CHECKPOINT®

Wireless Monitoring System *by TempSys*

How ToUpdate CheckPoint Software

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How to Update CheckPoint Software

Overview: To update the Checkpoint Server and Client system, it is best to perform a backup of the database first, and then update all Server and Client systems to the same revision. Please access our SOFTWARE DOWNLOADS page at http://www.tempsys.net

The updaters will create backups of all files automatically, and will handle the stopping, updating and starting of all services.   Once completed, verify that all sensors are reporting correctly and perform email tests to verify system functionality.

Step #1: Inform all departments using CheckPoint the system will be down for system changes on a specific day and a scheduled time window. Allocate up to a 4 hour window to update system software. Departments may need to go to a manual process while CheckPoint is down.

Step #2: From the Rich client on the application server, select: Schedule --> Backups --> Browse, and select the [c:]\windows\program files\checkpoint\backups directory on the application server, and click on "Backup Now"

> **Step #2A** If the SQL database is not hosted on the application server, please contact your SQL database administrator to back up the SQL database.

Step #3: Verify Step#2 was successfully completed without any error messages.

Step #4: Run the CheckPoint **Server Updater** to first update the application server software.

> **Step #4A:** If the Checkpoint application was installed in a different directory, it will display a folder selection window to select the folder containing the Executable files.

Step #5: Run the CheckPoint **Client Updater** (use the same version as the Server Updater in Step #4) on each user PC

> **Step #5A:** If the Checkpoint application was installed in a different directory, it will display a folder selection window to select the folder containing the Executable files.

Step #6: Wait at least 15 minutes and verify the last sensor contact is within 15 minutes

Step #7: Send a test alert message from the server to verify an alert goes to the recipient. From any rich client, go to Alerts → Email Setup & Test Email

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For Further Assistance

If you need further assistance, please contact CheckPoint Customer Support by submitting a service ticket contact at http://checkpoint.kayako.com or sending an Email message to support@tempsys.net with a short description of the issue in the subject line, your contact information, and a detailed description of the issue you are experiencing.