Instant Technologies'
Instant Queue Manager
Upgrading Instant Agent Framework

INTRODUCTION/OVERVIEW

This manual is intended for use by clients with existing installations of Instant Queue Manager and the Instant Agent Framework. It will step through the process of upgrading the Instant Agent Framework.

The intended audience for this document is the system administrator or the information technology staff member who is supporting the application. We assume the reader has a basic administrator level understanding of Lotus Notes and Sametime.

Basic Steps of the Install

The basic steps involved are:

1. Stop the Apache Tomcat service
2. Back up your existing installation.
3. Remove the current version of the Instant Agent Framework.
4. Install the new version of the Instant Agent Framework
5. Restore the ScriptLoadList.xml and ServiceLoadList.xml files.
6. Restart the Apache Tomcat service.
7. Test the Installation

PREREQUISITES

In order to have a successful upgrade of the Instant Agent Framework, hereafter IAF, the following prerequisites must be completed.

1. Installed the correct version of Apache Tomcat.
2. Installed the correct version of the Sun Java Development Kit (JDK).
3. Downloaded and extracted the IAF Install set, provided by Instant Technologies.

All other prerequisites are assumed met since we are upgrading an existing installation.

PERFORMING THE UPGRADE

1. Stop the Apache Tomcat Service.

2. Back up …LoadList.xml files

Copy the ScriptLoadList.xml and the ServiceLoadList.xml located in:
"C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\ITFramework"
to files with a different name in the same directory, or to a different directory.

3. Uninstall Instant Agent Framework

Open "Add/Remove Applications" in the Control Panel.
Locate the "Instant Agent Framework" application and highlight it by clicking on it.
Click on the 'Remove' button.

4. Install the new version of the Instant Agent Framework

Navigate to the directory with the Instant Agent Framework install set.
Run the Setup program.

(NOTE: For screenshots and detailed instructions on the fields and what to enter, see the instructions for a new installation of the Instant Agent Framework.)

5. Restore the Backup copies of the load list.xml files

Once the setup program has finished, navigate to the directory containing the backup copies of the ScriptLoadList.xml and the ServiceLoadList.xml files.
Copy these two files back into the ITFramework subdirectory whose default location is: "C:\Program Files\Apache Software Foundation\Tomcat 6.0\webapps\ITFramework"

6. Restart the Apache Tomcat service.

7. Test the new installation

If you have added your queue and interview entry points to your Lotus Sametime contact list, open your Sametime client contact list. Otherwise, open whatever webpage that is used by your clients to initiate a contact.
You should see the entry points come on line after a few minutes. (Not more than 5 minutes)