

Quest® Security Explorer® 9.7

Upgrade Guide

June 2017

Quest® Security Explorer® 9.7 does not require that you uninstall version 5, version 6, version 7, or version 8. You can install Security Explorer 9.7 side-by-side with all of these previous versions.

For detailed information on system and permission requirements and the installation procedure, please refer to the *Security Explorer 9.7 Installation Guide*.

Topics:

- [Licenses](#)
- [Move scheduled backup jobs](#)
- [Back up your files](#)
- [Download and install Security Explorer](#)
- [Upgrading Access Explorer](#)
- [What's new in version 9.7](#)

Licenses

For Security Explorer® 9.7, you must have a Quest® license file (.dlv) or a Site Administrator QLL license file (*.asc). Your previous licenses will not be recognized by version 9.7.

Move scheduled backup jobs

Security Explorer® version 9.x uses a different installation folder location than version 8.x, so you need to copy your scheduled backup file (BackupSavedTasks.XML) to the new installation folder after you complete the installation.

Back up your files

As with all software installations, it is recommended that you back up your files before installing the new software. The simplest way to back up your files is to navigate to the directory on the server where ® is installed. Press CTRL-A to select all files in this folder. Press CTRL-C to copy the files to the clipboard. Create a new folder and press CTRL-V to paste these files into this new backup folder.

Download and install Security Explorer

Download the latest version of Security Explorer® from the Quest® web site: <https://support.quest.com>.

The install files are contained in Security_Explorer_Setup_9.7.zip. When you unzip the file, you can access the install files by opening the Setup folder. The documentation is available in the Documentation folder.

To install Security Explorer

- Launch autorun.exe, and open the **Setup** tab.

You can access the documentation and system requirements as well. For installation instructions, see the *Security Explorer 9.7 Installation Guide*.

Upgrading Access Explorer

If you are currently using the Access Explorer feature installed with Enterprise Reporter 2.6, you need to upgrade the Access Explorer service. See [Upgrading the Access Explorer service](#). You also should upgrade any installed Access Explorer agents. See [Upgrading agents](#).

Upgrading the Access Explorer service

If you are currently using the Access Explorer feature installed with Enterprise Reporter 2.6, you need to upgrade the Access Explorer service. You also should upgrade any installed Access Explorer agents. See [Upgrading agents](#).

To upgrade the Access Explorer service

- 1 Select **Tools | Access Explorer Configuration**.
- 2 Click **Configure Access Explorer**.

A message indicates that an older version of the Access Explorer service was installed through Enterprise Reporter and asks if you want to upgrade.

- 3 Click **Yes** to upgrade the Access Explorer service.

i | **NOTE:** If you choose **No**, the message will display continue to display when you click **Configure Access Explorer** until you choose **Yes** to upgrade the service.

Upgrading agents

If you are upgrading from Enterprise Reporter 2.6, you should upgrade any installed Access Explorer agents. Once upgraded, the Security Explorer version number will display for the managed computer.

To upgrade installed Access Explorer agents

- 1 Select **Tools | Access Explorer Configuration**.
- 2 Click **Configure Access Explorer**.
- 3 Open the **Manage Computers** tab.

If an upgrade is available for an installed agent, **Upgrade Available** displays in the **Version** column next to the version number.

- 4 Select the managed computers to upgrade, and click **Upgrade**.
- 5 Click **Yes** to rescan the selected managed computers.

The Access Explorer agents are reinstalled and the managed computers are rescanned. When the process is complete, **Data available** displays in the **Data State** column and the new version number displays in the **Version** column.

What's new in version 9.7

- Refer to *What's New in Security Explorer 9.7* for details on new features.

About us

We are more than just a name

We are on a quest to make your information technology work harder for you. That is why we build community-driven software solutions that help you spend less time on IT administration and more time on business innovation. We help you modernize your data center, get you to the cloud quicker and provide the expertise, security and accessibility you need to grow your data-driven business. Combined with Quest's invitation to the global community to be a part of its innovation, and our firm commitment to ensuring customer satisfaction, we continue to deliver solutions that have a real impact on our customers today and leave a legacy we are proud of. We are challenging the status quo by transforming into a new software company. And as your partner, we work tirelessly to make sure your information technology is designed for you and by you. This is our mission, and we are in this together. Welcome to a new Quest. You are invited to Join the Innovation.

Our brand, our vision. Together.

Our logo reflects our story: innovation, community and support. An important part of this story begins with the letter Q. It is a perfect circle, representing our commitment to technological precision and strength. The space in the Q itself symbolizes our need to add the missing piece—you—to the community, to the new Quest.

Contacting Quest

For sales or other inquiries, visit www.quest.com/contact.

Technical support resources

Technical support is available to Quest customers with a valid maintenance contract and customers who have trial versions. You can access the Quest Support Portal at <https://support.quest.com>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request.
- View Knowledge Base articles.
- Sign up for product notifications.

- Download software and technical documentation.
- View how-to-videos.
- Engage in community discussions.
- Chat with support engineers online.
- View services to assist you with your product.

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Legend

 **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.

 **IMPORTANT NOTE, NOTE, TIP, MOBILE, or VIDEO:** An information icon indicates supporting information.