ALM software and license Upgrade instructions



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ALM software and license upgrade instructions

This document is an administrator manual for ALM version 2, 3 and 4. This document describes the procedures to upgrade the software or activate a new license.

Please use the RSconnect Customer Support Center (CSC) to obtain new software version and/or license files. If you do not have an account please send an e-mail to <u>csc@rsconnect.net</u> along with your contract number.

Software upgrade within v2

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.

	Open main	🧟 ALM - About	
	Logon Logoff		natic Login Module for) IP Telephones
		rsconnect <u>net</u>	Version: 2.36
	Open User page Callmanager	www.rsconnect.net	Registered to: RSconnect evaluation
	About		License valid until:
	Exit		1 november 2009
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Note the version, the registered to information and license valid until.

To obtain upgrade files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

To upgrade the ALM version 2 to a new version of ALM v2 follow the procedure below.

Execute the received installation file on every client or use a script to upgrade the software on the client. The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

License upgrade within v2

Verify the current installed version.



	Open main	S ALM - About	
	Logon Logoff		natic Login Module for) IP Telephones
		rsconnect.net	Version: 2.36
	Open User page Callmanager	www.rsconnect.net	Registered to:
	About		RSconnect evaluation License valid until: 1 november 2009
_	Exit		
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To obtain new licensed files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

To upgrade the license follow the procedure below.

- 1) The file ALMModule.exe needs to be closed/shutdown prior to replacing it. Close the program using the Windows task manager.
- 2) Place the received file, the executable received from support, in the ALM installation directory (standard: C:\Program Files\ALM Automatic Login Module\)
- 3) The user needs to logoff and log back on to Windows for the changes to take effect.
- 4) Verify the new software is active, right-click on the ALM taskbar icon and select about.

When using a (logon) script the following commands can be used in the script to automate the process (where "J" is the network drive where the files are located):

ech	o off
cls	
net	stop "ALM Detect Service"
tski	ll almdetect
tski	ll amImodule
net	use j:\\fileserver\software\temp\alm /user:username password
сор	y /Y j:\\ALMModule.exe c:\"Program Files\ALM - Automatic Logon Module"\
net	use j: /delete
net	start "ALM Detect Service"

Software upgrade from v2 to v3

Verify the current installed version.



	Open main	S ALM - About
	Logon Logoff	ALM - Automatic Login Module for CISCO IP Telephones
		rsconnect net Version: 2.36
	Open User page Callmanager	www.rsconnect.net Registered to:
	About	RSconnect evaluation License valid until:
		1 november 2009
	Exit	
3	🎨 🙀 🔊 🙀 🐉 📶 🎱 🌮 8:03	Close

To obtain new software files including a new license send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

Start the ALMv3 setup.exe. This will uninstall any previous version of the ALM software and will install the new ALMv3 software. User settings will be retained and do not need to be entered again after installation.

The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

License upgrade from v2 to v3

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.

Open main	S ALM - About
Logon Logoff	ALM - Automatic Login Module for CISCO IP Telephones
Open User page Callmanager About	rsconnect.net Version: 2.36 www.rsconnect.net Registered to: RSconnect evaluation License valid until: 1 november 2009
Exit	Close

Note the *version*, the *registered to* information and *license valid until*.

To obtain new licensed files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.



Start the ALMv3 setup.exe. This will uninstall any previous version of the ALM software and will install the new ALMv3 software. User settings will be retained and do not need to be entered again after installation.

The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

Software upgrade within v3

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.

Open main	Z About ALM	X
Logon Logoff	🗾 ALM - Au	itomatic Logon Module
Open User page Callmanager About	RSconnect IPT Security	Version: 3.0 Registered to: RSconnect evaluation License valid until:
Exit	7 www.rsconnect.net	1 augustus 2010

Note the version, the registered to information and license valid until.

To obtain upgrade files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

To upgrade the ALM version 3 to a new version of ALMv3 follow the procedure below.

Execute the received installation file on every client or use a script to upgrade the software on the client. The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

License upgrade within v3

Verify the current installed version.



	Open main	Stabout ALM	X
	Logon Logoff	ALM - Automatic Logon Module	
	Open User page Callmanager About	Version: 3.0 RSconnect IPT Security RSconnect evaluation RSconnect evaluation RSconnect evaluation	
	Exit	License valid until: www.rsconnect.net 1 augustus 2010	_
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To obtain a new license send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

Copy the ALMModule.lic license file received from support to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

The license is activated.

Software upgrade from v3 to v4

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.

Open main	Z About ALM
Logon Logoff	ALM - Automatic Logon Module
Open User page Callmanager About	Version: 3.0 Registered to: RSconnect RSconnect evaluation
Exit	License valid until: 1 augustus 2010 Close

Note the version, the registered to information and license valid until.

To obtain new software files including a new license send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

Start the ALMv4 setup.exe. This will uninstall any previous version of the ALM software and will install the new ALMv4 software. User settings will be retained and do not need to be entered again after installation.

The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.



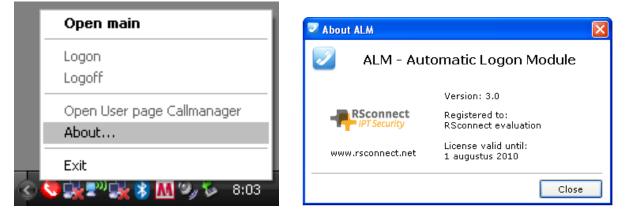
After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

License upgrade from v3 to v4

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.



Note the version, the registered to information and license valid until.

To obtain new licensed files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

Start the ALMv4 setup.exe. This will uninstall any previous version of the ALM software and will install the new ALMv4 software. User settings will be retained and do not need to be entered again after installation.

The command below can be used to upgrade the software without user intervention.

alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

Software upgrade within v4

Verify the current installed version.



Open main	About ALM	
Logon	_	atic Logon Module
Open User page Callmanager	IPT Security R	ersion: 4.0 Pro egistered to: Sconnect evaluation
About		cense valid until: november 2013
Exit		Close

To obtain upgrade files send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

To upgrade the ALM version 4 to a new version of ALMv4 follow the procedure below.

Execute the received installation file on every client or use a script to upgrade the software on the client. The command below can be used to upgrade the software without user intervention.

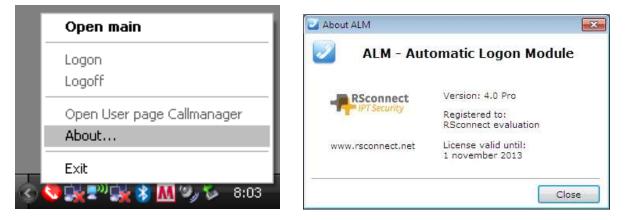
alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES

After upgrading the user needs to logoff and log back on to Windows for the changes to take effect.

License upgrade within v4

Verify the current installed version.

Right-click on the ALM taskbar icon and select about.



Note the version, the registered to information and license valid until.

To obtain a new license send this information to <u>licensing@rsconnect.net</u> along with the service & support contract number.

Copy the ALMModule.lic license file received from support to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

The license is activated.



Ordering Information

Please send your quotation requests to sales@rsconnect.net along with the number of licenses you require.

1 license is required for 1 PC/Phone combination, the license is not user or phone based. If two employees use 1 computer in combination with 1 IP Phone you will require 1 license.

Additional Information

For any additional information please contact or visit:

- United Kingdom: +44 203 608 8259
- Other countries: +31 88 1221 800
- http://www.rsconnect.net
- sales@rsconnect.net