

Upgrading to 1E Client



Summary

Guidance for upgrading Tachyon and other 1E agents to 1E Client. This page contains detailed steps for upgrading Tachyon Agent and a summary of considerations for upgrading other legacy agents. The 1E Client contains clients for 1E products and solutions, and their upgrade documentation should be consulted before upgrading their clients and agents.

When upgrading a 1E product or solution you should upgrade its server infrastructure first. For more information please refer to the following:

- [Nomad 7.0.100 - Upgrading Nomad](#)
- [NightWatchman Enterprise 7.2.500 - Upgrading NightWatchman Enterprise](#)
- [Shopping 5.6 - Upgrading to Shopping 5.6](#)
- [Tachyon 5.0 - Upgrading Tachyon](#)

You can use [1E Client Deployment Assistant 1.4 \(CDA\)](#) to help deploy 1E Client using Configuration Manager.

Please refer to [Reconfiguring 1E Client](#) for how to reconfigure the 1E Client after it has been deployed.

1E Client versions





If legacy Agents have been deployed as Applications in Configuration Manager, you should define supersedence on each Application that installs the new version so that it supersedes the previous versions. This is *very important* as it prevents attempts at downgrading Tachyon, Nomad, WakeUp or Shopping clients through **Application Deployment Enforcement** if there are still active deployments for the previous versions.

Supersedence is the recommended way of preventing downgrades because other methods are not guaranteed, such as disabling old deployments (may be temporarily re-enabled), or using Exclude Collections (collection memberships can change).

The following 1E agents are unaffected by Tachyon and the 1E Client, but are included in [1E Client Deployment Assistant 1.4 \(CDA\)](#) with the 1E Client:

- **PXE Everywhere**
- **1E NightWatchman Agent**
- **Web WakeUp ActiveX** add-on for Internet Explorer

The [1E Client Deployment Assistant 1.4 \(CDA\)](#) is designed to help install Windows versions of 1E Client and other 1E agents using Configuration Manager. It includes template transform files for each combination of client/agent for 32 and 64-bit platforms, and automatically creates collections and deployments in Configuration Manager, so that you only need to populate the collections.

Nomad Branch client

1E Client includes the Nomad client which is a replacement for the legacy Nomad Branch client that is installed on client computers, and on Distribution Points if Configuration Manager is used.

The client upgrade process is the same as the interactive and command-line installation processes described in [Deploying 1E Client on Windows](#).

Please refer to [Nomad 7.0.100 - Upgrading Nomad](#) for more detail about upgrading the Nomad infrastructure.

Upgrading Nomad may also require updates to existing Task Sequences. Existing Nomad Task Sequence steps will continue to work after upgrade, but it may be necessary to remove and replace them after upgrade to implement any fixes or improvements included in the new version.

1E Agent, NightWatchman and WakeUp Agents

When upgrading 1E Agent that has both WakeUp and NightWatchman enabled and you require continuity of WakeUp features, then first deploy the **1E Client** with WakeUp client module enabled, and then deploy the **1E NightWatchman Agent**.

The legacy 1E Agent installer is replaced by two new installers:

- WakeUp Agent component of legacy 1E Agent is replaced by **1E Client** (with its WakeUp client module enabled)
- NightWatchman Agent component of the legacy 1E Agent is replaced by **1E NightWatchman Agent**

The following occurs when upgrading a computer that has a legacy version of 1E Agent installed (with NightWatchman and WakeUp Agent enabled):

| | |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1E NightWatchman Agent | <p>Deploying 1E NightWatchman Agent upgrades the legacy NightWatchman Agent component and uninstalls the legacy WakeUp Agent component if installed. This process maintains the WakeUp registry, to be used by the WakeUp client module of the 1E Client if installed later.</p> <p>The 1E NightWatchman Agent can only be installed on Windows workstation OS and <i>not</i> on server OS.</p> |
| 1E Client | <p>Deploying 1E Client (with its WakeUp client module enabled) causes the legacy 1E Agent WakeUp component to be uninstalled the first time the 1E Client is started, leaving intact the NightWatchman Agent component if that was installed.</p> <p>The 1E Client (with WakeUp client module enabled) can be installed on Windows workstation OS <i>and</i> on server OS. It <i>must</i> also be installed on WakeUp Server servers, which must be upgraded to WakeUp Server 7.2.500 or later.</p> |

Please refer to the following for more detailed steps for upgrading from **1E Agent**:

- [1E Client 5.0 - Deploying 1E Client on Windows](#)
- [NightWatchman Enterprise 7.2.500 - Upgrading to 1E NightWatchman Agent 7.2.500](#)

You can use the [1E Client Deployment Assistant 1.4 \(CDA\)](#) to assist with deployment of **1E Client** and **1E NightWatchman Agent** using Configuration Manager.

Please refer to [NightWatchman Enterprise 7.2.500 - Upgrading NightWatchman Enterprise](#) for more details about upgrading the server infrastructure for **NightWatchman Enterprise** and **WakeUp Server**.

Shopping Agent

1E Client includes the Shopping client which is a replacement for the legacy Shopping Agent that is installed on client computers.

The client upgrade process is the same as the interactive and command-line installation processes described in [Deploying 1E Client on Windows](#).

Please refer to [Shopping 5.6 - Upgrading to Shopping 5.6](#) for more detail about upgrading the Shopping infrastructure.

Upgrading Tachyon Agent to 1E Client 5.0

1E Client has replaced the Tachyon Agent and now contains the Tachyon client. You can upgrade Tachyon Agent (3.x or 4.0) to 1E Client 5.0 and enable the Tachyon client features.

Please refer to [Tachyon 5.0 - Upgrading Tachyon](#) for more detail about upgrading the Tachyon infrastructure.

Upgrading Tachyon Agent on Windows

Installer properties are described in [1E Client configuration settings and installer properties](#). You can perform the upgrade on Windows computers by following the same process as [Deploying 1E Client on Windows](#).



The following is important if you are upgrading Tachyon Agents **from version 3.2 or earlier** to version 3.3 or later, or to 1E Client.

Each Tachyon Agent determines a unique identifier (GUID) for the device that they run on. From Tachyon version 3.3 the way that the identifiers are determined has changed to be consistent with other 1E products. As a result, when upgrading the Tachyon Agents from version 3.2 or earlier to version 3.3 or later, Tachyon will create new Tachyon Agent entries on the Tachyon Server and will not remove the old Tachyon Agent entries. The old Tachyon Agent entries will appear in Tachyon Explorer as offline, and upgraded Agents will appear as duplicates and online. The old Agents will naturally disappear according to the inactive days setting. It may be the case that Tachyon will temporarily indicate that your license has been exceeded, because of the duplicate Agents, but in this instance the indication may safely be ignored.

You can do either of the following:

- Allow the offline Agent device entries to naturally disappear after the defined number of days from the day they were upgraded. For Tachyon 5.0 and earlier the default is 90 days. For Tachyon 5.1 and later the default is 99.
- Reduce the number of days by editing the `RemoveDeviceAfterInactiveDays` value in `C:\Program Files\1E\Tachyon\Coordinator\Tachyon.Server.Coordinator.exe.config` then restart the 1E Tachyon Coordinator service. You will then only need to wait for the changed days before the offline devices disappear. This will also make devices that are inactive for any other reason disappear sooner.



When you have completed your Tachyon Agent upgrade deployment then you must change this back to the default.

These options will not have any effect on a device's ability to receive and run instructions when it is next online.

Upgrading Tachyon Agent on macOS computers

For macOS, Tachyon Agents can be upgraded by re-running the installation of the new package, as described in the [Deploying 1E Client on macOS](#).

| Tachyon Agent folder | File |
|---------------------------------------------------------|---------------------------|
| /Library/Application Support/1E/Tachyon/Agent/.sslcerts | cacert.pem Tachyon.pfx |
| /Library/Application Support/1E/Tachyon/Agent/DBs | Inventory.dat |
| /Library/Application Support/1E/Tachyon/Agent | Tachyon.Agent.conf |
| /Library/Application Support/1E/Tachyon/Agent/Persist | * |
| /Library/Logs | Tachyon.Agent.log |

| 1E Client folder | File |
|--------------------------------------------------------|---------------------------|
| /Library/Application Support/1E/Client/Agent/.sslcerts | cacert.pem Tachyon.pfx |
| /Library/Application Support/1E/Client/Agent/DBs | Inventory.dat |
| /Library/Application Support/1E/Client/Agent | 1E.Client.conf |
| /Library/Application Support/1E/Client/Agent/Persist | * |
| /Library/Logs | 1E.Client.log |

Upgrading Tachyon Agent on other non-Windows devices

Upgrades for non-Windows Tachyon Agents, other than the Mac version, are not directly supported. You must first uninstall the Tachyon Agent and then install the 1E Client:

- [Deploying 1E Client on non-Windows: Uninstalling 1E Client](#)
- [Deploying 1E Client on non-Windows: Deploying on non-Windows platforms](#)



Backup first!

Before uninstallation of a non-Windows Tachyon Agent, make a backup of the following:

- Log files
- Persistent storage files
- **Tachyon.Agent.conf**
 - Keep a copy of this file if you have made post-installation modifications that need to be re-applied post-upgrade. These will have to be merged with the new **1E.Client.conf** file laid down during installation
- The Tachyon Agent SSL certificate files:
 - Copy the **cacert.pem** and **Tachyon.pfx** files to a secure location prior to uninstallation so that they can be moved back to their previous locations after installing the new 1E Client.



File Locations

| Directory | Tachyon Agent | 1E Client |
|---------------------------------|--------------------|----------------|
| /etc/1E/Tachyon/Agent/.sslcerts | cacert.pem | cacert.pem |
| | Tachyon.pfx | Tachyon.pfx |
| /etc/1E/Tachyon/Agent/DBs | Inventory.dat | Inventory.dat |
| /etc/1E/Tachyon/Agent | Tachyon.Agent.conf | 1E.Client.conf |
| /etc/1E/Tachyon/Agent/Persist | * | * |
| /var/log/1E/Tachyon | Tachyon.Agent.log | 1E.Client.log |