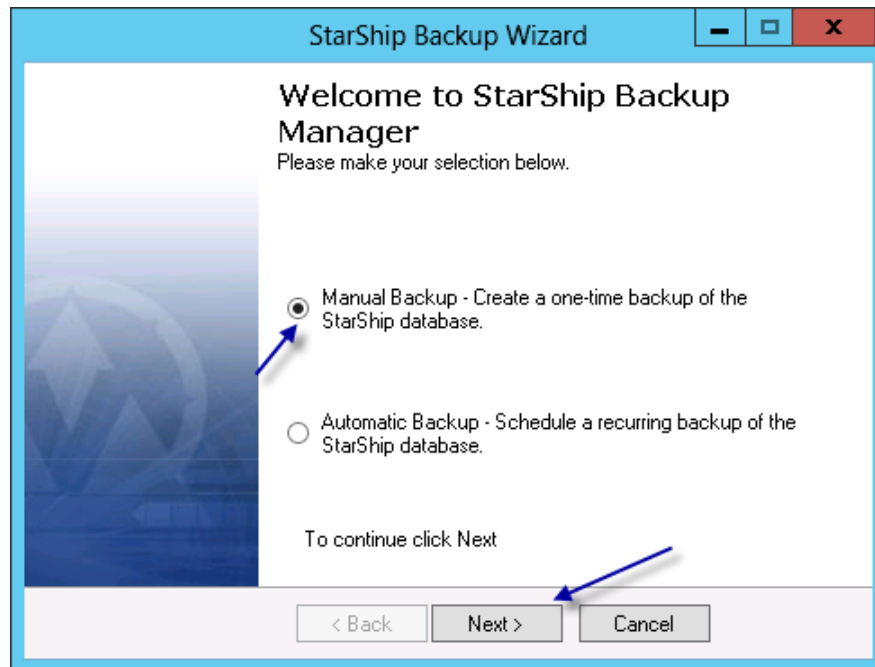
Section C – Backup the StarShip database

1. Create a FULL backup of the existing StarShip SQL database from Server Manager.
 - a. If the StarShip database is lost, you do not have a backup of the StarShip database or you are unable to create a backup, you will need to create a new database from the StarShip Server Manager. (Database > Create Update Wizard)
 - b. If you already have a backup, proceed to **Section D**

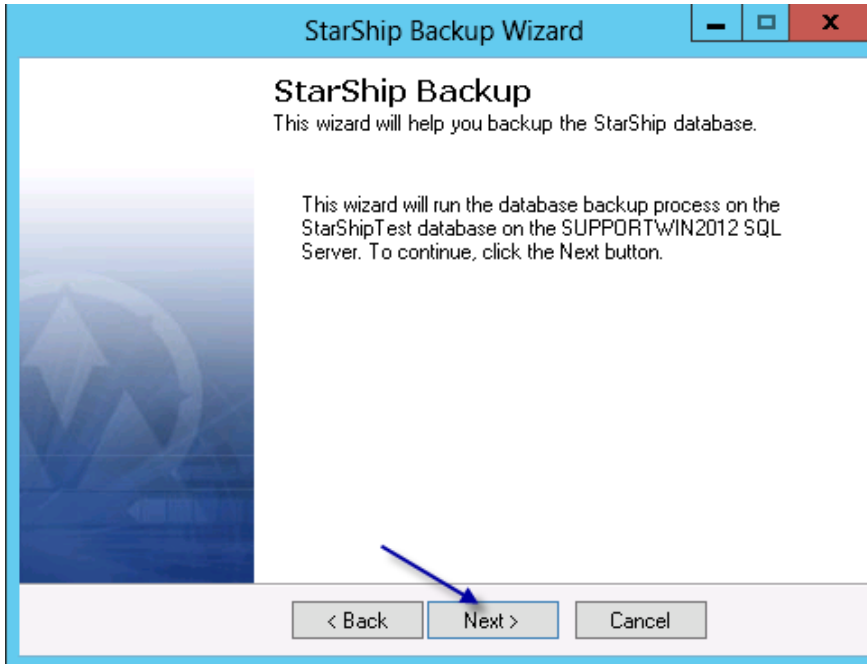
2. Backup the StarShip database on the existing StarShip Server: Server Manager **Database > Backup Wizard > Manual backup >** (ensure that full backup is checked and make a note of the directory you are backing up to)



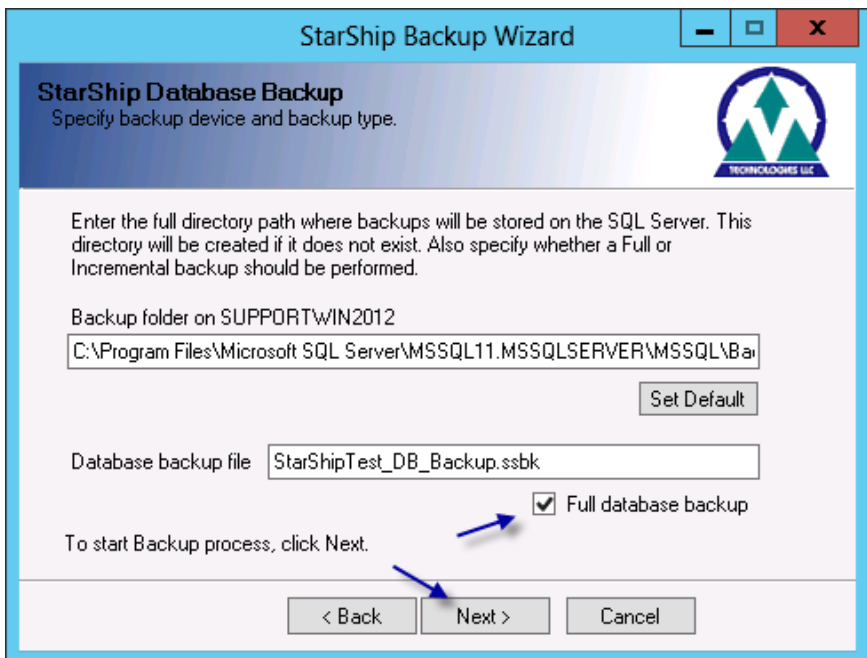
3. Ensure "Manual Backup" is selected, then click **NEXT**

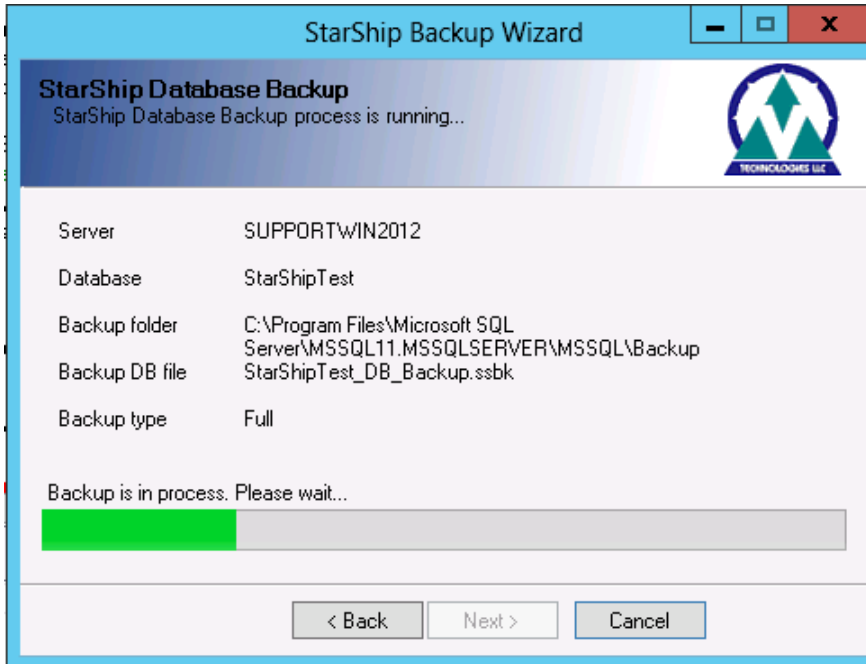


4. Click **NEXT**

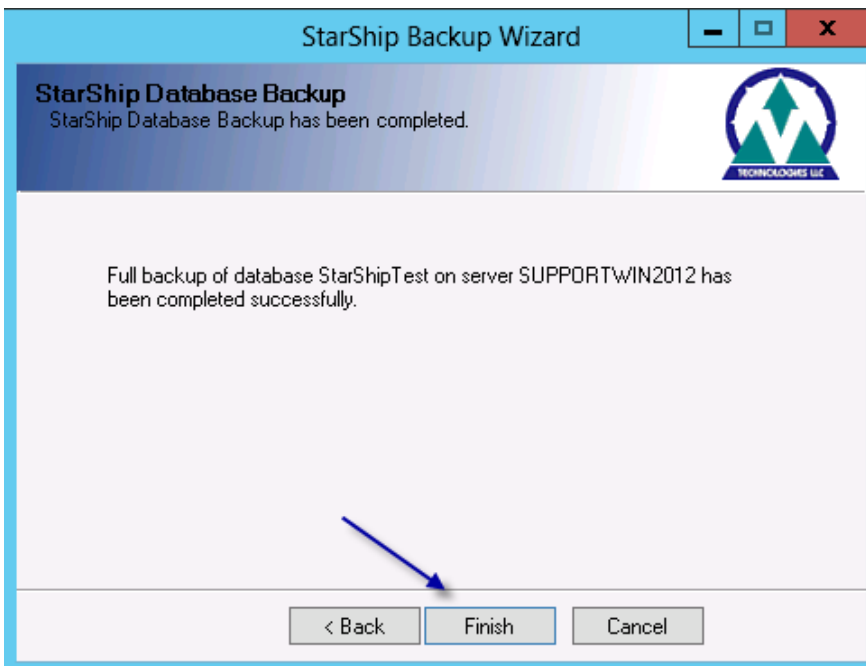


5. Make a note of backup folder specified and ensure Full database backup is selected, then click **NEXT**



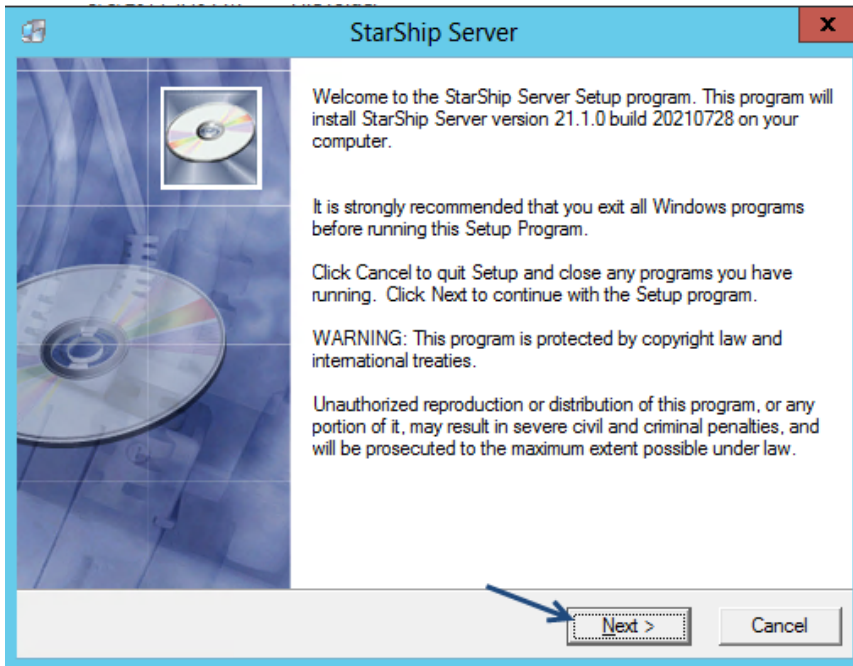


6. Click **FINISH**

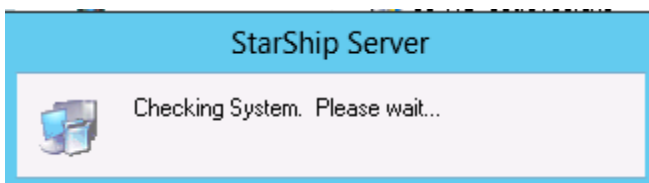


Section D – Upgrade the StarShip Server

7. Run the downloaded *serversetup.exe* on the machine hosting the StarShip Server
8. Click "Next"



9. Click "Next" after accepting the License Agreement

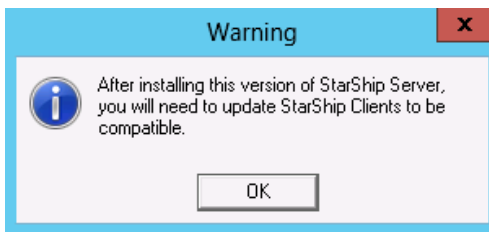
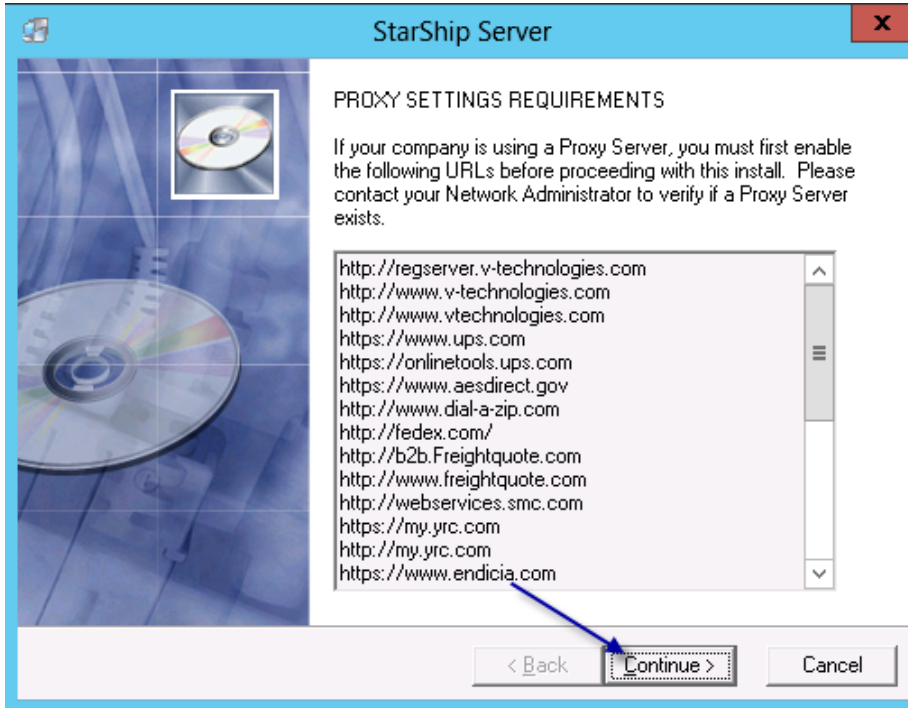


PLEASE NOTE:

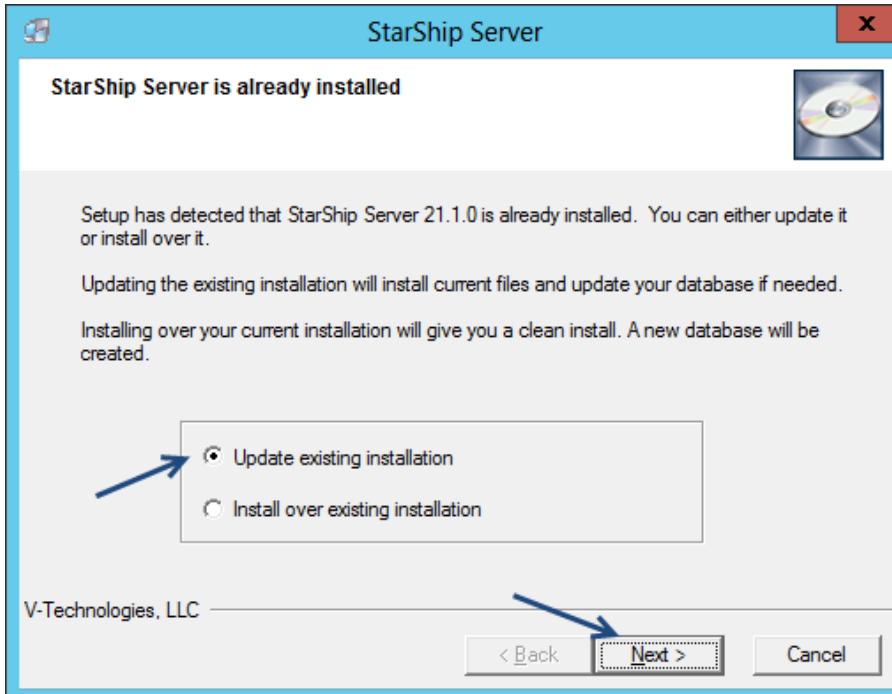
To install Server pre-requisite software “.NET Framework 4.5.x”, refer to the [Server installation guide](#).

After installing the missing pre-requisite components, click on the “Refresh” link once the splash screen loads

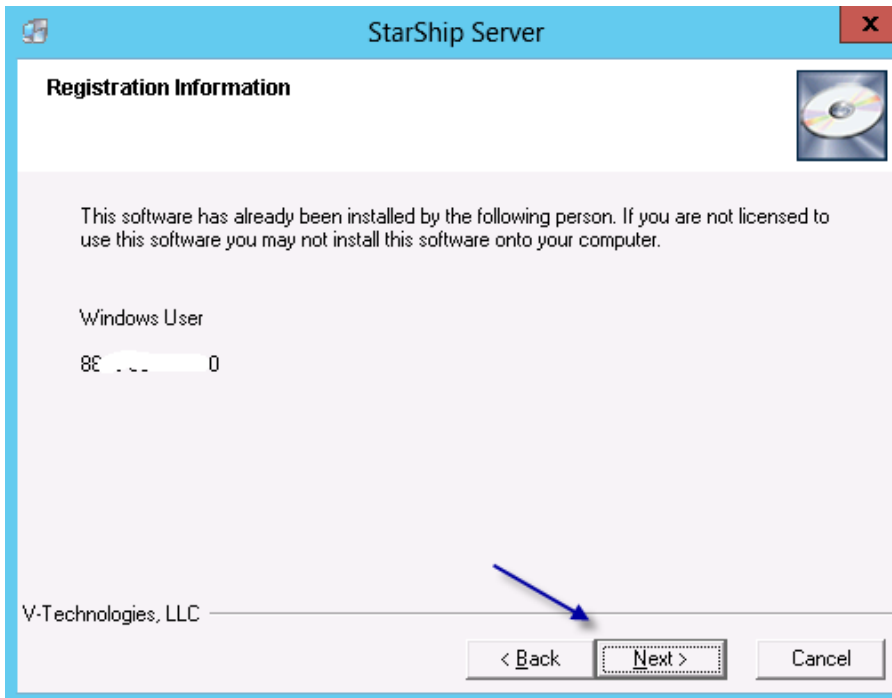
10. Select “Continue”



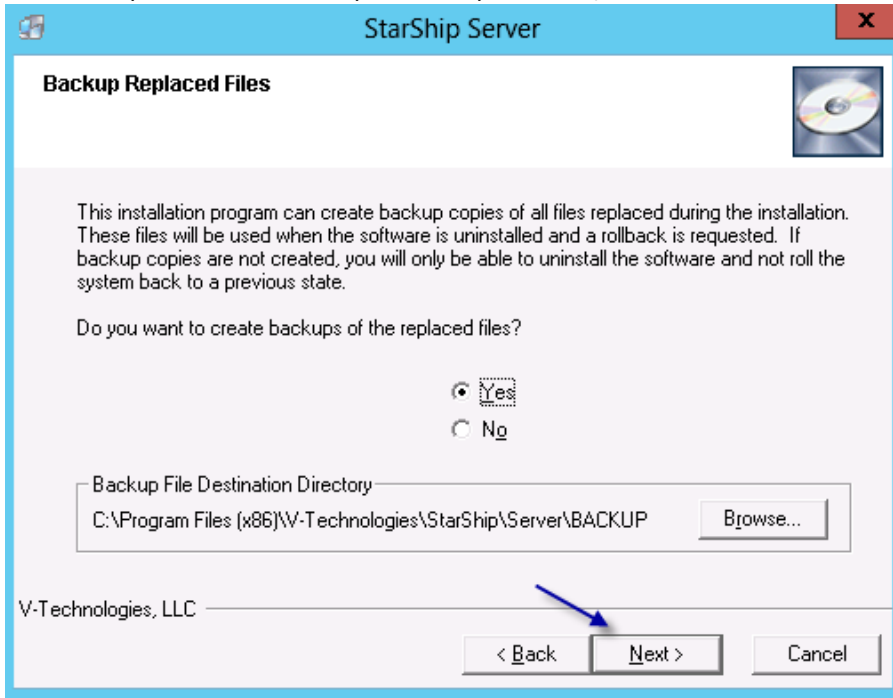
11. Select the option to “Update existing installation”



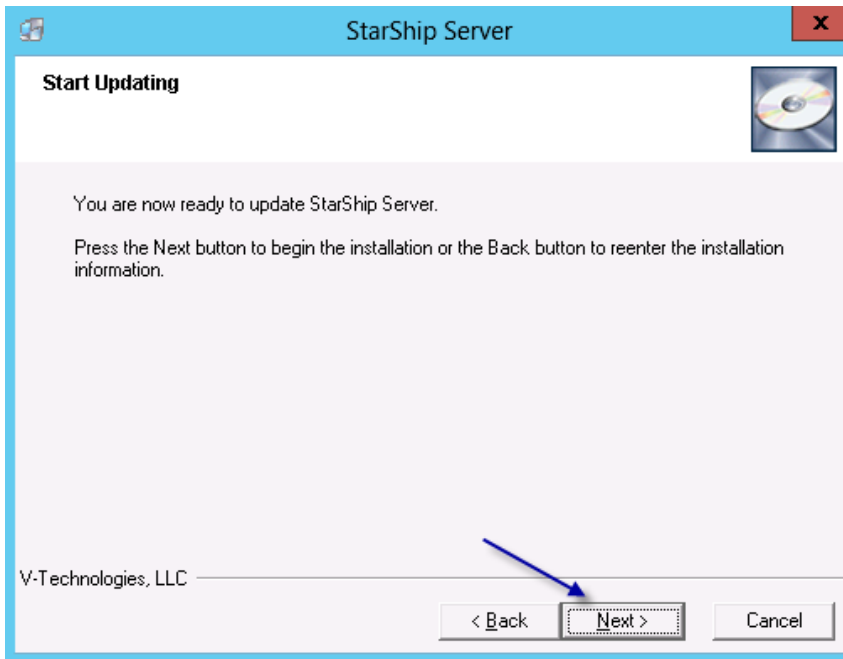
12. Click "Next"

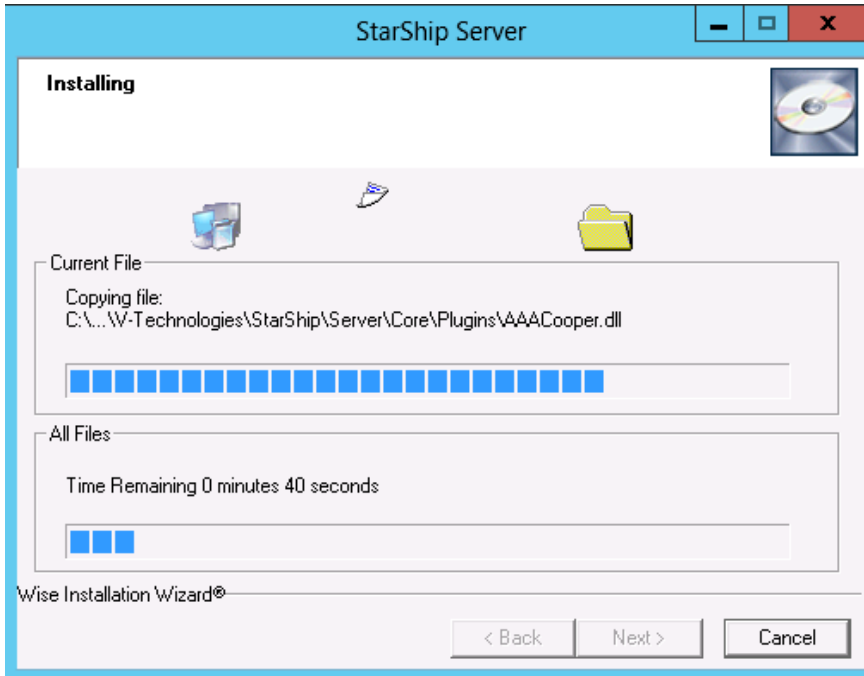


13. Select the option to create backups of the replaced files, then click "Next"

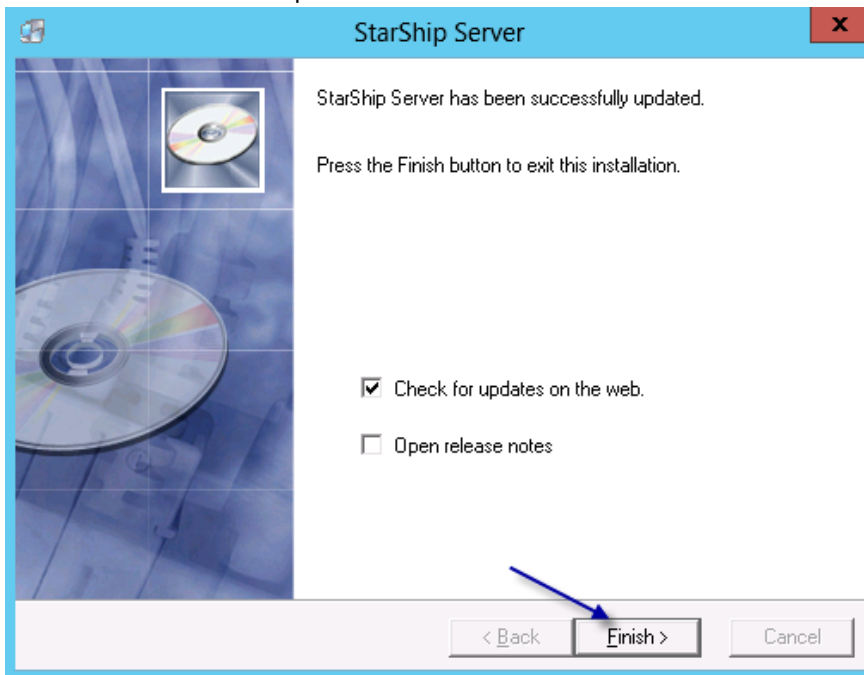


14. Click "Next"

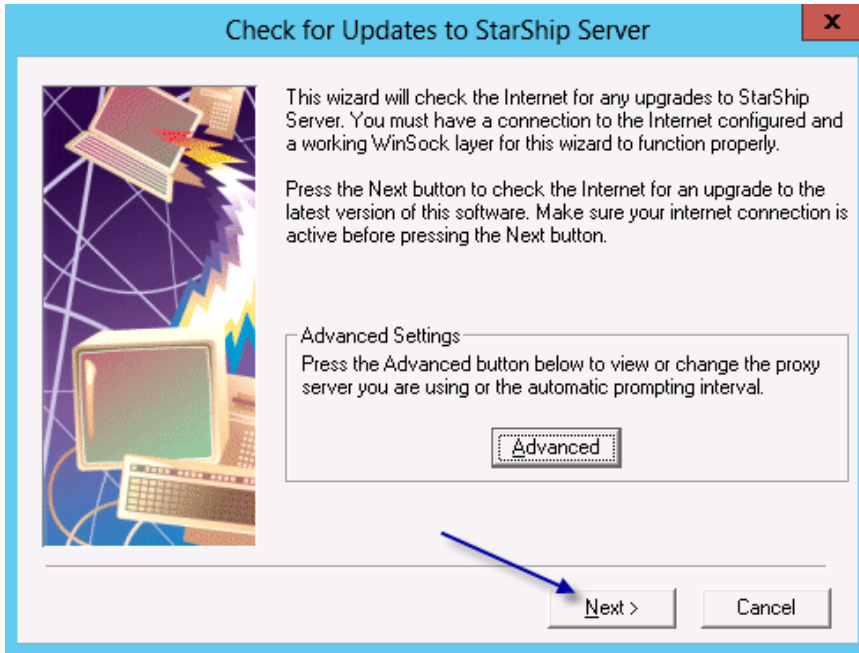




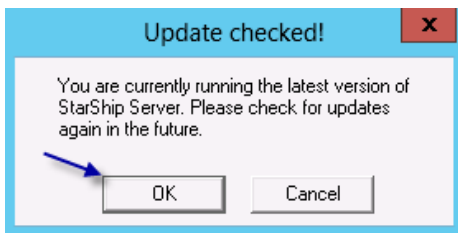
15. Click "Finish" to check for updates on the web

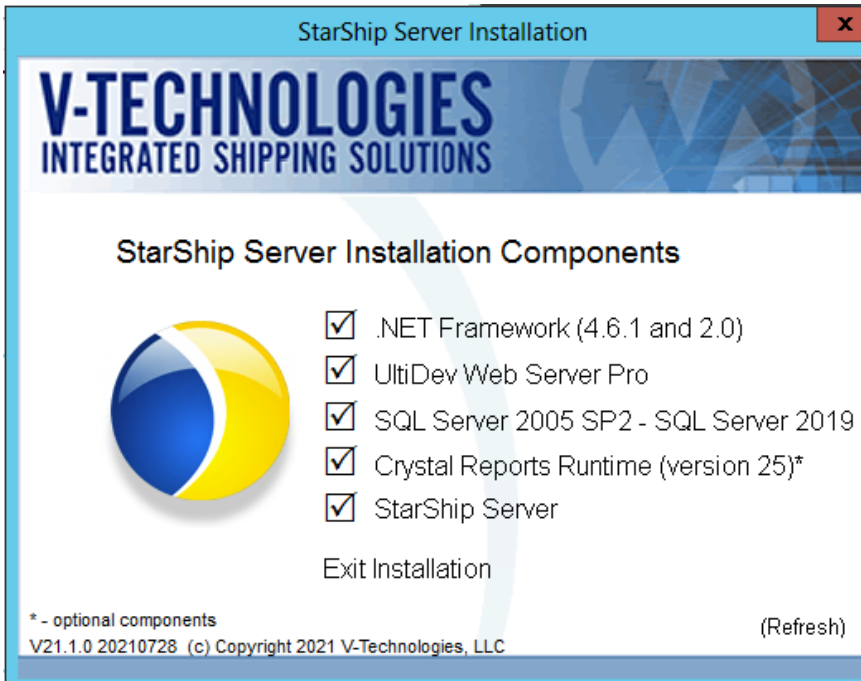


16. Click "Next"



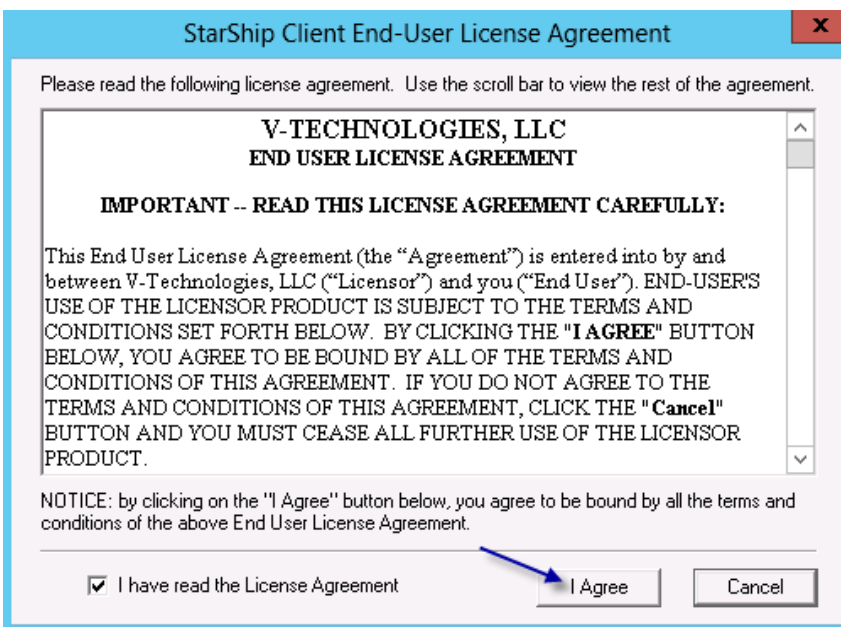
17. Click "OK" if no new updates are found



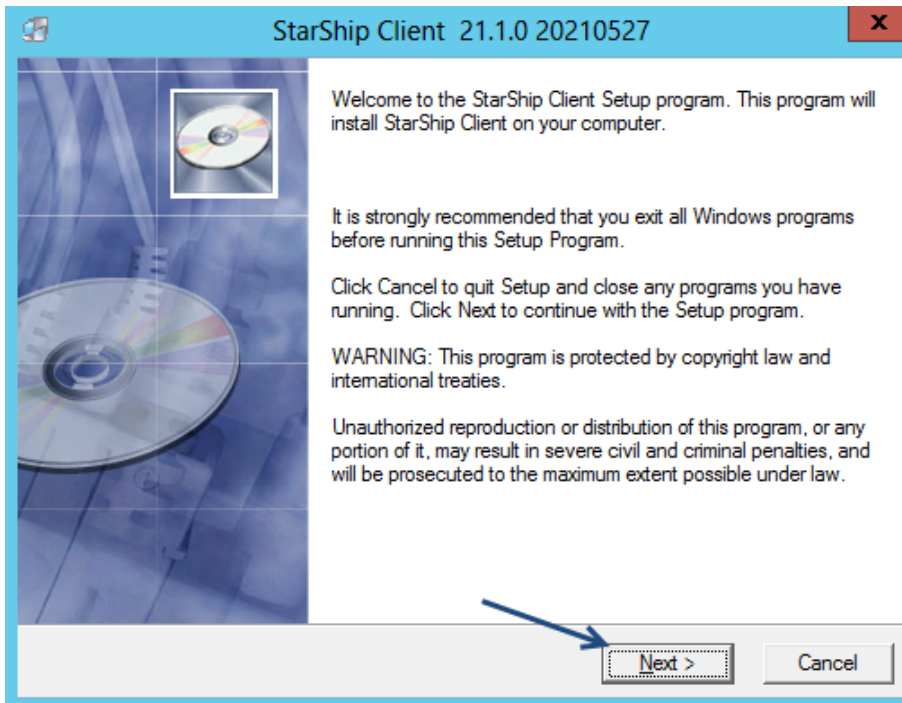


Section E – Upgrade the StarShip Client, Dashboard and Rate Quote shortcut links

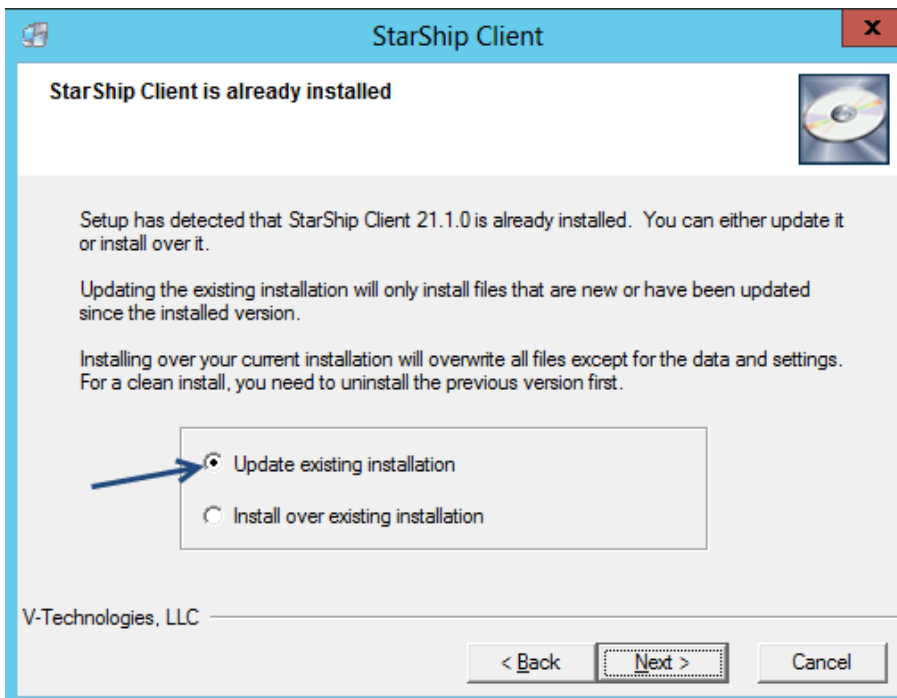
- 18. Run the downloaded *clientsetup.exe* on each machine hosting the StarShip desktop Client
- 19. **Note:** Updating the StarShip Client may require a reboot in some instances.



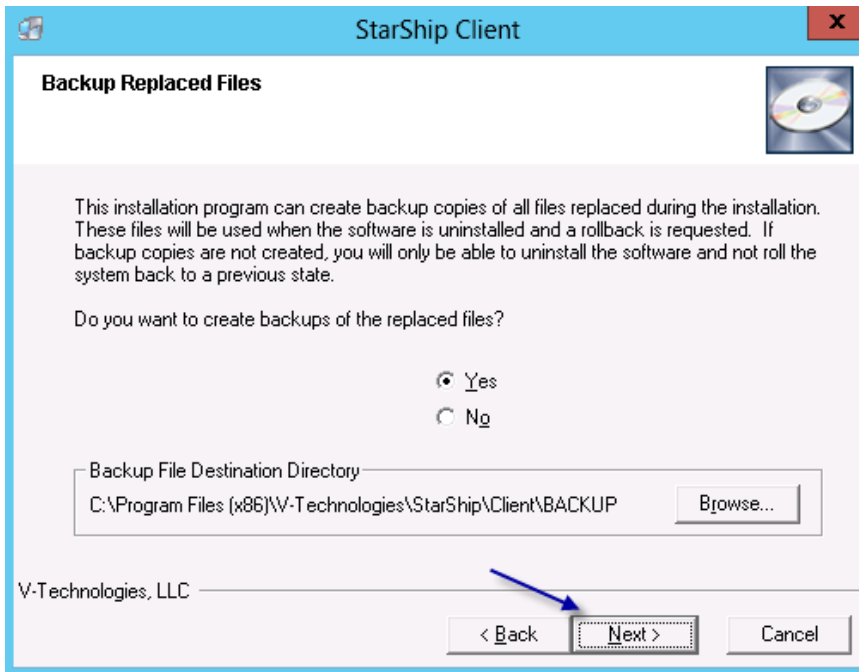
- 20. Click "Next"



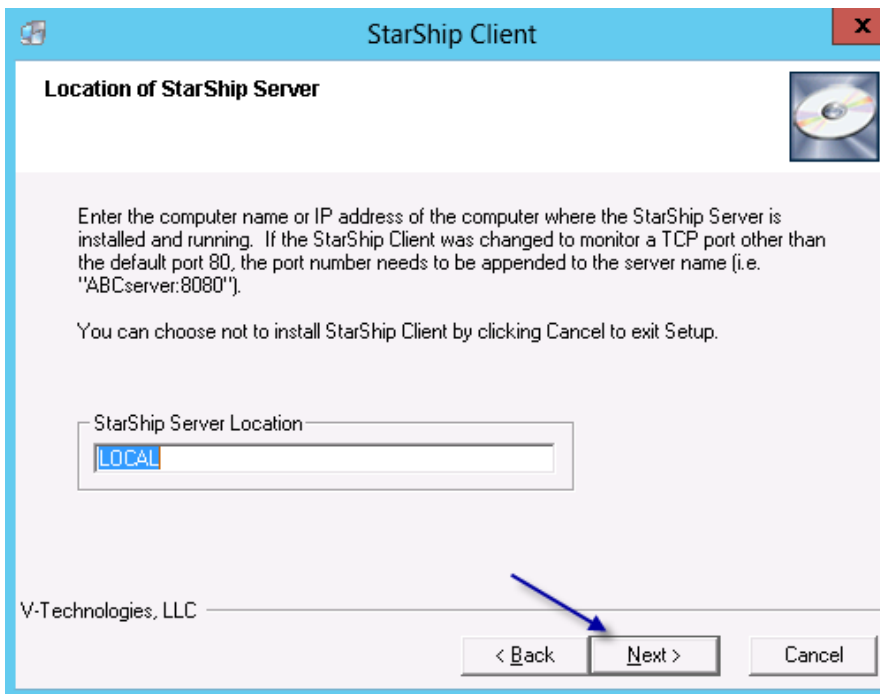
Select the option to "Update existing installation"



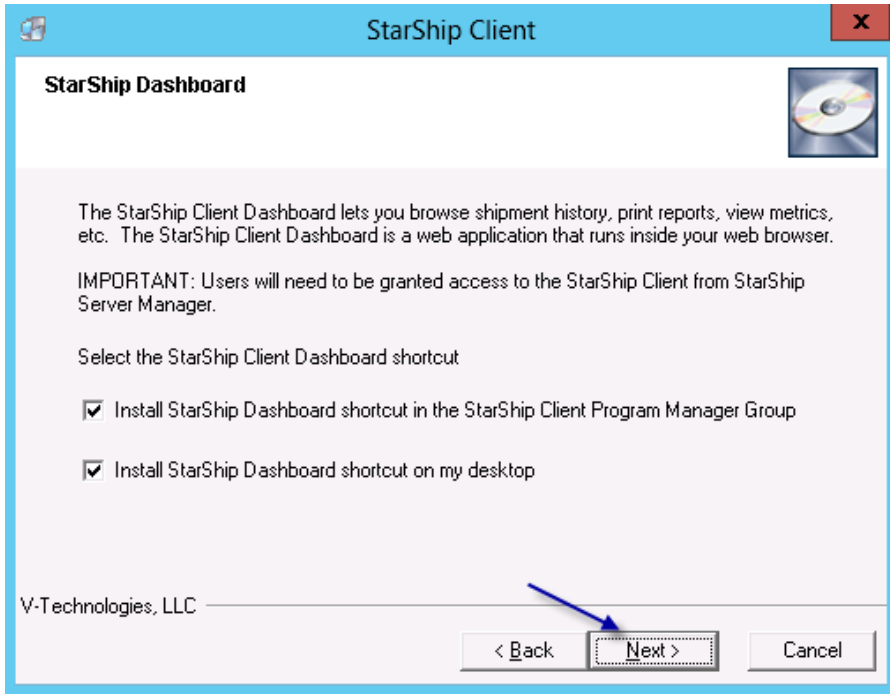
21. Select the option to create backups of the replaced files, then click "Next"



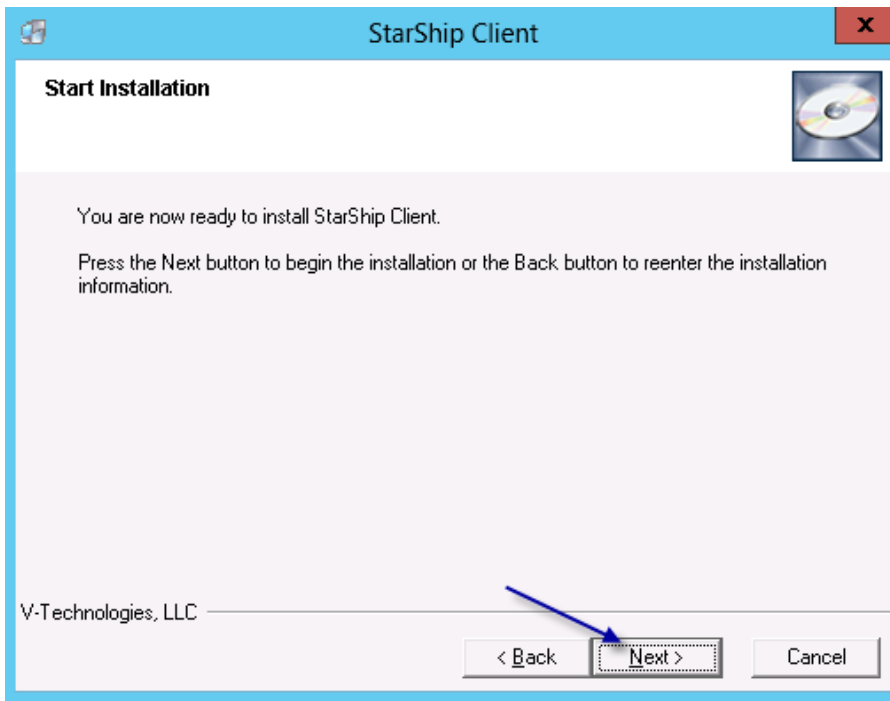
22. Click "Next" after verifying the location of the StarShip Server

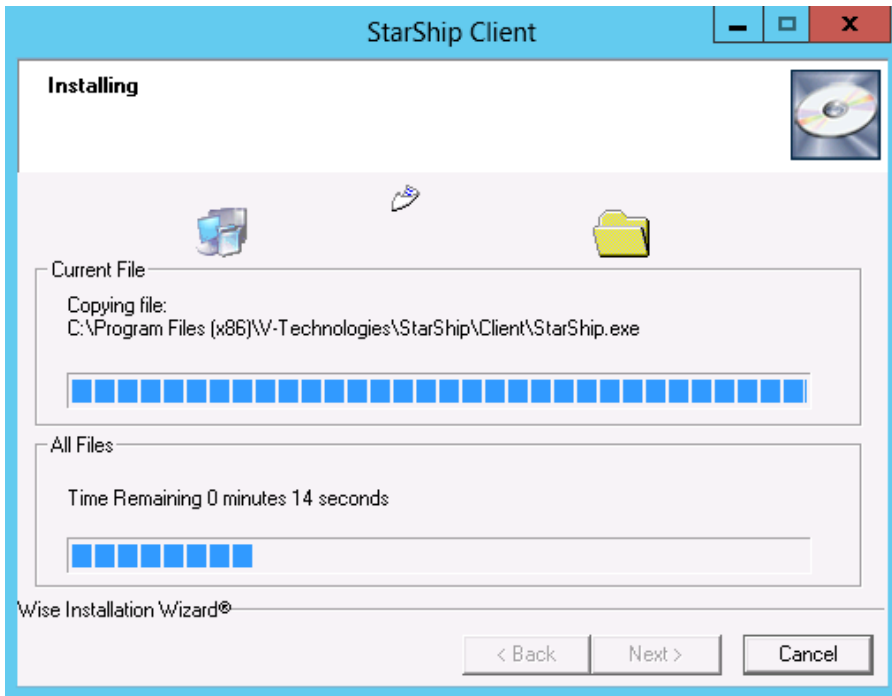


23. Ensure both options below are selected, then click "Next"

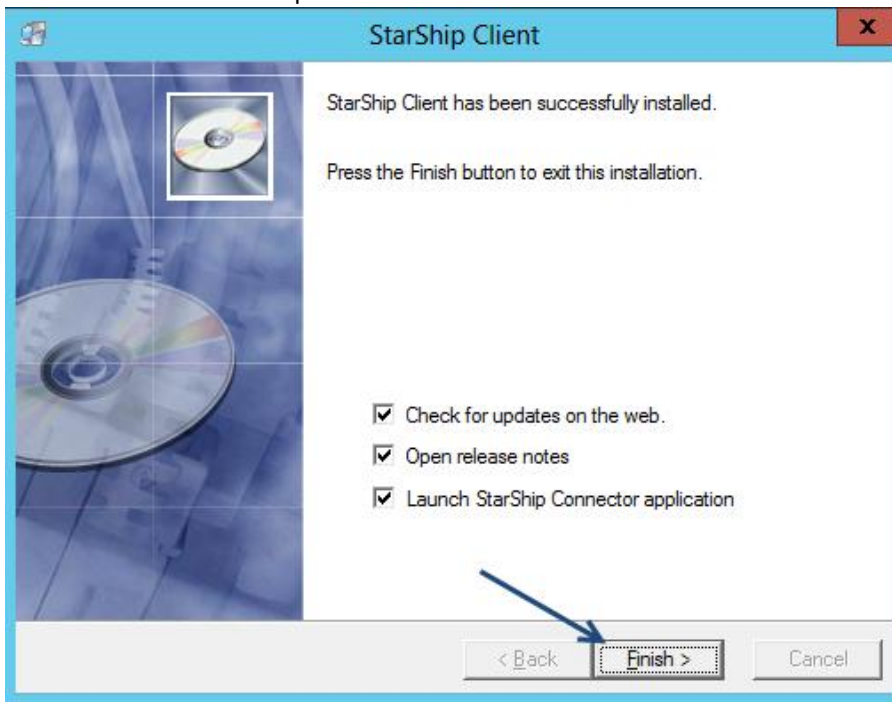


24. Click "Next"

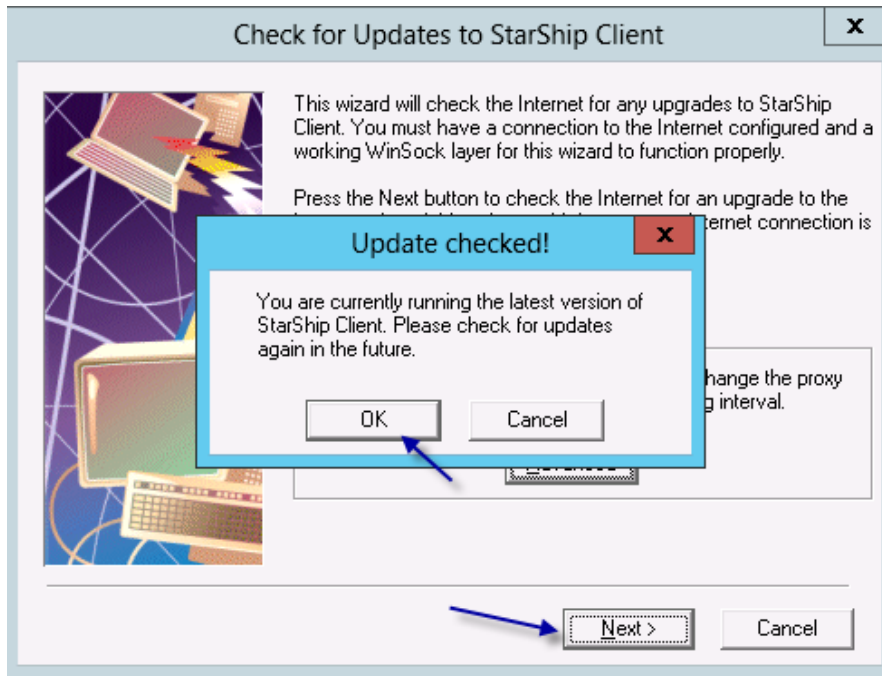




25. Click "Finish" to check for updates on the web



26. Click "Next", then "OK" if no new updates are found



Section F – Upgrade the StarShip Web Client (if applicable)

1. Run the downloaded *starshipweb.exe* on the machine hosting the StarShip Server software

