OBJECTIFLUNE

OL® Update Manager

Upgrade Guide

Update Manager

Upgrade Guide for version 1.3

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Introduction

What is the Update Manager?

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

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

What's new in Update Manager 1.3?

The main improvements introduced in this version are listed here:

- Update Manager 1.3 uses the more secure HTTPS protocol when communicating with the OL Update Server. (SHARED-71529)
- The 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 Update Manager to version 1.3?

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

Update Manager 1.2.40 or later is a prerequisite for both OL Connect and Connect Workflow installations as of version 2019.1, since it has the capacity to upgrade the OL Connect license to the newer format required by both those products.

If you already have Update Manager 1.2.x installed, it is still a good idea to upgrade to version 1.3 as version 1.3 uses the more secure HTTPS protocol.

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 1.3. The previous version of the Update Manager 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 Manager version 1.3 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

The next time you run the Update Client (aka the *Update Manager*) you will find an update for the Update Client itself, as seen in the following screenshot.
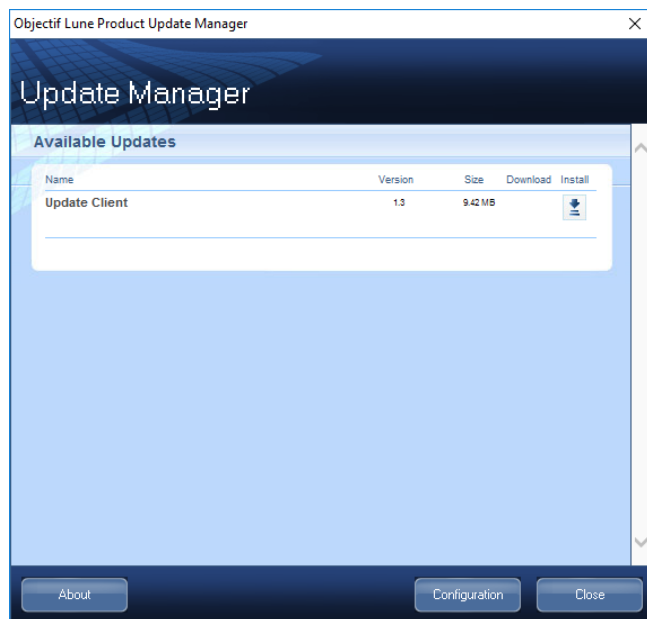
Use these following steps to upgrade the Update Manager tool.

1. Click on the "Install" icon to initiate the update. This starts the Update Manager download.
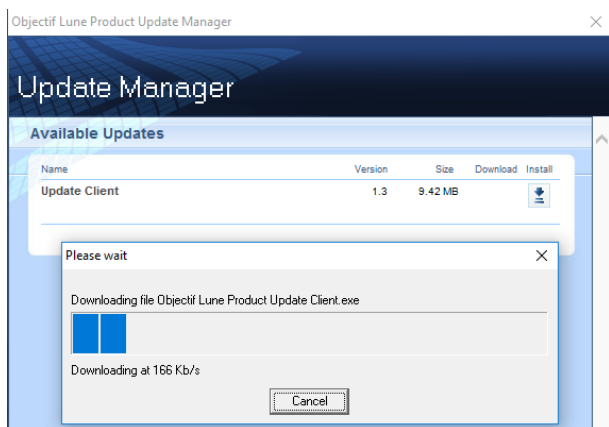
Once Update Manager 1.3 is downloaded the upgrade installation will begin.
Follow the installation prompts until the software is installed.

2. The 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 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 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 Update Manager will provide links to the most recent Connect and Workflow installations. These can be downloaded and installed, as per the usual sequence. At the time of publication this version would be Connect 2020.1.

- For those *without* a current OL Care subscription the 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.

Important Notices

There is a more recent version of your software available. If you have renewed your OL Care Contract or Subscription, please visit the Web Activation Manager to download an updated license. If not, contact your local Customer Care team to renew your OL Care or Subscription.
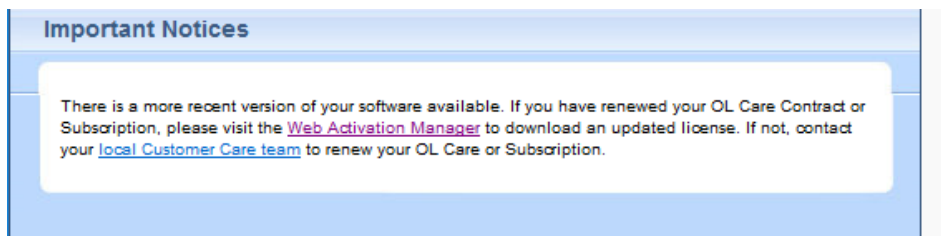
Use your OL Connect Customer Number and password combination to login to the Web Activation Manager site to obtain your new license. If you've forgotten your Customer Number, you could use the current Connect license Serial Number (found using the **Connect Software Activation** tool) and your Email 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 Manager will not be an option for you. Instead the latest OL Connect/Workflow installers will be supplied to you by the Objectif Lune Support team.

Once you have received the latest OL Connect/Workflow installers (Connect 2020.1 at the time of publication) 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.

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. As seen in the following examples.

- In this example the PlanetPress Connect installer is warning that the current OL Connect license is of the older format:
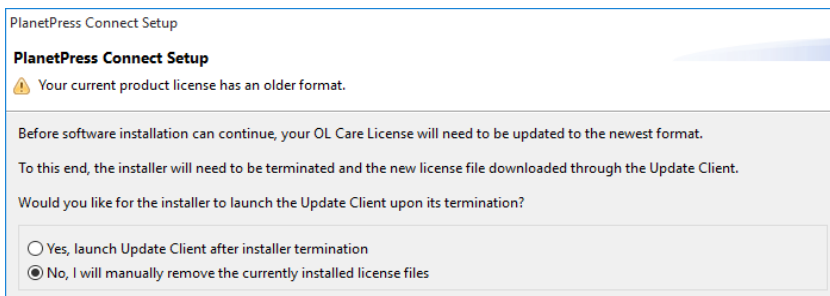
  Select the **"No, I will manually remove the currently installed license file"** option, then select the installation **"Finish"** option, apply the updated license and retry the Installation.
- Connect Workflow (PReS Connect Workflow, in this example)
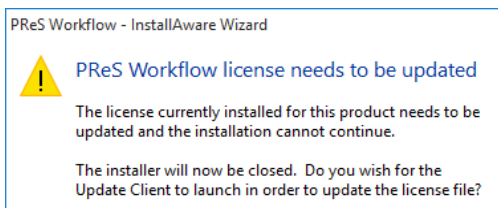
  Select **"No"** to exit the installation, apply your updated OL Connect license and then retry the installation.

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 1.3 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 Manager 1.3 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 Manager 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 or later you will need to download the Connect installer outside of the Update Client. The 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.