

Notification and Backup

1. Notify users that the system will be down at a scheduled time, and they should log out of the system prior to the start of the process.

Important

It is best to give at least 24-hour notice, as well as a reminder 15 minutes prior to the upgrade.

2. Backup the code tree.
3. The “Code Tree” refers to files and folders installed to the disk when Aras Innovator was first installed.

The default path for the Code Tree installation would be something like:

`C:\Program Files (x86)\Aras\Innovator`

With the following contents:



Name	Type	Size
AgentService	File folder	
ConversionServer	File folder	
DB	File folder	
Innovator	File folder	
OAuthServer	File folder	
SelfServiceReporting	File folder	
Tools	File folder	
VaultServer	File folder	
ConversionServerConfig	XML File	1 KB
InnovatorServerConfig	XML File	2 KB
SelfServiceReportConfig	XML File	1 KB
VaultServerConfig	XML File	1 KB

The following steps can be used to confirm the installation folder:

1. From the Windows search field, enter **Control** to access the **Control Panel**
2. Select **Programs and Features**
3. Right-click the **Name** column and select **More...**
 - Select the Comments header if it is not checked
 - Click OK
4. Search for the **Aras Innovator** entry in the **Programs and Features** window.
5. View the value set in the **Comments** column for the Aras Innovator entry:

[Uninstall or change a program](#)

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Organize ▾					
Name	Publisher	Installed On	Size	Version	Comments
Aras Innovator	Aras Corporation	7/28/2020	642 MB	12.0.0	Installed to C:\Program Files (x86)\Aras\Innovator\



After the tree code installation path has been verified, back up the folder and all its contents.

4. Disconnect all users from the database.

The easiest way to prevent client sessions from committing any further changes to the database is to change the database connection string in the `InnovatorServerConfig.xml` from `<DB-Connection ...` to `<xDB-Connection` and restart the w3svc service (IIS). This expires all session and prevents all new connections to the Aras Innovator database through the existing instance.

5. Backup the database.

6. Place these files in a safe location, as they will be needed to restore if the process fails.

7. Enable database connections.

After the database backup has been completed, enable the database connection string in the `InnovatorServerConfig.xml` by changing it from `<xDB-Connection ...` to `<DB-Connection` and restarting the w3svc service (IIS).

