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.

There are two types of software updates that Seagull Scientific regularly releases:

Service releases, such as bug fixes and minor feature upgrades, are always free. These upgrades only require that you download the latest version from our website and install over the existing installation of BarTender.

A *full version upgrade*, as discussed further in this white paper, feature brand new features, keeping BarTender ahead of its competitors in the label and automated printing industry.

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

NOTE: 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:

http://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 upgrading to a new version of BarTender, it is recommended that you build a plan for implementing a system-wide upgrade. The steps will vary based on the version and edition of BarTender, the number of computers that will be upgraded, the OS of your computers and any number of other factors.

Your upgrade plan may involve one or more of the following:

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

If you're updating an Automation edition, we strongly recommend upgrading the computer hosting Seagull License Server first. Be sure to locate that machine in the planning process. This lets other BarTender installations pull their activation information directly from Seagull License Server, saving you an extra step during installation.

Preparations for a Version Upgrade

Before upgrading, make sure you have the following easily accessible:

- Your original Product Key Code (PKC)
- The upgraded PKC
- The purchased version of BarTender, available from our website at http://www.seagullscientific.com/downloads/label-software

Versions prior to 10.0 have a separate installation package for Seagull License Server and BarTender. Both need to be downloaded for Automation upgrades.

Upgrading BarTender and Companion Applications (Basic/Professional Editions)

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

> **NOTE:** If you are using a version of BarTender older than 8.0, you will need to first remove the older version before continuing with the installation of the new one. This can be done using the Windows **Programs and Features** option in the Control Panel.

To upgrade the Basic or Professional editions of BarTender:

1. Double-click on the BarTender installer package.
2. If asked, pick your desired language for the installer. Click **OK**.
3. On the initial installer screen, click **Next**.
4. Read and accept the license agreement. Click **Next**.
5. Select the edition of BarTender you have purchased. Click **Next**.
6. To complete your upgrade of BarTender and the Companion Applications included with your edition, click **Install**.

Following the installation, 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 registering your product at this time.

Upgrading BarTender and Companion Applications (Automation Editions)

When upgrading an Automation edition of BarTender, you must upgrade both BarTender and Seagull License Server (SLS) to ensure proper licensing validation and version compatibility.

We recommend all customers who are still using 9.3 upgrade SLS to 9.3 SR2 or higher.

> **NOTE:** New installations of BarTender cannot connect to older versions of Seagull License Server (for example, BarTender 2016 is unable to connect to SLS 10.1). For this reason, we strongly recommend that you first update Seagull License Server *before* upgrading the BarTender installations on your network.

Upgrading Seagull License Server

With the Automation editions of BarTender, a single copy of Seagull License Server (SLS) on your network controls the licensing of all BarTender installations. To upgrade SLS, locate the computer or server which 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 prior to BarTender 10.0, you will need to download a separate installation package for SLS on Seagull Scientific's Service Release web page.

Installing a New Version of SLS (for versions newer than 10.0)

1. Double-click on the BarTender installer package.
2. On the initial installer screen, click **Next**.
3. Read and accept the license agreement. Click **Next**.
4. Select the edition of BarTender you have purchased. Click **Next**.
5. Select **Seagull License Server Only** from the dropdown list. Click **Next**.
6. To complete your upgrade of SLS, click **Install**.

Installing a New Version of SLS (for versions older than 10.0)

1. Double-click on the Seagull License Server installer package.
2. On the initial installer screen, click **Next**.
3. Read and accept the license agreement. Click **Next**.
4. For type of setup, select **Typical** to install SLS with the default settings. Click **Next**.
5. To complete your upgrade of SLS, click **Install**.

Following the installation, 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 registering your product at this time.

For more information about Seagull License Server, refer to the [Licensing for Automation Editions](http://www.seagullscientific.com/support/white-papers) section of the BarTender help system, as well as the **Licensing for BarTender's Automation Editions** white paper:

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

Upgrading BarTender and Companion Applications

1. Double-click on the BarTender installer package.
2. On the initial installer screen, click **Next**.
3. Read and accept the license agreement. Click **Next**.
4. Select the edition of BarTender you have purchased. Click **Next**.
5. To install the entire BarTender Suite, including the Companion Applications in your edition, click **Next** and continue to step 8. To specify which applications to install, check the box **Specify advanced installation options** and click **Next**.
6. Check the applications you wish you install. Optionally, specify an alternative installation location on your computer. Click **Next**.
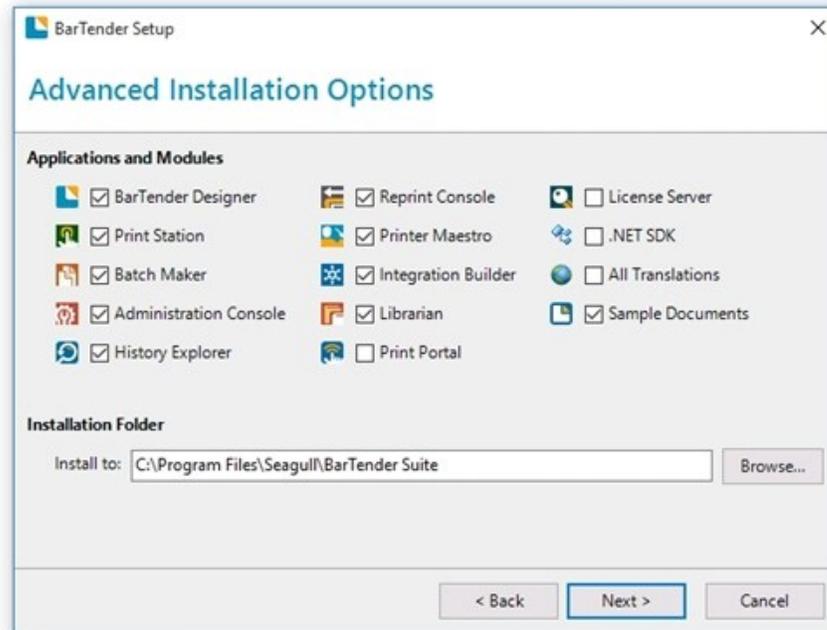
7. On the Service Configuration page, you can specify a user account for the services used by BarTender. Click **Create a New User Account** or **Select an Existing User Account** to change the default settings. Once your changes are made, or to keep the default settings, click **Next**.

8. On the **Review Options** screen, verify that the components you want are being installed. To complete your upgrade of BarTender and the selected companion applications, click **Install**.

Upgrading the BarTender System Database

Once you upgrade BarTender, the new version will be unable to connect and log 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. The first time you launch BarTender following an upgrade, you will be prompted to upgrade the BarTender System Database.
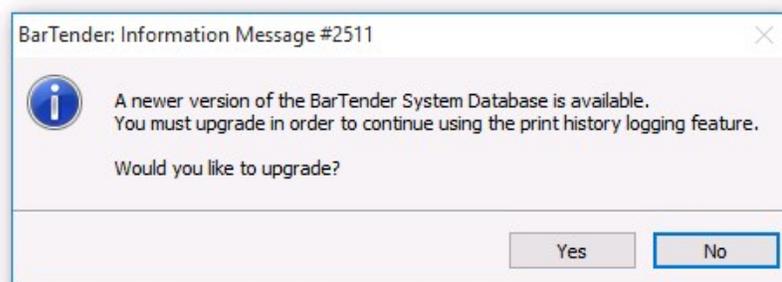
To launch the **BarTender System Database Wizard** and upgrade the database, click **Yes**.

WARNING: 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 may be unable to log information or use an upgraded BarTender System Database. Before upgrading, we strongly recommend that you refer to the [Backwards Compatibility](#) section of this white paper to ensure that you will not lose any of your current database data or settings.

Upgrading BarTender Print Portal (Enterprise Automation Edition Only)

An upgrade to BarTender Print Portal (previously, Web Print Server) is accomplished via the BarTender installer.

NOTE: To retain your Site Administration settings, make a copy of config.xml located in the C:\inetpub\wwwroot\bt-wps\ directory on your computer. Once the upgrade is complete, move this file back into the install directory.

1. Double-click on the BarTender installer package.
2. On the initial installer screen, click **Next**.
3. Read and accept the license agreement. Click **Next**.
4. Select the edition of BarTender you have purchased. Click **Next**.
5. Check the box **BarTender Print Portal**. Click **Next**.
6. On the Service Configuration screen, you can specify a user account for the services used by BarTender. Click **Create a New User Account** or **Select an Existing User Account** to change the default settings. Once your changes are made, or 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 will be asked to enter your IIS_WEBPRINT password. Enter the password and click **Next**.
8. On the **Review Options** screen, click **Install**.

Activation

You will always need to activate BarTender and/or Seagull License Server after an installation, even if it is an upgrade. If you did not take the time to activate during the installation process, you can always open the Activation Wizard at any time by selecting **Activation Wizard** from any application's **Help** menu.

If you purchased an upgrade, you will need both your old Product Key Code (PKC) and your new one.

If you simply purchased a BarTender license (even if you already own one), but didn't go through the upgrade purchase discount, then you'll 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.
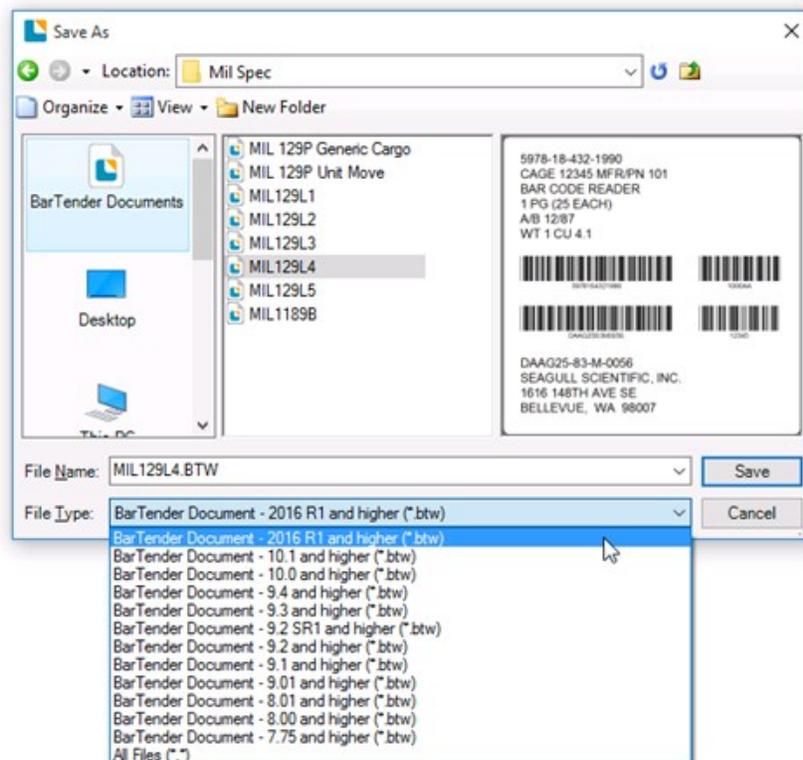
Document Versions

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

Documents 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 available in your company.
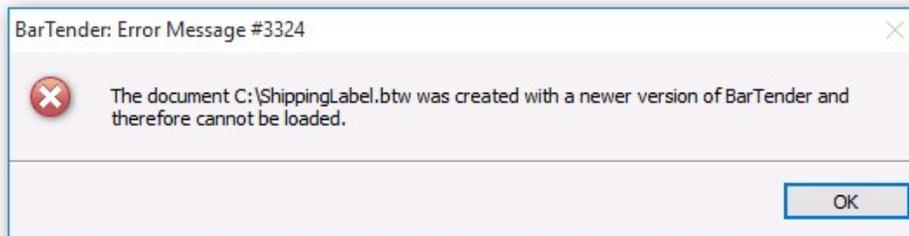

To change the version format for any open document, from the **File** menu, select **Save As**. In the **File Type** dropdown list, select the desired version from the list.

Setting the Default "Save As" Version

By default, BarTender saves all documents with the installed version on your computer. In situations where you are sharing your documents with older versions, you may wish to change the default version your documents are saved with. Once you change the default version, all documents will be saved as the selected version format. To do this:

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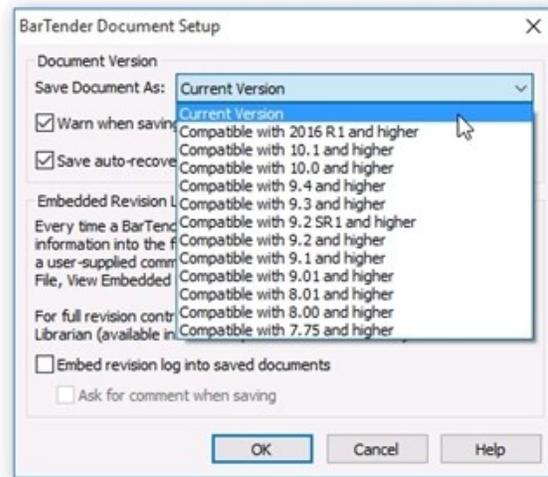
Seagull License Server and BarTender Backwards Compatibility

New installations of BarTender cannot connect to older versions of Seagull License Server. For example, BarTender 10.1 will not work with SLS 9.4. For this reason, we strongly recommend upgrading the computer hosting Seagull License Server first. This lets other BarTender installations pull their activation information directly from Seagull License Server, saving you an extra step during installation.

Note that you should *always* update SLS when you're upgrading BarTender, and vice-versa. Upgrading/updating both applications will avoid any communication problems you may encounter.

BarTender System Database Compatibility Issues

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

If your environment is set up to use Librarian and you are running an older version of BarTender, you will be unable to retrieve data or write to a BarTender System Database of a newer version. This is only a consideration if you are running multiple versions of BarTender on the same network.

You can preserve the contents of the old BarTender System Database by backing it up using **Tools > System Database Setup** or your own system database tool. However, this will only preserve your data, and does *not* solve the issue--BarTender will still be unable to log to the updated BarTender System Database. If you update the BarTender System Database, we strongly suggest that you also upgrade any BarTender installations connected to that database.

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

When you upgrade BarTender, the new version will be unable to connect and log to an older version of the BarTender System Database. To continue logging information and/or using

Librarian, you must update the BarTender System Database at the same time you update BarTender.

> **WARNING:** You can restore a previous version's backup on a newer database install, but this will revert the database schema *back* to the previous version's. If this occurs, any newer versions of BarTender won't be able to log to the older database. Therefore, you should upgrade everything at once, or don't upgrade at all.

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

For downloadable versions, visit:

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

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