



Think **GSX Monitor** to proactively

- **Monitor**
- **Manage**
- **Measure**

your Messaging, Collaboration and Mobile environment

GSX Monitor v10

GSX
SOLUTIONS

GSX MONITOR: UPGRADING FROM V9 TO V10

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Targeted Version: v10
Targeted Product: Monitor

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Pre-Install Requirements

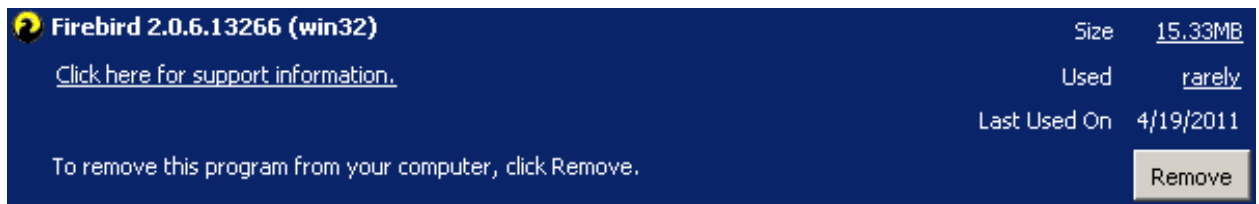
Upgrading from V9 to V10 requires an upgrade to your license key. If you upgrade to V10 without upgrading the license key, GSX Monitor will no longer function. To upgrade your license key, please contact your account manager or send an email to sales@gsx.com.

Download the installation package available from <http://support.gsx.com/>

Analyzer uses an earlier version of Firebird to take advantage of new features and bug fixes. Since Firebird does not fully support the automatic upgrade, prior to upgrading please uninstall Firebird (your data shall not be impacted).

HOW TO UNINSTALL FIREBIRD

- a. Go to **Control Panel > Add / Remove programs**
- b. Highlight firebird.
- c. Click on the **Remove** button:



If you are running on Windows 2008 or Windows 7, please stop all GSX windows Services, or Windows services that are used by GSX Monitor:

- a. GSX Analyzer Agent
- b. GSX Monitor (if installed as a service)
- c. SNMP service (if using the SNMP option in GSX Monitor)

Upgrading from V9 to V10

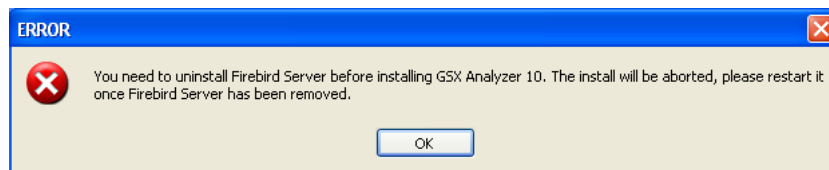
1. Click on the Setup icon:



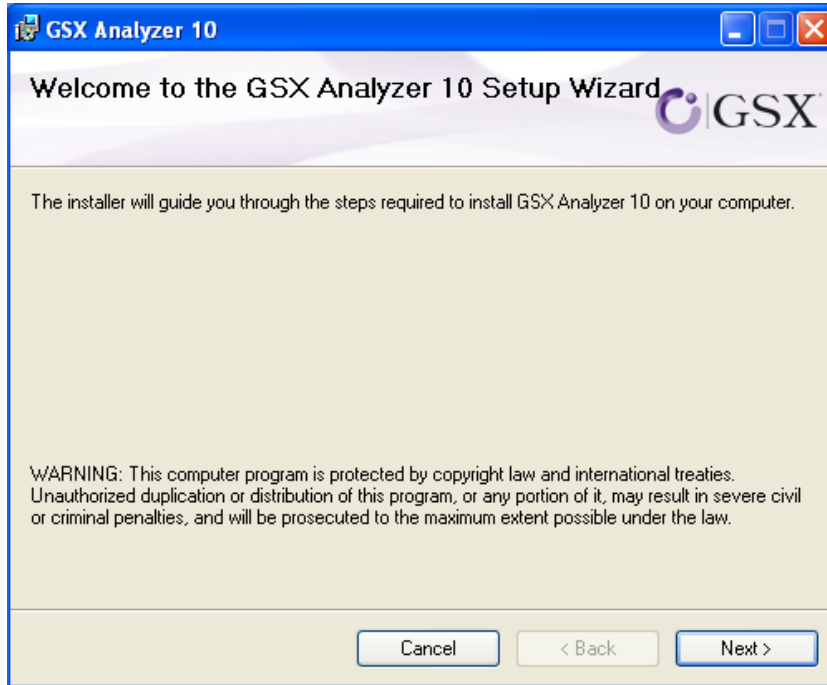
2. Select the product(s) to upgrade (here we upgrade both GSX Monitor and GSX Analyzer):



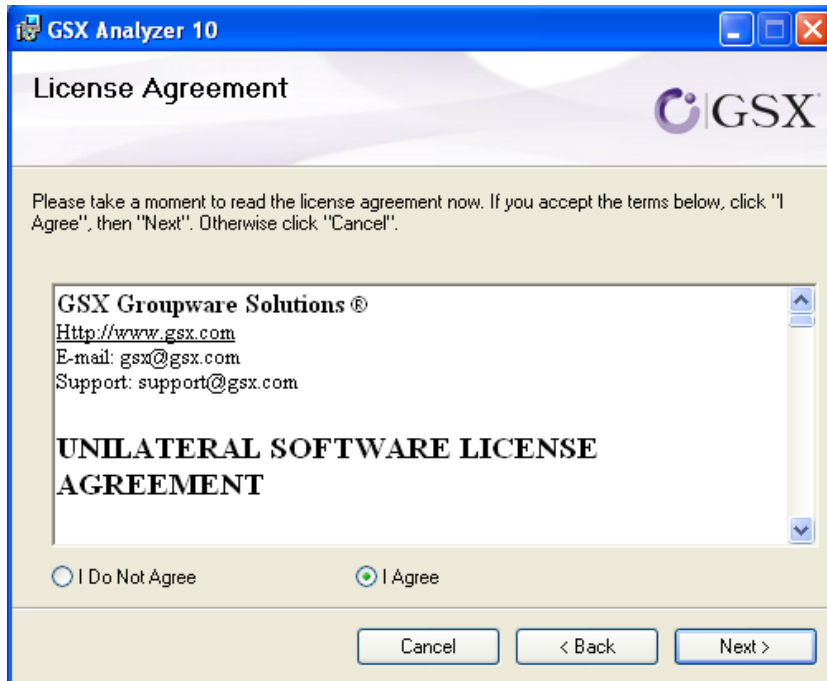
3. If the following message is displayed, you probably did not uninstall Firebird prior to upgrade. In that case, please [uninstall Firebird](#) before going further:



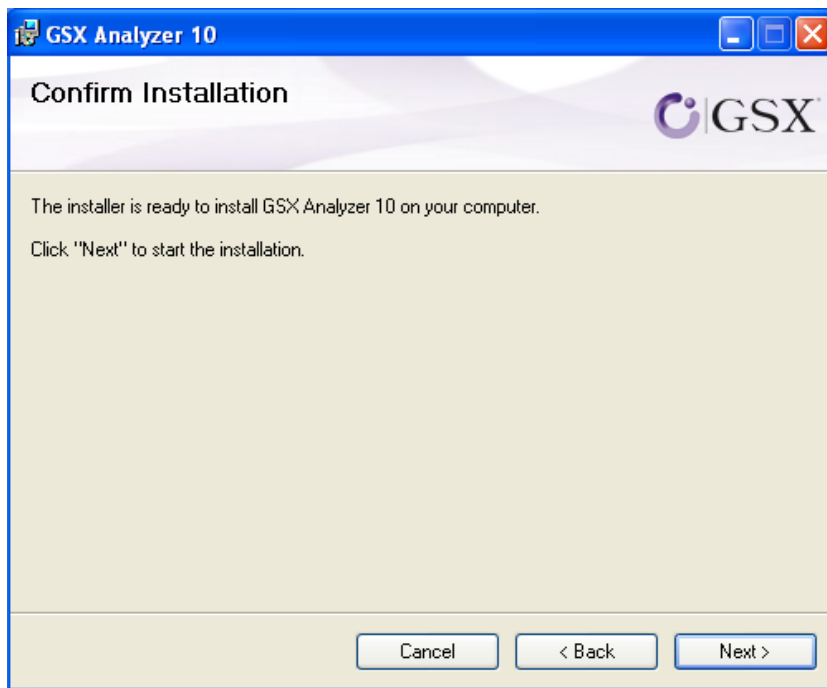
4. Click Next:



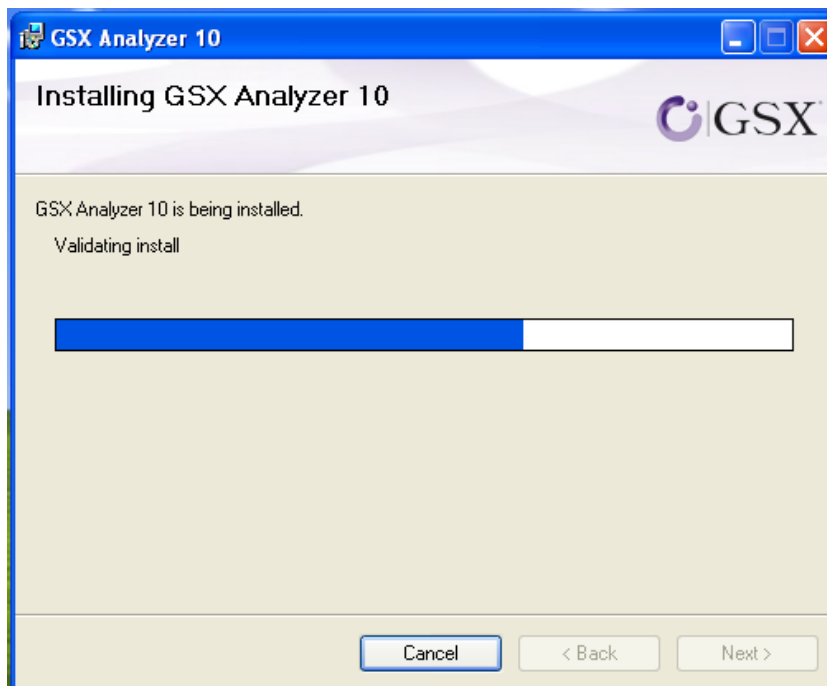
5. Agree the Licence Agreement, and click Next:



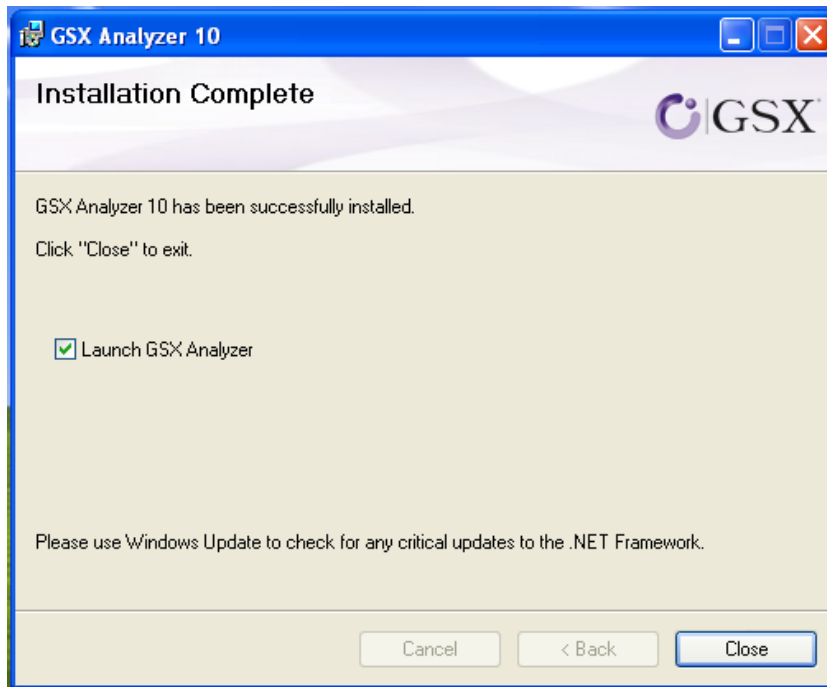
6. Click **Next** to start the GSX Analyzer installation:



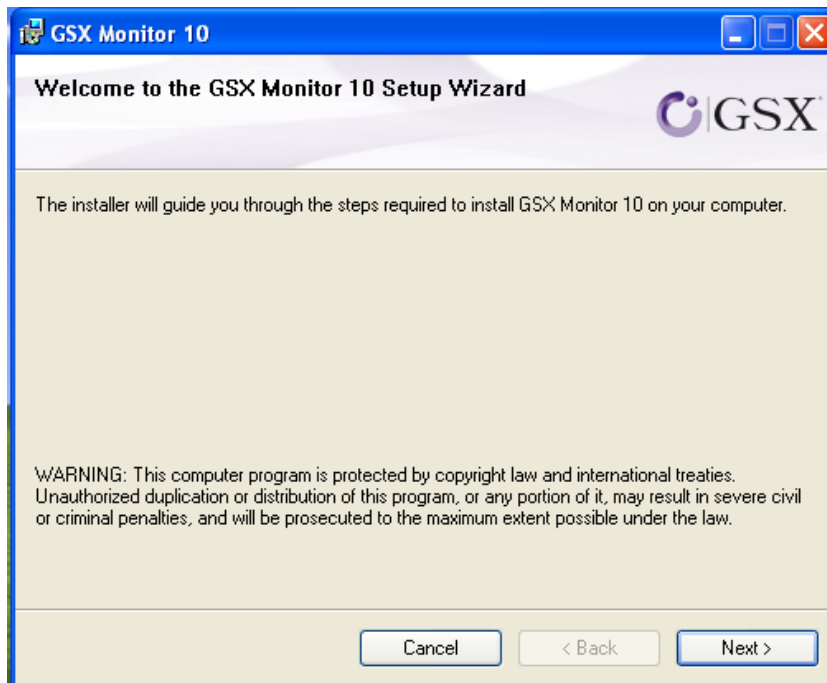
7. Please wait while GSX Analyzer is being upgraded:



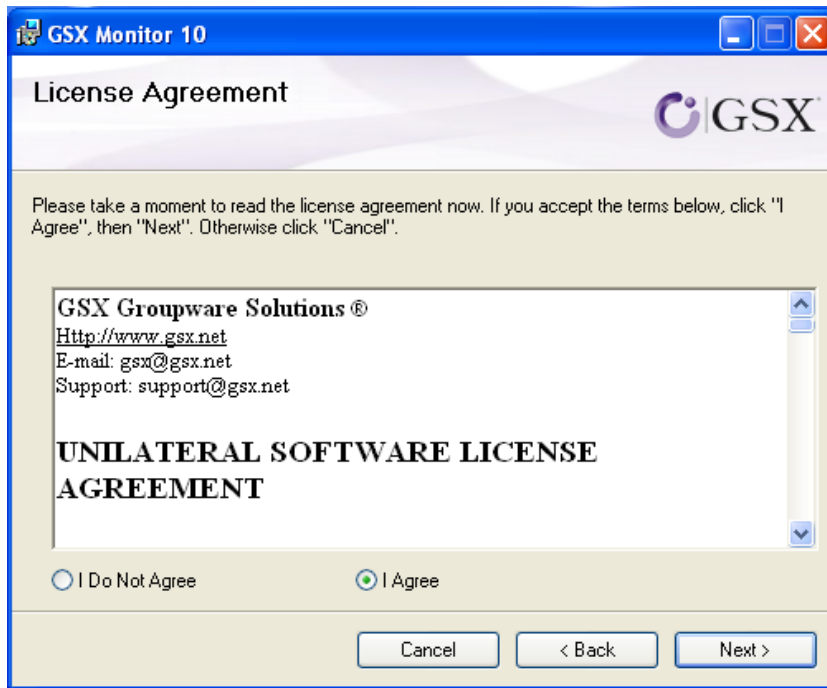
- GSX Analyzer has been successfully upgraded, click **Close** to go through GSX Monitor upgrade:



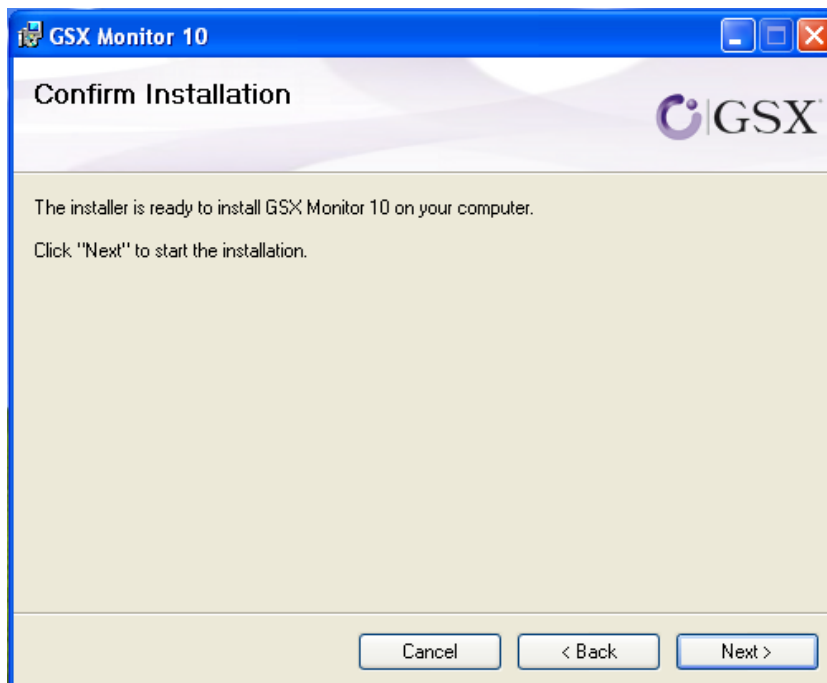
- Click **Next** to start the GSX Monitor installation:



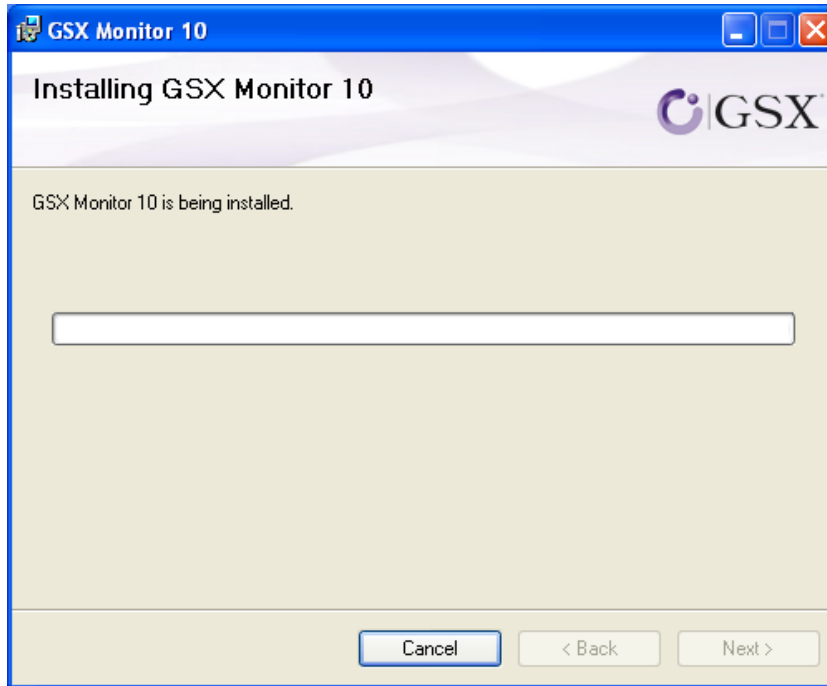
10. Agree the Licence Agreement and click **Next**:



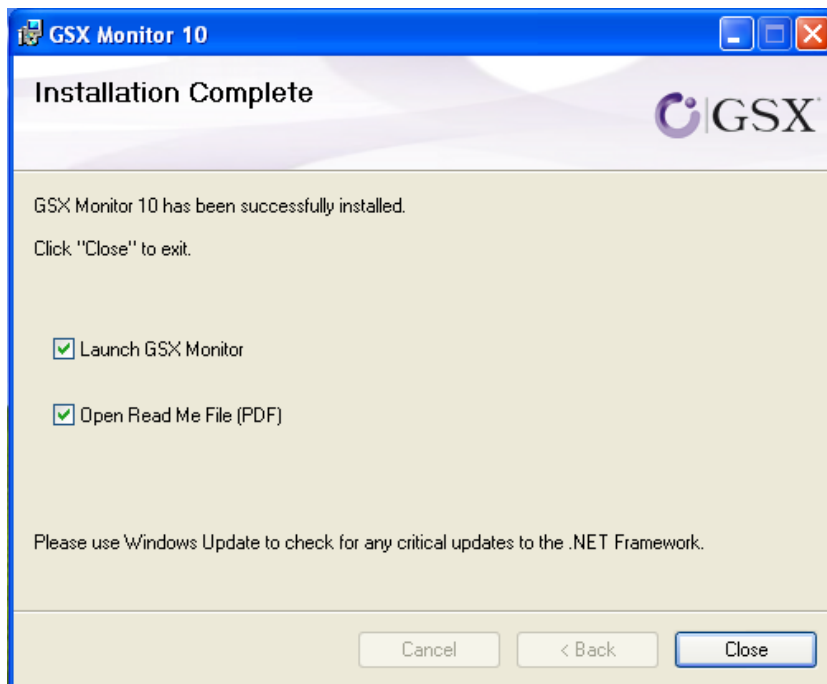
11. Click **Next**:



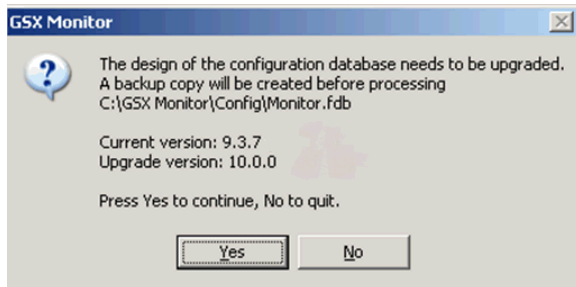
12. Please wait while GSX Monitor is being upgraded:



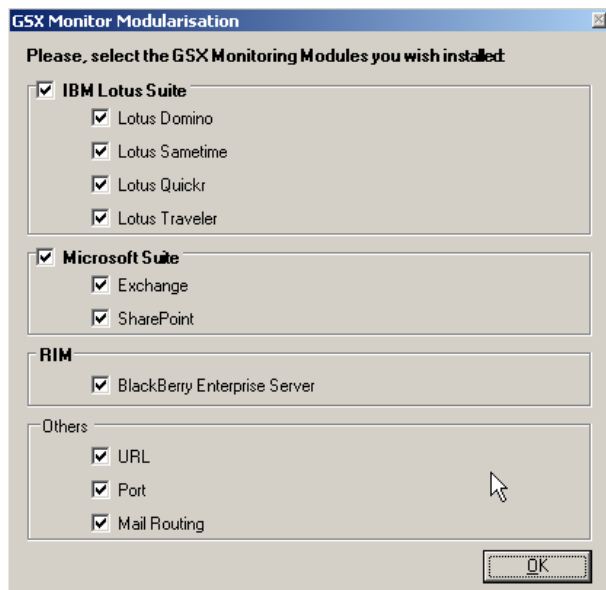
13. GSX Monitor has been successfully upgraded, click **Close** to launch GSX Monitor:



14. When Prompted, upgrade your Database:



15. Once you have upgraded your Database version, choose the monitoring modules that you wish to install (if you do not select a module now, you can easily install it later):



You are ready to start using GSX MONITOR and GSX Analyzer.