Upgrade Instructions for the
SAFARI Montage® SupeTube Portal – Version 1.0.28

UPGRADE INSTRUCTIONS

PLEASE READ THESE INSTRUCTIONS IN THEIR ENTIRETY BEFORE YOU BEGIN:

- Review any questions with Technical Support in advance. Please note that SAFARI Montage Technical Support is available Monday – Friday from 8 a.m. to 6 p.m. Eastern Time and they may be contacted by telephone at 800-782-7230 or online via http://www.safarimontage.com/support.

PREREQUISITE:

- SAFARI Montage Supetube Portal version 1.0.19 or later.

IMPORTANT CONSIDERATION:

- If monitoring the update from the console, be aware that the system may appear to be inactive at certain times during the upgrade. This does not mean that the upgrade has stopped.

WARNING: DO NOT INTERRUPT THE UPGRADE IN ANY WAY OR POWER OFF THE SERVER AT ANY TIME DURING THE UPGRADE PROCESS. DOING SO MAY SEVERELY AND IRREPARABLY DAMAGE YOUR SAFARI MONTAGE SUPETUBE PORTAL.

Upgrade Instructions:

1. Backup the SAFARI Montage Supetube Portal server via the Administration tools:
   a. Log in to the server as an admin.
   b. Navigate to **Backups**.
   c. Click on the **+** icon followed by the **Create Backup** button.
   d. Download and save the recently created backup by clicking on the **Link to Backup**.
2. Download the upgrade media (ZIP).
   a. Access the following FTP location:
      o ftp://ftp.lvc.com
         - Username: supetube
         - Password: bC$wept2
      Note: If using Internet Explorer 9 or earlier to access the FTP location, the following error message will display:
         o "Internet Explorer cannot display the webpage"
      To resolve, click on **View → Open Site in Windows Explorer**.
   b. Download and save the following ZIP file from the FTP location:
      o SupeTube_Update_Version_1_0_28_170427101008.zip
3. Extract the files from the ZIP on to a USB flash drive.
   Note: USB flash drive should not have more than one partition and should be formatted with a FAT32 file system.
4. Insert the USB flash drive into an available USB port on the server.
5. Select **Update SAFARI Software (option 5)** from the console menu and press **Enter**.
6. Select **Update from USB Drive (option 2)** and press **Enter**. This will begin the upgrade process and the server will reboot after the upgrade.
7. When the upgrade is complete, choose **Eject Removable Media** from the SAFARI Montage Console Screen to remove USB drive from the server's USB port.

~ THIS COMPLETES THE SERVER UPGRADE PROCESS. PLEASE TEST FROM A CLIENT BROWSER. ~

SAFARI MONTAGE™