BrightSign®

UPGRADE GUIDE

BrightSign Network Enterprise Edition 3.5

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INTRODUCTION

This manual will guide you through the process of upgrading your BSNEE services to version 3.5. Note that the 3.5 Upgrade Installer only supports upgrading from BSNEE versions 2.1, 3.0 or 3.3. BSNEE installations that were upgraded using a previous version of the Upgrade Installer are also supported.

The BSNEE upgrade installer can only upgrade standard BSNEE installs with standard database schema. However, BSNEE installs with customized WebUI files are supported.

What's New in BSNEE 3.5?

The following features and improvements have been implemented since the previous version of BSNEE (3.5):

- **Audio-Only Dynamic Playlists**: Users can now create Dynamic Playlists exclusively for audio files.
- **Additional Device Info**: The **Device Properties** window (accessible from the **Groups** section) now features additional tabs that display recent device errors and content download progress.
- **Additional Device Management**: The **Device Properties** window also features a new **Unit Control** section that allows you to force a unit to reboot, recover, or upload logs.
- **Web API**: BSNEE operations can now be carried out using a [standardized library](#) of SOAP commands.
- **Device Setup**: Users can now perform the Unit Setup process using the WebUI (setup still requires physical access to the unit).
- **MRSS Builder**: Users can now create and host Media RSS feeds.

Minimum Hardware Requirements

- 1.4 GHz or faster Dual Core processor (2 GHz or faster recommended; Intel Xeon preferable)
- 2GB of RAM (4GB or more recommended)
- 6GB free hard disk space
- Network connection

Software Requirements

- Operating System:
    - Windows 7 (excluding Home editions)
    - Windows Server 2008 (x32 or x64)
    - Windows Server 2008 R2 (x64)
- IIS 7.0 or later (with ASP.NET and WCF Activation handlers)
- MS SQL Server 2008 SP1 (or later), including Express edition
- .NET Framework 4.0 or later

BrightSign Software Requirements

- Target BrightAuthor version: **3.7**
- Minimum required BrightAuthor version: **3.5.0.34**
- Minimum player firmware version:
    - **3.10.22** for HD110, HD210, HD410, HD810, and HD1010
   - **4.4.44** for HD120, HD220, HD1020, XD230, XD1030, and XD1230

INSTALLATION

To start the upgrade process, click on the BSNEE Upgrade Installer software. The installer will extract the necessary files and prompt you to continue. Click **OK** to begin.

Prerequisites

The installer will check to ensure that you have all necessary system components to upgrade to BSNEE version 3.3. Note that system requirements have not changed among versions 2.1, 3.0, and 3.3:

The installer will check the following conditions:

- ✓ Operating System version (OS)
- ✓ .NET Framework version (4.0 or later)
- ✓ .NET Framework features
- ✓ WMI services activity status
- ✓ IIS version (7.0 or later)
- ✓ IIS services status
- ✓ IIS components set up status (40 items total)
- ✓ Microsoft Messages Queue set up status
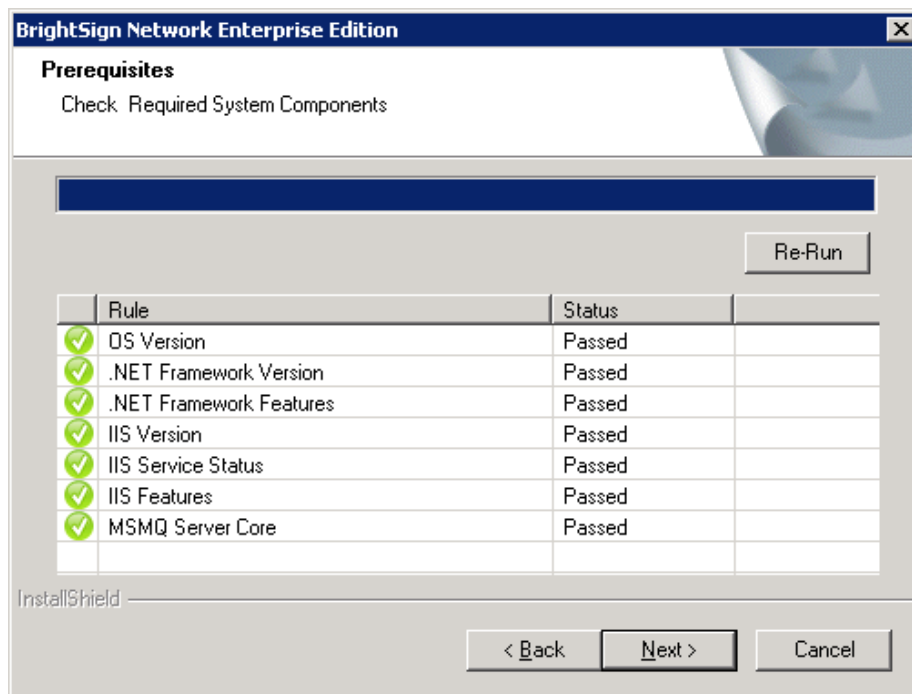
Once the system check is finished, the installer will display a full list of components that are installed or that need to be installed. If an item does not pass the system check (as indicated by the *Failed* status), you can click the item to learn the reason for the failure and instructions for fixing the problem. After installing the missing component(s), click **Re-Run** to check the installation again.

Once all components meet the requirements for installation, you will be able to click **Next** to continue.

Customized Files

The installer will search for any customized WebUI files within the BSNEE installation. Once the list of customized files is populated, click **Next**. The customized files will be saved with *.bak* extensions and replaced with standard versions during the final installation step.

If you have any customized files, you will need to manually re-implement them after the installation process is complete.
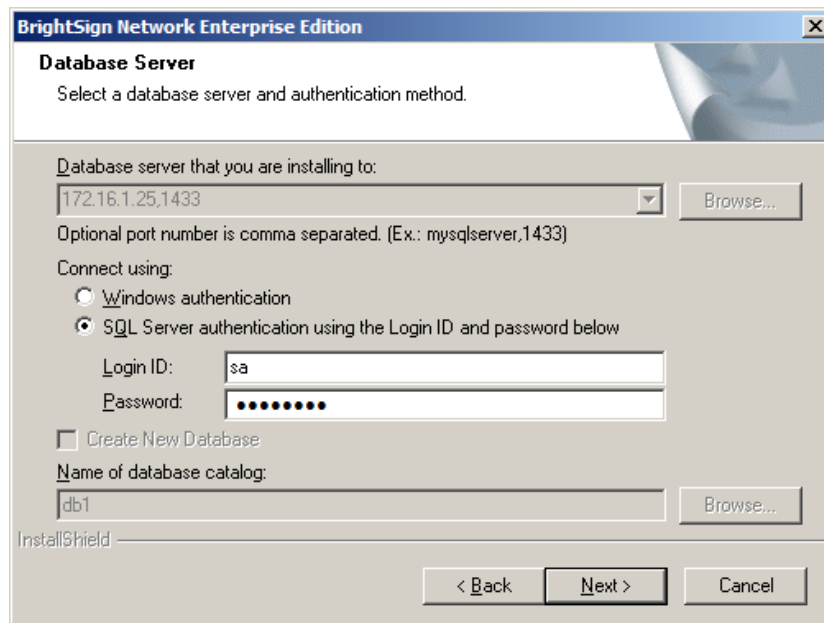
Note: *Customized database schemata are not supported by the upgrade installer. Clicking **Next** will return an error message if your BSNEE install contains customized database schema.*
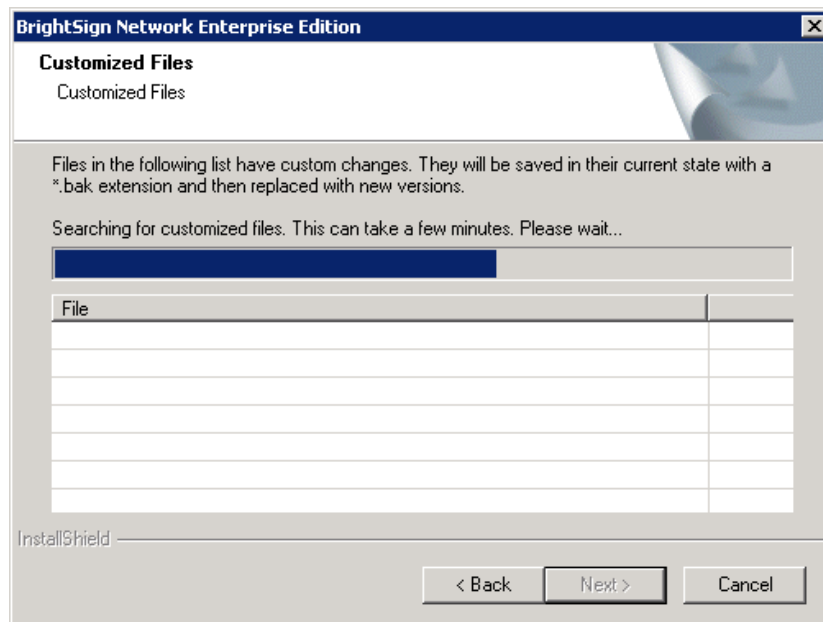
Database Server

The **Database Server** step will only appear if you do not currently have access to the MS SQL Server where the BSNEE database is located. If this step does not appear after the **Customized Files** step, you can move on to the **Backup Database** step.

If you do not have authorization to modify the BSNEE database, you will need to enter valid **SQL Server** credentials.


Backup Database

Check the **Backup Database** box to enable automatic rollback of the BSNEE database in case the upgrade process fails during installation. If the upgrade installation process is completed successfully, you will not be able to use this option to recover the previous BSNEE install. You should leave this box checked unless you have other means for backing up the database.

The **Backup Set** and **Destination** fields are automatically populated using information from the MS SQL server. You can modify them if necessary:
- **Backup Set**: Specify the **Name** of the backup file set.
- **Destination**: Specify the destination path of the backup file set on the MS SQL server. You can specify a path on a remote MS SQL server as well.

Click **Next** to confirm the backup parameters you have chosen.
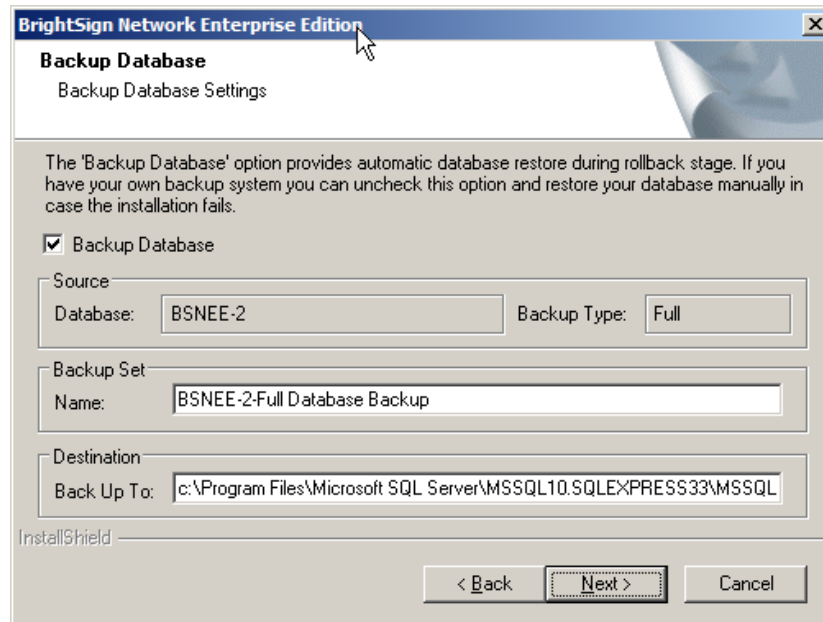
Bindings Configuration

The Base Domain Name must remain the same during the BSNEE upgrade process. Select each node to change the bindings for that node.

Node names are populated using the existing BSNEE configuration files. The **Web Services** and **Device Handlers** node names are editable, but we recommend against changing them unless it is absolutely necessary. If the name of the **Device Handlers** node is changed, all players connecting to the BSNEE account will need to be set up again.
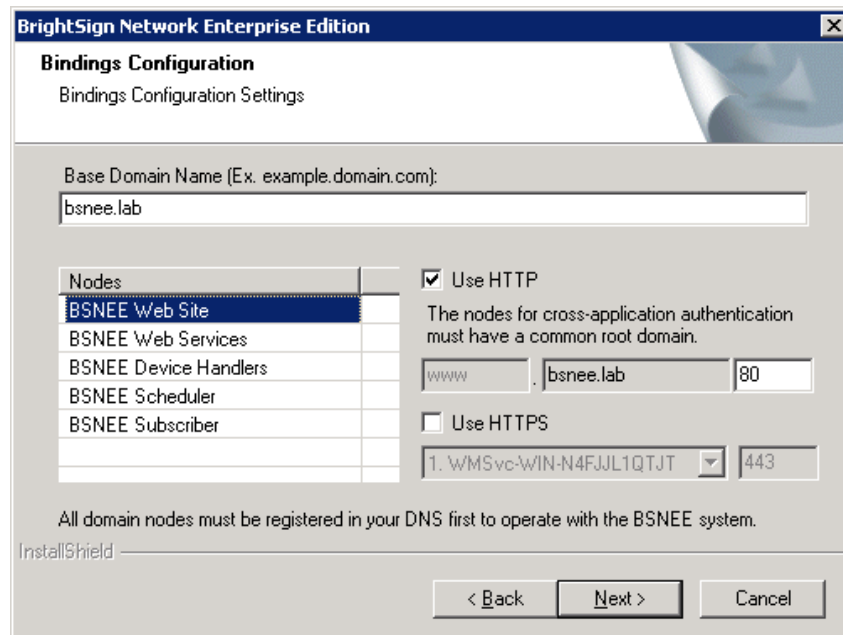
Check the **Use HTTP** and/or **Use HTTPS** boxes if you would like to enable these protocols for the Web Site and Application Services nodes. You can also change the port numbers for the Web Site, Application Services, and File Upload Services nodes.

Note: *Changing the HTTP port or adding HTTPS binding will require devices to be set up again to use HTTPS. Also, devices will not work with self-signed certificates if these options are selected.*

If you plan on using HTTPS, you should use the Microsoft Management Console (MMC) to ensure that you have appropriate permissions for certificates. By default, read access is required for the "NETWORK SERVICE" user (for more information, see **Pre-Installation > Persistent Root and Temporary Storage Folders** in the BSNEE Installation Guide).

Click the **Next** button to reach the confirmation page. Click **Install** to begin the upgrade process.

Changes to Node Functionality

Note that BSNEE 3.5 contains several modifications to how the nodes function:

- The new Web Services node contains the API, Content Upload Services, and Application Services (for BrightAuthor). The Web Services node has also replaced the functionality of the File Upload Services node. In previous BSNEE versions, this node had the "fileservices" domain name by default.
- The Device Handlers node (formerly known as "Application Services") now contains device handlers functionality only. In previous BSNEE versions, this node had the "services" domain name by default.

POST-INSTALLATION

Configuring BrightAuthor

BrightAuthor installations will need to be configured to connect to the BSNEE 3.5 instance. BrightAuthor install files can be configured using the latest version BrightAuthor Configurator, which is available on the Software Downloads page.

If you did not change any node names during the update process, follow these steps while running the Configurator:

1. Enter the **Base Domain Name** for the BSNEE instance.
2. Check the **Advanced Configuration** box.
3. For the **Application Services** node, use a "fileservices" domain instead of an "api" domain (e.g. "fileservices.mydomain.com").
4. For the **Device Handlers** node, use a "services" domain instead of a "handlers" domain (e.g. "services.mydomain.com").
5. For the **Storage** node, enter the same BSNEE Persistent Storage URL that was used previously.

System and Order Administrator Accounts

As of BSNEE 3.5, "admin" and "orderadmin" system accounts have been merged into new "admin" accounts that have two roles: System Administrators and Order Administrators. The "orderadmin" account is suspended after BSNEE is upgraded to version 3.5.

- The member of the previous "admin" account should continue using the same account, Email (login), and password as before.
- The member of the previous "orderadmin" account is automatically transferred to an "admin" account and given the role of System Administrator during the update process. In order to access the AdminUI on the **Sign-In** page, the Order Administrator will need to use "admin" instead of "orderadmin" in the **Account** field.

Configuring LDAP

If BSNEE is configured for use with Active Directory, you will need to rename the Active Directory groups that contain "admin" and "orderadmin" accounts before or immediately after the update process. If this step is not taken, the Admin UI will be inaccessible to Active Directory users. Rename the System Administrators and Order Administrators groups using the following parameters:

- **System Administrators**: {AccountName} = admin, {Rolename} = System Administrators (e.g. "BSNEE-admin-System Administrators")
- **Order Administrators**: {AccountName} = admin, {Rolename} = Order Administrators (e.g. "BSNEE-admin-Order Administrators")