

Upgrading Enterprise System Manager 2.4 or Older Version to ESM 3.0

To upgrade Enterprise System Manager (ESM) 2.4 or older versions to ESM 3.0, you should first upgrade to ESM 2.6, and then install ESM 3.0.

If you have already tried to upgrade ESM 2.4 directly to 3.0 and it has failed, complete the following steps:

1. Close the installer.
2. Verify that ESM services and processes are shut down.
3. Check **logfile-installer** for "GhostMigrations: These migrations are in the database but not on disk: [legacy: initial_0001] [report: initial_0001] ..." If you see that message, complete the following steps:
 - a) Open a command prompt as an administrator.
 - b) In Windows, cd to **C:\exacqVisionEsm\EnterpriseSystemManager**.
In Linux, open **/usr/local/exacq/esm**.
 - c) In Windows, run **enterprisesystemmanager.exe shell**.
In Linux, run **sudo ./enterprisesystemmanager shell**.
 - d) Enter:

```
from south.models import MigrationHistory
```
 - e) Enter:

```
MigrationHistory.objects.filter(migration='initial_0001').update(migration='m_0001_initial')
```
 - f) Enter:

```
import sys
```

g) Enter:
`sys.exit()`

4. In Windows, check **logfile-installer** for "Neither Pillow nor PIL could be imported: No module named Image." If you see that message, delete **PIL_imaging.pyd** and **PIL.imaginggft.pyd**, both normally located at C:\exacqVisionESM\EnterpriseSystemManager.
5. Run the ESM 3.0 installer again.