

Class Climate v6.0 Upgrade Guide

The minimum version of Class Climate required before installing 6.0 is version 5.1 (Build 1950) or later.

Please read this entire guide carefully before beginning your installation.

This document describes how to upgrade to Class Climate, version 6.0. The 6.0 Setup contains the upgrades for all relevant components of the Class Climate system and updates for your local Scanstation installation. First upgrade Class Climate, and then update Scanstation. For instructions to update your Scanstation, see [Updating the Scanstation](#) on page 3.

IMPORTANT INFORMATION ABOUT ACTIVATION

Class Climate 6.0 is secured by electronic activation. After the upgrade, you will need to upload an activation file before you can use the system. The first time you log in as an administrator after upgrading, Class Climate 6.0 displays an activation screen. The screen has a **Download** button that is used to download a file called `info.act` that you will then email to Scantron Support (support@scantron.com). Support will send you an activation file to upload to the system. For further information please see [Electronic Activation](#) on page 4.

Prerequisites

1. Ensure you have local administrator rights to the computer that you are updating.
2. Do not run online surveys or exams while running Setup. If you have sessions that are active, wait until they end before beginning the upgrade process.
3. During the upgrade process, deny access to the system. In Class Climate, go to **System Settings > Class Climate** and set **Maintenance Mode** to **Activate**.
4. Close programs that access the Apache folder such as Windows Explore and Scanstation.
5. We recommend temporarily making your virus scanner unavailable. For more information, see [Antivirus Programs](#) on page 4.
6. The minimum version of Class Climate required before installing 6.0 is version 5.1 (Build 1950) or later. If you are running an earlier version of Class Climate, you need to upgrade. To Upgrade from an earlier version to 5.1:
 - a. Check to see if your system has one or more professional services extensions, such as custom report, LMS Connector, Data Bridge, DAL, etc).
 - i. Go the customer folder on the Class Climate server in one of the following locations:
 - *:\InetPub\wwwroot\classclimate\customer
 - *:\Apache\htdocs\classclimate\customer
 - ii. Backup all subfolders and files in this folder by copying them to another location.
 - iii. Delete the files--*but not the subfolders*—that are stored directly in the customer folder. Do not delete the subfolders or the files *in* the subfolders.

- b. Run Class Climate 5.1 (Build 1950 or later) Setup.
- c. For instructions on updating your professional services extensions, contact Scantron Support.

Backup Data

Database

Class Climate 6.0 Setup overwrites the existing database. ***It is important to create a backup of all relevant Class Climate files and the Class Climate database before you begin your upgrade.*** You will use the backup database to restore your data. For information on backing up your database, read Implementing Backups in the “Class Climate User Guide.”

Virtual solutions

If you run Class Climate on a virtual machine, such as VMware vSphere, Microsoft Hyper-V, we recommend creating a snapshot before installing the Upgrade.

During the Upgrade, Setup displays a message confirming you have backed up your data. If you select **No**, the Upgrade ends and you exist Setup.

NOTE: THE DATABASE CONVERSION CAN TAKE A WHILE, DEPENDING ON THE SIZE OF YOUR DATABASE. SETUP DOES NOT DISPLAY CONVERSION PROGRESS, SO IF IT APPEARS TO HAVE STOPPED RESPONDING, *DO NOT CLICK CANCEL OR STOP SETUP.*

Disk space

Setup automatically checks if there is enough free disk space, and displays a message if there is not enough to convert the database.

Run Setup

Note: Class Climate is not available during the upgrade.

To upgrade Class Climate and VividForms Reader, access the upgrade files via the Upgrade CD or Scantron Support and click 1- Class Climate v6.0 (2000) Upgrade .exe. The upgrade may take several minutes, depending on the amount of data.

- If the VividForms Reader is not installed on the web server, you will need to run Setup on the Reader server separately.
- If you use MySQL, and the Class Climate database is installed on a separate server, go to the MySQL server and start the 0-MySQL Upgrade Preparation Tool, followed by the 1-Class Climate v6.0 (2000) Upgrade.
- If Class Climate is installed on more than one web server, upgrade each web server individually. Upgrade the internal servers first, and then the servers dedicated for online surveys.

If you have any questions, contact Scantron Support.

Reboot the computer if you receive a message requesting you to do so.

Install Fixes

There are two bug fixes included in the upgrade package that you must install after upgrading to Class Climate 6.0. Information about these fixes is in the Readme document located in the zip folder that corresponds with each fix.

After you have upgraded to Class Climate 6.0, install the following:

- Bugfix_v6.0_2000_Reader.zip
- Bugfix_v6.0_2000_Class Climate.zip

If you have questions about installing these files, contact Scantron Support.

Clear Browser Cache

To guarantee Class Climate 6.0 content is displaying correctly, clear your internet browser cache.

Update the Scanstation

To scan forms after you update Class Climate to version 6.0, upgrade the Scanstation on client machines. Download the Scanstation upgrade from the Scanstation interface or from the Class Climate Administration interface.

- **Via the Scanstation interface**
The first time you start the Scanstation after upgrading to 6.0, a message appears with a link to the upgrade. Click the link to download the upgrade to the client machine.
- **Via the Class Climate Administrator interface**
After you upgrade Class Climate to version 6.0, go to the administrator account, open “System Information/Scanstation Setup” and click the download link.

Upgrade all Scanstation clients in your organization.

Troubleshooting

Setup stalls or stops

If Setup stalls, and the installation does not proceed, look for a notification or dialog box behind the main setup window. For example, an invalid SSL certificate (for encrypted connections to your server) may display a security query. That query may be hidden behind the main window.

If Setup stops for any other reason, do not cancel or exit Setup. Contact Scantron Support.

Setup warns about differences in PHP configuration

If a message regarding differences in the PHP configuration appears during the upgrade process, ignore the message; click **Yes** to continue Setup.

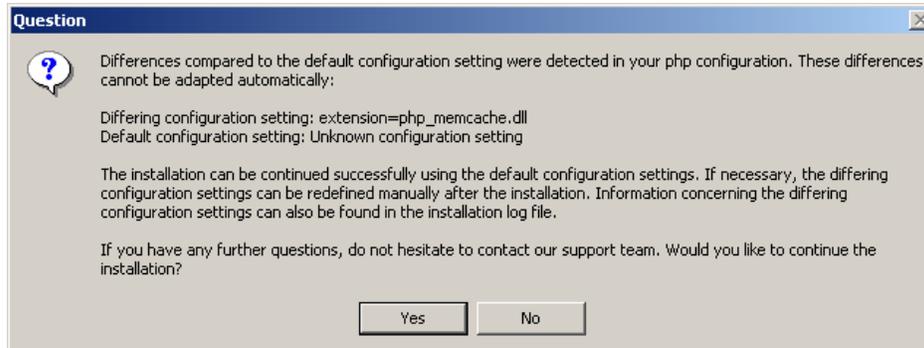


Figure 1: Example of PHP Configuration Message

Antivirus Programs

Antivirus on-access scanners can disturb the operation of Class Climate components. They can block Scanstation files, as well as database files, which can lead to performance loss or abort database operation. Therefore, we recommend defining exceptions for the following directories/files:

- **Class Climate Server (Apache Web Server)**
 - *.*\Apache\tmp
 - *.*\Apache\mysql\data
 - *.*\Apache\htdocs\classclimate\img
- **Class Climate Server (IIS Web Server)**
 - *.*\inetpub\tmp
 - *.*\MySQL resp. *.*\Program Files(x86)\Scantron\MySQL
 - *.*\inetpub\wwwroot\classclimate\img
- **Class Climate Server (32 bit OS)**
 - *.*\Windows\System32\cron.log
- **Class Climate Server (64 bit OS)**
 - *.*\Windows\SysWOW64\cron.log
- **Scanstation (Windows XP)**
 - *.*\Document and Settings*<registered scanstation user>*\Local Settings\TEMP\TWAIN.LOG
- **Scanstation (Windows Vista, Windows 7)**
 - *.*\Users*<registered scanstation user>*\AppData\Local\Temp\TWAIN.LOG

Electronic Activation

Class Climate licenses are activated electronically; Class Climate does not require users to enter a license key manually. The electronic activation is connected to specific system settings. Changes to these settings will invalidate the activation. When the activation is

invalidated, users cannot log in or continue to use the system. They cannot capture paper-based or online data.

The settings that are tied to electronic activation are:

- Customer name (System Information/License Administration)
- License key (System Information/License Administration)
- IP address of the Class Climate server
- MAC address of the Class Climate server
- IP address of the first Scanstation
- MAC address of the first Scanstation
- Server root path (System Settings/Class Climate Settings/Network Settings)
- Server address for online evaluations (System Settings/Class Climate Settings/Survey Online)
- IP address mail server (System Settings/Class Climate Settings/Network Settings)
- Name of the database
- Database host

When activation is invalidated, the administrator must reactive the system.

Administrators can check the validity of the activation in **License Administration > System Information**.

The screenshot shows a 'License Management' window with a 'Help' button. Below the title bar is a table with two columns: 'Product' and 'Class Climate Central Evaluation'. The table contains the following rows:

Product	Class Climate Central Evaluation
Version	V6.0 (Build: 2000)
System activation	Valid
Web server / Database	Apache / MySQL (127.0.0.1)
Paper Surveys	Licensed

Figure 2: Information on Activation

Messages in **System Settings** and **License Administration** alert you to the settings that can invalidate activation.

License Administration displays the following warning message:

The warning message box has a yellow warning icon and the title 'Warning Message'. The text inside reads:

Attention: Changes to the customer name, the license and the first scanstation lead to deactivation of your Class Climate system. Only the administrator is then able to open the configuration and license administration and carry out a new activation. All other accounts are blocked and data capturing (paper based and online) is not possible.

Figure 3: Warning Message in the License Administration

System Settings/Class Climate Settings display the following warning message when users attempt to change system settings:

Server root path

This setting defines the root path of the Class Climate web server.

Attention: This configuration influences the activation of your system. A change within an existing activation leads automatically to deactivation of the system. In this case, only the administrator can open the configuration and the license administration in order to carry out a re-activation. All other accounts are disabled and data capturing (paper based and online) is no longer possible.

Figure 4: Warning Message in the System Settings

If the activation becomes invalid, you need to request a new activation file from Scantron Support. To request a new activation file, complete the following steps.

1. Log in as Administrator.
2. On the activation screen, download the `info.act` file.
3. Email the `info.act` file to Scantron Support.
4. The support team will send you an activation file.
5. On the activation screen, upload the activation file. A new activation can only be requested during support times.

 **System activation**

Thank you for choosing Class Climate.

In order to activate Class Climate, the license key and the following data will be transferred:

- Information on local hardware and operating system
- Class Climate Settings including database parameters
- Information on the scanstation computers being used.

If the Class Climate settings are not yet complete or the Class Climate scanstations have not yet been activated/registered in this system, please skip the activation for the time being.

Please note:
Without activation, the system cannot be used. Only the Class Climate Administrator can login and adjust settings or access the license administration. Data capturing (paper based and online) is not possible.
After a certain point, changes to server specific settings and changes to the registered scanstations lead to the expiration of the activation. The appropriate warnings can be found in the corresponding settings and in the license administration. In the case of an erroneous activation, please contact our support team.

Activation by email:
Please click on the [Download] button and send the downloaded file to your support contact. [Download](#)

You will receive an email reply shortly (within office hours), please upload the attached file here and thus activate the system.

[Continue without activation >>](#)

Figure 5: Activation Screen