

SIMS SOLUS 2

Download Facility



CAPITA

EDUCATION SERVICES

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Please ensure that you include the module name, version and aspect of documentation on which you are commenting.

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Chapter 1: Running SOLUS Downloads

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Introduction

Welcome to the SIMS Online Update Service (SOLUS) 2.

SOLUS 2 is used to download files from Capita Education Services to a SIMS server. This includes both upgrades and patches.

This document describes the process of updating SIMS using the SOLUS 2 download facility.

Background

In early 2004, Capita Education Services began releasing upgrades and patches online by means of the SIMS Online Update Service (SOLUS). This has simplified the upgrade and patching process removing the requirement for CDs and ensuring updates can be applied as soon as they are available.

The SOLUS 2 Wizard simplifies the process further. It works in conjunction with CES Schools Manager used by LAs and LSUs so that they can manage the distribution of software to schools. The LAs/LSUs will be able to ensure that only the relevant updates are available for each establishment. Schools will receive email notification of when to run SOLUS. Once an update has been downloaded and applied by a school, the SOLUS 2 Wizard automatically feeds this information back to the LA/LSU so that support units are kept up-to-date with what version a school is on.

The SOLUS 2 facility has been designed to be easy to use, secure and does not require extensive technical knowledge. It enables users to upgrade all SIMS .net components, including database and applications.

The SOLUS 2 Wizard exchanges the following data with Capita ES:

- the school number stored in the SQL database
- the postcode of the school

- the version of the SIMS database
- the version of the FMS database (currently sent as version 0.0.0.0).

The SOLUS 2 Wizard will also inform Capita ES and the LA/LSU of the following events:

- The school has completed a download.
- The school has applied the upgrade successfully.
- The school has applied the upgrade and the upgrade failed.

Before You Start

*NOTE: SOLUS facility is an upgrade tool **only** and cannot be used to perform new installations of SIMS.*

The SOLUS 2 Wizard can be run on any machine that has the .NET Framework 1.1 installed, i.e. any SIMS workstation or any SIMS SQL Server from SIMS .net CP 4.00 onwards (Spring 2005).

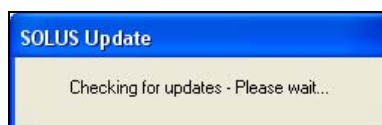
As with any upgrade, before embarking on a SOLUS upgrade please ensure that you have:

- a complete back-up of the SIMS SQL database
- a complete back-up SIMS Document Management Server (DMS)
- a complete back-up of the FMS database (if applicable)
- read the Release Notes for the upgrade.

Running the SOLUS 2 Wizard

The school's SOLUS contact will receive an email notification advising when an upgrade needs to be performed or a patch applied.

1. Launch the SOLUS 2 Wizard by either of the following methods:
 - Select **Start | All Programs | SIMS Applications | Update and Run SOLUS.**
 - Open SIMS .net and select **Tools | Check for Updates.**
2. The SOLUS 2 Wizard checks for updates.



NOTE: If SOLUS does not identify your machine as a SIMS workstation you will be prompted for some installation information, which you should complete as appropriate.

The **Welcome** screen is displayed.



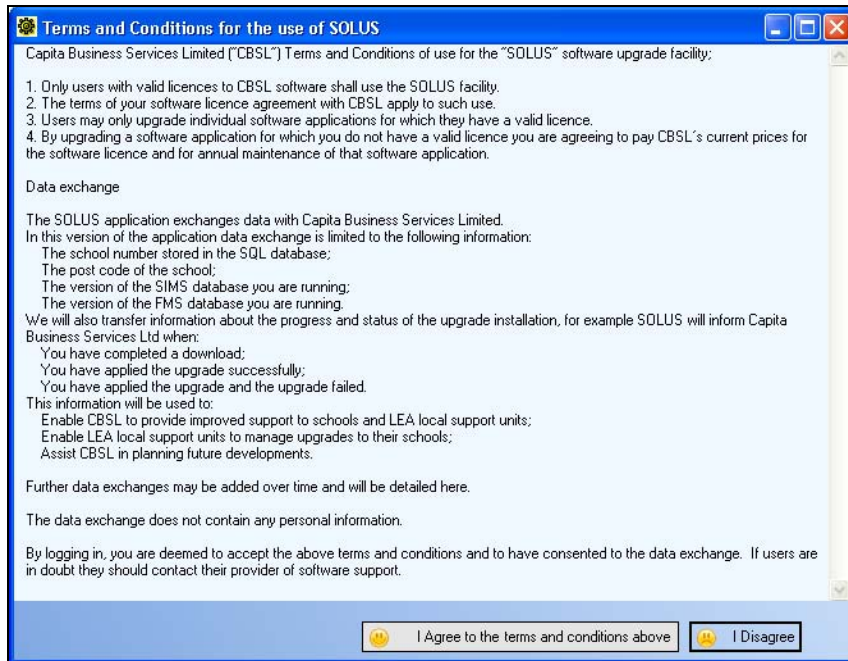
3. To view a web page containing the documentation available about SOLUS 2, click the **Help** button.
4. The SOLUS 2 Wizard allows you to upgrade SIMS and FMS installations. Upgrades can be performed independently by selecting either the **SIMS Installation Upgrade** or the **FMS Installation Upgrade** check boxes, or simultaneously by selecting both.

NOTE: Only users with Level 5 permissions can download and upgrade FMS.

- To upgrade a SIMS installation:
 1. Enter the **SIMS User Name** and **SIMS Password** of a user who is a member of the System Manager group.
 2. Select the **SIMS Installation Upgrade** check box.
- To upgrade an FMS installation:
 1. Enter the **FMS User Name** and **FMS Password** of a user who is a member of the System Manager group.
 2. Select the **FMS Installation Upgrade** check box.

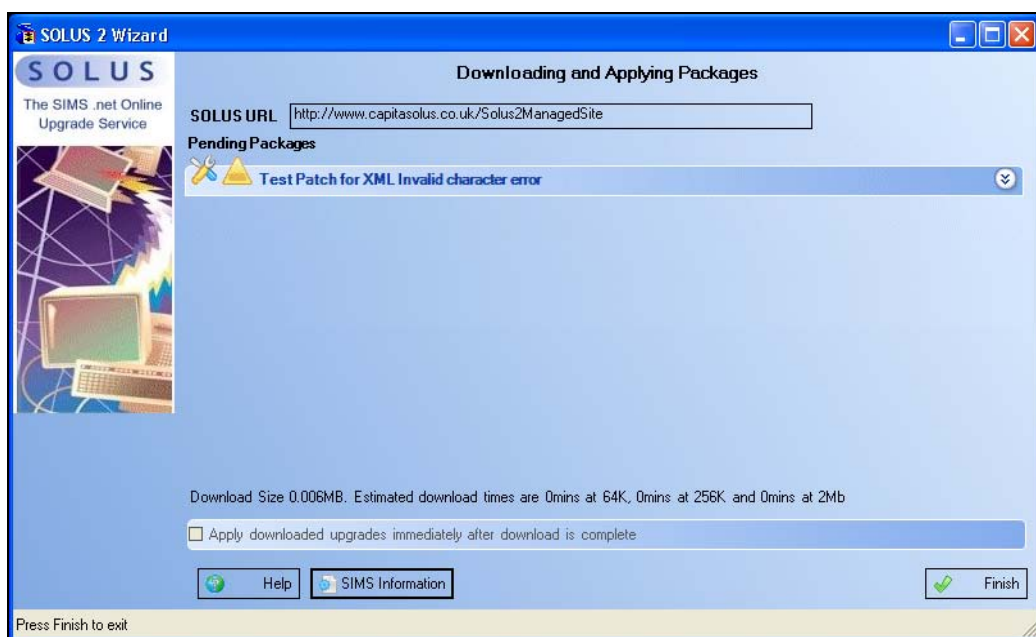
*NOTE: The **Proxy Settings** button is only required if you have previously been unable to carry out SOLUS upgrades. If you have carried out SOLUS upgrades successfully in the past, please disregard this button.*

If the SOLUS 2 Wizard is being used for the first time, a Terms and Conditions dialog will be displayed. Please read the terms and conditions carefully.



Click the **I Agree to the terms and conditions above** to continue.

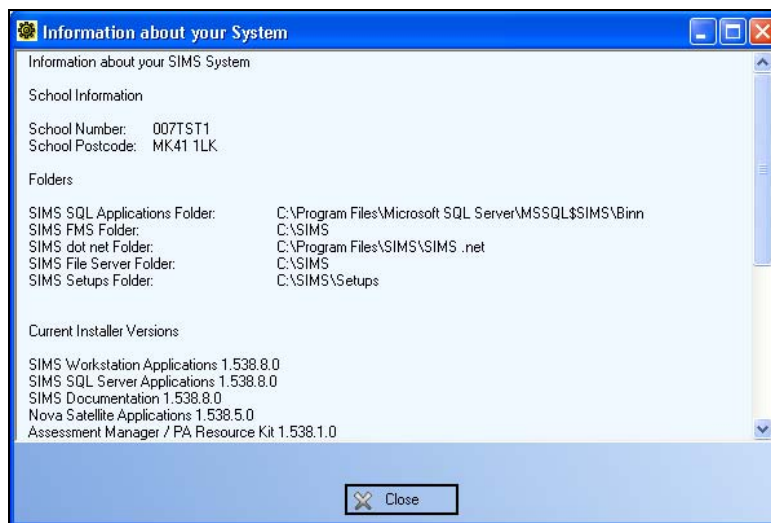
Click the **Login** button to display the **Downloading and Applying Packages** screen.



Please note that if there are no downloads available to you at this time, a message screen will be displayed. Click the **Finish** button to close the Wizard.

5. The packages that need to be applied to your system are listed. Click the **Down** button to display further details regarding each package, e.g. the size of the package and an estimated time it will take to download the package onto your system. This will depend on the speed of your system.

To display information about your system, such as the version you are currently running and the current database information, click the **SIMS Information** button to open the **Information about your System** dialog.



Click the **Close** button to exit the **Information about your System** dialog.

6. If you wish the SOLUS 2 Wizard to download the packages and apply them immediately, select the associated check box. If you prefer to apply them at a later time, ensure that this check box is not selected.



7. Click the **Finish** button. The packages will then be downloaded and, if you have selected the **Apply downloaded upgrades immediately after download is complete** check box, applied.

Applying Downloaded Packages

If you have downloaded an upgrade or patch using SOLUS 2 and you now wish to apply the package, this should also be carried out using the SOLUS 2 Wizard. To apply the package:

1. Launch the SOLUS 2 Wizard by either of the following two methods:
 - Select **Start** | **All Programs** | **SIMS Applications** | **Update and Run SOLUS**.

- Within SIMS .net, select **Tools | Check for Updates**.
2. Follow any on-screen instructions until the **Welcome** page of the SOLUS 2 Wizard is displayed.
 3. The SOLUS 2 Wizard allows you to apply SIMS and FMS packages. This can be done independently by selecting either the **SIMS Installation Upgrade** or the **FMS Installation Upgrade** check boxes, or simultaneously by selecting both.
 - To apply a SIMS package:
 1. Enter the **SIMS User Name** and **SIMS Password** of a user who is a member of the System Manager group.
 2. Select the **SIMS Installation Upgrade** check box.
 - To apply an FMS package:
 1. Enter the **FMS User Name** and **FMS Password** of a user who is a member of the System Manager group.
 2. Select the **FMS Installation Upgrade** check box.
- The system logs you in and displays the packages that need to be applied.
4. Click the **Apply Packages Now** button to apply the package.
 5. Click the **Finish** button at the end of the process.

The download and applications status is then automatically fed back to your LA or LSU.

Updating the Workstations

When you have upgraded your SIMS system, the modules will update the first time you log into one of them following your database upgrade.

1. Select **Start | Programs | SIMS Applications | SIMS .net** to open the module.

NOTE: It is recommended that you do not access SIMS .net via Windows Explorer shortcuts or desktop shortcuts, as these will trigger the upgrade only if they have been set up correctly. For more information on shortcuts, please refer to the Adding a New SIMS .net Shortcut section that follows.

2. The update will then be performed automatically. Once the update has completed, you can use the modules as usual.

Adding a New SIMS .net Shortcut

Shortcuts can be created in various ways but SIMS .net shortcuts will only trigger the upgrade if they have been created in a certain way.

To check if your SIMS .net desktop shortcut will trigger an upgrade:

1. Right-click on the shortcut and select **Properties**.
2. On the **Shortcut** page, check that the following text is entered in the **Target** field:

```
"C:\Program Files\SIMS\SIMS .net\SIMSLoad.exe" "C:\Program Files\SIMS\SIMS .net\Pulsar.exe"
```

If all of this text is present, the shortcut will correctly trigger the upgrade.

If all of the text is not present, you will need to delete the shortcut and create a new one as follows:

1. Highlight the existing shortcut and press the **Delete** key. Confirm that you want to delete the shortcut.
2. Select **Start | Programs | SIMS Applications**.
3. From the list of SIMS Applications, right-click and drag **SIMS .net** to the desktop.
4. Select **Copy Here** from the pop-up menu.

If you right-click on the newly created SIMS .net shortcut and select **Properties**, you will see that the **Target** field on the **Shortcut** page contains the correct text.

Chapter 2: Additional Information

This chapter contains:

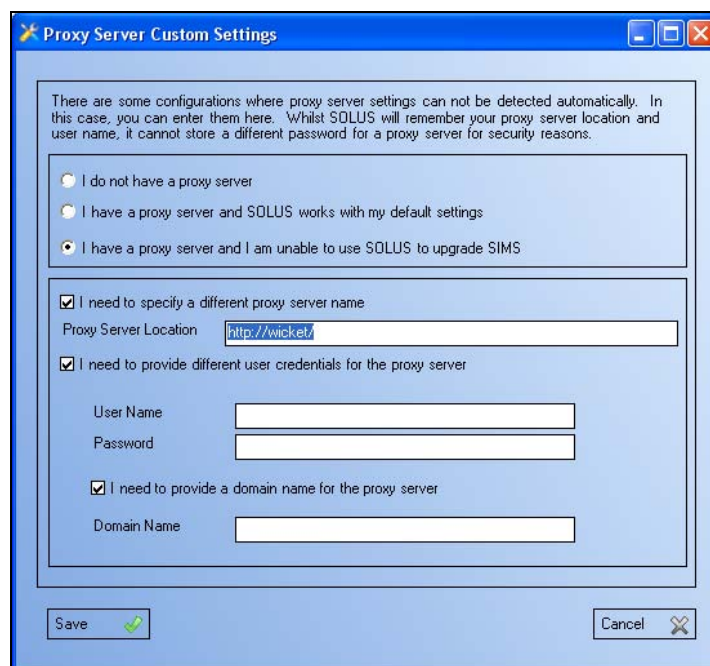
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Firewalls and Proxy Servers

NOTE: It is recommended that the SOLUS 2 Wizard is run by users who have rights to go through any firewalls or proxy servers (http on port 80) that are in use. However, if the Wizard is run by a user without such rights they will be prompted for credentials.

To change your proxy settings:

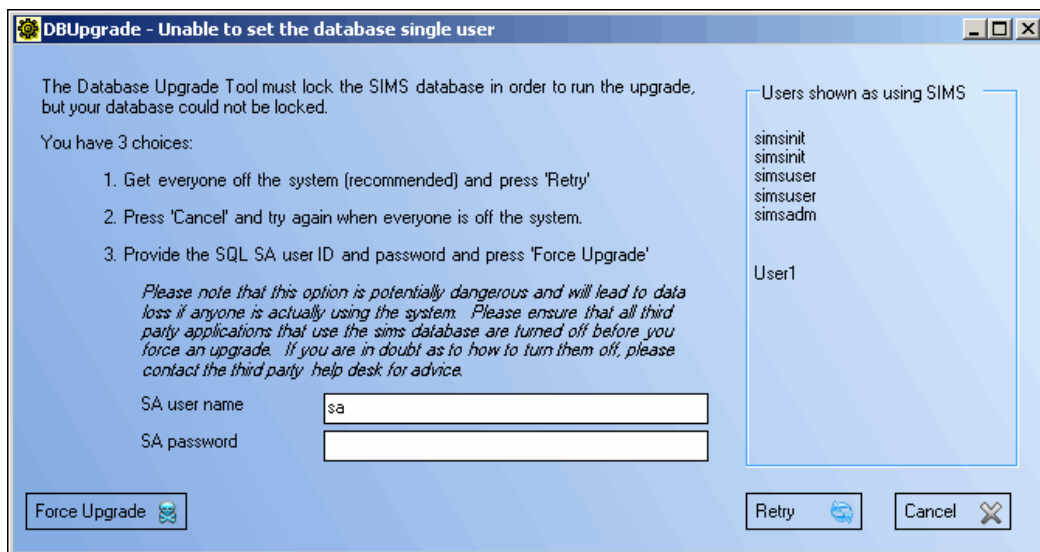
1. Launch the SOLUS 2 Wizard.
2. When the **Welcome** screen is displayed click the **Proxy Settings** button.
3. The **Proxy Sever Custom Settings** dialog is displayed.



4. Select the appropriate radio button:
 - I do not have a proxy server
 - I have a proxy server and SOLUS works with my default settings
 - I have a proxy server and I am unable to use SOLUS to upgrade SIMS
5. If you have a proxy server and SOLUS works with your default settings enter the **Proxy Server Location**.
6. If you are unable to use SOLUS to upgrade SIMS select the relevant check boxes in the lower part of the **Proxy Server Custom Settings** dialog.
7. Click the **Save** button to store your proxy settings.

Logging Users Off

The SIMS Database Upgrade Tool which is used during the upgrade process requires that no other SIMS users are logged in whilst the database is being upgraded. If other users are logged into SIMS at the same time as a database upgrade is being carried out, the following screen will be displayed:



At this point, there are three options available to you:

- Ask all currently logged in users to exit from SIMS and then **Retry**. A list of currently logged in users is displayed in the **Users shown as using SIMS** panel on the right-hand side of the screen.
- **Cancel** the process and run this process again when you know that all SIMS users will be logged out.
- Carry out the application of the licence regardless of how many SIMS users are logged in, by forcing other users out of the system and then applying the licence. To force an upgrade, you must enter the **SA user name** and **SA password** to ensure that you have the appropriate permissions to do so.

IMPORTANT NOTE: Forcing an upgrade may lead to data loss if any user is using the system. If any third party applications that use the SIMS database are employed at your school, ensure they are closed. This option should be used with care, and only if it is not possible to log all users out using conventional methods.

Once you have carried out any pre-upgrade procedure (i.e. asking users to log out, closing down any third party applications, etc.), click either the **Cancel**, **Retry** or **Force Upgrade** button.

Frequently asked Questions

What port and protocol does SOLUS use?

SOLUS uses HTTP on Port 80.

If you receive a “403 forbidden” message or a similar message it means that the Host or URL (i.e. the request) is being blocked by the proxy server, Web Server or otherwise. If this is the case, the proxy settings in Internet Explorer should be checked and corrected. You also need to ensure that the URL itself has not been blocked.

If there is a firewall in place, it must be set to allow SOLUS.EXE access to <http://www.capitasolus.co.uk>.

If a personal firewall is in place and you receive errors of “Access Denied”, ensure that <http://www.capitasolus.co.uk> is NOT listed in the Blocked list.

What about Microsoft upgrades, etc. that affect the infrastructure of my system?

Whenever Microsoft® upgrades are required that affect the infrastructure (such as the .NET framework, etc.) then a visit to each workstation will be required. We will try and provide these upgrades in advance of their requirement and limit infrastructure changes to 12 months, as we are fully aware of the impact on customers having to visit each workstation.

Whilst it is not directly related to SOLUS, if you have a Local Database Installation (such as Teachers’ Desktop) and Microsoft release any Service Packs for MSDE, visits to these workstations may be required. We will advise accordingly if this occurs.

What services need to be running on the Server to perform a SOLUS upgrade?

In almost all cases, the services that need to be running for SOLUS are already running as they are required for SIMS applications. These services are the SQL Server Service and SQL Agent (if Business to Business – B2B is in use).

SQL Server needs to be running (this usually runs automatically).

No services need to be stopped to allow SOLUS to download and apply upgrades.

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