



# Upgrading a CribMaster Installation to **Version 11**

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# Introduction

This document outlines the process for upgrading an entire CribMaster ecosystem to version 11. It covers the upgrade process for CM Client, ATR and the server applications needed to support them. These processes should be done by those with administrative access on the machines where the applications are being installed.

**Important: The process laid out in this document is ONLY for single-tenant installations. This means one database and one instance of CM Agent.**

**Important: See Support Bulletin SB-00075 Rev B for information on minimum requirements on ATR computers.**

## The Process

The applications must be installed in the following order:

1. CM Client on the Server.- Your installation of CM Client must be at least 10.15.10614.16 or later before anything else. This must be installed on the computer running CM Agent.
2. Prerequisite Software - This includes the run-times and essential Windows settings. This must be installed on the computer running CM Agent.
3. CM Client 11 on the Server. This must be installed on the computer running CM Agent.
4. Web Service (if applicable)
5. CM Client on Workstations
6. ATR - This should only need to be done for ATR's that do not update via the web.

# Upgrading CM Client to a Later Version

Before beginning the upgrade to version 11, CribMaster Client must be at build 10.15.10614.16 or later. This chapter outlines the process for upgrading to that version. If you are at that version or later, skip to the next section.

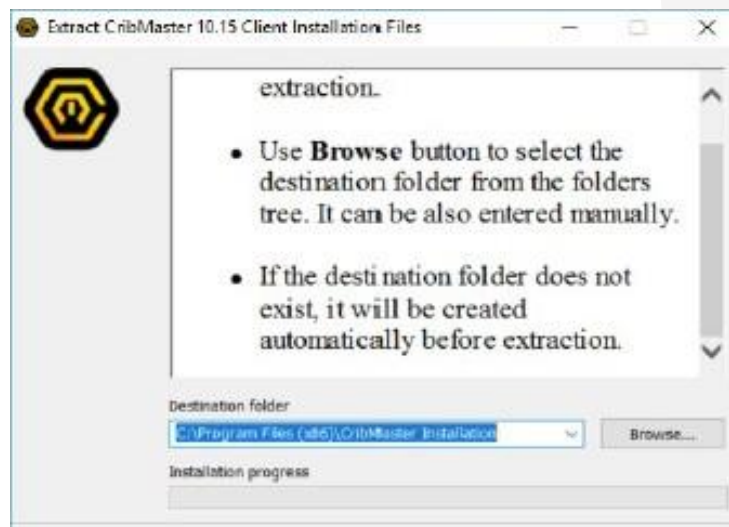
**Important:** This process must be done on the server or computer running CM Agent.

## Downloading the Install Files

Navigate to <ftp://ecribmaster.com/Pub/Software/CribMaster/CM10.15/CribMaster%20Installer/> Download the latest install file (.exe) and patch (.msp).

## Running the Installer

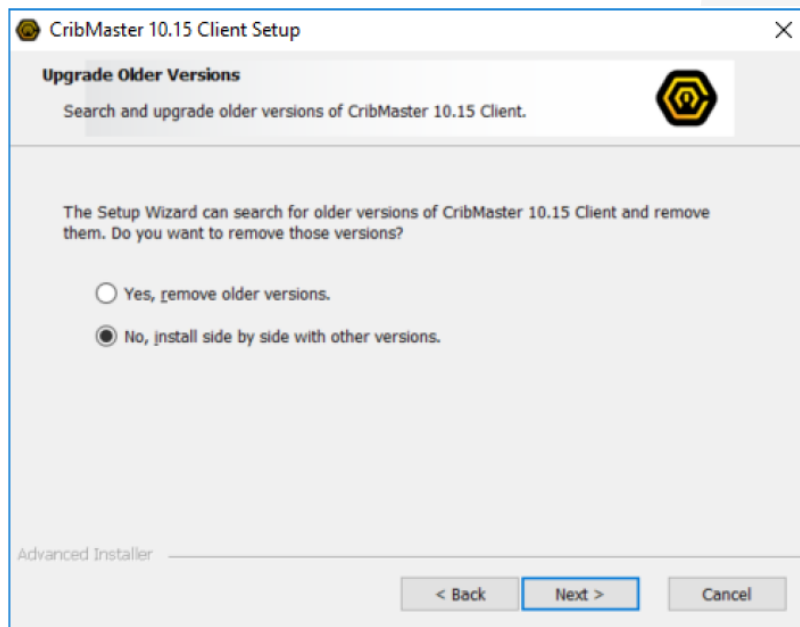
1. Double-click the installer (exe). The Installation window displays:



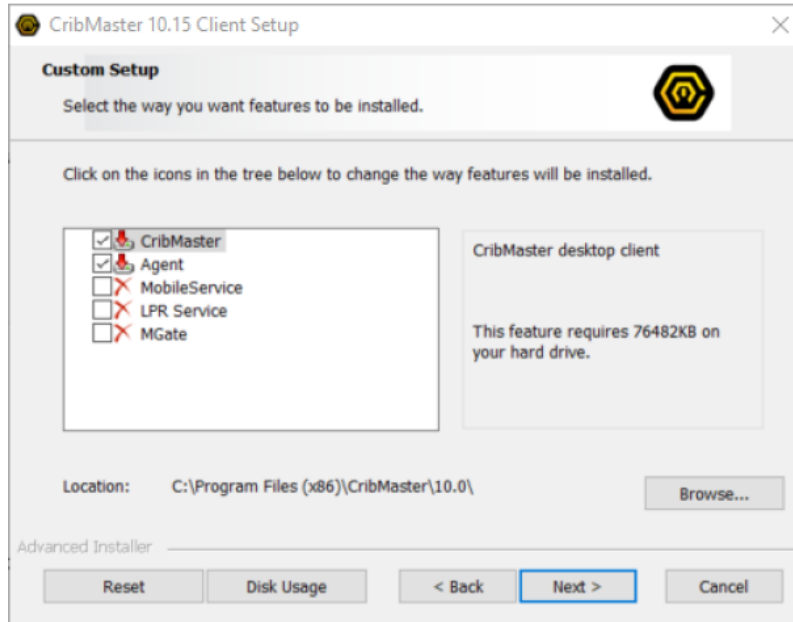
2. Click Install. The Welcome to the CribMaster 10 Setup Wizard displays:



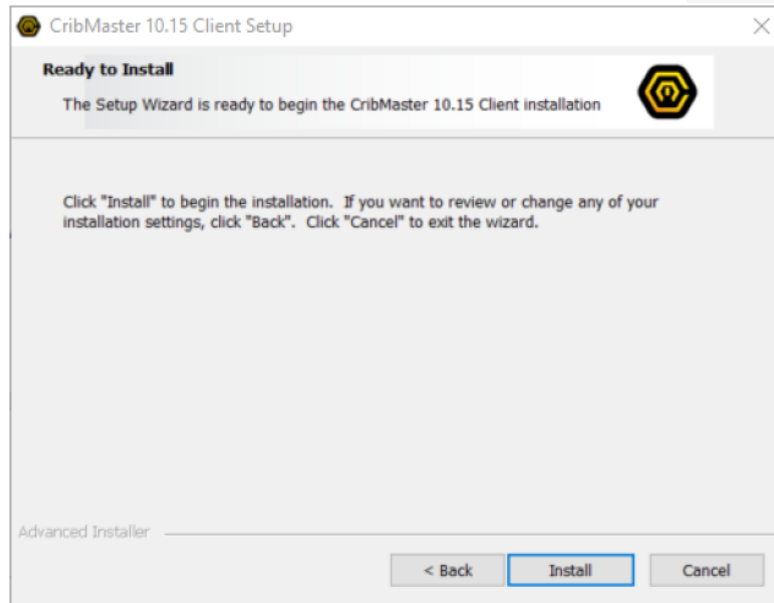
3. Click Next. The Upgrade Older Versions dialog box displays:



4. CribMaster prompts whether or not you want to remove older CribMaster versions.
5. Select an option and click Next. The Custom Setup window displays:



6. Ensure CribMaster and Agent are checked.
7. Click Next. The Ready to Install dialog box displays:



8. Click Install. The application is installed.
9. Click Finish.

# Installing Prerequisite Software

The 11 versions of ATR and CribMaster both require newer versions of the Microsoft Visual C++ 2012 Redistributable and Microsoft .Net Framework than previous versions of the software. The following patch will allow users to upgrade the Microsoft Visual C++ 2012 Redistributable version and the .Net Framework version on existing Tekvisions running over a CribMaster web service prior to upgrading to version 11.

Products affected include Tekvision computers running POS Ready 7 (Windows 7) or Windows 10 that are currently running a .NET Framework version lower than 4.6 and a Microsoft Visual C++ Redistributable version less than the 2012 version.

Note: Version 11 installers for ATR, CribMaster, and the CribMaster web service include the .Net Framework and the Visual C++ Redistributable. However, users looking to upgrade an existing environment to ATR 11 via a web service upgrade will not have the ability to update the .Net Framework and Visual C++ with that upgrade.

Note: If an ATR is upgraded to version 11 and the .Net Framework and Visual C++ Redistributable on the Tekvision is less than version 4.6 and older than 2012 respectively, then ATR will not be able to run until the both prerequisites are updated.

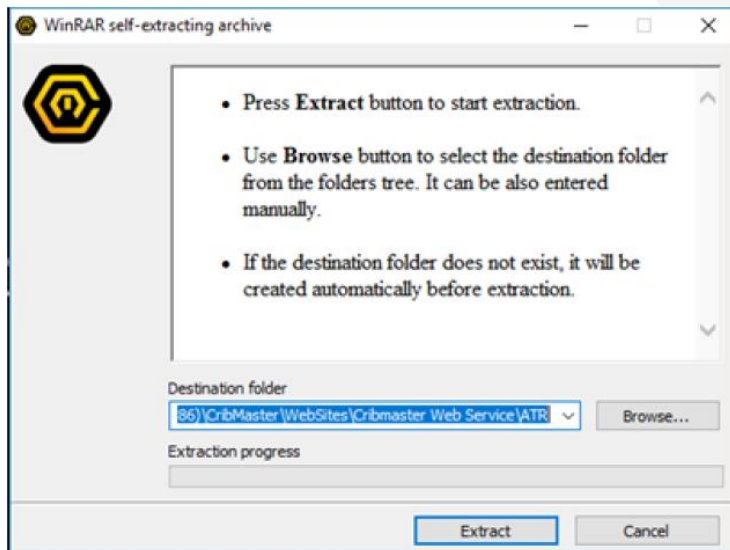
## Additional notes:

- In order to update multiple Tekvisions with the required prerequisites without having to be physically present at the machine, CribMaster has created a web service patch that will push down updates to both the Net Framework version and the Visual C++ Redistributable on any compatible TekVision.
- The patch can be applied to any version of the CribMaster web service.
- Only Tekvision computers running POSReady7 or Windows 10 can support .Net Framework v. 4.6. Any Tekvision computers running POSReady 2009 (Embedded version of Windows XP) are not compatible with version 4.6. If a customer would like to upgrade to ATR 11 and has any Tekvisions running POSReady 2009, those units will need to be re-imaged to POSReady 7 or replaced.
- In version 10.15.10614.16 the System Info column was added to the ATR Status screen. This column displays the .Net Framework version and Operating System version of all ATRs connected to the database. This was added to the software to assist users that are upgrading to ATR 11. This will allow users to determine if all Tekvisions are up to date and ready to upgrade to ATR 11.

Status Level	Last Sync	Version	System Info
Information	5/21/2019 10:45:50 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard
Information	5/21/2019 11:35:09 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard
Information	5/21/2019 10:57:36 AM	10.15.30516.16	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:17:00 AM	10.15.30516.16	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:29:31 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise 2016 LTSB
Information	5/21/2019 11:29:57 AM	10.15.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:08:13 AM	11.0.30517.12	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise
Information	5/21/2019 10:53:26 AM	11.0.30517.12	.NET v4.7 or later - OS: Microsoft Windows 7 Professional
Information	5/21/2019 10:48:33 AM	10.15.30516.16	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise 2016 LTSB - CPP2012: True
32:27 AM Warning	5/21/2019 10:32:31 AM	API CLIENT	10.142.224.176
11:18:19 AM Error	5/21/2019 11:17:00 AM	10.15.30516.16	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
9 2:06:18 PM Warning	5/20/2019 1:24:10 PM	10.15.30516.16	
9 11:34:12... Warning	5/17/2019 10:34:51 AM	11.0.30509.10	
9 12:48:09... Warning	5/16/2019 12:35:51 PM	11.0.30306.11	
9 12:35:08... Warning	5/16/2019 12:28:42 PM	11.0.30306.11	
9 12:27:57... Warning	5/16/2019 12:19:24 PM	11.0.30306.11	

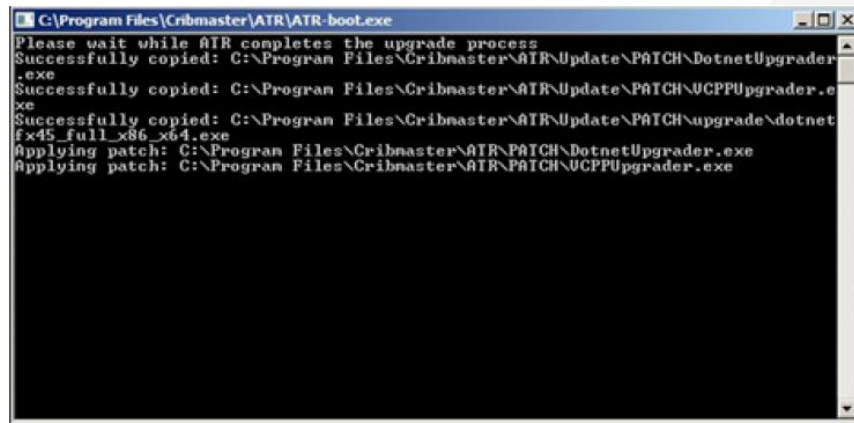
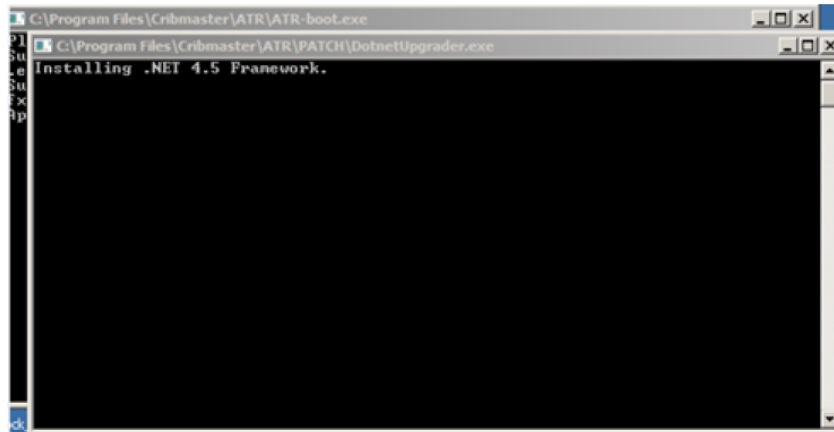
## Running the Installs for Prerequisite Software

1. Download the ATR11-Prerequisites-Patch.exe file from the FTP site. It can be found here: <ftp://ftp.ecribmaster.com/Pub/Software/CribMaster/CM11/CribMaster%20Web%20Service%20Installer/>
2. Place the file on the server hosting the CribMaster Web service.
3. Open the file.
4. Confirm that the Destination Folder shown in the path below matches the path to ATR folder for the installed

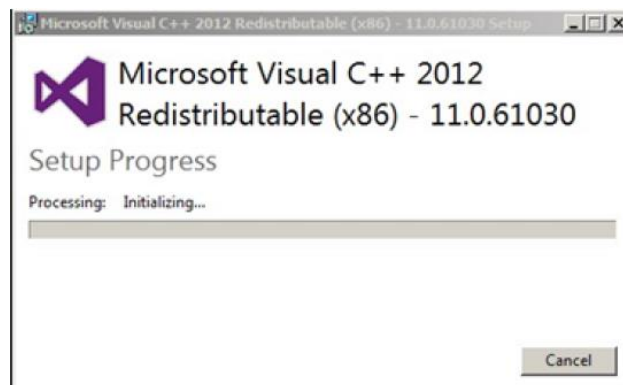




- Once the path is correct, click the Extract Button. The files are extracted to the ATR folder of the web service. Two command prompt boxes will display on the screen of the Tekvision. The upper box will be labeled Installing .Net 4.5 Framework (This may take several minutes). The background box will provide updates on the patch files currently running during the process.



As the Microsoft Visual C++ Redistributable patch runs, the following window may display:



6. To confirm that the patch was applied successfully, click the sync button on an ATR that is connected to the web service.
7. ATR will download updates similar to a standard ATR upgrade. Once the update is downloaded, ATR will close.
8. As the Microsoft Visual C++ Redistributable patch runs, installation windows display. Once the upgrade is complete, both boxes will close.

Note: ATR may restart and display on top of these boxes during the installation. That is fine as both upgrades can run in the background while ATR is running.

Note: If there are multiple ATRs connected to this web service, the update may pull down at varying intervals.

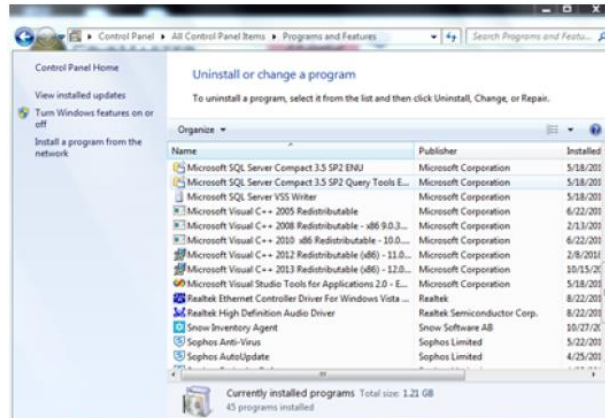
Note: ATR only checks for upgrades during its scheduled sync interval which is an hour by default. The upgrade can be forced by manually syncing ATR.

9. To confirm that the .Net Framework upgrade is successful, sync ATR and check the ATR status screen (on version 10.15.10614.16 or higher). If the upgrade was successful, the .Net version reported in the System Info column for that Crib should be reporting as .Net v4.6 or higher.

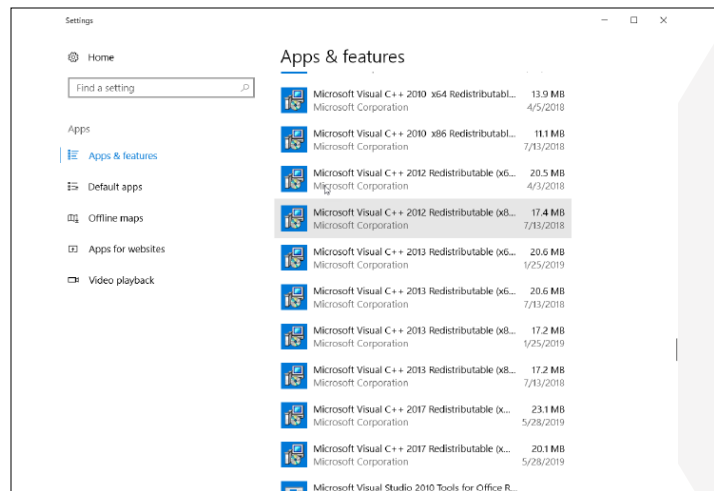
Status Level	Last Sync	Version	System Info
Information	5/21/2019 10:45:50 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard
Information	5/21/2019 11:35:09 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard
Information	5/21/2019 10:57:36 AM	10.15.30516.16	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:17:00 AM	10.15.30516.16	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:29:31 AM	11.0.30516.16	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise 2016 LTSC
Information	5/21/2019 11:29:57 AM	10.15.30516.16	.NET v4.6.2 - OS: Microsoft Windows Embedded Standard - CPP2012: False
Information	5/21/2019 11:08:13 AM	11.0.30517.12	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise
Information	5/21/2019 10:53:26 AM	11.0.30517.12	.NET v4.7 or later - OS: Microsoft Windows 7 Professional
Information	5/21/2019 10:48:33 AM	10.15.30516.16	.NET v4.6.2 - OS: Microsoft Windows 10 Enterprise 2016 LTSC - CPP2012: True
32:27 AM	Warning	5/21/2019 10:32:31 AM	API CLIENT 10.142.224.176
11:18:19 AM	Error	5/21/2019 11:17:00 AM	.NET v4.6 - OS: Microsoft Windows Embedded Standard - CPP2012: False
9 2:06:18 PM	Warning	5/20/2019 1:24:10 PM	10.15.30516.16
9 11:34:12...	Warning	5/17/2019 10:34:51 AM	11.0.30509.30
9 12:48:09...	Warning	5/16/2019 12:35:51 PM	11.0.30306.11
9 12:35:08...	Warning	5/16/2019 12:28:42 PM	11.0.30306.11
9 12:27:57...	Warning	5/16/2019 12:19:24 PM	11.0.30306.11

10. The Microsoft Visual C++ Redistributable upgrade can only be confirmed physically at the ATR or via a remote session. To confirm the update was successful, a user will need to close ATR:

- Windows POSReady 7: Navigate to Control Panel > Programs and Features:



- Windows 10: In the start menu, search for Add or Remove Programs: and review the list of programs under the Apps and Features section.



11. If it is discovered that either update failed to complete, users have two options to rerun the upgrade files. Both options require access to the Tekvision computer either by physically being at the machine or via remote access.
  - Method 1: After the patch file is initially executed, there will be a new folder in the ATR folder called Patch. This folder contains the two installation patches for the prerequisites. One is called DotnetUpgrader2 and the other is called VCPPUpgrader. Users can double click either file to rerun that installer manually.
  - Method 2: Users can also delete the Patch folder entirely from the ATR directory. Once the patch folder is deleted, if the user restarts the ATR program, it will repeat the initial process of downloading the patch and applying automatically. Once all active ATRs are reporting a .Net version of 4.6 or higher and the Microsoft Visual C++ 2012 Redistributable is installed on all of the machines, users will be able to upgrade to ATR 11.

## Upgrading the CribMaster Server

Before any applications are updated, the server applications must be updated. In a CribMaster environment, the server is the computer running CM Agent.

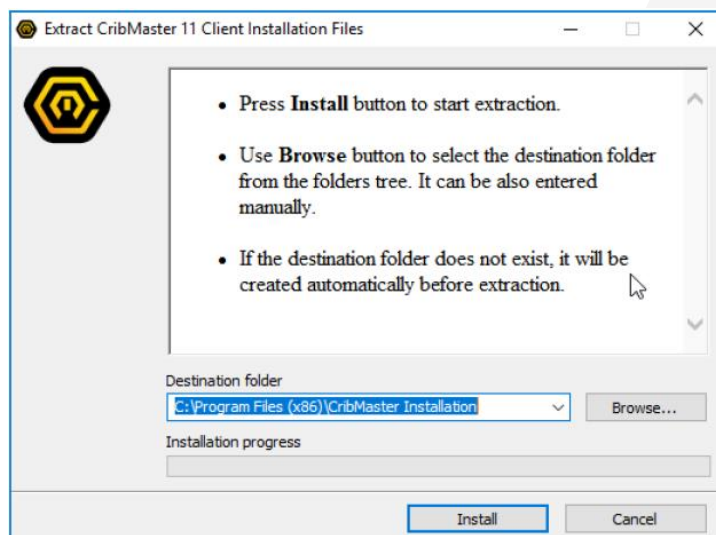
Important: CM Client must be upgraded on the server running CM Agent. This must be done before ATR, a web service or any other instance of CM Client is upgraded.

Note: This installation will NOT overwrite existing CribMaster files. It will create its own folder.

## Download CM 11 and the Patch

Download the CM 11 Client installer (.exe) and the patch (.msp) from: <ftp://ftp.ecribmaster.com/Pub/Software/CribMaster/CM11/CribMaster%20Client%20Installer/> Installing the Application

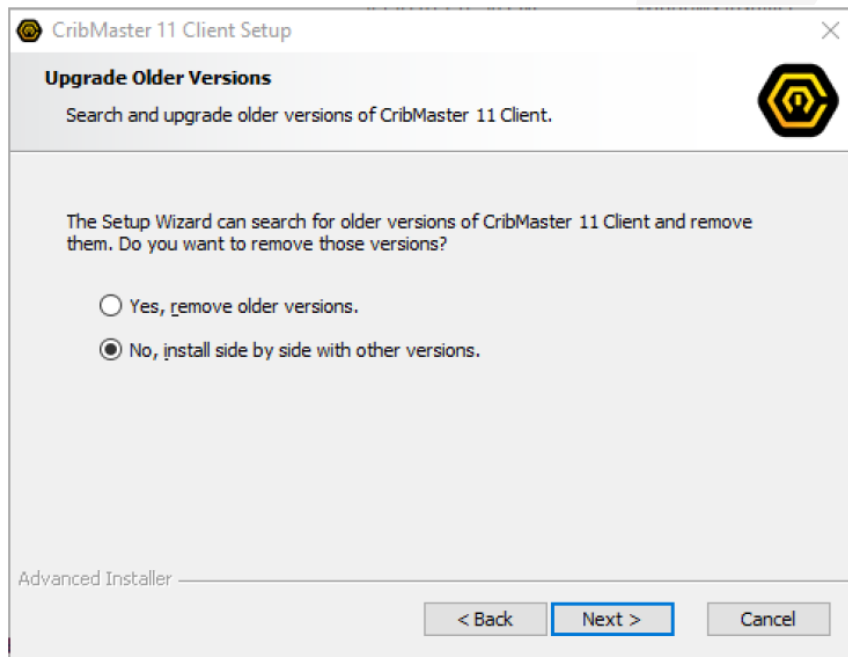
1. Double-click the CribMaster install utility. The Extract CribMaster 11 Client Installation Files dialog box displays:



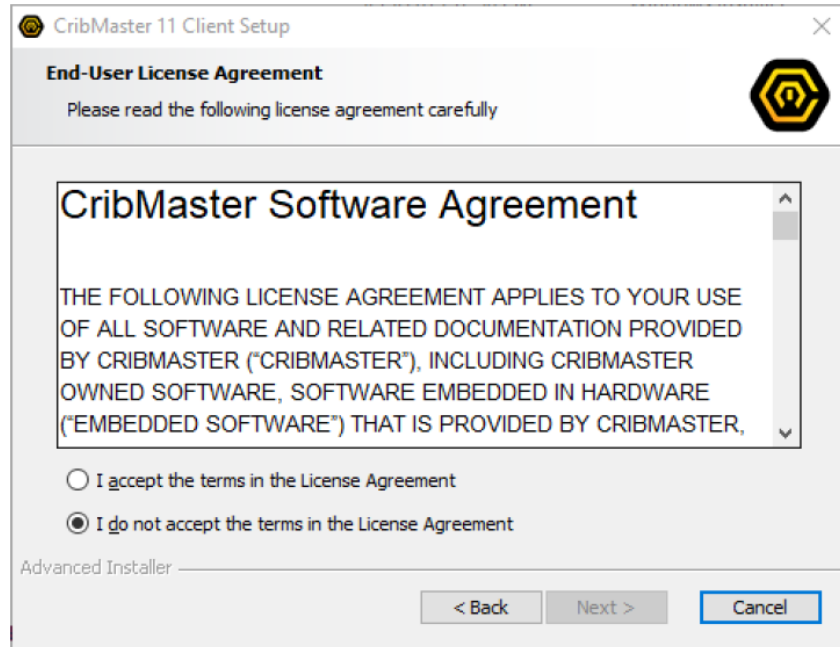
2. Click Install. The Welcome to the CribMaster 11 Setup Wizard displays:



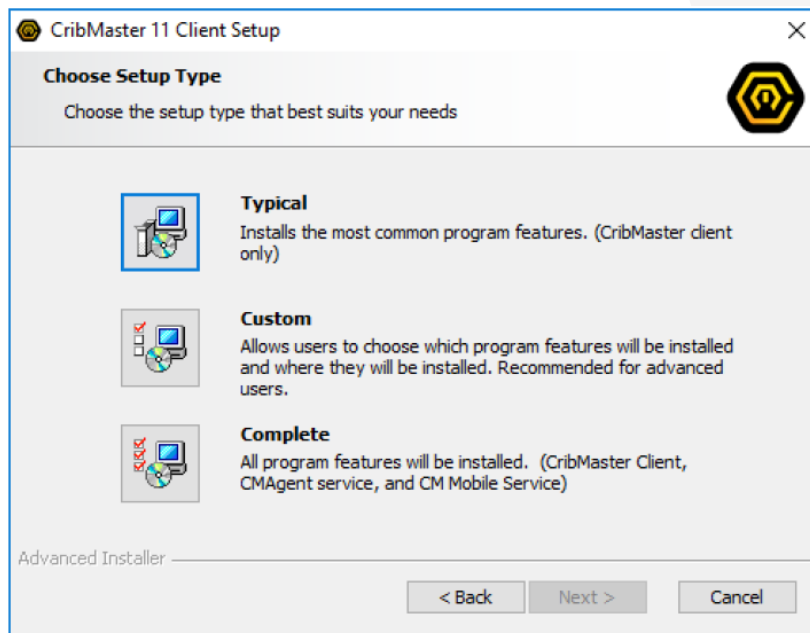
3. Click Next. The Upgrade Older Versions dialog box displays:



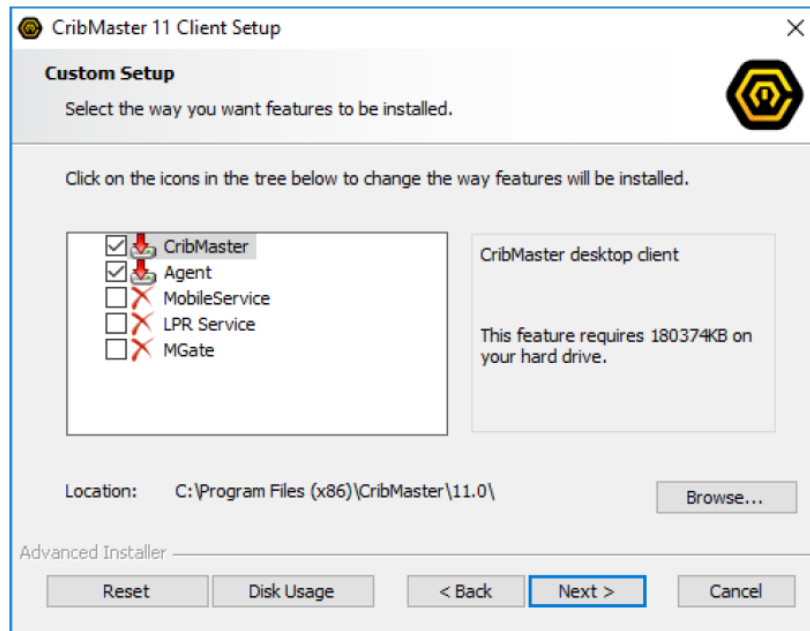
- CribMaster prompts whether or not you want to remove older CribMaster versions. Select an option and click Next. The End-User License Agreement displays:



- Select I accept the terms in the License Agreement.
- Click Next. The Choose Setup Type dialog box displays:

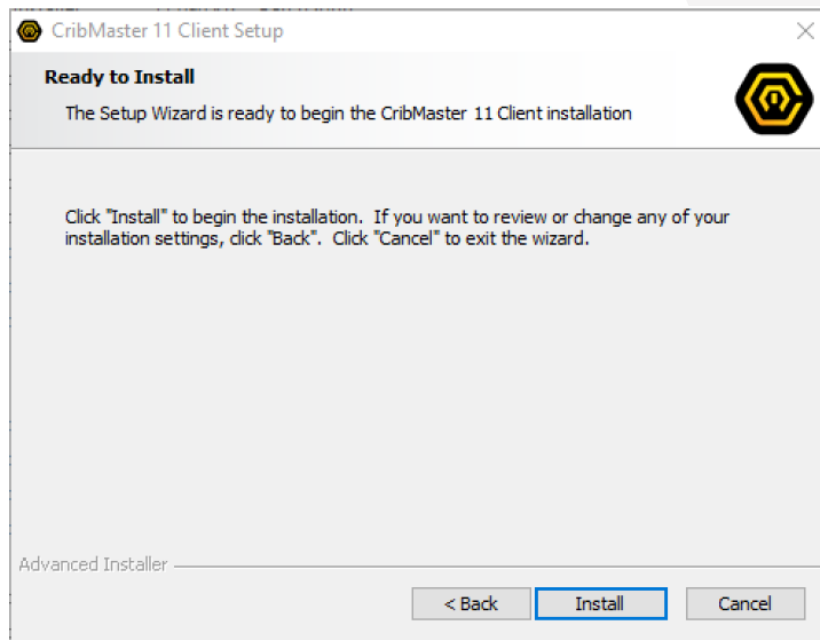


7. Select Custom. The Custom Setup dialog box displays:

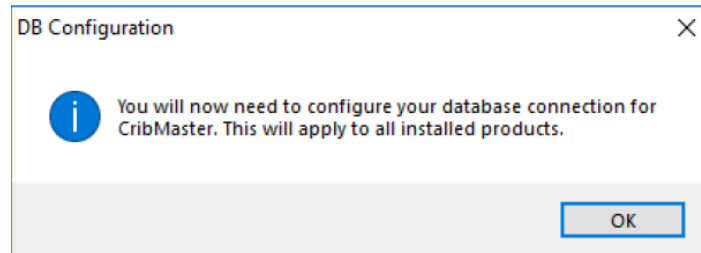


8. Select the applicable programs. For direct connection environments, you must at least install CribMaster and Agent.

9. Click Next. The Ready to Install dialog box displays:

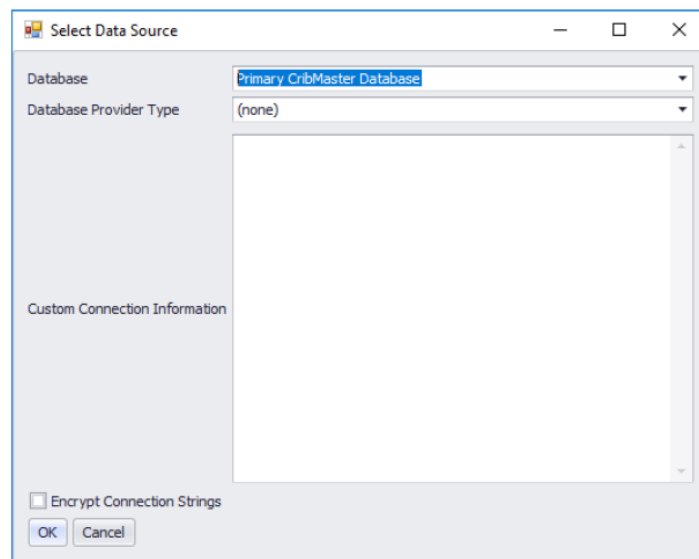


10. Click Install. A prompt displays for you to connect the client to the database:



11. Click OK. The Select Data Source dialog box displays:

Important: Even if you use a web service to connect ATR and CM Client workstations, the client on the server must connect directly (ADO) in order to update the database schema.



12. Ensure the type of Database is Primary CribMaster Database.
13. Select SQL Server your Database Provider Type.
14. Enter the Server Name.
15. Enter the Database Name.
16. Ensure Use Integrated Security is unchecked.
17. Enter your database credentials.
18. Click OK.



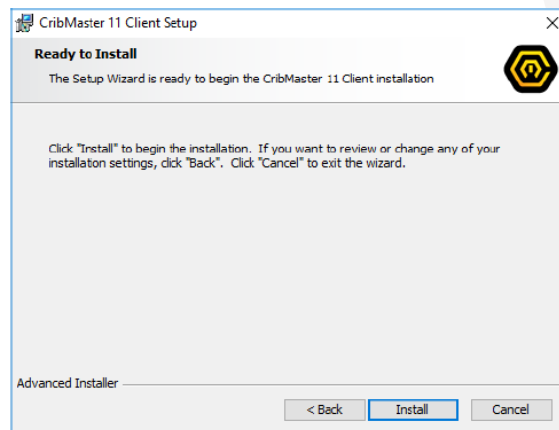
Note: The Data Source information you enter for CribMaster should carry over to CM Agent. To verify this, click Start > All Programs > CribMaster > 11 > CribMaster Agent Configuration and ensure the information is entered correctly.

## Installing the Patch

1. Double-click the CribMaster install utility (.msp). The Extract CribMaster 11 Client Installation Files dialog box displays:



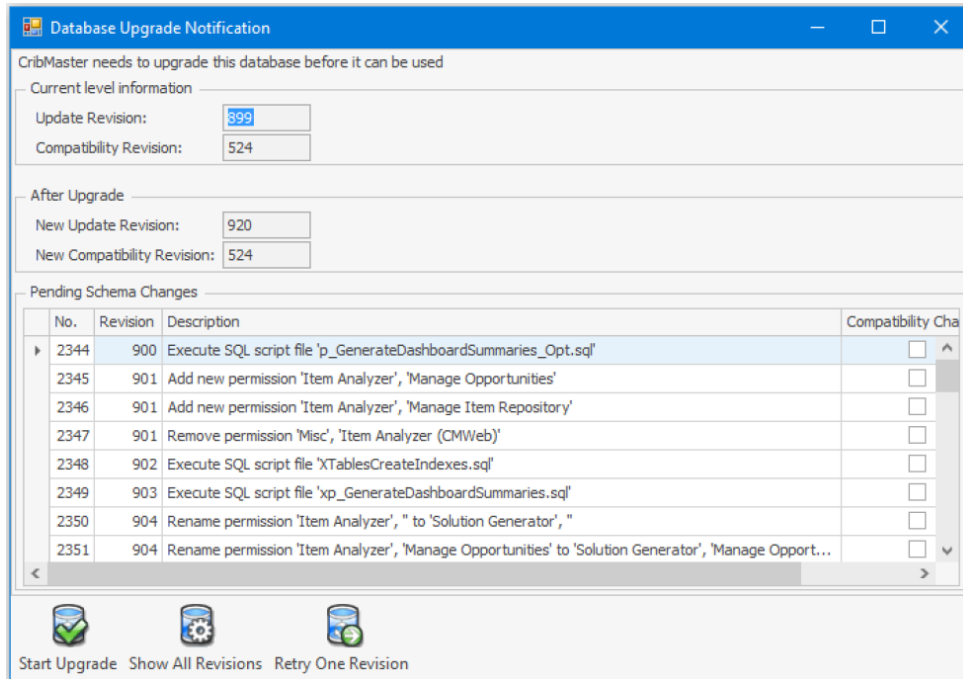
2. Click Next. The Ready to Install dialog box displays:



3. Click Install. The patch is installed.
4. Click Finish.

## Updating the Database Schema

1. Once the patch has finished installing, start CM Client. The Database Upgrade Notification dialog box displays:



2. Click Start Upgrade. The CribMaster database is updated.

## Entering License Information

CribMaster will prompt you to enter a license. If you do not have a license, contact CribMaster support to obtain a demo license to run this instance.

Note: If it does not, click Help > Licensing... > New.

Note: The CribMaster license must be in service to upgrade to the latest CribMaster version. A new license would only be required in the case of an expired license or for a brand new setup.

1. In the License Code field, enter the license code.
2. Click OK.

## Sharing the Data Directory

The Data directory contains important files used by CribMaster users. Because of this, the Data folder must be open to other users in the domain.

Note: This process should be done regardless of the type of database connection.

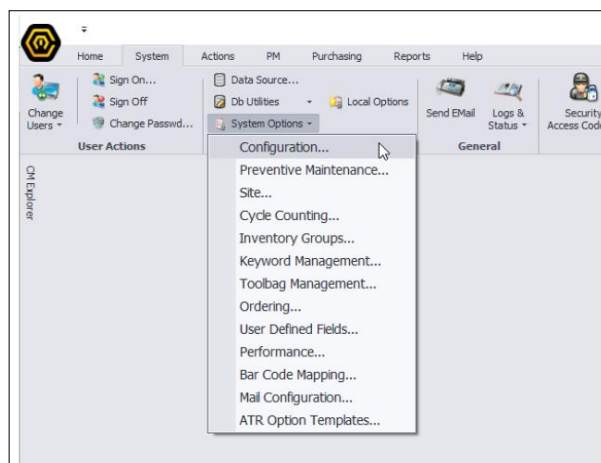
1. Access the CribMaster folder.
2. Right-click the Data folder.
3. Select Properties.
4. Select the Sharing tab.
5. Click Advanced Sharing...
6. Check Share this folder.
7. Click Permissions.
8. Check Allow for Full Control.
9. Click OK.
10. Click OK.
11. Click Close.

## Updating Files and Folders

Once the application has been updated, the network paths need to be set. In addition, all custom files need to be moved to the new folders. These files include images, custom reports, logs and anything else you need to access in CM Client 11.

## Updating Network Paths

1. In CribMaster, click System > System Options > Configuration...



2. Scroll to Network Paths (Shared).

Tip: Click the Collapse button (  ) to condense the list of options.



Important: The paths should always be set to the Network UNC path not the local path.

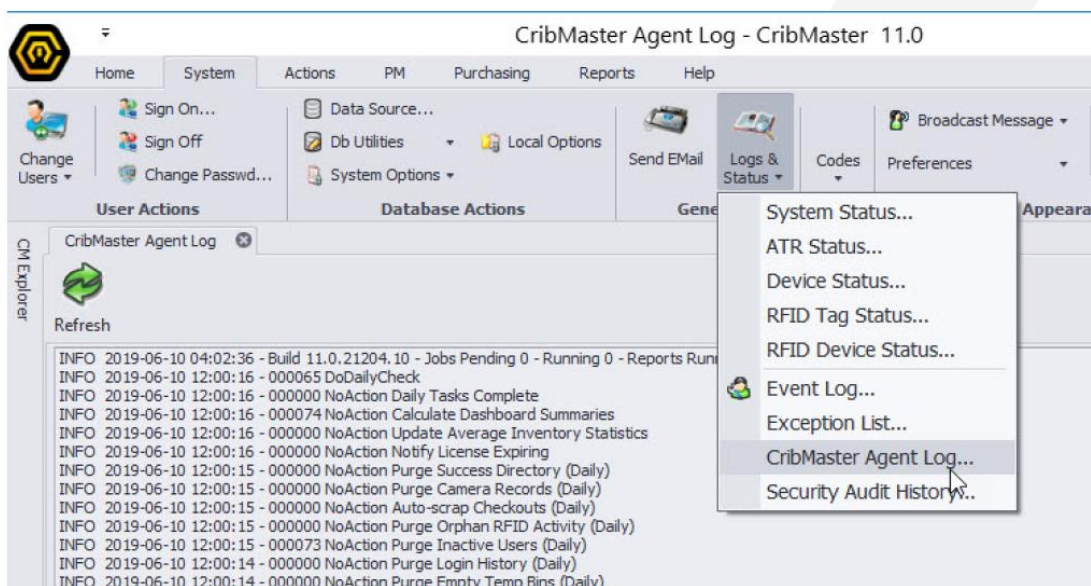
3. For each field in the Network paths section, ensure the paths lead to the newly installed directories.

4. Click Save.

## Checking CM Agent

Now that the database and client have been updated on the server, we need to ensure CM Agent can connect.

1. Open CM Client.
2. Click CribMaster > System > Logs & Status > CribMaster Agent Log...



1. Open the Windows Services window.
2. Stop the CMAgent Service.
3. Navigate to the CribMaster folder in Windows Explorer.
4. Right-click CMAgent.exe.
5. Select Run as Administrator. A console window displays:

```

C:\Program Files (x86)\CribMaster\11.0\CmAgent.exe
log4net:ERROR [RollingFileAppender] Unable to acquire lock on file C:\Program Files (x86)\CribMaster\11.0\LogAgentSql.txt. The process cannot access the file 'C:\Program Files (x86)\CribMaster\11.0\LogAgentSql.txt' because it is being used by another process.
CmAgent started - Build 11.0.21204.10
Service is running. Press any key to stop...
  
```

This will provide a more detailed description of the connection issue.

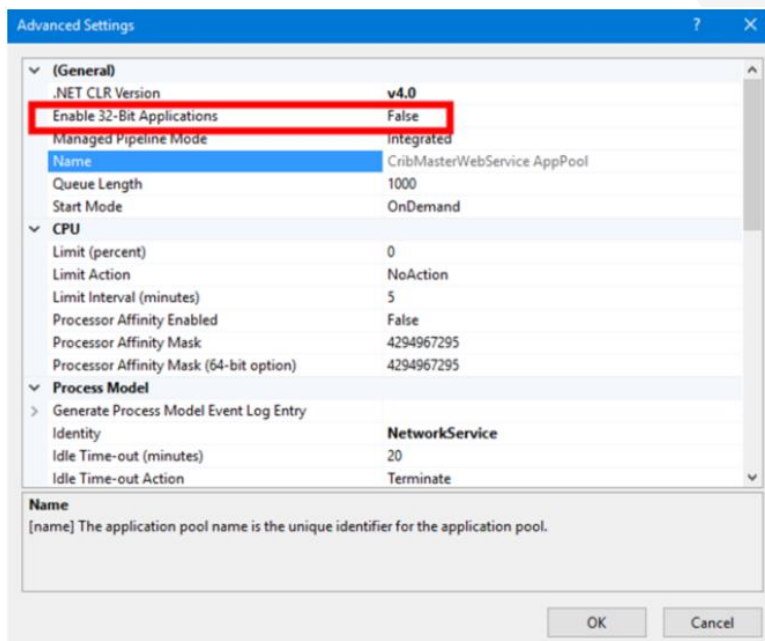
## Upgrading the Server for a Web Service

### Download CM 11 and the Patch

Download the CribmasterWebService installer (.exe) and the patch (.msp) from:  
<ftp://ftp.ecribmaster.com/Pub/Software/CribMaster/CM11/CribMaster%20Web%20Service%20Installer/>

### Ensure the Application Pool is Set to Enable 32-Bit Applications

1. On the server, open IIS.
2. Click View Application Pools.
3. Right-click the CribMasterWebService AppPool.
4. Select Advanced Settings.
5. Ensure Enable 32-Bit Applications is set to True.

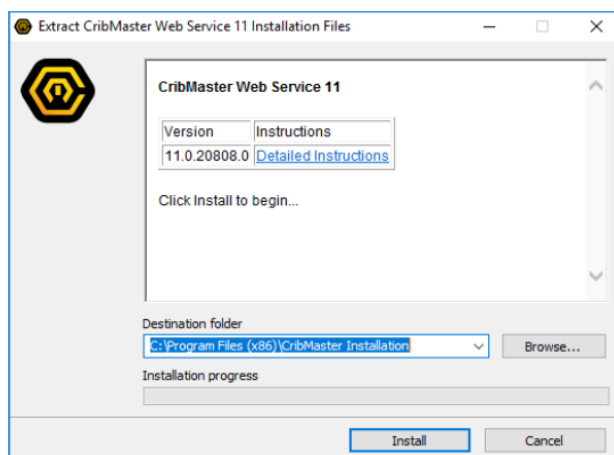


6. Click OK.

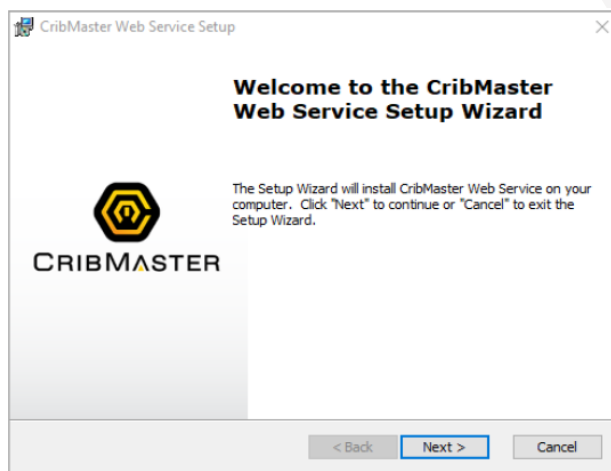
Note: The existing Application Pool for a Web Service below CM11 is set up with a .NET v2.0. CM11 requires the Application Pool to be .NET v4.0. The installer will make the change but it's recommended you check this after installation.

## Installing the Web Service

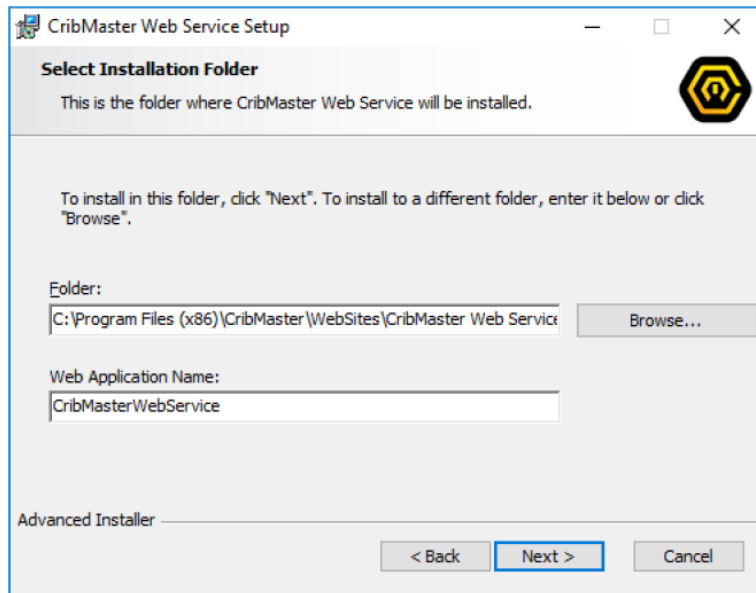
1. Double-click the CribmasterWebService install utility. The CribMaster Web Service 11 dialog box displays:



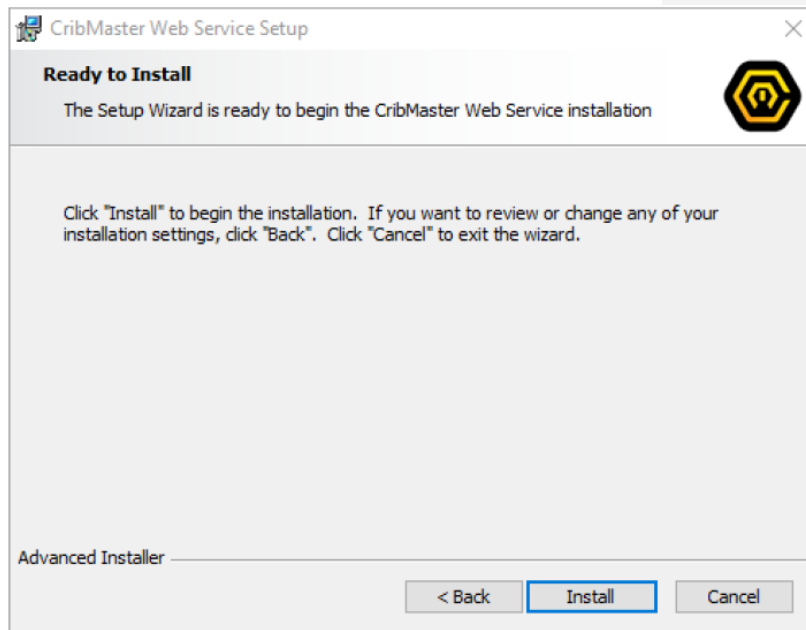
2. Click Install. The CribMaster Web Service Setup dialog box displays:



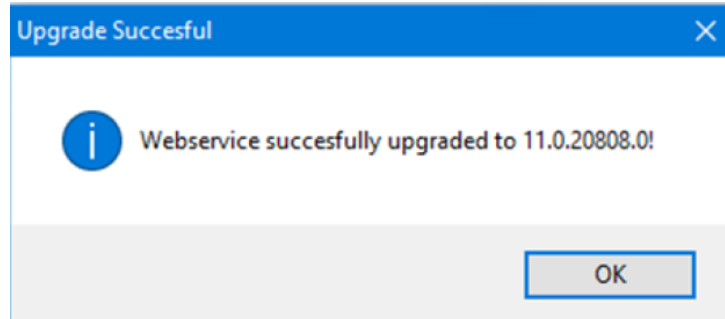
3. Click Next. The Select Installation Folder dialog box displays:



4. Click Next. The Ready to Install dialog box displays:



5. Click Install. The web service is installed.
6. Click Finish. If you chose to overwrite the previous version, a window like the following will display:



## Upgrading a Workstation to CM 11

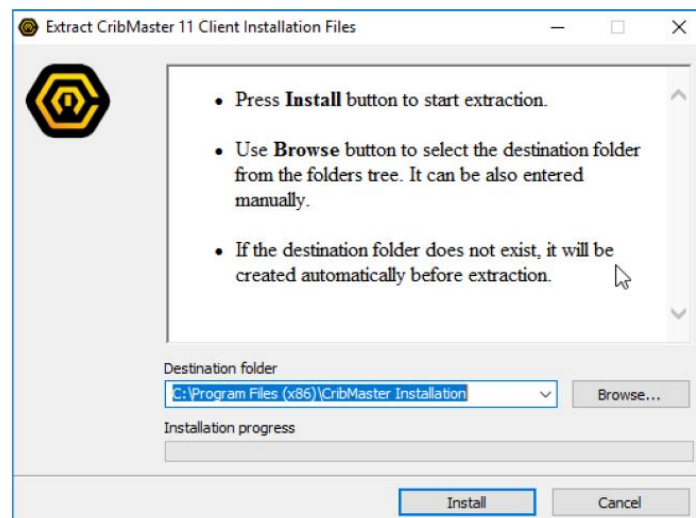
### Download CM 11 and the Patch

Download the CM 11 Client installer (.exe) and the patch (.msp) from: <ftp://ftp.ecribmaster.com/Pub/Software/CribMaster/CM11/CribMaster%20Client%20Installer/>

Important: Installing the patch may or may not be necessary depending on what version you're on. The client and web service **MUST** be on the same build number.

## Installing the Application

1. Double-click the CribMaster install utility. The Extract CribMaster 11 Client Installation Files dialog box displays:

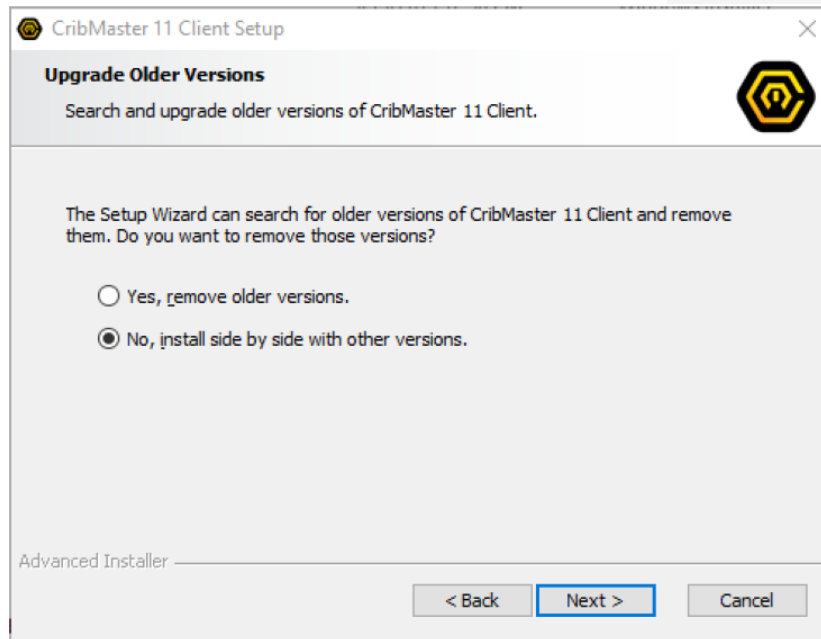




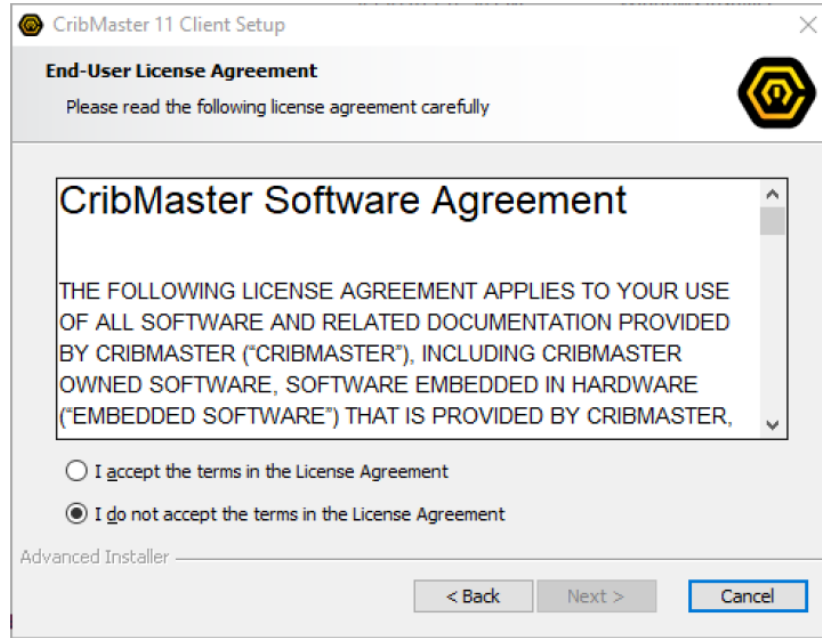
2. Click Install. The Welcome to the CribMaster 11 Setup Wizard displays:



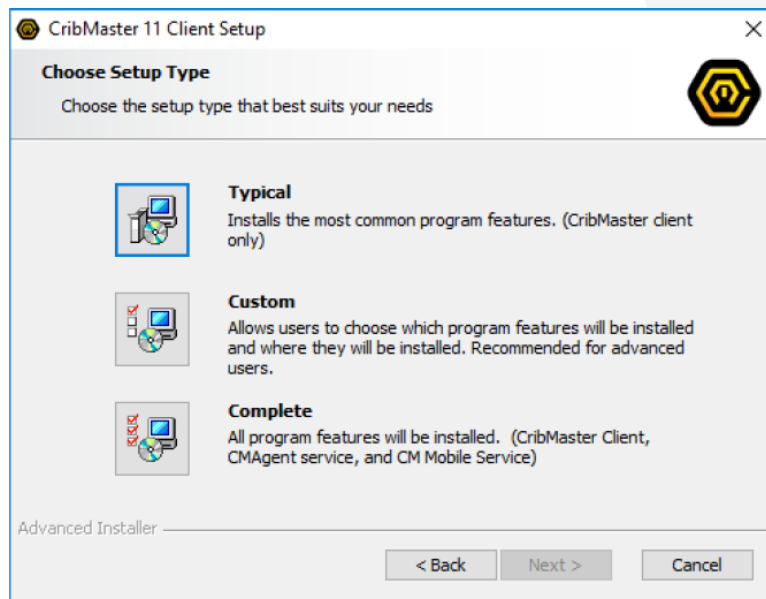
3. Click Next. The Upgrade Older Versions dialog box displays:



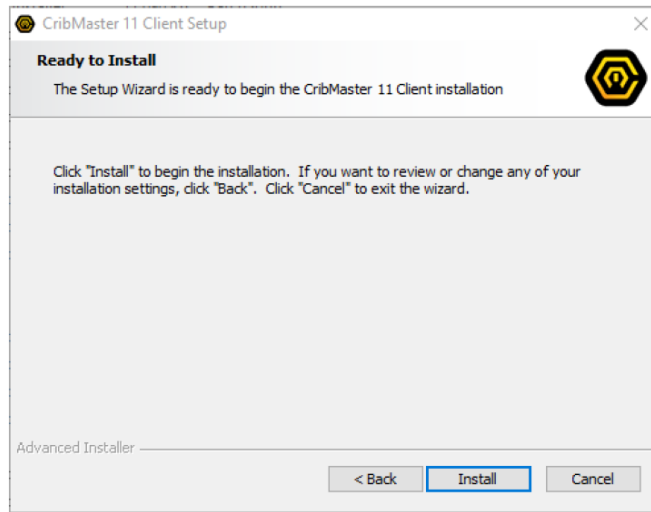
- CribMaster prompts whether or not you want to remove older CribMaster versions. Select an option and click Next. The End-User License Agreement displays:



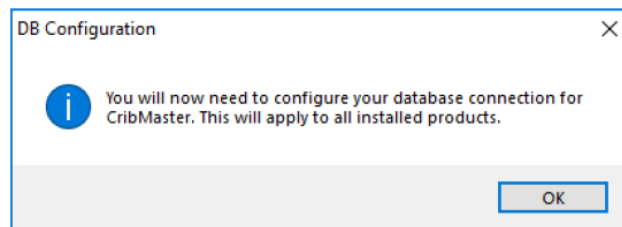
- Select I accept the terms in the License Agreement.
- Click Next. The Choose Setup Type dialog box displays:



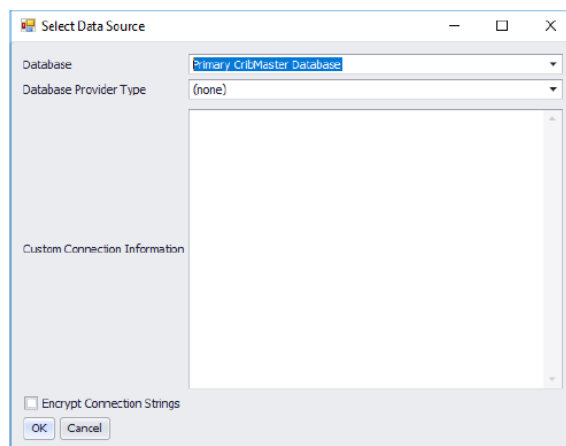
7. Select Typical. The Ready to Install dialog box displays:



8. Click Install. A prompt displays for you to connect the client to the database:



9. Click OK. The Select Data Source dialog box displays:



10. Ensure the type of Database is Primary CribMaster Database.

11. Select SQL Server your Database Provider Type.

12. Enter the Server Name.

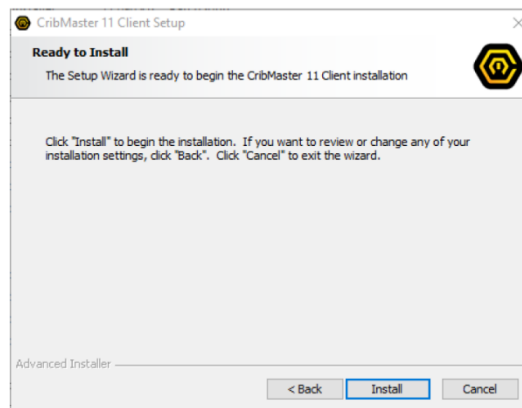
13. Enter the Database Name.
14. Ensure Use Integrated Security is unchecked.
15. Enter your database credentials.
16. Click OK.
17. Click Finish.

## Running the Patch

1. Double-click the CribMaster install utility (.msp). The Extract CribMaster 11 Client Installation Files dialog box displays:



2. Click Next. The Ready to Install dialog box displays:



3. Click Install. The patch is installed.
4. Click Finish.

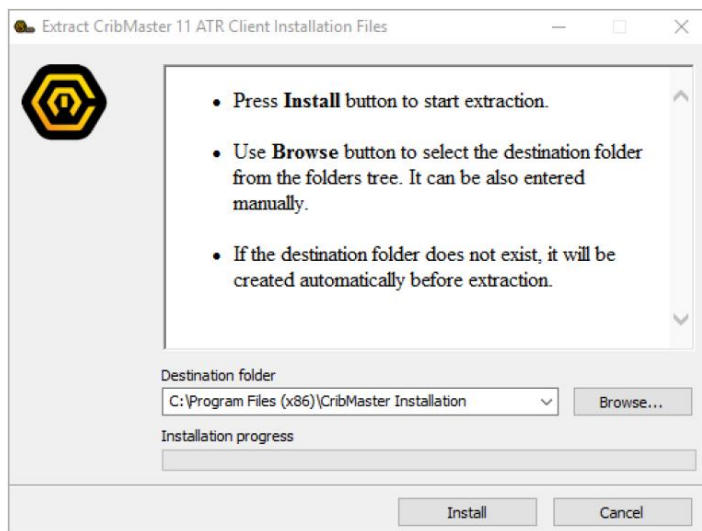
## Upgrading ATR

### Download ATR 11 and the Patch

1. Download the ATRSetup installer (.exe) and the patch (.msp) from: <ftp://ftp.ecribmaster.com/Pub/Software/ATR11/ATR%20Client%20Installer/>
2. Copy the install files onto the hard drive of the ATR computer.

## Installing ATR

1. Double-click the ATRSetup install utility. The CribMaster 11 ATR dialog box displays:



2. Click Install. The ATR 11 Setup dialog box displays:

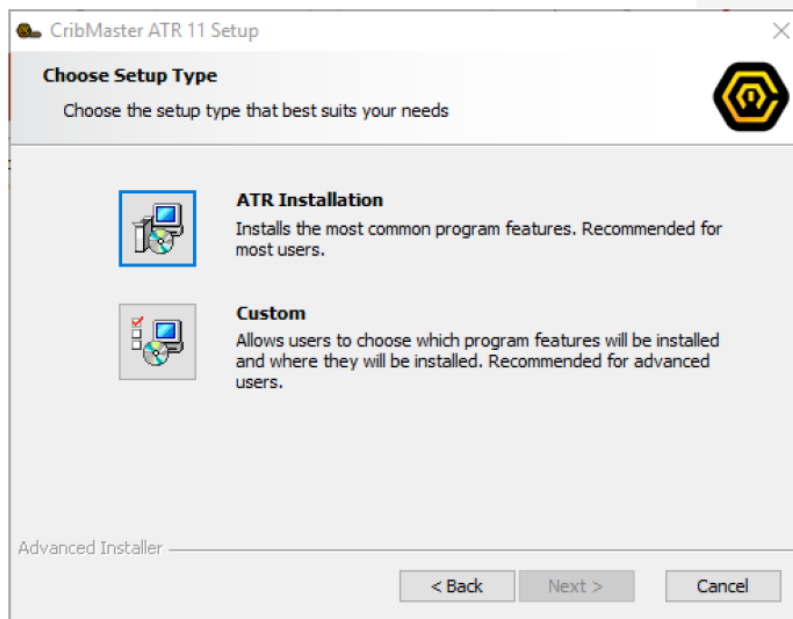


3. Click Next. The End-User License Agreement dialog box displays:

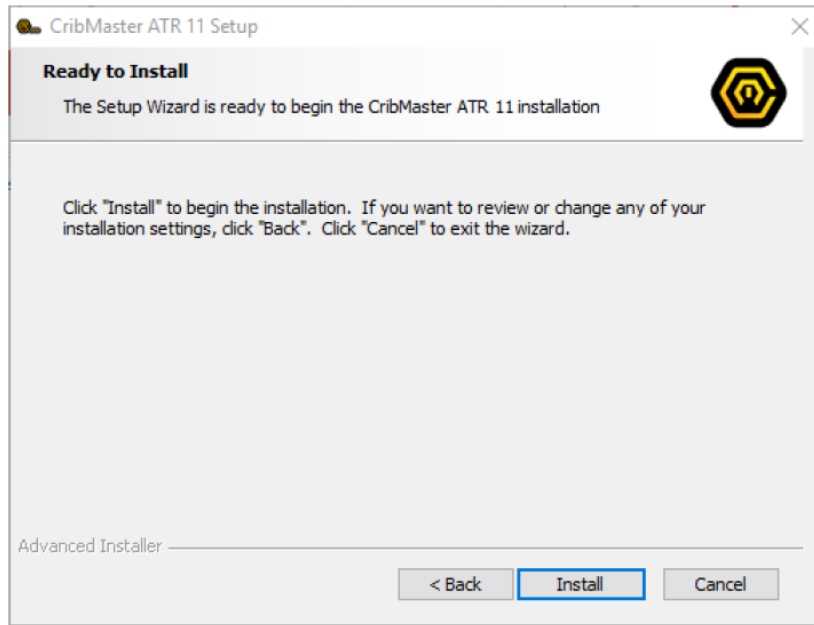


4. Select I accept the terms in the License Agreement.

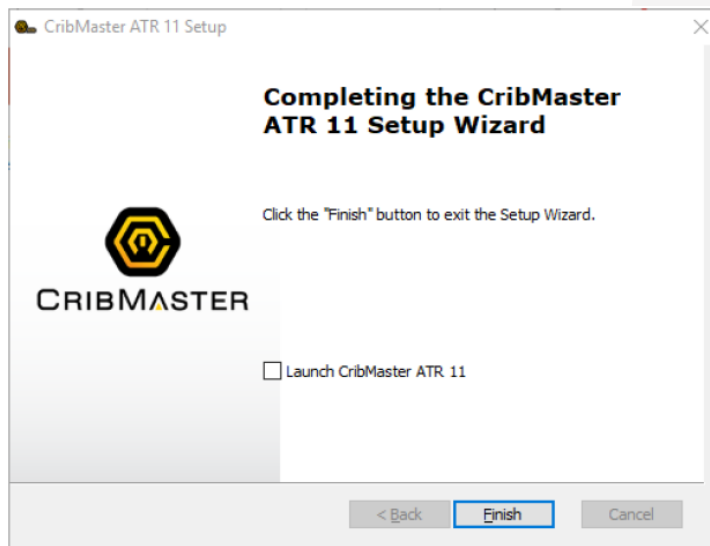
5. Click Next. The Choose Setup Type dialog box displays:



6. Click ATR Installation. The Ready to Install dialog box displays:



7. Click Install. ATR is installed. The Completing the CribMaster ATR 11 Setup Wizard dialog box displays:



8. Uncheck Launch CribMaster ATR 11.

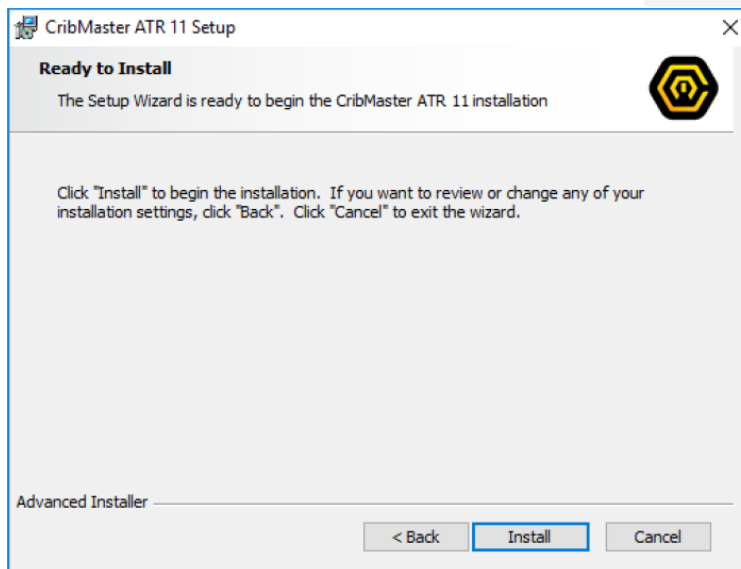
9. Click Finish.

## Installing the ATR Patch

1. Double-click the ATR patch install utility (.msp). The CribMaster 11 ATR dialog box displays:

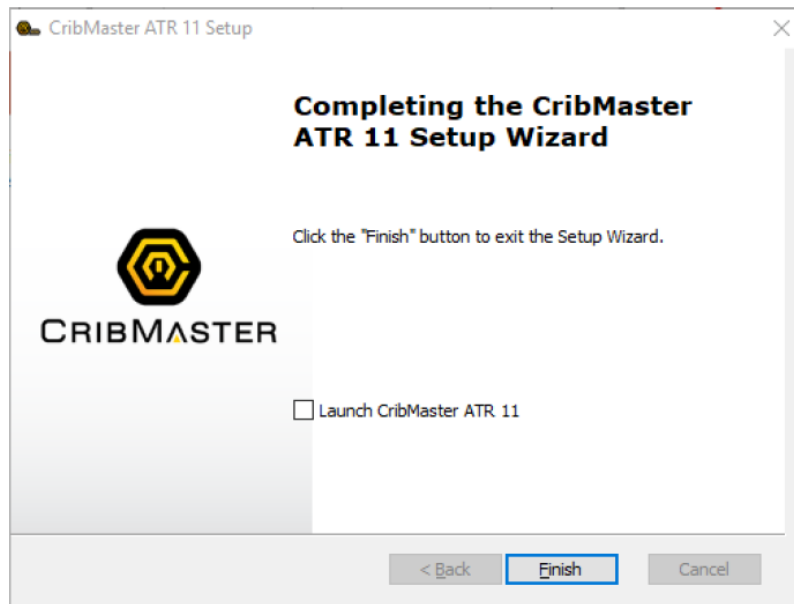


2. Click Next. The Ready to Install dialog box displays:





3. Click Install. The patch is installed. The Completing the CribMaster ATR 11 Setup Wizard dialog box displays:



4. Uncheck Launch CribMaster ATR 11.

5. Click Finish.