



Alert Reminder Boost Upgrade Instructions

1. Introduction

This guide will help you to upgrade Alert Reminder Boost from version 2.0 to version 3.0.

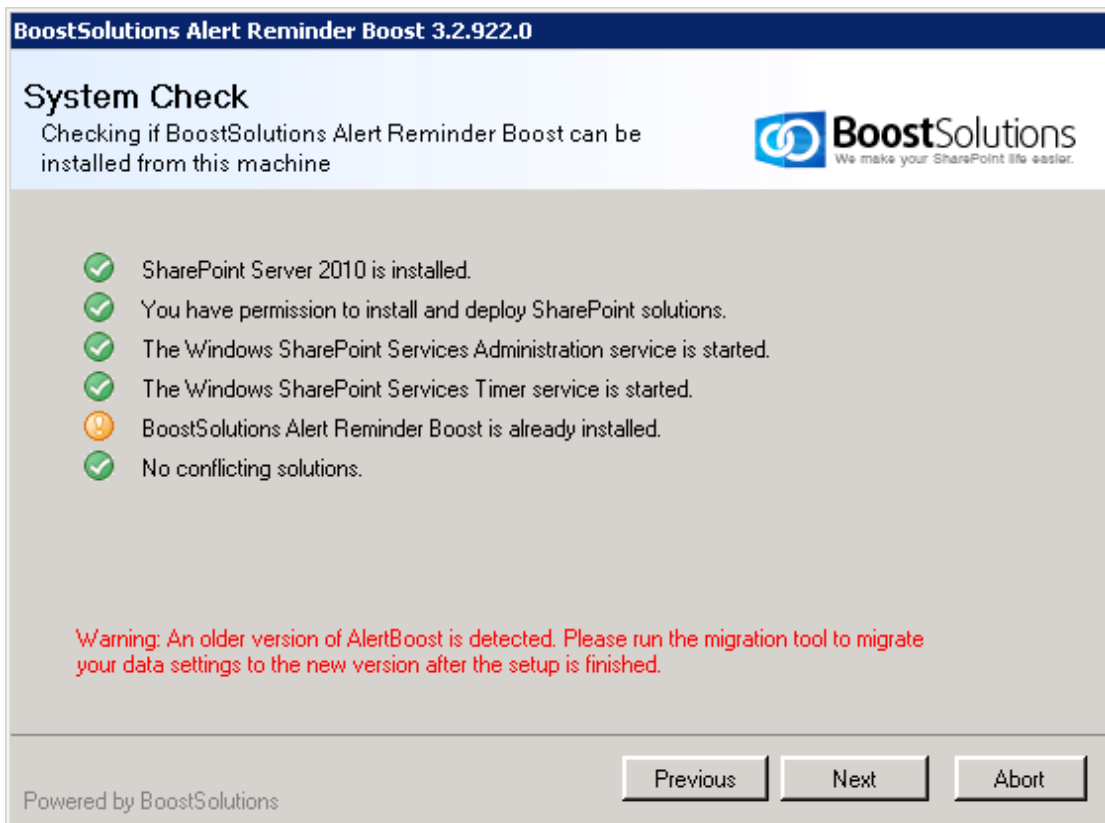
Note: If you are using Alert Reminder Boost 1.0 and are trying to upgrade to version 3.0, first upgrade to Alert Reminder Boost 2.0 and then follow the instructions in this guide.

2. Product Upgrade

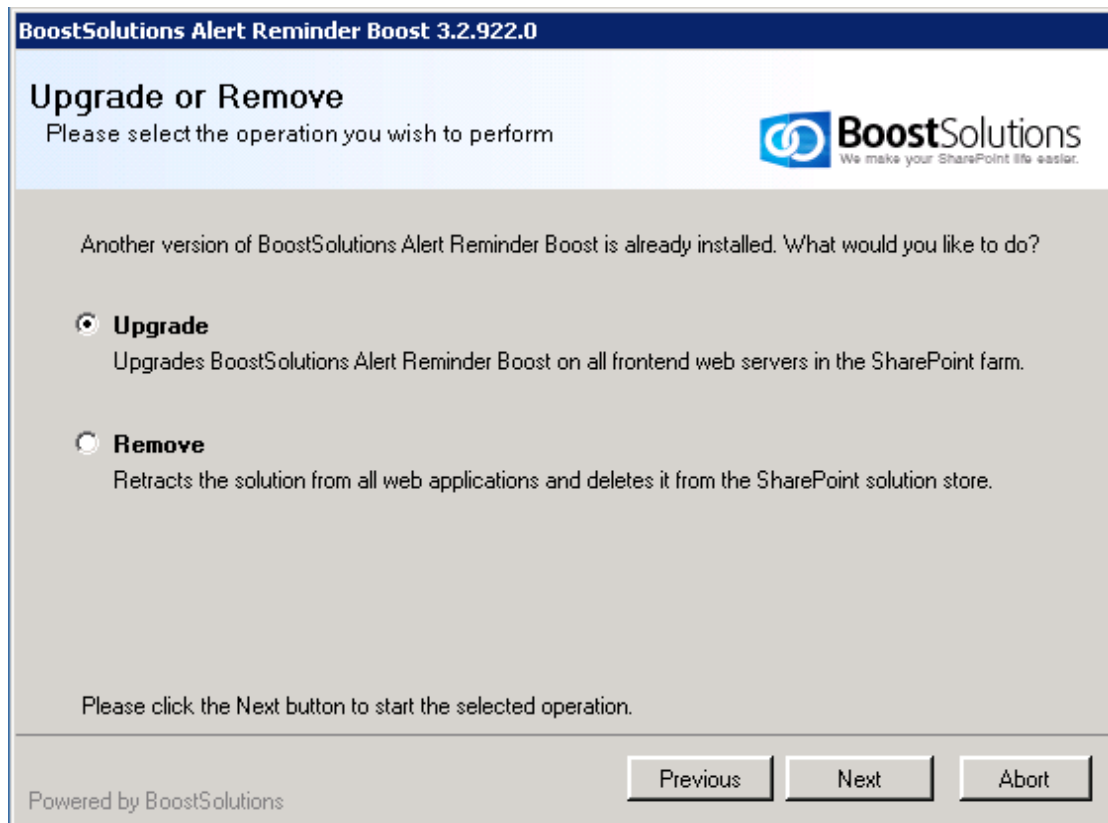
There are two procedures involved in upgrading this product. The first is to upgrade Alert Reminder Boost to version 3.0. The second is to migrate settings to the new version.

1.1 Upgrading Alert Reminder Boost to Version 3.0

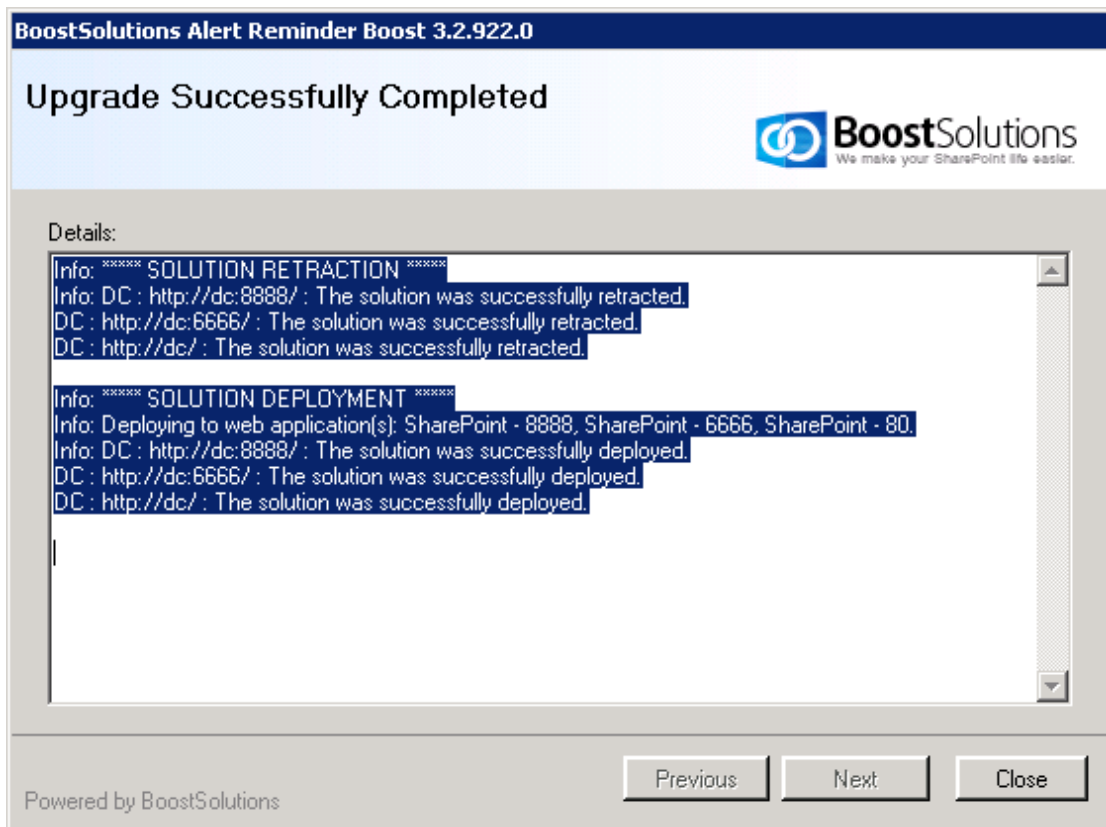
- a. Download the last version of Alert Reminder Boost from our [website](#) and run the **Setup.exe** file.
- b. In the **System Check** window, you will get the following warning message: *An older version of Alert Reminder is detected. Please run the migration tool to migrate your data settings to the new version after the setup is finished.* Click **Next** to continue.



- c. In the **Upgrade or Remove** window, select **Upgrade** and click **Next** to continue.



- d. Upon completion of the upgrade, details are displayed as follows:



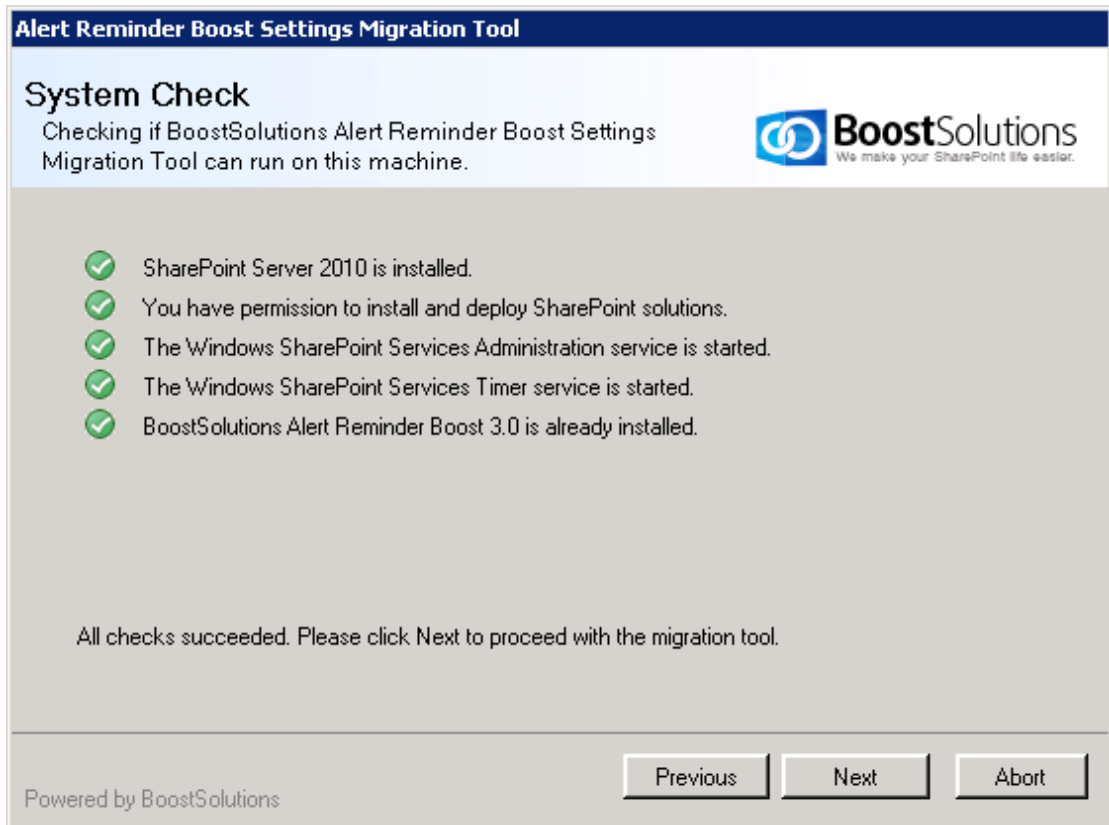
- e. Click **Close**.

Note During product upgrade, the **SharePoint Timer** service will be restarted automatically.

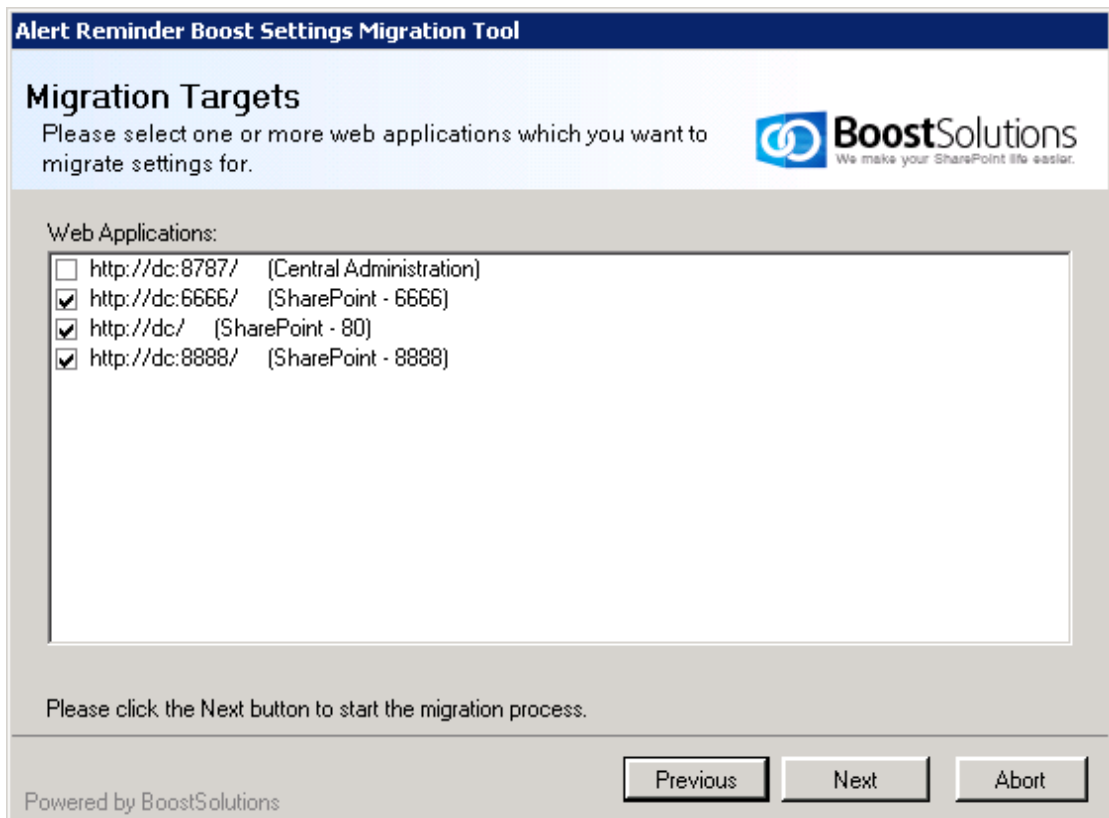
1.2 Migrate Alert Reminder Boost Settings to Version 3.0

Before migrating settings, you must first install Alert Reminder Boost 3.0.

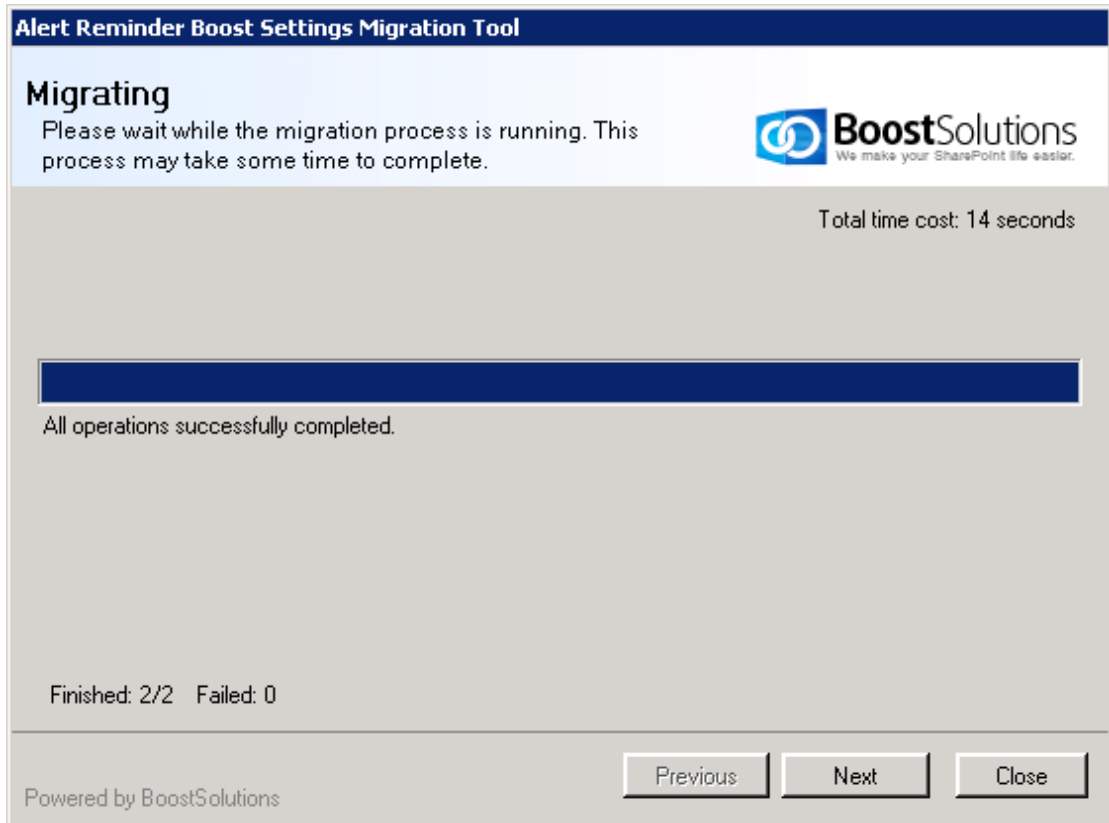
- Open the product folder and run **MigrationTool 2010.exe** (for SharePoint 2010) or **MigrationTool 2013.exe** (for SharePoint 2013).
- A Welcome window will open, click **Next** to continue.
- A system check will be performed to verify if your machine meets all the requirements for using this tool. After the system check is finished, click **Next** to continue.



- d. In the **Migration Targets** window, select the web applications you want to migrate settings for and click **Next** to continue.

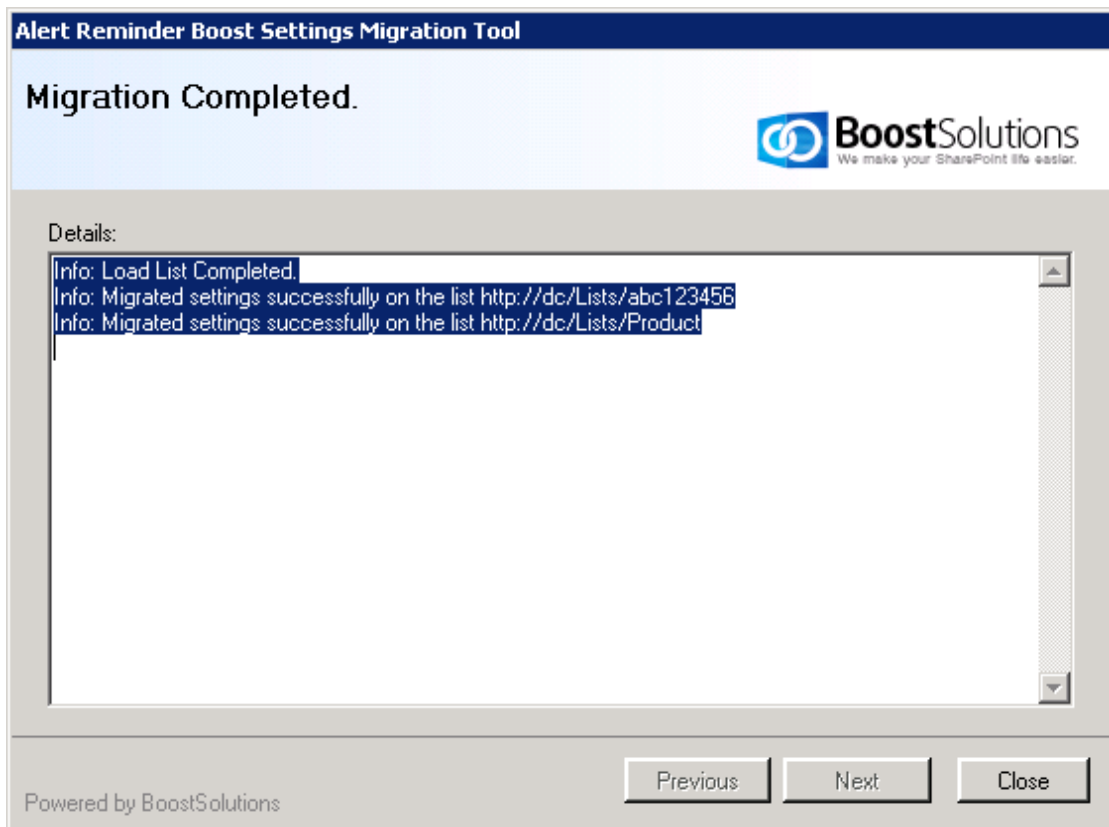


- e. Wait until all operations are completed, then click **Next** to continue.

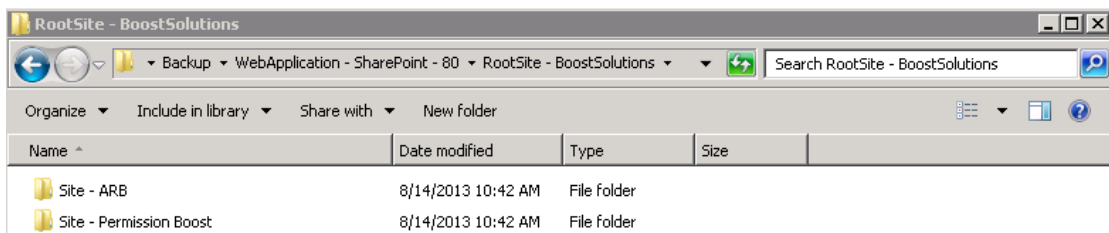


Note: At the bottom of this window you find a tally indicating the number of migrations that were finished and the number that failed.

- f. In the **Migration Completed** window, details will be displayed showing which lists' were migrated successfully as well as failure information. Click **Close**.



During migration, a Backup folder will be created in the same folder as the MigrationTool.exe file. All Alert Reminder settings will be saved as XML files in this folder. You can import these settings to a list or library.



- g. After migrating settings you can enter the Alert Reminder Settings page to manage configurations.

On the ribbon, click the **List** or **Library** tab. In the **Settings** group, click **Alert Reminder Boost**.



Or go to list settings and find **Alert Reminder Boost** under the **Permissions and Management** section.

Permissions and Management

[Delete this list](#)

[Save list as template](#)

[Permissions for this list](#)

[Workflow Settings](#)

[Alert Reminder Boost \(Powered by BoostSolutions\)](#)



3. Frequently Asked Questions

1. After upgrading, I receive an error message when I click the alert or reminder workflow name.

The cause of this error is that the Alert Reminder Boost workflow template is deleted. Alert Reminder Boost 3.0 does not use workflow to send emails.

To enter the Alert Reminder Settings page, you can click **Alert Reminder Boost** on the list or library Ribbon or you can go to **List Settings** and find the **Alert Reminder Boost** under the **Permissions and Management** section.

2. Can the customized SMTP and SMS settings be migrated to 3.0 version?

The migration tool cannot migrate customized SMTP or SMS settings to version 3.0. Customized SMTP and SMS settings will be changed to the default SharePoint SMTP or SMS settings.

3. Conditions do not work after I upgraded. What should I do?

The issue is caused by the changed condition component. To solve this issue, you need to edit the conditions in alert or reminder settings.

Conditions in Alert Reminder Boost are different than version 2.0. Please refer to the [Condition User Guide](#).

4. Can I roll back Alert Reminder Boost from 3.0 version to 2.0?

Yes, you can. But alert and reminder settings created in version 3.0 will be lost after you roll back to version 2.0.

To roll back to version 2.0, you need to make sure the configured alert and reminder workflow settings are not deleted in version 3.0.

4. Technical Issues

- Duplicate Reminders are sent out after upgrading to version 3.0.
- After upgrading, some content is missing in the summary email.
- The backup folder may fail to create because of long name (exceeds 255 character).