

PostgreSQL Upgrade Guide for All-in-one Gateway (Replacement Server)

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1. Preparation

1. Provide a replacement server with:
 - a. Identical OS version and network connectivity as the production server.
 - b. Sufficient storage capacity.
2. Update DNS TTL (Time-to-Live): Lower the DNS TTL to reduce DNS cache propagation delays. (e.g., from 24 hours to 5 minutes)

2. Backup

1. **Database Backup:** Navigate to System → Maintenance → Backup Now in the web console, and backup the database.
2. **Archive Configurations and artifacts:** Collect all modified/added files in the installation directory. (The default path is C:\Program Files\Splashtop\Splashtop Remote\Splashtop Gateway\)

Tips

- Including but not limited to:
 - {InstallDir}\Splashtop Gateway\Backup Schedule\...
 - {InstallDir}\Splashtop Gateway\sessionrecording\...
 - {InstallDir}\Splashtop Gateway\pref_policy_lic.json
 - {InstallDir}\Splashtop Gateway\websocketrelay.yaml
- Skip if no customized configurations or artifacts.

3. **Stop Service:** Stop the Splashtop® Gateway Service.
4. **Update DNS Record:** Replace the existing IP address with the replacement server's IP address.

NOTE If there is no domain name for Gateway, you should change the Gateway URL in Team Settings after restoration and redeploy the Streamers.

3. Installation and Restoration

1. **Fresh install:** Install the new Gateway on the replacement server, and choose to restore during the OOBE setup.

Note: PostgreSQL upgrade supported from Gateway v3.36.0.

2. **Restore Configurations and artifacts:** Restore archived configuration files and artifacts to the installation directory.

NOTE Skip if no customized configurations or artifacts.

3. **Start Service:** Start the Splashtop® Gateway Service on the replacement server.
4. **Activate License:** Navigate to System → License in the web console, and import the license.
5. **Import Certificate (Optional):** Navigate to System → Security in the web console, and import the SSL certificate.
6. **Clear DNS Cache:** Clear the DNS cache on the Streamer server if necessary.
7. **Restart Streamers:** Restart the Streamers to update the latest configurations.

4. Validation

1. Confirm the PostgreSQL version: Right-click the *{InstallDir}\Splashtop Gateway\pgsql\bin\postgres.exe*, and navigate to *Properties > Details* to check the *Product version* field.
 - a. **NOTE** PostgreSQL will be upgraded to v16.9 after the successful execution.
2. Confirm Gateway web console accessibility.
3. Check the Streamer connections.
4. PostgreSQL will be successfully installed if nothing is incorrect. For critical errors, execute the rollback procedure below:

Rollback Procedure

1. Uninstall the Gateway from the replacement server.
2. Rollback DNS record: Replace the replacement server's IP address with the original IP address.
3. Restart the Splashtop® Gateway Service on the original server.
4. Check the Gateway web console accessibility and Streamer connections.