



AKCess Pro Server

Upgrading Manual - 2024

Preparation

The APS upgrades should be done in stages v13 -> v14 -> v15 -> v16.
This will ensure there are no issues, as each version contains many changes.
This is especially important for customers having video recording configured, and existing recorded videos as there will be an automatic video file conversion in v14.
Please note that it is not possible to directly restore v12 APS backup to v16.

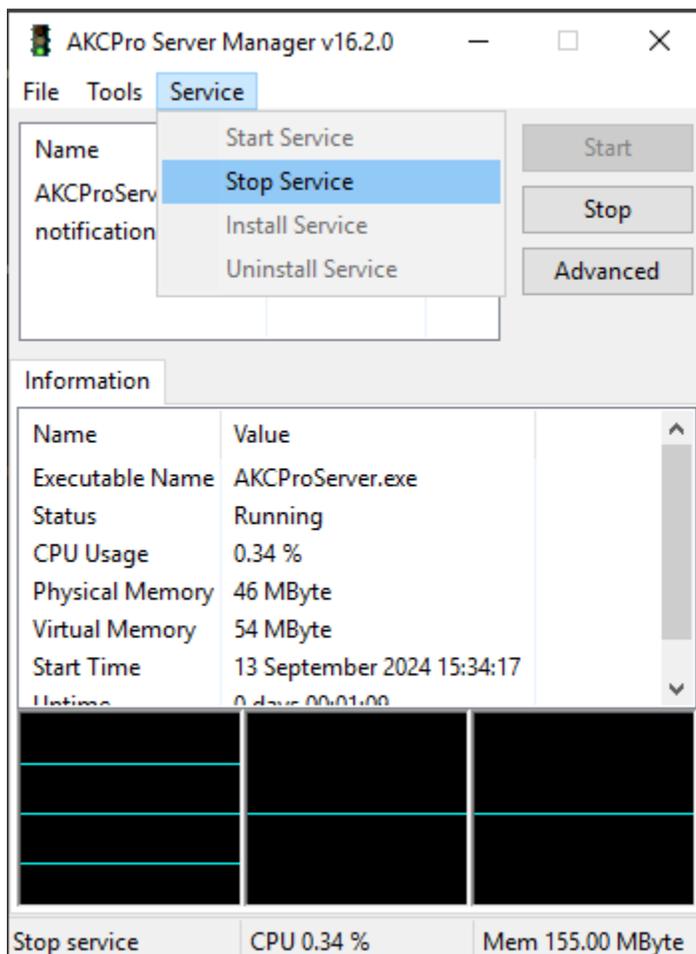
We always advise making backups prior to any upgrades.

This ensures that you can effortlessly restore the previously working environment, in case something goes wrong during the upgrade process or you have issues with the upgraded version.

Please do the following for making backups:

Make a backup from within APS first.
Then make another, manual backup by ZIPping the **C:\ProgramData\AKCP** folder.

To make sure the databases are in a consistent state, this ZIP file should be made with the APS service shut down – use the Server Manager and choose the “stop service” option:





After the ZIP file is made, you can attempt the upgrade with the new APS installer (no need to restart the service).

If anything goes wrong, you could restore a good working state using the ZIP backup as described below.

Reinstall and restore instructions:

Get the backup ZIP file you made in the previous step ready (the APS backup file works in a similar manner, but you should restore that from within APS WebUI menu).

Uninstall the problematic or corrupt APS installation from the Programs list; clear all user data when asked and check that the **C:\ProgramData\AKCP** folder is removed.

Copy back the contents from the ZIP file into **C:\ProgramData\AKCP** folder.

Reinstall the previous APS version using the original installer. APS will recognize and use the user data you copied back from the ZIP archive, but you still have to re-enter the admin user password.

APS v12

The latest v12 release is 12.5.3 and you should upgrade to this first, if you have an older version installed.

Installer link:

<https://akcp-downloads.s3.us-west-2.amazonaws.com/APS/old/AKCessProServer-12.5.3.exe>



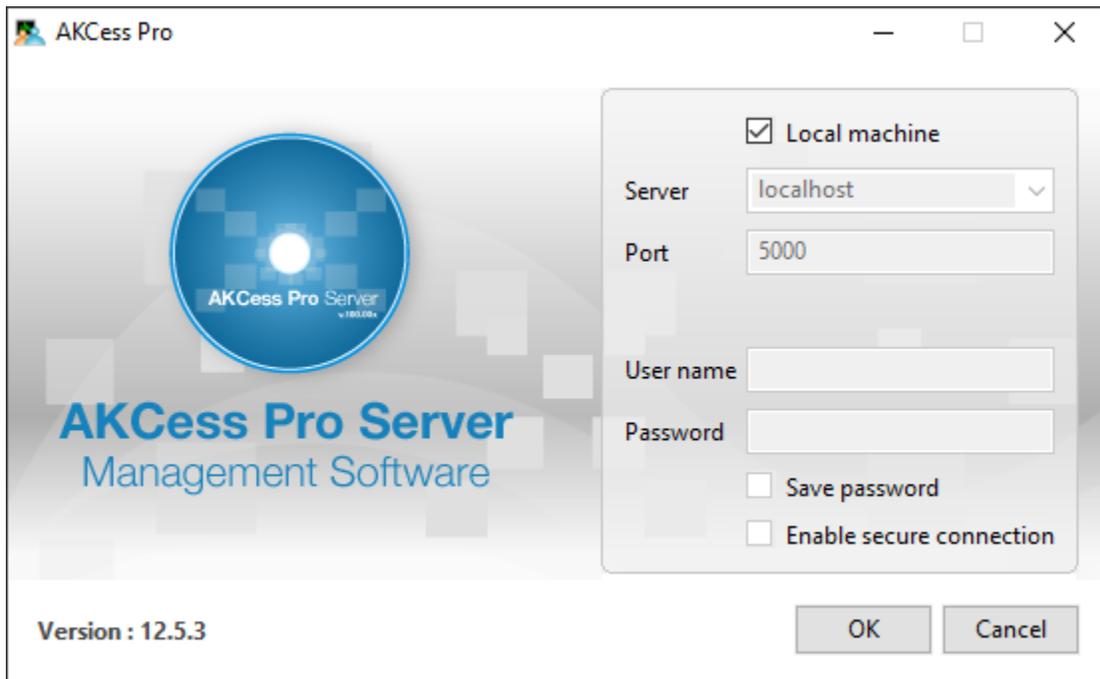
Note about the APS license

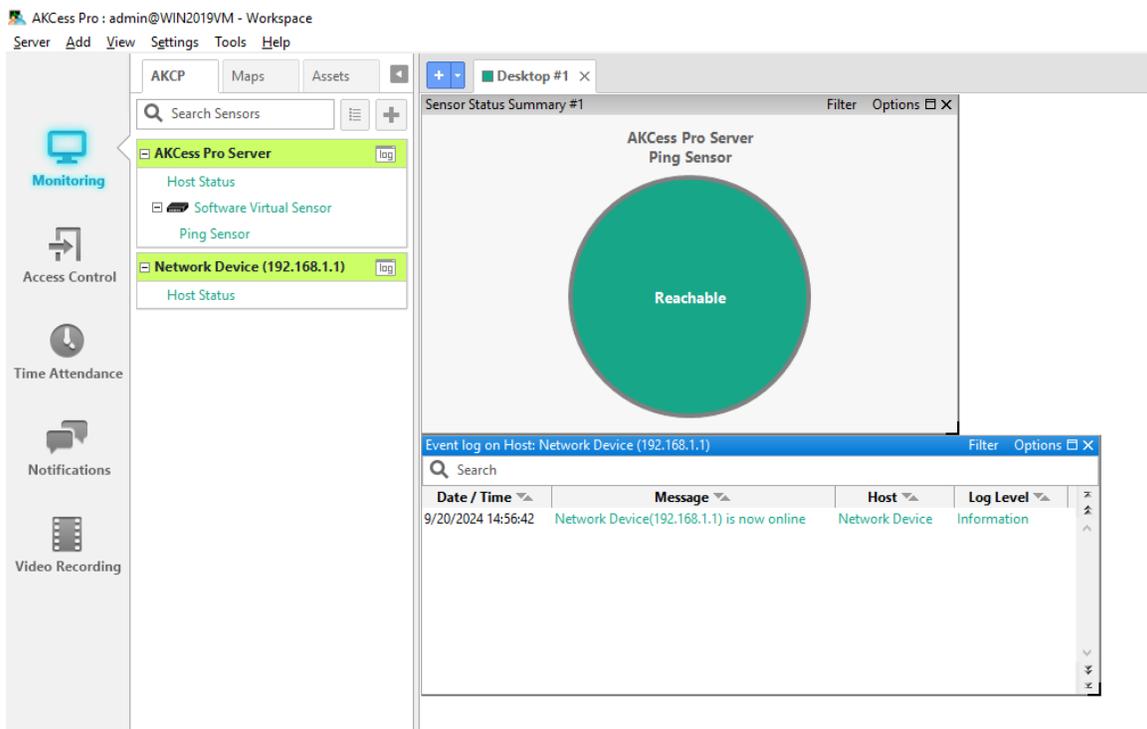
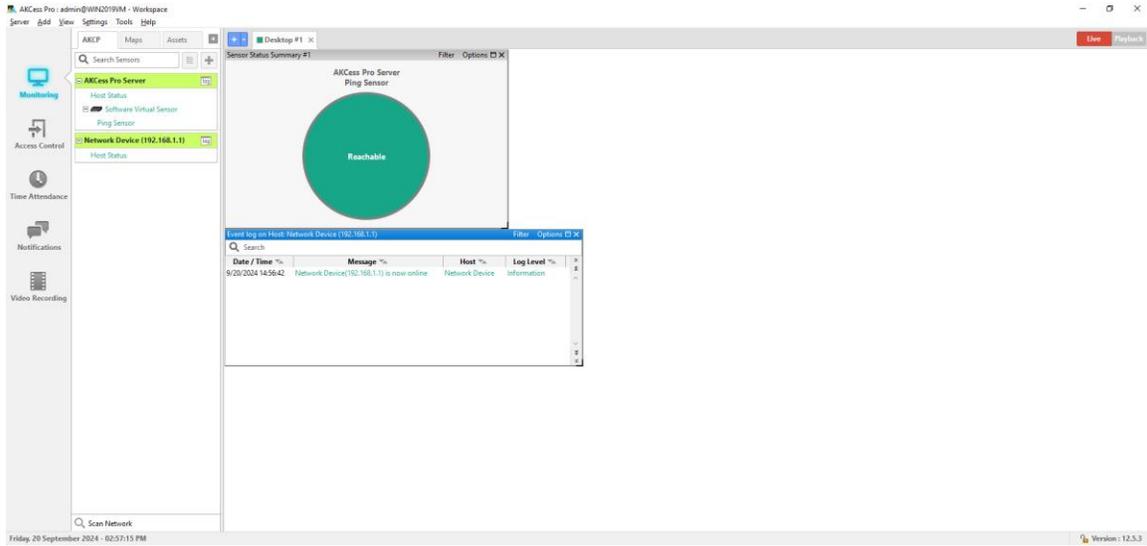
Make sure your APS license is updated to be used with v16.

Contact support and sales, and request additional licenses if required by your system. This is due to differences in licensing between APS versions.

If you're using a new license that is compatible with APS v16 you will not have any license-related problems during the upgrade process.

The new license can also be used with the v12, but you will have to activate the license code manually (online activation will fail).





APS v12 uses the wxClient interface, and this will not be migrated over to the later WebUI, so you will have to recreate the desktop gadgets after the upgrade.

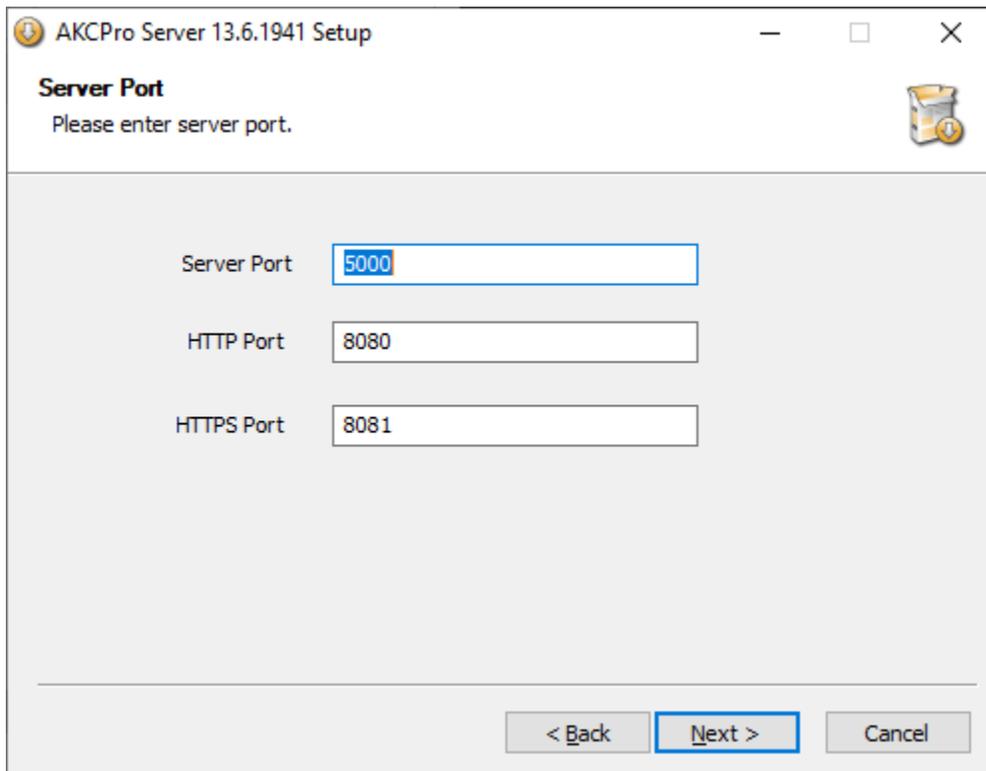
APS v13

The latest v13 release is 13.6.1941.

Installer link:

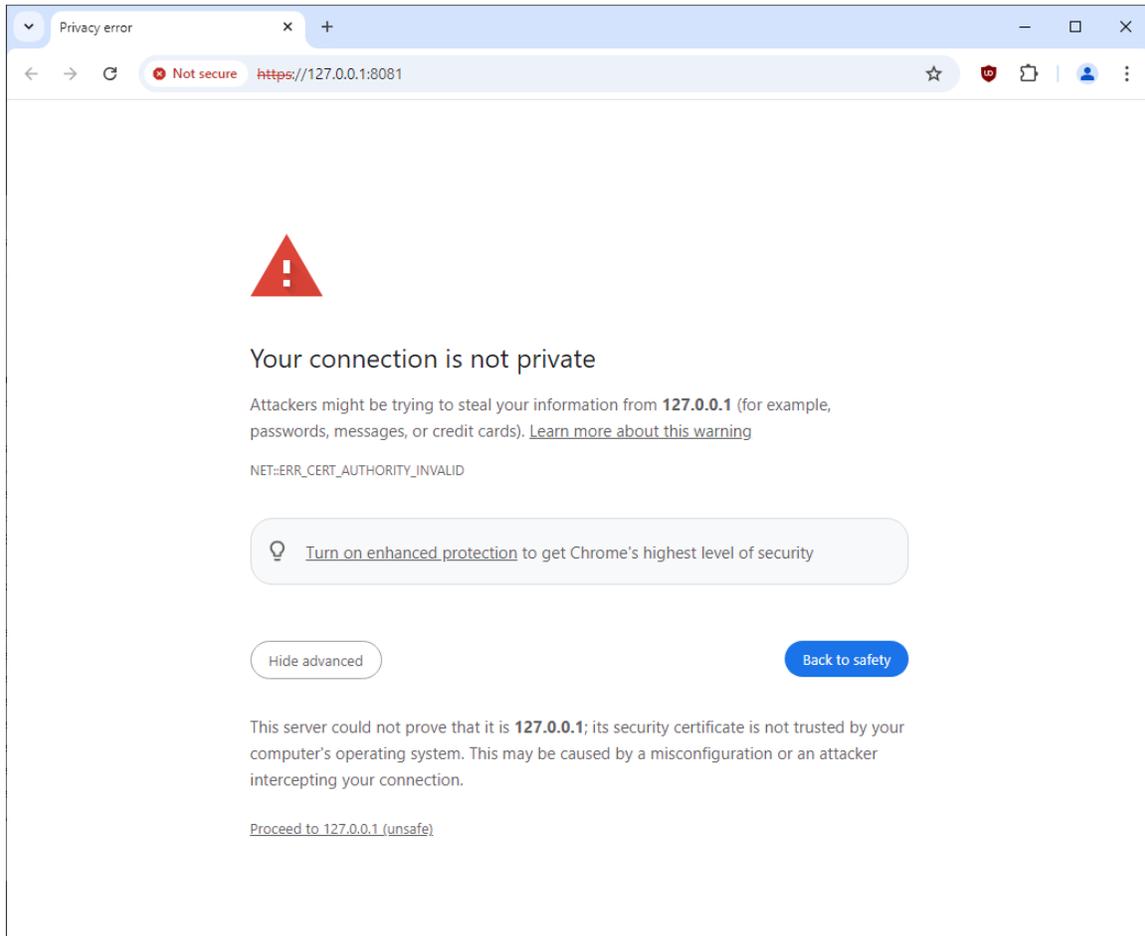
<https://akcp-downloads.s3.us-west-2.amazonaws.com/APS/old/AKCPProServer-13.6.1941.exe>

The optional wxClient doesn't have to be installed, since this will be removed during the v14 upgrade stage.



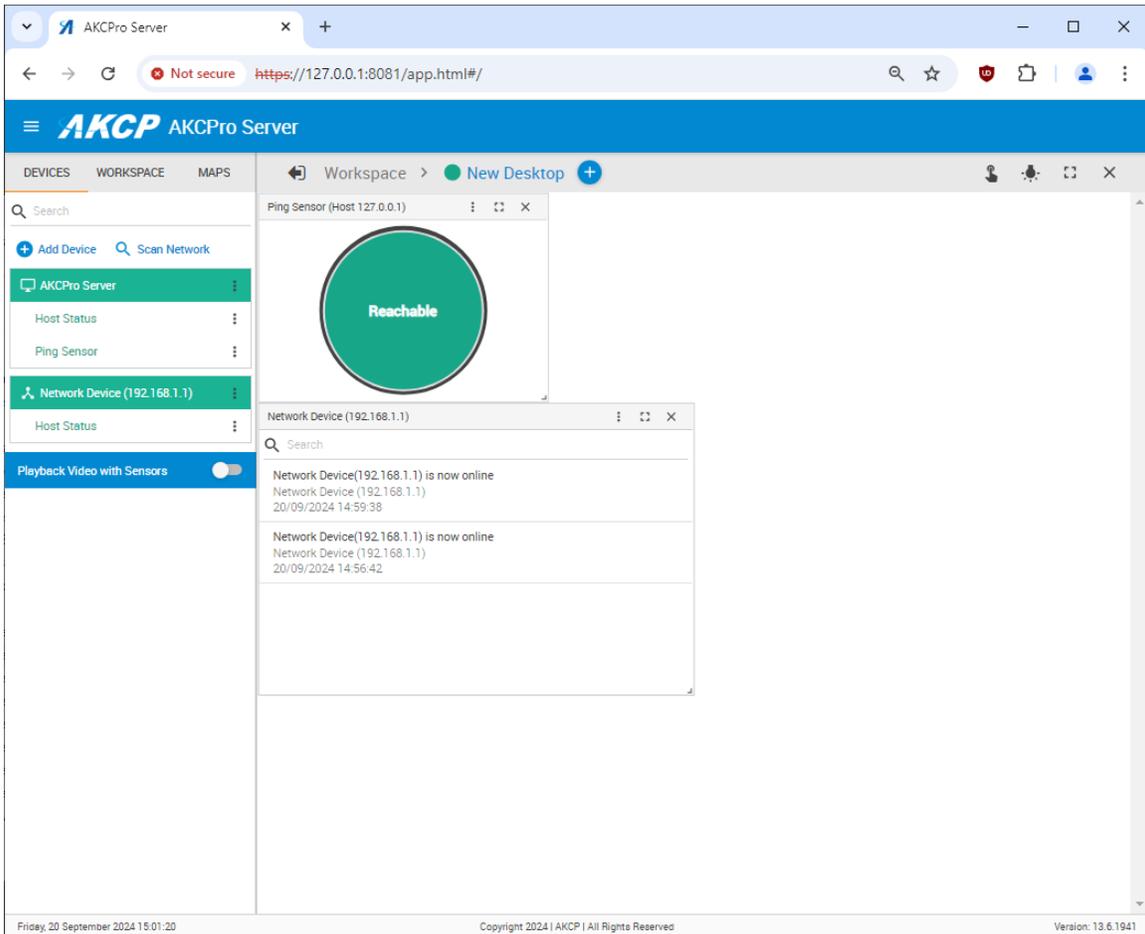
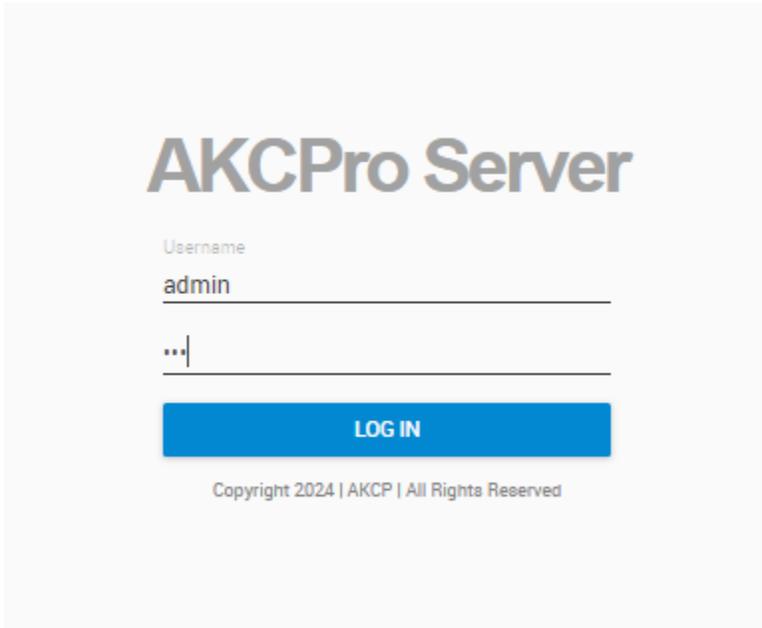
The screenshot shows a Windows-style dialog box titled "AKCPPro Server 13.6.1941 Setup". The main heading is "Server Port" with the instruction "Please enter server port." Below this, there are three input fields: "Server Port" containing "5000", "HTTP Port" containing "8080", and "HTTPS Port" containing "8081". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel". The "Next >" button is highlighted with a blue border.

Define the ports for the WebUI HTTP and HTTPS service.



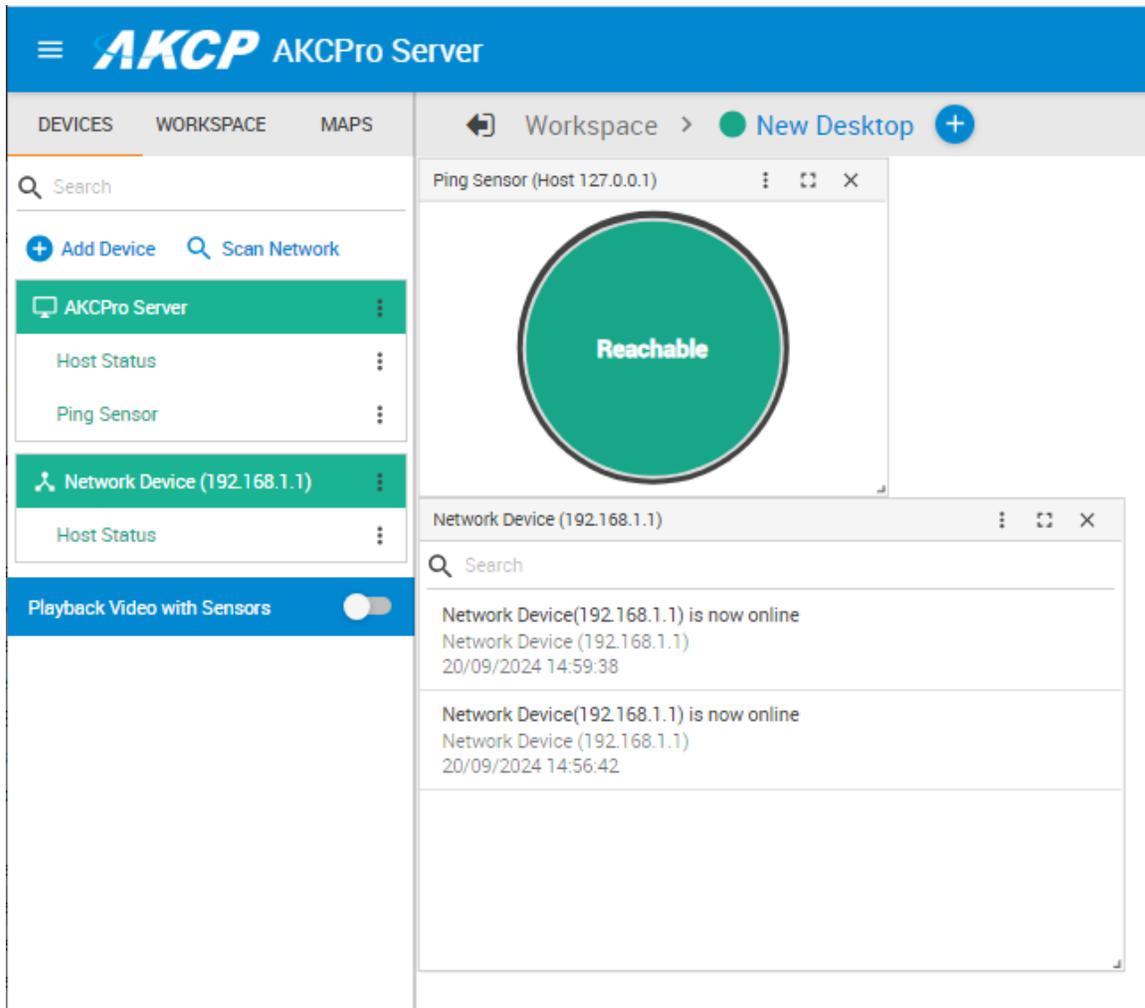
The v13 uses forced HTTPS mode for its WebUI after installation.

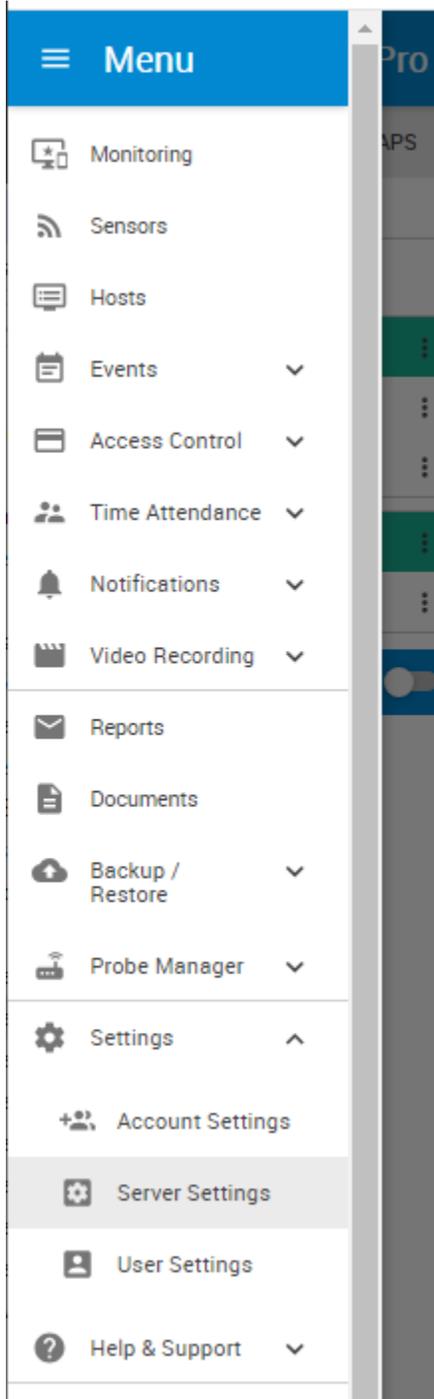
The browser warning has to be accepted, and you must click on “Proceed” in order to be able to log in (click the Advanced button and then the Proceed link).



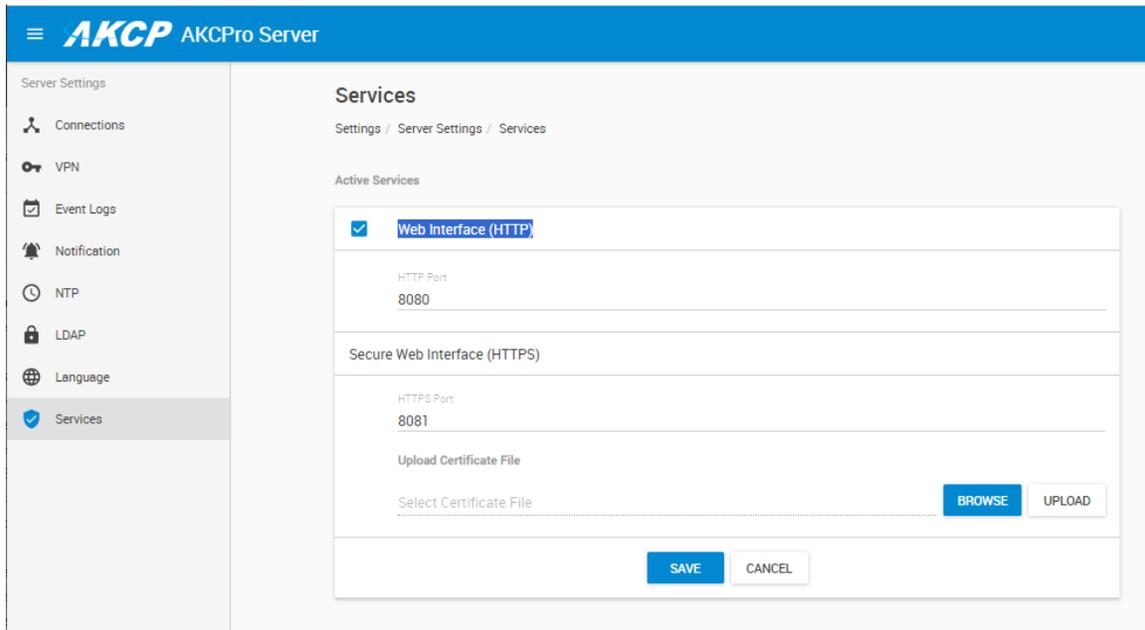
Your wxClient desktop from the v12 is not migrated, so you will have to recreate any gadgets, logs etc. that was set up previously.

After this, your desktop will be preserved in later upgrades.

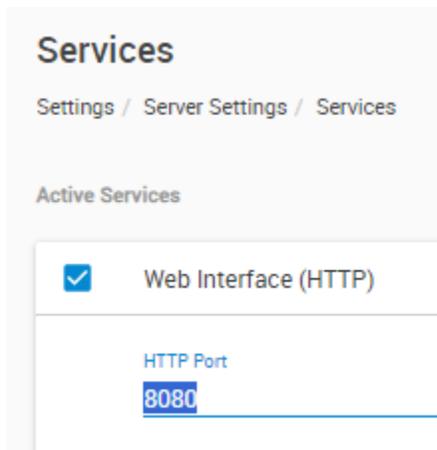




Open the **Server Settings** menu and go to **Services**.

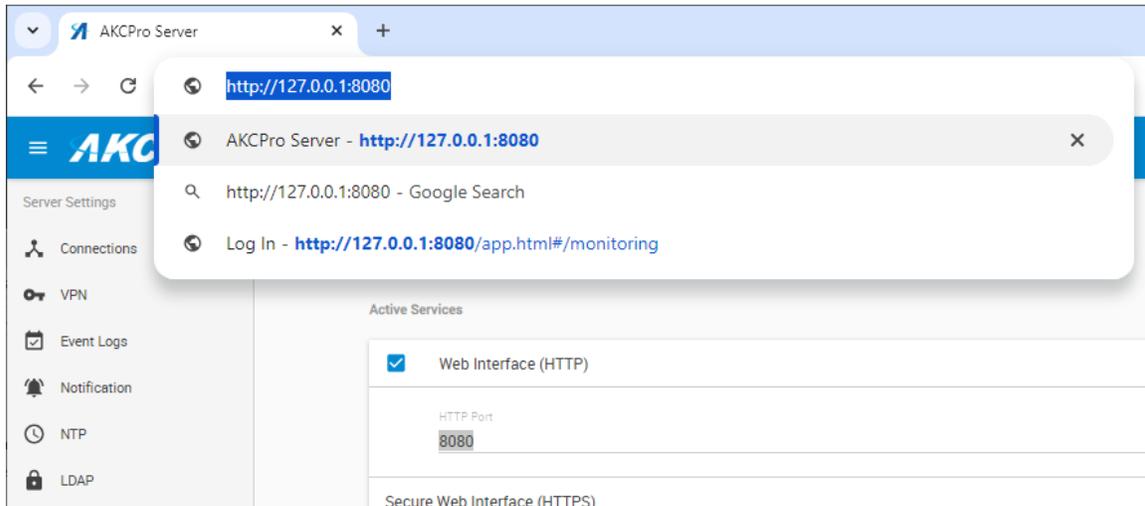


Click to re-enable the **HTTP service**.



The default is the 8080 port; remember which port it is set to as it will be needed for the correct URL.

If you change the port, the APS service will restart.



After it's restarted, you can test the HTTP mode login:

<http://127.0.0.1:8080/login.html>

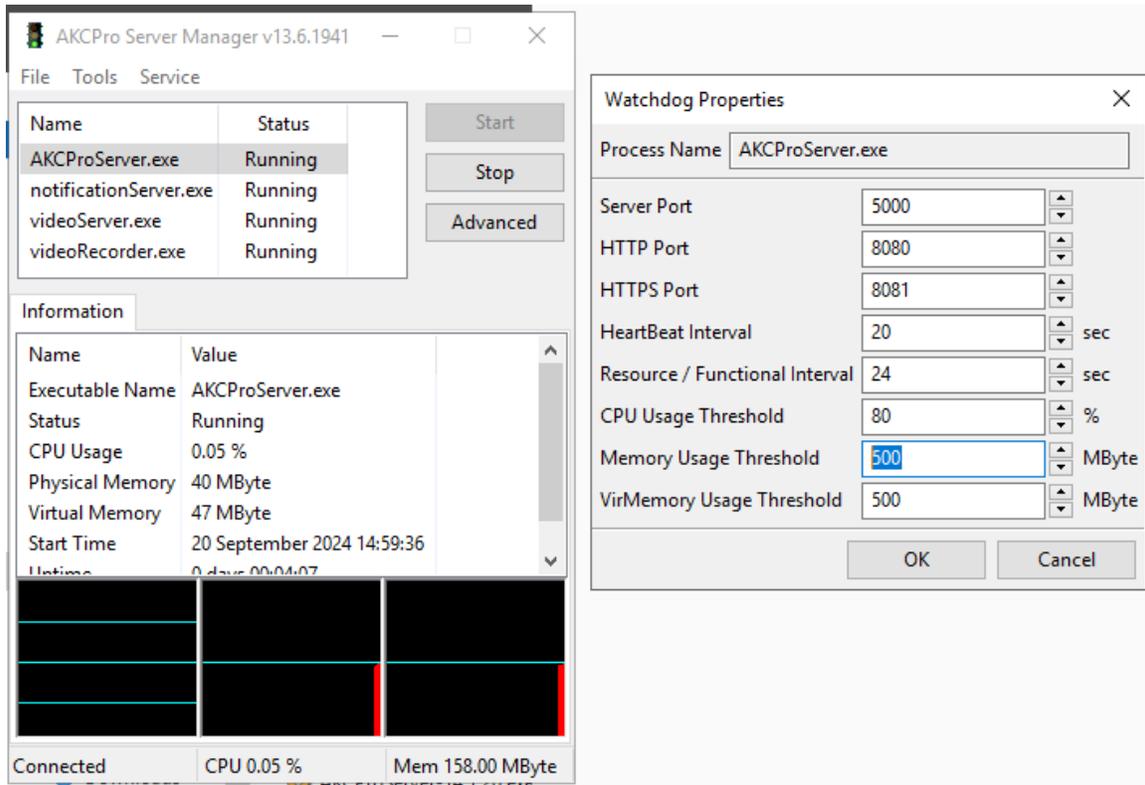
In later APS versions, the HTTP is the primary protocol and HTTPS is optional. You should use HTTPS only with a valid SSL certificate.

Additional optimizations

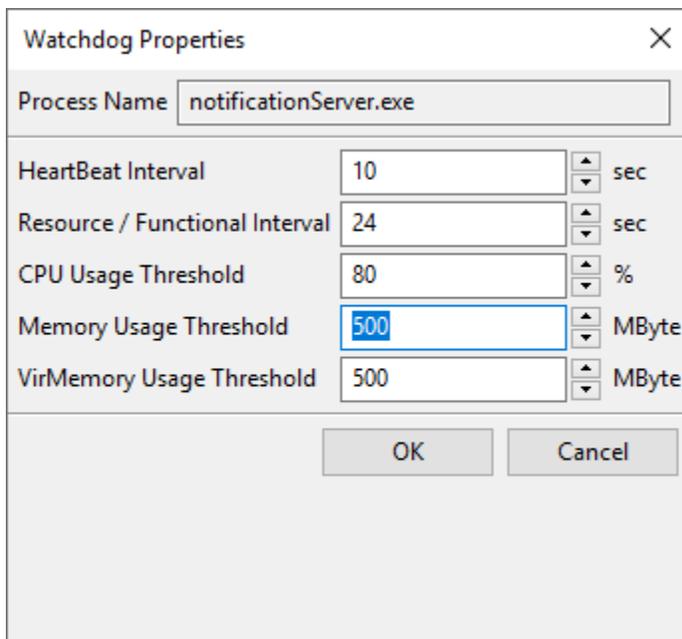
Increasing the memory limit

Open the APS Server Manager and edit the **memory limits** for the main process (AKCProServer.exe) by selecting the process name, then clicking on the Advanced button.

The recommended new limit is 500 MB for both physical and virtual limit.



Repeat the same for the notificationServer.exe process



Disable the HTTP debug logs

Open this file for editing:

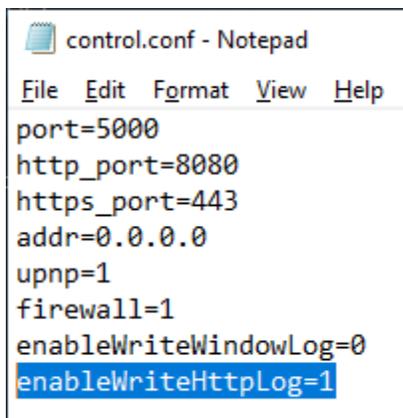
"C:\ProgramData\AKCP\AKCPro Server\control.conf"

And change the option

enableWriteHttpLog=1 to **enableWriteHttpLog=0**

and save the file.

If the option is not yet present, you can add it as the last line.



```
control.conf - Notepad
File Edit Format View Help
port=5000
http_port=8080
https_port=443
addr=0.0.0.0
upnp=1
firewall=1
enableWriteWindowLog=0
enableWriteHttpLog=1
```

These browser debug logs appear as text files at the following paths, you can safely delete them (these are just for WebUI troubleshooting):

C:\ProgramData\AKCP\Logs\http_accesses.log

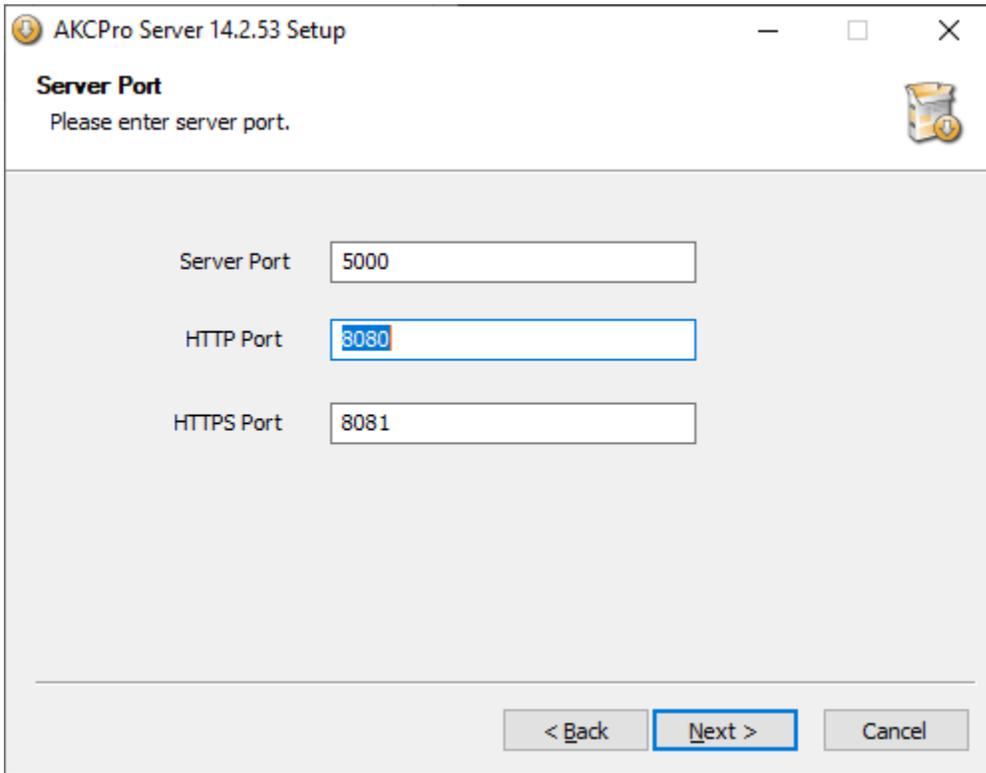
C:\ProgramData\AKCP\Logs\http_errors.log

APS v14

The latest v14 release is 14.2.53.

Installer link:

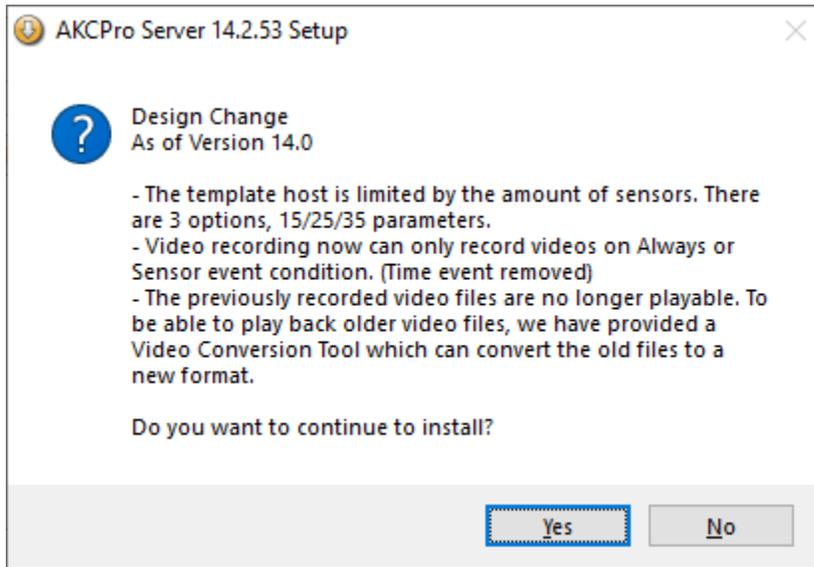
<https://akcp-downloads.s3.us-west-2.amazonaws.com/APS/old/AKCPProServer-14.2.53.exe>



The screenshot shows a Windows installer window titled "AKCPro Server 14.2.53 Setup". The window has a title bar with standard minimize, maximize, and close buttons. Below the title bar, the text "Server Port" is displayed in bold, followed by the instruction "Please enter server port." and a small icon of a server rack. The main area of the window contains three input fields: "Server Port" with the value "5000", "HTTP Port" with the value "8080" (highlighted with a blue border), and "HTTPS Port" with the value "8081". At the bottom of the window, there are three buttons: "< Back", "Next >" (highlighted with a blue border), and "Cancel".

The v14 introduces some changes about the APS license compared to the v13.

The installer will display a warning about it.



The additional big change in v14 is the removal of wxClient support, and the video subsystem's changes.

Many video recording features have been deprecated that were working in v12 and v13, such as the time event recording and video archiving.

The existing recorded videos will have to be converted to the new format (more about this below).

The graph subsystem has also been changed.

A graph conversion will run in the background to convert the old RRD files to GDS format.

This might take a long time if you have lots of graph files, so before progressing further with the upgrade, check the following path and ensure the folder size is not growing further and the Work subdirectory is empty:

“C:\ProgramData\AKCP\AKCPro Server\RRDTool”

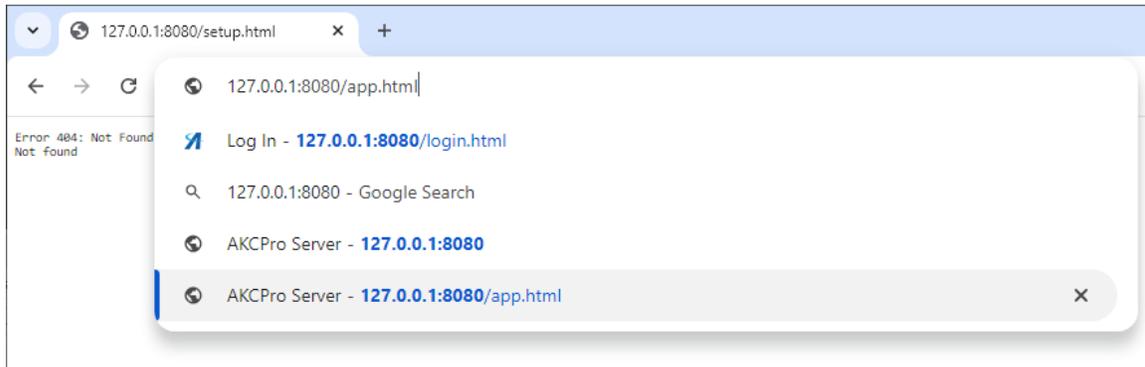
IMPORTANT: The WebUI may not load correctly after the upgrade over APS v13.

This is because of HTTPS – HTTP changes, and the WebUI component differences.

Try to open the login link directly:

<http://127.0.0.1:8080/login.html>

Press CTRL-F5 to reload all page elements.



The page might want to open the /setup.html link which is invalid.

Try to open the main page directly after logging in:

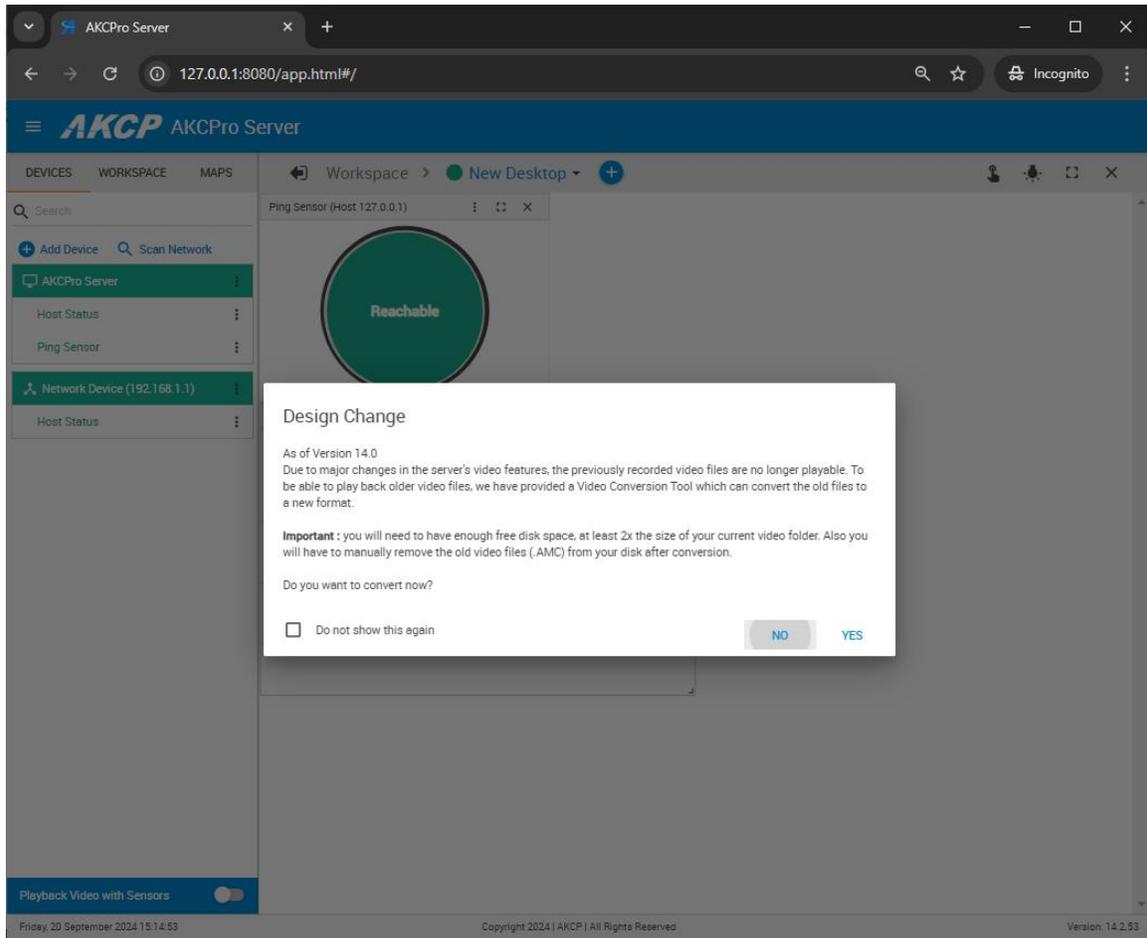
<http://127.0.0.1:8080/app.html>

This might still fail and the browser still forcefully keep trying to open the /setup.html page.

If this happens, open a new Incognito browser window and using the HTTP link try to log in again:

<http://127.0.0.1:8080/login.html>

In the Incognito window the page should open correctly.



Upon the first login to the v14 WebUI, you will get a prompt about video conversion:

Design Change

As of Version 14.0

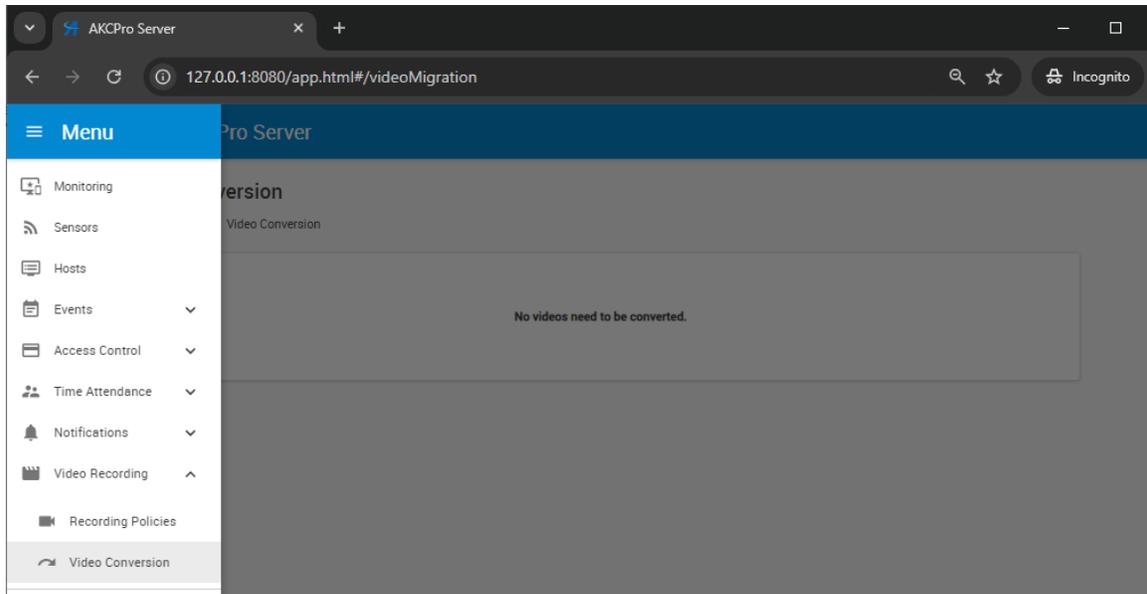
Due to major changes in the server's video features, the previously recorded video files are no longer playable. To be able to play back older video files, we have provided a Video Conversion Tool which can convert the old files to a new format.

Important : you will need to have enough free disk space, at least 2x the size of your current video folder. Also you will have to manually remove the old video files (.AMC) from your disk after conversion.

Do you want to convert now?

Converting previous videos to the new format is necessary if you want to review them.

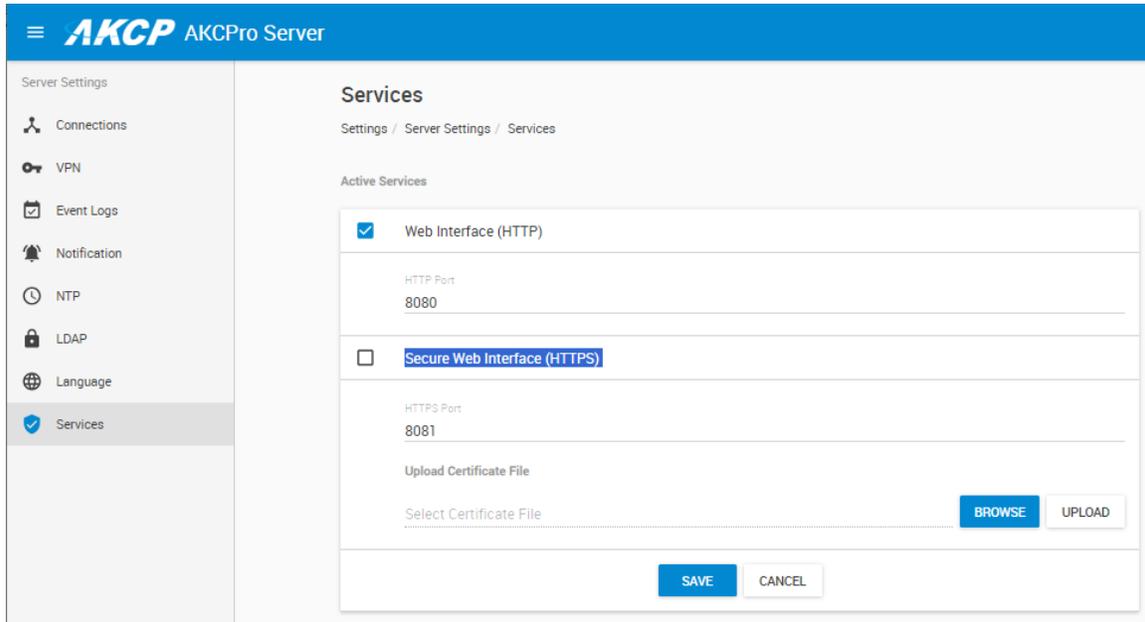
There is a video conversion menu, so you don't have to do the conversion right away.



Note

Make sure that you have the videos converted, and the graphs updated to RRD format before upgrading the system further!

Recommended optimization: disable the HTTPS service



Open the **Settings / Services** menu and you can **disable the HTTPS service**, if you don't use a valid SSL certificate.

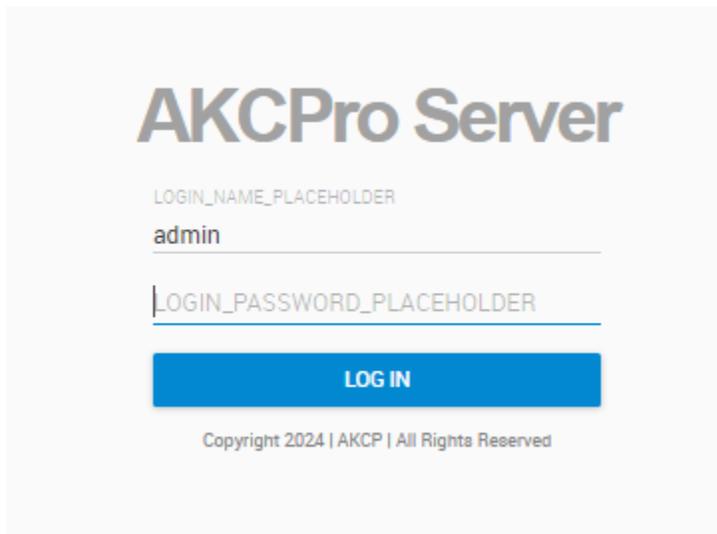
APS v15

The latest v15 release is 15.2.48.

Installer link:

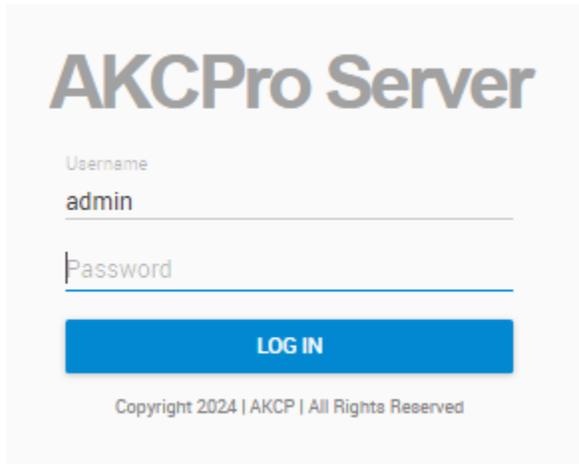
<https://akcp-downloads.s3.us-west-2.amazonaws.com/APS/old/AKCPProServer-15.2.48.exe>

Upgrading to v15 should be less problematic, but the WebUI cache may have to be refreshed manually if you're seeing a similar login prompt:



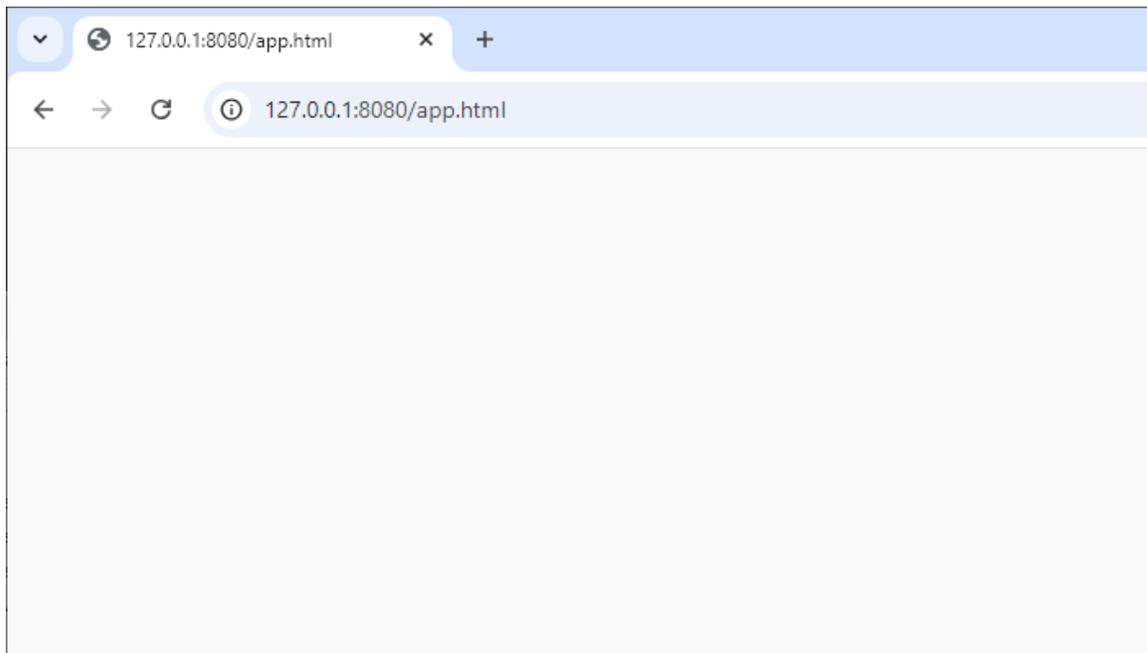
Press CTRL-F5 to refresh the page cache with new files.

The login prompt should be fixed by this.

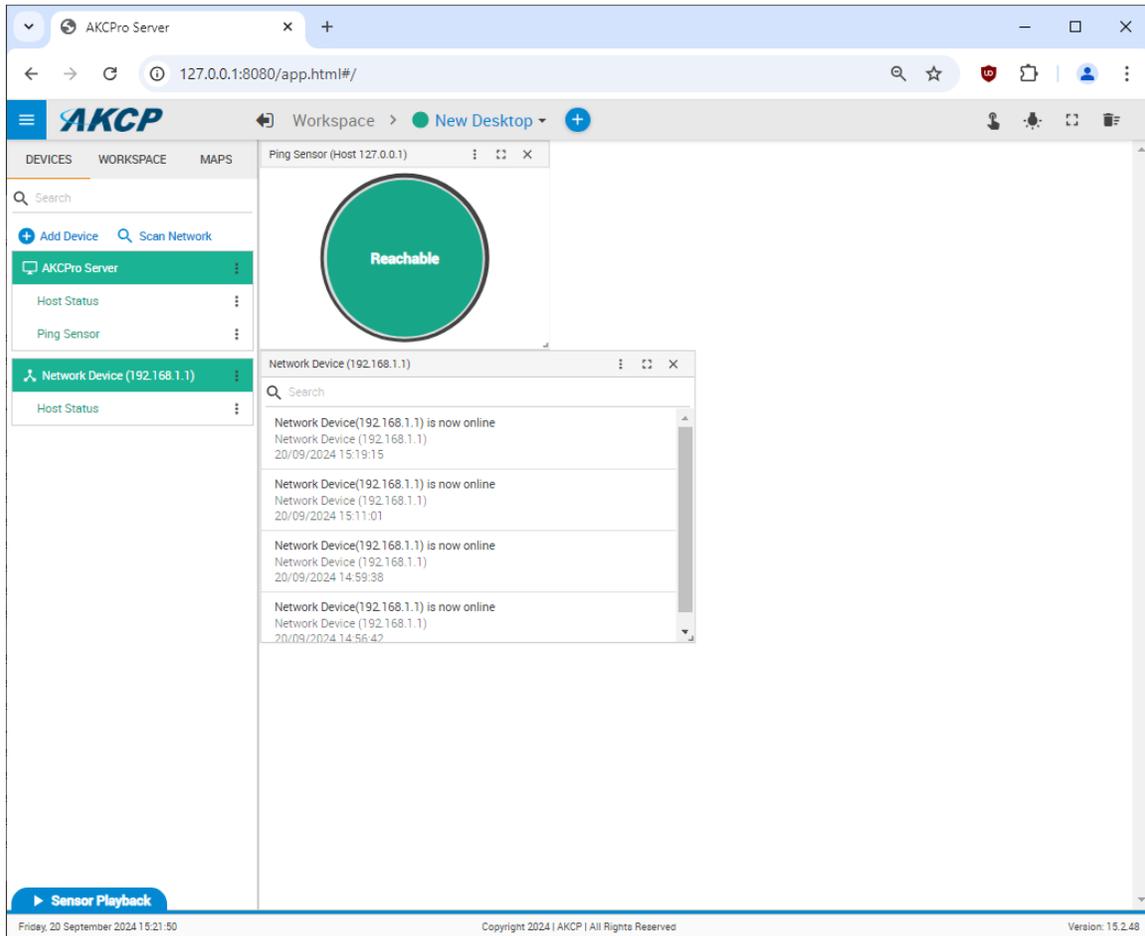


After logging in, an empty page may be shown.

This is also due to the previous version of WebUI cached elements.



Press CTRL-F5 again to refresh the page elements, then it will load correctly.



Now all of the previous RRD graph files should have been finished the conversion to the new GDS format.

Check the contents of this folder, where the graph storage is:

“C:\ProgramData\AKCP\AKCP Pro Server\RRDTool\DB”

You can remove all old graph files with .RRD, .OK, .ERR extension as these are no longer used and just taking disk space.

APS v14 and later uses only the .GDS files.



Note

Be careful and don't remove other files than .RRD, .OK, .ERR extension!

APS v16

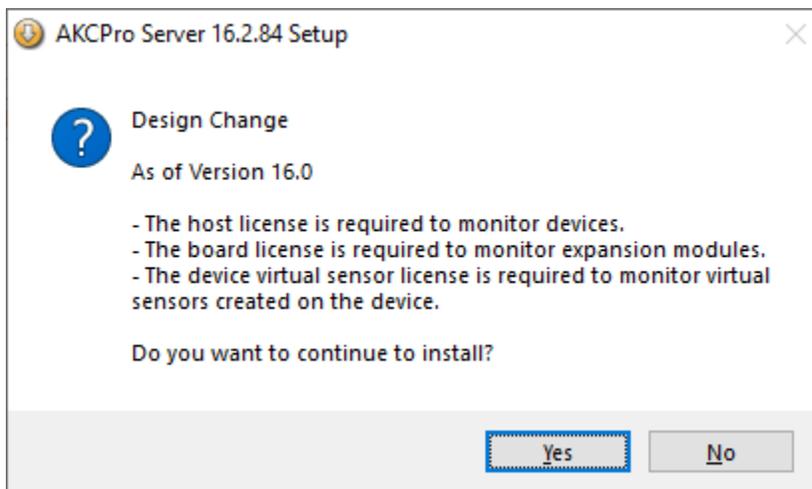
The current v16 release is 16.2.146.

Installer link:

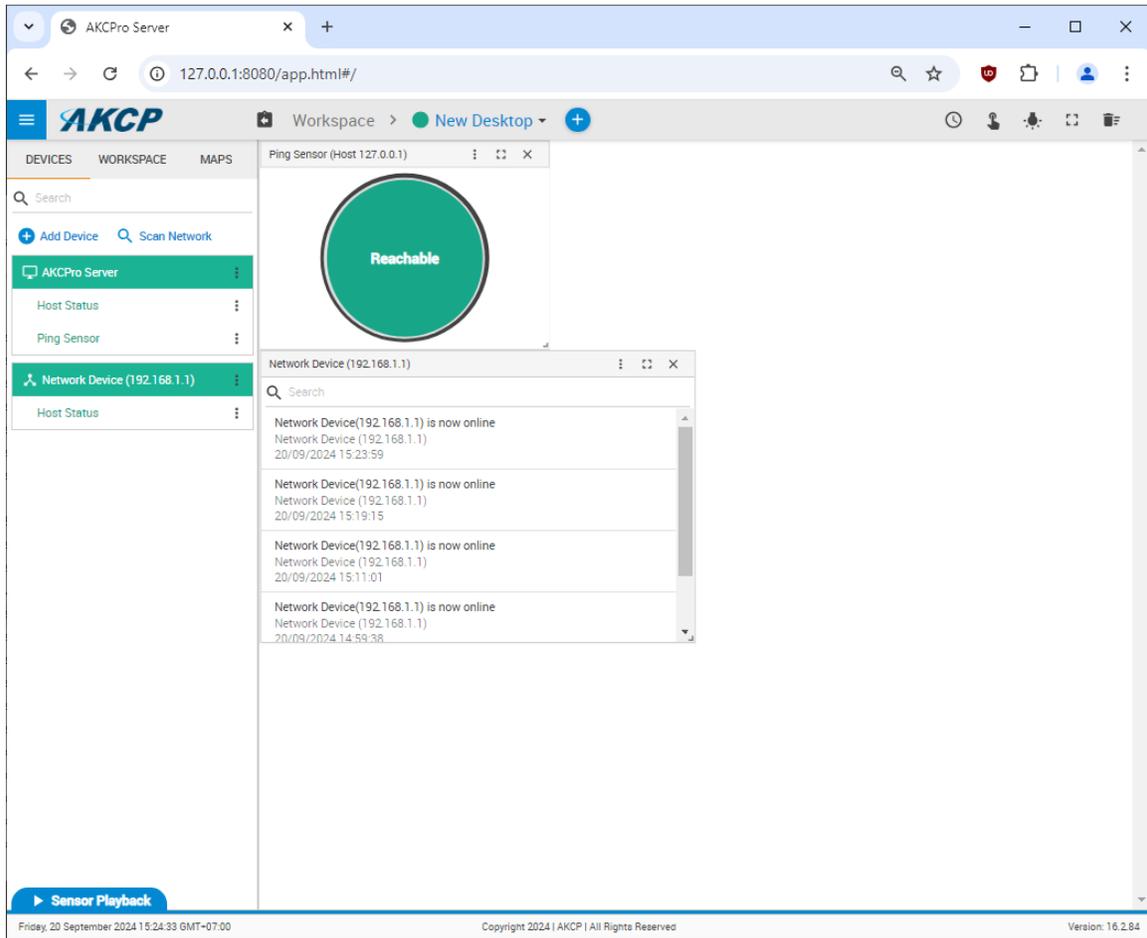
<https://akcp-downloads.s3.us-west-2.amazonaws.com/APS/v16/AKCProServer-16.2.146.exe>

During the upgrading to v16 the installer will display another notice about the license changes.

This is why it's better to start the whole upgrading with a v16 compatible license, to avoid having any disabled hosts or virtual sensors due to license changes.



After logging in to the WebUI, it's recommended to refresh the page elements again with CTRL-F5.



The upgrade is now finished.

Recommended optimization settings

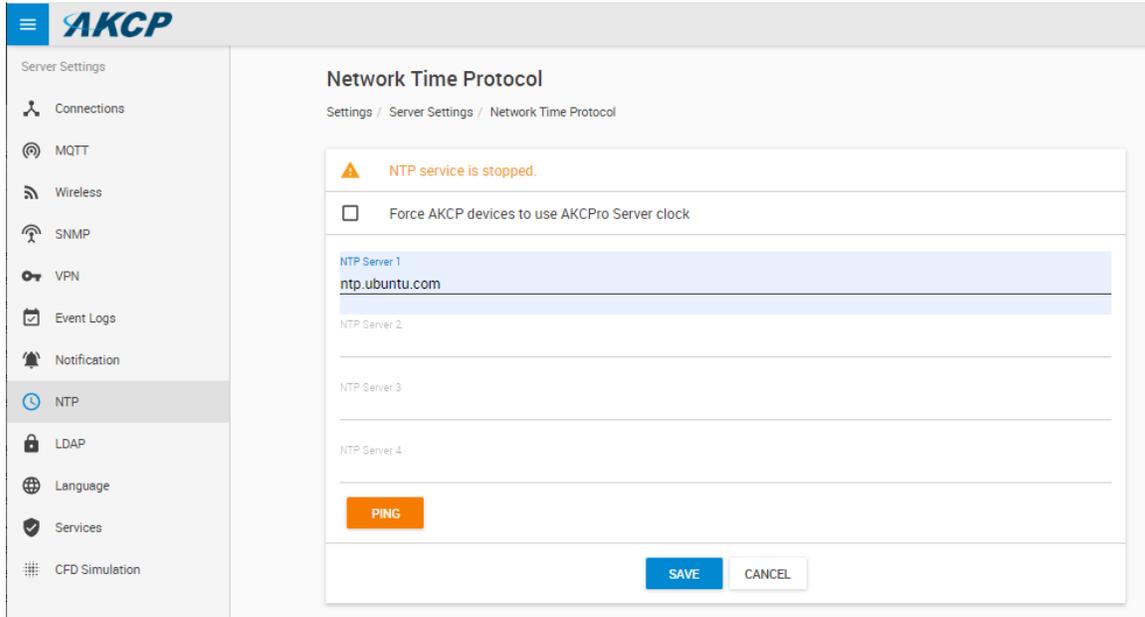
NTP sync

Set up an external NTP server to sync clock with.

Go to **Settings / NTP** menu.

This is highly recommended to use an external NTP server, since installing APS on the computer will disable the built-in Windows NTP service and the clock can go out of sync.

You can set up your own NTP server or use a public one, such as ntp.ubuntu.com



Additional optimizations

These folders may contain a lot of large files, you can check and empty the contents safely without causing a problem:

C:\ProgramData\AKCP\CrashDumps

C:\ProgramData\AKCP\AKCPro Server\ProbeManager\firmware

C:\ProgramData\AKCP\AKCPro Server\ProbeManager\configuration



This concludes our manual.

Please contact support@akcp.com if you have any further technical questions or problems.

Thanks for Choosing AKCP!