



Traffic - Upgrades Manual



Developer of the Year (2004)



5 out of 5 mice



5 out of 5 stars



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2008



Sending the Traffic system to Sohnar

When your Traffic system is due for a scheduled upgrade we require you to send the system back to us in order to import your data into an updated version of Traffic.

The following set of instructions will give you a step-by-step guide of how to do this correctly without corrupting your data.

Step 1:

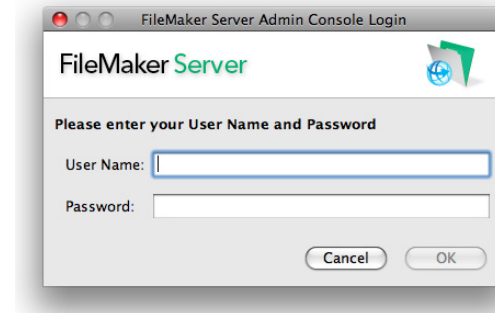
Please ensure you have FileMaker Pro and Server 9 or above before going any further as Traffic Air will not run on older versions. Both FileMaker Pro and Server should be fully updated from the FileMaker website.

Step 2:

Log onto your FileMaker Server Admin Console on your Traffic Server Machine using the icon on your desktop or if this is not present use a browser and type <http://localhost:16000>.



OR



Log into FileMaker Server with the username and password that was set on your original installation.

Step 3:

Once logged into the Admin Console, you will need to navigate to the 'databases' section.





Database section of Admin Console



Closing the Databases

Step 4:

Once in the databases section you will need to close the databases being hosted on your Traffic server. To do this all clients must be logged out of Traffic. If you try closing the databases while users are still logged in you will see an error message saying that users are still logged on. When everyone is logged out of Traffic, you need to right click on each of the traffic files being hosted (SLData, SNData, TrafficManager.fp7) and from the list available select close. Please note SLData and SNData are not present in newer versions of Traffic.

This should then amend the status of the three files from normal to closed.

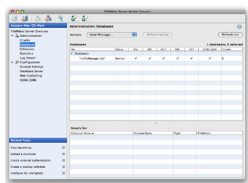




Step 5:

When the databases are closed, you next need to stop the FileMaker server processes from running. To do this, you can either select 'server' from the toolbar followed by stop database server, or you can simply click on the red button in the top left hand corner of the admin console to stop the processes.

Stopping the Database



OR



Once this has been done, you will no longer be able to access the databases section of the admin console as the processes will have been stopped.

Step 6:

When the database has been closed and the server processes stopped, you then need to navigate to the files that we require you to send back to us. These can be found at the following location:

PC Users: c:/Program Files/FileMaker/FileMaker Server/Data/Databases/

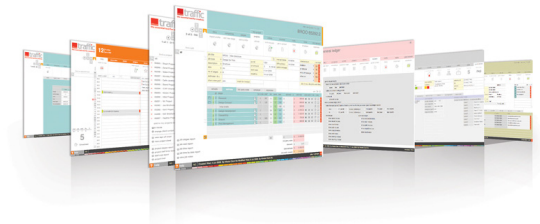
Mac Users: HD:Library/FileMaker Server/Data/Databases:

Inside of the respective folder for Mac/PC users you should find a folder named as your company name followed by a date – for example Sohнар12092008. This folder should contain the three files that were previously closed in the FileMaker Server Admin Console – SNData, SLData and TrafficManager.fp7 (If SLData and SNData are not present do not worry)

Zip up this whole folder and send the zipped file over to Sohнар.

In order to send this zipped file, if you do not have your own FTP, we site we can recommend two stable sites:

www.sendthisfile.com www.yousendit.com





Both sites are free to use and you can upload the relevant file to here and email the link across to support@sohnar.com to download the file from.

Once this email has been sent, this is all we require from you in order to perform the upgrade process. While we are upgrading the system no one will be able to log on to Traffic until the upgrade is complete, the files sent back to you and the files have been uploaded again to your server machine.

Starting the FileMaker Server and Uploading Traffic to your Server

When Sohnar have completed the upgrade of your Traffic system, you will be sent your live Traffic system back in the form of a link in an email. The following steps will ensure you upload the database correctly and are able to log back in via your client machines:

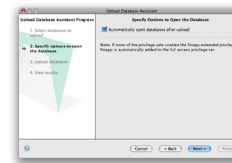
Step 1:

You will need to download this file onto the desktop of your server machine by clicking on the link in the email. Once downloaded you will need to unzip the file. When this folder has been unzipped you will need to **ensure that all files inside the folder have both read and write access for everyone.**

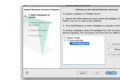
Step 2:

You will need to log into the FileMaker Server Admin Console. Once logged in here you will need to reopen the FileMaker Server processes. This can be done from selecting 'server' from the toolbar followed by 'open database server'. Alternatively you can click on the green button in the top left hand corner of the FileMaker Server Admin Console to restart the processes.

Starting the database server



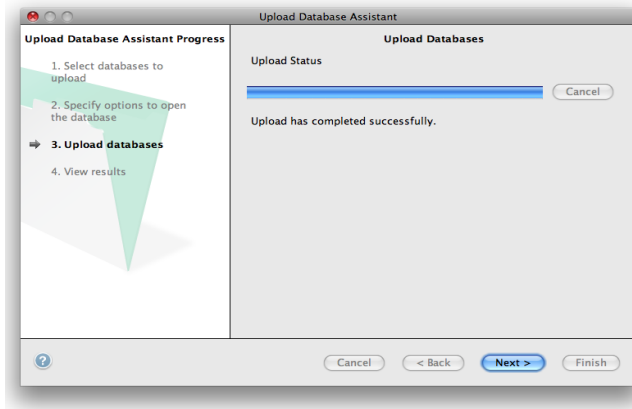
OR





Step 3:

Once the FileMaker processes are up and running again you should be able to navigate to the databases section of the admin console. From here, you should be able to select 'upload database' from the drop down menu on this screen and clicking on 'perform action'.



Uploading databases



Uploading databases

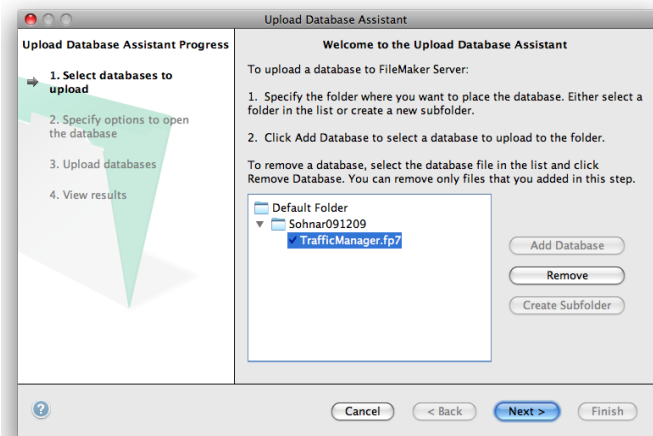
Step 4:

From here you will be asked to create a subfolder. You should name this folder as your company name followed by today's date – for example Sohнар091209.

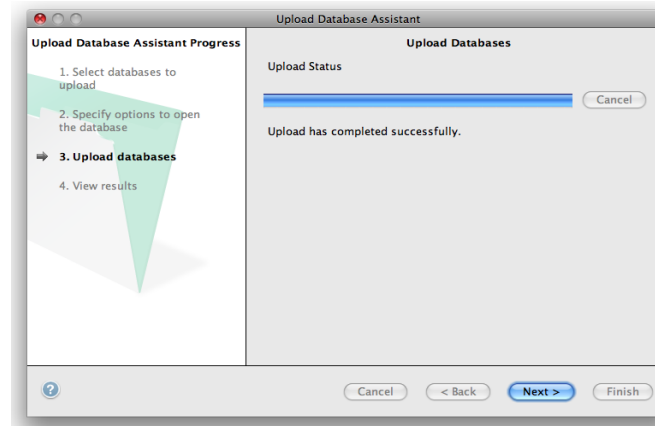
Step 5:

When this folder has been created, you will then be prompted to select the files you wish to upload to this folder. Highlight the folder and select 'Add Database'. You should navigate to your desktop where you have downloaded the upgraded Traffic file - TrafficManager.fp7. The admin console will then verify the files before uploading them.

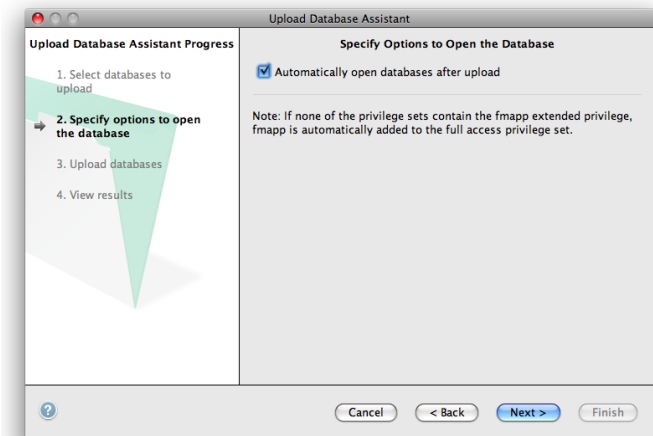




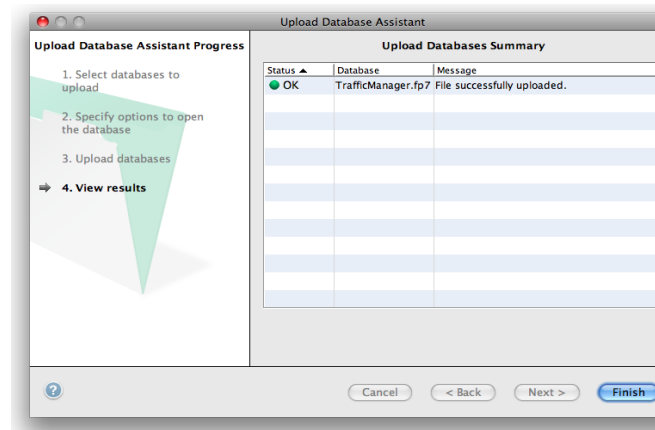
Uploading databases



Uploading databases



Uploading databases



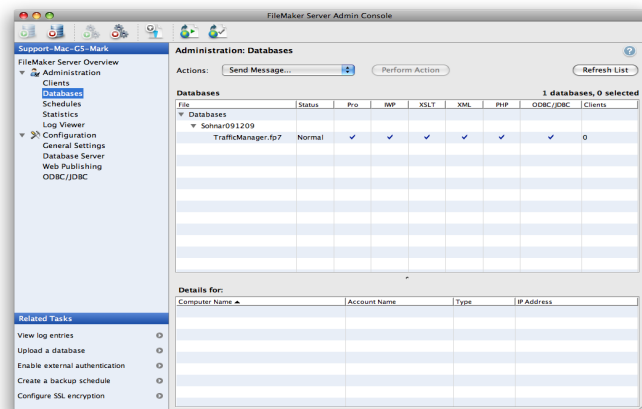
Uploading databases





When this process has been complete you should then be able to navigate to the databases section of the admin console to see the status of the files being hosted. The status needs to be showing as 'normal'. If they show as 'closed' you simply need to right click on the file being hosted and from the list select 'open' to reopen the databases.

Once this is complete and the status for all files shows as 'normal' your traffic system should be up and running again and you should be able to login via your client machines.



Upload successful
and databases
now being hosted

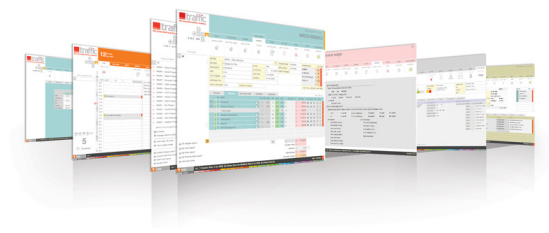
Trouble shooting

You do not know your username/password

When FileMaker server is installed onto your server machine, during the deployment stage you are asked to assign a username and password to this file. As this is something you set on the installation, there is no default password that we can reset it to. If you have not made a record of these details, the only way to work around this problem is to stop all FM Processes on a Mac in Activity Monitor or stop the FileMaker Service in Task Manager - Services on a PC then to uninstall the FileMaker server file, restart the server machine and to re-install the software and reset the username and password.

The FileMaker Processes will not start/stop

If you ever encounter a problem starting or stopping the FileMaker Server processes you are also able to enter command in the command window/terminal to manually stop/start the processes.





Mac users will need to open up the terminal window and PC users will need to open up the command window. Once open, you should type the following commands to start the relevant processes:

```
fmserver_helperd start
```

```
fmserverd start
```

Or to stop the processes you should type:

```
fmserver_helperd stop
```

```
fmserverd stop
```

The FileMaker Database Server will not stop

If the FM database server will not stop, you can manually stop these services. This can be done in Activity Monitor on a Mac or in services on a PC.

In activity monitor you will need to search for FM under 'all processes' and force quit all FM processes found.

On a PC, if you go to control panel – administrative tools – services you should be able to see a 'FileMaker Server' service running. Simply highlight this service and select 'stop' to stop the database server from running.

The Traffic Database will not open

If the Traffic database has been successfully uploaded but the status will not show as normal, this is usually a permissions problem on the files. You will need to navigate to where the database is being hosted:

PC Users: c:/Program Files/FileMaker/FileMaker Server/Data/Databases/

Mac Users: HD:Library/FileMaker Server:Data:Databases:

Once here, you will need to change the permissions on the file - TrafficManager.fp7 to read and write access for everyone. When you then go back to the FM Admin console, you should be able to open the databases.



