

Arc Express – *tech notes*

Upgrading to Arc Express v2.1.1

Description

This tech note should be used in conjunction with the upgrade file to upgrade your Arc Express system to v2.1.1. This document explains the upgrade process and the steps that should be followed for a successful upgrade.

Upgrade File

For existing installations of Arc Express, there is an upgrade software file that should be run to upgrade the Arc Express system. Be aware that this is a different file to the full installation file that would be used on a fresh customer installation.

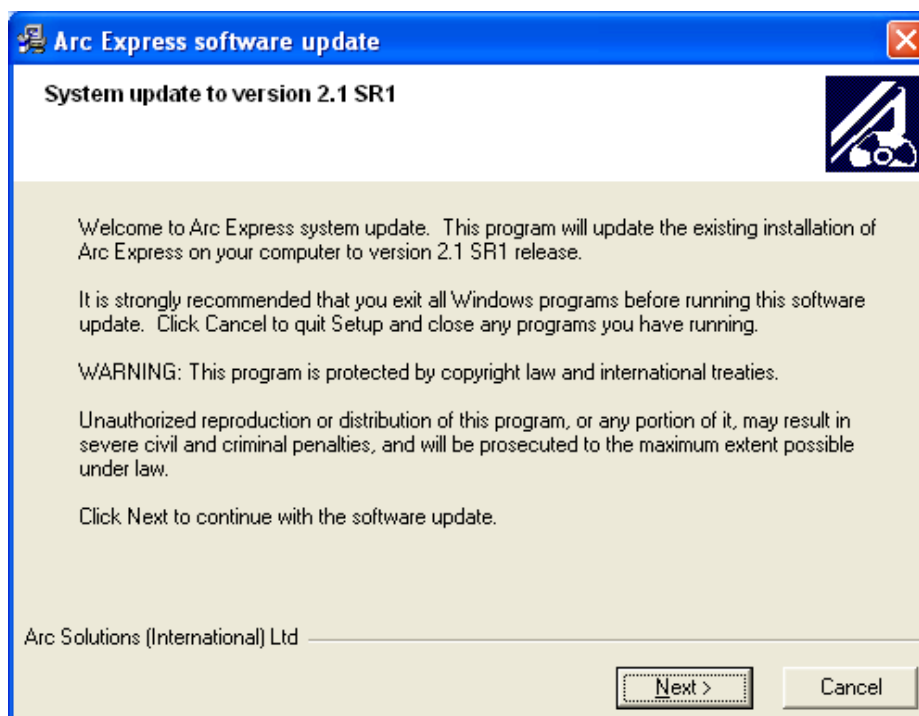
The file name for the upgrade file is ***ArcExpress v2.1.1.53 Upgrade File.exe***

Upgrade Steps

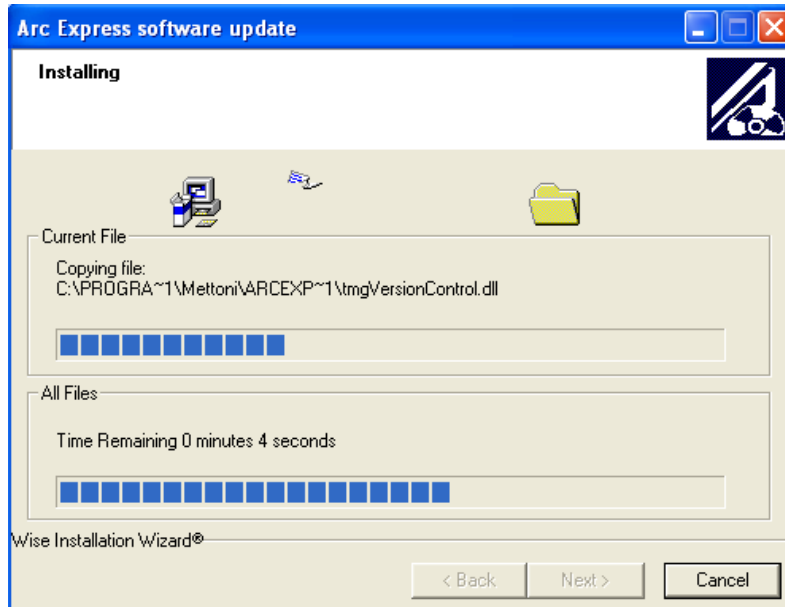
Firstly, download the Arc Express v2.1.1 Upgrade File from the location that has been provided, and ensure that this is copied to the machine running the Arc Express software.

When ready, double-click on the upgrade file to commence the installation.

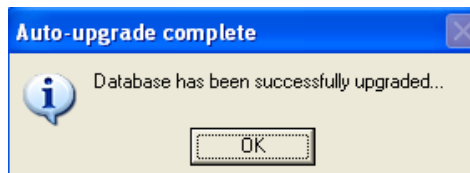
A window will display confirming that this will be an Arc Express upgrade to v2.1.1 – press **Next** to continue.



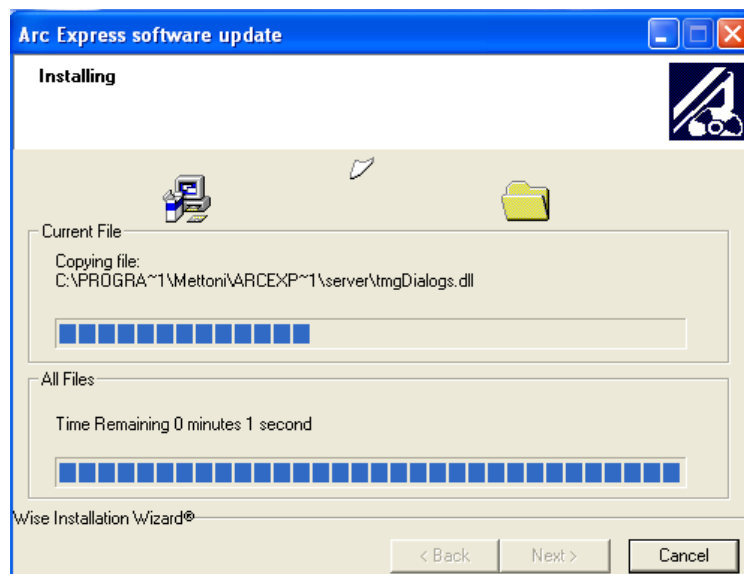
The installation will now begin, and will start to copy the relevant files onto the Arc Express Machine.



After this, the Database element of Arc Express will be automatically updated. When this has completed, the “Success” message will be displayed on screen as follows – press **OK** to continue.

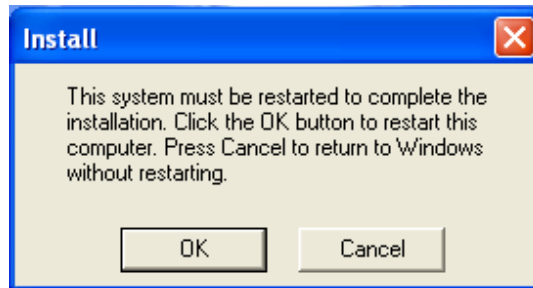


The installation will then complete the upgrading of the additional elements of the software.



Upon completion of the upgrade, press the **Finish** button.

A prompt will then be displayed to reboot the machine – press **OK** to reboot immediately.



The Arc Express upgrade is now complete.

Upgrading the “Client Only” Arc Express machines – where the Arc Express Server is not installed.

Follow the above steps on all machines running Arc Express – both the Arc Express Server and the Arc Express Operator machines. When running the upgrade file on the machines where only the Arc Express Operator is installed, the relevant steps will be automatically bypassed by the installation process.

Troubleshooting error messages during an Arc Express v2.1.1 upgrade

During the upgrade process, on extremely rare occasions an error may occur. This error would be one of the following:



“Win32 Error. Code: 1061.
The service cannot accept control messages at this time”

Or



“Win32 Error. Code: 1073.
The specified service already exists”

If such a scenario arises, follow the steps below to resolve the issue and recommence your Arc Express upgrade:

- 1) Allow the installation to complete (with the error messages)
- 2) Reboot the machine
- 3) Once the machine has rebooted, login, and then launch Arc Express
- 4) Log into the Arc Express console (NOTE: the application will not show the BLF due to the error experienced)
- 5) Logout of the Arc Express Console, then close the application completely
- 6) Rerun the Arc Express 2.1.1 upgrade file
- 7) The installation should now complete successfully