

Upgrade Instructions for Existing Users

Upgrading from Exclaimer Mail Utilities 4.XX to Exclaimer Mail Utilities 4.6X or higher

Your Exclaimer Mail Utilities configuration is held in the control file in your Program Files\exclaimer folder. This configuration file is call 'exclaimer4.xml' in versions prior to 4.5x and 'Mail Utilities.4.50.xml' in 4.5x or above versions.

Program Files\exclaimer folder is not removed during the uninstall process. When you upgrade we recommend that you **do not** delete the Program Files\exclaimer folder. and therefore your settings should be retained. Once you install the new version of Mail Utilities, the set up wizard will upgrade the control file.

- Uninstall Exclaimer Mail Utilities by:
Using the Add/Remove Programs applet in Windows Control Panel
-or-
Re-running the original file that you used to install Exclaimer Mail Utilities.
(Note that on Windows 2000 Server, this will also stop the Exchange Information Store while IIS is reset)
All existing rules and settings will be preserved.
- If Exclaimer Mail Utilities fails to uninstall correctly, ensure that there are no copies of the Exclaimer Mail Utilities' control panel running anywhere on the network, including through Terminal Services.
Ensure that all non-essential applications are closed. Retry the uninstallation.
If the uninstall is still failing, at a command prompt type IISRESET /STOP /TIMEOUT:180.
(Note that on Windows 2000 Server, this will also stop the Exchange Information Store).
Retry the un-install. When Exclaimer Mail Utilities has uninstalled successfully, type IISRESET /START to restart the previously stopped services.
- Install the new version of Exclaimer Mail Utilities.

Downgrading – Should you choose to downgrade back to your previous version of Mail Utilities the changes you make in your new installation will not be reflected in the previous, older version.

If you have used Active Directory fields within HTML tags as attributes and you have upgraded from a version of Exclaimer Mail Utilities older than v4.5x you will have to change the contents of the Exclaimer { fields}.

In order to retain previous functionality you must use an abbreviated path version of any Active Directory field used. For example, in the Disclaimer Editor Source tab you would change:

{AD:extensionAttribute8:AD} (Old Active Directory reference)

to

{Directory.Sender.extensionAttribute8} (New abbreviated path)

Please note that the Active Directory field name stays the same but the path text around it changes.

This will ensure that wherever you have used Exclaimer { fields} as attributes they will still retain their functionality.

IMPORTANT – This is a chargeable upgrade. If you are upgrading from versions 4.30 or older you will require a new license within 30 days of installation. If you are currently running Mail



Utilities 4.30 and have a valid support license this upgrade is free of charge. For full details contact upgrades@exclaimer.com.

Upgrading from Exclaimer versions 1, 2 or 3 to Exclaimer Mail Utilities 4.6X or higher

- For version 1, 2 and version 3 users, **this is a chargeable upgrade** that requires a new license within 30 days of installation. For full details contact upgrades@exclaimer.com.
- Download the latest version from our website <http://www.exclaimer.com/downloads>.
- At a command prompt, type IISRESET /STOP /TIMEOUT:180. (Note that on Windows 2000 Server, this will also stop the Exchange Information Store).
- Ensure there are no copies of the Exclaimer control panel running anywhere on the network, including through Terminal Services.
- Close all other applications (e.g. Exchange System Manager) running on the server.
- From Add/Remove programs in Control Panel, uninstall the currently installed version of Exclaimer - all existing rules and settings will be preserved.
- At a command prompt, type IISRESET /START to restart the previously stopped services.
- Install the new version of Exclaimer Mail Utilities.

If you have any question or queries you can contact Exclaimer Technical Support on **+44 (0) 845 050 2300**. Alternatively, you can email them at support@exclaimer.com.