

# **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 <u>website</u> 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.

BoostSolutions Alert Reminder Boost 3.2.922.0						
System Check Checking if BoostSolutions Alert Reminder Boost can be installed from this machine						
<ul> <li>SharePoint Server 2010 is installed.</li> <li>You have permission to install and deploy SharePoint solutions.</li> <li>The Windows SharePoint Services Administration service is started.</li> <li>The Windows SharePoint Services Timer service is started.</li> <li>BoostSolutions Alert Reminder Boost is already installed.</li> <li>No conflicting solutions.</li> </ul>						
Warning: An older version of AlertBoost is detected. Please run the migration tool to migrate your data settings to the new version after the setup is finished.						
Powered by BoostSolutions Previous Next Abort						

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

BoostSolutions Alert Reminder Boost 3.2.922.0
Upgrade or Remove Please select the operation you wish to perform
Another version of BoostSolutions Alert Reminder Boost is already installed. What would you like to do?
Upgrade Upgrades BoostSolutions Alert Reminder Boost on all frontend web servers in the SharePoint farm.
Remove Retracts the solution from all web applications and deletes it from the SharePoint solution store.
Please click the Next button to start the selected operation.
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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.

- a. Open the product folder and run **MigrationTool 2010.exe** (for SharePoint 2010) or **MigrationTool 2013.exe** (for SharePoint 2013).
- b. A Welcome window will open, click **Next** to continue.
- c. 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.

Alert Reminder Boost Settings Migration Tool
System Check Checking if BoostSolutions Alert Reminder Boost Settings Migration Tool can run on this machine.
<ul> <li>SharePoint Server 2010 is installed.</li> <li>You have permission to install and deploy SharePoint solutions.</li> <li>The Windows SharePoint Services Administration service is started.</li> <li>The Windows SharePoint Services Timer service is started.</li> <li>BoostSolutions Alert Reminder Boost 3.0 is already installed.</li> </ul>
All checks succeeded. Please click Next to proceed with the migration tool.
Powered by BoostSolutions Previous Next Abort

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

Migration Targets Please select one or more web applications which you want to migrate settings for	
Web Applications: ☐ http://dc:8787/ (Central Administration) ☑ http://dc:6666/ (SharePoint - 6666) ☑ http://dc/ (SharePoint - 80) ☑ http://dc:8888/ (SharePoint - 8888)	
Please click the Next button to start the migration process.	
Previou	s Next Abort

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**.

Alert Reminder Boost Settings Migration Tool	
Migration Completed.	Boost Solutions We make your SharePoint life easier.
Details: Info: Load List Completed. Info: Migrated settings successfully on the list http://dc/Lists/abc123456 Info: Migrated settings successfully on the list http://dc/Lists/Product	
Previous Previous	Next 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.

RootSite - BoostSolutions						_ [	
🌀 🕞 🗸 🖌 Backup 👻 WebApplication - SharePoint - 80 🔹 RootSite - BoostSolutions 👻 👻 Search RootSite - BoostSolutions					s		2
Organize 👻 Include in library 👻 Share with 🔹	<ul> <li>New folder</li> </ul>			:==	• [	1	0
Name ^	Date modified	Туре	Size				
🔑 Site - ARB	8/14/2013 10:42 AM	File folder					
鷆 Site - Permission Boost	8/14/2013 10:42 AM	File folder					

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 <u>Alert Reminder Boost (Powered by BoostSolutions)</u>

## 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 <u>Condition User Guide</u>.

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).