Updating Nintex Live Connector for Nintex Workflow 2010

Nintex Workflow 2010 v2.3 or higher now includes the Nintex Live Workflow component (formerly known as the Nintex Live Connector for Nintex Workflow). If Nintex Live Connector for Nintex Workflow 2010 has been installed, it is highly recommended that the Nintex Live Connector for Nintex Workflow 2010 is first uninstalled before updating to Nintex Workflow 2010 v2.3 or higher.

This document provides the steps that must be taken to remove the Nintex Live Connector for Nintex Workflow 2010 and install the Nintex Live Framework to enable Nintex Live Workflow.

Note: The steps provided will cause IIS to restart on each front end server, triggering a short outage.

Login to the server as a SharePoint administrator with sufficient privileges to deploy solutions and features.

Removing the Nintex Live Connector for Nintex Workflow 2010 Solution

1. Disable site collection feature on all site collections that have the **Nintex Workflow - Nintex Live Catalog** feature activated.
2. Launch **SharePoint PowerShell**.
3. Type the following command in the PowerShell and press ENTER.

```
Uninstall-NWLService
```

4. Navigate to **SharePoint Central Administration**.
5. In the Quick Launch menu, click **System Settings.** In the **Farm Management** section, click on **Manage farm solutions**.
6. Click **nintexliveconnectorfornintexworkflow2010.wsp**.
7. Click on **Retract solution** and then **OK**.
8. Click on **nintexliveconnectorfornintexworkflow2010.wsp** again and then **Remove solution**. In the confirmation dialog, click **OK**.
9. Open **Add/Remove programs** on the server and uninstall **Nintex Live Connector for Nintex Workflow 2010**.

Update to Nintex Workflow 2010 v2.3 or higher

Note: These processes will cause IIS to restart on each front end server, triggering a short outage.

You will not be able to upgrade without a valid Software Assurance or Premium Support contract in place.

To check if you have a valid Software Assurance or Premium Support contract in place, please navigate to **SharePoint Central Administration**, locate the **Nintex Workflow Management** section and click **Licensing**. If the Software Assurance or Premium Support expiry date is in the future, an upgrade is available.

1. Navigate to **Uninstall or change a program** on the server hosting Nintex Workflow 2010 and uninstall Nintex Workflow 2010 (this does not affect the products functionality).

   Warning: Do not retract the Nintex Workflow 2010 solution(s) via SharePoint administration. Retracting the solution(s) is not required and will disrupt users currently using the product.

2. Install the new Nintex Workflow 2010 MSI:
   a. Choose **Yes, add the solution SharePoint now** when prompted. The installer will attempt to upgrade the solution in SharePoint.
   b. Select the **Install Nintex Live** option. This will install the Nintex Live Framework which is required to enable the Nintex Live Workflow feature.
3. After installation, the **Solution Management** page will be displayed. Refresh the page until the **nintexlivecore.wsp**, **nintexworkflow2010.wsp** and **nintexworkflow2010enterprisefeature.wsp** solutions are listed as **Deployed**.

   Note: If the page lists the solution as **Deploying** with a timestamp, refresh the page until the solution is listed as **Deployed**. If the page says **Service Unavailable**, then IIS is restarting. Refresh the page until it displays.

   In some cases the Nintex Workflow 2010 solution may appear with an Error. This indicates that the Solution package upgrade has failed.

   To resolve: Click on the Nintex Workflow 2010 solution(s) and click **Deploy Solution**. In most cases this resolves the error and the solution should be flagged as deployed. If not, reset IIS (Start->Run->iisreset) before clicking on **Deploy Solution** again. Resetting IIS resolves this issue as it releases all locks on the application files. After deploying manually, reset IIS on each front end server.

4. A database update is required. Navigate to **SharePoint Central Administration**. In the **Quick Launch** menu, click **Nintex Workflow Management** and then **Database Setup**. If a database update is available it will be indicated in green with an option to "Update now" . Click on **Update now**.
5. Navigate to **Nintex Workflow Management** and click **Live settings**. In the **Enable Nintex Live for Nintex Workflow** section, click **Enable** and then **OK**.
6. Reset IIS (Start->Run->iisreset) on all SharePoint farm servers and restart the **SharePoint 2010 Timer**. To restart the **SharePoint 2010 Timer**:

a. Open the **Start** menu, select **Run** and enter 'Services.msc'.
b. Locate the service. Right-click on the service and select **Restart**.

7. Navigate to the site collection(s) where the **Nintex Workflow - Nintex Live Catalog** feature was previously activated and reactivate the feature again.

Note: If Nintex Workflow for Project Server 2010 is installed in the same environment, please restart the 'Microsoft Project Server Queue Service 2010' service and do a final IISreset on each server.

After any update, it is recommended that the temporary files stored by the browser are cleared so that cached JavaScript files are not used and no previous errors continue occurring.