



Update Guide

Hedsam X

v10.2.4/v11.22.09 -> v23.1.0

Content

V1.1

1. Introduction	2
2. New License.....	2
3. Server License Code	2
4. Mandatory Backup	2
5. Software Installation.....	2
6. Installing the License	10
7. Database Conversion	11
8. Database Update.....	12
9. Activate the license	14
10. Checking Installed Files	15
11. Troubleshooting.....	16

1. Introduction

Update the Hedsam X software according to these instructions. This guide covers the update from version 10.2.4 and version 11.22.06/09 to version 23.1.0. Before updating to version 23.1.0, it is mandatory to first update Hedsam systems which are older than 10.2.4 to the 11.22.09 release. This version includes the new Python 3 environment and all the databases used by the Hedsam X software are now ciphered with SQLCipher. You are not able to open Hedsam X databases in another Hedsam X instance or a third party program. Taking regular backups of the Hedsam X configuration and databases is more important than ever.

2. New License

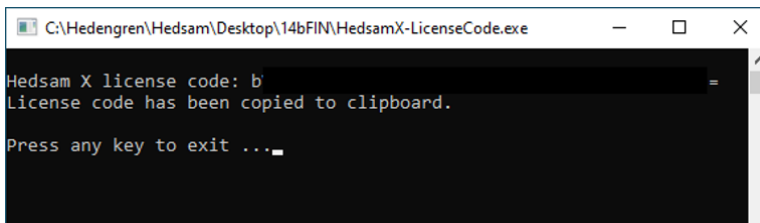
From version 23.1.0 onwards, the Hedsam X software requires a new license. The licenses for the previous Hedsam X versions are not compatible with the new version. Before you update the software, make sure that you have a license which is compatible with the latest version. The new license is server specific and time-limited. The software begins to notify the user 3 months before the license expiration date. When the license expires, the software disables new entries and updates to the database and some of the services, such as the API interface.

3. Server License Code

The new license also checks the license code of the server. To acquire the license code, use the version new HedsamX-LicenseCode tool. The license code is needed when you order the license.

1. Download the *HedsamX-LicenseCode.exe* tool from the Hedengren Security Mediabank.
2. Copy the HedsamX-LicenseCode.exe file to the Hedsam X server where you require the license.
3. Right-click the HedsamX-LicenseCode.exe file and select **Run as administrator**.

The program starts and displays the license code. License code includes letters, numbers and special characters. Program also copies the license code to the clipboard so you can paste it, for example, in a Notepad *.txt file or directly in an email, if it is possible from the server. The full license code is masked out in the following sample picture.



4. Mandatory Backup

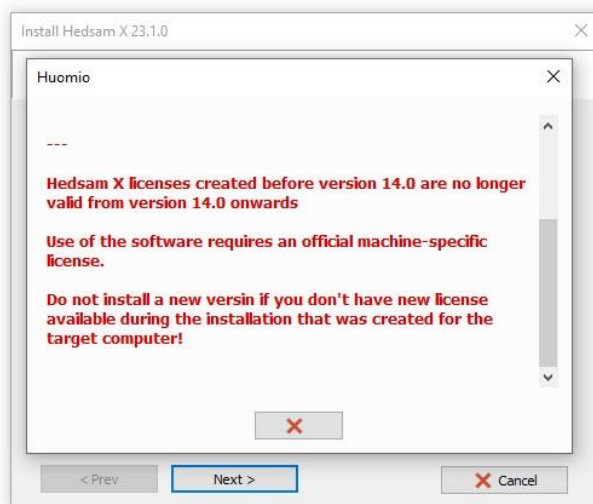
Take a security backup of the entire Hedsam software installation (directory *C:\Hedengren\Hedsam*) or a snapshot of the entire server. If you run into unexpected issues during the update, you can use the backup to restore the previous version. Before taking the backup, shut down all Hedsam X programs and services.

5. Software Installation

Use the installer to install version 23.1.0 software.

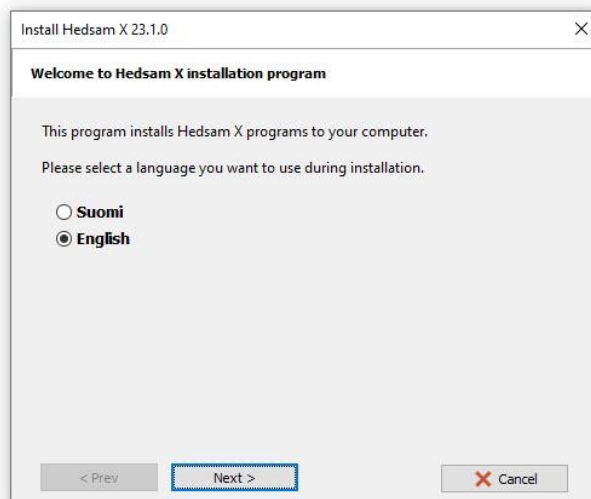
1. Right-click the installer and select **Run as administrator**.

2. When the installation begins, you receive a notification about the license requirements.



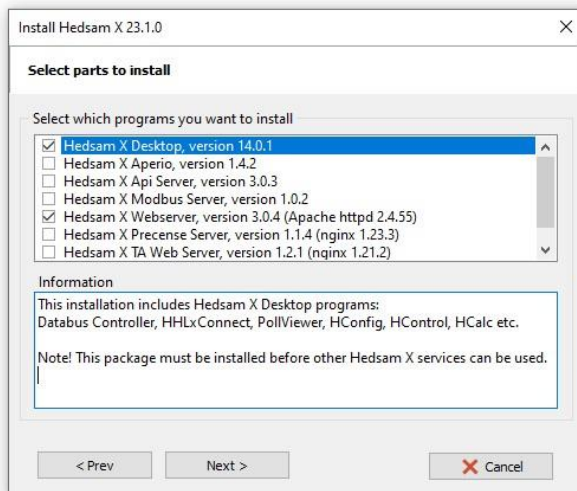
When you have acquired the new license, you can continue the installation.

3. Select the installation language, **Suomi** or **English**.



4. Copy the installer files to the Hedsam X server or PC.
5. Run the Hedsam X installer *Setup.exe*.

6. Select the programs you want to install. Only select the programs you are going to use. Hedsam X Desktop and Hedsam X Webserver are mandatory.

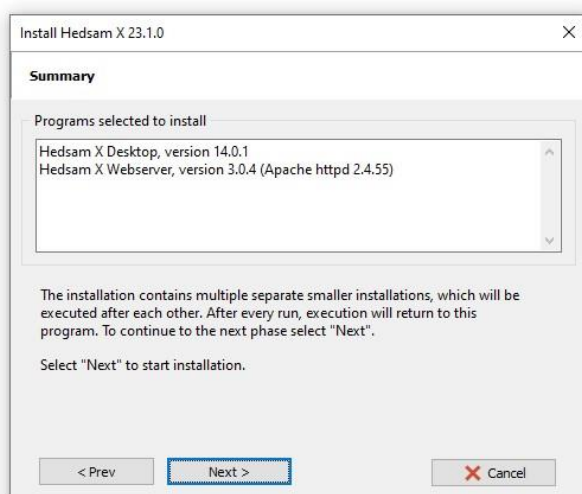


- **Hedsam X Desktop** includes the following programs: Databus Controller, PollViewer, HControl, HCalc, HLink, HConfig ja HConfigDB (mandatory). Program versions 14.x.x.
- **Hedsam X Webserver** includes the web user interface (mandatory). This part of the installer installs the new Python 3 environment. Program versions 3.0.x, Python 3.10.x and Apache 2.54.55.
- **Hedsam X Aperio** is a communication service for Abloy Aperio hubs.
- **Hedsam X API Server** is an interface for external applications, such as Precense Webserver, ModBus Server and TA Web Server.
- **Hedsam X Precense Server** is a presense table, which shows the person's status based on work time registration or control group information.
- **Hedsam X ModBus Server** serves the property automation systems
- **Hedsam X TA Web Server** serves the mobile application.

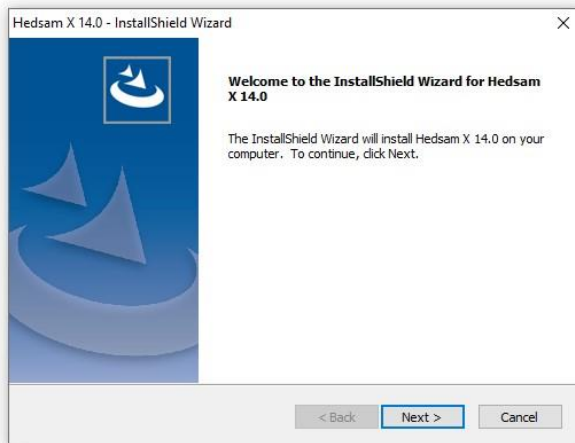
When you have selected the programs to be installed, select **Next**.

7. The summary lists the selected programs.

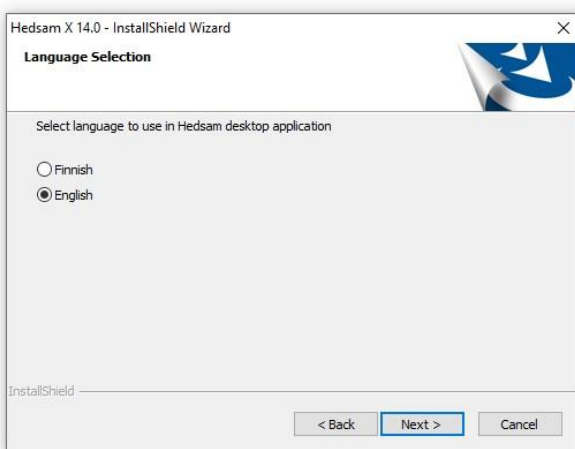
If you are happy with the selection, select **Next**. If you want to modify the selection, select **Prev**. The installer returns to the previous step.



8. The Hedsam X Desktop programs are installed first. Follow the instructions and read the help texts in the installer window. Select **Next**.

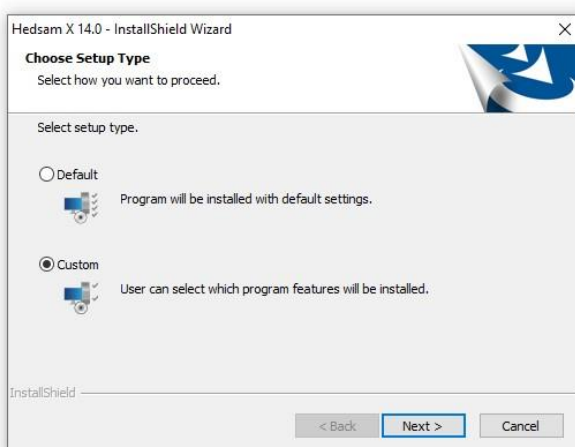


9. Select the language for the Hedsam X Desktop programs (**Finnish** or **English**) and select **Next**.



Note! Once the program is installed, you must reinstall the program to change the language setting.

10. Select the setup type, **Default** or **Custom**.



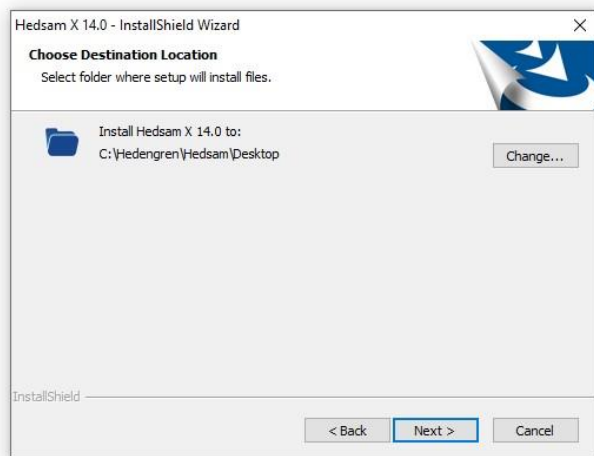
- The **Default** option installs all the programs with default settings. The programs are installed in the following directory with the settings reset for all the services to be installed:
C:\Hedengren\Hedsam\Desktop\.

If an earlier installation exists in the directory *C:\Hedengren\Hedsam\Desktop*, the installer suggests a new installation path *C:\Hedengren\Hedsam\Desktop-1* and after that *Desktop-2* and so on.

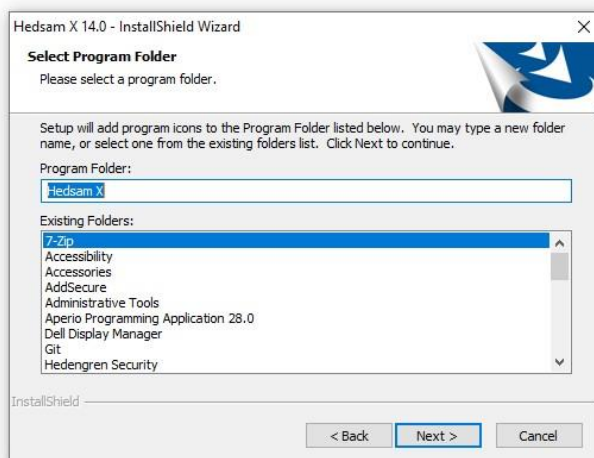
- The **Custom** option allows you to select a different installation directory on the server and select whether the settings for the services are reset.

The recommendation is to use the **Custom** option. When you have selected the setup type, select **Next**.

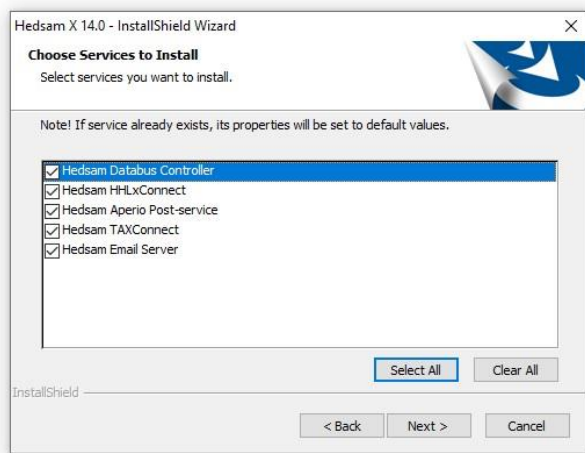
11. Select the installation directory. To modify the directory, select **Change**. To use the default directory (recommended), select **Next**.



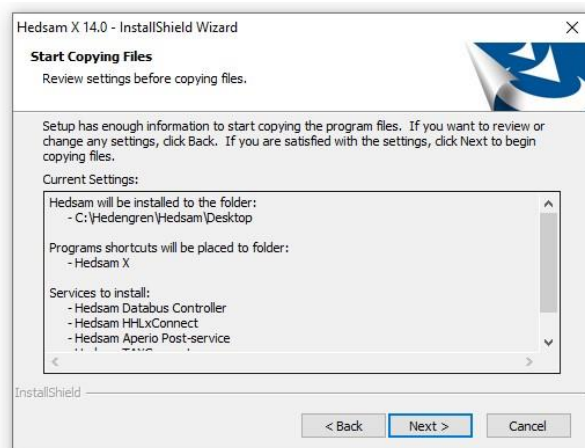
12. Select the name for the program folder. To modify the name, type the new name in the **Program Folder** field. To keep the default name (recommended), select **Next**.



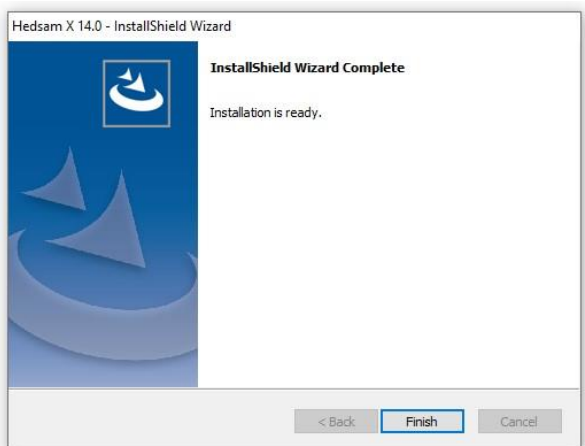
13. Select the services to install. You can select all the services, even if all of them are not used. The recommendation is to reinstall all the services. When you have selected the services, select **Next**. All the selected services are installed with default settings and manual startup mode. Modify the service settings after the update is complete.



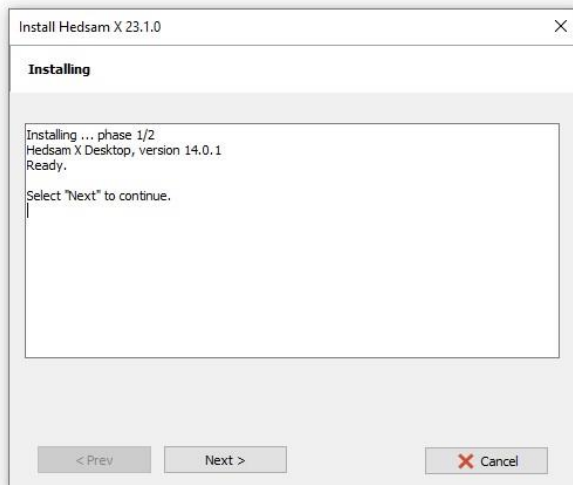
14. The summary lists the selected settings. If you want to modify the settings, select **Back**. If you want to begin the software installation, select **Next**.



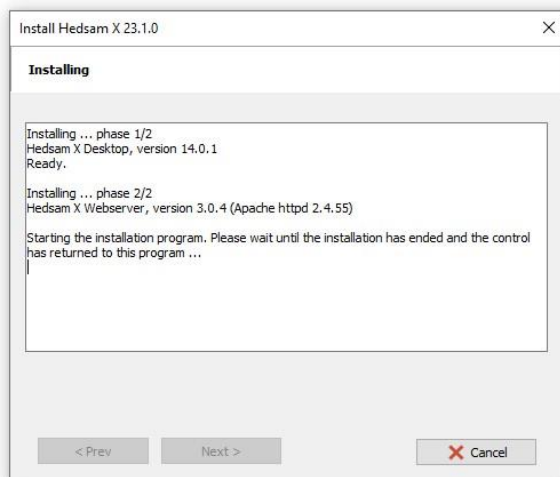
15. The installer notifies when the Hedsam X Desktop installation is ready. Select **Finish** and wait a moment. The installation of the next part begins.



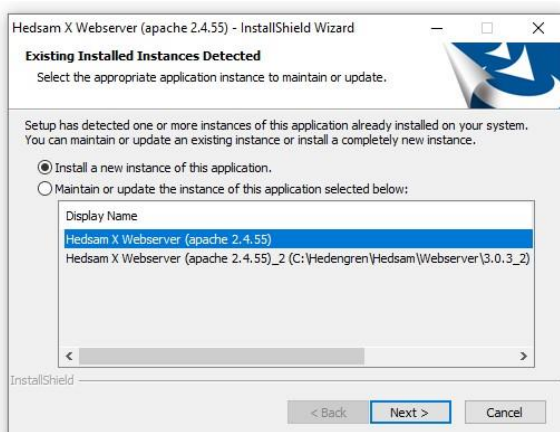
16. To continue the installation, select **Next**.



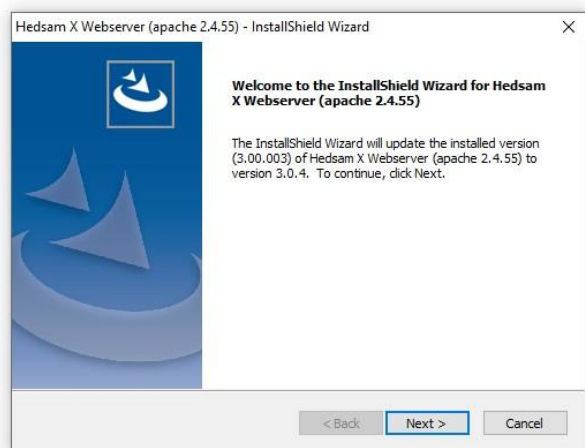
17. The installer begins the next phase of the installation.



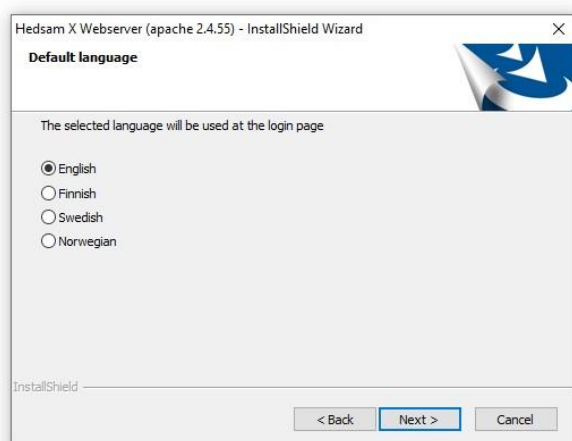
18. Select if you want to install a new instance of the Hedsam X Webserver user interface or update the existing installation. The recommendation is to install a new instance. Select **Next**.



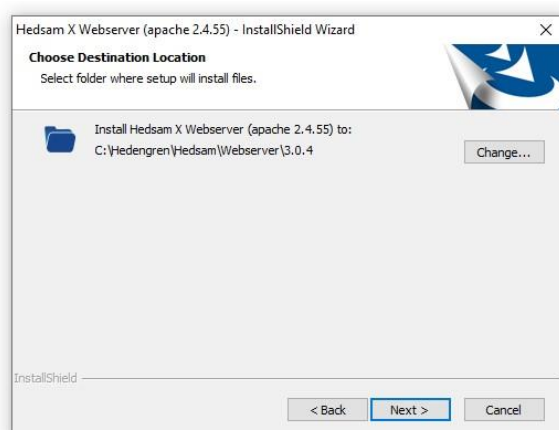
19. Next the installer installs the Hedsam X Webserver user interface. Follow the instructions and read the help texts in the installer window. Select **Next**.



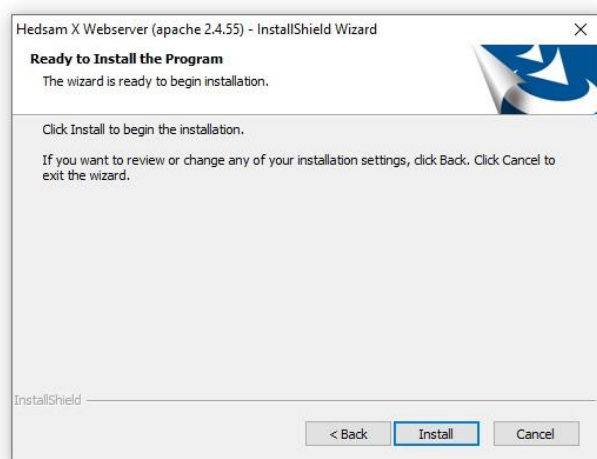
20. Select the language used on the login page of the web user interface, and select **Next**.



21. Select the installation directory. To modify the directory, select **Change**. To use the default directory (recommended), select **Next**.



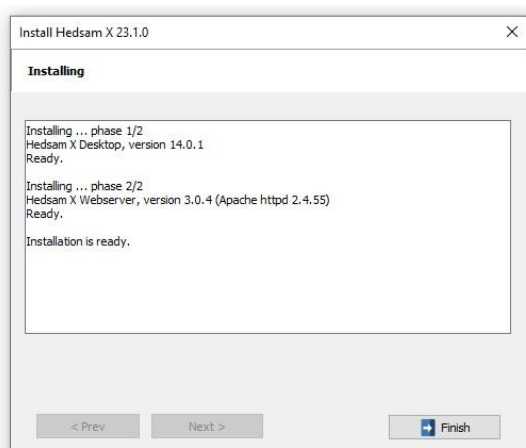
22. If you want to modify the settings, select **Back**. If you want to begin the software installation, select **Install**.



23. The installer notifies when the Hedsam X Webserver user interface installation is ready. Select **Finish** and wait a moment.















24. If you selected other programs to install in step 4, select **Next**. Otherwise the installation is complete and you can select **Finish**.



6. Installing the License

Copy the new license file *hedsam.license* to the following directory: *C:\Hedengren\Hedsam\Desktop*.
















Name	Date modified	Type	Size
 Regist	5.10.2021 7:58	File folder	
 Log	5.10.2021 7:58	File folder	
 Images	6.10.2021 7:42	File folder	
 Hours	5.10.2021 7:58	File folder	
 Event	5.10.2021 7:58	File folder	
 Emails	5.10.2021 7:58	File folder	
 Email_Templates	5.10.2021 7:58	File folder	
 Data	5.10.2021 10:04	File folder	
 Bitmaps	6.10.2021 7:42	File folder	
 hedgraph	8.4.2021 13:49	XML Document	13 KB
 FilesCheck	21.5.2021 10:31	Text Document	3 KB
 hedsam_license	2.1.2019 13:00	LICENSE File	1 KB

7. Database Conversion

To use the features of the new Hedsam X version, you must convert the old database to be compatible with the 14.x version. The database update program is in the *Convert* folder of the Hedsam X installer.

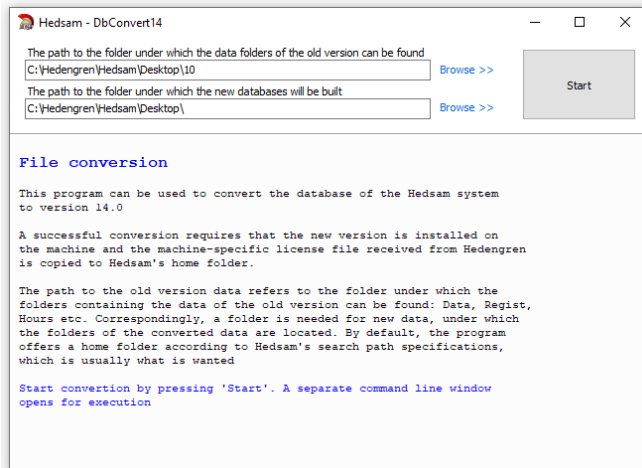


Notice! Before continuing database conversion to version 14.x, Hedsam X version 9.2.x or earlier, all versions of Hedsam Novitas and earlier versions of other Hedsam programs must be converted to the 11.22.09 release.

Name	Date modified	Type	Size
 Convert	6.10.2021 7:39	File folder	
 Hedsam Aperio	4.10.2021 14:29	File folder	
 Hedsam Api Server	5.10.2021 7:06	File folder	
 Hedsam Desktop	4.10.2021 14:29	File folder	
 Hedsam Presence Webserver	4.10.2021 14:29	File folder	
 Hedsam TA Webserver	4.10.2021 14:29	File folder	
 Hedsam Webserver	5.10.2021 7:06	File folder	
 Install Template	4.10.2021 14:29	File folder	
 borIndmm.dll	14.1.2009 21:03	Application exten...	32 KB
 cc3260mt.dll	30.1.2003 7:04	Application exten...	1 465 KB
 cc3290.dll	14.1.2009 21:03	Application exten...	664 KB
 cc3290mt.dll	14.1.2009 21:03	Application exten...	702 KB
 Install	24.9.2021 15:52	Application	806 KB
 install	24.9.2021 15:38	Configuration sett...	1 KB
 note	24.9.2021 8:54	Text Document	1 KB

1. Close all Hedsam X programs and services.
2. Take backups of the following database files.
 - From the old installation: *hedsam02.db*
 - Empty database file *C:\Hedengren\Hedsam\Desktop\Data\hedsam3.db*
3. Right-click the *Convert\DbConvert14\DbConvert14_eng.exe* file and select **Run as administrator**.

- Make sure that the directory paths are correct. If the directory paths are not correct, select **Browse** and change them. You must define the old and the new installation path.

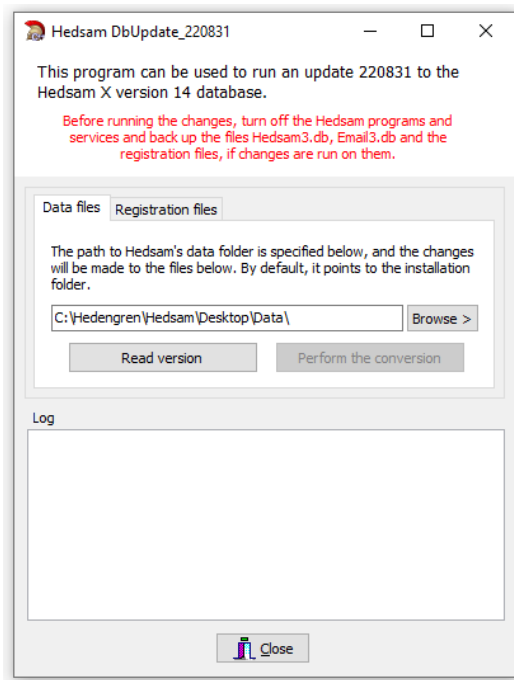


- Select **Start**. The database conversion opens a CMD window during the process.
- When the conversion is done, the window reads *"The file conversion is complete"*. After this, select **Exit**.
- If any errors occurred during this process, contact Hedengren Security support.

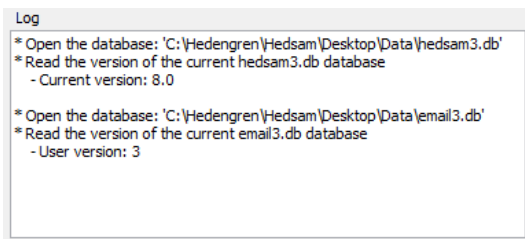
8. Database Update

- Close all Hedsam X programs and services.
- Take backups of the following database files.
 - C:\Hedengren\Hedsam\Desktop\Data\hedsam3.db
 - All C:\Hedengren\Hedsam\Desktop\Regist\regist3-*****.db files
- Right-click the Convert\DbUpdate\ DbUpdate_220831_eng.exe file and select **Run as administrator**.

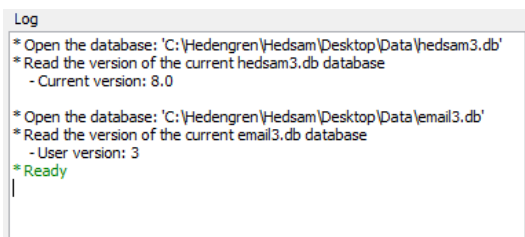
4. Make sure that the directory path of the database points to the *Data*-directory in the new installation. If the directory path is not correct, select **Browse** and change it.



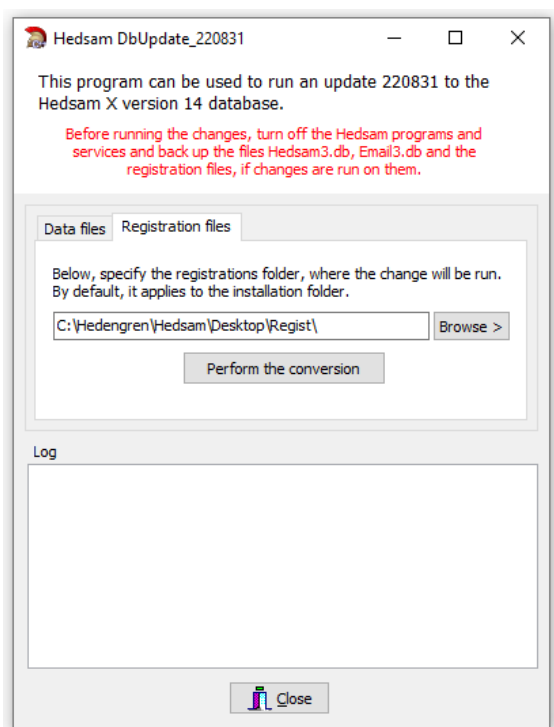
5. Select **Read version**. The log displays the versions of the old database and the batch file it was updated with.



6. If the version is 4.0, select **Perform the conversion**. When the update is complete, the log displays ***Ready**.



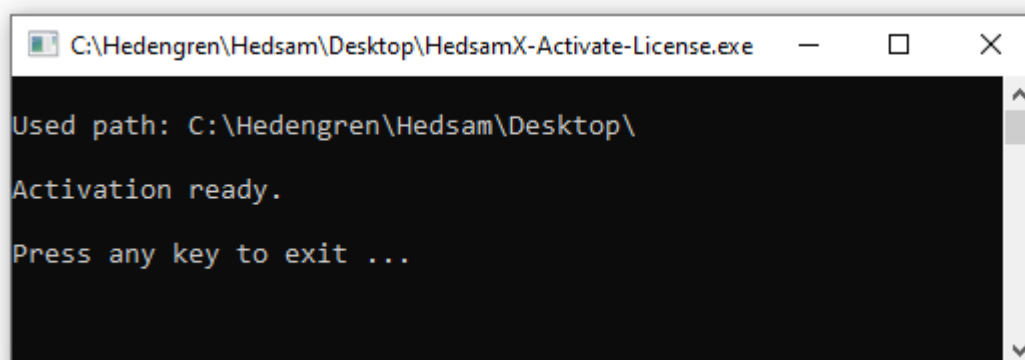
7. Select the **Registration files** tab.



8. Make sure that the directory path of the registration data points to the *Regist*-directory in the new version. If the directory path is not correct, select **Browse** and change it.
9. Select **Perform the conversion**. When the conversion is complete, the log displays ***Ready**.
10. Close the **DbUpdate_220831** program.

9. Activate the license

You need activate the license from `C:\Hedengren\Hedsam\Desktop\HedsamX-Activate-License.exe`. Run this “as Administrator”.



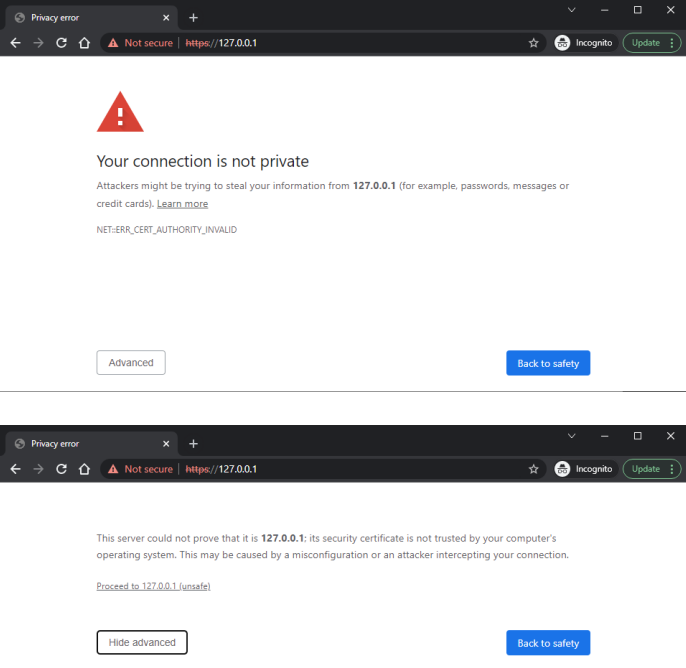
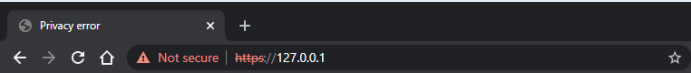


When the activation is complete, close the window by pressing any key.

10. Checking Installed Files

You can check the installed files with the *FilesCheck* program, which is installed together with the Hedsam X software in the `C:\Hedengren\Hedsam\Desktop\` directory. *FilesCheck* reports if any crucial part of the system, such as the license file, is missing.

11. Troubleshooting

Question	Answer
<p>Why does the user interface inform me that the license is not installed?</p> 	<p>The license file <i>hedsam.license</i> is not in the <i>C:\Hedengren\Hedsam\Desktop\</i> directory.</p>
<p>Why does the user interface inform me that the license serial number is invalid?</p> 	<p>The license file <i>hedsam.license</i> does not contain the correct server license code. Use the new <i>HedsamX-LicenseCode.exe</i> tool to acquire the correct license code and order a new license.</p>
<p>Why does the user interface inform me that Your connection is not private?</p> 	<p>The software is delivered with unsigned certificates, and even if you use HTTPS connection, the browser cannot verify the validity of the used (unsigned) certificate. Copy the signed certificates to the web server. See separate instructions for this.</p> <p>You may temporarily allow the connection by clicking Advanced > Proceed to 127.0.0.1 (unsafe).</p>
<p>Why does the user interface inform me that the connection is Not secure?</p> 	<p>The software is delivered with unsigned certificates. To create a safe connection (green lock), copy the signed certificates to the web server. See separate instructions for this.</p>