



How to Upgrade ArchiveOne® Enterprise (Compliance)

Applies to: ArchiveOne Enterprise (Compliance); Topic Last Modified: 26th July 2010.

Note

This topic explains how to upgrade ArchiveOne Enterprise (Compliance).

Before You Begin

Before you perform the procedure in this topic, be aware of the following:

- You must have an account which has the correct permissions to run "ArchiveOne Enterprise (Compliance).

Procedure

The upgrade process is broken down into the following steps:

1. Prepare Upgrade Prerequisites:
 - a. Determine the name of the Exchange, and configuration (add-ins share) servers.
 - b. Determine ArchiveOne Service account.
 - c. Download the ArchiveOne Enterprise (Compliance) software.
2. Use **Add / Remove** programs to remove the current ArchiveOne Enterprise (Compliance) installation.
3. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer.

Determining the name of the Exchange, and configuration (add-ins share) servers

1. Open the ArchiveOne Admin Console.
2. Click to highlight **Status** (alternatively titled Compliance Engine), in the left column.
 - a. Make a note of the 'Exchange Server' and the 'Configuration Server' that is listed under system summary.

Determining the ArchiveOne Service Account and Password

1. Open the Services Management Console.
2. Right click on the ArchiveOne Enterprise (Compliance) Service and select Properties.
3. Click on the **Log On** tab.
 - a. The account listed in the 'This account' text box is the ArchiveOne Service account.
4. If you do not have the password for this account, you may reset it using Active Directory Users and Computers.

Uninstall the Current ArchiveOne Service

1. Open Add/Remove Programs.
2. Highlight ArchiveOne Enterprise (Compliance).
3. Click the Remove or Uninstall button.

Install the Latest Version of the ArchiveOne Enterprise (Compliance)

1. Run the newly downloaded ArchiveOne Enterprise (Compliance) installer.
2. Click the Next button to initiate the installation.
3. Accept the License Agreement.
4. Correctly set the User Name and Organization listed in the Customer Information screen, and select **Next**.
5. Click the **Install** button in the Ready to Install the Program screen.
6. Enter the name of the Exchange Server that was determined earlier in the System Preparation screen.
7. Select whether the configuration is housed locally, on the exchange server, or on another named server.
8. If the group name listed in the Group Creation Summary screen is not the group you're using, then use the **Browse** button to select the correct group
9. In the User Account Creation Summary screen, use the **Browse** button to add the name of the service account identified earlier.
 - a. Enter the password for this account into the two text boxes.
10. Select '**Allow DCOM access for everyone**' in the DCOM Security screen.
11. Click **Next** in the System Preparation screen after it completes the process.
12. Click **Next** in the Complete System Preparation screen.

For more information

For assistance with other features of ArchiveOne Enterprise (Compliance), see the other ArchiveOne Enterprise (Compliance) documentation available from C2C:

- [C2C website](#)
- [C2C Support Portal](#)