

# Upgrading from Swivel 3-9-1 on Microsoft Windows

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## Overview

This document covers upgrading Swivel on Microsoft Windows and supplements the article [Upgrade PINsafe](#) which should be used with this article. For Swivel appliance upgrades see the relevant patch files. For a new Windows installation, see [PINsafe Windows Installation](#).

## Prerequisites

- Existing Swivel installation version 3.9.1.4908 or later on Microsoft Windows Server 2000-2012, Windows XP, Windows Vista, Windows 7 or Windows 8 (including 8.1)
- Latest Swivel software to be installed.
- Latest Swivel backup (requires the Tomcat service to be stopped if the internal Db is used) See [Backup PINsafe on a Software Only Install](#)
- To upgrade past Swivel 3.8 or later, you need Java 1.6.
- Swivel 3.8 is compatible with versions of Tomcat versions 5.5 to 7.

If an external database such as MySQL or MSSQL is used make a backup of the database, since it may be modified if it was upgraded and you may need to go back to the previous version database state should something go wrong.

## Upgrading from versions 3.9.1 onwards to latest version

### Copy data

- Log into the Swivel admin console and note the current setting for *Data Storage Root*.
- Stop the Apache Tomcat service
- It is highly recommended that you take a copy of the entire <path to Tomcat>\webapps\pinsafe\ folder. DO NOT copy the files within the Tomcat folder, as this might cause multiple instances of Swivel to run. Make sure the backup is outside the Tomcat root folder, and preferably on a different computer altogether for safety.
- If you have any custom classes not part of the original installation, check with Swivel support whether the latest version includes the customisation. If not, you will need to take copies of the custom classes to restore later on. You will also need to check with Swivel support if your custom classes are still compatible with the latest version.
- Take a backup of the Data Storage Root folder you noted earlier.
- If using an external database such as MySQL or MSSQL or Oracle, ensure you take a complete backup of the database
- If the Internal, or MySQL DB is not being used, backup the DB driver file you are using from <path to Tomcat>\webapps\pinsafe\WEB-INF\lib

### Remove the old instance of Swivel

(This is only necessary if you are upgrading on the same server. Ensure your backup has been made).

- Ensure that the Tomcat service is started.
- Delete the current pinsafe.war in <path to Tomcat>\webapps
- Wait for the pinsafe folder to disappear. If the folder still remains after 30 seconds, you may need to delete it manually, as follows:
- If the pinsafe folder has not completely gone, stop Tomcat, delete the folder and then restart Tomcat.

### Install a new instance of Swivel

Note: If moving to a new Microsoft Windows server, carry out the following install steps on the new server.

- Ensure that the Tomcat service is started.
- Copy the latest pinsafe.war file into the webapps folder and wait for the pinsafe folder to deploy;
- Once the new Swivel instance has deployed (the pinsafe folder has been created within webapps), verify that the Swivel service can be connected to and displays the new PINsafe version, from the local host use:

<http://127.0.0.1:8080/pinsafe>

If you have changed the Tomcat connector settings, use https and/or the modified port as appropriate.

- If you are upgrading in place, your existing configuration should still be in place, and you can log in using existing administrator credentials.
- If you are upgrading to a new server:
  - ♦ Login to Swivel admin (the DB is shipping) using the default credentials
  - ♦ Check the location of the configuration files from the status screen (write down the location)
  - ♦ Stop Tomcat
  - ♦ From the earlier backup, copy the conf, data and db directories to the new configuration location, as previously written down
  - ♦ Start Tomcat, Swivel will startup and begin to upgrade the database configured in the config.xml

## Testing

Verify that the Swivel service can be connected to, from the local host use:

<http://127.0.0.1:8080/pinsafe>

Verify that the new version is listed.

## Known Issues

### Troubleshooting

[Transports absent after upgrade](#)