



Upgrading to Image Center 2.1

Overview

Image Center 2.1 has a new licensing system and is a mandatory upgrade for all ImageCenter 1.x and 2.0 customers. Please plan to upgrade your copies of Image Center before **July 1st, 2019**. After that the old licensing system will no longer be supported and there will be no means to license Image Center 1.x and 2.0.

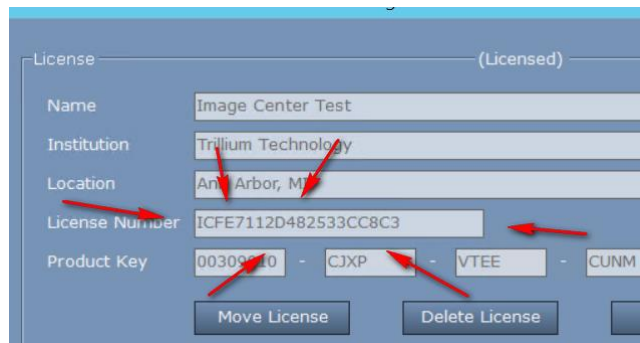
You should have received an email by now with your new license keys. You will need this email to proceed. If you cannot find the email, please contact support@triltech.com and ask for them.

You will need to upgrade your ShowCase clients to 6.1 at the same time you upgrade your Image Center to 2.1.

Upgrade

Upgrade Preparation – Find Your Old License

1. Go to your computer and start your existing Image Center Console software
2. Click the Manage Licenses button



3. Make a note of the License Number of the license you have installed on this computer. Your new license number will be different than the one shown.

Upgrade Preparation – Image Center Uses Network Shares

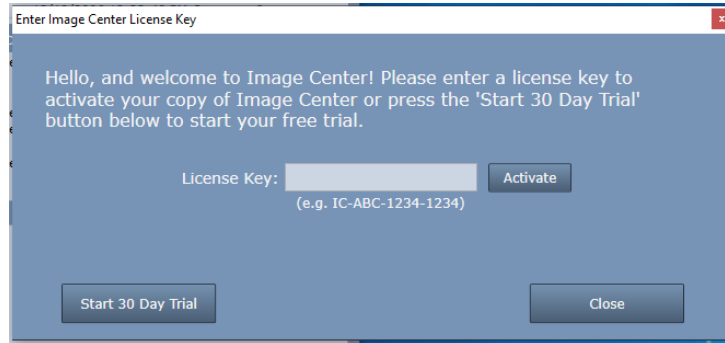
If your Image Center has been configured to store images on a network file share, it is very likely that the Image Center Windows Services have their Log On permissions manually configured by someone at your site. Here's how to determine if that is the case:

1. Open the Windows Services dialog (Start menu => search for 'Services')
2. Right click on the "ShowCase Image Center Service" and select Properties
3. Click on the Log On tab
 - a. If "Local System account" is selected, then you do not have any special permissions set up. Skip the rest of this section and proceed to the Upgrade.
 - b. If "This account:" is selected, an account name and a password will be present. This is the login and password used to give the Image Center permission to access the network shares referenced by the Image Center. Write them down. If you do not know the password for this account, you will need to find someone who does.

Upgrade

1. Download Image Center 2.1 from <http://www.triltech.com/download.html>
2. Uninstall your old Image Center software
3. Install the new 2.1 Image Center software.

4. Open the Image Center Console
5. Click the Manage Licenses button. A dialog will appear:



6. Look in the license key email mentioned above and find the new license key that replaces the license you made note of in step 3. It will start with the letters IC-
7. Enter the license key and click the activate button.

Restore Windows Services Log On Permissions

If you found a Log On and Password on step 3b. during “Upgrade Preparation – Image Center Uses Network Shares”, you will need to configure the Image Center services.

1. Open the Windows Services dialog
2. Right click on the **ShowCase Image Center Service** and select Properties
3. Click on the Log On tab
4. Select the “This account:” option and enter the account name and password from step 3b above.
5. Stop and Start the **ShowCase Image Center Service**
6. Repeat this procedure for the **ShowCase Image Center Web Service**.

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