

Upgrade Instructions for Eclipse Service Management Software

Overview

If you are looking to upgrade your copy of Eclipse Lite, these instructions should be followed to ensure a smooth process, and no risk to your existing data. If you have any questions regarding this procedure, please contact Tech Solutions at: support@eclipseservice.com or by phone at (805) 370-0288.

Preparation

Before doing anything with a new version of Eclipse, it is imperative that you **backup your current installation**. We suggest making a complete copy of your Eclipse system by copying the installation directory that you installed Eclipse into for the previous version. The following directories are the default directories that Eclipse is installed in for various versions:

Eclipse Version	Default Installation Directory
2.0	C:\eclipse
2.1, 2.2	C:\eclipse
2.3 Beta Versions B1-B6	C:\ecbeta
2.3 Beta Versions B7-B9	C:\Program Files\ecbeta
2.3	C:\Program Files\eclipse

Find the version that matches the one that you are currently using. If you have elected to install Eclipse in its default directory, you should find all of your data and programs in the directory listed above.

To ensure that you have the right version, check the last modified dates on the file ECLIPSE.4DD. This should be representative of the last time that you used Eclipse. If you find that this matches, then you have the right file set.

Installing the new software

You can obtain the latest version of Eclipse from www.eclipseservice.com or by requesting a CD to be sent to you from Tech Solutions (e-mail support@eclipseservice.com for your CD). Once you have either downloaded the latest Eclipse software, or have the CD, either run the ECLIPSE.EXE file that was downloaded, or select on the CD to install the software. You will then invoke the installer for Eclipse.

Eclipse will install into its default directory. You can elect to have it installed anywhere on your file system that you choose. We suggest that you install it in a different place than where your previous Eclipse system was located. This will ensure that you don't overwrite any files accidentally. It is VERY important that you have a backup of the files:

ECLIPSE.4DD
ECLIPSE.4DR

from your previous installation, as this is your data files.

Once you have installed the software onto your computer, then you must copy the ECLIPSE.4DD and ECLIPSE.4DR files from your previous Eclipse version to the new directory where the new Eclipse has been installed. The default location for this is given on the previous chart.

Unlocking the new version

The unlock code that you were given with previous versions of Eclipse is not likely to work with new versions. You should be given a new unlock code by e-mail for new versions, when they are formally announced. If you don't have your unlock code, contact Tech Solutions to obtain one for your site. Without an unlock code, your new Eclipse system will work for a maximum of 30 days. It is possible that if you have had a recent version of Eclipse expire on your computer (version 2.3 production or greater), that it may not allow you to use the software without the unlock code.

Enter the unlock code on the initial screen the comes up when you attempt to run Eclipse. You should then unlock the system and it will work without restriction.