

# MET/TEAM 3.0 AND MET/CAL 10.2 UPDATE

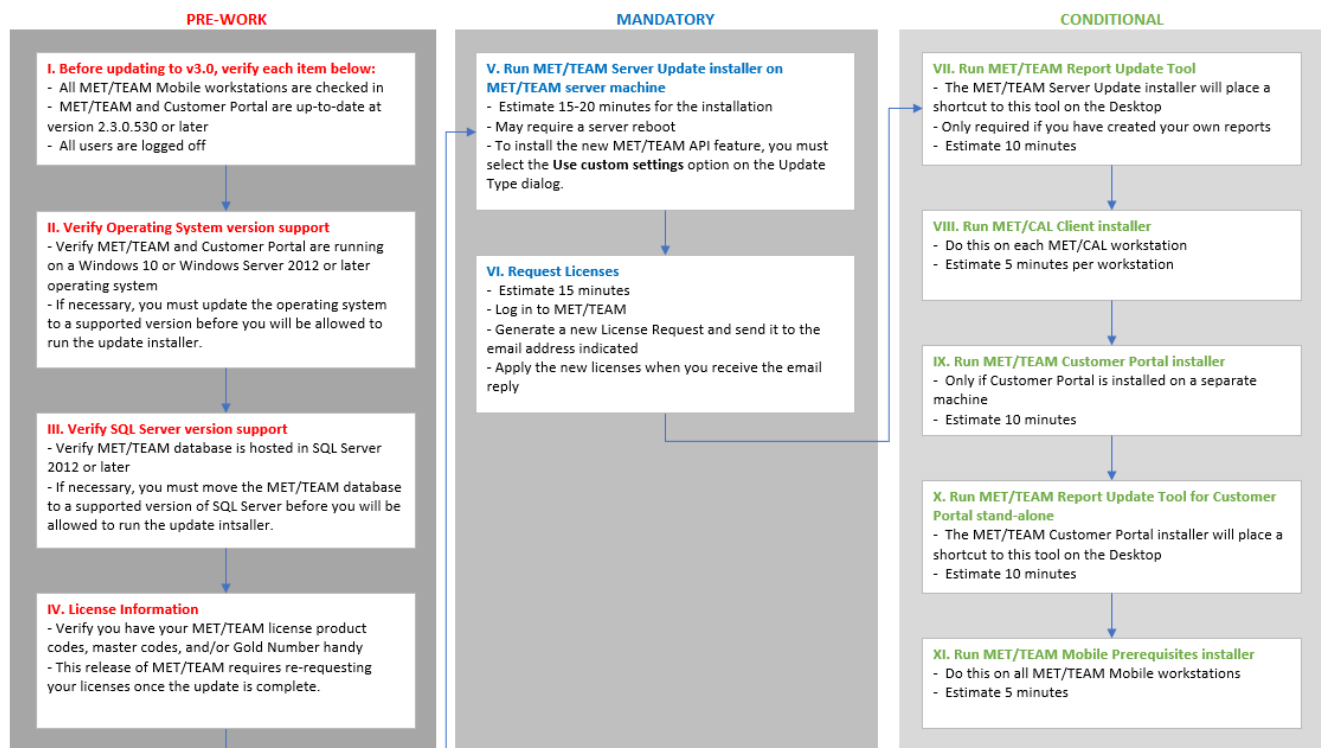
The MET/TEAM version 3.0 and MET/CAL version 10.2 release is a major update to the previous MET/TEAM and MET/CAL system. Due to the nature of some of the updates, primarily the elimination of support for older operating systems and older versions of SQL Server, additional steps need to be taken beyond simply updating the software.

This release of MET/TEAM requires licenses to be re-requested. Following a successful update, licenses will be reset to trial licenses. You must generate a new license request using your original product codes, master codes and/or Gold Number and apply your licenses again.

*This document outlines very important topics that you must be aware of before starting the update process. Do not start the update process before reading this entire document, as well as any documents referenced within.*

## UPDATE ROADMAP

Follow the steps in this flowchart for a successful update from MET/TEAM version 2.3 to version 3.0. We have included time estimates to assist you with planning for this update.



As indicated in the flowchart, tools are provided for facilitating the update process. The location and proper usage of each of these tools are outlined in this document.

- [MET/TEAM Server Update Installer](#) Updates the MET/TEAM and Customer Portal web sites to version 3.0
- [MET/TEAM Report Update Tool](#) Updates any customized MET/TEAM or Customer Portal reports to be compatible with version 3.0
- [MET/CAL Client Installer](#) Updates MET/CAL to version 10.2
- [MET/TEAM Customer Portal Installer](#) Updates Customer Portal on a stand-alone server to version 3.0
- [MET/TEAM Mobile Prerequisites Installer](#) Updates Mobile workstations to support version 3.0

## BEFORE UPDATING

Two of the major changes included in this release of MET/TEAM is the discontinued support for older operating systems and older versions of SQL Server.

- **Operating System** – If MET/TEAM and/or Customer Portal are currently running on a version of Windows that is older than Windows 10 or Windows Server 2012 R2, you will not be allowed to run the MET/TEAM Server Update installer until the operating system has been updated.
- **SQL Server** – If the MET/TEAM database is currently hosted in a version of SQL Server that is older than 2012, you will not be allowed to run the MET/TEAM Server Update installer until the database has been moved to an instance of SQL Server 2012 or later.

## QUESTIONNAIRE

Complete this questionnaire before starting the update process to assist with planning and informational purposes. Answers to these questions will determine the path required for a successful update. Additional details about utility usage is located in each utility’s **ReadMe file**. The **Notes** column in the questionnaire provides additional information and direction regarding each of the questions. Become familiar with each of the required utilities prior to starting the update process by reviewing their **ReadMe files** or other accompanying documentation.

| Question  | Answer | Notes   |
|---|--------|---|
| <b>Is the MET/TEAM system being updated a Production (live) system?</b>           |        | Schedule the update for a time that will least impact users. The MET/TEAM web site will have to be shut down for a short time during the update process.                      |
| <b>Are MET/TEAM and MET/CAL up-to-date?</b>                                       |        | Your system should be running the latest MET/TEAM and MET/CAL versions before starting the update process. See <a href="#">Current Release of MET/TEAM and MET/CAL</a> below. |
| <b>Do you have your original Product Codes, Master Codes, and/or Gold Number?</b> |        | This release of MET/TEAM requires your licenses to be re-requested following the update.  |
| <b>Is the operating system Windows 10 or Windows Server 2012 R2 or later?</b>     |        | MET/TEAM v3.0 no longer supports operating systems older than Windows 10 or Windows Server 2012 R2. Update the operating system if needed.                                    |

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|---|--|---|
| Is the MET/TEAM database hosted by SQL Server 2012 or later?                                    |  | MET/TEAM v3.0 no longer supports versions of SQL Server older than 2012. Move the database to a supported version of SQL Server.  |
| Are you using MET/TEAM Mobile?  |  | Make sure all Mobile workstations are checked in before starting the update process. Once the server is updated to version 3.0, you will not be able to check in any version 2.3 Mobile workstations.   |
| Is the operating system on your Mobile workstations Windows 10 or Windows server 2012 or later? |  | MET/TEAM Mobile v3.0 no longer supports operating systems older than Windows 10 or Windows Server 2012. Update the operating system on each Mobile workstation if needed.                               |
| Have you customized any of the default reports that originally came with MET/TEAM?              |  | Any customized reports must be updated using the <a href="#">MET/TEAM Report Update Tool</a> to be compatible with version 3.0.   |
| Have you created any new reports for use with MET/TEAM?   |  | Any proprietary reports must also be updated using the <a href="#">MET/TEAM Report Update Tool</a> .  |
| Are you using Customer Portal on a stand-alone server?  |  | The MET/TEAM Customer Portal stand-alone installer must run on the machine hosting the stand-alone Customer Portal web site to update it. See <a href="#">MET/TEAM Customer Portal Installer</a> below. |
| Is the operating system Windows 10 or Windows server 2012 or later?                             |  | Customer Portal v3.0 no longer supports operating systems older than Windows 10 or Windows Server 2012. Update the operating system if needed.  |
| Have you customized any of the default reports that originally came with Customer Portal?       |  | Any customized reports for Customer Portal must be updated using the <a href="#">MET/TEAM Report Update Tool</a> .  |
| Have you created any new reports for use with Customer Portal?                                  |  | Any proprietary reports for Customer Portal must also be updated using the <a href="#">MET/TEAM Report Update Tool</a> .  |
| Are you using MET/CAL?  |  | The <a href="#">MET/CAL Client Installer</a> will need to be run on all MET/CAL workstations once the MET/TEAM Server is updated.   |
| Is the operating system on your workstations Windows 10 or Windows server 2012 or later?        |  | MET/CAL v10.2 no longer supports operating systems older than Windows 10 or Windows Server 2012. Update the operating system on each workstation if needed.   |

## UPDATE DETAIL

Once you have completed the questionnaire, refer to the following sections for more details on the path you should take to complete the update process.

### I. CURRENT RELEASE OF MET/TEAM

Make sure your MET/TEAM systems are up to date with the latest release before starting the update process. The version information can be found on the **Help > About** screen in each application. The current versions are:

MET/TEAM – version 2.3.0.530 or later

If you are not currently using these versions, contact [Fluke Calibration Software Support](#) to obtain an update prior to starting the update process to this release.

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## II. OPERATING SYSTEM AND SQL SERVER SUPPORT

Ensure that your operating systems for MET/TEAM, Customer Portal, MET/TEAM Mobile workstations and MET/CAL workstations are all running supported operating systems (Windows 10 and Windows Server 2012 R2 or later).

Also, make sure the MET/TEAM database is hosted by SQL Server 2012 or later and your SQL Server installation is updated to the latest service pack and security patches before starting the installation.

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## III. MET/TEAM SERVER UPDATE INSTALLER

Run the **MET/TEAM Server Update Installer** from the MET/TEAM distribution media to update the MET/TEAM and Customer Portal web sites. Once this installer has finished, the MET/TEAM web site should be accessible again and can be used.

Refer to the **MET/TEAM Installation Guide** for more details on using the installers.

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## IV. MET/TEAM REPORT UPDATE TOOL

This step is **CONDITIONAL**, as your deployment of MET/TEAM may not have custom reports that require updating.

The [MET/TEAM Server Update Installer](#) creates a backup of all MET/TEAM and Customer Portal reports before deploying the default reports designed to work with the latest Microsoft OLE DB driver. If you customized any of the default MET/TEAM or Customer Portal reports, or if you have created any custom reports, run the **MET/TEAM Report Update Tool** to update your customized reports for use with version 3.0.

The [MET/TEAM Server Update Installer](#) creates a shortcut on the desktop for this tool. You can locate the backup of the report files using the log file that the [MET/TEAM Server Update Installer](#) generates and displays at the end of the installation.

If the Report Update Tool did not find any reports to update, the screen will remain blank. If there are reports to update not found by the tool, please see the documentation included with the tool to manually convert those reports.

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## V. MET/CAL CLIENT INSTALLER

If you are using MET/CAL, on each MET/CAL workstation, connect to the `\metteam` share and run the **MET/CAL Client Installer** from the `\Installers\METCAL` folder to update MET/CAL to the latest release.

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## VI. MET/TEAM CUSTOMER PORTAL INSTALLER

If you are using Customer Portal and the Customer Portal web site has been installed on a different server, run the **MET/TEAM Customer Portal installer** on the Customer Portal server from the shared `\metteam` folder to update it. The installer will deploy the Report Update Tool on the Customer Portal server, which must be run to update any customized or proprietary Customer Portal reports for use with version 3.0.

Refer to the **MET/TEAM Installation Guide** for more details on using the installers.

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## VII. MET/TEAM REPORT UPDATE TOOL

This step is **CONDITIONAL**, as your deployment of MET/TEAM Customer Portal may not have custom reports that require updating.

The [MET/TEAM Customer Portal Installer](#) creates a shortcut on the desktop for this tool. Run this tool if you have any custom reports on the Customer Portal server.

If the Report Update Tool did not find any reports to update, the screen will remain blank. If there are reports to update not found by the tool, please see the documentation included with the tool to manually convert those reports.

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## VIII. MET/TEAM MOBILE PREREQUISITES INSTALLER

If you are using MET/TEAM Mobile, on each Mobile workstation, connect to the `\metteam` share and run the **MET/TEAM Mobile Prerequisites installer** from the `\Installers\Mobile` folder to update the workstation for the latest release of MET/TEAM Mobile. Refer to the **MET/TEAM Installation Guide** for more details on using the installers.