

Thursday, 8 December 2011 - relates to LogTag User Server 1.2r3

This document contains important information for users updating User Server from version 1.0.14 to version 1.2r3. It also details why upgrading is mandatory if LogTag Analyzer is upgraded to version 2.2 or later.

If you are upgrading User Server from version 1.1 please contact LogTag Recorders through the support pages for more information.

## Mandatory Upgrade of the Digital Signature Suite

If you are using the LogTag® Digital Signature Suite for compliance with FDA 21 CFR 11 you **must** upgrade the User Server program to version 1.2 at the same time you upgrade the LogTag Analyzer client installations to version 2.2.

Clients running LogTag Analyzer version 2.2 **will not** be able to log in to an already installed User Server software version 1.1 or below, hence will not be able to use LogTag Analyzer until User Server is upgraded.

Please visit the Digital Signatures download page from where you originally downloaded your version or contact LogTag Recorders through the support page on the website. You will also be able to download additional information regarding the upgrade process of User Server.

To read log files created with version 1.2 User Server you will require Event Viewer 1.1. You can download this from the same page as User Server.

Once you have upgraded your User Server software to version 1.2 to enable clients using LogTag Analyzer 2.2 or later connecting to it, you **must** also upgrade LogTag Analyzer on all other client computers connected to the same User Server version.

Connecting to User Server version 1.2 with LogTag Analyzer 2.1 or earlier may initially appear to work, but can have unpredictable results, as the character encoding between the two version is not synchronised. This could potentially result in the loss of log information and therefore invalidates the integrity of the digital signatures applied to data files.

If you cannot upgrade all clients, you may run two User Server installations and connect the clients accordingly. You **may not**, however, run two User Servers from the same workstation; you may use two different workstations or virtualised servers on different sub-nets.

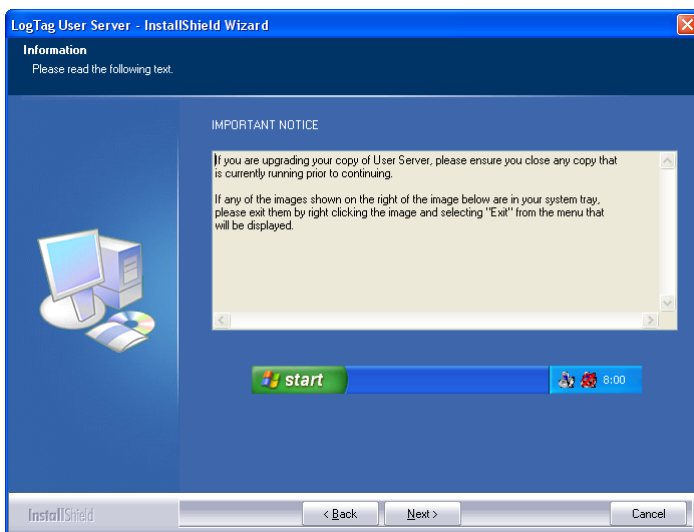
## Upgrade Specifics

Typically User Server is running on a server computer where a re-start procedure is undesirable. LogTag Recorders have therefore put significant emphasis on making sure User Server files can be upgraded without a re-start procedure being required.

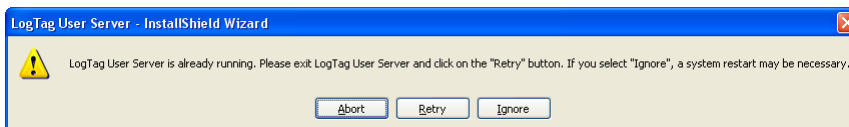
You will need to ensure User Server is not running in the background when the upgrade process is being performed.

The user database inside User Server will be transferred to the new installation. We do however recommend as a precaution regular backup copies of the LogTag Users.dat database file be kept in a safe place. The location of the file can be found in the View - Options - Server dialogue.

During the installation you will be reminded to shut down User Server. Please note if you are running User Server as a service you will not see the icon in the system tray.



If you decide to proceed you will receive a second warning informing you if User Server is still running. This will also detect a running service.



You can select **Abort**, **Retry** or **Ignore**. If you decide to ignore this message, you will need to re-boot your computer once the installer is completed.

The same mechanism applies to the Event Viewer software.

## ***Known Issues***

- The function "Keep Passwords Unique" described in the user manual is not present in the current version due to some issues in making this work consistently. It will be re-introduced in a future upgrade.
- Individual help screens can only be accessed through the general help menu
- The message displayed in LogTag Analyzer when changing a password may display an incorrect warning message if the password policy rules have not been met.