

# Upgrade GlobalSearch Server

GlobalSearch is distributed through download links. These links can be obtained from the Square 9 Softworks Fulfillment department by contacting them at:

Phone – 203.789.0889

Email – [fulfillment@square-9.com](mailto:fulfillment@square-9.com)

Once the link is sent, it is valid for seven days. Download the self-extracting installation media to a folder of your choice.

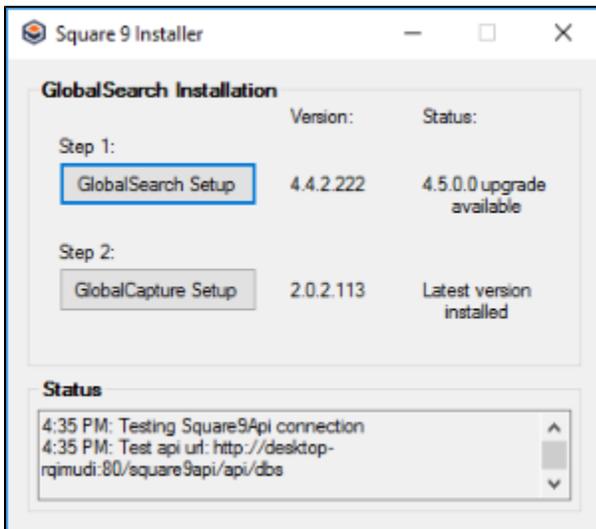
## GlobalSearch Media Extraction

1. Once the installation media has been downloaded, double-click on it to run the self-extractor.
2. In the **GlobalSearch Self-Extractor** window, select the location you want the files to go in **Select extraction path**. The default location is `C:\SSMedia\version`. While not necessary, it is a good idea to put the `ssfeatures.lic` file into the `SSMedia` folder, so that it is easy to find in the future.
3. Click **OK** to proceed with the extraction. This may take some time. If the extraction errors out, it is possible that the download has been corrupted. If so, it will need to be downloaded again. Once it has been extracted, proceed to the GlobalSearch installation.

## Square 9 Installer

Use the Square 9 Installer to upgrade first GlobalSearch and then GlobalCapture. After these upgrades, upgrade any GlobalSearch clients and GlobalCapture Engines. Note that the upgrade process requires a system reboot to complete.

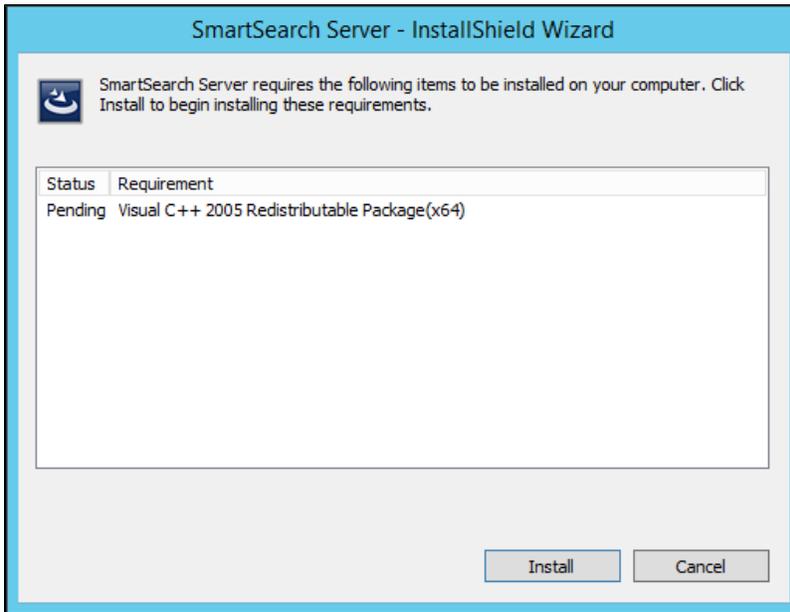
1. Navigate to the installation media and right-click on `Square9.Installer.exe` and select **Run as Administrator**.
2. In the **Square 9 Installer**, click **GlobalSearch Setup** to begin the Installation Wizard for the GlobalSearch server upgrade.



3. At the upgrade prompt, click **Yes**.

## Installation Wizard

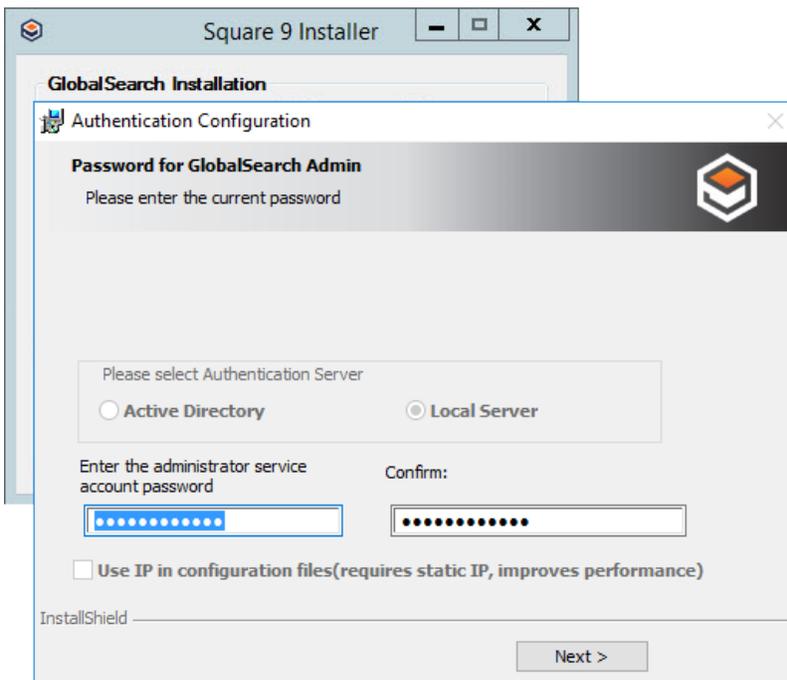
1. If you are missing any prerequisites, a message will appear listing the missing items. Click **Install**. This may require a system reboot before continuing. If you do not receive this window, continue to the next step.



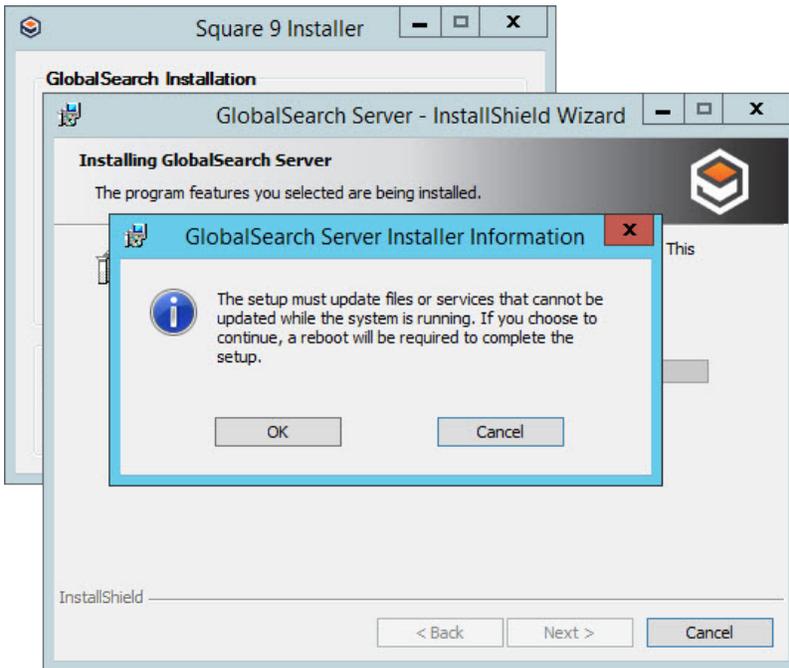
2. In the **Authentication Configuration** window that appears, enter the SSAdministrator password for the GlobalSearch instance, confirm it, and then click **Next**.

This password must meet your machine's password guidelines. The Installation Wizard will let you enter a non-compliant password, but GlobalSearch services will not run properly if the password does not meet your system requirements. Note that the password is case sensitive. (The SSAdministrator password can be changed at a later point, if you want. See the [Change the SSAdministrator Password](#) page.)

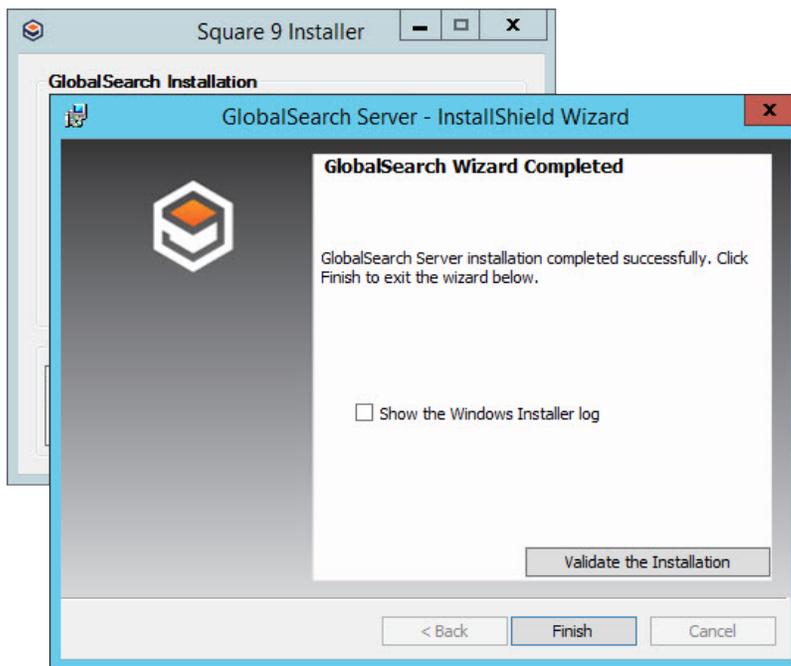
There may be a pause while the application is installing the upgrade.



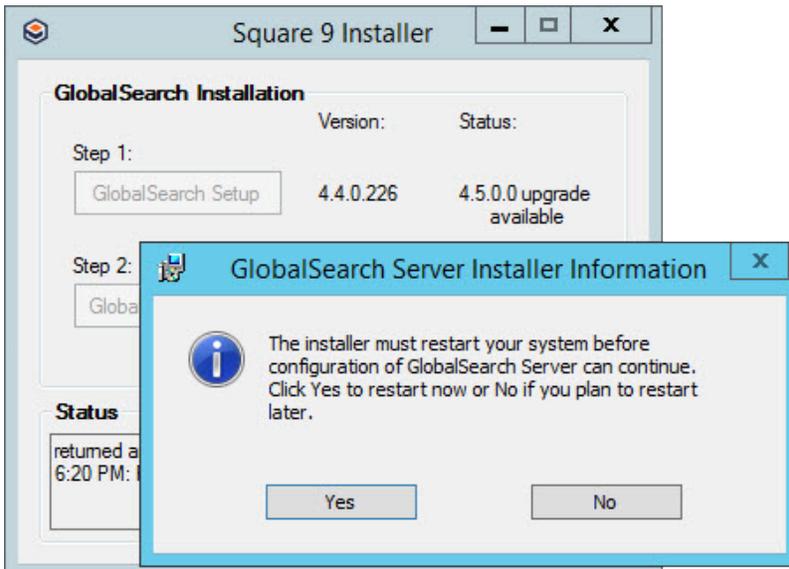
3. At the prompt, click **OK** to approve a reboot to complete the GlobalSearch server upgrade process.



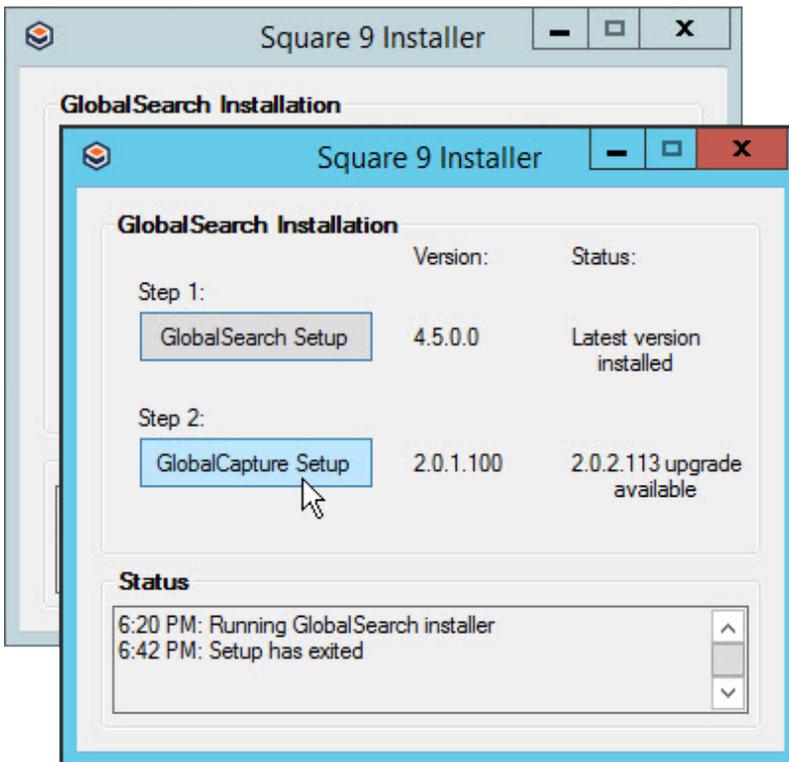
4. Optionally, you can choose to display a log or test the upgrade.
  - a. To show the log, enable **Show the Windows Installer Log**.
  - b. Click **Validate the Installation** to test the GlobalSearch Server upgrade.



5. Click **Finish** to exit the installer.
6. At the prompt, click **Yes** to restart your system.



7. After the GlobalSearch server upgrade, click **GlobalCapture Setup** in the Square 9 Installer interface and refer to the Upgrade to GlobalCapture page. GlobalCapture is required for all of the GlobalSearch features to work properly.



8. With GlobalSearch server and GlobalCapture upgraded, proceed to upgrade [GlobalSearch clients](#) and any additional GlobalCapture engines.
9. Once the GlobalCapture upgrade is complete as well, you may log into GlobalSearch v4.5.