

# OL<sup>®</sup> Connect Update Manager

Upgrade Guide

Version 1.8

# OL Update Manager

## Upgrade Guide for version 1.8

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# Introduction

## What is the OL Update Manager?

The **OL Update Manager** (previously referred to as the *Upgrade Client*) is a tool that allows dynamic updating of OL Connect.

The OL Update Manager compares currently installed OL Connect products against the versions available on the server that hosts OL Connect product installations. If an updated version of an OL Connect product that you have installed becomes available on the server, then the OL Update Manager will prompt you to upgrade that product to the newer version. This way you can always be kept up to date.

If the OL Update Manager product itself has itself been updated since it was last installed, then it will appear as an update option (as *Update Client*).

The OL Update Manager is designed to work with the newer **OL Connect** and **OL Connect Workflow** products, as well as the OL Classic products **PlanetPress Suite** and **PrintShop Mail Suite**.

The OL Update Manager itself is installed along with those products as part of their installation process.

## What's new in OL Update Manager 1.8?

OL Update Manager has been updated to use the latest version of Microsoft's XML parser, as the older version was causing issues on some machines after a security update. (SHARED-90510)

## What's new in OL Update Manager 1.7?

The OL Update Manager was modified in preparation for the release of OL Connect 2023.2, to cater for an updated Connect installer that installs the Enterprise, Professional and Desktop editions of the software. (SHARED-91163/91340)

## What's new in OL Update Manager 1.5?

The OL Update Manager was modified in preparation for the release of PReS\PlanetPress and PrintShop Mail Connect 2022.1 to cater for an updated Connect installer that requires different back-end version management. (SHARED-85744)

## What's new in OL Update Manager 1.4?

The main improvements introduced in this version are:

- OL Update Manager 1.4 has been upgraded to support the more secure industry standard **TLS 1.2**. (SHARED-84161)
- Fixed issues with the progress bar, so it now better reflects the status of both file download and product installation. (SHARED-79336)

## What's new in OL Update Manager 1.3?

The main improvements introduced in this version are listed here:

- OL Update Manager 1.3 uses the more secure **HTTPS** protocol when communicating with the OL Update Server. (SHARED-71529)
- The OL Update Manager now updates customer licenses from the OL Update Server whenever it is run, whether run manually or when automatically scheduled. (SHARED-72188)
- Messaging improved, to make the application more user friendly. (SHARED-72191)

# Upgrading the Update Manager

## Do I need to upgrade my OL Update Manager to version 1.8?

### Yes!

If you are an **OL Connect** or **OL Connect Workflow** user, and you wish to update either of those products to version **2023.2** or later.

For details on the update procedure, please refer to the section that applies to your situation:

- ["Upgrading on machines with internet access" on page 7](#)
- ["Upgrading on machines without internet access" on page 9](#)

### No!

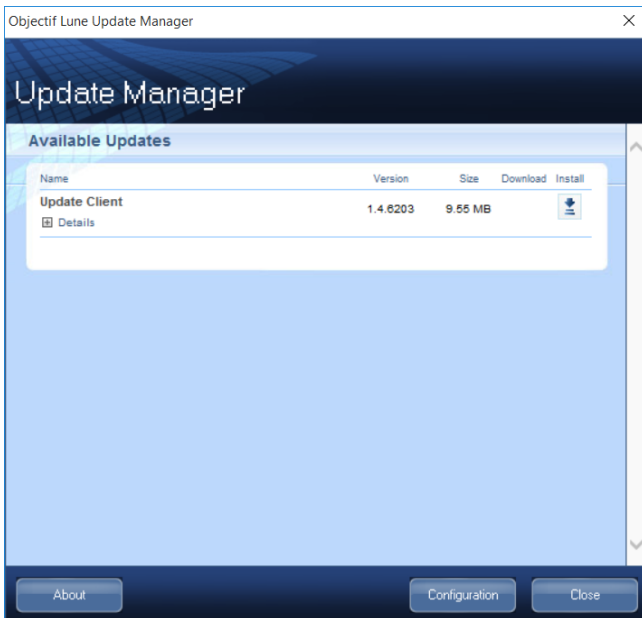
For customers using OL Classic products like **PlanetPress Suite** and **PrintShop Mail Suite**, it is not *necessary* to upgrade the Update Client to version 1.5 or later. The previous version of the OL Update Manager will continue to operate and display any updates for these products as they become available.

**But by the same token, we *recommend upgrading* as the later versions of OL Update Manager use more contemporary and robust security protocols.**

For information on upgrading from an OL Classic product to OL Connect, please [contact us](#).


## Upgrading on machines with internet access

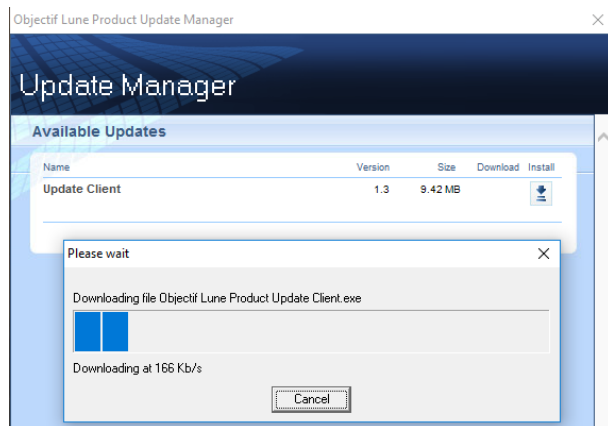
The next time you run the OL Update Manager you will find an update for the Update Client (aka the *Update Manager*) itself, as seen in the following screen-shot.



At the time of publication the version available for installation would be 1.8.8998.

Use these following steps to upgrade the OL Update Manager tool.

1. Click on the “Install” icon  to initiate the update. This starts the OL Update Manager download.



Once OL Update Manager 1.8 is downloaded the upgrade installation will begin. Follow the installation prompts until the software is installed.

2. The OL Update Manager checks for license updates each time it is run, whether run manually or when scheduled to automatically run. If a license update is required then the OL Update Manager will prompt you to update your license.

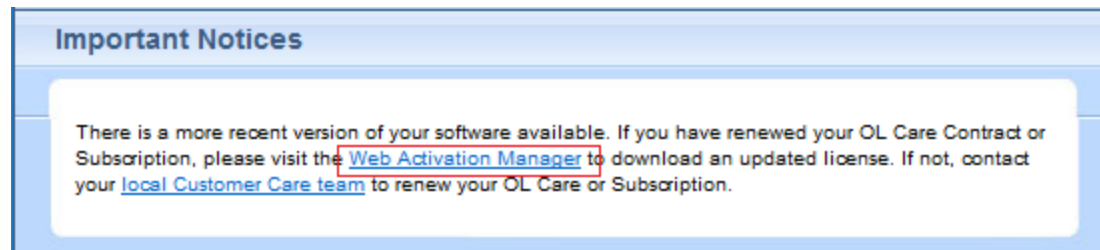
Select **Yes** to update your license to the newer version.

Select the **Always agree** checkbox to remove the message box prompt and automatically update the license whenever required.

What options the OL Update Manager provides hereafter will be determined by whether or not the license is still covered by a current OL Care subscription.

The two options are:

- For those **with** a current OL Care subscription, the OL Update Manager will provide links to the most recent OL Connect and Workflow installations. These can be downloaded and installed, as per the usual sequence. At the time of publication this version would be OL Connect 2023.2.
- For those **without** a current OL Care subscription the OL Update Manager will display a message in the **Important Notices** area suggesting that you either contact your local [Customer Care team](#) to renew your subscription or visit the [Web Activation Manager](#) to download your updated license.



Use your OL Connect Customer Number and password combination to login to the [Web Activation Manager](#) site to obtain your new license.

If you've forgotten your Customer Number, you can use the current OL Connect license Serial Number (found using the OL Connect **Software Activation** tool) and your Email details instead.

If issues arise, or if you need to renew your OL Care subscription, please contact your local [Customer Care team](#).



## Upgrading on machines without internet access

If you are running OL Connect/Workflow in an Internet secure environment (such as a bank or government organization) then upgrading OL Connect via the OL Update Manager will not be an option for you. Instead the latest OL Connect/Workflow installers will be supplied to you by the Upland Objectif Lune Support team.

Your local Support team contact details can be found here:

<https://www.objectiflune.com/marketing/documents/OLCare-ContactUs-en.pdf>

Once you have received the latest OL Connect/Workflow installers (OL Connect 2023.2 at the time of publication) then you can run them manually on the machine.

Important note for users of OL Connect/Workflow 2018.2 or earlier.

You must first update your OL Connect licence, before running OL Connect/Workflow installers. To do so, follow these steps:

1. Ask your Administrator to contact your local [Customer Care team](#) to provide you with a replacement license in the new format.
2. Once you have obtained your new OL Connect license, you must then apply it.
3. Once the new license is applied, you should be able to install OL Connect/Workflow.

If you do not install the new OL Connect license prior to running the OL Connect/Workflow installer, the installer will warn you that you first need to do so.

# Known Issues

## Issue with OL Update Manager 1.4 when updating to OL Connect 2021.2 standalone

When using OL Update Manager 1.4 to update a standalone OL Connect installation (no Workflow installed) to v2021.2 from earlier versions, the OL Connect installation will remove OL Update Manager 1.4 and will re-install the older OL Update Manager version 1.3.

If this occurs you will need to re-update the OL Update Manager to version 1.4 (or later) to have full access to future versions of Connect.

## The OL Connect license update does not cater for existing AFP input licenses

**AFP Input** is an add-on option for OL Connect Enterprise Edition licenses. Unfortunately, the update to the latest version of the OL Connect license does not cater for existing AFP input licenses.

If you have an existing AFP input license we ask that you contact your [local Customer Care team](#) after the initial license update is complete and have them add the AFP input option back into your license.

## OL Update Manager does not cater for older standalone Connect Print Manager installations

The **Connect Print Manager** is a standalone Connect tool that is used in production sites to manage print jobs. It comes bundled with the Enterprise edition of OL Connect (and previously came with PReS Connect and PrintShop Mail Connect). The Print Manager can be installed and run on standalone machines without requiring a Connect license.

OL Update Manager 1.8 looks for an OL Connect license as part of the OL Connect update process, but it will not find one for standalone Print Manager installations. As a result the OL Update Manager will not recognize that there is a Print Manager update available.

**Note:** In order to update Connect Print Manager from version 2018.x or earlier you will first need to download the OL Connect installer from outside of the OL Update Manager.

The OL Connect installer can be downloaded from the [Web Activation Manager](#) site, or you could ask your local Administration for the installer, as it would likely already have been downloaded for installation by the document designers.