

Upgrade Installation Quick Start Guide

The Clarity installation program allows you to upgrade all the Clarity software components installed on a computer to the new version. Simply select to perform the upgrade and the entire process is automated. You can also reconfigure the Clarity components installed on the computer, including adding or removing Clarity components to or from the computer.

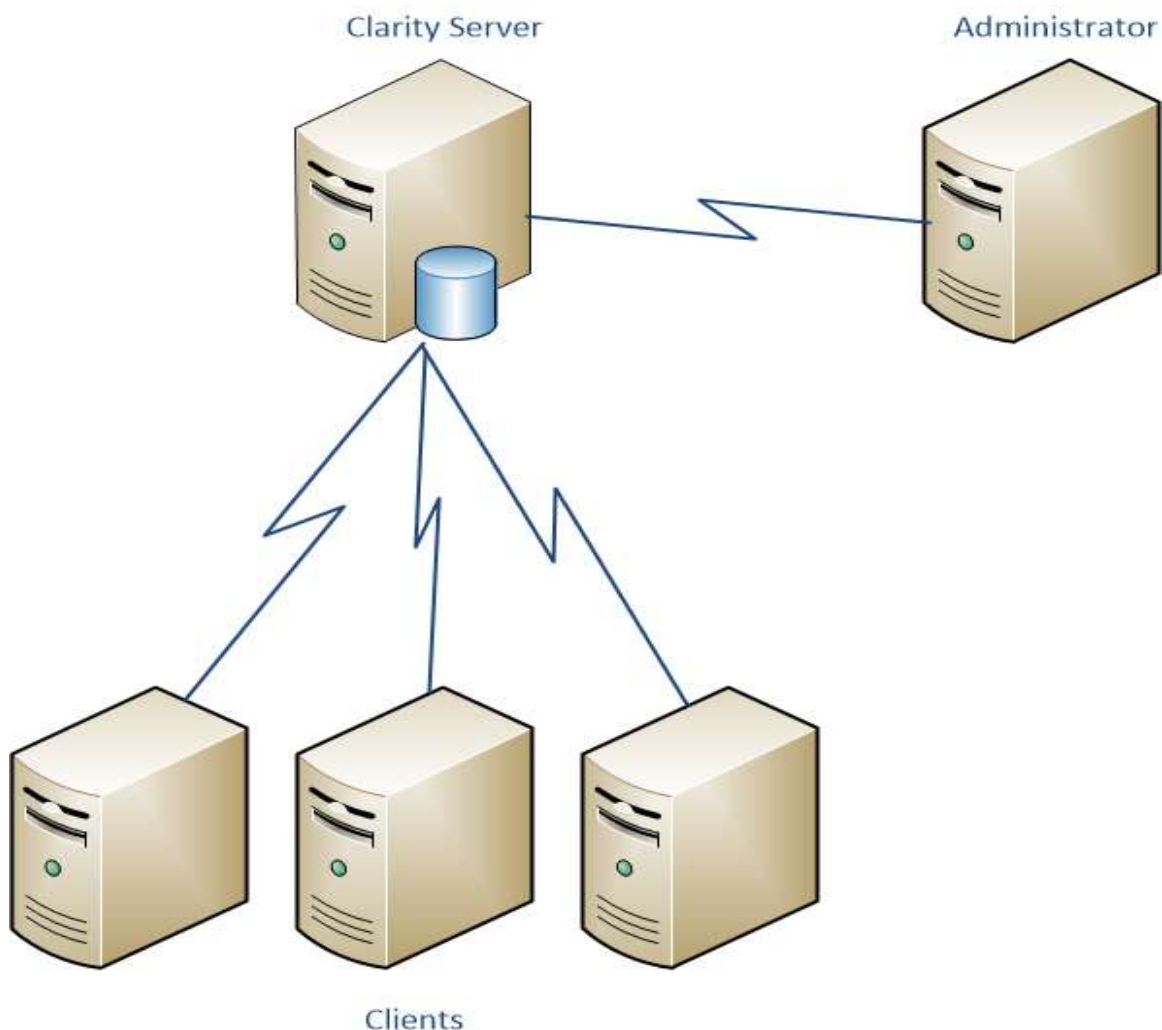
The Clarity Software Components

The Clarity system is comprised of three software components:

- a server component
- an administrator application
- an end user client application

The server is run as Windows® service and does not have any user interface. The administrator application provides the user interface to administer the server and configure the system. The client application provides the user interface for the end users to do work in Clarity.

The following diagram shows how the components are related.



Throughout this document we refer to the Clarity Server software component as a “server” meaning it performs a server-side function in the Clarity system. Do not confuse this as meaning a separately running server computer as this software component is simply a Windows® service and can be installed alongside the administrator and client applications. With the exception of the Clarity Server, you can have a mixture of any of

the other components installed on a single computer. The Clarity Server can only be installed on one computer in the system.

The Software Component Responsibilities

Each of the software components has a specific responsibility.

Clarity Server Manages the license for the system as well as the database and its configuration. Both the Administrator and Client applications connect to this server to perform their activities.

Administrator Application Allows you to configure and manage the Clarity system.

Client Application The end user client application that allows you to do work in Clarity.

Summary of the Upgrade Process

There are three steps you will take to upgrade your Clarity software in your organization.

1. Run the software installation on your Clarity Server computer

First, run the software installation on the server computer you have the Clarity Server installed on. This will upgrade the Clarity Server and any other Clarity components you have on that server computer.

2. Run the software installation on each Clarity Client computer

For each of the computers in your enterprise that you have the Clarity Client or Clarity Administrator installed on, run the installation to upgrade the software to the new version.



This is often done as needed by your Clarity users. Once the Clarity server has been upgraded, each user can upgrade their client computers as they wish. Placing the Clarity installation program on a network drive accessible by your users makes it easy for your users to facilitate the upgrading of their computers.

3. Reactivate your license

When you upgrade your Clarity Server to a new version, you must reactivate your license. You can do this quickly by simply running and logging into your Clarity Administrator. You will be prompted to activate your license. Enter your customer number and authentication number and your license will be reactivated.



Reactivation of your license must be done before you can use Clarity.

Upgrading All Clarity Components on a Computer

The Clarity installation upgrade is very straight forward. Once you have started the installation program, proceed with the step by step instructions below. In order to install the Clarity Server you must be logged into Windows® as an administrator.



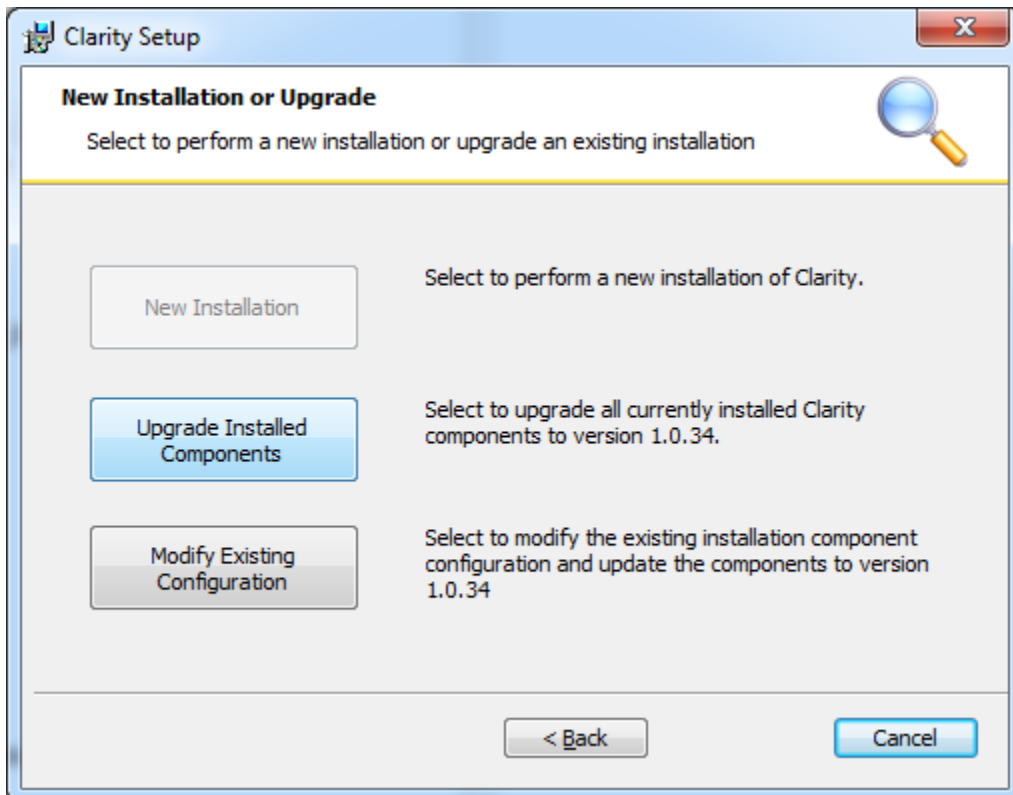
Please turn off any anti-virus software before performing the installation.



Note about User Account Control

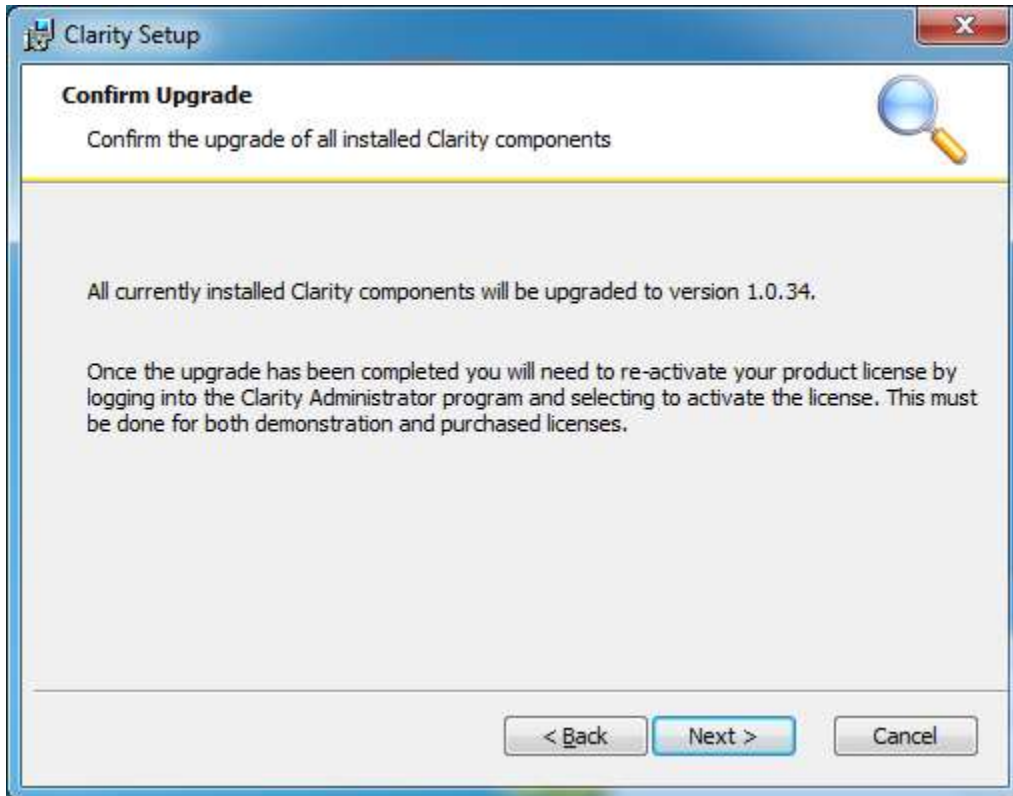
If your Windows® computer has User Account Control (UAC) enabled you will not have sufficient rights to install the Clarity server components on your computer. You must turn off UAC to install Clarity and to perform Clarity administration tasks such as starting and stopping the server. If you have UAC enabled and turn it off for the purposes of installing Clarity, you will need to reboot the computer before the new UAC settings take effect.

1. After accepting the End User License Agreement, select to Upgrade Installed Components.

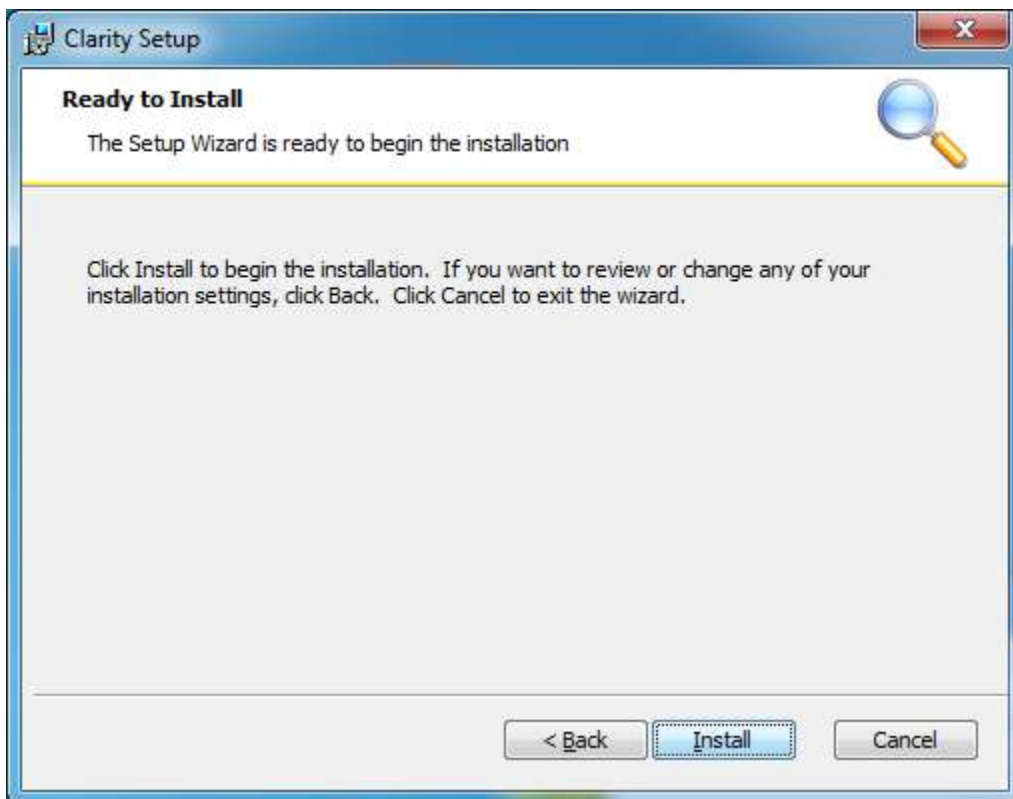


 **If Upgrade Installed Components is not enabled on this screen you do not currently have any Clarity software installed on this computer.**

2. Select Next to confirm that you want to perform the upgrade of all Clarity components currently installed on the computer.



3. Select Install to perform the upgrade installation.



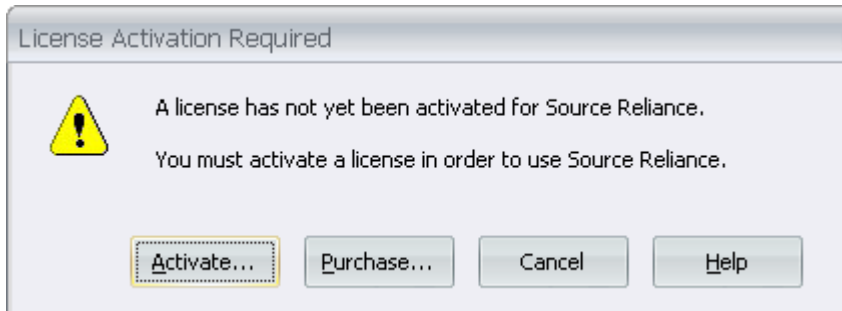
The installation program will uninstall the existing Clarity components and then install the new version of those components on the computer. All current options settings and configuration information will be preserved. You will not lose any configuration information in the upgrade process.



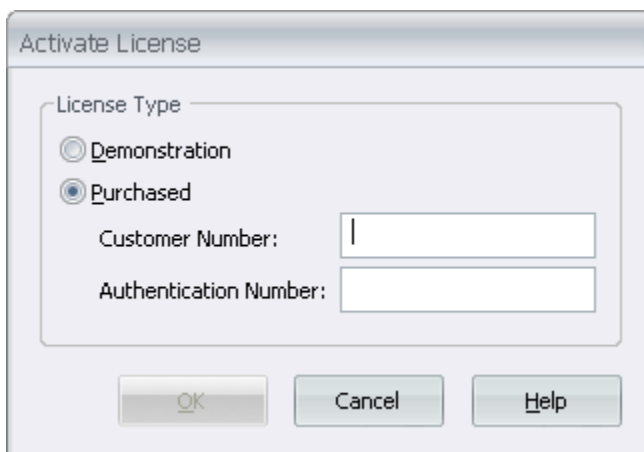
If the upgrade of Clarity to the new version requires your databases to be converted, that conversion process will happen automatically when the Clarity Server is started. Depending on the size of your databases and the capacity of your server computer hardware, this process may take a few minutes.

Reactivating Your License after Upgrading

Once you have completed the installation and you have upgraded the Clarity Server you will need to reactivate your license. Run the Clarity Administrator and log into your Clarity Server. Once you do this you will see the License Activation Required dialog. Press the Activate button.



On the Activate License dialog enter your customer number and authentication number you were given when you purchased Clarity. Press the OK button and the license will be automatically activated.



 **You must have an active internet connection and you need to allow the ClarityServer.exe program to communicate through your firewall in order to perform the automatic activation.**

 **Note about Shortcut Security**

After you have completed the installation of Clarity, you may need to add your Windows® user in the Security tab in the properties for the Clarity Administrator shortcut on your desktop. If your user is not included in the Security tab for the shortcut, when you run the Clarity Administrator it will not have sufficient rights to start and stop the Clarity server.

You can add your user to the security for the shortcut by right clicking on the shortcut and viewing the Properties dialog. Select the Security tab, and then click the Edit button and add your user to the security settings. After that, you must also go to the Compatibility tab on the shortcut properties and check the "Run this program as an administrator" checkbox in the Privilege Level settings.