



TM1 Technical Bulletin

Using the New TM1 Upgrade Installation Process

Date: March 23, 2007

Relevant TM1 Versions: TM1 9.1 SP1 and later

This technical bulletin describes how to use the new TM1 installation process to upgrade an existing installation of TM1 to a newer version, such as TM1 9.1 SP1.

Overview

Starting with TM1 version 9.1, a new installation process is available that provides a way to upgrade to a newer version of TM1 without uninstalling the previous version of TM1. When running the Applix Installation Wizard, the upgrade process is automatically initiated if you have a previous version of TM1 that can be upgraded.

NOTE: For TM1 9.1 SP1 and forward, you can not run the upgrade process if you have a version older than 9.1 installed on your system. You must first uninstall the older version and then run the TM1 installation.

This technical bulletin describes the following installation scenarios:

- Installing TM1 9.1 on a System with No Previous Installation of TM1
- Backing Up Your TM1 Data
- Upgrading TM1 9.1 or Newer

- Upgrading a Pre-9.1 Version of TM1
- Upgrading a Previous Version of TM1 Web

Installing TM1 9.1 SP1 on a System with No Previous Installation of TM1

If the target system does not have *any* previous installation of TM1, then the Applix Installation Wizard displays the following dialog to perform a full installation.



Advance through the screens of the Applix Installation Wizard to complete the full installation.

Backing Up Your TM1 Data

It is highly recommended that you backup your TM1 data and configuration files before running the Applix Installation Wizard to upgrade TM1.

- Make a copy of your existing <Applix_Install_Dir>\Custom\ directory and sub-directories.

This directory contains TM1 files and applications which you may have created or modified. The default location of this directory is:

C:\Program Files\Applix\Custom

- Make a copy of any TM1 configuration files you may want to save, such as the tm1admsrv.ini file located in the <Applix_Install_Dir>\bin\ directory.

For more details, see the sections "Before You Install" and "Uninstalling TM1" in the TM1 Install Help, available from the Applix Installation Wizard.

Upgrading TM1 9.1 or Newer

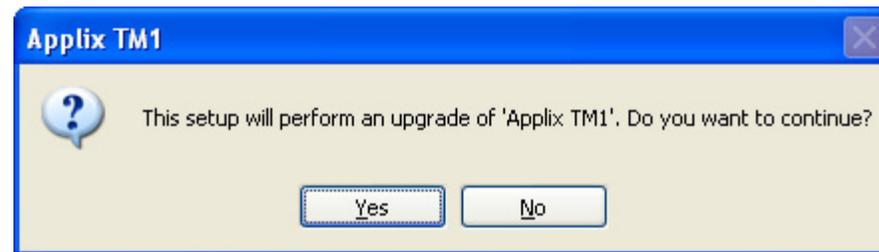
If the target system has TM1 version 9.1 or newer, then the installation process can perform an upgrade of TM1 without requiring you to uninstall the existing installation.

NOTE: The upgrade process can only upgrade the TM1 components that were previously installed. To install a TM1 feature that has not yet been installed, use the Program Maintenance dialog screen. Open the Add or Remove Programs feature in the Microsoft Windows Control Panel and click **Change** next to Applix TM1 to open the Program Maintenance screen.

To upgrade TM1 9.1 or newer:

1. Run the Applix Installation Wizard.

If a previous version of TM1 is detected, the following screen appears.



Click **No** to exit the installation.

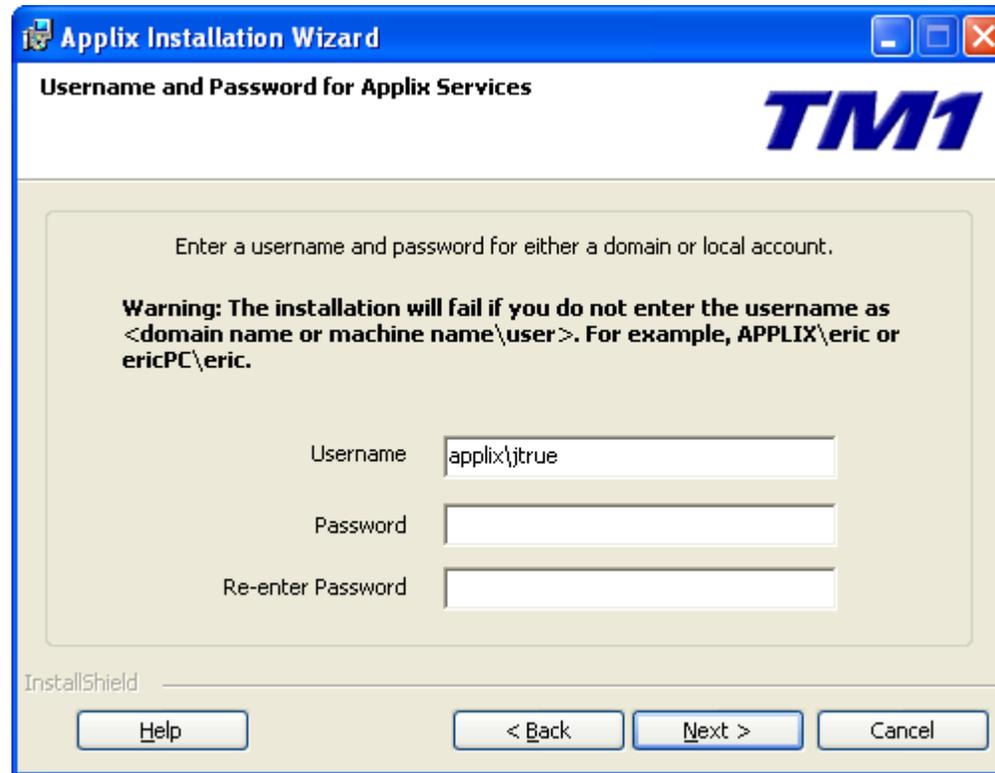
Click **Yes** to continue the installation process and determine if the previous version of TM1 can be upgraded.

- If the currently installed version of TM1 can *not* be upgraded, an error is displayed and you must first uninstall. For details, see the section [“Upgrading a Pre-9.1 Version of TM1”](#).
- If the previous version of TM1 *can* be upgraded without uninstalling, then the Applix Installation Wizard displays the following dialog screen, indicating that an upgrade is possible.



2. Click **Upgrade** to install the newer version of TM1.

If services are being installed, the Username and Password for Applix Services dialog appears.



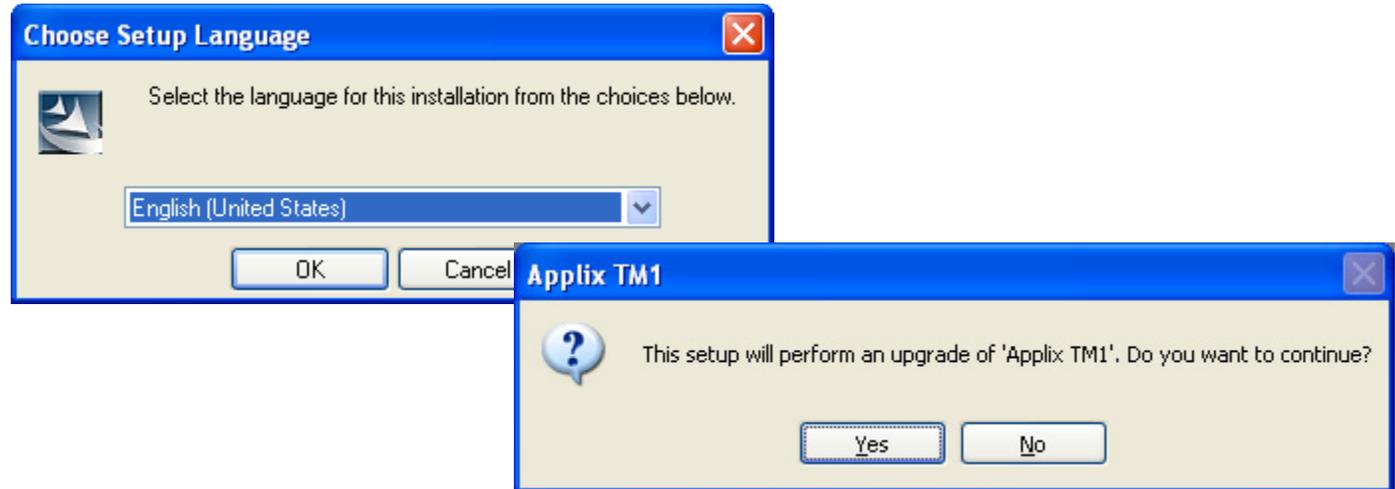
You can either enter a new username and password, or leave the username as-is and enter the password for the currently displayed user.

3. Click **Next** to complete the upgrade process.

Upgrading a Pre-9.1 Version of TM1

If the target system has an installation of TM1 that is older than TM1 9.1, then you must uninstall the older version before installing TM1 9.1 SP 1.

If you try to install TM1 9.1 SP 1 on a system with an older version of TM1, the installation displays the following two dialogs before displaying an error.



When the installation process detects that the existing version of TM1 can not be upgraded, the following error appears.



If this happens, perform the following steps to cancel the installation:

1. Click **OK** to close the warning dialog.
2. Click **Finish** to close the installation.



3. Uninstall the older version of TM1 using the Add or Remove Programs feature in the Microsoft Windows Control Panel.
4. Re-run the 9.1 SP1 installation after removing the previous version of TM1.

Upgrading a Previous Version of TM1 Web

This section includes specific information on upgrading a previous installation of TM1 Web.

- TM1 Web Installation Detects and Backs-up Previous Versions of TM1 Web
- Upgrading TM1 Web from an 8.x Version of TM1 to a 9.x Version of TM1
- Troubleshooting the TM1 Web Installation
- Repairing a Cancelled or Incomplete Installation of TM1 Web

TM1 Web Installation Detects and Backs-up Previous Versions of TM1 Web

When upgrading to TM1 Web 9.1 SP1, the TM1 installation checks to see if a previous version of TM1 Web is installed on your computer. If detected, the installation renames your old TM1 Web program directory to keep it separate from the new version being installed.

The TM1 Web program directory contains all the TM1 Web program files and any custom TM1 Web server pages you may have created. The default location of this directory is `C:\inetpub\wwwroot\TM1Web`.

NOTE: You still have to manually backup your standard TM1 data as described in the section “Backing Up Your TM1 Data”.

How the Previous TM1 Web Directory is Renamed

The installation checks for the existence of a directory with the identical name of the TM1 Web directory that you specify during installation. If a matching TM1 Web directory exists, then the installation backs-up the old directory by renaming it with the naming convention, `TM1Web.x`.



For example, if you accept the default installation directory, the TM1 Web files are installed to C:\inetpub\wwwroot\TM1Web. If this directory is detected when you perform an upgrade, it is renamed to TM1Web.1, and the upgraded files are installed to C:\inetpub\wwwroot\TM1Web.

After installation, C:\inetpub\wwwroot\ contains two directories:

- TM1Web - Contains the new TM1 Web pages.
- TM1Web.1 - Contains your old TM1 Web pages, including any customizations you may have created.

If a backup directory already exists, for example TM1Web.1, the installation will automatically increment the number by one and create TM1Web.2.

If you are upgrading from a 9.x version of TM1 to another 9.x version, you can copy any customized pages from TM1Web.1 to TM1Web. After copying the pages, the customizations will be available in your upgraded version of TM1 Web.

Upgrading TM1 Web from an 8.x Version of TM1 to a 9.x Version of TM1

NOTE: If you are upgrading from an 8.x version of TM1 to a 9.x version, DO NOT copy any customized pages from TM1Web.1 to TM1Web. The TM1 Web 8.x pages are not compatible with TM1 Web 9.x. You must manually recreate your customizations in the new TM1 9.x pages.

Troubleshooting the TM1 Web Installation

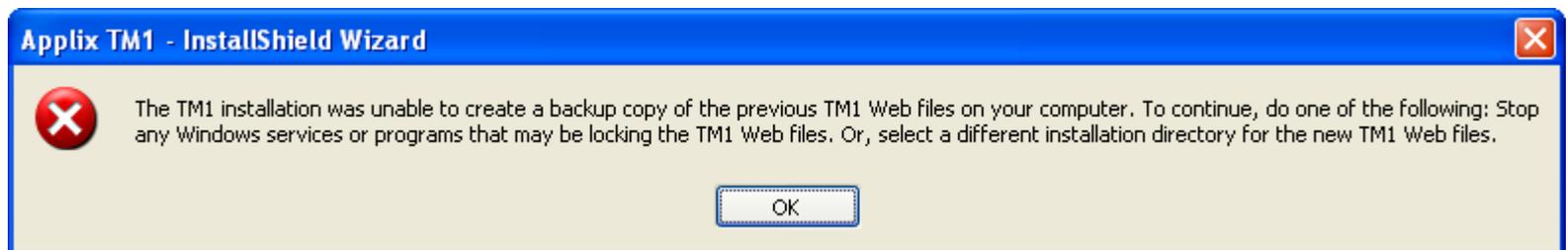
In some situations, the Applix Installation Wizard may be unable to automatically backup your previous version of TM1 Web. If you experience this problem, the installation displays the following error when the installation process attempts to backup the existing TM1 Web directory.



If you encounter this error message when upgrading TM1 Web, perform the following steps to complete the installation:

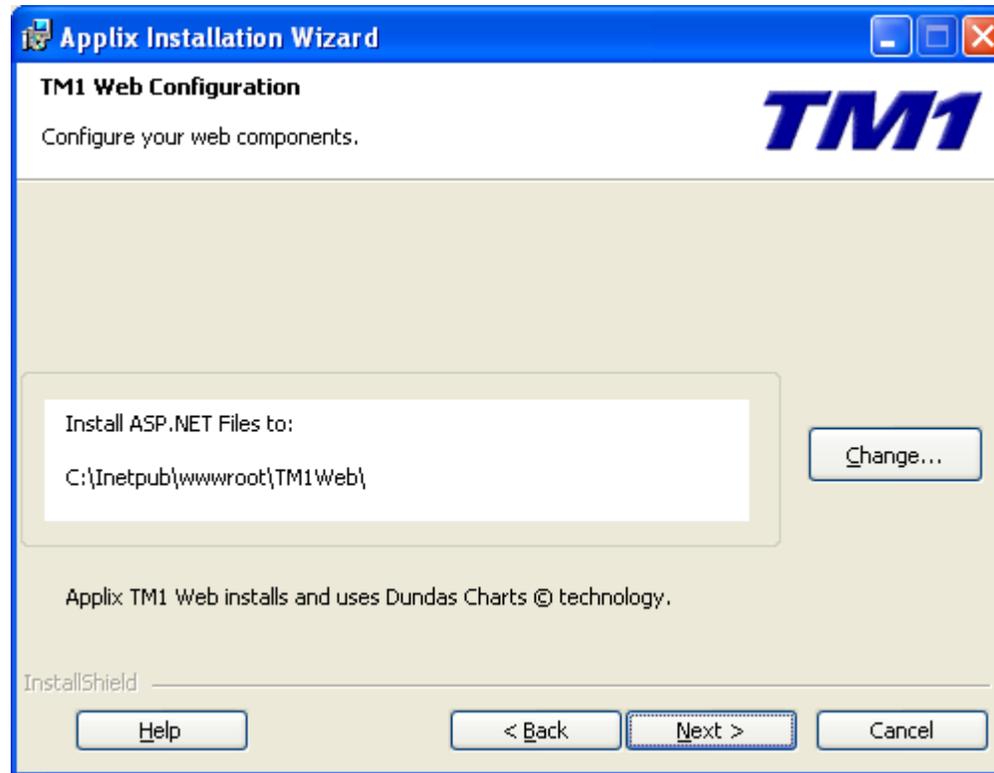
1. Click **OK** to close the Error Renaming File or Folder dialog.

A second error message appears:.



2. Click **OK** to close the second error message.

The TM1 Web Configuration screen in the Applix Installation Wizard dialog appears.



At this point, you can do one of the following:

- Select a different installation location for the new TM1 Web files, or
- Stop any services or programs that may be locking the TM1 web files. This option allows you to keep the default installation location.

After completing one of the above options, you can continue the installation.

Selecting a Different Installation Location for the New TM1 Web Files

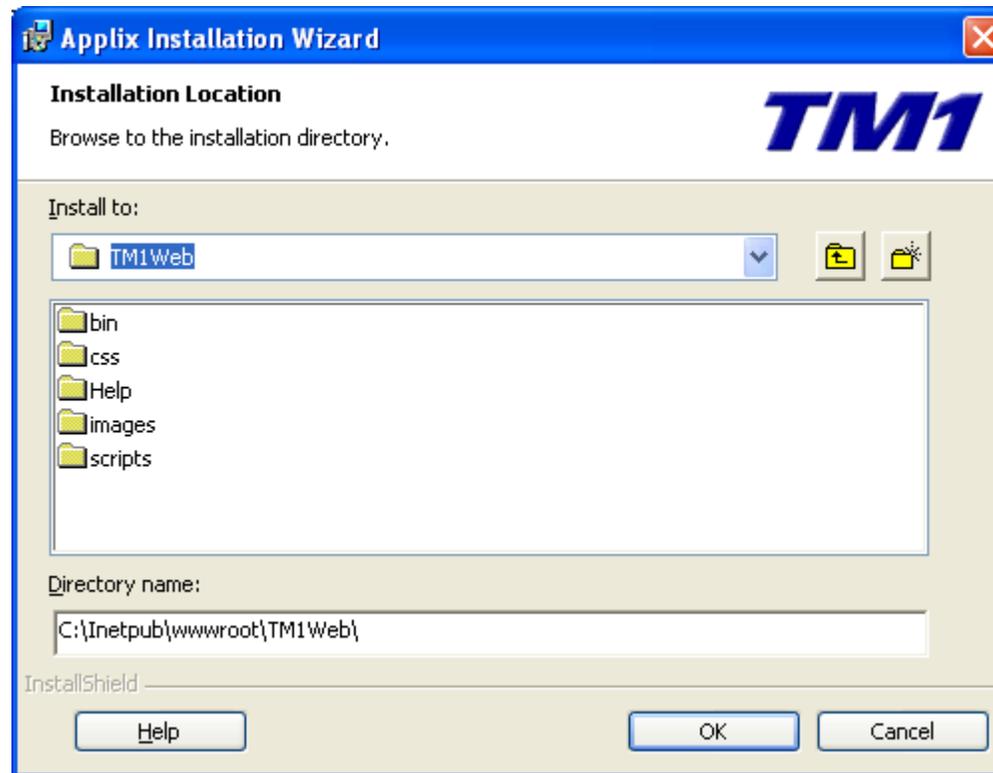
If you specify a different installation directory for the new TM1 Web files, then the installation will leave any previous TM1 Web files in their existing

directory. After selecting a new location, the installation checks your selection and appends \TM1Web to it, if the new directory does not already include it. The installation will also update the TM1 Web virtual directory on your IIS Web server to point to this new location.

To change the installation location for TM1 Web:

1. Click **Change** on the TM1 Web Configuration screen in the Applix Installation Wizard.

The Installation Location screen appears.



2. Enter a new installation location for TM1 Web and click **OK**.



The TM1 Web Configuration screen re-appears.

3. Click **Next** to use the new installation location for TM1 Web.
4. Follow the rest of the steps in the Applix Installation Wizard to complete the installation process.

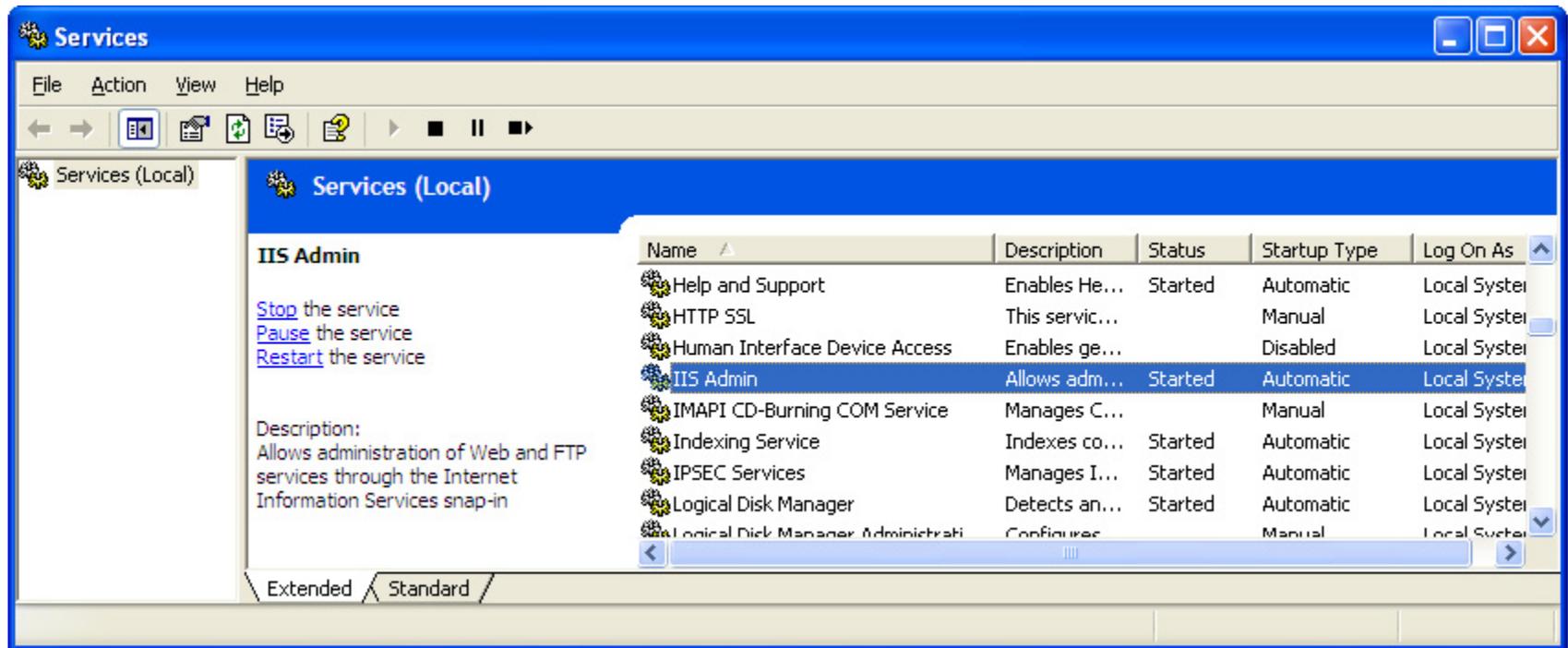
Stopping any Windows Services or Programs that may be Locking the TM1 Web Files

A program that is currently running may be accessing or locking the TM1 Web files or directory, preventing the Applix Installation Wizard from successfully renaming your previous TM1 Web directory. Close any services, such as Microsoft Internet Information Services (IIS) or ASP.NET, or programs, including Windows Explorer, that are currently running and then try to continue the installation.

To stop Microsoft Internet Information Services and install TM1 Web to the default installation location:

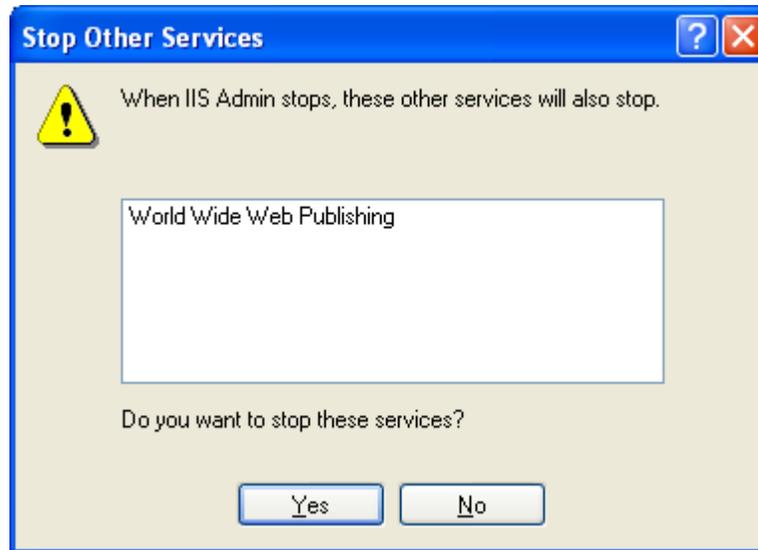
1. Open the **Services** tool from the **Administrative Tools** group in the Windows Control Panel.

The **Services** window appears.



2. In the Services window, locate and select the IIS Admin entry.
3. Click the **Stop Service**  button.

If other running services are related to IIS, the Stop Other Services window appears.

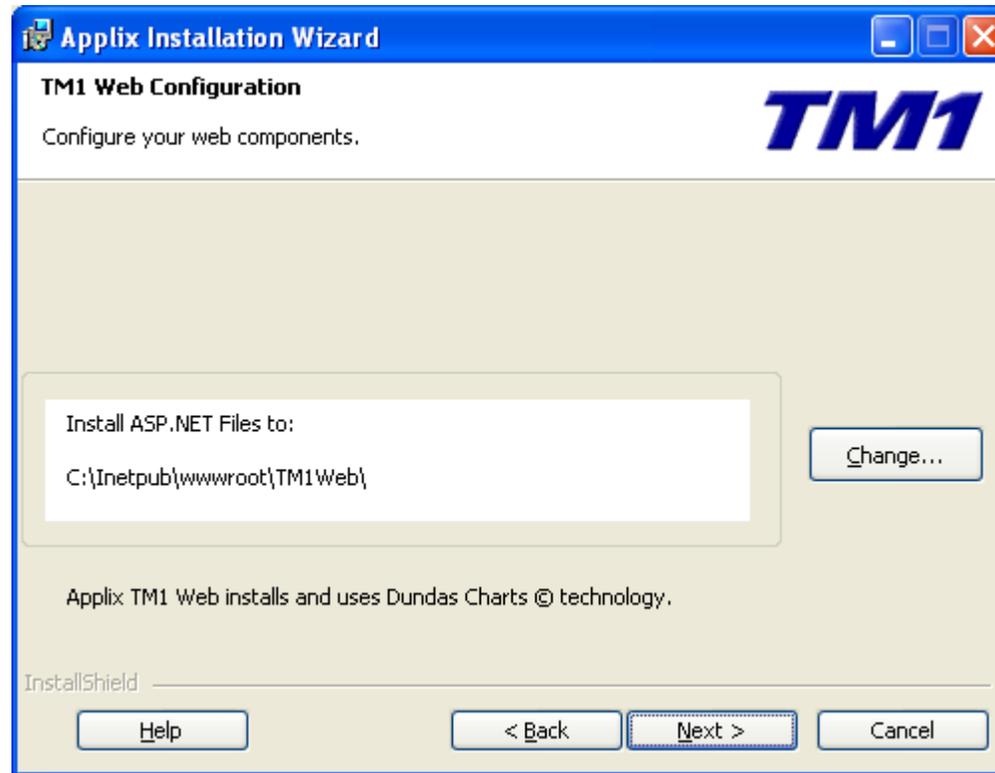


4. Click **Yes** to stop the related services

A progress bar displays as these services stop.



After the services have stopped, return to the TM1 Web Configuration screen in the Applix Installation Wizard and continue the installation.



5. Click **Next** to use the default installation location for TM1 Web.
6. Follow rest of the steps in the Applix Installation Wizard to complete the installation process.

Repairing a Cancelled or Incomplete Installation of TM1 Web

If the TM1 Web installation is cancelled or cannot be completed after the installation has renamed your previous TM1 Web directory, then that directory is not rolled back to its original name. You will have to manually rename your old TM1 Web directory if you do not complete the installation and still want to use your previous TM1 Web files.