

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

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## 1. Preparation

1. Create a snapshot if the Gateway installed in VMware or AWS (Amazon Web Services).

## 2. Backup

1. **Database Backup:** Navigate to System → Maintenance → Backup Now in the web console, and backup the database.
  - a. **IMPORTANT** Manually copy the backup file to a secure place to prevent it from being deleted during uninstallation.
2. **Archive Configurations and Artifacts:** Manually copy all modified/added files in the installation directory to prevent them from being deleted during uninstallation. (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. **Uninstall App:** Uninstall the Splashtop Gateway.

## 3. Installation and Restoration

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

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. **Restart Streamers:** Restart the Streamers to update the latest configurations.

#### 4. Validation

1. Confirm the PostgreSQL version: Right-click the *{InstallDir}\Splashtop Gateway\postgre\bin\postgres.exe*, and navigate to *Properties > Details* to check the *Product version* field.

a. **NOTE** PostgreSQL will be upgraded to v16.10 or higher 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 for Physical Machine**

1. Uninstall the new Gateway from the server.
2. Install the original version of Gateway on the server, and choose to restore during the OOB setup.
3. Restore archived configuration files and artifacts to the installation directory.
4. Start the Splashtop® Gateway Service.
5. Activate the license.
6. Check the Gateway web console accessibility and Streamer connections.

##### **Rollback Procedure for VMware or AWS**

1. Restore the VMware or AWS snapshot.
2. Check the Gateway web console accessibility and Streamer connections.