



## Upgrading from a previous version of ChoiceMail Enterprise

Download the installer to the computer that is running CME from the link you were given. If you subscribed to our annual maintenance plan – all new versions are free of charge. Otherwise please specify that you would like to upgrade and let us know how to contact you.

- 1) Open the ChoiceMail Enterprise Control Panel
- 2) Stop **Both** services (CME and SMTP)
- 3) Exit the Control Panel
- 4) Double click on the Installer
- 5) Follow the installation wizard to the finish
- 6) Restart services

### Special notes for Windows NT 4

Sometimes services are not installed correctly by the ChoiceMail Enterprise Installer in which case the Control Panel will not open after the upgrade. If this happens for any reason you must perform the following steps:

- 1) Go to the folder where ChoiceMail Enterprise is installed (the default is c:\program files\digiportal software\cm enterprise\).
- 2) Double click on a file called uninstallsvc.cmd. You can ignore any errors that might be displayed. (Note that the .cmd file extension might not be visible on your system)
- 3) Similarly, double-click on a file called installsvc.cmd, also ignoring any errors.
- 4) Restart the services

### Using ChoiceMail on the same machine as Exchange 5.5

When installing ChoiceMail Enterprise on the same computer as Exchange, it's necessary to change a port setting. Unfortunately, the port change cannot be handled through the user interface in Exchange 5.5.

To change the port manually, use Notepad to open the file called:  
c:\Winnt\system32\drivers\etc\services

Look for the entry that corresponds to port 25 (SMTP) and change that to 26, then save that file using the same name and restart the Exchange service for changes to apply.