

Minor issue when updating Sage X3 Console to version 2.43 – How to avoid or correct

Author: Bertrand LETEMPLIER / Sage Global Services / X3 CoEx
Date: 06 November 2019
Version: 1.0

Issue description

When you are updating any version *before* 2.43 of Sage Safe X3 V2 Console to 2.43 version released with V11 P14 and 2019R4 / 12.0.19, you end up with **2** entries displayed for this component in *Programs & Features*, one for the previously installed version and one with the latest version.

Example on V11 P13 updated to V11 P14

Name	Publisher	Installed On	Size	Version
Sage Safe V2 Java Bridge Server - X3ERP11JAVSVR	Sage	19/10/2018		16j.223.2
Sage Safe V2 X3 WebServer - X3ERP11ADCSVR	Sage	25/10/2018		WEB.236.1
Sage Safe X3 AdxAdmin	Sage	19/10/2018		17r.145
Sage Safe X3 Management Console	Sage	19/10/2018		239.0
Sage Safe X3 Runtime Component - X3ERP11RUN	Sage	19/10/2018		R080.003
Sage Safe X3 SQL Server Component - X3ERP11SQL	Sage	19/10/2018		R090
Sage Safe X3 V2 Print Server	Sage	07/10/2019		EDT.2.18.38
Sage Syracuse - NODE0	Sage	07/10/2019		11.17
Sage X3 Application Component - X3ERP11APP	Sage	19/10/2018		V11.0
Sage X3 Documentation - X3ERP11DOCSVR	Sage	23/06/2019		Version 11.0
Sage X3 Management Console	Sage	07/10/2019		2.43.0.34

Example on 2019R3 / V12 P18 updated to 2019R4 / V12 P19

Sage Safe X3 AdxAdmin	Sage	29/06/2019		R091.146
Sage Safe X3 Management Console	Sage	29/06/2019		2.42.0.36
Sage Safe X3 Runtime Component -	Sage	29/06/2019		R091.004
Sage X3 Application Component -	Sage	29/06/2019		2018R9
Sage X3 Management Console	Sage	16/10/2019		2.43.0.34

This is an unchecked side effect of the recent components rebranding.

This has no consequence on the correct behavior of the console but may be troublesome for future updates or future uninstallation.

Uninstalling from any of the displayed entries will lead to the uninstallation of the Sage Safe X3 V2 Console component, but the *other* entry will remain, and further uninstallation from this remaining entry will fail.

How to avoid the issue *before* upgrading to 2.43

Before upgrading Sage X3 V2 Console to 2.43 version, **uninstall** the current Console component.

This will **NOT** remove all your settings, as they are stored in your local profile.

To uninstall, you must be logged with an account belonging to the local Administrators group, and you have several options to perform this operation:

- From the Windows **Programs & Features** screen do one of the following methods:
 - right-click on the line associated with the Sage Safe X3 V2 Console component and choose “Uninstall / Change” in the contextual menu;
 - the line associated with Sage Safe X3 V2 Console then click on “Uninstall / Change” in the bar above the components list;
- Or browse with Windows Explorer to the root directory of the Sage Safe X3 V2 Console, then go in Uninstall sub-directory, and launch the **uninstaller.jar** Java archive.

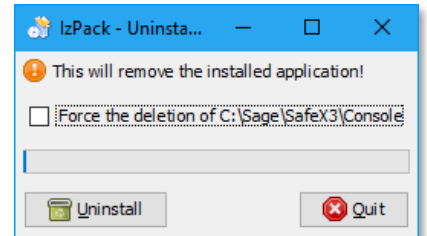
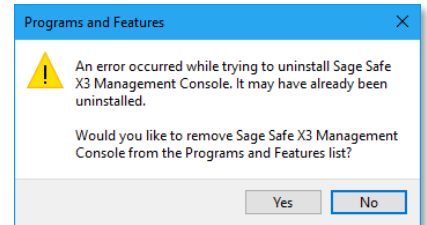
Warning: If location of Java JRE/JDK was changed since the last Sage Safe X3 V2 Console installation / update (due to an update of JRE/JDK or a JRE/JDK provider change), options 1.a and 1.b will fail with the following error, where you should answer [No].

In this case, you will have to use option 2.

Uninstallation window will show up, check the “Force the deletion of ...” checkbox only if you want to remove everything under the Console’s root directory AND the directory itself.

Click on **[Uninstall]** to launch uninstallation, that will take a few seconds.

Wait for **[Finished]** to be displayed in the progression bar to close the Uninstaller window.



How to remove the double entry when issue has occurred

If you weren't aware of this issue and performed a Sage Safe X3 V2 Console update to 2.43 without prior uninstallation of the current version, you will end with this double entry in Program & Features.

If you want to have things clean, proceed as following:

- Case A) – Java JRE or JDK was NOT changed since OLDEST Console version was installed / updated
 - **Uninstall OLD version** entry, using method 1.a or 1.b described in previous paragraph **but not method 3**. If method 1.a or 1.b fails, you are not in case A), see case B) below.
 - **Reinstall version 2.43** from its JAR IZpack installer (in fact it will still act as an update).
- Case B) – Java JRE or JDK was changed since OLDEST version was installed / updated and uninstallation of OLD version using method 1) or 2) fails
 - **Uninstall version 2.43** entry (latest one) using method 1.a, 1.b or 2;
 - **Reinstall any version between OLD version and 2.42.x version** (included) using the proper JAR IZpack installer, it should behave like an update;
 - **Then uninstall it** using method 1.a, 1.b or 2;
 - **Install version 2.43** from the its JAR IZpack installer (it will behave like a fresh installation so you will have to choose a target directory, and generally).

Double-entry after update issue correction

This issue should be solved with Safe X3 V2 Console 2.44 (and later) IZpack installer.

However, if you are in a case where you have already updated Console to 2.43 and have the double component entry in Programs and Features with an older version, you will have to apply the above correction procedure to remove this double entry using the 2.44 (or later) IZpack installer instead of 2.43.