

VeraLab™ Server
Computer Lab Management Suite

Installation and Upgrade Guide

Release 26.2 for Microsoft Windows
Standard and Enterprise Edition
with Booking App Option

November 2026

VeraLab Server Installation and Upgrade Guide, Release 26.2.x for Microsoft Windows

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- Did you find any errors?
- Is the information clearly presented?
- Do you need more information? If so, where?
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If you find any errors or have any other suggestions for improvement, please indicate the document title and part number, and the chapter, section, and page number (if available). You can send comments to us in the following ways:

- Electronic mail: **support@veralab.com**
- Postal service:

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If you would like a reply, please give your name, address, telephone number, and electronic mail address.

If you have problems with the software, please contact VeraLab Technical Support.

Preface

This manual is your primary source of introduction, preinstallation, installation, and postinstallation information for using the VeraLab Computer Lab Management Suite. This version comes with an optional Booking App module (requires an additional license).

This preface introduces you to the VeraLab Installation and Upgrade Guide, discussing the intended audience, structure, and conventions of this document. A list of related VeraLab documents is also provided.

This preface contains these topics:

- Audience
- Organization
- Related Documentation
- Conventions

Audience

The VeraLab Server Installation and Upgrade Guide for Windows is necessary for anyone installing, configuring, upgrading, or administering the VeraLab Computer Lab Management Suite.

This guide is intended for Computer Lab Managers, Administrators, Technicians, and other lab personnel who perform the following tasks:

- Manage computer lab facility and personnel
- Perform system installation, administration, upgrades, and setup

To use this document, you need one of the following installed and tested on your computer system: Windows 8.1, Windows 10/11, Windows Server 2016, Windows Server 2019, Windows Server 2022, or Windows Server 2025.

Organization

This guide contains the following chapters:

Chapter 1, “Preinstallation Requirements”

This chapter describes preinstallation requirements, third-party software, and operating system requirements for the VeraLab system for Windows.

Chapter 2, “VeraLab Installation”

This chapter describes how to install and uninstall the VeraLab system for Windows.

Chapter 3, “Postinstallation Configuration”

This chapter identifies postinstallation configuration tasks. Where appropriate, it references other guides for procedures on performing these configuration tasks.

Chapter 4, “VeraLab Upgrade”

This chapter identifies product upgrade tasks, including what to prepare before an upgrade to 26.2 and what to check afterward. Where appropriate, it references other guides for procedures on performing these configuration tasks.

Related Documentation

This guide is part of a set for computer lab personnel using the VeraLab Computer Lab Management Suite. The other guides in the set are:

- *VeraLab Administrator's Guide*
- *VeraLab User's Guide*
- *VeraLab Client Installation Guide*
- *VeraLab Booking App Guide*

To download free release notes, installation documentation, white papers, or other collateral, please visit www.veralab.com.

Conventions

This section describes the conventions used in the text of this documentation set. We use various conventions to help you more quickly identify special terms. The following table describes those conventions and provides examples of their use.

Convention	Meaning	Example
Bold	Bold typeface indicates screen elements, such as elements of forms or menu items.	Select the **Available** checkbox.
Italics	Italic typeface indicates book titles or emphasis.	*You can not make currently used workstations unavailable.*
Bold Italics	Bold and italic typeface indicates screen names and areas.	The screen changes to ***Dashboard***.
< >	Angle brackets enclose variables or optional items.	The Dashboard `<counter_name>` page appears for that counter.

1 Preinstallation Requirements

This chapter guides you through the VeraLab preinstallation procedures. It covers the following topics:

- System Requirements
- Third-Party Software

> **Note** VeraLab uses a year-based version number. Release 26.2 is the second VeraLab release of 2026. Earlier version numbers referenced in this guide (for example, 8.1 and 9.3) follow the previous numbering scheme.

System Requirements

Software Requirements for VeraLab Server

The following table shows the supported software environment.

Requirement	Value
System Architecture	64-bit
Operating System	VeraLab for Windows is supported on the following operating systems: ▪ Windows 8.1, Windows 10/11. ▪ Windows Server 2016. ▪ Windows Server 2019. ▪ Windows Server 2022. ▪ Windows Server 2025.
Network Protocol	TCP/IP TCP/IP with SSL

Hardware Requirements for VeraLab Server

The following hardware components are required for VeraLab Server:

- RAM: 2 GB minimum, 4 GB recommended.
- Virtual memory: double the amount of RAM.
- Hard disk space: 300 MB minimum for custom installation (without database), 500 MB minimum for full installation, 1 GB recommended.
- Processor: 700 MHz minimum, 2 GHz recommended.
- Video adapter: 256 color.

Verifying Hardware Requirements

To ensure that the system meets these requirements, follow these steps:

1. Determine the physical RAM size. For a computer using Windows 10, for example, open the Windows **Start** menu, click the **Settings** icon or start typing *About your PC*, and click the option to open it when it appears. In the **Device Specifications** section, your total RAM capacity is displayed next to **Installed RAM**. If the size of the physical RAM installed in the system is less than the required size, you must install more memory before continuing.
2. Determine the amount of free disk space on the system. For a computer using Windows 10, for example, open the Windows **Start** menu, click the **Settings** icon or start typing *About your PC*, and click the option to open it when it appears. In the **Storage** section, your used and free disk space is displayed.

Third-Party Software

Web Browser Support

VeraLab 26.2 needs Chrome or Edge 111, Firefox 121, or Safari 16.4 (iOS and iPadOS 16.4), or later. This applies to every computer that opens VeraLab pages, including kiosks and lobby screens that show the Student Portal.

> **Important** The browser requirement is new in 26.2. If you are upgrading, check kiosks and lobby screens before you upgrade; an older browser will not display the redesigned pages correctly.

Although it is not required, VeraLab recommends using the latest service packs for security purposes.

Database and Application Server

We bundle Apache Tomcat 11.0.29 as the J2EE application server, an embedded Java runtime (JDK 25 LTS, 25.0.5.1), and PostgreSQL 18.7 for your convenience. You have the option not to install PostgreSQL as part of the installation process. Instead, you can use your own copy of the PostgreSQL database server. The current version of VeraLab has been tested and certified with PostgreSQL 14 and higher.

> **Note** VeraLab 9.3 and higher comes bundled with the optional Booking module. New installations will have the Booking module feature unlocked as part of a 30-day trial. Upgrades from earlier versions of VeraLab will require a new license to be purchased before this feature can be enabled. For existing customers with a Booking App license, VeraLab 9.3 and the Booking module embedded in it will replace the older Booking App add-on.

2 VeraLab Installation

This chapter guides you through the VeraLab installation procedures. It covers the following topics:

- Installing VeraLab
- Uninstalling VeraLab Components and Services

Installing VeraLab

You can download the VeraLab software from the VeraLab Web site. This section describes how to install VeraLab from the hard disk.

> **Important** Starting with version 8.1, the VeraLab installation file comprises both Standard and Enterprise editions. When upgrading from previous versions (8.0.1 and below), VeraLab is automatically upgraded to Standard Edition. VeraLab Enterprise Edition (EE) allows you to configure multiple departments/labs within the same organization, and it must be enabled using a special license key. There are no additional steps related to installing Enterprise Edition; however, we recommend that your VeraLab server is deployed in a campus central data center where it can allow connections from multiple labs on campus. Please contact **sales@veralab.com** for details on how to purchase a new license and unlock VeraLab EE.
>
> **Important** Starting with version 9.3, VeraLab includes a new built-in Booking module. The Booking module can be used for effective planning and resource allocation. It allows users to reserve workstations and rooms in advance, minimizing scheduling conflicts and equipment downtime. The Booking module also provides the ability to generate reports on computer and room utilization, which helps monitor resource usage and optimize allocation. New customers can try out the Booking module as part of the trial version. Existing customers can contact **sales@veralab.com** and request a test license.

Before You Install VeraLab

Perform the following tasks before installing VeraLab Server:

1. Review and satisfy applicable system and component requirements in Chapter 1, “Preinstallation Requirements.” Review our FAQ page: `https://veralab.com/faq.jsp`.
2. Log on as a member of the Administrators group to the computer on which to install VeraLab components. Log on as a member of the Domain Administrators group if you are installing on a Primary Domain Controller (PDC) or a Backup Domain Controller (BDC).
3. Back up any databases that are currently installed on the node.
4. Verify that ports 8080 and 8443 (for SSL) are available and no other application is using them. For example, to check if port 8080 is busy, run `telnet localhost 8080` from a command prompt on the server. If you get a blank screen, something else is using that port.

Downloading VeraLab Software from the Web Site

To download the installation files:

1. Use any browser to access the software download page: `https://www.veralab.com/downloads_vl.jsp`.
2. Select a file system with enough free space to store and expand the files. On the file system that you just selected, create a temporary directory.
3. Download the executable file to the directory that you just created.
4. If you are upgrading from a previous version, go to the VeraLab Upgrade chapter of this guide.

Installing VeraLab Software

Run the downloaded executable file and install the software, as follows:

Screen	Recommended Action
Welcome to the VeraLab Server Setup Wizard	Click **Next**.
License Agreement	Read the License Agreement and select the **I accept the agreement** radio button. Click **Next**.
Select Destination Location	You can accept the default value (recommended) or select a different directory. Click **Next**.
Select Components	Select **Full Installation** or **Custom Installation** from the drop-down list. Click the **PostgreSQL Server 18** checkbox to select or deselect the database component. Select the **Demo Data** checkbox for test / non-production installations. Starting with VeraLab 26.2, Demo Data holds a full recent year of realistic campus activity, with floor plans, bookings, schedules, and software use, in place of the old 2012 records. The reports, dashboards, and AI Insights have meaningful data to explore when you evaluate VeraLab or train new employees. Select **Booking Web Application** if you purchased a license. Click **Next**.
Select VeraLab Edition	This selection is available for fresh installations of VeraLab versions 8.1 and higher. Standard Edition is the preferred option for single-lab environments. If you are installing VeraLab in a campus data center and plan to connect multiple labs, you might benefit more from the Enterprise Edition option. **Note:** Once Enterprise Edition is configured, it cannot be converted back to Standard Edition. However, Standard Edition can be converted/upgraded to Enterprise Edition at a later time. Click **Next**.
Select Sign-In Mode	Select **Mixed Mode** if you are evaluating the VeraLab product or you have an environment with both self-service (or LDAP/MSAD integrated) workstation sign-in and assign workstations to students via counters. Select **Self-Service Mode** if you have only self-service sign-in directly at client workstations via MSAD or LDAP. Select **Counter Mode** if you assign students to workstations only via counters. **Note:** You can switch to a different sign-in mode after installation using application Settings. See the *Administrator's Guide* for details. Click **Next**.
Select Start Menu Folder	Accept the default value (recommended) or type in a custom name. Click **Next**.
Ready to Install	Review the information displayed, then click **Install**. The installation may take several minutes.
Completing the VeraLab Server Setup Wizard	Select the components you wish to start automatically upon completion. Click **Finish**.

Installing VeraLab Software in a Multi-Node Environment

When installing the VeraLab application in a multi-node environment, or in a single-node environment with a pre-installed PostgreSQL database, additional manual setup is required. Please verify that the following prerequisites are met before running the installation.

> **Note** The steps below have been certified for PostgreSQL versions 9.3 and higher.

1. PostgreSQL software is installed either on the same server that is running the VeraLab application or on a separate server box (if using multi-node architecture). It is not required to configure the database. By default, the VeraLab application uses a database named `veralab`. If you prefer to create the database manually, we recommend giving it the `veralab` name.
2. Connectivity from the VeraLab server to the PostgreSQL server is open. Please make sure that there is no firewall or ACL rule blocking access to the PostgreSQL database. By default, PostgreSQL uses TCP port 5432.
3. Create a VeraLab user account in the existing instance of PostgreSQL. That user will own the database objects required for the VeraLab product to function. When VeraLab is installed in a distributed environment with a database configured on another server, the `veralab` user (the owner of the `veralab` database) must have permissions for external connections by editing the `pg_hba.conf` file. See the PostgreSQL reference for details: `https://www.postgresql.org/docs/current/static/auth-pg-hba-conf.html`.

To create the database user for VeraLab, run the following command from the PostgreSQL prompt:

```
create user veralab with createdb password 'veralab';
```

Once the above prerequisites are ready, you can continue installing the VeraLab application. Start the installer by running the `veralab_server_setup.exe` file and follow the steps below.

Screen	Recommended Action
Welcome to the VeraLab Server Setup Wizard	Click **Next**.
License Agreement	Read the License Agreement and select the **I accept the agreement** radio button. Click **Next**.
Select Destination Location	You can accept the default value (recommended) or select a different directory. Click **Next**.
Select Components	Select **Custom Installation** from the drop-down list. Uncheck the **PostgreSQL Server 18** checkbox to deselect the database component. Click **Next**. If you have PostgreSQL already installed on the same server where you are installing VeraLab, you will see a **Components Exist** notification. Click **Yes** to continue.
Select Sign-In Mode	Select **Mixed Mode** if you are evaluating the VeraLab product or you have an environment with both self-service (or LDAP/MSAD integrated) workstation sign-in and assign workstations to students via counters. Select **Self-Service Mode** if you have only self-service sign-in directly at client workstations via MSAD or LDAP.

Screen	Recommended Action
	Select **Counter Mode** if you assign students to workstations only via counters. **Note:** You can switch to a different sign-in mode after installation using application Settings. See the *Administrator's Guide* for details. Click **Next**.
Select Start Menu Folder	Accept the default value (recommended) or type in a custom name. Click **Next**.
Ready to Install	Review the information displayed, then click **Install**. The installation may take several minutes.
Completing the VeraLab Server Setup Wizard	Select the **Start Page** component to start automatically upon completion and deselect **Launch VeraLab**. **Note:** You will need to follow the manual setup below to complete configuration with the PostgreSQL database before running the VeraLab application. Click **Finish**.

Modify Configuration Files

To complete VeraLab configuration with a pre-installed PostgreSQL database, do the following.

1. `C:\Veralab\tomcat\webapps\veralab\WEB-INF\sql\postgresql\settings.bat`

A sample file looks like this:

```
echo off
set DB_HOST=127.0.0.1
set DB_PORT=5432
set DB_NAME=veralab
set DB_USER=veralab
set DB_USER_PASSWORD=veralab
set DB_SUPERUSER=postgres
set DB_SUPERUSER_PASSWORD=root
set POSTGRES_PATH=..\..\..\..\make\win_files\pgsql_x64\bin
if exist "%POSTGRES_PATH%\psql.exe" goto notPostgres
set POSTGRES_PATH=..\..\..\..\..\pgsql\bin
:notPostgres
set PGPASSWORD=%DB_USER_PASSWORD%
set PGOPTIONS=--client-min-messages=warning
```

Update the `DB_USER`, `DB_USER_PASSWORD`, `DB_NAME`, `DB_HOST`, and `DB_PORT` parameter values according to your configured PostgreSQL database environment. We recommend keeping the `DB_USER` and `DB_NAME` values at their defaults.

The `DB_SUPERUSER` and `DB_SUPERUSER_PASSWORD` parameter values can be changed if you have another superuser configured in your database, or you can use the default values. These parameters are used in two cases:

- During database uninstallation, to disable all user connections.
- To enable the `citext` module. The `citext` module provides a case-insensitive character string type, `citext`.

2. `C:\Veralab\tomcat\webapps\veralab\WEB-INF\db.properties`

A sample file looks like this:

```
torque.dsfactory.maindb.pool.jdbcUrl=jdbc:postgresql://127.0.0.1:5432/veralab
```

```
torque.dsfactory.maindb.pool.username=veralab
torque.dsfactory.maindb.pool.password=veralab
```

If the PostgreSQL database is installed on a separate box, update the `127.0.0.1` and `5432` values in the first line to reflect the real values. Update the database user name and password to match the owner (`veralab` user) of the `veralab` database on your PostgreSQL server.

After updating and saving the above files, run the following commands:

```
cd c:\Veralab\tomcat\webapps\veralab\WEB-INF\sql\postgresql\
create-pgsql-db.bat
app-data-init.bat
```

- `create-pgsql-db.bat` — optional step. If the database has not been created yet, this script will create the `veralab` database.
- `app-data-init.bat` — required script. This script initializes all metadata.

VeraLab is now configured. You can start the VeraLab Tomcat Service and proceed to the login page.

Connecting to VeraLab

After installation, by default a new browser window opens a Start Page. Please wait a couple of minutes for the Windows Services to initialize. Once all services are started, you will see a new icon with the letters “VL” in the system tray.

To start using the VeraLab Computer Lab Management Suite, open a browser and go to the VeraLab login page:

```
https://127.0.0.1:8443/veralab
```

> **Note** When using an HTTPS connection, you will see a warning page “Certificate Error: Navigation Blocked” or similar, depending on your browser type and version. Click “Continue to this website (not recommended)” to continue to the login page. To avoid the SSL error message, you will need to purchase a certificate from an SSL authority or use a non-secure connection, `http://127.0.0.1:8080/veralab`. Visit the www.veralab.com FAQ page for more articles on how to configure SSL and other useful tips.

After the first installation, you will see an informational page. Starting with VeraLab 26.2, this page has the new design.

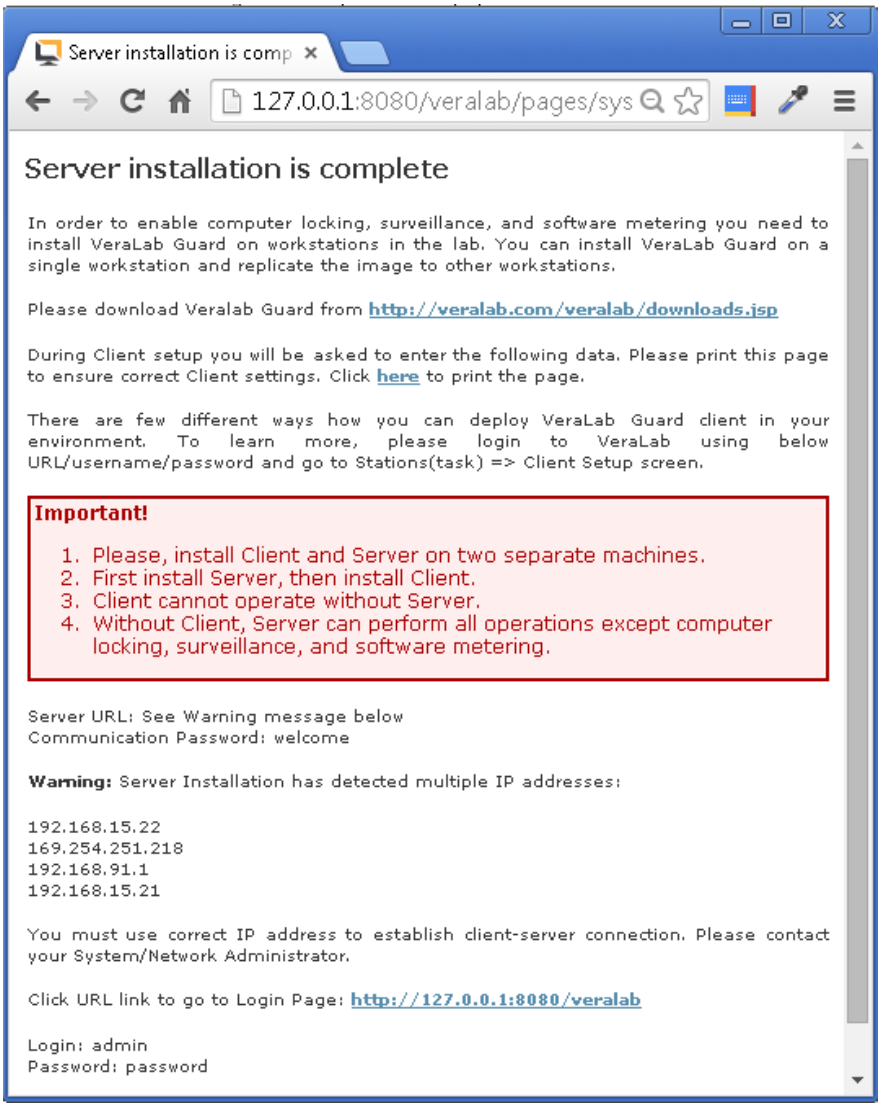


Figure 2-1. Server installation is complete — record the Server URL and Communication Password shown here.

26.2 screenshot pending — this image shows the page as it looked before 26.2.

The default username and password are:

- username: `admin`
- password: `password`

Click the `http://127.0.0.1:8080/veralab` link to open the login screen.

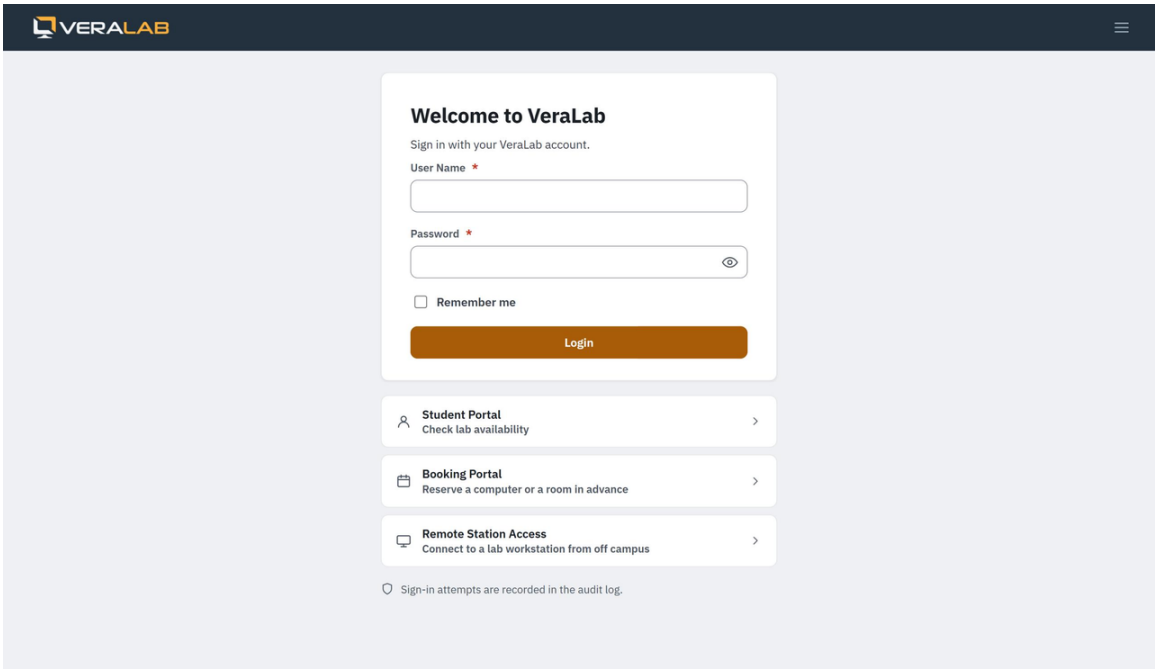


Figure 2-2. The Welcome to VeraLab login screen.

Note Starting with VeraLab 26.2, the login page has a **Booking Portal** tile. Tiles for the **Student Portal** and **Remote Station Access** appear only when those features are turned on.

Note For more information, refer to the *Administrator's Guide* and *User's Guide*.

Note After the server is installed, deploy the VeraLab client to your workstations. Beginning with release 26.1, a single unified client installer replaces the separate Standard, LDAP, and Novell installers; how each workstation signs in (Standard, LDAP, or NetWare mode) is controlled centrally from the server using the **Client Modes** task in **Setup**. Server-controlled mode switching requires VeraLab client 26.1 or later. For client installation and deployment steps, refer to the *VeraLab Client Installation Guide*.

Uninstalling VeraLab Components and Services

To uninstall the VeraLab Computer Lab Management Suite and all of its components:

1. Log on as a member of the Administrators group to the computer on which you installed the VeraLab Server components.
2. Go to **Start → Control Panel → Add or Remove Programs**, and select **VeraLab Server**.
3. Click **Remove**.

> **Note** The installation directory (default is `C:\Veralab`) and the underlying PostgreSQL database files are not removed automatically upon completion. It is safe to remove them manually. If you are uninstalling and re-installing VeraLab as a single-box installation from scratch, it is recommended to remove the `C:\Veralab` directory before the next fresh installation. Upgrades should be performed on top of the existing installation; no uninstallation or other manual steps are usually required (unless instructed by VeraLab Support).

3 Postinstallation Configuration

This chapter guides you through the VeraLab postinstallation procedures. It covers the following topics:

- Reviewing Installed Components
- Using VeraLab Server Manager
- Admin Account
- Activating Enterprise Edition

Reviewing Installed Components

VeraLab installs and configures the following Windows services:

- VeraLab Apache Tomcat
- pgsql

These services are configured for Automatic startup type. You may want to change them to Manual if required.

To view services and their status, go to **Start → Control Panel → Administrative Tools → Services**.

By default, the VeraLab Apache Tomcat service is configured to listen on TCP port 8443 (HTTPS) and 8080 (HTTP). If for any reason the default VeraLab ports are already used by some other software on your system, you can change the ports either from VeraLab Server Manager or in the following file:

```
%VERALAB_INSTALL_DIRECTORY%\tomcat\conf\server.xml
```

Locate the following lines and change the port number:

```
<Service name="Catalina">
  <Connector port="8443" />
```

Important An upgrade replaces the Tomcat configuration files in the `tomcat\conf` folder, including `server.xml`. If you change the ports here or in Server Manager, or edit these files yourself, keep a note of your changes so that you can make them again after the next upgrade. See “Web Server Ports and Settings” in Chapter 4.

Note For more information, refer to the Apache Tomcat 11 manuals. You can find an example of SSL configuration on our FAQ web page at: `https://veralab.com/faq.jsp`.

Using VeraLab Server Manager

Upon successful installation, the VeraLab services are started automatically. A new icon with the letters VL is placed in the system tray (usually the bottom-right corner of the screen).

VeraLab Server Manager has the following menu (use right-click):

Menu	Description
Open Server Manager	Brings up the VeraLab Server Manager Console, which is designed to start, stop, and restart Apache and/or PostgreSQL.
Start Page	Opens a new browser window with the login page. Note that the HTTPS URL is opened. To use HTTP, remove the "s" and change the port number to 8080.
Start VeraLab	Starts the VeraLab Web Service on the server. This selection is disabled if the VeraLab Web Service is already running.
Stop VeraLab	Stops the VeraLab Web Service on the server. This selection is disabled if the VeraLab Web Service is not running.
Restart VeraLab	Stops and starts the VeraLab Web Service on the server. This selection is disabled if the VeraLab Web Service is not running.
Settings…	Brings up the Settings control panel. Ports, startup type (automatic or manual), Java machine size, and Server Manager ping interval can be modified there.
Backup Data	Starts a VeraLab database backup. A warning message that the VeraLab application will be shut down during backup is displayed. After clicking OK, a new window prompts you to accept the default or specify another backup file location.
About	Displays version information.
Exit	Closes and removes Server Manager from the system tray. To launch it again, use **Start → All Programs → VeraLab Server**.

Admin Account

Admin User

VeraLab comes with a seeded user account, `admin`, that has privileges for performing any task in the VeraLab system, including setting up the system and creating other user accounts. The `admin` user has access to all other roles in the VeraLab application by default. You can modify the admin's default settings by going to **Users** and clicking the **Edit** icon next to the `admin` user record. However, it is recommended to create new users and assign the required roles and rights to them. You can not delete your own account while logged in. To delete a user with the Administrator role, you need to log in under a different administrative user account.

The default password for the `admin` user is `password`. VeraLab recommends changing the password for the `admin` user immediately after a successful installation. You can also delete or deactivate this account once you create your custom VeraLab Administrator users. You can create as many administrator accounts as required.

Changing the admin User Password in VeraLab

To change the password of the user `admin`:

1. Log into VeraLab as the `admin` user.
2. Navigate to **Setup → Users**.
3. Click the **Edit** icon next to the user.
4. On the ***Edit Employee admin*** page, type a new password in the **Password** and **Repeat Password** fields.
5. Click **Update**.

> **Note** For more information, refer to the *Administrator's Guide*.

Activating Enterprise Edition

Overview

VeraLab 8.1 and higher comprises both Standard and Enterprise editions. For fresh installations, the Standard and Enterprise options are presented during the installation phase. If you are upgrading from a version below 8.1, Standard Edition is activated by default. To activate VeraLab Enterprise Edition (EE), you need a special key; it can be obtained upon request from VeraLab sales or support. If you already purchased or obtained a temporary EE key, copy it to a temporary location on your VeraLab server and follow the steps below to activate it.

> **Important** If you selected the Enterprise option during a fresh install, or once VeraLab Standard Edition is converted to EE by applying an Enterprise Edition key, it is impossible to revert it back to Standard Edition. We recommend testing EE in a non-production environment first before going live in production. If you are upgrading your existing production environment to EE, please make sure you have performed a full system backup or taken a VM snapshot so you could roll back to it if needed.

Installing the Enterprise Edition Key

To install the EE key:

1. Log into VeraLab as a user with the Administrator role. It can be the seeded `admin` user or an LDAP user who has been granted the default Administrator role.

> **Warning** The user who applies the Enterprise Edition key will automatically inherit the site Super Administrator role and can obtain additional access as needed.

2. Navigate to **Tools → About**.
3. Click the **Upload License** button.
4. Click the **Choose File** button and locate your EE license key file.
5. Click **Submit**.

Re-login, and you should now be able to access the Site Level to edit and create new departments. By default, all existing setups are mapped to the Dummy Department. You can go to **Setup → Departments** and rename Dummy Department to something more meaningful in your environment.

4 VeraLab Upgrade

This chapter guides you through the VeraLab upgrade procedures. It covers the following topics:

- Upgrading VeraLab
- After You Upgrade to VeraLab 26.2

Upgrading VeraLab

You can download the VeraLab software from the VeraLab Web site, www.veralab.com. The installer upgrades your VeraLab server and its database from earlier VeraLab releases in one run.

> **Warning** This chapter describes how to upgrade the VeraLab application from a previous version starting with 2.3 or higher. We strongly recommend contacting VeraLab Support if you have any customizations on top of the out-of-the-box version.

> **Important** Upgrading requires an active Extended Support agreement. If yours has lapsed, contact **sales@veralab.com** to renew before you upgrade.

Before You Upgrade VeraLab

Perform the following tasks before upgrading VeraLab Server:

1. Review applicable system and component requirements in Chapter 1, “Preinstallation Requirements.”
2. Check browsers. VeraLab 26.2 needs Chrome or Edge 111, Firefox 121, or Safari 16.4 (iOS and iPadOS 16.4), or later. Check kiosks and lobby screens before you upgrade.
3. Log on to the VeraLab Server box as a member of the Administrators group. Log on as a member of the Domain Administrators group if you are installing on a Primary Domain Controller (PDC) or a Backup Domain Controller (BDC).
4. Back up before you start. Perform a full system backup: make your own backup of the VeraLab database (for example, with **Backup Data** in VeraLab Server Manager), and take a snapshot if the server is a virtual machine. The installer keeps a backup too, but your own copy is the quickest way back to the version you have now.
5. Choose a quiet time. VeraLab is unavailable while the installer runs. Schedule the upgrade outside lab hours.
6. Note your web server changes. If you changed the HTTP or HTTPS port in Server Manager, or edited files in the `tomcat\conf` folder yourself, write the changes down. The installer replaces these files. See “Web Server Ports and Settings” later in this chapter.
7. If VeraLab Inc. made custom changes for your site, or you use scripts or bookmarks that call VeraLab pages directly (for example, to wake lab computers), contact **support@veralab.com** before you upgrade. For security, VeraLab now accepts such requests only from its own pages.
8. Activating a Booking App license requires services to be restarted. If you purchased a Booking App license, apply it before the upgrade to avoid restarting services again later.

Downloading VeraLab Software from the Web Site

To download the latest installation files:

1. Use any browser to access the software download page: `https://www.veralab.com/downloads_vl.jsp`.
2. Select a file system with enough free space capable of storing and expanding files. On the file system that you just selected, create a temporary directory.
3. Download the executable file to the directory that you just created.

Upgrading VeraLab Software

Run the downloaded executable file and follow the steps below:

Screen	Recommended Action
Welcome to the VeraLab Server Setup Wizard	Click **Next**.
License Agreement	Read the License Agreement and select the **I accept the agreement** radio button. Click **Next**.
Select Upgrade Operation	Select **Upgrade VeraLab Server** to upgrade from a previous release. The upgrade program performs a backup of your previous installation, installs new application files and database, imports the old database, and performs the upgrade to the current release. Select the **Remove and Install** option if you are ready to wipe out your previous installation and perform a fresh install. Previous setups are not transferred or upgraded. Select **Stop and Exit** to quit. Click **Next**.
Select Destination Location	You can accept the default value (recommended) or select a different directory. Click **Next**.
Select Components	VeraLab comes with an embedded PostgreSQL database engine and the optional Booking App module. If you have your own PostgreSQL database and do not want to install the Booking application, you can uncheck those options. **Note:** Do not select the **Demo Data** option during an upgrade. It is intended for testing and trials. Click **Next**.
Select Start Menu Folder	Accept the default value (recommended) or type in a custom name. Click **Next**.
Ready to Install	Review the information displayed, then click **Install**. The installation may take several minutes.
Completing the VeraLab Server Setup Wizard	Select the components you wish to start automatically upon completion. Click **Finish**.

Upgrading VeraLab in a Multi-Node Environment

If you are running VeraLab in a multi-node environment where the database is installed on a separate box, or if you installed the current version of VeraLab on a server with a pre-existing database, the following steps must be executed:

1. Download the latest version of the VeraLab server (`veralab_server_setup.exe`).
2. Stop the VeraLab Tomcat Service and back up `C:\Veralab`.
3. Uninstall your current VeraLab version. This step does not affect your database.
4. Install the latest fresh version of VeraLab. Do not select any options on the last screen, **Completing the VeraLab Server Setup Wizard**.

5. Update the config files as described in "Installing VeraLab Software in a Multi-Node Environment" in Chapter 2, or copy the old config files from the backup location (Step 2).
6. Execute the following commands:

```
cd C:\Veralab\tomcat\webapps\veralab\WEB-INF\sql\postgresql\
upgrade_db.bat
```

Connecting to VeraLab

After the upgrade, by default a new browser window opens a Start Page. Please wait a couple of minutes for the Windows Services to initialize. Once all services are started, you will see a new icon with the letters "VL" in the system tray.

To start using the VeraLab Computer Lab Management Suite, open a browser and go to the VeraLab login page:

```
https://127.0.0.1:8443/veralab
```

Note When using an HTTPS connection, you will see a warning page "Certificate Error: Navigation Blocked" or similar, depending on your browser type and version. Click "Continue to this website (not recommended)" to continue to the login page. To avoid the SSL error message, you will need to purchase a certificate from an SSL authority or use a non-secure connection, `http://127.0.0.1:8080/veralab`.

After the first installation, you will see an informational page. The default username and password are:

- username: `admin`
- password: `password`

Click the `http://127.0.0.1:8080/veralab` link to open the login screen.

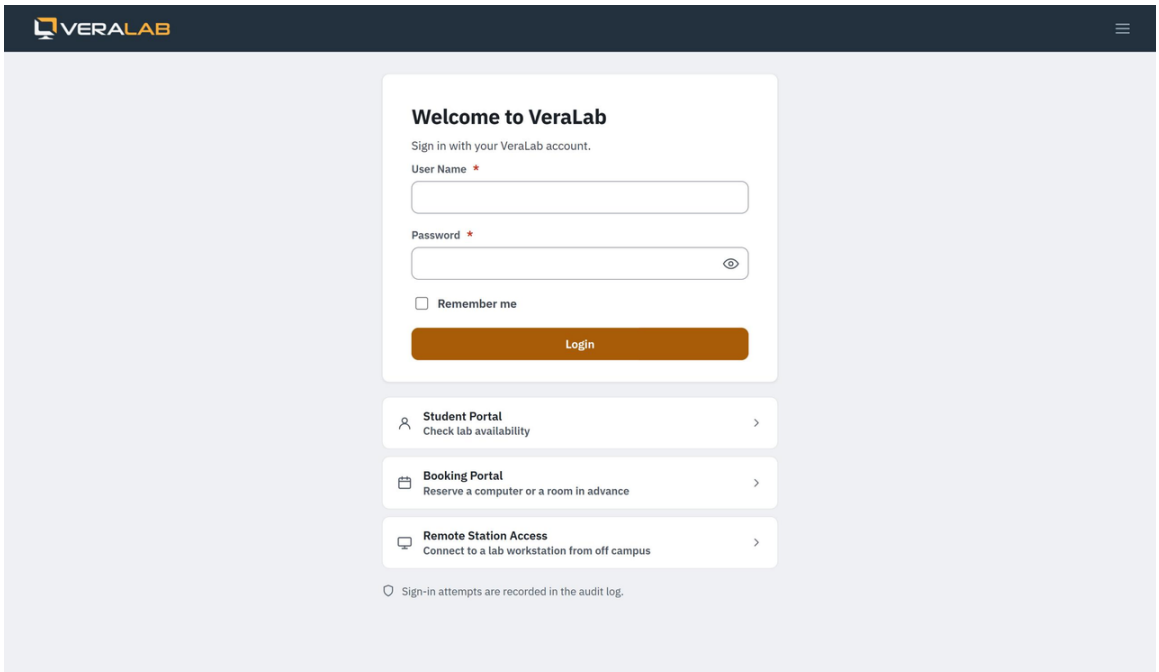


Figure 4-1. The Welcome to VeraLab login screen after an upgrade.

Note For more information, refer to the *Administrator's Guide* and *User's Guide*.

After You Upgrade to VeraLab 26.2

VeraLab 26.2 makes the server more secure and more dependable, and it changes a few things that you should check after the upgrade.

Checking VeraLab After the Upgrade

Sign in as an administrator and open the pages you use most, such as **Lab Control** and a report or two. If you see error pages, do not enter new data: contact **support@veralab.com** and keep your backup, so we can help you finish the upgrade or return to your previous version.

If VeraLab Pages Show "404 Not Found"

VeraLab updates its database each time it starts. Starting with VeraLab 26.2, if that update cannot be completed, VeraLab stops instead of running on a database that was not updated.

When every VeraLab page shows "HTTP Status 404 – Not Found" after the upgrade, the database update did not complete and VeraLab stopped to protect your data. The reason is in the newest catalina log file in VeraLab's `tomcat\logs` folder, under "Database migration failed". Send that file to **support@veralab.com** and keep your backup.

Web Server Ports and Settings

The installer replaces the Tomcat configuration files in the `tomcat\conf` folder, including `server.xml`. If you changed the HTTP or HTTPS port in Server Manager, or edited these files yourself, make your changes again after the upgrade, then restart the VeraLab Apache Tomcat service.

Your previous files are kept in the dated .zip file in the backup folder for reference. The HTTPS keystore file (`tomcat\.keystore`) and the server memory setting are carried over automatically.

Custom Changes and Scripts

For security, VeraLab 26.2 accepts data-changing requests only from its own pages. Scripts or bookmarks that call VeraLab pages directly (for example, to wake lab computers) stop working after the upgrade. If you rely on them, or if VeraLab Inc. made custom changes for your site, contact **support@veralab.com**.

AI Insights History

AI Insights is calculated on your VeraLab server from your own usage data. After an upgrade it builds its history in the background; progress is shown on the ***Maintain Data*** page (**Tools → Maintain Data**), which can also rebuild it. See the *Administrator's Guide*.

Guest Account Numbers

Short-term (guest) account numbers no longer restart from guest1 each day. A number is reserved when the Add page opens and keeps increasing; numbers from accounts that were never activated are skipped.