Infor PLM Accelerate 11

Upgrading to Infor PLM Accelerate 10.11.12 from Infor PLM Accelerate 10.11.2, 10.11.5 or 10.11.9

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About this guide

This document provides information about upgrading to Infor PLM Accelerate 10.11.12 from Infor Accelerate 10.11.2, 10.11.5 or 10.11.9.

Intended audience

This guide is intended for system administrators. This document assumes that you have at least some knowledge in:

- System architecture and function for your Infor system
- SQL Server database

For the most up-to-date list of software and hardware requirements for Infor products, see the documentation for your system.

Related documents

You can find the documents in the product documentation section of the Infor Xtreme Support portal, as described in the "Contacting Infor" section below.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

If we update this document after the product release, we will post the new version on this Web site. We recommend that you check this Web site periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

Chapter 1. Overview

The steps outlined in this document describe how to upgrade any service pack level of Infor PLM Accelerate 10.11 to 10.11.12. The changes outlined in this service pack are seen as 'core' changes from the Infor PLM Accelerate 10.11 platform. These changes affect both the database and the code tree. For additional resources, go to the Infor Xtreme Support portal at www.infor.com/inforxtreme.

1.1 Goal of the Xtreme Support Services

The upgraded database of the subscriber will function as close to the existing production database as possible within the limits defined by the Infor PLM Accelerate 10.11.12.

1.2 Guidelines

During the process of the upgrade:

- No new functionality will be added.
- Subscriber must be prepared to commit to a code freeze on new functionality while the upgrade project is in process.

Chapter 2. Checking for Eligibility

In order to upgrade from any previous 10.11.x release of Infor PLM Accelerate to Infor PLM Accelerate 10.11.12, you need start by checking that your software is currently eligible for upgrade.

Please use the following steps to check if your code tree and database are eligible for upgrade to Infor PLM Accelerate 10.11.12

Note: Infor PLM Accelerate 10.11.12 requires that .NET 4.5.2 be installed on the server.

To check eligibility for upgrade

1. Log in to Infor PLM Accelerate as an administrator.
2. From the main menu, select **Help --> About**.
3. Confirm that the dialog shows one of the following:
   - Infor PLM Accelerate 10.11.2 Build 6152
   - Infor PLM Accelerate 10.11.5 Build 6296
   - Infor PLM Accelerate 10.11.9 Build 6549
4. Click **OK**.
5. From the TOC, select **Administration --> Variables**.
6. Confirm that one of following sets of variables are listed:

Table 1:

	Version Major	Version Minor	Version Service Pack
Infor PLM Accelerate	10	11	2
Infor PLM Accelerate	10	11	5
Infor PLM Accelerate	10	11	9

If you do not meet the service pack requirements listed in the previous steps, then you should contact Infor Support.

Chapter 3. Pre-Requisites

- A formal questionnaire will be sent via email to the subscriber, and must be responded to before the upgrade request can begin evaluation.
- The subscriber must provide a copy of the production PLM Accelerate code tree and database backup via FTP for use in the upgrade.
- The subscriber must provide the acceptance criteria document(s) defining the existing functionality that needs to work and how to test it via FTP for use in the upgrade Formal acceptance criteria should consist of the following:
    - Estimated time required to execute test criteria that will be used as an input parameter for establishing a mutually agreed upon schedule
    - Test cases including steps to repeat and expected results
    - Performance benchmarks
    - User stories (optional)
    - Load test (optional)
    - Automated tests using SATF (optional)

Chapter 4. Upgrade Process

This section walks you through upgrading to Infor PLM Accelerate 10.11.12 from any previous service pack of Infor PLM Accelerate 10.11.x. At a high level, the process is as follows:

Request Upgrade

The process of requesting an upgrade can be broken down into the following steps:

- **Request Upgrade Service from Infor Xtreme Support:** The subscriber will initiate a support request via phone, email or web requesting the Subscription upgrade service.
- **Support Issue:** Infor will create a support issue for the purpose of tracking and return the upgrade checklist to the subscriber for completion.
- **Upgrade Checklist:** The subscriber will complete the upgrade checklist and return it to Infor.
- **Upgrade Scheduling:** Infor will contact the subscriber, review the upgrade checklist and then set the dates for the initial upgrade to be completed.

Start Upgrade

- **Freeze Administrative Activity and Provide a Database Backup:** The subscriber must create a database backup and send it to Infor via FTP or another agreed upon method. At this time all Administration changes must be frozen, meaning that no form, lifecycle, item or any other admin change can be made. This is required to support a single merge of the subscriber items into the standard new version. Daily updates of parts, documents, ECOs, etc can continue.
- **Process Initial Upgrade:** Infor will set up the upgrade environment, develop the scripts to merge the subscriber data into the new version and perform the initial upgrade. These scripts will be modified as needed after testing and will be used for the production upgrade.

Subscriber Testing

- **Installation and Test:** The subscriber will install the new version of Infor PLM Accelerate and execute all unit test plans. The test results should be documented and communicated back to Infor. At this point, the subscriber should address any external customizations and or integrations.

- **Correct Regressions and Re-process Upgrade:** Infor will correct the issues documented during unit testing and reprocess the upgrade using the modified scripts. This process will be conducted up to 3 times for testing purposes.
- **Update System and Test:** The subscriber will update their test system with updated code tree patch and/or test database. They will verify all the regressions that were reported as fixed are working on their system, and they will continue to execute all test plans.

Subscriber Verification

- **Full System Test and User Training (if required):** The subscriber will conduct a full system test and user training if required. Upon acceptance a production cutover will be scheduled.

Production Cutover

- **Production Cutover:** Infor will execute the upgrade scripts one last time using the latest subscriber database. The run time of the upgrade will greatly depend on the size of the subscriber database. The turnaround time will be discussed during the production cutover scheduling. The subscriber should plan for adequate production downtime to accommodate the upgrade process and final testing.