Upgrading to TotalControl version 4.0

These instructions are an overview to upgrading TotalControl Design Studio and TotalControl Building Services. It also includes procedures for updating an existing hardware key to enable new version of TotalControl.

> ⚠ **Caution**
>
> TotalControl versions 4.0.4.2 and later will not support any edition of Microsoft SQL Server 2005. When upgrading a site, the TotalControl installing program will stop once it detects any edition SQL Server 2005. If the site you are upgrading is using SQL Server 2005 of any type, follow the instructions in *Service Bulletin SB180410A, Upgrading TotalControl from SQL Server 2005*.

About this upgrade

This upgrade applies to TotalControl versions 2.0.0 and later, including versions with patches. Contact customer service to purchase an upgrade for an existing hardware license key or to order a new key for TotalControl version 4.0.

<div align="center">Customer Service: 866.302.4562</div>

If you have previously installed TotalControl, this version includes significant updates to the installation procedures.

- Microsoft SQL Server 2005 is no longer supported. Review and follow the instructions in *Service Bulletin SB180410A, Upgrading TotalControl from SQL Server 2005*.

- See *Technical Bulletin TB0309A, TotalControl Release Notes* for new a list of new features and software corrections.

- You no longer have to stop or uninstall any component of TotalControl before upgrading to the new version.

- The correct version of Microsoft.NET is automatically installed.

- The hardware license key for the site must be updated for version 4.0. See *Updating license keys* on page 2.

Before you begin

TotalControl 4.0 is an upgrade to previous versions of TotalControl. To install this new version, you will need the following:

- The installation file available from the Downloads section of the KMC Controls partners web site.
- The installation guide for TotalControl is also available on the KMC Controls partners web site.
- One or more hardware license keys for the licensed components of TotalControl. See following topic, *Updating license keys* on page 2.
- Access to all computers running a component of TotalControl.
- TotalControl site administrator's password.
- SQL database server administrator's name and password.

Updating license keys

Customer license keys—keys with blue tags—issued for TotalControl versions 2.x or 3.x or earlier will not work with version 4.0 and must be updated.

Illustration 1–1 Customer or site key

- Update the customer hardware license key before upgrading a site. An old site will continue to operate with an updated key.
- Contact customer service at KMC Controls, Inc. to purchase an update for an existing site key. You will need the serial number of the key when you contact Customer Service.
- Existing site keys can be updated over the Internet. If Internet access is not available at the site, a technician key—a key with a red tag—can be used to keep the site operational while updating the site key at a location with Internet access.

Installing the new version

Upgrading to TotalControl version 4.0 will take from 15 minutes to 1 hour. The actual time to perform the upgrade will depend upon the size of the database and the speed of the computers. Services do not have to be stopped or uninstalled to upgrade to version 4.0. Follow the instructions in *Section 3: Upgrading an existing job site* in the manual *Installing TotalControl*. The manual is available from the KMC Controls web site.

KMC technical support

Our distribution partners have unlimited and free access to our team of Technical Support representatives. We provide coast-to-coast and toll-free support from 8 AM Eastern to 5 PM Pacific time.

Toll-Free Support: 866.303.4562