

Technical Bulletin #19

Upgrading to Astoria Server 3.5

Problem

When upgrading to Astoria 3.5 Server on the Windows NT platform, Astoria 3.5 Server will fail to start unless the measures outlined in this bulletin are followed. This problem occurs only when attempting to upgrade Astoria Server 3.4 or earlier or Canterbury Server 1.2. This problem does not affect Astoria 3.4 or Canterbury 1.2 clients upgrading to Astoria version 3.5. Only Server installations on the Windows NT platform are affected.

Symptoms

Symptoms include the occurrence of error messages immediately upon completing the upgrade procedure, which state that a procedure entry point was not found in the library "O4_COLL1.dll".

Note: This error message is due to an issue with the Astoria 3.5 installation script which prevents it from properly detecting that the ObjectStore software needs to be upgraded from version 5.0 SP3 to version 5.1 SP3. As a result, the Astoria Server will fail to start after the installation is complete and the system has been rebooted.

This bulletin applies to the following conditions:

- If you are upgrading from Astoria Server 3.4 to Astoria Server 3.5
- If you are receiving a procedure entry point error referencing "O4_COLL1.dll" after upgrading to Astoria Server version 3.5

Use the following procedure before upgrading from Astoria Server 3.4 or Canterbury Server 1.2 or after upgrading if you are experiencing the symptoms described in this bulletin.

- 1 From a DOS prompt, change to the directory on the Astoria 3.5 CD containing the ObjectStore 5.1 setup (e.g., D:/nt/server/ostore).
- 2 Type the command **setup -ntserver** and press ENTER.
- 3 Accept the default choices presented by the ObjectStore 5.1 installation program. Allow the installation program to re-initialize the Server Transaction Log File. This may take a few minutes but do not exit the installation.
- 4 When the installation program completes, reboot.
- 5 After rebooting, use your Services Control Panel to verify that the ObjectStore Server and Cache Manager have started along with the Astoria 3.5 Server.