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# Saratoga CRM 7.0.0

## Upgrade Considerations

Updated: 8/31/2016

### What types of upgrades or installs are required for 7.0.0?

Saratoga version 7.0 has the same upgrade requirements for Rich Client and Thin Client as versions 6.9.0 and 6.10.0. Please see the bullet points below.

### Rich Client, Thin Client and Form Center

- **Customer upgrading from 6.7 or below:**
  - All Saratoga programs, including integration components must be uninstalled prior to the 7.0 installation. No upgrade available.
- **Customer is on 6.8.0:**
  - Saratoga Rich and Thin Client servers can be upgraded
  - Rich Client LAN and Remote users require Uninstall and Reinstall
  - Integration components CANNOT be upgraded. Uninstall/reinstall required.
- **Customer is on 6.8.1 or 6.8.1.HF1:**
  - Saratoga Rich and Thin Client servers can be upgraded
  - Rich Client LAN and Remote users can be upgraded
  - For Rich Client Integration Components: User can click the Wizard to upgrade their integration components. Prior uninstall is not required.
    - Silent install of Rich Client Integration Components is available, but an upgrade of previously installed integration components via Silent install is not permitted. Uninstall/reinstall required.
  - Thin Client Integration components CANNOT be upgraded. Uninstall/reinstall required.
    - Silent install of Thin Client Integration Components is available, but an upgrade of previously installed integration components via Silent install is not permitted. Uninstall/reinstall required.
- **Customer is on 6.8.2:**
  - Saratoga Rich and Thin Client servers can be upgraded
  - Upgrade also available for Rich Client LAN and Remote users
  - For Rich Client Integration Components: User can click the Wizard to upgrade their integration components. Prior uninstall is not required. Silent install is also available. (Silent uninstall not required).
  - **For an upgrade of 6.8.2 Thin Client Integration Components, additional considerations:**

- The default URL for the 6.8.2 & 6.8.2.HF1 GA builds was Saratoga.local.com. We had a special “revert to localhost” build for 6.8.2 and 6.8.2.HF1 if customers used a proxy server and Saratoga.local.com didn’t successfully connect.
    - Beginning with 6.9.0, the **DEFAULT URL** is back to **localhost**. Localhost still works for proxy servers, but the Auto Update feature will not work for users running IE10 and IE11.
    - Beginning with 6.9.0, an **optional** INI file can be downloaded to TC users for a registry update of the local port # and URL.
  - Due to the change in the default URL setting between 6.8.2 and future versions, the following conditions apply:
    - If the 6.8.2 Integration URL was **Saratoga.local.com** and customer will use the default URL of **localhost**, integration components **CANNOT** be upgraded. Thin Client users must uninstall and reinstall.
    - If the 6.8.2 Integration URL was **localhost** because they used the “revert to localhost” build **AND** the port # has not changed **AND** the web.config is set to auto-update, automatic upgrade of components will occur.
    - If auto-update was not enabled in 6.8.2 **OR** the port # /URL has changed since 6.8.2, integration components should not be upgraded as discrepancies could exist. Users should be directed to uninstall/reinstall.
- **Customer is on 6.8.3 or above:**
  - Saratoga Rich and Thin Client servers can be upgraded
  - Upgrade also available for Rich Client LAN and Remote users
  - For Rich Client Integration Components: User can click the Wizard to upgrade their integration components. Prior uninstall is not required. Silent install is also available. (Silent uninstall not required).
  - For Thin Client Integration Components: User can click the Wizard to upgrade their integration components. Prior uninstall is not required. Silent install is also available. (Silent uninstall not required). If the web.config is set to auto-update, automatic upgrade of components will occur