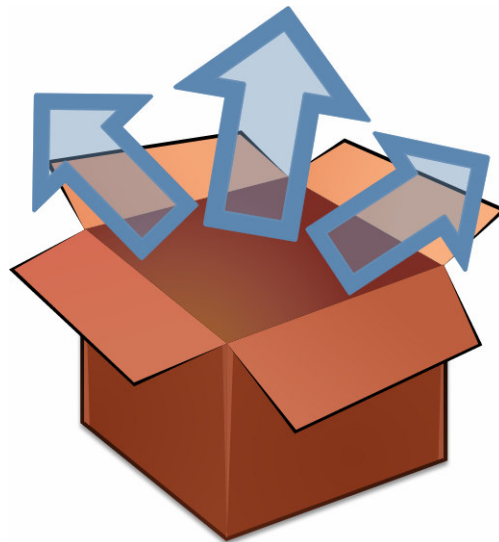




WEB

AMOEBEA Ticket System (WATS)

WebAmoeba Ticket System Upgrading



No Hassle Upgrading?

Yes, it's true! Upgrading from any version 2.x.x of WATS to a newer version is simple and easy. Previous versions had separate upgrade packages, and required manual effort where you had to poke around inside the Joomla! component folders, and some times dabble in some SQL. But no more!

How it Works

Version 2.x.x and beyond has an extra tab in the configuration called 'upgrade'. If you enable the 'upgrade route', then uninstall WATS, it leaves behind all your precious data. When you then install a later version of WATS, it checks if you are on the upgrade path automatically. If you are it will make any necessary alterations to your data structure, and install all the required files.

Checking For a Newer Version

You can check your version by either comparing the version number displayed in the 'about' area and the latest version available from www.webamoeba.co.uk. Alternatively as of 2.0.1 you can use the 'check for new version' link in the upgrade tab in the configuration.

Preparing

This is a new technology to WATS and so you should be cautious when using it. Before you begin your upgrade make a backup of all your WATS tables. You can do this using phpmyadmin (www.phpmyadmin.net), MySQL Administrator (www.mysql.com), or similar.

If you are using phpmyadmin, refer to the screenshot below. You only need to export the wats tables, see highlighted. It is also not necessary to export the structure.

Database joomdev running on localhost

Structure SQL Export Search Query

View dump (schema) of database

Export

- jos_users
- jos_usertypes
- jos_wamail_settings
- jos_wats_category
- jos_wats_groups
- jos_wats_highlight

Select All / Unselect All

SQL

LaTeX

CSV for Ms Excel data

CSV data

XML

SQL options (Documentation)

Structure

- Add 'drop table'
- Add AUTO_INCREMENT value
- Enclose table and field names with backquotes

Add into comments

Creation/Update/Check dates

Data

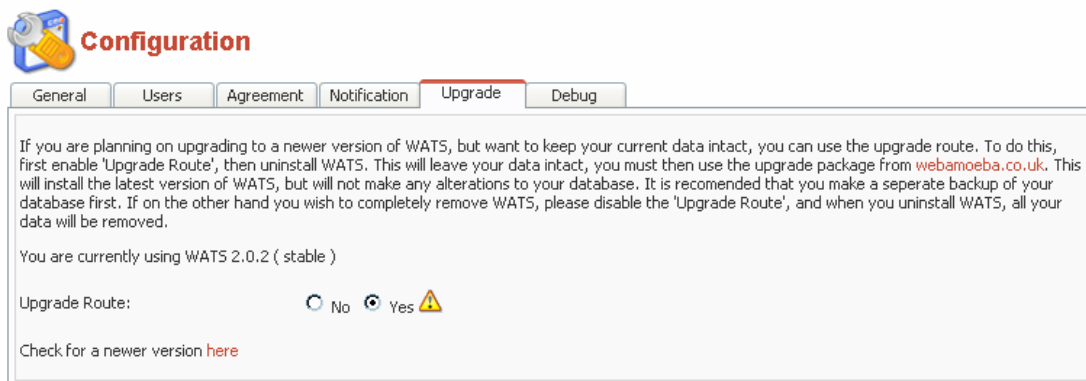
- Complete inserts
- Extended inserts
- Use delayed inserts

Export type: INSERT

You now need to enable the upgrade route in your configuration. This is what will tell the uninstall to leave the data intact, and the new install to upgrade and not overwrite. Go to your



WATS configuration and open the upgrade tab, here you can enable the upgrade route, as shown below.




Configuration

General Users Agreement Notification **Upgrade** Debug

If you are planning on upgrading to a newer version of WATS, but want to keep your current data intact, you can use the upgrade route. To do this, first enable 'Upgrade Route', then uninstall WATS. This will leave your data intact, you must then use the upgrade package from webamoeba.co.uk. This will install the latest version of WATS, but will not make any alterations to your database. It is recommended that you make a separate backup of your database first. If on the other hand you wish to completely remove WATS, please disable the 'Upgrade Route', and when you uninstall WATS, all your data will be removed.

You are currently using WATS 2.0.2 (stable)

Upgrade Route: No Yes 

Check for a newer version [here](#)

I Can't Save My Configuration


If you are using an older version of MySQL you may have found that you can't save your configuration, and so can't enable the upgrade route. Ideally I would recommend that you upgrade your MySQL version to at least 4.2.

If this is not possible, then you can use phpmyadmin (www.phpmyadmin.net), MySQL Query Browser (www.mysql.com), or similar to alter the configuration manually. Find the wats_settings table and change the value of the record named 'upgrade' to '1'.

Field	Type	Function	Null	Value
name	varchar(255)			upgrade
value	varchar(255)		<input type="checkbox"/>	1

Save Or Insert as a new row -- And -- Go back to previous page Or Insert another new row

Doing it



Once you have successfully made a backup of your WATS database and enabled the upgrade route, download the latest copy of the WATS component from www.webamoeba.co.uk. The upgrade component archive file is the same as the normal component; this makes upgrading easier, and reduces the number of confusing 'patch' type files.

Go to your Mambo or Joomla installation and login to the back end as a super administrator, go to components: install/uninstall. Uninstall your existing WATS installation; feel free to cross your fingers if you're superstitious. Assuming the uninstall goes smoothly you are now ready to install the newer version. Browse to the latest WATS component zip file, and press upload file.

Restoring After a Failure Has Occurred

If your upgrade installation fails, and you made the backups as previously explained, it is possible to return to your previous state. Simply remove any traces of WATS from your installation, ensure the upgrade route is disabled if you need to uninstall.



Using phpmyadmin (www.phpmyadmin.net), MySQL Administrator (www.mysql.com), or similar, to remove/drop any WATS tables. Then install the version of WATS that you previously had installed. This will recreate the database in its original form. To then restore your data, use the SQL, or backup file, you created when you prepared for the upgrade and either execute the SQL or follow the necessary procedure to restore from your backup.

I Want To Remove WATS Completely!

If you want to remove WATS completely, and not upgrade, and have heard about WATS leaving old data behind, don't worry. Since 2.0.0 this problem has been eradicated. Before you attempt to uninstall WATS ensure that the upgrade route is disabled in your WATS configuration.



