



**PLATO Web Learning Network
Client-Hosted
Upgrade Instructions**

to version 3.1

Real learning. Real results.™

Corporate Headquarters

PLATO Learning, Inc.
10801 Nesbitt Avenue S.
Bloomington, MN 55437
(800) 869-2000
(952) 832-1200 (FAX)

PLATO Support Services

Website: <http://platosupport.plato.com>
Email: <http://platosupport.plato.com/SupportRequest.asp>
Voice: 800-869-2200

International Offices

PLATO Learning (Canada), Inc.
200-1311 Howe Street
Vancouver, British Columbia V6Z 2P3
(604) 691-1792
(604) 691-1763 (FAX)

PLATO Learning (UK) Limited
10 Lancaster Court
Coronation Road
Cressex Business Park
High Wycombe
Buckinghamshire HP12 3TD
011 44 1494 686900
011 44 1494 686930 (FAX)

World Wide Website

<http://www.plato.com>



Copyright © 2003, 2004 by PLATO Learning, Inc.

PLATO ® is a registered trademark of PLATO Learning, Inc. PLATO Learning is a trademark of PLATO Learning, Inc. All rights reserved. All company names and products are trademarks or registered trademarks of their respective holders.

P/N 97608763C

May 2004

Contents

GENERAL INFORMATION	1
PURPOSE	1
SYSTEM, KNOWLEDGE, AND SITE REQUIREMENTS	1
MATERIALS	1
CONTACT US	1
UPGRADING PLATO WEB LEARNING NETWORK CLIENT-HOSTED.....	2
INTRODUCTION	2
PREPARING THE SYSTEM	2
MODIFICATIONS	4
VERIFYING INSTALLATION	4

General Information

Purpose This document walks you through the process of upgrading PLATO Web Learning Network Client-Hosted to version 3.1.

System, knowledge, and site requirements Your site must meet system and configuration requirements. Also, the person performing the upgrade must meet certain knowledge requirements. For the latest requirements, check out the PLATO Support website at <http://platosupport.plato.com>.

Materials Along with this document, you will need the following items located in your Upgrade kit to perform the upgrade:

- 1 PLATO Web Learning Network Client-Hosted System Upgrade CD-ROM
 - 3 P2K courseware installation CD-ROMs
 - 3 PLATO Elementary courseware installation CD-ROMs
 - 4 WebPLATO courseware installation CD-ROMs
 - 1 CyberEd courseware installation CD-ROM
 - 1 Courseware Activation and License CD-ROM
 - 1 Documentation CD-ROM
-

Contact us If you experience problems or have questions at any time, you can contact PLATO Learning Support using the following methods:

- Website: <http://platosupport.plato.com>
 - Email: <http://platosupport.plato.com/SupportRequest.asp>
 - Voice: 800-869-2200
-

Upgrading PLATO Web Learning Network Client-Hosted

Introduction You must perform the upgrade on all management system servers before students are allowed back on the system.

Preparing the system The PLATO Web Learning Network Client-Hosted upgrade involves making modifications to the following areas of the system:

- Data Tier
- User Data Server (UDS)
- Courseware
- Middle/Web Tier

The upgrade process will prompt you for action as necessary. To prepare your system for the PLATO Web Learning Network Client-Hosted upgrade, follow the steps below.

Step	Action
1	Beginning with the PLATO Web Learning Network Client-Hosted server containing the Data Tier, do a full backup and reboot the server. Tip Check the services on the machine to determine which server is the Data Tier. Look for PLATO Data Server or Plato Data Server in the list of services.
2	Log onto the server console (not workstation) as an administrator (or as a user with administrator privileges).
3	Place the PLATO Web Learning Network Client-Hosted Upgrade CD-ROM into the CD-ROM drive of the Data Tier server.

Continued on next page

Upgrading PLATO Web Learning Network Client-Hosted, Continued

Preparing the system (continued)

Step	Action
4	<p>The onscreen instructions prompt you to do the following:</p> <ul style="list-style-type: none"> • Exit all Windows programs. • Perform a full backup of the server <i>before</i> you perform the upgrade. The upgrade will require approximately 4GB of free temporary disk space on the Pathways drive (typically D:) during the upgrade process. • Verify PLATO Web Learning Network services are running on other servers if you have multiple servers. • Enter Name, Organization and Title information.
5	<p>The upgrade displays status messages and prompts for various CD-ROMs throughout the upgrade process. For more information on what is upgrading, see the <i>Modifications</i> section on page 4 of this document.</p>
6	<p>Click the Finish button when the upgrade completes.</p>
7	<p>Follow the prompts by clicking Next.</p>
8	<p>Click Finish when the process completes.</p>
9	<p>Reboot the server.</p>
10	<p>Repeat for each PLATO Web Learning Network Client-Hosted server.</p>
11	<p>Verify that the upgrade was successful.</p>
12	<p>Perform a backup of the system <i>after</i> you perform the upgrade.</p>

Continued on next page

Upgrading PLATO Web Learning Network Client-Hosted, Continued

Modifications The upgrade process performs the following modifications to each area of the system. You may be prompted to insert new courseware or courseware upgrade CD-ROM(s) during these modifications. You will receive status messages as the following areas of your system are modified.

Note You may not use all of the courseware CDs included in your upgrade kit.

Data Tier

- Saves current information.
- Runs any database conversions necessary to install new fields.
- Runs any data conversions needed to move or manipulate data values.
- Updates SQL stored procedures.
- Verifies the Web Tier URL.

User Data Server (UDS)

- Installs updates.

Courseware

- Performs a backup of the courseware files that will change as a result of the upgrade.
- Installs any updates to existing courseware.
- Installs new courseware.

Middle Tier

- Performs a backup any files that will change as a result of the upgrade.
- Updates web pages.

Verifying installation

Once you complete the installation process, verify it was successful. To do so, follow the steps below.

Step	Action
1	Log on to the system from a workstation (not the server console).
2	Open your browser and enter your PLATO Web Learning Network Client-Hosted URL.
3	Verify the Client-Hosted Build version number in the lower left corner of the Login page: 3.1

PLATO ® is a registered trademark of PLATO Learning, Inc. PLATO Learning is a trademark of PLATO Learning, Inc. All rights reserved. All company names and products are trademarks or registered trademarks of their respective holders.