Instructions for Upgrading
SAFARI Montage to Version 2.3.13

Please note that these Upgrade instructions are ONLY for upgrading from <u>version 2.2.2 or greater</u>. If you are currently running a version prior to 2.2.2, please call Technical Support at 800-782-7230.

CONTENTS – FIVE (5) DVDS:
- SAFARI Montage Software Upgrade Disc (1)
- SAFARI Montage Metadata Update Disc (1)
- SAFARI Montage Content Update: Discs (3)

READ BEFORE YOU BEGIN:
- Please read these instructions completely to plan your update.
- These instructions and all related documents are available online at http://www.safarimontage.com/support/
- It is important that you review the **2.3.13 Release Notes** available online which include **issues** that are critical to understand before running the upgrade.
- Review the **2.3.13 SAFARI Montage System Requirements** which include important information that will ensure your environment meets all requirements.
- Include time to backup your system in your update planning.
- No one should use the SAFARI Montage system during the update process, so please **run the update off-hours**.
- 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 may be contacted by telephone at **800-782-7230** or online via http://www.safarimontage.com/support

IMPORTANT CONSIDERATIONS:
1. **Confirm that the OS version of SAFARI Montage that you are running is 2.2.2 or greater by going to Admin→ System →Settings.**
2. **The time to complete the update depends on your environment, but is generally 20 - 30 minutes per disc.**
3. **If you are watching the update from the Console, be aware that the system may appear to be inactive at certain times during the update. This does not mean that the update has stopped.**

   WARNING: <u>DO NOT</u> INTERRUPT THE UPDATE IN ANY WAY OR POWER OFF THE SERVER AT ANY TIME DURING THE UPDATE PROCESS. DOING SO MAY DAMAGE YOUR SAFARI MONTAGE SYSTEM.

4. **If you are running WAN Manager with Expansion Server(s):**
   - The Expansion Controller must be upgraded first. See **Server Upgrade Procedure** below.
   - Once the upgrade is completed on the WAN Manager Parent server, you will you will need to repeat steps 2 through 4 of the Server Upgrade Procedure to upgrade each expansion and/or child server.
5. **If you are running WAN Manager with Child Server(s):**
   - The WAN Manager Parent server must be upgraded first. See **Server Update Procedure** below.
   - Once the upgrade is completed on the WAN Manager Parent server, you will you will need to repeat steps 2 through 4 of the Server Upgrade Procedure to upgrade each child server.

SERVER UPGRADE PROCEDURE:

1. **Backup your SAFARI Montage system via the Administration tools. For additional information about how to backup your system, go to the Help tab in SAFARI Montage:**
   a) Navigate to Admin → Data Recovery → Backup
   b) Perform a full backup by setting the backup option "Data Only" to "No".

2. **PART 1:** Software Upgrade
   a) From the SAFARI Montage Console Screen, select "Eject CD" to open the CD drive.
   b) Insert the **SAFARI Montage Software Upgrade version 2.3.13 Disc** into the CD drive of the server
   c) From the SAFARI Montage Console Screen, select "Update from CD" to run the upgrade.
   d) When the upgrade is complete, the server will reboot and the main Console Screen will appear.
   e) Select "Eject CD" and remove the disc.

3. **PART 2:** Metadata Update
   a) From the SAFARI Montage Console Screen, select "Eject CD" to open the CD drive.
   b) Insert the **SAFARI Montage Metadata Update version 2.3.13 Disc** into the CD drive of the server
   c) From the SAFARI Montage Console Screen, select "Update from CD" to run the update.
   d) When this update is complete, the server will <u>NOT</u> reboot and the main Console Screen will appear.
   e) Select "Eject CD" and remove the disc.

4. **PART 3:** Media Update
   a) From the SAFARI Montage Console Screen, select "Eject CD" to open the CD drive.
   b) Insert the **SAFARI Montage Content Update: Disc 1** into the CD drive of the server
   c) From the SAFARI Montage Console Screen, select "Update from CD" to run the update.
   d) When this update is complete, the server will <u>NOT</u> reboot and the main Console Screen will appear.
   e) Select "Eject CD" and remove the disc.
   f) Repeat steps 4a – 4e for **SAFARI Montage Video Content Update: Discs 2 & 3**.

5. If you are running WAN Manager, repeat steps 2 through 4 for each Expansion and/or Child server

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

APPLE CLIENT UPGRADE PROCEDURE:

SAFARI Montage Version 2.3.13 includes an upgraded version of the Macintosh Helper File, which must be run on all Macintosh clients once the server upgrade procedure above has been completed.

Removing and Replacing the Macintosh Helper File:
1. Exit all browsers.
2. Delete all icons labeled "VIDEO LIBRARY" from your desktop.
3. Delete all files relating to the helper application:
   a) HardDrive / Library / Application Support / Safari SMB Mounter (entire folder)
   b) HardDrive / Library / Internet Plug-Ins / Safari Montage Detection.* (both files)
4. Launch your browser and navigate to SAFARI Montage.
5. On the SAFARI Montage Dashboard, follow the link to install the helper application
6. Answer affirmatively to any prompts to install the helper application.
7. Exit and re-launch your browser and navigate to SAFARI Montage.
8. Answer affirmatively to any prompts to complete the installation.