TelevisGo Migration Tool

User Manual

07/2022



TGOMT-01EN

www.eliwell.com

eliwell
by Schneider Electric

Legal Information

The Schneider Electric brand and any trademarks of Schneider Electric SE and its subsidiaries referred to in this guide are the property of Schneider Electric SE or its subsidiaries. All other brands may be trademarks of their respective owners.

This guide and its content are protected under applicable copyright laws and furnished for informational use only. No part of this guide may be reproduced or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), for any purpose, without the prior written permission of Schneider Electric.

Schneider Electric does not grant any right or license for commercial use of the guide or its content, except for a nonexclusive and personal license to consult it on an "as is" basis. Schneider Electric products and equipment should be installed, operated, serviced, and maintained only by qualified personnel.

As standards, specifications, and designs change from time to time, information contained in this guide may be subject to change without notice.

To the extent permitted by applicable law, no responsibility or liability is assumed by Schneider Electric and its subsidiaries for any errors or omissions in the informational content of this material or consequences arising out of or resulting from the use of the information contained herein.

As part of a group of responsible, inclusive companies, we are updating our communications that contain non-inclusive terminology. Until we complete this process, however, our content may still contain standardized industry terms that may be deemed inappropriate by our customers.

© 2022 Eliwell. All rights reserved.

Indice

Safety information **4**

About the book **5**

Introduction **6**

Introduction 7

Release History 7

Compatibility 7

User interface and operation **8**

User interface 9

Preliminary actions 9

Backup procedure 10

Restore procedure 14

Safety information

Important information

Read these instructions carefully and visually inspect the equipment to familiarize yourself with the controller before attempting to install it and/or put it into operation, or before servicing it. The following warning messages may appear anywhere in this documentation or on the equipment to warn of potential dangers or to call attention to information that can clarify or simplify a procedure.



The addition of this symbol to a “Danger” or “Warning” safety label indicates that an electrical hazard exists which will result in personal injury if the instructions are not followed.



This is the safety warning symbol. It is used to warn the user of the potential dangers of personal injury. Observe all the safety warnings that follow this symbol to avoid the risk of serious injury or death.

⚠ DANGER

DANGER indicates a dangerous situation which, if not avoided, **will result in** death or serious injury.

⚠ WARNING

WARNING indicates a dangerous situation which, if not avoided, **could result in** death or serious injury.

⚠ CAUTION

CAUTION indicates a potentially dangerous situation which, if not avoided, **could result in** minor or moderate injury.

NOTICE

NOTICE used in reference to procedures not associated with physical injuries.

Please Note

Electrical equipment must only be installed, used and repaired by qualified technicians. Schneider Electric and Eliwell cannot accept any liability for any consequences arising from the use of this material.

An authorized person is someone in possession of the skills and knowledge applicable to the structure, to the operation of the electrical equipment and to its installation, and who has received safety training in order to recognize and avoid the risks involved.

About the book

Aim of the document

This document contains information relating to the Televis**Go Migration Tool** for backing up/restoring Televis**Go** data (database, applications and license).

Make sure you have read and understood this document before using the software tool.

Validity Note

This document only applies to the Televis**Go** Migration Tool.

The characteristics illustrated in this manual should be identical to those which can be found online. In accordance with our policy of continuous improvement, the content of the documentation may be revised from time to time in order to improve its clarity and accuracy. If there are any discrepancies between the manual and the information available online, use the latter as your point of reference.

Technical documentation and other technical information is available to download from the website: **www.eliwell.com**

Product related information

Integrity of the data (database, application and license) is linked to the correct management of access permits for the users of the Televis**Go** operating system.

NOTICE
UNINTENDED EQUIPMENT OPERATION • Prevent subject devices from direct access or direct link by unauthorized parties or unauthenticated actions. • Isolate your industrial network from other networks inside your company. **Failure to follow these instructions can result in equipment damage.**

Introduction

Contents

This section includes the following topics:

Introduction 7
Release History 7
Compatibility 7

Introduction

TelevisGo **Migration Tool** is a software tool that automates the TelevisGo Backup and Restore process.

The main function is to back up the data (database, application and license) for a TelevisGo which should be updated to Windows 10 32-bit for restoring data once the new Operating System has been installed.

The TelevisGo **Migration Tool** manages:

- Application and configuration files
- Database
- License

Release History

Document Version	Release Date	Description
.00	10/12/2020	First version
.01	31/07/2022	Updating. Management of Windows 10 64-bit

Compatibility

TelevisGo **Migration Tool** is compatible with TelevisGo supervisors that use the following operating systems:

- Windows 7 Embedded Standard
- Windows 10 32-bit IOT Enterprise LTSC 2019

The following is a list of executable operations:

FROM	TO	OPERATIONS	NOTES
Windows 7 32-bit • Windows 7 32-bit • Bios Legacy • Reverse Proxy • TelevisGo 8.x.x version	Windows 10 32-bit • Windows 10 32-bit • Bios Legacy • Reverse Proxy • TelevisGo 8.5.4 or later versions	Same Hardware • Auto-installation via USB memory stick • Migration Tool 3.0	Operating System change managed via self-installing USB memory stick. PKEA (Product Key Entry Application) label with the license number (Product key), is used to pair the Hardware with the new Operating System.
Windows 10 32-bit • Windows 10 32-bit • Bios Legacy • Reverse Proxy • TelevisGo 8.x.x version	Windows 10 32-bit • Windows 10 32-bit (does not change) • Bios Legacy (does not change) • IIS • TelevisGo 9.0.0 version	Same Hardware • Migration to TelevisGo 9.0.0	Bios and Windows version do not update.
Windows 7 32-bit	Windows 10 64-bit	Migration not supported	-
Windows 10 32-bit	Windows 10 64-bit	Migration not supported	-

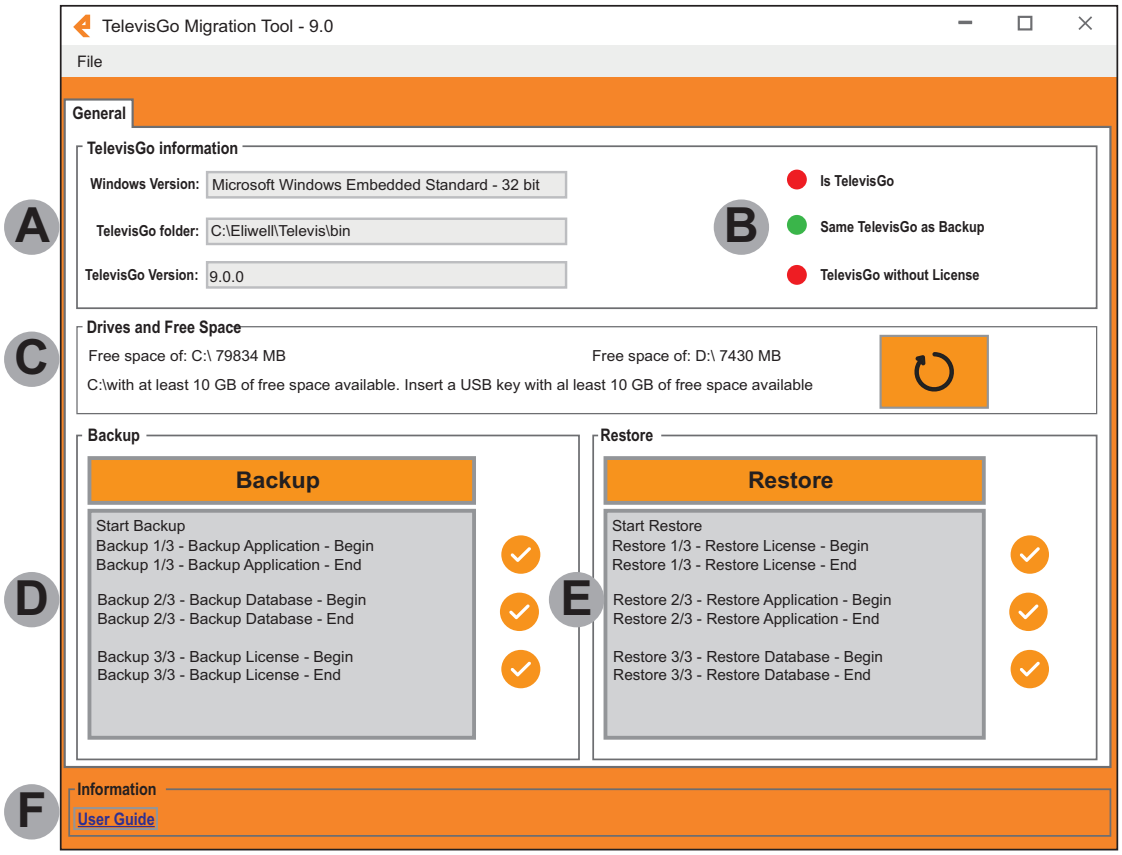
User interface and operation

Contents

This section includes the following topics:

User interface 9
Preliminary actions 9
Backup procedure 10
Restore procedure 14

User interface



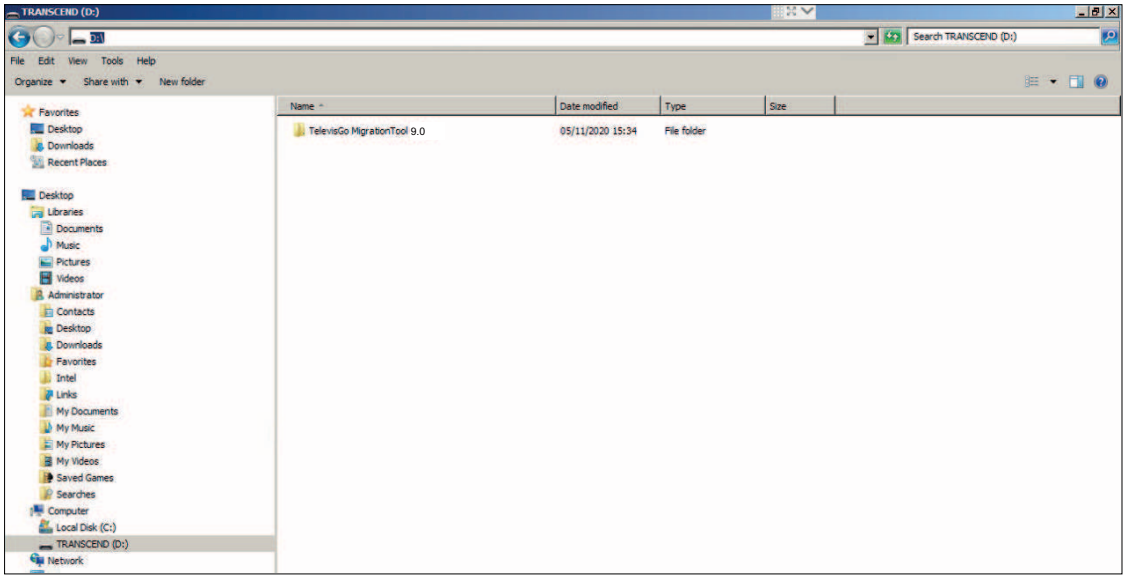
Content	Label	Description
Televis**Go** information	**A**	• **Windows version**: shows the Televis**Go** Operating System. • **TelevisGo folder**: shows the folder in which the Televis**Go** software has been installed. • **TelevisGo version**: shows the Televis**Go** software version installed.
	B	• **Is TelevisGo**: the operating system is valid (green) or not (red). • **Same TelevisGo as Backup**: Televis**Go** is the same device on which the data backup was performed (green) or not (red). • **TelevisGo without License**: Televis**Go** needs the license to be restored (green) or not (red).
Drives and Free Space	**C**	The information shown is: • **Free space of: C:**: shows the disk space available for the Televis**Go**. • **Free space of: E:**: shows the space available on the Televis**Go** external support. • **Info**: shows the minimum space required for Televis**Go** supervisor backup on the external support. • The button refreshes and recalculates free space. **Note**: during backup/restore, the values are updated automatically at the end of each step.
Backup	**D**	Shows Backup progress (see **Backup Procedure**).
Restore	**E**	Shows Restore progress (see **Restore Procedure**).
Information	**F**	Link to access this Manual.

Preliminary actions

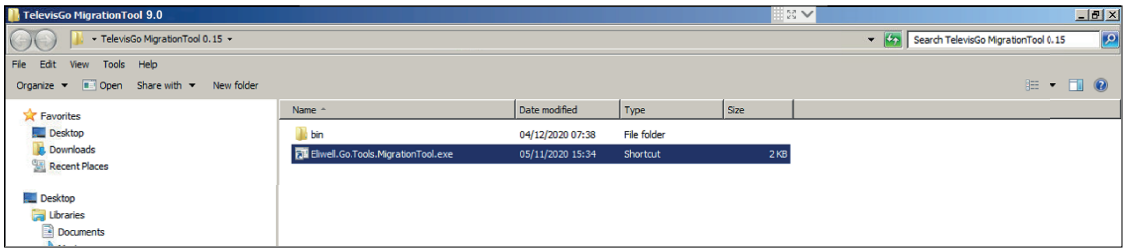
Unzip the file "TelevisGoMigrationTool_9.0.zip" after downloading it from the Eliwell website (**www.eliwell.com**) and copy the folder "TelevisGo MigrationTool 1.0" onto a USB stick with at least 10 GB of free space.

Backup procedure

Connect the USB stick to the Windows 7 Televis**Go** on which the backup is to be performed (see section Compatibility).



Use Windows Explorer to open the folder "TelevisGo Migration Tool 9.0" and start the executable file **Eliwell.Go.Tools.MigrationTool.exe** by double-clicking on the filename.



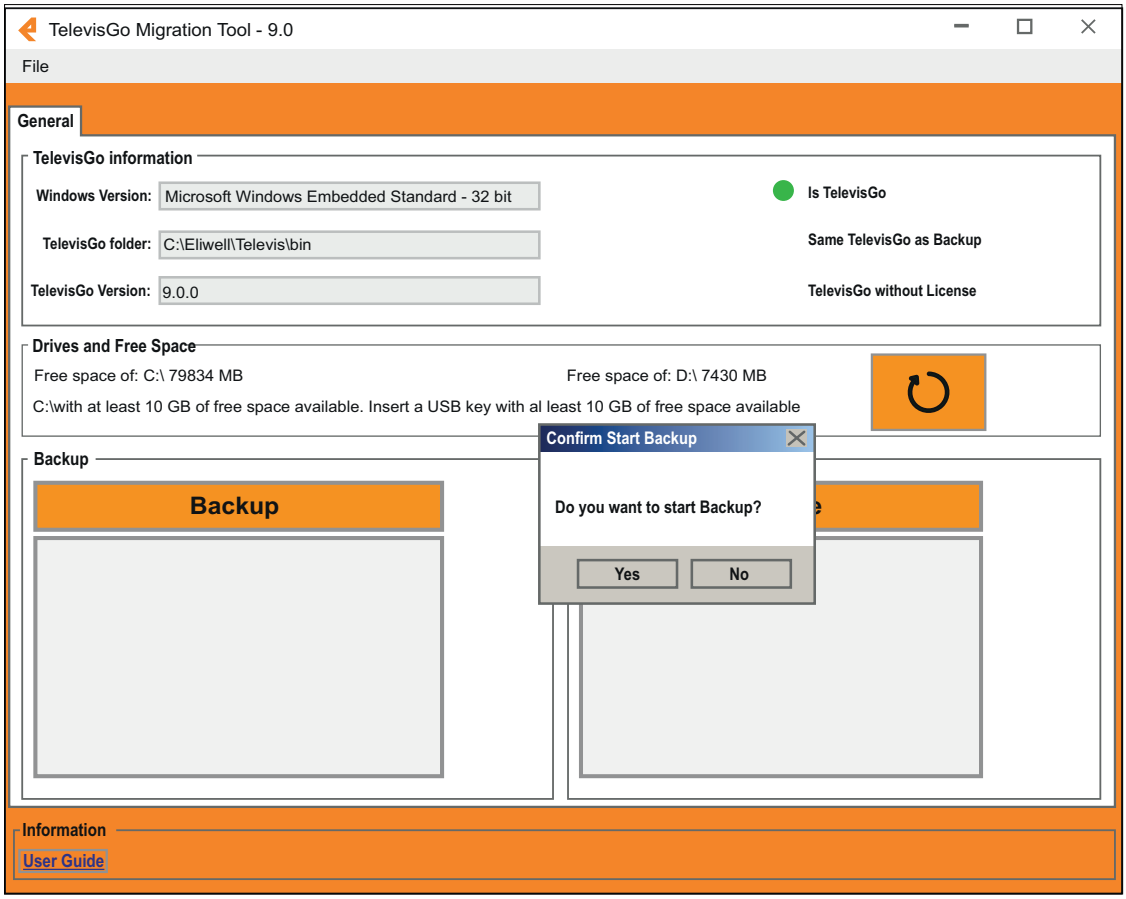
NOTICE

INOPERABLE DEVICE

- Execute TelevisGo Migration Tool in Administrator mode.
- Use an external support (USB stick) for the TelevisGo backup files.

Failure to follow these instructions can result in equipment damage.

Click **Backup** and confirm by clicking "**Yes**" in the confirmation pop-up.



Before backing up, you will be asked to enter a password to protect the zipped archives.

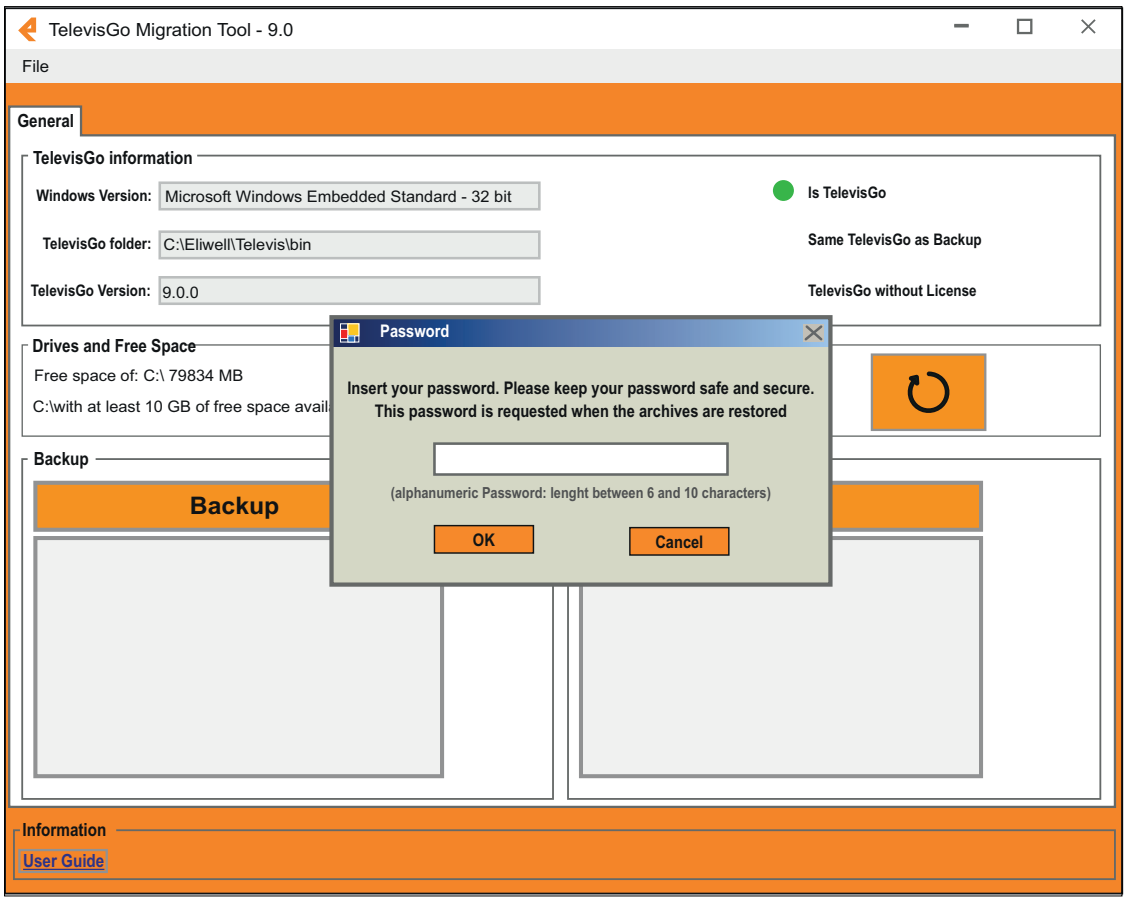
NOTICE

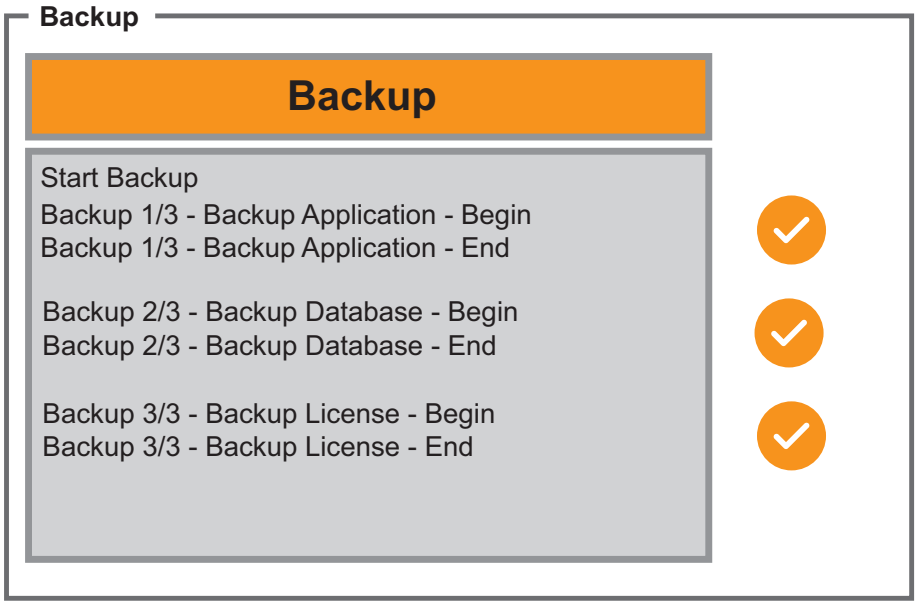
INOPERABLE DEVICE

- You should memorize the password and it should not be shared; you will be asked to enter it at the start of the data Restore procedure.
- Do not distribute passwords to unauthorized or otherwise unqualified personnel.

Failure to follow these instructions can result in equipment damage.

NOTE: A secure password is one that has not been shared or distributed to any unauthorized personnel and does not contain any personal or otherwise obvious information. Further, a mix of upper and lower case letters and numbers offer greater security. You should choose a password length between six and ten characters.





Data backup is divided into 3 steps:

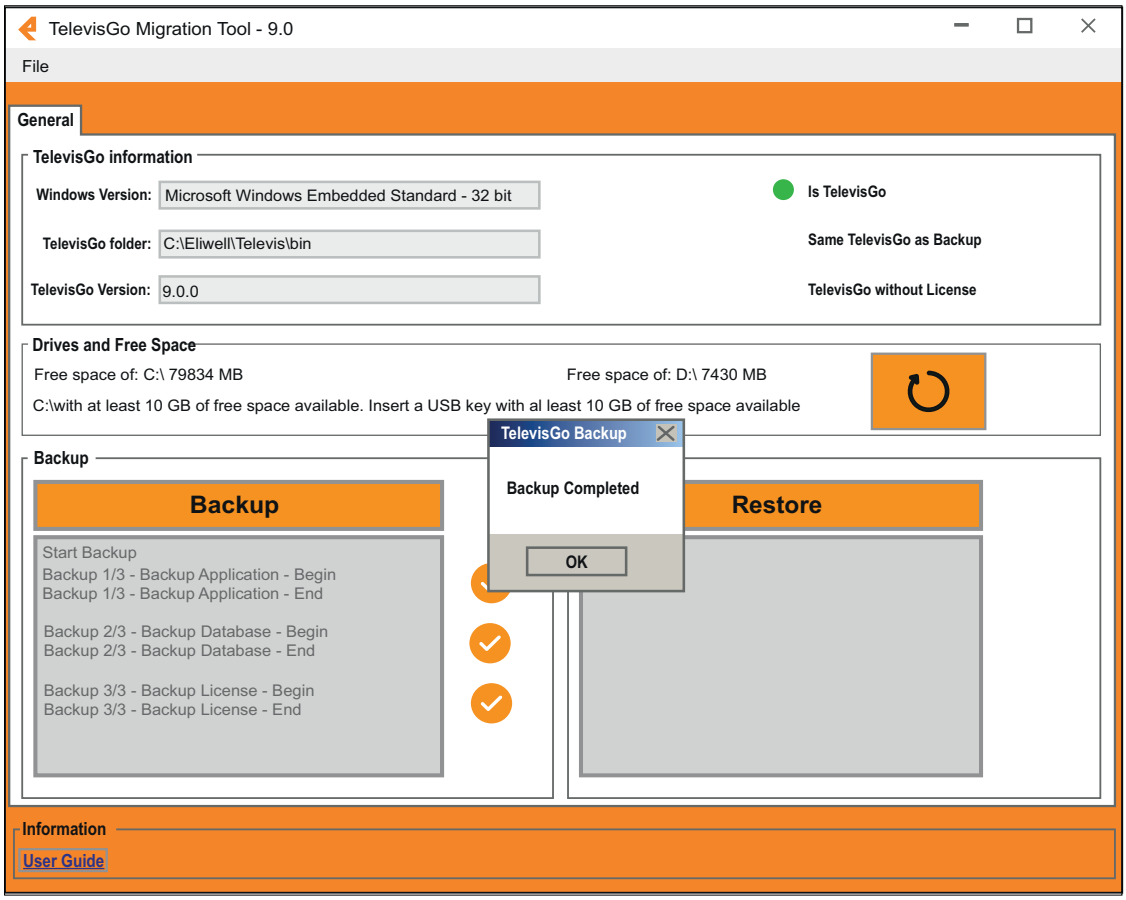
Step	Content	Description
1/3	Backup Application	Application backup. When this is finished the corresponding icon appears .
2/3	Backup Database	Database backup. When this is finished the corresponding icon appears .
3/3	Backup License	License backup. When this is finished the corresponding icon appears .

If the backup procedure is not completed properly, a window appears to show:

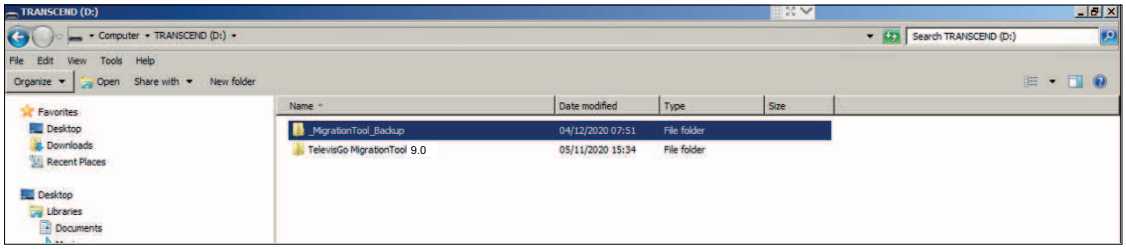
- The step at which the fault occurred
- A description of the error detected.

Once the fault has been removed, restart the Televis**Go Migration Tool** and repeat the procedure.

Wait for the "**Backup Completed**" confirmation pop-up, which indicates that the 3 steps have been completed successfully.



The backup files are now on the USB stick.

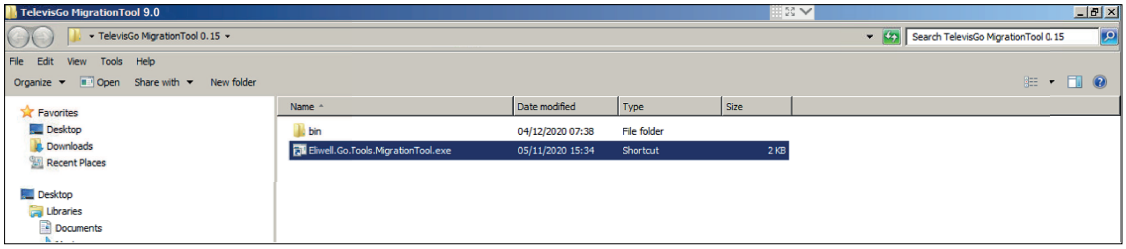


NOTE: If the Operating System is Windows 7, remove the stick safely and proceed with updating the operating system to Windows 10 32-bit.

Restore procedure

Connect the USB stick to the Televis**Go** on which the backup was performed.

Use Windows Explorer to open the folder "TelevisGo Migration Tool 9.0" and start the executable file **Eliwell.Go.Tools.MigrationTool.exe** by double-clicking on the filename.



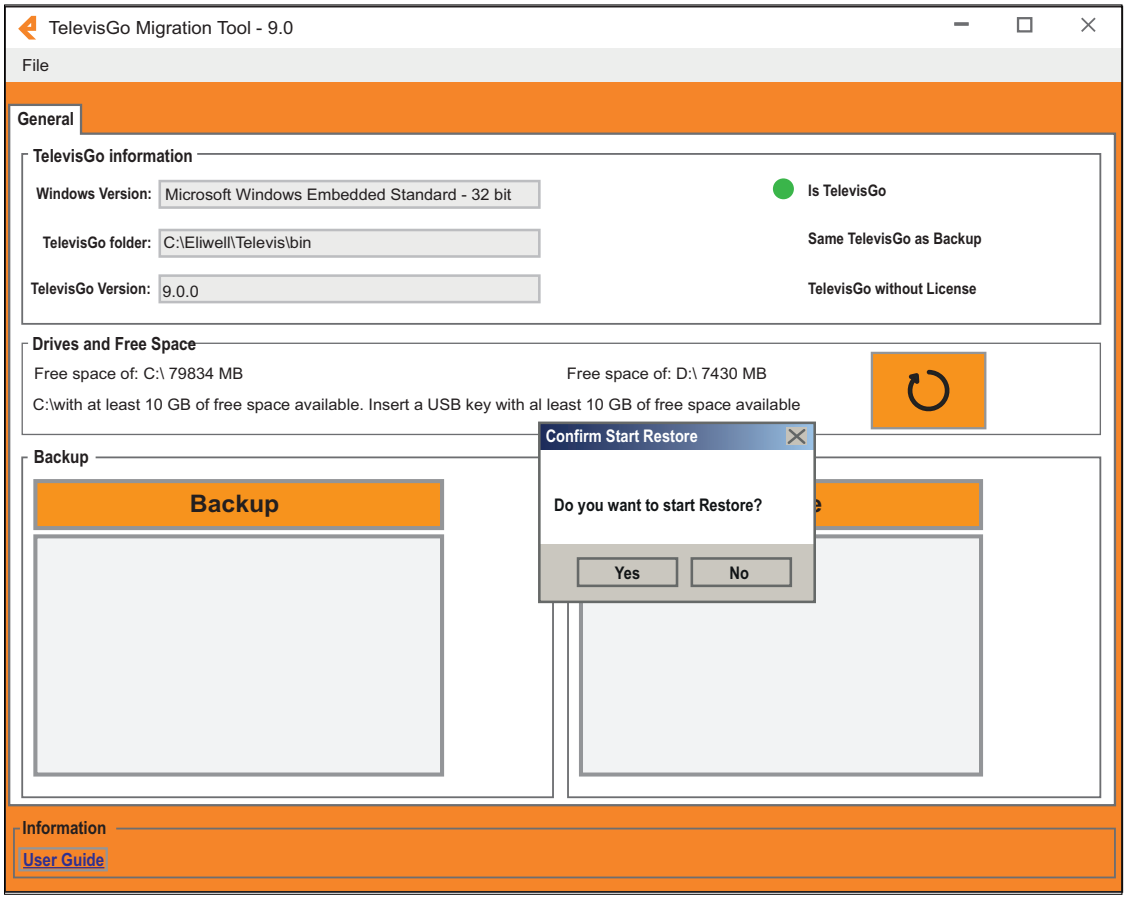
NOTICE

INOPERABLE DEVICE

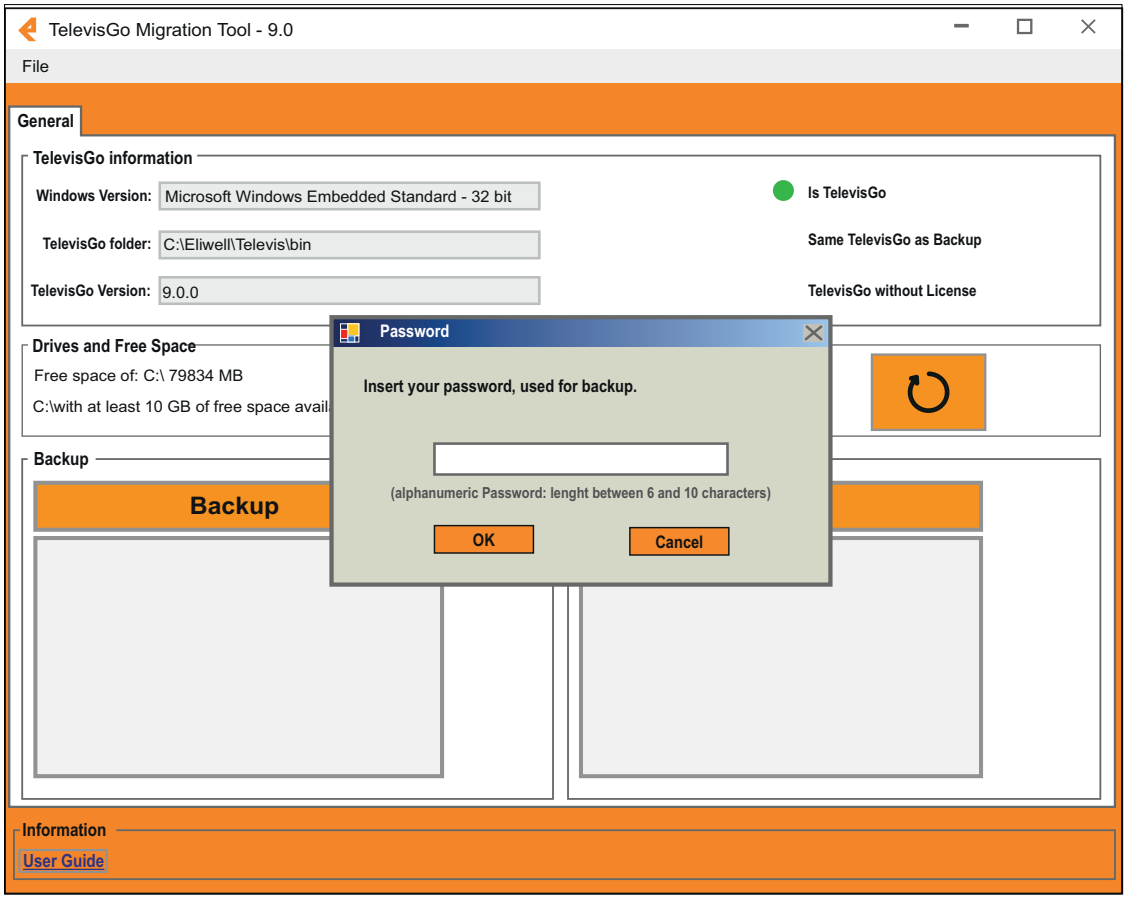
- Execute TelevisGo Migration Tool in Administrator mode.
- Use an external support (USB stick) for the TelevisGo backup files.

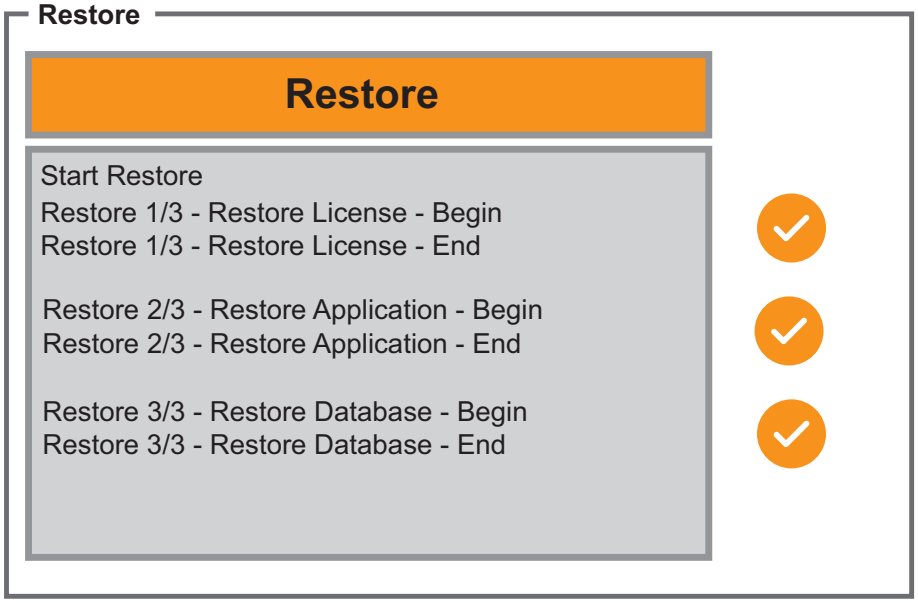
Failure to follow these instructions can result in equipment damage.

Click **Restore** and confirm by clicking "**Yes**" in the confirmation pop-up.



Before carrying out the Restore process, yo will be asked to enter the password used previously, during the backup phase.





Data restore is divided into 3 steps:

Step	Content	Description
1/3	Restore License	Restore the license. When this is finished the corresponding icon appears .
2/3	Restore Application	Restore the application. When this is finished the corresponding icon appears .
3/3	Restore Database	Restore the database. When this is finished the corresponding icon appears .

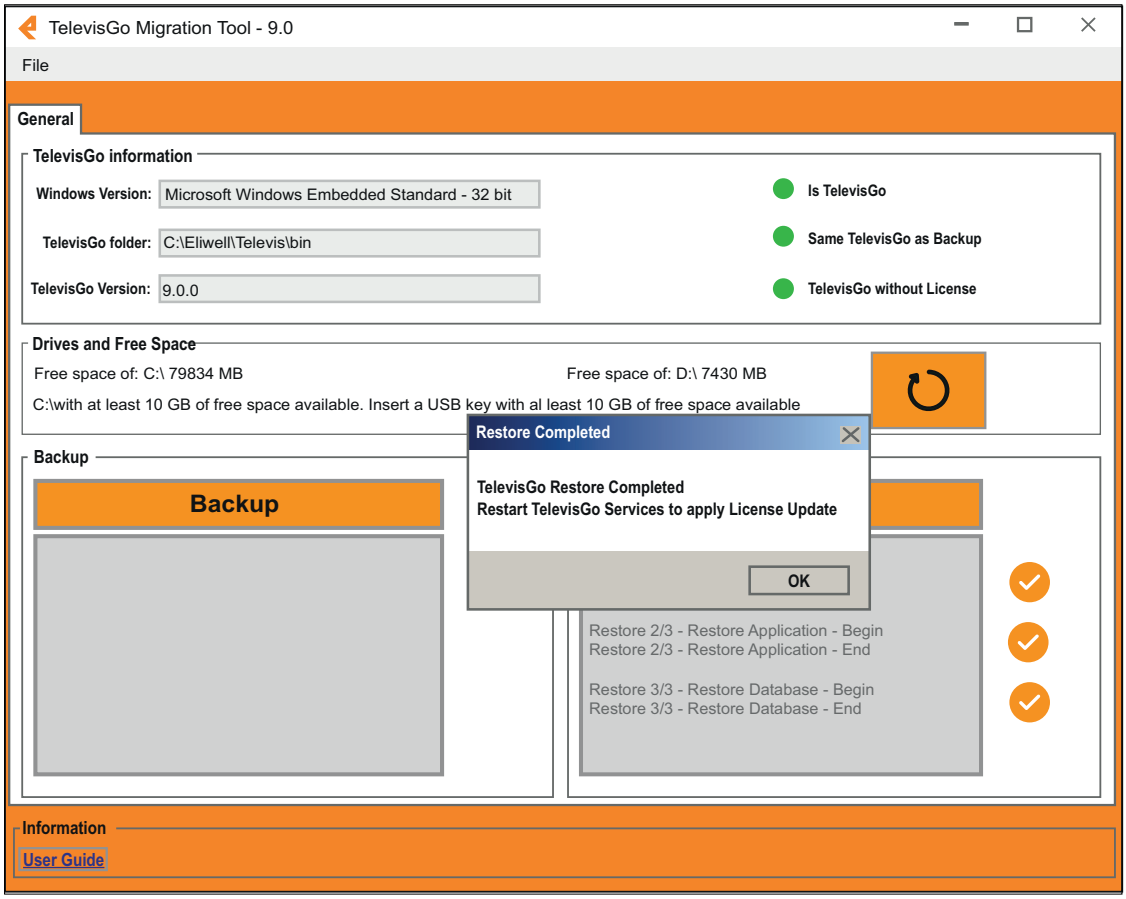
Before carrying out the Restore process, yo will be asked to enter the password used previously, during the backup phase.

If the restore procedure is not completed properly, a window appears to show:

- The step at which the fault occurred
- A description of the error detected.

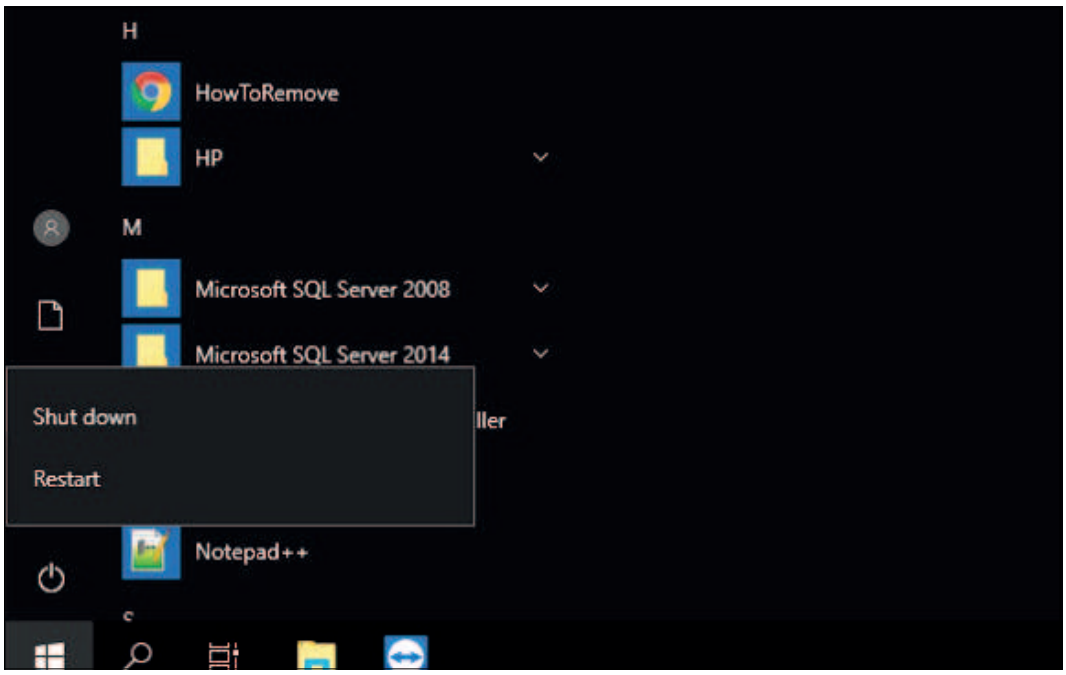
Once the fault has been removed, restart the Televis**Go Migration Tool** and repeat the procedure.

Wait for the "**TelevisGo Restore Completed**" confirmation pop-up, which indicates that the 3 steps have been completed successfully.



Close the program and remove the USB stick safely.

Restart the Televis**Go**.


H
HowToRemove
HP
M
Microsoft SQL Server 2008
Microsoft SQL Server 2014
Shut down
Restart
Notepad++

Eliwell Controls srl
Via dell'Industria, 15 Z.I. Paludi
32016 Alpago (BL) Italy
T +39 (0) 437 986 111
www.eliwell.com

Customer Technical Support
T +39 (0) 437 986 300
E techsuppeliwell@se.com

Sales office
T +39 (0) 437 986 100 (Italy)
T +39 (0) 437 986 200 (other countries)
E saleseliwell@se.com

TGOMT-01EN - TelevisGo Migration Tool - EN - 07/2022
© 2022 Eliwell - All rights reserved