# ALM software and license Upgrade instructions

**RSconnect**
*IPT Security*

# 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 csc@rsconnect.net along with your contract number.

## Software upgrade within v2

Verify the current installed version.

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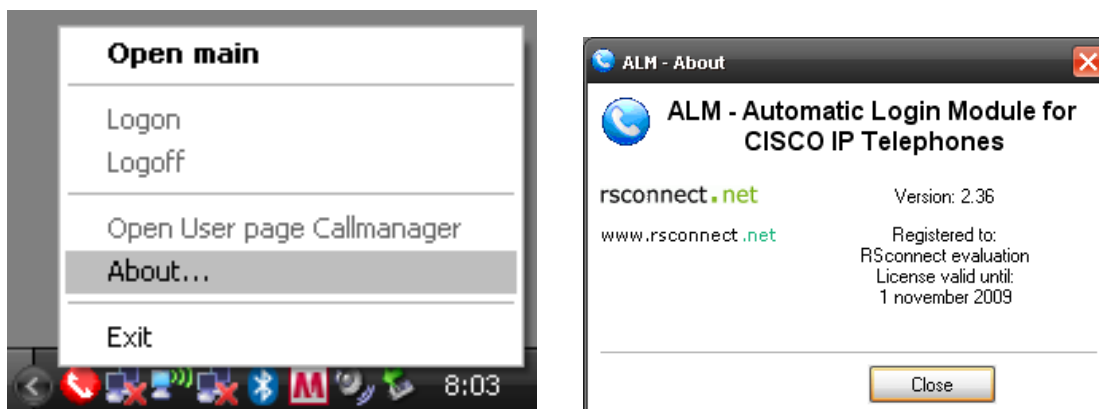


Note the **version**, the **registered to** information and **license valid until**.

To obtain upgrade files send this information to licensing@rsconnect.net 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.
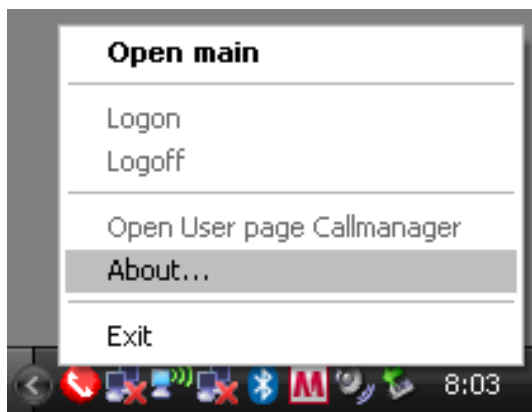
**alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES**

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.

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 [licensing@rsconnect.net](mailto:licensing@rsconnect.net) 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):

```
echo off

cls

net stop "ALM Detect Service"

tskill almdetect

tskill amlmodule

net use j:\\fileserver\software\temp\alm /user:username password

copy /Y j:\\ALMModule.exe c:\"Program Files\ALM - Automatic Logon Module"\

net use j: /delete

net start "ALM Detect Service"
```
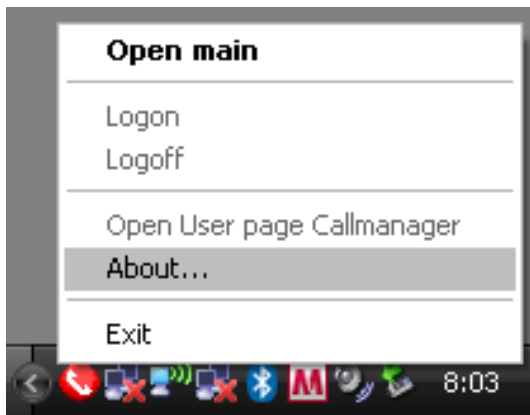
## Software upgrade from v2 to v3

Verify the current installed version.

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

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

To obtain new software files including a new license send this information to licensing@rsconnect.net 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.
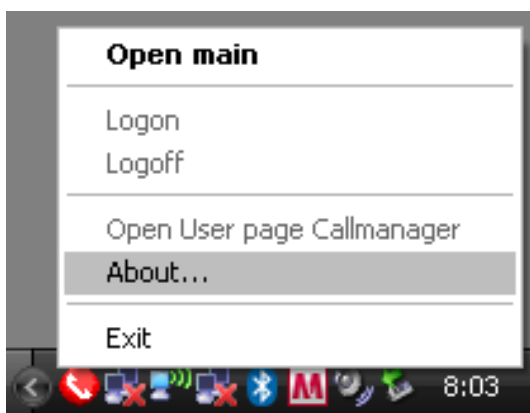
After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

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.



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

To obtain new licensed files send this information to licensing@rsconnect.net 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.

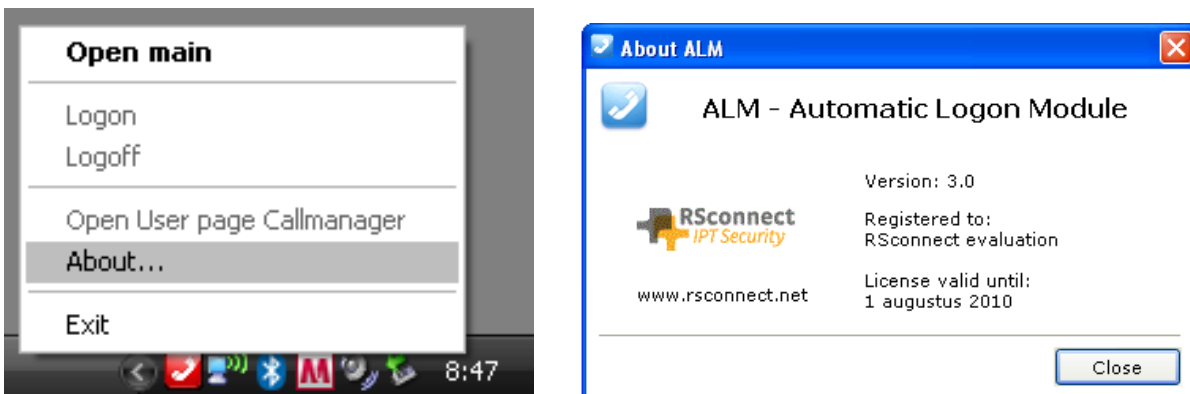**alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES**

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.



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

To obtain upgrade files send this information to licensing@rsconnect.net 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.
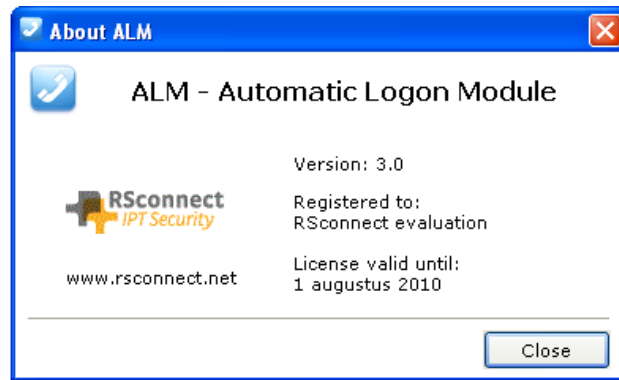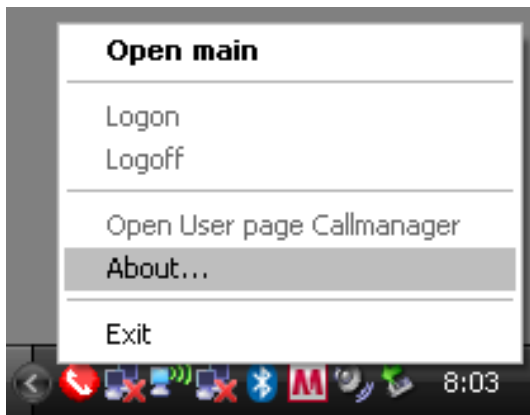
**alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES**

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.

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 licensing@rsconnect.net along with the service & support contract number.
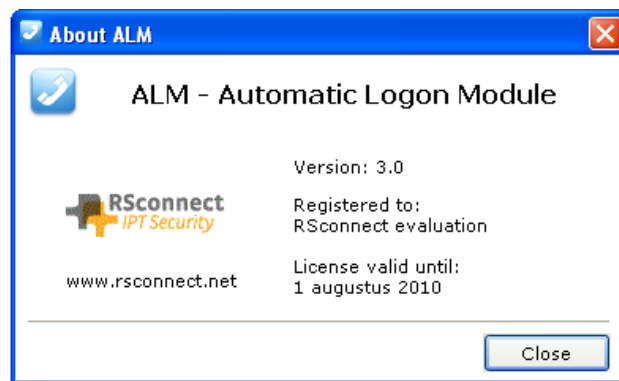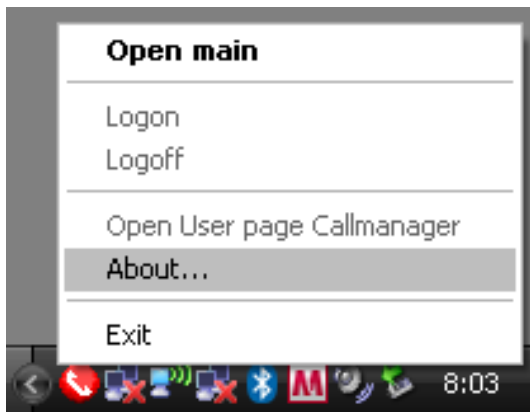
Copy the ALMModule.lic license file received from support to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

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.



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

To obtain new software files including a new license send this information to licensing@rsconnect.net 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.
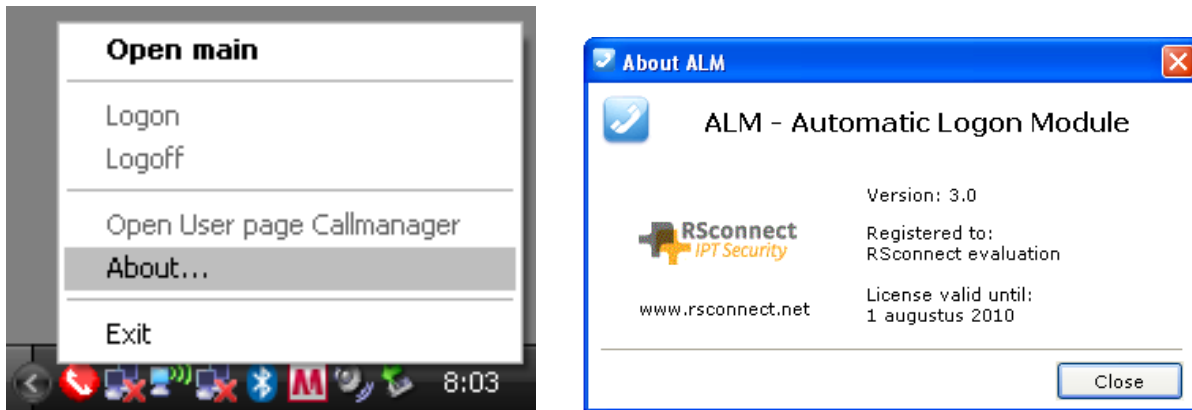
After installation copy the ALMModule.lic license file, received from support, to the ALM installation directory (standard: C:\Program Files\ALM - Automatic Login Module\)

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 [licensing@rsconnect.net](mailto:licensing@rsconnect.net) 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.

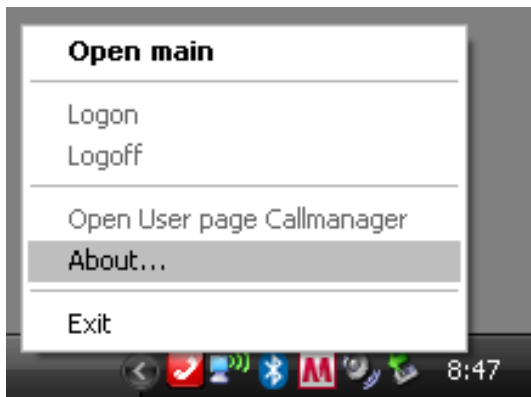**alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES**

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.

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

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

To obtain upgrade files send this information to licensing@rsconnect.net 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.
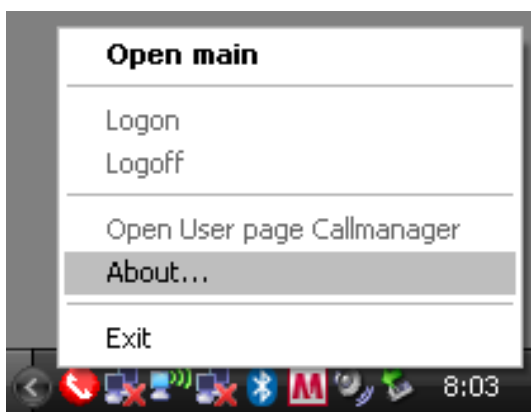
**alm_software.exe /SP- /SILENT /SUPPRESSMSGBOXES**

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 licensing@rsconnect.net 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