



Upgrade Guide for PowerSchool SIS 20.x

PowerSchool Student Information Systems

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This edition applies to Release 20.4.0.0 of the PowerSchool SIS software and to all subsequent releases and modifications until otherwise indicated in new editions or updates.

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Upgrade Process

The PowerSchool Installer allows you to manage your PowerSchool deployment. It installs the database and application for a specific server, and it configures per-server settings such as database and web server ports, passwords, and file paths.

- All Core and Core2 fieldsets must be successfully migrated prior to upgrade to PowerSchool 12. PowerSchool fails to start or upgrade if Core and Core2 fieldsets are not successfully migrated.
- Your PowerSchool server must be running version 12.0.x or greater in order to upgrade to PowerSchool 20.4.0.0. PowerSchool 11.x is no longer supported.
- The latest State Reporting content at the time of release is included in the 20.x Application installers. State Reporting updates should be performed after confirmation of a successful 20.x upgrade.
- PowerSchool 20.x requires 64-bit, server class hardware using a 64-bit Windows operating system running Windows Server 2012 R2 or Windows 2016 (English Version) and an Oracle 12c database. **As of July 1, 2016, PowerSchool no longer supports Windows 2008 R2 on PowerSchool servers.**

During the upgrade process, the PowerSchool database will stop and start automatically. The time to complete the update script will vary depending on your current database size and your server specifications. The upgrade takes approximately one hour to complete with the seed data file on a system with minimum recommended specifications. Production systems will take longer according to size of the database.

Note: Stopping of services should be done through the PowerSchool Installer in the Service Management section, not through Windows Services, to ensure a successful upgrade of PowerSchool.

Note: When updating PowerSchool, use the same Windows Administrator account you used to install the Oracle database.

Note: Each time you upgrade PowerSchool, at least one data pump is generated. If the upgrade fails, and the **Cancel** or **Try Again** button is clicked on the PowerSchool Installer page, a new data pump is generated the next time the installation is attempted. In order to conserve disk space, remove unnecessary data pump files, and always be sure to have a current data pump file available as part of recovery best practices.

Environment Overview

An overview of the process of updating the PowerSchool Application and Database to PowerSchool 20.x and Oracle 12c is as follows:

- In a single-server environment, you will run the Database Installer followed by the PowerSchool Application Installer.
- In a server array environment, you will run the Database Installer on the database server, and the PowerSchool Application Installer on the Task Master node followed by all other application nodes. It is necessary to stop PowerSchool services on each application node prior to upgrading.

Upgrade to PowerSchool 20.x

Consult the Release Notes document for the version you are upgrading to locate the necessary application and database versions you need to install. The release note documents are available on PowerSource.

If required by the release, the PowerSchool Database Scripts Updater includes any updates for the database server only. Consult the release notes to determine if the PowerSchool Database Scripts Updater is necessary for the version you are installing.

Your server must be running Windows 2012 R2 or Windows 2016 prior to upgrading the PowerSchool Database and Application.

The database must be in an idle state for the install to successfully apply. Shut down PowerSchool services and ensure that no other connections are allowed to the database during installation.

IF YOU ARE PERFORMING AN UPGRADE FROM A PREVIOUS FEATURE RELEASE - the time to complete the upgrade can be substantial, depending on the version you are upgrading from, and the size of your database. PowerSchool recommends you schedule your upgrade during a time that will have the least impact to PowerSchool users.

For important information about configuring SSL for PowerSchool 11.0.1.0 or greater, see [Knowledgebase article 72483](#).

Prior to upgrade, it is recommended that you back up your data. See the *Oracle Backup and Restore Guide* for information on backing up the PowerSchool database. In addition, backup the PowerSchool data folder, and the ps3 folder (if you are using a Document Server). See the Files Not Backed Up by Oracle section of the *Oracle Backup and Restore Guide* for more information.

Server Array Upgrade

In a server array environment, the Database Scripts Updater (if required) should be executed only on the database node. However, you must stop PowerSchool services on each application node prior to upgrading the database.

Perform the upgrade on the taskmaster first, start PowerSchool on the taskmaster, then proceed with the upgrade on all other nodes.

Upgrade Paths

The PowerSchool SIS database server should be running Oracle 12.2.0.1.4.1427904 (Patch Level Oct 2018) or later before upgrading to PowerSchool SIS 20.4.0.0.

When performing an Oracle and application upgrade, upgrade the database first. The current application and database version can be located in the PowerSchool Installer on the footer of the page.

- If you are upgrading to PowerSchool SIS 20.4.0.0 from PowerSchool SIS 19.4.3+ with Oracle 12.2.0.1.4.1388545:
 - Install Database Scripts Updater 12.2.0.1.4.1427904 (Patch Level Oct 2019)
 - Install PowerSchool SIS 20.4.0.0.1427904 Application Installer

- If you are upgrading from PowerSchool SIS 12.x to PowerSchool SIS 20.4.0.0.1427904:
 - Install PowerSchool Database 12.2.0.1.4.1427904 (Patch Level Oct 2019)
 - Install PowerSchool SIS 20.4.0.0.1427904 Application Installer
- If you are upgrading from PowerSchool SIS 19.x with Oracle 12.1.0.2.0.1353985 to PowerSchool SIS 20.4.0.0.1427904:
 - Install PowerSchool Database 12.2.0.1.4.1427904 (Patch Level Oct 2019)
 - Install PowerSchool SIS 20.4.0.0.1427904 Application Installer
- If you are upgrading from PowerSchool SIS 19.x with Oracle 12.2.0.1.4.1388545 to PowerSchool SIS 20.4.0.0.1427904:
 - Install Database Scripts Updater 12.2.0.1.4.1427904 (Patch Level Oct 2019)
 - Install PowerSchool SIS 20.4.0.0.1427904 Application Installer
- If you are upgrading to Oracle 12.2.0.1.4.1427904 from Oracle 12.1.0.2.0.1353985 without an application upgrade (PowerSchool SIS 19.4.3+):

Note: You will need to be running at least PowerSchool SIS 19.4.3.0.

 - Install PowerSchool Database 12.2.0.1.4.1388545 (Patch Level Oct **2018**)
 - Uninstall ReportWorks and Re-install ReportWorks in order to install the correct APEX version
 - Install Database Scripts Updater 12.2.0.1.4.1427904 (Patch Level Oct 2019)
- If you are upgrading to Oracle 12.2.0.1.4.1427904 from Oracle 12.1.0.2.0.1353985 with a PowerSchool Version lower than PowerSchool SIS 19.4.3:
 - Install PowerSchool Database 12.2.0.1.4.1388545 (Patch Level Oct **2018**)
 - Install PowerSchool SIS 19.4.3+
 - Install Database Scripts Updater 12.2.0.1.4.1427904 (Patch Level Oct 2019)
- If you are upgrading to Oracle 12.2.0.1.4.1427904 from Oracle 12.2.0.1.4.1388545 without an application upgrade:
 - Install Database Scripts Updater 12.2.0.1.4.1427904 (Patch Level Oct 2019)

Update the PowerSchool Application and Database

1. Consult the release notes document or the PowerSchool version Downloads page on PowerSource to determine if you need the full database installer or the database scripts updater for the release you are updating to. Extract either file from PowerSource to the PowerSchool Database server desktop. If you are upgrading from a release that only requires the application installer, proceed to Step 16.

Update Database

2. If your upgrade path requires the full installation of Oracle 12.2.0.1 DB, see Oracle ODBC Configuration and Client Installation Guide for information on how to install and configure Oracle 12.2. After installing and configuring Oracle 12.2, use the following steps to update Database Scripts and the application.

Update Database Scripts

3. Double-click **PowerSchoolDatabaseJobsSetup.exe** file. The User Account Control dialog appears.
4. Click **Yes** to authorize the installation to make changes to the computer. The PowerSchool License Agreement dialog appears.
5. Review the license agreement and click **Accept**. The Apache License Agreement dialog appears.
6. Review the license agreement and click **Accept**. The Common Development and Distribution License appears.
7. Review the license agreement and click **Accept**. The PowerSchool Database Jobs Setup verification dialog appears. After checking for required files, the Continue button appears.
8. Click **Continue**. After copying and checking packages, the Continue button appears again.
9. Click **Continue** to launch the PowerSchool Installer web application in your default web browser. The Upgrade Application Content page appears.
10. By default, the **Use existing settings and skip these configuration screens** checkbox is selected.
11. Click **Next**. The Confirmation page appears. The applications currently installed are listed on the page.
12. Click **Confirm**. The upgrade installation proceeds.
13. On the Summary page, click **Done**. The **Configure Server page** appears. The database scripts update is now complete.
14. Close the PowerSchool Installer window or tab.
15. Shutdown and restart the server.

Update Application

16. Download the **PowerSchool Application Installer** from PowerSource to the PowerSchool Application server desktop and extract the file. Double-click **PowerSchoolApplicationInstallerSetup.exe** file. The User Account Control dialog appears.
Note: In a server array environment, begin the PowerSchool Application Installer workflow starting on the task master node, and then install on to each secondary node.
Note: You cannot upgrade PowerSchool applications if a database upgrade is available.
17. Click **Yes** to authorize the installation to make changes to the computer. The PowerSchool License Agreement dialog appears.

18. Review the license agreement and click **Accept**. The Apache License Agreement dialog appears.
19. Review the license agreement and click **Accept**. The Common Development and Distribution License appears.
20. Review the license agreement and click **Accept**. The PowerSchool Application Installer Setup verification dialog appears. After checking for required files, the Continue button appears.
21. Click **Continue**. After copying and checking packages, the Continue button appears again.
22. Click **Continue** to launch the PowerSchool Installer web application in your default web browser. The Upgrade Application Content page appears.

Note: If the PowerSchool Installer does not automatically launch, navigate to **Program Files > PowerSchool** and double-click **PowerSchool Installer.html**. The PowerSchool Installer launches in your default web browser.

23. By default, the **Use existing settings and skip these configuration screens** checkbox is selected. Do one of the following:
 - Keep the checkbox selected to use the existing configuration options for the server and install the upgrade.
 - Deselect the checkbox to make any necessary updates to the existing configuration data. Click **Next**. The application installer proceeds through the upgrade installation workflow. You can make changes to existing application settings or leave the existing settings intact.
24. On the Confirmation page, review the list of applications to be installed/upgraded. The items that appear on this page are dependent on the selections you made during the installation and configuration process. Click **Previous** to review the information entered. Click **Cancel** to stop the installation. Click **Confirm** to install the applications. The progress bar and status messages appear.
25. On the installation Summary page, review any additional messages and click **Done** to complete the application installation.
26. The PowerSchool and ReportWorks services will be started by default. You will need to restart the PowerSchool service multiple times for it to complete all of the schema updates.

Note: Customers using SIF must add the SIF adapter .jar file to a specified directory to complete the upgrade. For more information, see the *Installation Guide for PowerSchool 20.x*, available on PowerSource.

Update PowerSchool Image Server (If Applicable)

1. Navigate to the root folder of the Web service created on the server, such as **Program Files > Apache > [Apache folder/htdocs]**.
2. Navigate to the PowerSchool folder (**Program Files\PowerSchool**).
3. In the PowerSchool folder, navigate to **applications\components\powerschool-core-[version]\system\server\resources\web_root**.

Note: If PowerSchool is not installed on this server, copy the folder from a server with PowerSchool installed.

4. Copy the entire **images** and **scripts** directories from the Web server root folder to the **psimages** folder.
5. Repeat the process for the following folders:
 - applications\components\reporting-[country]-[state/province]-[version]\web_root\
 - applications\components\reporting-common-[version]\web_root\