

Pinnacle 3.* Install Guide

August 2007

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Welcome to Pinnacle

Pinnacle™ is document management made simple - easily share, track, secure, and manage the documents and records your organization depends on.

By leveraging an active and innovative open source community, Pinnacle provides an easy-to-use, production-ready, enterprise document management solution for use by corporations, government institutions, medium or small businesses, and many other organizations. Pinnacle's open source architecture allows organizations to easily customize and integrate the document management system with their existing infrastructure, providing a more flexible, cost-effective alternative to proprietary applications.

Features in Brief

Pinnacle provides:

- A central document repository with audited document content version control
- Powerful document metadata management and versioning
- Sophisticated document authoring management and workflow
- Full-text indexing technology allowing search within document contents
- Powerful security group and role-based security model and integration with enterprise directory servers

For more on Pinnacle's features, see [What's New](#) on the Pinnacle website, and a [Features Summary](#) on the Pinnacle Wiki.

Pinnacle Editions

Pinnacle is available in three editions:

- Pinnacle SMB (20 users)
- Pinnacle Enterprise (Unlimited users)

Pinnacle **SMB** and **Enterprise Edition** are known collectively as **Pinnacle Commercial Editions**. Pinnacle Commercial Editions are the certified versions of KnowledgeTree Open Source Edition, and are sold with commercial support and extended functionality that provides access to the Pinnacle document repository from within Pinnacle Explorer and Microsoft® Office® applications.

To learn more about Pinnacle, call **+1 703-385-0101**, email sales@vircosoft.com , or visit www.vircosoft.com .

Comparison Matrix

Environment		
Features	Pinnacle Commercial Editions	
	Pinnacle SMB	Pinnacle Enterprise
	<i>Suitable for small to medium-sized organizations and departmental use.</i>	<i>Suitable for large and medium-sized organizations</i>

Certified, Tested Server	Yes	Yes	
Easy-to-use Web interface	Yes	Yes	
Distributed as Optimized Bytecode	Yes	Yes	
Quality Assurance	Yes. Internal QA engineers, based on stable community code	Yes. Internal QA engineers, based on stable community code	
Release Interval	Quarterly	Quarterly	
Drag and drop and document management direct from Microsoft Windows Desktop	Yes	Yes	
Integration with Microsoft Office applications	Yes	Yes	
Scan documents into the repository	Yes	Yes	
Access documents from popular 3rd-party WebDAV clients	Yes	Yes	
Extended Management Reporting and Web application functionality	Yes	Yes	
Integrate with Pinnacle using SOAP Web Services	Yes	Yes	
Support and Licensing	Pinnacle SMB	Pinnacle Enterprise	
Support	Priority Support 12 Support Cases per year	Priority Support 22 Support Cases per year	
Maximum number of supported Users	20	Per CPU subscription, unlimited users	

About this Guide

The **Pinnacle™ Installation Guide** provides instruction for upgrading and installing the Pinnacle Document Management System.

Please Note:

This document is a working draft that is continually updated. It aims to provide a comprehensive guide to using the **Pinnacle Installers** for Windows/Linux, and for performing **manual installations** of Pinnacle Open Source Edition on generic Windows and Unix-like operating systems. These instructions are intended for use by experienced system administrators.

We welcome your contributions to help us document Pinnacle. Please post your comments and suggestions by creating a **Documentation** ticket for the Pinnacle project on <http://support.vircosoft.com>

Important

Pinnacle™ is capable of running on a large number of operating systems, and in many different configuration scenarios. We do not provide instructions for all of the potential implementation environments.

If you don't find the installation instruction for your environment in this guide, or if you require further information for a particular upgrade / install, Please post your comments and suggestions by creating a **Documentation** ticket for the Pinnacle project on <http://support.vircosoft.com>

If you have successfully implemented Pinnacle on a platform that is not detailed in this manual, we would welcome your contribution of installation instructions. Please feel free to Please post your comments and suggestions by creating a Documentation ticket for the Pinnacle project on <http://support.vircosoft.com>

Getting Help

VircoSoft Corporation offers support for **Pinnacle™ Commercial Editions** - Pinnacle SMB Edition, and Pinnacle Enterprise Edition.

Support for **Pinnacle Commercial** provides you with priority access to our support staff and developers. Find out more about Subscription options for **Pinnacle SMB Edition** and **Pinnacle Enterprise Edition** at www.vircosoft.com .

www.vircosoft.com provides a variety of links to useful resources for all Pinnacle users.

User and Developer Documentation

For more information about working with Pinnacle, please see the **Pinnacle User Manual** and the **Pinnacle Administrator Guide**

Introduction

Install/Upgrade Scenarios

New Install

Pinnacle Commercial

- [Run the Pinnacle Commercial stack installer](#)
- [Install Pinnacle Client Tools for Windows](#)

Upgrades

Before upgrading:

- [Backup](#)

Upgrading from Pinnacle Commercial, stack installed

- [To the latest version, Pinnacle Commercial, stack installed](#)

After upgrading:

- [Restore the database](#)

System Requirements

The Pinnacle Server package may be installed on the following operating systems:

- Red Hat Enterprise Linux 3 and 4 (32-bit x86)
- Fedora Core 4 and 5 (32-bit x86)
***Note:** Please turn off SELinux if the installer does not execute correctly.*
- SUSE Linux Enterprise Server 9 and 10 (32-bit x86)
- Ubuntu 6 LTS (32-bit x86)
- Oracle Enterprise Linux 4 (32-bit x86)
- Microsoft Windows 2003 Server SP1
- Microsoft Windows XP Professional SP2

The Pinnacle Client Tools for Windows package requires:

- Microsoft Windows XP Professional SP2
- Microsoft Office XP/2003
- .Net Framework Runtime 1.1

***Note:** The Pinnacle Desktop Imaging Tools require Microsoft Office 2003*

Supported Server Operating Systems

- Microsoft Windows 2000/2003 Server
- Linux
- FreeBSD
- Sun Solaris
- Pinnacle should run on any platform capable of hosting the Apache/MySQL/PHP stack described above

Required Client Software

A modern web-browser such as:

- Firefox 1.0+
- Internet Explorer 6.0+

***Note:** A 'source only' [requirements](#) page is hosted and updated on the Pinnacle website.*

Post Installation: Setting up the DMS

For more information about setting up the Pinnacle Document Management System for your organization, or to find out more about editing the config.ini file, please see the **Pinnacle Administrator Manual**.

Migrating: Windows / Linux

When migrating your Pinnacle installation from **Windows to Linux**, or from **Linux to Windows**, you will need to move your documents and your database to the new environment (Windows or Linux, as applicable).

For example, when moving Pinnacle from a Windows machine to a Linux machine, you will need to perform a backup on the Windows machine, and then restore the backup onto the Linux installation.

For more information, see [Backup and Restore](#) in this Guide, or view more information about [Backing up and restoring Pinnacle](#) on the Pinnacle Wiki.

Note:

We recommend that you store a backup of the documents and the database in separate locations.

Troubleshooting

Browser does not display Pinnacle

If you get a browser error, do the following:

1. ensure that Apache and MySQL are running
2. uninstall Pinnacle; then, reinstall. Ensure that you are providing the correct path, database, and password information

System message informs you of fatal error in dispatcher.inc.php

To resolve this issue:

- ensure that MySQL is running;
- ensure that the 'dbPort' parameter in config.ini is correct.

Database Incompatible Error Message on Login Page After Upgrading

The database must be upgraded when upgrading the Pinnacle installation; failure to upgrade the database prevents login, and a system message advises that the database is incompatible. The Upgrade Installers include a Database Upgrade Wizard to automate database upgrades as part of the system upgrade. For Source Only upgrades, follow the instructions in **Upgrade.txt** in the *Docs* directory of the **Source Only Package**, or check the upgrade instructions on the Pinnacle website.

Upgrade Failure may be Caused by Incorrect Permissions Settings

When upgrade fails, check that permissions are set correctly - for example, the presence of unwritable log files can cause Upgrades to fail to a non-repairable state. To resolve this issue, please ensure that permissions do not prevent upgrade installs before you start the upgrade.

Some Functionality is Not Available After Upgrade

To resolve this issue, it is necessary to always reread the plugin list from the file system after upgrading your Pinnacle installation.

Upgrading the Pinnacle 2.0.7 Database Fails

This issue is due to the `documents.full_path` referring to a path in the documentRoot that does not exist - the storage location has moved, and 2.0.7 deals with directories differently to the way the upgrade scripts expect it to work. As a result, downloads do not work once the upgrade has been applied. A patch is available at the following location:

<http://forge.Pinnacle.com/snippet/detail.php?type=snippet&id=2>

This code can run on a database that has been upgraded from 2.0.7 to 3.3.x. However, because it does require the system to already be in a 3.3.x state, it is not possible to include it in the Upgrade Scripts - it must be executed as a separate step.

Note: Pinnacle versions older than Pinnacle 3.4

When upgrading Pinnacle versions older than Version 3.4 Stable, a system issue prevents the plugin paths, stored in the database, from seamlessly updating as part of the back up and restore procedure for this type of upgrade. The plugin paths have to be updated in one of the following ways:

- manually - open the database dump (dump.sql) and edit the paths manually. You could search for all references to the Pinnacle path - e.g. for Windows: C:/Program Files/ktdms - and change these to your new path.
- automatically - if you are sufficiently familiar with MySQL, post a support request to obtain SQL queries for update these paths automatically.

New Installations

This section provides instruction for a new installation of **Pinnacle Commercial** editions, on Windows or Linux.

Note for Windows Users:

The cache is disabled by default when installing Pinnacle in a Windows environment.

Note: *The Pinnacle Stack Installers install Apache and MySQL; do not install the Stack Installers on Servers that have Apache and MySQL, unless you have MySQL and Apache administration experience.*

This section covers:

1. Installing Pinnacle Commercial, using the [Commercial stack installer](#)
2. [Installing Pinnacle Client Tools for Windows](#)

Installing Pinnacle Commercial

Installing Pinnacle Commercial involves the following tasks:

- [download and run the Pinnacle Commercial Stack Installer for Windows/Linux](#)
- [install Pinnacle Client Tools for Windows](#)

Running the Pinnacle Commercial Stack Installer

This procedure installs **Pinnacle Commercial**, using the using the **Pinnacle Commercial Stack Installer** for Windows/Linux.

Note to Linux users:

The quick install procedure for Linux differs in a few, minor ways from the quick install for Windows, related mainly to setting up services.

Note: *The Pinnacle Stack Installers install Apache and MySQL - select alternative ports if you are installing on servers that have Apache and MySQL installed.*

Important - Linux Users:

Before running the installers for Linux, use the following command to make the package executable:

```
$ chmod +x ktdms-[current version]-linux-installer.bin
$ ./ktdms-[current version]-linux-installer.bin
```

Prerequisites

- Install to a supported platform
- Select the appropriate Pinnacle Commercial Edition Subscription option for your organization - SMB or Enterprise
Note: *The Pinnacle **SMB** Edition Subscription provides access to a maximum of 20 named, active users - excluding the default admin user and anonymous users. A Pinnacle Commercial **Enterprise** Subscription provides access to an unlimited number of users. See the [Pinnacle Editions Comparison Matrix](#) for more information.*

Perform the following steps:

1. Download and run the latest version of the **Pinnacle Commercial Stack Installer** for Windows/Linux on the download page at the Pinnacle website:
<http://www.Pinnacle.com/download>.
2. Click through the **Pinnacle Commercial Setup Wizard:**
 - 2.1. Click **Next** to open the **License Agreement**. Accept the agreement; then, click **Next** to open the **Installation Directory** page.
 - 2.2. Accept the default install location, or browse to select an alternate directory. When you're done, click **Next** to open the **MySQL Root Password** page.
 - 2.3. Enter a password on the **MySQL Root Password** page; then, click **Next** to open the **MySQL User Password** page.

Note: *Passwords defined during install are used only to access the MySQL database - these accounts have no relation to the default initial login credentials, created by the system during installation. The initial login to the document management system is: username 'admin', and password, 'admin'.*
 - 2.4. Enter a password on the **MySQL User Password** page; then, click **Next** to open the **DB Port** page.
 - 2.5. Enter the port for your MySQL database on the **DB Port** page; then, click **Next** to open the **WebServer Port** page.
Note: *A system messages informs you if the system cannot bind to the standard ports - port 3306 for MySQL, and port 8080 for Apache. In this case you need to define an alternative port.*
 - 2.6. Enter the Apache Web server port; then, click **Next** to open the **Install as a service** page.

- 2.7. Define whether or not to register Pinnacle as a service; then, click **Next** to open the **Ready to Install** page.
 - 2.8. Click **Next** to start the installation; then, view install progress.
 - 2.9. Click **Finish**.
3. Now you can:
- view the README file.
 - view the links and useful information on the Welcome page on the Pinnacle website to get started
 - use the default administrator credentials (username: admin / password: admin) to log in to Pinnacle to configure the system for your organization.
***Note:** A default Admin user – username **admin** and password **admin** – is set up during installation. The default admin user login allows initial access to Pinnacle. You should change the defaults at your earliest convenience, on the **Preferences** tab in **DMS Administration**.*
4. Open **KTIS Administration** to install the Pinnacle Commercial Edition license key - either the 20 user maximum SMB Edition Subscription, or the unlimited user (CPU) Enterprise Edition Subscription.
***Note:** For more information about managing keys, see **KTIS Administration** in the **Pinnacle Administrator Manual**.*
 5. Read and enable plugins in the **Miscellaneous - Manage Plugins** section of **DMS Administration**.
***Note:** For more information about the plugins, see **Manage Plugins** in the **Pinnacle Administrator Manual**.*
 6. Ensure that all users requiring access to the DMS are added to the system, and are enabled in the **Users and Groups** section of **DMS Administration**.
***Note:** For more information about this task, see the **Pinnacle Administrator Manual**.*
 7. Configure SSL for the Apache Server in the Pinnacle Stack.
***Note:** This is an optional task, which is only required if you want to enable SSL for your environment - see the Pinnacle Administrator manual for further instructions.*
 8. [Install Pinnacle Client Tools](#) for Windows; then, when you're done, configure a connection with Pinnacle Explorer - see the Pinnacle Administrator manual for more information about connecting with Pinnacle Explorer.

Linux Install Notes

To add this installation to your system startup scripts, you need to ensure that the **dmsCtrl.sh script** is linked in to your **init.d directory**, and that it is placed into the startup and shutdown procedures for **runlevel 3**.

***Note:** You must have installed Pinnacle using a **Pinnacle Stack Installer for Linux** before performing this procedure.*

***Note:** This procedure is applicable for Open Source and Commercial installations of Pinnacle in a Linux environment.*

Perform the following steps:

1. Create a symlink in `/etc/rc3.d` called `s45ktdms` to `dmsctl.sh` in your installation directory.

2. Create a symlink in all the other `/etc/rcX.d` directories called `K1ktdms` to `dmsctl.sh` in your installation directory.

Installing Pinnacle Client Tools for Windows

This procedure installs **Pinnacle Client Tools for Windows**.

Note: Upgrade to the latest version of Pinnacle Client Tools for Windows with each new release of Pinnacle Commercial Editions.

Pre-requisites:

- Pinnacle Commercial Edition installed
 - Valid Pinnacle Commercial license key installed
 - Users requiring access to Pinnacle Client Tools must be added to the DMS and enabled
 - Microsoft .NET 1.0 Framework
- Note:** Click [here](#) to download .NET 1.0 from the Microsoft website.
- If you want to use Windows Explorer WebDAV, you must have installed the Web folders update from <http://support.microsoft.com/?kbid=892211>
 - Close other programs, such as Microsoft Outlook and Microsoft Word.
 - Switch off MS Word as your email editor to allow Pinnacle's Outlook Integration feature to install correctly - this allows the Pinnacle Client Tools installer to install a **Save to Pinnacle** button on the toolbar in Microsoft Outlook.

Perform the following steps:

1. Locate the latest version of the Pinnacle Tools Installer Package on the [Download](#) page at the Pinnacle website.
2. Click on the file to launch the **Pinnacle Tools Setup Wizard**; then, click **Next** to open the **License Agreement**.
3. Select **I Agree**; then, click **Next** to open the **Options** page.
4. Select components to install - Pinnacle Office Tools and/or Pinnacle Desktop Imaging; then, click **Next** to open the **Select Installation Folder** page.
5. Accept the default install location, or click **Browse** to select an alternative folder. Select either the **Everyone** or the **Just me** radio button to define who will be allowed to access Pinnacle Client Tools on the computer you're installing to; then, click **Next** to open the **Confirm Installation** page.
6. Click **Next** to start the installation; then, view install progress.
7. Click **Close** on **Installation Complete**.

Note: Setup places the Pinnacle Explorer icon on your desktop, and adds a Pinnacle Tools menu item in your **Start** menu.

9. Is this the first time that you are installing Pinnacle Client Tools for Windows?

- **Yes.** Configure a connection with Pinnacle Explorer.
- **No.** The Upgrade Installer saves the connection you defined previously to Pinnacle Explorer.

Note: For more information about working with Pinnacle Tools for Windows, please see the **Pinnacle User Manual**, and the **Pinnacle Administrator Manual**.

Performing an Unattended Installation of Pinnacle Client Tools for Windows

This section explains a silent (unattended) installation of **Pinnacle™ Client Tools for Windows**.

A silent installation runs unattended - there is no requirement for monitoring or dialog box input, and there is no installation wizard.

You can run the silent installation in either one of the following ways:

- use the **MSIEXEC** command from the command line interface, or;
- incorporate the **MSIEXEC** command into a batch file.

The batch file can also be used to combine a silent installation with a pre-populated configuration file.

You can use the silent installation method to ensure consistent configuration if you are installing Pinnacle Client Tools for Windows on multiple computers with identical hardware. You can also place a silent installation package on a file server for distribution over a network.

Because Pinnacle Client Tools for Windows is based on the **Microsoft Windows Installer** technology, it can be deployed using **Active Directory** and **Group Policy**. For more information on deploying Pinnacle Client Tools for Windows using Group Policy, refer to the Microsoft online help for your version of Windows.

What do you need to do?

- [Silent **install** of Pinnacle Client Tools for Windows](#)
- [Silent **uninstall** of Pinnacle Client Tools for Windows](#)

Silent Install

Use the **MSIEXEC** command to perform a silent installation of **Pinnacle Client Tools for Windows** from the command line.

Note: For more information about the **MSIEXEC** command, refer to Microsoft documentation.

The following is an **example** of installing Pinnacle Client Tools for Windows using the **MSIEXEC** command for a silent installation. Explanations of the parameters follow the example.

Note: In this instruction, **1.0.msi** indicates the file version - replace with your file version number if later than 1.0

Command

```
msiexec /i "c:\KTtoolsVersions\KTtoolsSetup-1.0.msi"  
/qn /l*v "c:\KTtoolsInstall_log.txt"
```

/i

Specifies an installation.

```
"C:\KTtoolsVersions\KTtoolsSetup-1.0.msi "
```

Specifies the complete path to the Pinnacle Client Tools for Windows package. It will have an .msi extension.

/qn

Specifies that this is a silent install.

```
/l*v " C:\KTtoolsInstall_log.txt "
```

Specifies verbose logging and the name and location of the installation log file.

Silent Uninstall

To silently uninstall Pinnacle Client Tools for Windows, use the **/x** parameter, instead of the **/i** parameter for each command.

All other parameters remain the same.

The following is an **example** of silently uninstalling Pinnacle Client Tools for Windows using the MSIEEXEC command.

Note: In this instruction, **1.0.msi** indicates the file version - replace with your file version number if later than 1.0

Command

```
msiexec /x "c:\KTtoolsVersions\KTtoolsSetup-1.0.msi"  
/qn /l*v "c:\KTtoolsInstall_log.txt"
```

Upgrading

This section provides instruction and information around the various upgrade scenarios for Pinnacle.

Pinnacle provides a variety of **Installers**, for Windows or Linux, to install or upgrade **Pinnacle Open Source** or **Pinnacle Commercial** in a few easy steps:

- Pinnacle Commercial Stack Installer
- Pinnacle Open Source Stack Installer
- Pinnacle Commercial Upgrade Installer
- Pinnacle Open Source Upgrade Installer

Warning!

Upgrading the Database

The **Pinnacle Upgrade Installer** includes a **Database Upgrade Wizard** that automatically applies any necessary upgrades to the database. In some cases, the Database Upgrade Wizard may fail to launch the database upgrade page; in this case, you must load the page manually to run the upgrade script. If you do not run **upgrade.php script** to apply the necessary database upgrades, you will not be able to log in to Pinnacle.

Installing on Servers that have Apache and MySQL

The Pinnacle Stack Installers install Apache and MySQL - select alternative ports if you are installing on Servers that have Apache and MySQL.

Pre-requisites for Upgrading:

- Incorrect Permissions settings can cause upgrades to fail - e.g. unwritable log directories. Ensure that permissions are set correctly before starting an upgrade to prevent a non-repairable upgrade state. This condition applies primarily to the <KT directory>\var directory. The user running Apache must have read/write access to this directory.
- [Back up](#) your existing Pinnacle installation before attempting any upgrade - the Pinnacle Upgrade Wizard includes an automated back step that allows you to back up as part of the Upgrade process.

- If you are upgrading to Pinnacle Commercial Edition, ensure that you have selected the correct subscription for your organization - SMB or Enterprise.

Backup and Restore

Backing up

Performing a complete system backup involves backing up all of the following components:

- database
- documents
- configuration
- application

Backing up the Database

The **mysqldump** (included with all the stack installers) or **phpMyAdmin** programs can be used to export the database into a SQL file. Ensure that you disable foreign key checks in the export. The default database name is **dms**. Back up this exported file.

Backing up Documents

Documents are stored in the Pinnacle Root directory. Use any file system backup tool to back up your documents.

Backing up the Configuration

The Pinnacle configuration settings are in the **config.ini** file, which you can find in the root directory. Note: Configuration settings for other applications in the stack are in the following files: php.ini; My.cnf, and http.conf

Note: *Incorrectly changing settings in the configuration files can introduce errors into your system.*

Backing up the Application

The application can be reinstalled from the original installation material. Keep the application backed up to improve restore-time, and to make it possible to restore if you have lost the original installation material. Use any file system backup tool to back up.

Restore

You may need to restore components that are backed up before performing an upgrade.

- **Documents, Configuration, and the Application**

Restore from the file system backup system that these were backed up to.

- **Database**

Use the mysql or phpMyAdmin programs to read in the exported SQL file.

Backing up on Windows

This procedure saves your database (Windows users) to a file - e.g. dump.sql.

Perform the following steps:

1. Click **Start - Run**.
2. Type `cmd` in the Run dialog box.

3. Navigate to: **Pinnacle_Directory\mysql\bin**
4. Enter the following command: `mysqldump -u dmsadmin -p dms > dump.sql`
5. When you're prompted for a password, enter the MySQL password you set up during your Pinnacle installation.
6. The database is saved to **dump.sql**. Ensure that you keep this file in a safe place.

Restoring on Microsoft Windows

This procedure restores your database (Windows users) from a file - e.g. dump.sql.

Note: *dump.sql* must be in the following directory: `Pinnacle_Directory\mysql\bin`

Perform the following steps:

1. Click **Start - Run**.
2. Type `cmd` in the Run dialog box.
3. Navigate to **Pinnacle_Directory\mysql\bin**
4. Enter the following command: `mysql.exe -u dmsadmin -p dms < dump.sql`
5. When you're prompted for a password, enter the MySQL password you provided during your Pinnacle installation.

Backing up on Linux

This procedure saves your database (Linux users) to a file - e.g. dump.sql.

Perform the following steps:

1. Open a terminal.
2. Navigate to **Pinnacle_Directory\mysql\bin**
3. Enter the following command: `./mysqldump --socket= Pinnacle_Directory /mysql/tmp/mysql.sock -u dmsadmin -p dms > dump.sql`
4. When you're prompted for a password, enter the MySQL password you set during your Pinnacle installation.
5. The database is saved to **dump.sql**. Ensure that you keep this file in a safe place.

Restoring on Linux

This procedure restores your database (Linux users) from a file - e.g. dump.sql.

Perform the following steps:

1. Open a terminal.
2. Navigate to the following location: **Pinnacle_Directory\mysql\bin**
3. Enter the following command: `./mysqldump --socket= Pinnacle_Directory /mysql/tmp/mysql.sock -u dmsadmin -p dms < dump.sql`
4. When you're prompted for a password, enter the MySQL password you provided when installing Pinnacle.

Automating Backup

This procedure automates the **sql dump** in order to automatically run the database backup without user input.

Note: This procedure is applicable for all platforms.

Note: This procedure eliminates the need for user input of a password after you enter the `-u` and `-p` switches (in the command `mysqldump -u dmsadmin -p dms > dump.sql`) when performing a database backup.

Perform the following step:

1. Add the following to the Pre-Backup Script: use `--password=[xxx]` in a batch file, which runs without user intervention.

Example:

```
mysqldump.exe -u dmsadmin -p dms --password=xxxx > sqldump.sql
```

Note: Provide a password to the `-p/--password` option

Click-through Backup / Restore during Upgrade

Pinnacle's Upgrade Installer includes a database backup and restore function that provides a simple 'click-through' process.

Before completing the upgrade, click on the **backup** button to back up your system, or, if you want to cancel the upgrade and restore your system to the state it was in before running the upgrade installer, click **restore**.

Upgrading to Pinnacle Commercial Edition

Running the Pinnacle Commercial Upgrade Installer for Windows / Linux

This procedure upgrades your existing Pinnacle installation to the latest version of **Pinnacle Commercial Edition**, using the Pinnacle Commercial Upgrade Installer for Windows/Linux.

Perform the following steps:

1. Download and run the **Pinnacle Commercial Upgrade Installer for Windows / Linux** from the Pinnacle website; then, click through the Commercial Upgrade Wizard:
 - 1.1. On the Welcome page, click **Next** to open the **License Agreement** page.
 - 1.2. Review the license agreement; then, click the **I accept the agreement** radio button. Click **Next** to open the **Installation directory** page.
 - 1.3. Accept the default install location, or click the **Browse** icon to select another location; then, click **Next** to open the **WebServer Port** page.
 - 1.4. Accept the default port or define an alternative; then, click **Next** to open the **SSL Support** page.
 - 1.5. **Do you want to install SSL support?**
 - **Yes.** Click **Yes**; complete the installation steps for SSL support.
Note: Installing support for SSL sets up Pinnacle to run on SSL by default when using https. For more information, see Configuring SSL for the Apache Server in the Pinnacle Administrator Manual.
 - **No.** Click **No**.
 - 1.6. Click **Next** to open the **Ready to Install** page; then, click **Next** to start the upgrade installation.
 - 1.7. View install progress on the **Installing** page.
 - 1.8. On **Completing the ... Setup Wizard**,
 - leave **View Readme file** selected, if you want to read the content of this file now.
 - leave **Open Online Release Notes?** selected, if you want to read the release notes now.
 - leave **Visit <http://127.0.0.1:8080/setup/upgrade.php> now?** selected to open the Database Upgrade Wizard in your browser, which you will need to use to complete this upgrade.
*Note: The Database Upgrade Wizard installs the required database updates. If you do not upgrade the database, a system message on the **Login** page informs you that the database is incompatible. You will need to upgrade the database before the system will allow you to log in.*
 - 1.9. Click **Finish**. Now you can ...
 - View the Readme file, if you elected to open it now.
 - View the **Welcome** page at the Pinnacle website. This page contains all the information you need to get started with Pinnacle - e.g. links to support, sales, documentation, the Pinnacle Wiki, our Partner directory, and the Pinnacle developer Forge.
 - Use the Database Upgrade Wizard to update your database.

2. On the login page of the **Database Upgrade Wizard**, enter your Pinnacle administrator credentials in the **Username** and **Password** fields; then, click **login** to open the second page of the Database Upgrade Wizard.

2.1. **Do you want to ...**

- **exit this procedure?** Click **cancel**.
- **backup your database?** Click **backup now**; perform the backup; then, go to step 5.
- **continue with this database upgrade?** Click **next** to open the third page of the Database Upgrade Wizard; then, go to step 5.
- **restore to a previous version of the database?** Click **restore database**.

Figure: Second page of Database Upgrade Wizard

3.2. The third page of the Database Upgrade Wizard displays the available database upgrades that must be applied. Click **next** to perform the upgrades.

3.3. The fourth page of the Database Upgrade Wizard confirms the success of the upgrade. Click **next** to open Pinnacle's login page in your browser.

4. Use your administrator credentials to log in to Pinnacle's Web interface; then, perform the following tasks to complete the upgrade of your Pinnacle installation:

- read and enable the latest plugins
Note: See **Manage Plugins** in the **Pinnacle Administrator Manual** for more information about this task.
- install new or additional licenses if applicable), and ensure that all users requiring access to Pinnacle Commercial have been added to the system and are enabled in **Users and Groups**.
Note: Users are enabled by default when they're added to the system. For more information see the **Pinnacle Administrator Manual**.

5. Download the latest version of [Pinnacle Tools](#); then, configure a connection with Pinnacle Explorer.

Uninstalling Pinnacle

Linux/Unix Uninstall

This procedure uninstalls Pinnacle in a Linux/Unix environment.

Warning!

Uninstalling removes all Pinnacle program files. Your documents and your database remain on the file system until you delete the **pdms** directory. Deleting the **pdms** directory removes your documents and your directory (database); you will lose the information in these folders and files, including metadata. To retain this information, see [Backup and Restore](#).

Perform the following steps:

1. Open a terminal.
2. Navigate to the **pdms** directory.
3. Run **./uninstall**.
4. When you're prompted for your MySQL admin password, enter the password you defined when installing Pinnacle.
5. All your Pinnacle program files are removed.
***Note:** Your documents and database remain on the file system until you delete the ktdms directory.*
6. The uninstall procedure shuts down the Apache server and the MySQL server.

Windows Uninstall

This procedure uninstalls Pinnacle in a Windows environment.

Important

- Restart your computer after uninstalling this application. If you install Pinnacle as a service, please disable Apache and MySQL services, using the links in the **Start Menu**, *BEFORE* uninstalling Pinnacle.

Warning!

Uninstalling removes all Pinnacle program files. Your documents and your database remain on the file system until you delete the **pdms** directory. Deleting the **pdms** directory removes your documents and your directory (database); you will lose the information in these folders and files, including metadata. To retain this information, you will need to [backup and restore](#).

Perform the following steps:

1. Click **Start - Programs - Pinnacle Document Management System - Uninstall Pinnacle Document Management System**.
2. A system prompt requests your MySQL admin password; enter the password you defined when installing Pinnacle.
3. All your Pinnacle program files are removed.
***Note:** Your documents and database remain on the file system until you delete the pdms directory. The default path is c:\Program Files\pdms*
4. Uninstalling shuts down the Apache server and the MySQL server.

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