



NetFlow Tracker v4.0 Installation Instructions

Please review these Installation Instructions carefully to avoid data loss or complications:

Important Installation Steps: *You must be at version 3.5.x for this upgrade or it will fail. Please backup all data and custom settings prior to installing NetFlow Tracker 4.0 by using the following steps: (Note: drive letters may be different on your installation).*

- Stop the NetFlow Tracker and MySQL services.
- Copy the folders **C:\mysql\data\crannog_ulysses** and **C:\mysql\data\crannog_ulysses_longterm** to a safe place on the server (not the same folder, or you risk losing your data). Similarly, copy any files in **C:\mysql\data** with names starting with "ib" to a safe place.
- If archived data or scheduled reports are stored under <tracker installation directory> or subfolders move that data elsewhere.
- Use Windows **regedit** to export the following registry key to a file, you may skip this step if you are unsure of how to modify the registry; however you will not retain all of your custom settings if you do:
HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Prefs\com\crannogsoftware\ulysses
- Start the NetFlow Tracker and MySQL services.

If for any reason you choose to go back to 3.5.x, you will need to:

- Uninstall 4.0 first
- Reinstall the prior 3.5.x version
- Stop the NetFlow Tracker and MySQL services.
- Replace the contents of the folder **C:\mysql\data\crannog_ulysses** and **C:\mysql\data\crannog_ulysses_longterm** with your backed-up copy. Also, replace any files in **C:\mysql\data** with names starting with "ib" with your backed-up copies.
- Use **regedit** to import the previously exported 3.5.x custom settings into the registry.
- Start the NetFlow Tracker and MySQL services.

If you have questions or concerns about the **NetFlow Tracker v4.0 upgrade process** please contact our **Technical Assistance Center**. A complete listing of Technical Assistance Center phone numbers is located on your "MyAccount" home page by clicking on "View all locations contact number", located on the right side-bar.