OL™ Update Client

Upgrade Guide

Upgrade to version 1.2.40

Update Client - Upgrade Guide for version 1.2.40

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Introduction

What is the Update Client?

The **OL Update Client** (also sometimes referred to as the *Upgrade Manager*) is a tool that allows dynamic updating of Objectif Lune Inc. software products. This is achieved by the Update Client comparing currently installed OL products against the versions available on a central OL Server that hosts all OL product installations. If an updated version of an OL product that you have installed becomes available on the Server, then the Update Client will prompt you to upgrade that OL product to the newer version. This way you can always be kept up to date.

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

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

Upgrading the Update Client

Do I need to upgrade my Update Client to version 1.2.40?

YES. If you are a **OL Connect** or **Connect Workflow** user, and you wish to update either of those products to version **2019.1** (or later).

Update Client 1.2.40 is a prerequisite for both OL Connect 2019.1 and Connect Workflow 2019.1 installations. Only Update Client 1.2.40 has the capacity to upgrade the OL Connect license to the newer format that is required by the installers of those products.

For details on how to update please see the following section in this document: [Upgrading on machines with internet access](#)

Except for those users without an internet connection. They should see this section in the document, instead: [Upgrading Connect on machines with no internet access](#)

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 1.2.40. The previous version of the Update Client will continue to operate and display any updates for these products as they become available.
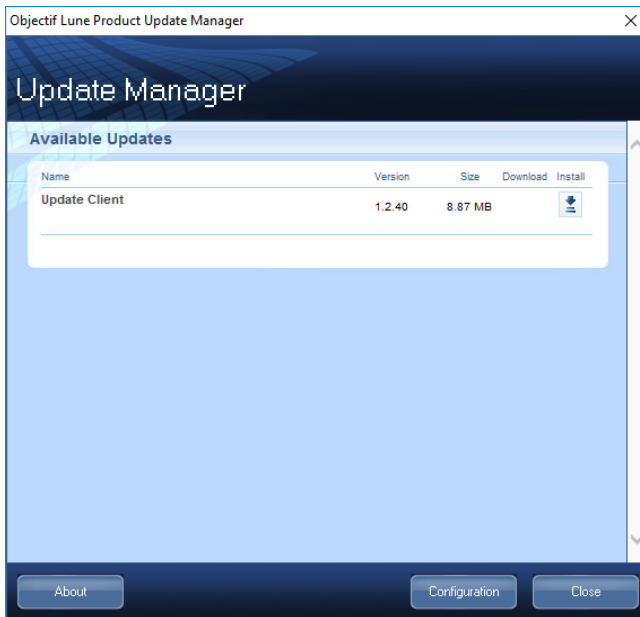
But by the same token, there is no harm in upgrading. Update Client version 1.2.40 will likewise continue to inform you on any new updates for those products.

For information on upgrading from an OL Classic product to OL Connect, please contact your local OL Sales team. See here for your [local office](#) contact details.
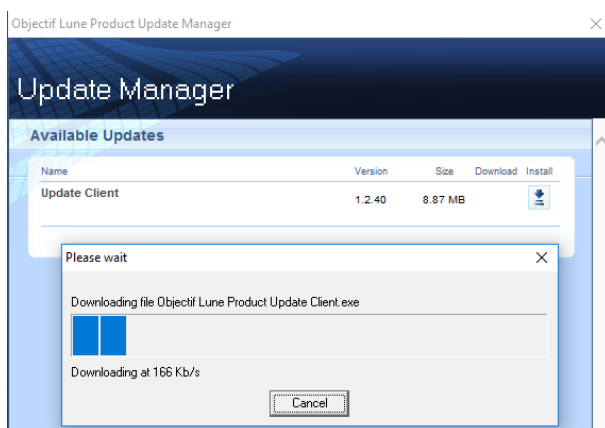
Upgrading on machines with internet access

If you have OL Connect 2018.2 or Connect Workflow 2018.2 or earlier installed and have access to the Internet then the next time that the Update Client (aka the *Update Manager*) is opened, it will prompt you to update itself.

The Update Client update will be the only update visible to the Update Client at this time, as seen in the following screenshot.
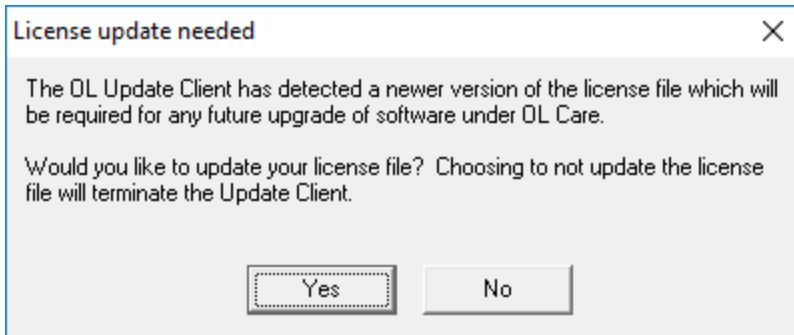

Use these following steps to upgrade the Update Client tool.

1. Click on the "Install" icon 📥 to initiate the update. This starts the Update Client download.

Once Update Client 1.2.40 is downloaded the upgrade installation will begin.
Follow the installation prompts until the software is installed.

2. At the completion of the Update Client update to 1.2.40, you will be prompted to update your OL Connect License.

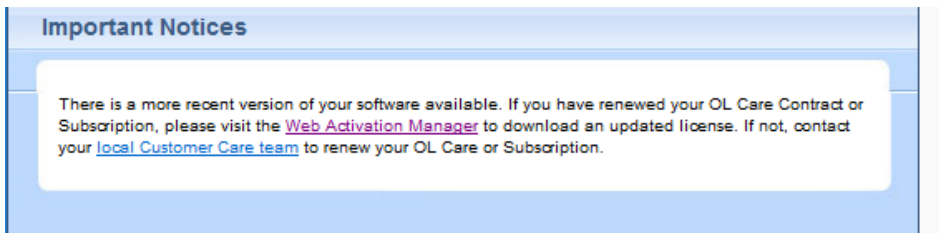Select **Yes** to update your license to the newer version.

What options the Update Client 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 Update Client will provide links to the Connect 2019.1 and Workflow 2019.1 installations. These can be downloaded and installed, as per the usual sequence.

- For those *without* a current OL Care subscription the Update Client 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 could use the current Connect license Serial Number (found using the **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.

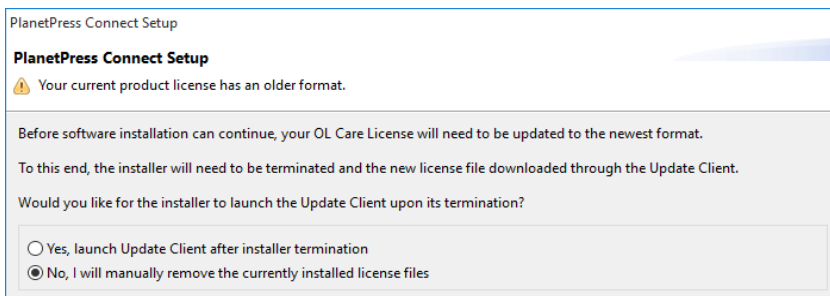# Upgrading Connect on machines with no internet access

If you are running OL Connect 2018.2 or Workflow 2018.2 or earlier in an Internet secure environment (such as a bank or government organization) then upgrading Connect via the Update Client will not be an option for you. Instead the OL Connect/Workflow 2019.1 installers will be supplied to you by the Objectif Lune Support team.

Once you have received the OL Connect/Workflow 2019.1 installers you must do the following:

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.
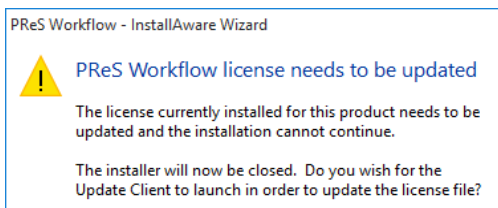3. Once the new license is applied it, you should be able to install OL Connect/Workflow 2019.1.

If you do not install the new OL Connect license prior to running the OL Connect/Workflow 2019.1 installer, the installer will warn you that you first need to do so. As seen in the following examples.

- In this case, the PlantPress Connect 2019.1 installer is warning that the current OL Connect license is of the older format:

Select the **"No, I will manually remove the currently installed license file"** option, then select the installation **"Finish"** option, apply the updated license and retry the Installation.

- Connect Workflow 2019.1 (PReS Connect Workflow, in this example)

Select **"No"** to exit the installation, apply your updated OL Connect license and then retry the installation.

Known Issues

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

AFP Input is an add on option for OL Connect 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 Client 1.2.40 does not cater for 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 PReS Connect and PrintShop Mail Connect. The Print Manager can be installed and run on standalone machines without requiring a Connect license.

Update Client 1.2.40 looks for a Connect license as part of the Connect update process, but it will not find one on standalone Connect Print Manager installations. As a result the Update Client will not recognize that there is a Connect update available to the Print Manager machine.

In order to update Connect Print Manager to version 2019.1 you will need to download the Connect 2019.1 installer outside of the Update Client. The Connect 2019.1 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.

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