



# TM Master V2 Upgrade Procedure

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## Upgrading within the same database version

See "[How to identify the database version](#)" if you are unsure about what this means.

### PRELIMINARIES

Back up the TM Master V2 databases where you're going to upgrade.

- a. Launch the TM Master V2 client.
- b. Backup the database ([Fleet -> Database backup] for the office and [Ship -> Database backup] for the ship).

(Alternatively - use SQL Management Studio to perform a database backup).

### UPGRADE INSTRUCTIONS TM Master v2 (aka TMMv2 or TM)

1. Upgrading the TM Service
  - a. Safely stop the TM Service manually<sup>1</sup> and close the TMMv2 client if it is running.
  - b. Upgrade the TM Service on the server by running the [TM HotFixS\_\*\*\*.exe] or [TMMasterServerInstaller\_\*\*\*.msi] file (only on the server).
  - c. Start the TM Service manually<sup>1</sup>
2. Upgrading the TM Client
  - a. For all computers that are running TM Master v2 connected to the local database
    - i. Place the TM Client upgrade file ([TM HotFix\_\*\*\*.exe] or [TMMasterInstaller\_\*\*\*.msi]) in the System File Path<sup>2</sup> Setup folder: "[System File Path]\Setup"<sup>3</sup>.
    - ii. Start the TM Client in order for it to upgrade.
  - b. For only the local computer
    - i. Run the TM Client upgrade file ([TM HotFix\_\*\*\*.exe] or [TMMasterInstaller\_\*\*\*.msi]).

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<sup>1</sup> See "[TM Service stop/start/restart guide](#)".

<sup>2</sup> The System File Path is found here: [TMMV2 -> System -> Settings -> General -> System File Path].

<sup>3</sup> All TM Clients will check the Setup folder upon startup to see if there are any upgrade files with a higher version number. The user will then be prompted to confirm the TM Client upgrade, and will be guided through the installation process - Tell the TM Client users to click Next and Finish when prompted to upgrade their TM Client.

## Upgrading to a new database version

See "[How to identify the database version](#)" if you are unsure.

NB: Upgrading the office database to a new version can take a lot of time, so we recommend starting these upgrade procedures after office hours to minimize downtime. The bigger your database and the slower your server, the more time the process will take. Vessel databases are typically smaller and take less time to upgrade.

### PRELIMINARIES

1. Distribute the setup files to all units before starting upgrade.
2. Back up the TM Master V2 database at office and units.
  - a. Launch the TM Master V2 client.
  - b. Backup the database ([Fleet -> Database backup] for the office and ["Unit type" -> Database backup] for the unit).

(Alternatively - use SQL Management Studio to perform a database backup).

### UPGRADE INSTRUCTIONS TM Master v2 (aka TMMV2 or TM)

**IMPORTANT:** Make sure all users on the installation you are upgrading (either the office or the unit) have closed down their TM Clients.

1. Upgrade the office first
  - a. Stop the TM Service manually<sup>4</sup> and close the TM Client if it is running.
  - b. Upgrade the TM Service on the server by running the [TMMasterServerInstaller\_\*\*\*.msi] file (only on the server).
  - c. Run the TM Client upgrade file [TMMasterInstaller\_\*\*\*.msi].
  - d. Start the TM Client and enter an appropriate username and password to upgrade the database (must be a user with rights to upgrade).
  - e. Place the TM Client upgrade file [TMMasterInstaller\_\*\*\*.msi] in the System File Path<sup>5</sup> Setup folder: "[System File Path]\Setup"<sup>6</sup>.
  - f. Start the TM Service manually<sup>4</sup>
  - g. All office TM Clients will now upgrade when started, and office users can continue working.

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<sup>4</sup> See "[TM Service stop/start/restart guide](#)".

<sup>5</sup> The System File Path is found here: [TMMV2 -> System -> Settings -> General -> System File Path].

<sup>6</sup> All TM Clients will check the Setup folder upon startup to see if there are any upgrade files with a higher version number. The user will then be prompted to confirm the TM Client upgrade, and will be guided through the installation process - Tell the TM Client users to click Next and Finish when prompted to upgrade their TM Client.

2. Once the office has been upgraded, upgrade the units

- a. Safely stop the TM Service manually<sup>7</sup> and close the TM Client if it is running.
- b. Upgrade the TM Service on the server by running the [TMMasterServerInstaller\_\*\*\*.msi] file (only on the server).
- c. Run the TM Client upgrade file [TMMasterInstaller\_\*\*\*.msi].
- d. Start the TM Client and enter an appropriate username and password to upgrade the database (must be a user with rights to upgrade).
- e. Place the TM Client upgrade file [TMMasterInstaller\_\*\*\*.msi] in the System File Path<sup>8</sup> Setup folder: "[System File Path]\Setup"<sup>9</sup>.
- f. Start the TM Service manually<sup>7</sup>.
- g. All unit TM Clients will now upgrade when started, and unit users can continue working.

**NB!**

It is very important that you start the TM Master V2 Client and upgrade the database before you start the TM Service again.

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<sup>7</sup> See ["TM Service stop/start/restart guide"](#).

<sup>8</sup> The System File Path is found here: [TMMV2 -> System -> Settings -> General -> System File Path].

<sup>9</sup> All TM Clients will check the Setup folder upon startup to see if there are any upgrade files with a higher version number. The user will then be prompted to confirm the TM Client upgrade, and will be guided through the installation process - Tell the TM Client users to click Next and Finish when prompted to upgrade their TM Client.

## How to identify the database version

A typical TM Master V2 version number looks like this:

2.663.7583.17137

If we break it down, the different number sequences have the following significance:

**2.663.7583.17137**: This is the main version number (hence TM Master V**2**). If the main version of two installations differ then their databases are not compatible. To upgrade requires a manual conversion of the database. Please contact us for more details if you are interested in having this done<sup>10</sup>.

**2.663.7583.17137**: This is the database version number. To upgrade from one database version to another (for example from 660 to 663), an automated upgrade of the database is required<sup>11</sup>. You can upgrade directly from any database version to any higher database version. Different database versions are only backwards compatible for replication, so it is not possible to bidirectionally replicate data between an office and a unit that have different database version numbers. This means that to perform a successful database upgrade, the entire fleet needs to be upgraded in a single operation. To avoid replication issues we recommend that this operation is performed in no more than four days.

2.663.**7583.17137**: This is the internal TM Master version number which does not generally affect the structure of the database. To upgrade from one internal version to another does not require a database upgrade. Different internal versions are compatible for replication, so it is possible to bidirectionally replicate data between an office and a vessel that has different internal versions as long as the main and database version numbers are the same. Different internal versions are also compatible with each other, so you can safely run different internal versions of the TM Service and TM Clients connected to the same database. This means that you do not need to upgrade your entire fleet or installation from one internal version to another in a single operation.

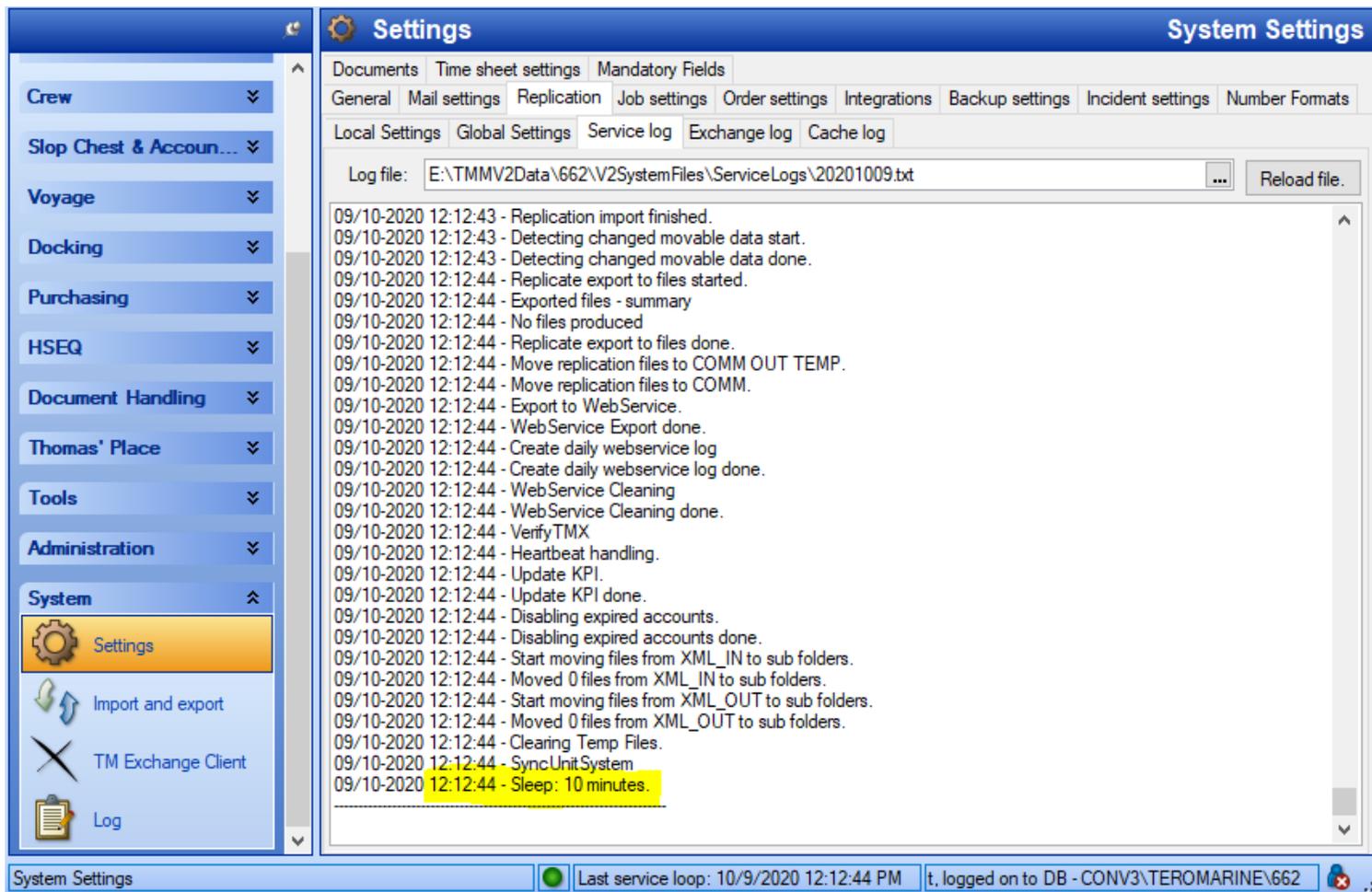
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<sup>10</sup> Contact information can be found at <http://teromarine.com/>

<sup>11</sup> The database upgrade procedure can be found under the "[Upgrading to a new database version](#)" section.

## TM Service stop/start/restart guide

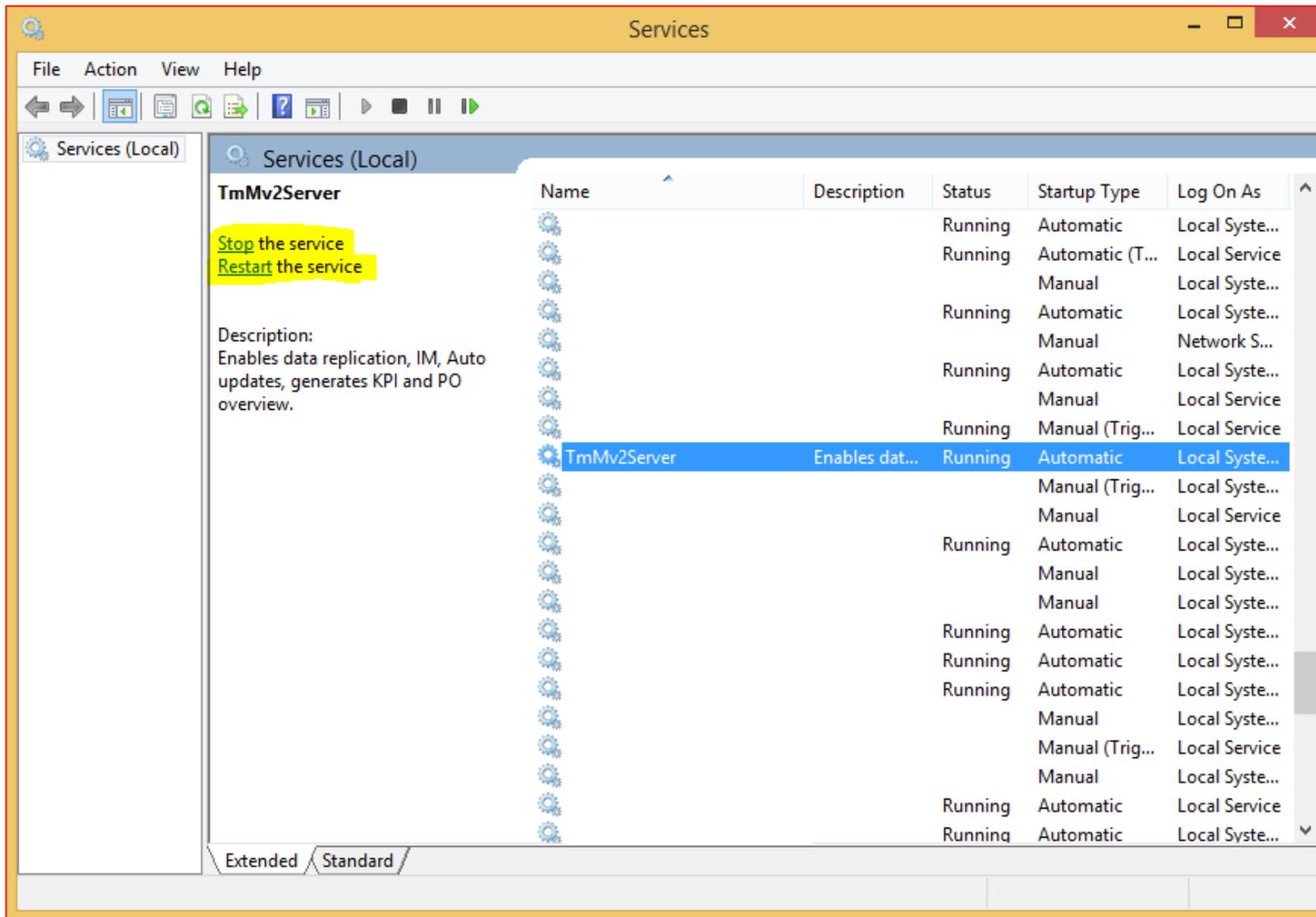
1. Check that the TM Service is sleeping (via the TM Master V2 replication log under [TMMV2 -> System -> Settings -> Replication -> Service log]).  
**Click “Reload file” to update the log.** If the service is working or there is very little sleep time left, please wait until it has finished a work loop and goes back to sleep.



The screenshot displays the 'System Settings' window of the TM Master V2 application. The left sidebar shows a navigation menu with categories like Crew, Voyage, Docking, Purchasing, HSEQ, Document Handling, Thomas' Place, Tools, Administration, and System. The 'System' category is expanded, showing 'Settings' as the active option. The main window is titled 'Settings' and 'System Settings'. It features several tabs: Documents, Time sheet settings, Mandatory Fields, General, Mail settings, Replication, Job settings, Order settings, Integrations, Backup settings, Incident settings, and Number Formats. Under the 'Replication' tab, there are sub-tabs for Local Settings, Global Settings, Service log, Exchange log, and Cache log. The 'Service log' tab is selected, showing a list of log entries. The log file path is 'E:\TMMV2Data\662\V2SystemFiles\ServiceLogs\20201009.txt'. A 'Reload file.' button is visible next to the path. The log entries show a sequence of operations, including replication import, data detection, file export, and cleanup. The final entry is '09/10-2020 12:12:44 - Sleep: 10 minutes.', which is highlighted in yellow. At the bottom of the window, a status bar shows 'Last service loop: 10/9/2020 12:12:44 PM' and 't. logged on to DB - CONV3\TEROMARINE\662'.

*In this case, the service will sleep until 12:22:44, so it is safe to stop or restart it before that time.*

2. If the service is sleeping, you can stop or restart it manually.  
[Start -> Administrative Tools -> Services -> select TmMv2Server -> click on Stop or Restart]



3. Once ready, start the service by clicking Start.

