



# Enterprise Edition Backward Compatibility Upgrade: QAD Enterprise Applications 2016

October 2016

**Note** This document is accurate as of October 17, 2016. To ensure you have the latest version, check the QAD Document Library at [documentlibrary.qad.com](http://documentlibrary.qad.com), or go directly to the upgrade instructions by clicking:

[Enterprise Edition Backward Compatibility Upgrade Instructions](#)

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## Overview

This document provides the steps required to apply a QAD Enterprise Financials patch to an earlier Enterprise Edition release (called a Backward Compatibility installation). Backward Compatibility refers to the upgrade of a module to a higher module release without upgrading the rest of the Enterprise Edition core release. For example, Enterprise Financials can be upgraded independently from Enterprise Edition Core. This capability allows you to implement an Enterprise Financials 2016 instance in an Enterprise Edition 2011 implementation.

New Enterprise Financials capability may require changes to parts of Enterprise Edition. You can only enable the new features when the complete Enterprise Edition version is upgraded, or by installing extra files and making code changes. The following table shows the functionality that the Enterprise Financials 2016 patches support.

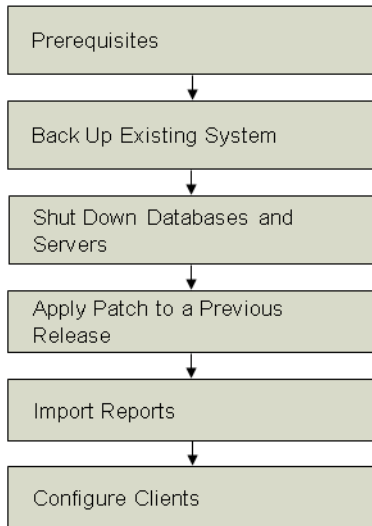
**Table 1**  
Supported Functionality in Enterprise Financials 2016 Patches

Enterprise Edition Functionality	Enterprise Financials Release	Enterprise Edition <2013	Enterprise Edition 2013	Enterprise Edition 2014	Enterprise Edition 2015	Enterprise Edition 2016
Enterprise Financials 2013						
Avatax API Interface to the Avalara Avatax cloud-based tax solution for the US	2013	Not Supported	Supported			
Financial Report Writer enhancements in Enterprise Financials 2013 release	2013	Additional FRW Package required	Supported			
Enterprise Financials 2014						
Avatax API Interface to the Avalara Avatax cloud-based tax solution for the US	2013	Not Supported	Supported	Supported		
Financial Report Writer enhancements in Enterprise Financials 2014 release	2014	Additional FRW Package required	Additional FRW Package required	Supported		
Customer Invoice Number Enhancement Allows for shorter customer invoice numbers	2014	Not Supported	Not Supported	Supported		
Support for the Fixed Assets Multi-Currency capability introduced in the Fixed Assets 2014 release New capabilities to have asset books in currencies other than base currency	2014	Not Supported	Not Supported	Supported		
SEPA Support for SEPA payment references in reports and matching	2014	Not Supported	Not Supported	Supported		
Enterprise Financials 2015						

<b>Enterprise Edition Functionality</b>	<b>Enterprise Financials Release</b>	<b>Enterprise Edition &lt;2013</b>	<b>Enterprise Edition 2013</b>	<b>Enterprise Edition 2014</b>	<b>Enterprise Edition 2015</b>	<b>Enterprise Edition 2016</b>
Avatax API Interface to the Avalara Avatax cloud-based tax solution for the US	2013	Not Supported	Supported	Supported	Supported	
Customer Invoice Number Enhancement Allows for shorter customer invoice numbers	2014	Not Supported	Not Supported	Supported	Supported	
Support for the Fixed Assets Multi-Currency capability introduced in the Fixed Assets 2014 release New capabilities to have asset books in currencies other than base currency	2014	Not Supported	Not Supported	Supported	Supported	
SEPA Support for SEPA payment references in reports and matching	2014	Not Supported	Not Supported	Supported	Supported	
China Golden Tax enhancement Removal of blocking of SO shipments, export of Golden Tax invoice files in CSV format at entity level and associated browses/reports	2015	Not Supported	Not Supported	Not Supported	Supported	
Financial Report Writer enhancements in Enterprise Financials 2015 release	2015	Supported	Supported	Supported	Supported	
Legal Document number on Financial reports	2015	Not Supported	Not Supported	Not Supported	Supported	
Enterprise Financials 2016						
Japanese Credit Terms	2016	Not Supported	Not Supported	Not Supported	Not Supported	Supported
COA Restriction	2016	Not Supported	Not Supported	Not Supported	Not Supported	Supported
Journal Entry Archiving	2016	Supported	Supported	Supported	Supported	Supported
Extended object sequence numbers	2016	Not Supported	Not Supported	Not Supported	Not Supported	Supported

The following figure presents a simplified backward compatibility upgrade workflow.

**Fig. 1**  
Simplified Backward Compatibility Upgrade Workflow



The backward compatibility upgrade patch is installed using the QAD Deployment Toolkit (QDT). For detailed information about QDT installation prerequisites, installation, and use, see [QAD Progress Database Installation Guide](#) for Enterprise Edition 2015.

## Prerequisites

Verify that X terminal is installed. It is required for QAD Enterprise Edition Linux and UNIX installations.

## Progress Requirements

Progress requires that `after-imagining` and `2phase` be disabled for the index rebuild process to complete properly. You must disable these features in your environment before you start the installation process.

Refer to the Progress documentation for the complete requirements for Progress components. When installing Progress components, always select a Complete installation, not a Typical or Custom installation.

## Back Up the Existing System

Back up the following folders, files, and databases for all of the environments that you plan to update:

- `<QAD_EE_install_directory>/qra`
- `<QAD_EE_install_directory>/fin`
- `<QAD_EE_install_directory>/xrc/proxy`
- `<QAD_EE_install_directory>/qadui`
- `<QDT_install_directory>/xml`
- Progress backup of all production databases
- `<QADHOME_directory>`
- `<Tomcat_install_directory>/webapps/<QAD_UI>`
- All databases, including empty database sets (as schema and/or data changes are loaded to all of the environment's databases)

Previously installed hot fixes can interfere with the installation of this patch. Ensure that the following folders are backed up and their contents are deleted:

- `<QAD_EE_install_directory>/fin/patch`
- `<QAD_EE_install_directory>/fin/proxypatch`

## Factory Defaults

The QAD Enterprise Financials patch overwrites any changes you have made to the factory defaults. If you want to keep your changes, back them up.

To save your current storage search and report variant settings, run the Stored Search Export Initial Settings and Report Variant Export Initial Settings programs from the QAD .NET UI.

The programs generate two files, `factorydefaults.xml` and `reportvariantfactorydefaults.xml`, and save them in `<QAD_EE_install_directory>/fin`. Back up these files by saving them in a different location.

## Shut Down Databases and Servers

Shut down all QAD Enterprise Edition databases and servers:

- 1 Stop Tomcat by using the appropriate shutdown script in `<Tomcat_install_directory>/bin`.
- 2 Stop any add-ons that are integrated into your QAD Enterprise Edition environment.
- 3 Stop all QAD Enterprise Edition servers and databases by using the `stopenv` script located in `<QDT_install_directory>/envs/<environment_names>/scripts`.

## Applying the Enterprise Financials Patch to an Earlier Release

If you apply an Enterprise Financials patch using backward compatibility to an Enterprise Edition installation, you cannot later clone that environment. If you want a cloned environment to have backward compatibility, clone the environment first and then separately apply the patch using the backward compatibility feature.

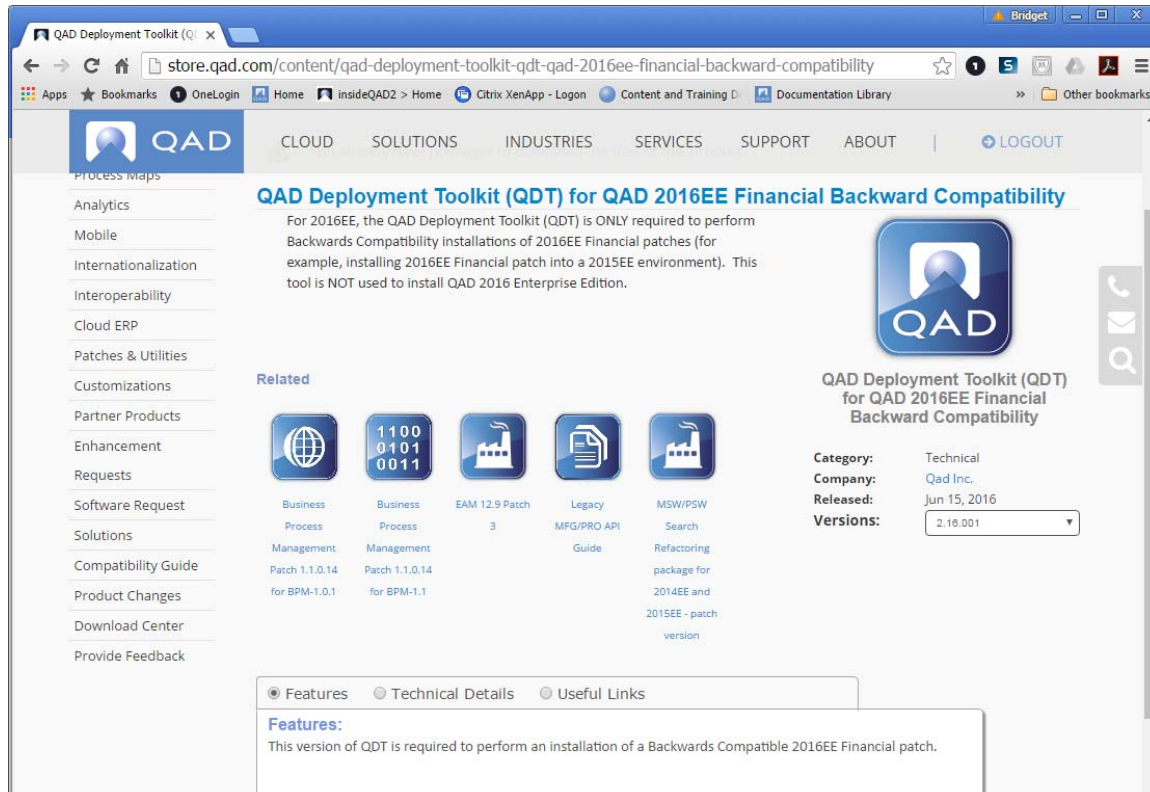
## Prerequisites

### QDT

To apply an Enterprise Financials patch using backward compatibility, you must use the latest version of QDT that aligns with the Financials module you are upgrading. For example, for 2016 financial backward compatibility patches, you must use the most recent QDT 2.16 release.

Go to the QAD Store (<http://store.qad.com>), select Patches & Utilities from the left-hand menu, and navigate to the QAD Deployment Toolkit (QDT) for QAD2016EE Financial Backward Compatibility.

**Fig. 2**  
QDT in the QAD Store



Download QDT by selecting the Download button.

## QXtend

To apply a 2016 Enterprise Financials patch to 2015 EE using backward compatibility, you **must** use QXtend 1.8.7.6.

## Java

You must use Java 1.7.

## Red Hat 6

All of the scripts delivered on QAD media use Korn shell (ksh) syntax. The Korn shell must be installed in the default location (/bin/ksh) and available to the user account being employed to install or upgrade QAD Enterprise Edition.

Some Linux and UNIX operating systems do not contain the Korn shell by default. This omission prevents use of ./install.ksh to start up QDT and subsequent QAD Enterprise Edition installation or upgrade. To use QDT and install Enterprise Edition in environments that lack the Korn shell, you must run the appropriate command for your operating system as root and install the Korn shell in /bin/ksh. For example, for Red Hat Enterprise Linux, you would run the command:

```
yum install compat-libstdc++-296
```

Installation or upgrade of QAD Enterprise Edition in Red Hat 6 and above environments requires use of the qadinst\_RH6\_64bit or qadinst\_RH6\_32bit executable.

## Expat XML Parser (HP-UX Only)

If you are installing on an HP Platform running HP-UX, you must install a C library for parsing XML. The Expat XML Parser is a free, open source application that provides this functionality.

You can obtain the source code using the project's SourceForge page at:

<http://expat.sourceforge.net/>

Precompiled depot files for HP are available at:

<http://hpux.connect.org.uk/hppd/hpux/Development/Tools/expat-2.0.1/>

The QAD Deployment Toolkit has a limitation when it is used on HP ia64 (Itanium) platforms. Install the depot files for the Itanium 2 and PA-RISC 2.0 before you install the QAD software.

## Installing QDT

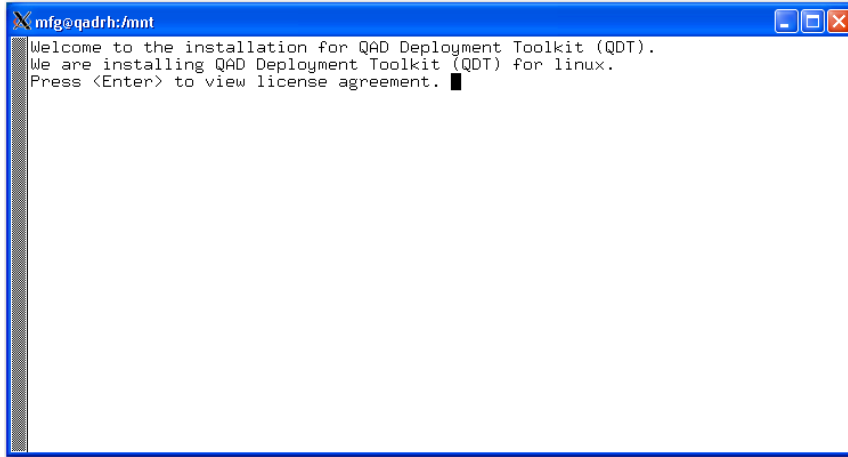
QDT is installed from a zip file downloaded from the QAD Store.

To install QDT:

- 1 Open an X-terminal window.
- 2 Shut down any anti-virus programs running on your system. A virus scanner can severely degrade performance when extracting a large zip file and compiling a large number of files.
- 3 Verify that the Progress OpenEdge Admin and NameServers are up and available. They must be up and available even if they are not initially providing App or WebSpeed servers and brokers.
- 4 Verify that the Tomcat server container is *not* running.
- 5 Download the zip file from the QAD Store and unzip it using the appropriate utility.
- 6 Unzip the resulting data.zip file to complete the QDT extraction.
- 7 Access the `install` directory within the newly mounted location.
- 8 Launch the installation using the appropriate file for your operating system. The available files are:
  - Windows: `install.exe`
  - HP-UX: `./install_nobin.ksh`
  - All other Linux/UNIX: `./install.ksh`

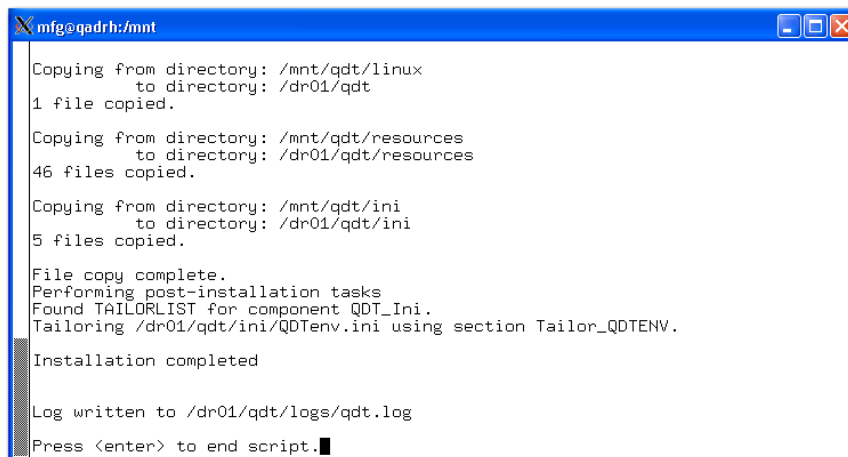
The QDT installer welcome message appears.

**Fig. 3**  
Installation Window for a Linux/UNIX Installation



- 9 Press Enter to view the license agreement. If necessary, press the space bar to advance through the agreement or press `q` to skip the agreement and continue the installation.
- 10 The installer prompts you to accept the agreement. Select `y` to continue or `n` to exit the installation.
- 11 Enter the QDT install location. Install the new QDT in the same directory as your existing QDT installation.
- 12 Accept the displayed default value for the QDT logs directory. The value is the logs directory already associated with QDT.
- 13 Accept the default install location for the QDT XML files. The default value is the XML directory already associated with QDT.
- 14 A summary of the install displays. To proceed with the installation, press Enter.  
The installation begins.
- 15 Wait for the installation to complete.

**Fig. 4**  
Installation Summary



- 16 Review `qdt.log` in the QDT log directory for installation errors.  
In `qdt.log`, look for lines that begin with five asterisks or two asterisks (`*****` or `**`). Five asterisks indicate QDT errors; two asterisks indicate Progress errors.

17 Correct any errors and attempt the QDT installation again. Otherwise, proceed to “Installing the Patch”.

## Installing the Patch

1 Launch QDT.

- Windows: Select Start | All Programs | QAD Deployment Toolkit | Start QDT.
- Linux/UNIX: Verify that your environment variables were properly set.

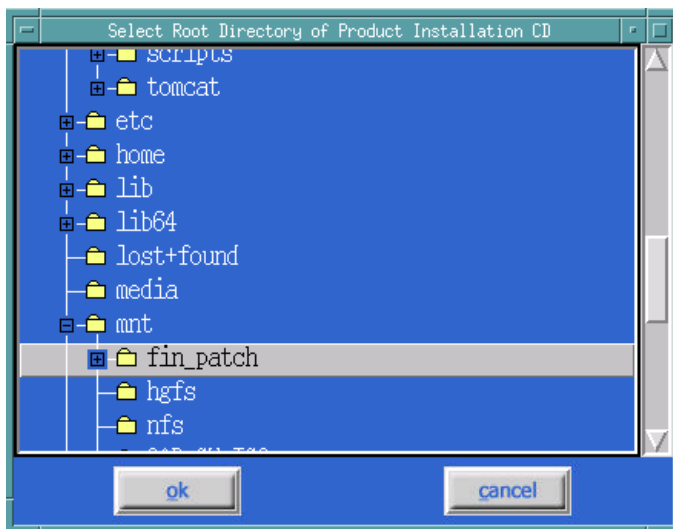
Go to `<qdt_install_directory>` and enter `./qadinst` to run the installation script.

To start QDT in Red Hat 6 environments, run the `qadinst_RH6_64bit` or `qadinst_RH6_32bit` executable.

For environments with changes to the default ports and/or the values for QAD User Interface Home and/or QAD User Interface Name, go to Edit | System Default Settings and change the values as needed. The default values are not automatically used. You must manually enter them before installing the patch.

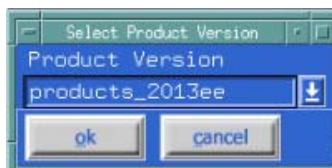
2 From the top menu, select Edit | Installation Media Location. Find the directory that contains the patch code.

**Fig. 5**  
Patch Code Directory



3 Click OK. The Select Product Version window appears.

**Fig. 6**  
Select Product Version Window



Select the patch version to install. For EE 2009.1 to EE 2012.1, select “products.” For EE 2013.0 and higher, select “products\_2013ee.”

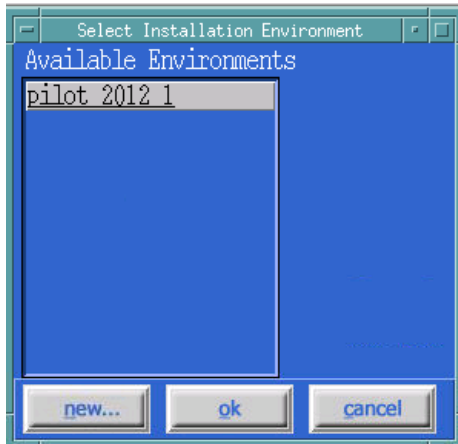
**Warning** If you select the wrong product version, the wrong components are installed and configured. To recover, restore all of the backed up components and restart the install process.

Verify that you have made the correct selection. Then click OK.

- 4 The Select Installation Environment dialog box appears. Select the environment to upgrade.

**Fig. 7**

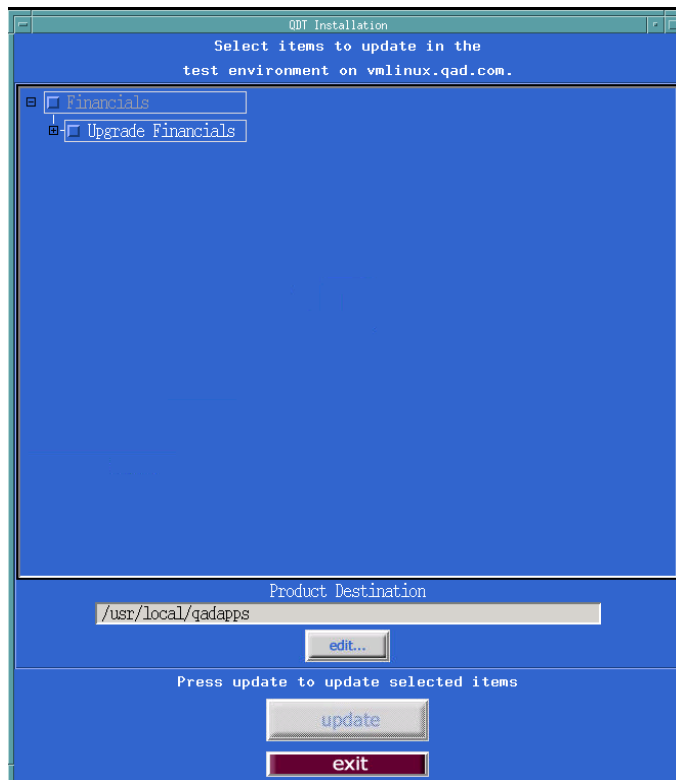
Select the Environment to Upgrade



- 5 Click OK.
- 6 A list of the Backward Compatibility components available for update appears. Check the components to install (in this case, the Upgrade Financial components). If you do not specify any components, a warning is displayed.

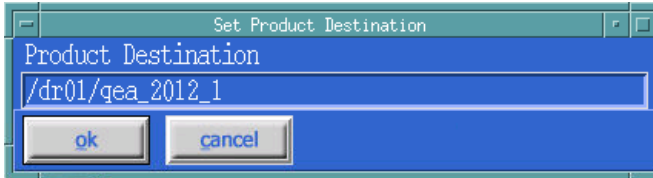
**Fig. 8**

Backward Compatibility Components



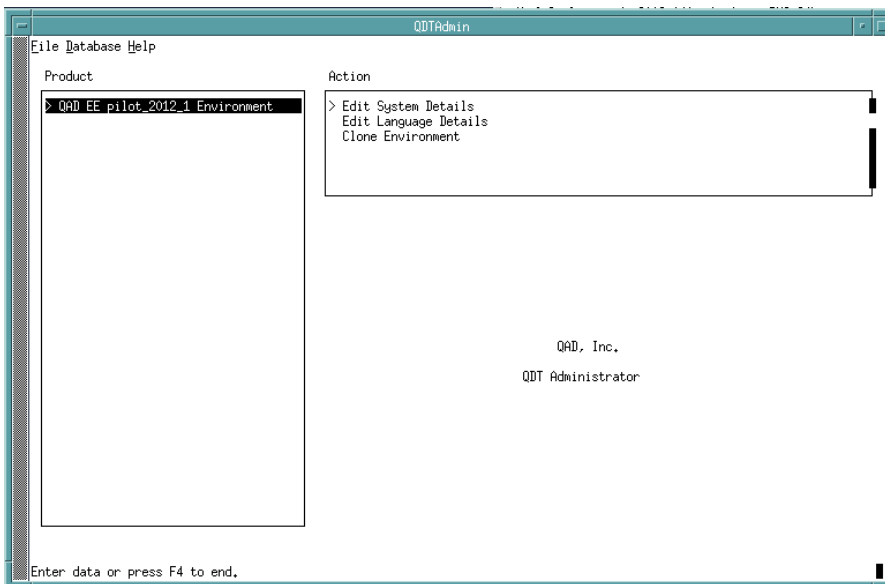
- 7 Enter the proper location for the Enterprise Edition environment being upgraded. Do not accept the default installation directory unless it is the proper location for the Enterprise Edition installation being upgraded.
- 8 In the Set Product Destination dialog box, specify a component installation location and click OK.

**Fig. 9**  
Set the Product Destination



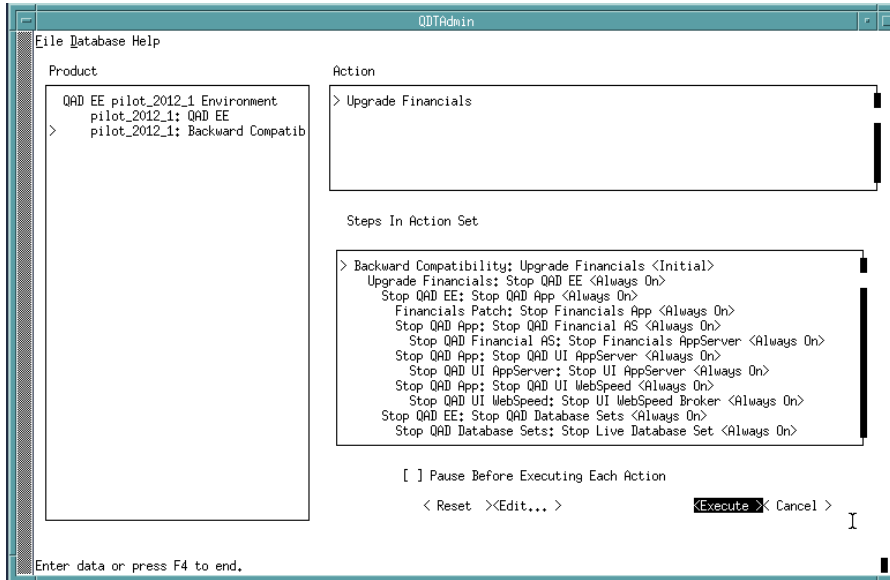
- 9 Click Install or Update to start processing.
- 10 When the unpack finishes, click Close to return to the main QDT screen.
- 11 Go to the logs directory and check the install log for errors.
- 12 Correct any errors and attempt the patch installation again. If there were no errors, proceed to step 13.
- 13 Before you start QDT Admin, ensure that the environment is started. A running environment is necessary for the upgrade process to execute correctly.
- 14 Click the admin button and select the environment in the QDTAdmin Product pane.

**Fig. 10**  
QDTAdmin Screen



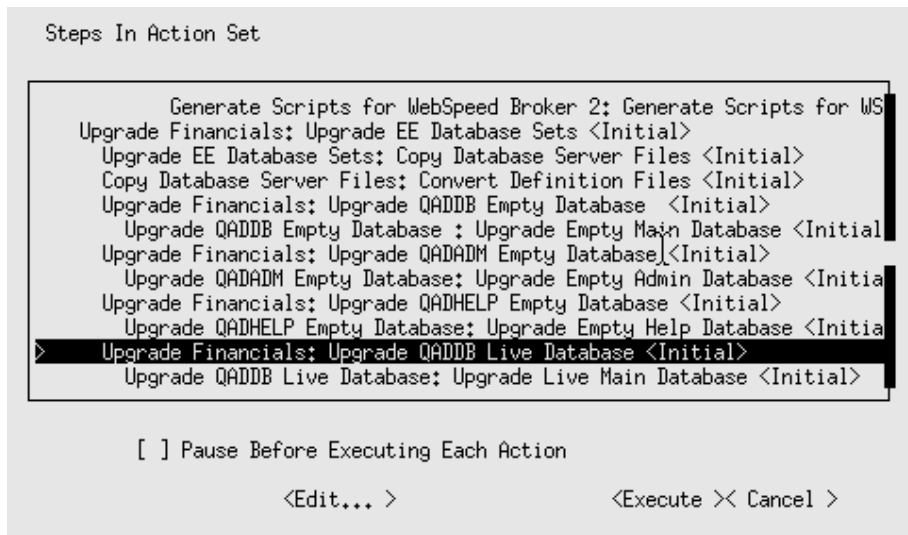
- 15 Press Enter. Backward Compatibility appears in the Product pane.
- 16 Tab to the Action pane.
- 17 Press Enter. The Steps In Action Set pane appears.

**Fig. 11**  
Backward Compatibility



**18** Select Upgrade Financials: Upgrade QADDB Live Database as shown in Figure 12 and press Enter.

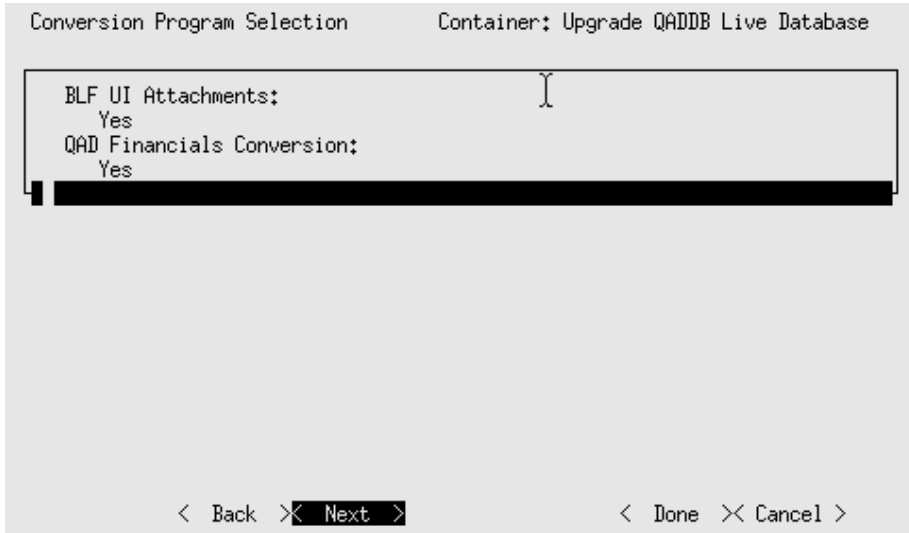
**Fig. 12**  
Upgrade QADDB Live Database



**19** Figure 13 shows an example of the screen that displays the conversion programs to execute.

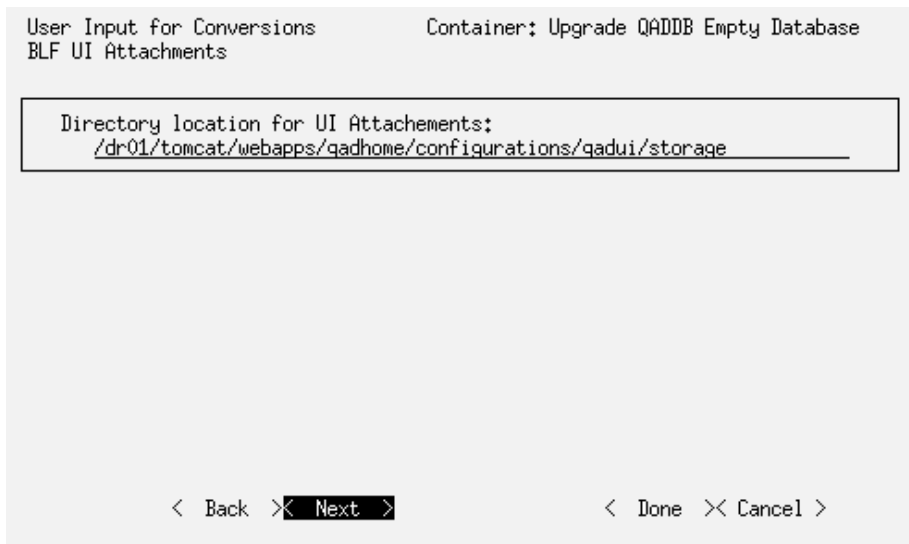
**Note** The contents displayed on the screen depend on the source version that you are upgrading.

**Fig. 13**  
Select Conversion Programs



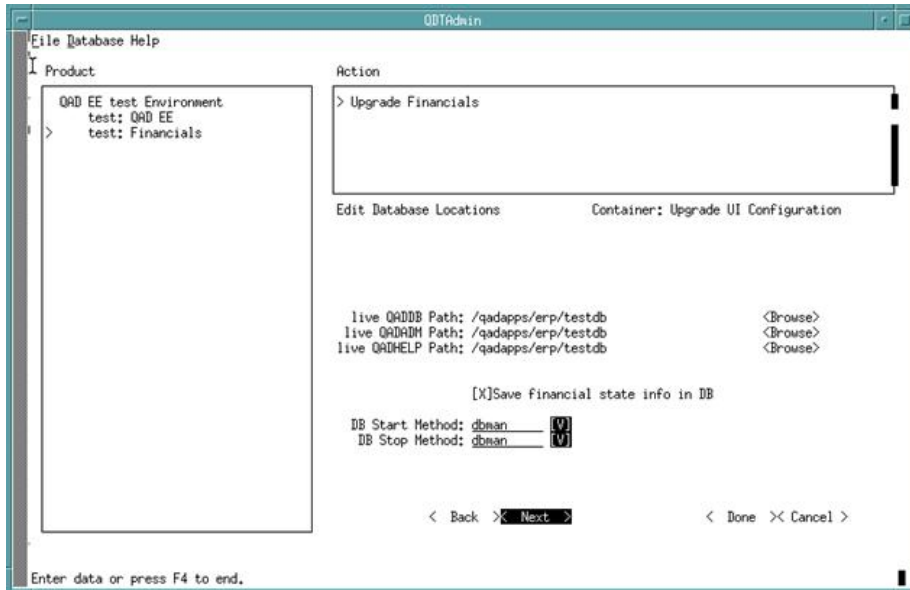
Tab to Next and press Enter. This action opens the following screen if a BLF UI Attachments conversion is needed.

**Fig. 14**  
BLF UI Attachments



- 20** Enter the `catalina_home/webapps/qadhome/configurations/qadui/storage` directory.
- 21** Tab Next until you reach Edit Database Locations.

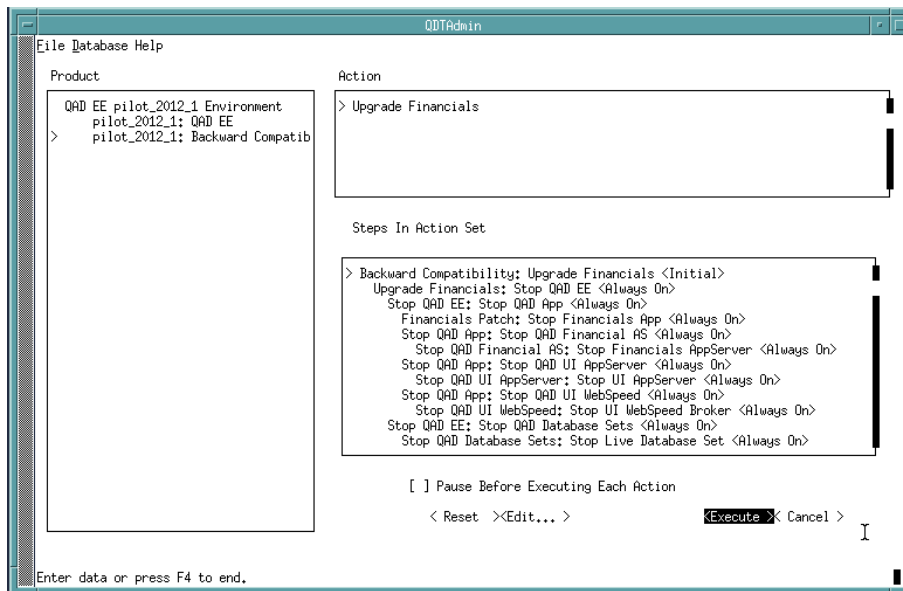
**Fig. 15**  
Edit Database Locations



You **must** reselect DB Start Method and DB Stop Method, even if they are already correctly displayed. Do not make any other changes. Select Done when complete.

- 22 Select Execute to configure the Enterprise Financials patch using the existing environment settings.

**Fig. 16**  
Backward Compatibility



- 23 When the Upgrade Financials process finishes, exit QDT Admin/QDT.
- 24 If you did not back up your factory default settings, go to step 25. If you did back up your factory default settings, do the following:
  - a Stop the application servers.
  - b Restore them by placing the factorydefaults.xml and reportvariantfactorydefaults.xml files into <QAD\_EE\_install\_directory>/fin. However, by doing so, you lose the latest factory default settings in the QAD patch.

- 25 Restart any anti-virus programs that you shut down to perform the patch installation.
- 26 When you are finished, check `qxten`.`pf` and remove the # symbol. You must remove the symbol because QXtend is not part of the upgrade process, except as noted in “UI Build Fails” on page 21, and the remaining upgrade steps add the symbol back in.
- 27 Manually add any QXtend databases and/or processes to new scripts. Not all processes are added to the new dbman scripts.
- 28 Enable your anti-virus programs and run a virus scan on your new installation.

## Modification to Existing Online Help

For Backward Compatible/Financials Upgrade environments, updated `fieldhlp_cbf.fhd` files are provided per language within the patch media.

To load online help, follow these steps:

- 1 From the QAD Enterprise Edition Main Menu, open Field Help Load (36.4.13.14).
- 2 In the Language field, enter the QAD Enterprise Edition language code for the help that you are loading, and press Enter.
- 3 Skip to Field Help Load File, leaving all other fields blank, and enter the two-letter language code directory and fully qualify the updated financial help file name:  

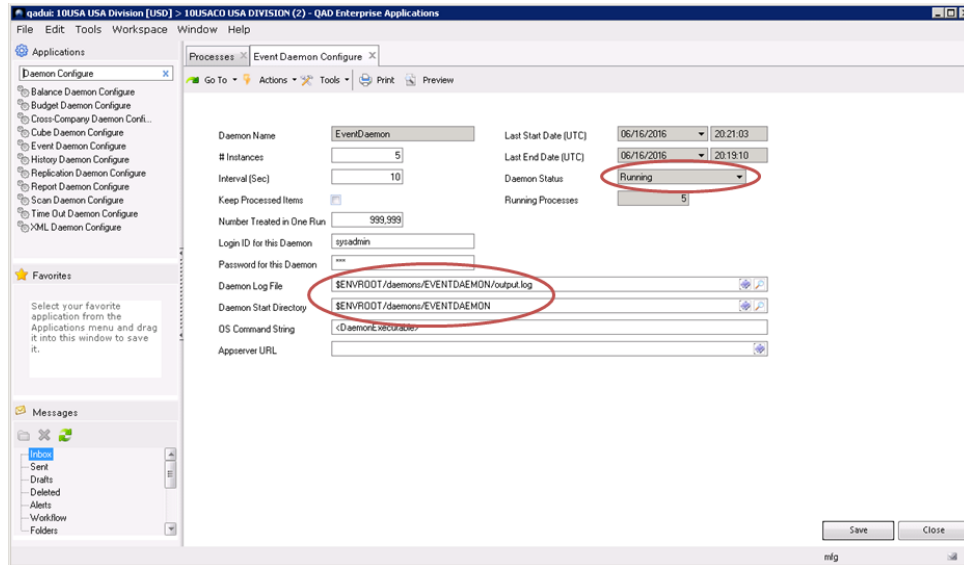
```
$MEDIA/progrs/data/fieldhelp/$LANGUAGE/fieldhlp_cbf.fhd
```

Where `$LANGUAGE` is the two-letter language code for your language.
- 4 Install the `fieldhlp_cbf.fhd` file, which contains the help records for component-based functions.
- 5 Select Go to begin the load process.  
As the load proceeds, the number of records read and loaded displays at the bottom of the screen.
- 6 Load remaining help for any other languages in your environment using the appropriate language code and help file location.

## Daemon Verification

After the patch has been installed, you should verify that the daemon log directories and start information are valid and that the daemons start.

**Fig. 17**  
Event Daemon Configure



- 1 Open Event Daemon Configure (36.14.16.16).
- 2 Ensure the Daemon Status is Running.
- 3 Ensure the Daemon Log File and Daemon Start Directory fields are populated with the correct information for your system, as in Figure 17.

## Import Templates and Reports

Import the updated reports. This process has the following parts:

- Importing the templates
- Importing the reports

To enable a user to run the Report Resource Import Menu item, assign the user the rptAdmin role.

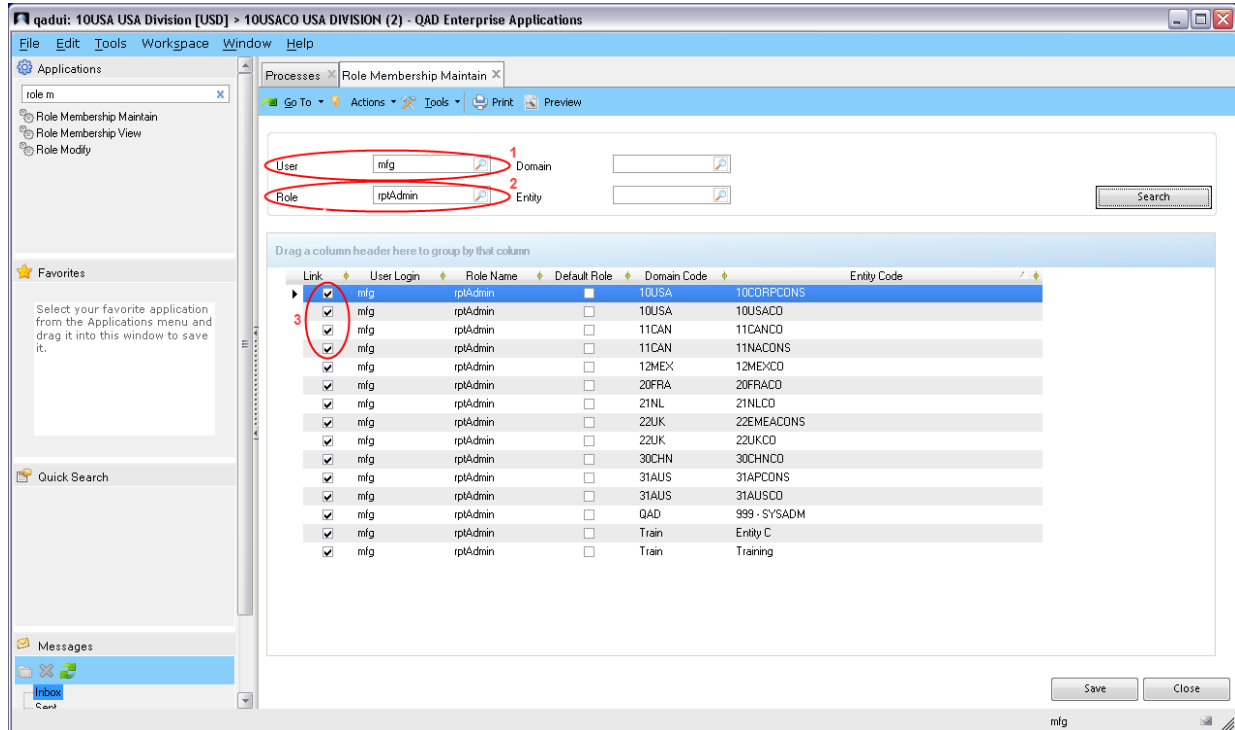
### Creating a rptAdmin Role

If you previously assigned the rptAdmin role to a user for a certain domain and entity, you can use that user to import the report resources included with the patch. If such a user exists, proceed to Importing the Templates.

To import the reports, follow these steps:

- 1 Use the QAD .NET UI to log in to QAD Enterprise Edition.
- 2 Open Role Membership Maintain (36.3.6.6).

**Fig. 18**  
Role Membership Maintain



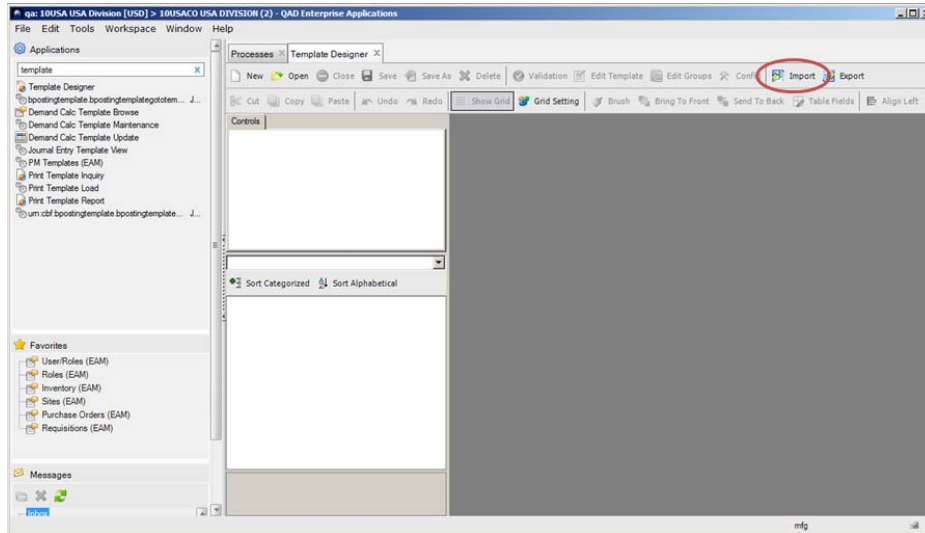
- 3 Enter the user login in the User field (Figure 18, item 1).
- 4 Enter rptAdmin in the Role field (Figure 18, item 2).
- 5 Click Search.
- 6 Select the Link check box for each user, domain, and entity combination that needs to run the operation. Usually, only one is necessary. The operation is universal; one user only has to do it once (Figure 18, item 3).
- 7 Click Save, then click Close.
- 8 Log out of the QAD .NET UI and log in again to make the role changes take effect.

## Importing the Templates

To import the templates, follow these steps:

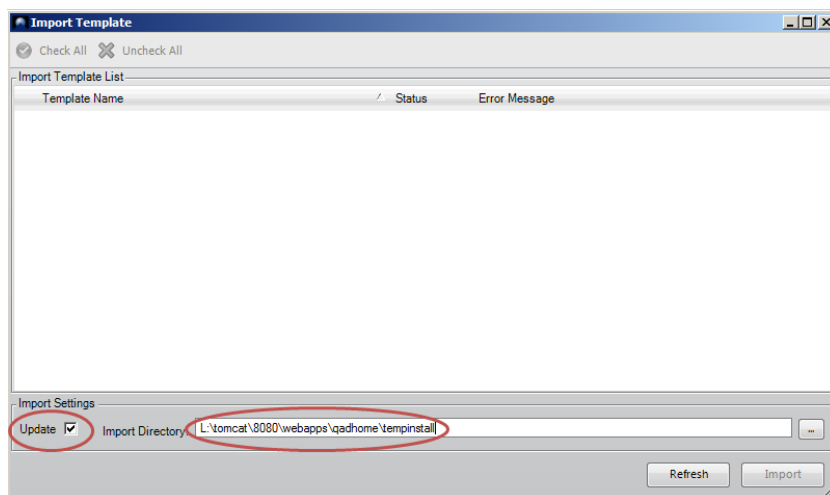
- 1 Use the QAD .NET UI to log in to QAD Enterprise Edition.
- 2 Open the Template Designer menu.

**Fig. 19**  
Template Designer



3 Click the IMPORT button in the upper right of the menu screen.

**Fig. 20**  
Import Template



4 Select the Update check box to update the existing templates. (Figure 20)

5 Enter the directory where the report XML was copied during the patch install. This directory is `<Tomcat_directory>/webapps/qadhome/repinstall`. (Figure 20)

If QDT and QAD Enterprise Edition are installed on a Linux/UNIX system, the drive referenced in the previous figure is not a local drive on the machine running the QAD .NET UI client. For a successful import, mount the Tomcat directory containing the copied patch installation files to the Windows system as a network drive. If you cannot mount the Tomcat directory as a network drive, copy the files locally to your QAD .NET UI machine. Enter the appropriate network drive or local drive containing the templates to load.

6 Click the Refresh button to refresh the display and show the templates to be imported.

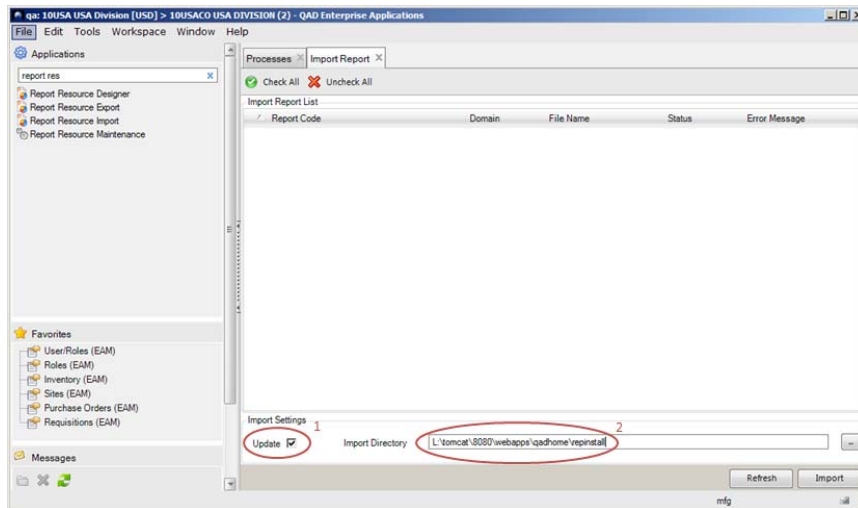
7 Once the templates are imported, close the menu to continue with the report import.

## Importing the Reports

To import the reports, follow these steps:

- 1 Use the QAD .NET UI to log in to QAD Enterprise Edition as the rptAdmin user.
- 2 Open the Report Resource Import menu item.

**Fig. 21**  
Import Report

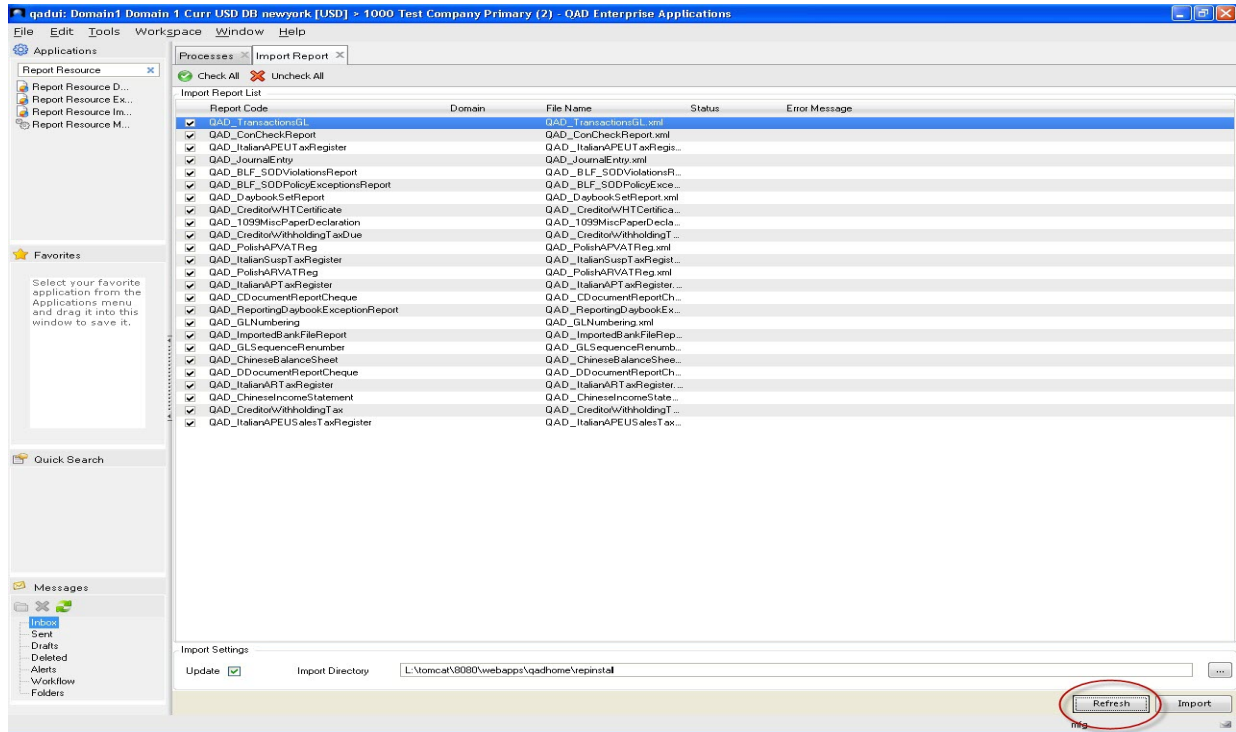


- 3 Select the Update check box to update the existing reports (Figure 21, item 1).
- 4 Enter the directory where the report XML was copied during the patch install. This directory is `<Tomcat_directory>/webapps/qadhome/reinstall` (Figure 21, item 2).

If QDT and QAD Enterprise Edition are installed on a Linux/UNIX system, the drive referenced in Figure 21, item 2 is not a local drive on the machine running QAD .NET UI. For a successful import, mount the Tomcat directory containing the copied patch installation files to the Windows system as a network drive. The reference in the Input Directory field (Figure 21, item 2 and the circled area in Figure 22) points to the network-mounted drive. This reference allows for the import of files from the Linux/UNIX system. If you cannot mount the Tomcat directory as a network drive, copy the files locally to your QAD .NET UI machine. Enter the appropriate network drive or local drive containing the templates to load.

- 5 Click the Refresh button to refresh the display and show the reports.

**Fig. 22**  
Import Report: Reports List



- 6 Select the reports that you want to import. The default is all.
- 7 Click the Import button to import the reports.
- 8 Log out of Enterprise Edition.

## Configure Clients

If you want to use the QAD Reporting Service, you must manually install a special version of the service on each Windows client that will use the service.

Using the patch ISO file downloaded from the QAD Download Center or the QAD physical product media, locate and download the appropriate QAD Reporting Service for your installation from one of the following locations:

- QAD EE 2010 and above: \$TOMCAT/webapps/qadhome/installations/reportingservice/2010
- QAD EE 2009 and QAD EE 2009.1: \$TOMCAT/webapps/qadhome/installations/reportingservice/2009

For more information about the QAD Reporting Service, refer to *QAD Enterprise Edition Progress Database Installation Guide*.

# Troubleshooting

## Package Installer Fails

If you are using Java 1.7, the package installer should run automatically from QDT. Running the installer with Java 1.5 results in the “still waiting” error. If the package installer fails, you should see entries similar to the following in the `$LOGS/qdtadmin.log` file:

```
05/29/14 @ 12:02:46 [mfg] - Running /dr01/qdt_2011_1/pstage/combo- pkg/install.sh
05/29/14 @ 12:02:46 [mfg] - Back from /dr01/qdt_2011_1/pstage/combo- pkg/install.sh
05/29/14 @ 12:03:16 [mfg] - Still waiting...
05/29/14 @ 12:03:46 [mfg] - Still waiting...
05/29/14 @ 12:04:16 [mfg] - Still waiting...
05/29/14 @ 12:04:46 [mfg] - Still waiting...
05/29/14 @ 12:05:16 [mfg] - Still waiting...
05/29/14 @ 12:05:46 [mfg] - Still waiting...
05/29/14 @ 12:05:46 [mfg] - /dr01/qdt_2011_1/logs/packageinstalldone.log
not created, timed out...
05/29/14 @ 12:05:46 [mfg] - Package installer did not start in the allotted
time.
05/29/14 @ 12:05:46 [mfg] - Result is -99, combo-pkg package still
pending...
05/29/14 @ 12:05:46 [mfg] -
05/29/14 @ 12:05:46 [mfg] - End execution.
```

Use the following steps to complete the Financials update:

- 1 `cd` to the `$QDT/pstage/combo-pkg` directory.
- 2 Run the package installer for the necessary environment, where `$QDT` is the QDT installation directory and `$ENV_NAME` is the environment installing the Financials package.

```
./install.sh -Dconfig.src=$QDT -Dconfig.env=$ENV_NAME
```

Example:

```
./install.sh -Dconfig.src=/dr01/qdt -Dconfig.env=pilot
```

- 3 The installer prompts for the install location of the QAD Deployment Toolkit (QDT). The current value reflects the value of `-Dconfig.src`. Accept the value or input the correct installation directory for QDT.
- 4 Next, choose the QAD environment that is the target of the package installation. The current value reflects the value of `-Dconfig.env`. Press Enter to accept the current value or enter the correct environment name.
- 5 Accept the default of TYPICAL installation at the next prompt.
- 6 Press Enter to continue or exit to fix any incorrect values.
- 7 When the installer finishes, press Enter to exit.

## UI Build Fails

For installs with QXtend, if the UI build fails during the upgrade process, do the following:

- 1 Exit QDT Admin and QDT.
- 2 From a command prompt, open `qadui.ksh` in `QDT/envs/env_name/scripts`, and add QXtend to the beginning of the `PROPATH`.

For example:

```
#!/bin/ksh
PROPATH=/dr01/pilot/qxtend:/dr01/pilot/qadui:/dr01/pilot:/dr01/pilot
```

```
/xrc:/dr01/pilot/xrc/us/bbi:/dr01/qdt/xmfgusrc;export PROPATH. /dr01
/dlc/102b06/bin/slib_env
echo compile us | /dr01/dlc/102b06/bin/_progres -pf /dr01/qdt/
Edit your qxtend.pf and remove the comment (#) character from the -db line, if one exists:
Change:
#-db /dr01/databases/qxevents -ld alias_qxevents
to:
-db /dr01/databases/qxevents -ld alias_qxevents
```

- 3** Ensure that the qxevents database is running in multi-user mode.
- 4** Restart QDT|QDT Admin and select Execute for the Financials upgrade. The process resumes at the point where it failed.