Update Installation Procedures
Version 2017.2.1.0

I.   Download the ASCEND Update

a. Access the ASCEND Update files in the BankTEL Download Portal by clicking here. If you do not have access to the BankTEL Download Portal, request access by sending an email to support@banktel.com with a Subject Line of "***BankTEL Download Portal***". The BankTEL Download Portal will contain the downloadable update files for your ASCEND product.

b. Upon receiving access to the BankTEL Download Portal, proceed to download ASCEND Version 2017.2.1.0 located here. Be sure to download and save **BankTEL.Ascend.Updater.exe** in a location that is easily accessible from the ASCEND Application Server in use for your organization.

c. **Confirm that all BankTEL ASCEND Users have logged out of the BankTEL ASCEND Application.**

II.   Backing up the ASCEND Database

It is highly recommended that your BankTEL ASCEND database be backed up prior to applying any BankTEL ASCEND Application update. See the simple instructions below for locating and backing up the ASCEND Database. Refer also to the Microsoft information found here: https://msdn.microsoft.com/en-us/library/ms187510.aspx for more information.

a. From the database server that houses your ASCEND data (or the server that SQL databases are typically managed from), open the SQL Server Management Studio (***SSMS***) application. Connect to the Database Engine Instance that houses your BankTEL ASCEND Database.

b. In the Object Explorer, expand the Database Instance by choosing the expansion icon, pictured here: .

c. Expand the Databases object by clicking the + expansion icon pictured here: .

d. Right Click on the ASCEND database, and choose ***Tasks/Back Up***. Select the desired options, and execute the database backup.

III.   Updating the ASCEND Application

a. From the *Control Panel* on the BankTEL ASCEND Application Server, access *Administrative Tools*.
b. Under *Administrative Tools*, select *Internet Information Services.*
c. Under the *Connections Pane,* select *Application Pools.*
d. In the application pools page view, right click on the *ASCEND* application pool and choose **Stop**.
e. Refer to the location of the downloaded **BankTEL.Ascend.Updater.exe** file.
f. Launch the **BankTEL.Ascend.Updater.exe** *(downloaded in section I. of this document)*. The screen shown below will appear:
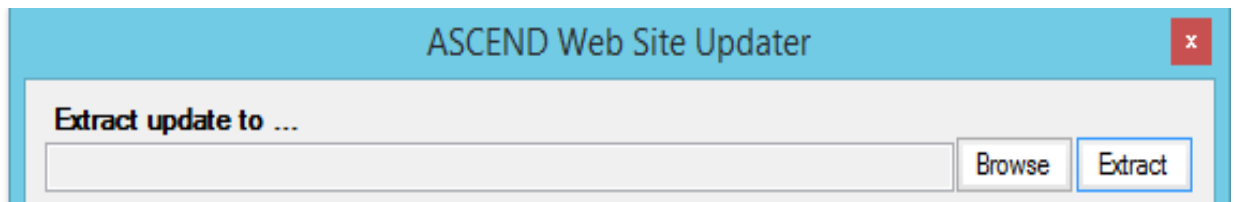

Click the Browse button and locate the **BankTELSystems/Websites/ASCEND** directory on the application server. Prior to updating the application, the BankTEL .Ascend.Updater.exe will create a backup (ASCEND_Backup) of the existing ASCEND directory. ***If you are unable to locate the BankTELSystems folder, please reach out to our Client Support department for assistance.*** When the update is complete, you will receive the prompt shown below:
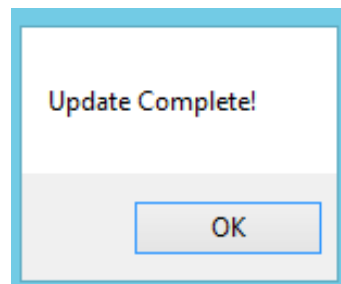
Click **Ok** to complete this portion of the update process.

g. Repeat steps *a., b., and c. in* this section.
h. In the application pools page view, right click on the *ASCEND* application pool and choose **Start**.

IV.   Login and Version Confirmation

   a.   Follow the URL to your ASCEND application (refer to your internal corporate documentation and/or existing shortcuts and favorites).

   b.   Upon logging in to ASCEND, click on the icon in the top right hand corner of the screen. The *Product Name*, *Description*, and *Product Version* should match what is shown below.

> Product Name: BankTEL ASCEND
>
> Description: BankTEL.UI.MVC
>
> Product Version: 2017.2.1.0
>
> Build Version: 2017.05.01.090542

Your BankTEL ASCEND Product Update is now complete.