

Migrating to Visual Intercept Enterprise 3.0

If you are planning to upgrade to Visual Intercept Web 3.0 from a previous version, several questions may have already occurred to you:

- 1. Do I need to make changes to my Visual Intercept database?**
- 2. Do I need to upgrade all my Visual Intercept installations at the same time?**
- 3. Do I need to uninstall my current software before installing Visual Intercept Enterprise 3.0?**
- 4. Can I still use my custom queries and notification rules with Visual Intercept Enterprise 3.0?**
- 5. My users have created private queries in Visual Intercept Web 2.0. Can these same queries be directly imported into Visual Intercept Web 3.0?**
- 6. Can I keep Visual Intercept Web 2.0 on the same web server as a backup site?**
- 7. Will Visual Intercept Web 3.0 require me to make any administrative changes to the web server?**
- 8. Will I need to plan any re-training for my users?**

This Tech Tip answers each of these and other questions about upgrading to Visual Intercept Enterprise Web 3.0. The points covered in this Tech Tip are valid for upgrades to both Web Enterprise and Web Relay since the installation process is the same in both cases. If you have other questions about issues not included in or beyond the scope of this Tech Tip, please contact Elsinore technical Support Services at support@elsitech.com or 866.866.0034. Our technical support team would be happy to review your upgrade plans before you implement them.

There are several migration strategies for installing Visual Intercept Enterprise 3.0 described in the migration document. You should read this document thoroughly to understand all your options.*

Do I need to make changes to my Visual Intercept database?

If you are already using Visual Intercept Enterprise then you will not need to make any database schema changes. Only environments that are migrating from Visual Intercept Professional will need to have changes made to the database schema. These changes are automatically handled for you by the Visual Intercept Enterprise Administrator the first time you logon.

Do I need to upgrade all my Visual Intercept installations at the same time?

No. Visual Intercept is designed to be forward compatible for ease of migration in large enterprise environments. You do not have to upgrade all your Visual Intercept installations at the same time. You can roll out Visual Intercept Enterprise 3.0 in the timeframe that makes sense for your organization.

Do I need to uninstall my current software before installing Visual Intercept Enterprise 3.0?

No. You can install Visual Intercept Enterprise 3.0 onto an existing installation of Visual Intercept. You can choose to install onto an existing installation, uninstall the previous version first, or install to a new directory depending on your migration strategy.

Can I still use my custom queries and notification rules with Visual Intercept Enterprise 3.0?

Yes. All queries, notification rules, and reports are forward compatible with all versions of Visual Intercept. As during any upgrade process, you should backup your Visual Intercept custom configuration information before you start.

My users have created private queries in Visual Intercept Web 2.0. Can these same queries be directly imported into Visual Intercept Web 3.0?

No. One of the improvements in Visual Intercept Web 3.0 is the use of a user profile stored on the

server as the location for user preferences and private queries. Because this format for persisting the queries is significantly different than the Visual Intercept Web cookie, there is no direct method for transferring private queries between Visual Intercept Web 2.0 and 3.0. The best option is to have users open their private queries in Visual Intercept 2.0 and copy out the WHERE clause of each query to a file. The same queries can be recreated in Visual Intercept Web 3.0 by creating a new query and copying the WHERE clause into the new query.

Can I keep Visual Intercept Web 2.0 on the same web server as a backup site?

Yes. If you install the 3.0 Visual Intercept Web application to a separate directory, the 2.0 site will remain accessible. However, Elsinore Technologies only supports mixed environments for the purposes of migration, and will not support the continued use of multiple versions of the product in production environments.

Will Visual Intercept Web 3.0 require me to make any administrative changes to the web server?

No. Migrating from Visual Intercept Web 2.0 to 3.0 does not require any configuration changes to IIS (Internet Information Server).

Will I need to plan any re-training for my users?

No. Elsinore does not anticipate the need for any re-training. Although Visual Intercept Web 3.0 incorporates significant new functionality and features, the interfaces, terminology, and basic features are consistent with the rest of the Visual Intercept product line. If your users are already familiar with using any other Visual Intercept product, using Visual Intercept Web 3.0 will be very obvious.