



Upgrade Guide

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Table of Contents

Scheduling the Upgrade	1
Upgrading from Platform Releases pre-8.0	1
Upgrading from Platform Release 8.0	1
Requirements	2
Before Upgrading	4
Upgrade System Components	9
Uninstall OneStream Servers	9
Uninstall OneStream Client API	9
Re-Install OneStream Servers on an Application Server	9
Re-Install OneStream Servers on a Web Server	11
Re-Install OneStream for Desktop	12
Upgrade the Framework and Application Databases	13
Run the Upgrade Assistant Utility	14
Update the ASP.NET Configuration File	15

Generate Pass-Thru Stubs in the Web Server Configuration File ..	17
Update the Configuration Files	19
Update and Configure IIS	20
Test the Windows Client Login Using ClickOnce	21
Test the Browser Experience Login	22
Verify the Application	22
Platform Release 8.0 or Later Readiness	23
Business Rules	23
System.Data.SqlClient to Microsoft.Data.SqlClient Migration ...	24
Custom DLLs	26
ERPConnect (SAP)	26
Smart Integration Connector	27
Authentication	27
.NET 8 Desktop Runtime and ASP.NET Core Runtime	27
VBA Changes	28
Client API Changes	28

Table of Contents

Tiles Page	28
Help Documentation	28
Business Rule Groups	29
OneStream Solution Compatibility	29
Help and Miscellaneous	30
Upgrade Troubleshooting	30
Incorrect Installation Order	30
Execution Policy when running PowerShell Script	31
Internet Explorer End-of-Use	31

Scheduling the Upgrade

Upgrading from Platform Releases pre-8.0

When upgrading from a Platform Release prior to 8.0 to Platform Release 8.0 or later, OneStream encourages customers to prepare for their upgrade by referencing content in the OneStream Community [Platform v8+ Upgrades](#) Group.

OneStream Cloud customers may initiate Platform Release 8.0 or later upgrade interest by submitting a Software Upgrade request through the Service Catalog. A Cloud Migration ticket will be opened and available to track upgrade activities.

OneStream self-hosted customers may download Platform Release 8.0 or later from Solution Exchange. Visit [Customer v8 Upgrade Summary & Readiness Checklist Documents](#) on OneStream Community for additional resources.

Upgrading from Platform Release 8.0

Upgrades from Platform Release 8.0 or later follow traditional OneStream best practices. Cloud customers can initiate and schedule upgrades through the Software Upgrade request on the Service Catalog.

OneStream self-hosted customers may download the latest Platform Release directly from Solution Exchange and proceed with their upgrade.

Requirements

Information Technology professionals responsible for installing, maintaining and supporting OneStream, must satisfy the following requirements to best support an upgrade. They must also review the requirements and special notes in the *Installation and Configuration Guide* and *Release Notes*.

IMPORTANT: Platform Release 8.2 and later was developed using Microsoft .NET 8. As a result, all Business Rules must be tailored for .NET 8. For more information, see [Platform Release 8.0 or Later Readiness](#).

- OneStream Platform Release 8.2 or later requires Microsoft .NET 8.
 - App Server and Web Servers
 - Install the latest version of [ASP.NET Core Runtime \(Hosting Bundle\)](#) (minimum v8.0.2).
 - Install the latest version of [.NET Desktop Runtime \(x64\)](#) (minimum v8.0.2).
 - Client
 - Install the latest version of [.NET Desktop Runtime \(x64\)](#) (minimum v8.0.2).

IMPORTANT: Do not install the .NET SDK package. You may run into errors while upgrading if this is installed.

- OneStream Servers requires IIS 7 or later.
- In each application, complete the **Compile all Business Rules and Formulas** to verify that business rules use the proper syntax.

Requirements

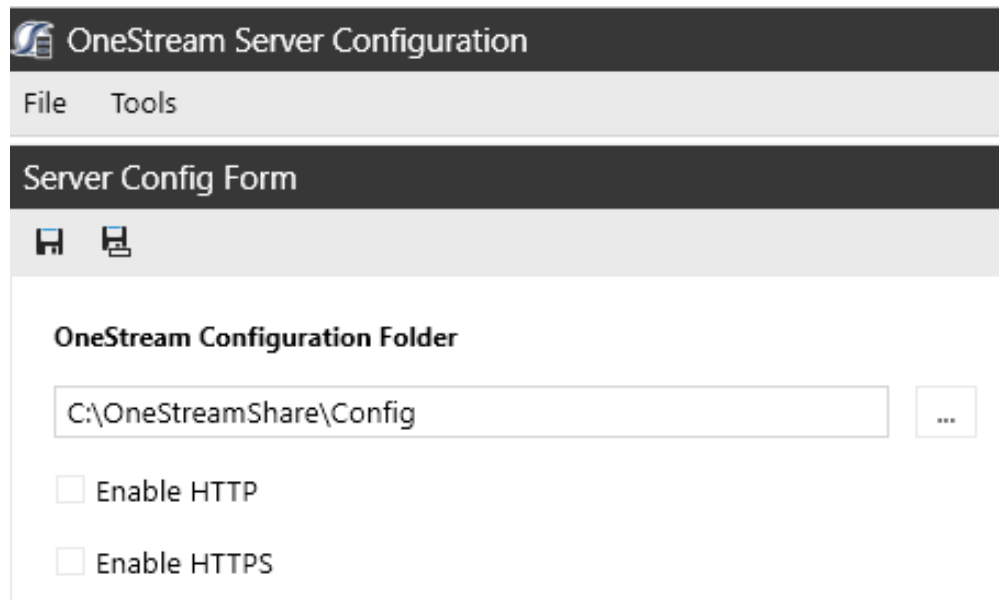
- If your applications are referencing any 3rd party DLLs that are not provided by OneStream, verify these DLLs are .NET 8 compatible. Contact OneStream Support (<https://www.onestream.com/support/>) to discuss available upgrade options.
- When upgrading OneStream, ensure to update the database schema if an update is available. We recommend full database backups.
- Backup the Configuration files in your OneStream Share directory.
- For additional minimum system requirements, see [Hardware and Software Requirements](#) in the Installation and Configuration Guide.
- When implementing Smart Integration Connector with the OneStream application, see [Requirements](#) in the Smart Integration Connector Guide.

IMPORTANT: Self-hosted customers must have a successful database connection prior to the Database Upgrade. See [Enable the Trust Server Certificate](#).

Before Upgrading

Perform these tasks before upgrading:

1. Perform a full backup of all OneStream databases.
2. Download the OneStream installation package from the [Solution Exchange](#):
 - a. Log in to the Solution Exchange and select **Platform** to get the latest version of OneStream.
 - b. Download the appropriate On-Premise package to get the appropriate setup files for the server installation.
3. Verify the location of the OneStream configuration files:
 - a. On a OneStream server, select **Start > Programs > OneStream Software > Server Configuration Utility**.
 - b. Right-click the utility and select **Run as Administrator**.
 - c. Select **File > Open ASP.NET Configuration File** and browse to the appropriate location.
 - **On web servers:** C:\Program Files\OneStream Software\OneStream WebRoot\OneStreamWeb and select **appsettings.json**.
 - **On application servers:** C:\Program Files\OneStreamSoftware\OneStreamAppRoot\OneStreamApp and select **appsettings.json**.
 - d. The file opens and displays the path to the **XFAppServerConfig.xml** and **XFWebServerConfig.xml** configuration files.



- e. Copy and paste the path to the configuration file. You will specify this location during the upgrade.


NOTE: This path is commonly set to **C:\OneStreamShare\Config**

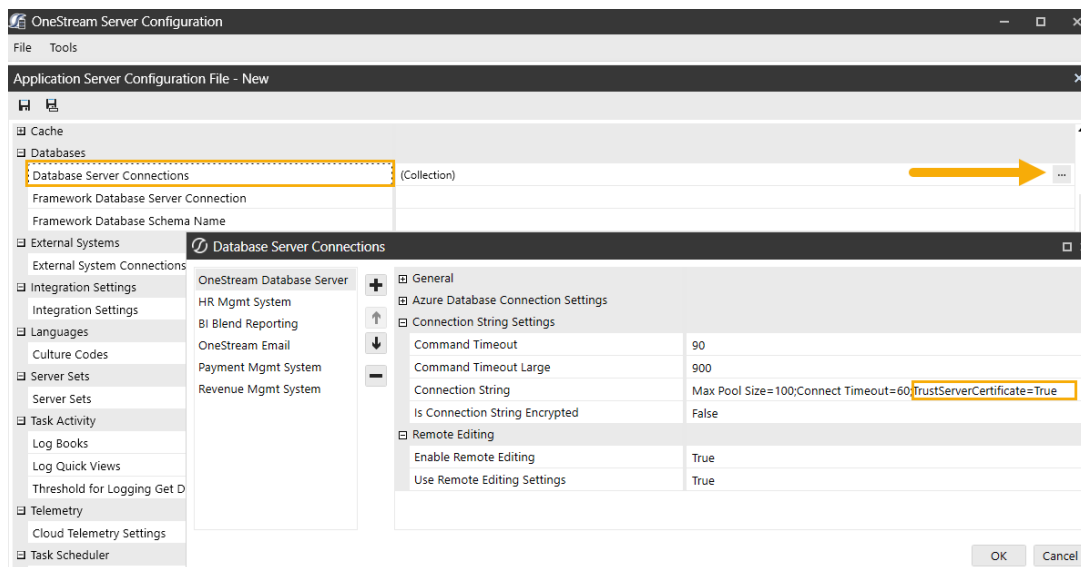
4. For a backup, copy these configuration files.
5. Close the file without saving and exit the utility.
6. Verify the OneStream service account in Internet Information Services Manager:
 - a. The service account must be an Admin ID or in the IIS_IUSRS Group, Performance Log User and Performance Monitor Users group. The ID is required for queuing and CPU monitoring.
 - b. On each OneStream server, select **Start > Control Panel > Administrative Tools > Internet Information Services (IIS) Manager**.

Before Upgrading

- c. Expand the server and select **Application Pools**. This displays application pools to the right. The OneStreamAppAppPool and OneStreamWebAppPool service accounts display in the Identity column. Note the Windows account and password as you will enter them in IIS after the upgrade.
7. Verify the availability of the OneStream Application Server where:
 - The OneStream Database Configuration Utility is installed: On each OneStream application server, click **Start > Programs > OneStream Software** and verify that the OneStream Database Configuration Utility is installed.
 - OneStream is installed: On each OneStream application server, **Start > Programs > OneStream Software** to verify that OneStream is installed.
8. Install the following :
 - **App Server and Web Servers**
 - Install the latest version of [ASP.NET Core Runtime \(Hosting Bundle\)](#) (minimum v8.0.2).
 - Install the latest version of [.NET Desktop Runtime \(x64\)](#) (minimum v8.0.2).
 - **Client**
 - Install the latest version of [.NET Desktop Runtime \(x64\)](#) (minimum v8.0.2).
9. On-prem customers must enable the **Trust Server Certificate** for the following:
OneStream Database Server
From the OneStream Server Configuration Utility:

Before Upgrading

- a. Locate **Database Server Connections**.
- b. Click  to open the Database Server Connections.
- c. Add "Trust Server Certificate=True" to the end of the **Connection String**.
- d. Click **OK**.

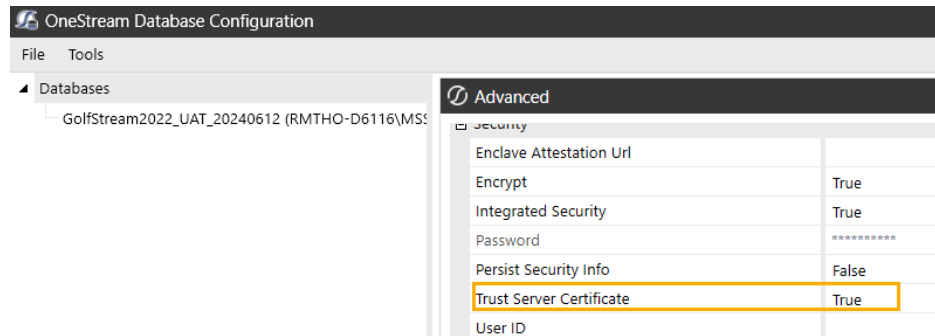


All Application Databases

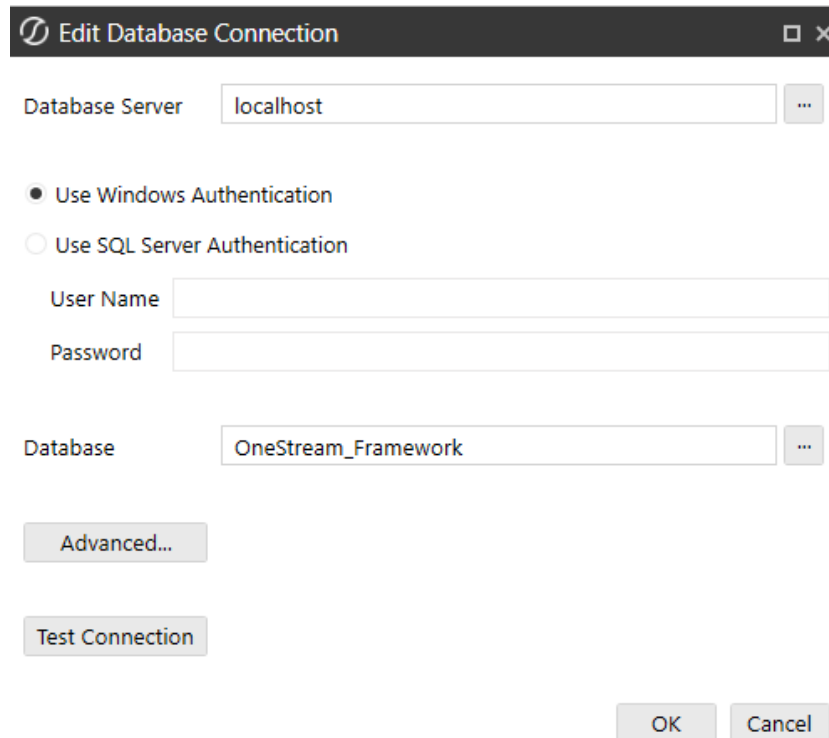
From the OneStream Database Configuration Utility:

- a. Right-click on a database, click **Edit the Database Configuration**.
- b. Select **Advanced**.
- c. Set **Trust Server Certificate** to **True**, then click **OK**.

Before Upgrading



- d. Select **Test Connection** to ensure a successful connection.



NOTE: Alternatively, set the Trust Server Certificate to True directly in the XML.

```
3;Max Pool Size=1000;Connect Timeout=60;TrustServerCertificate=True]]></ConnectionString>
```

Repeat these steps for all Application Databases.

Upgrade System Components

Perform the tasks in the following sections - in order, to upgrade the complete OneStream system.

Uninstall OneStream Servers

1. Select **Control Panel > Programs and Features > Uninstall a Program** and locate the OneStream Servers component.
2. Right-click **OneStream Servers** and select **Uninstall**.

Uninstall OneStream Client API

If installed, perform the following steps to uninstall the Client API:

1. Select **Control Panel > Programs and Features > Uninstall a Program** and locate the OneStream Client API component.
2. Right-click **OneStream Client API** and select **Uninstall**.

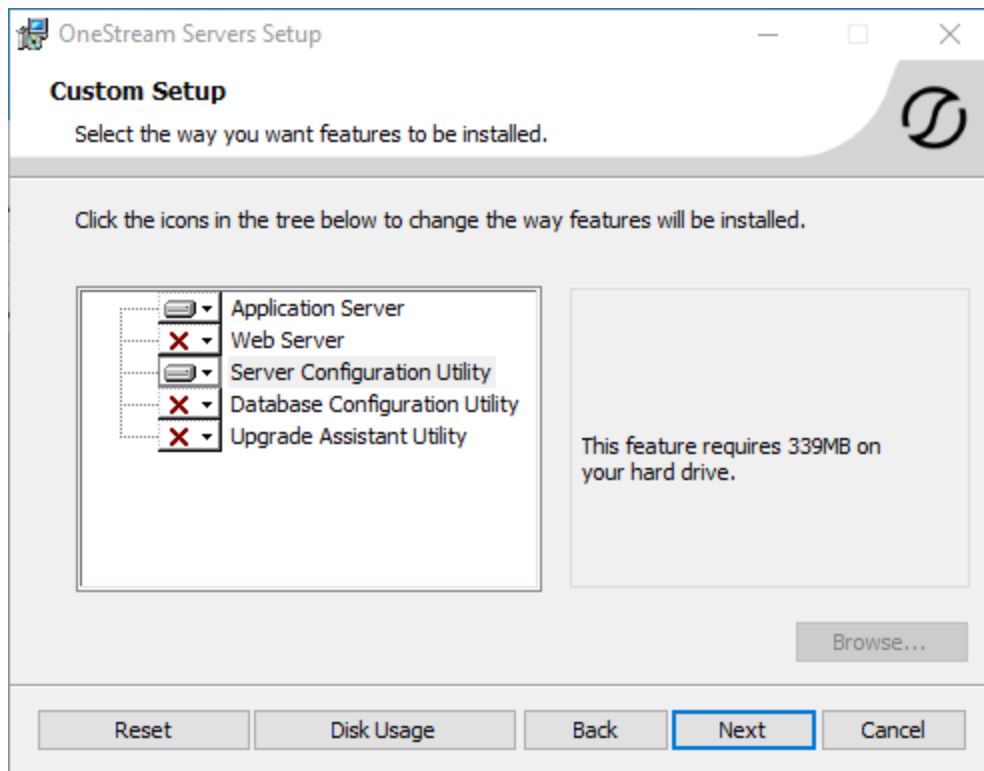
Re-Install OneStream Servers on an Application Server

This is the primary installation package that performs a complete server setup, including the web server, application server and all utilities. You can perform a custom install to choose the appropriate server components.

Upgrade System Components

1. Browse to the OneStream Servers package, right-click **OneStreamServers-#.msi** and select **Install** to run the server installation.
2. Click **Next** on the landing page and accept the License Agreement.
3. Specify the directory where the software was previously installed and click **Next**.
4. Select **Custom**.
5. On **Select Features**, choose **Application Server** and **Server Configuration Utility** and click **Next**.

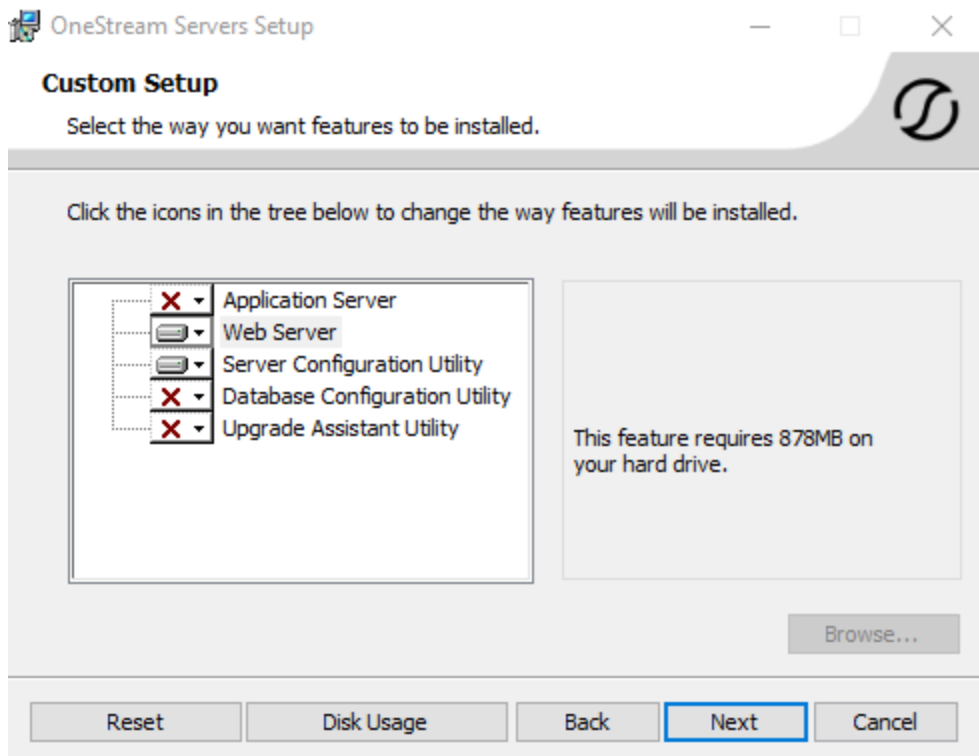
NOTE: Choose the Database Configuration Utility and Upgrade Assistant Utility if the application server is the server where the Database Configuration Utility was previously installed.



6. Click **Install** then **Finish**.

Re-Install OneStream Servers on a Web Server

1. Browse to the OneStream Servers package, right-click **OneStreamServers-#.msi** and select **Install**.
2. Click **Next** and accept the **License Agreement**.
3. Specify the directory where the software was previously installed and click **Next**.
4. Select **Custom**.
5. On **Select Features**, choose **Web Server** and **Server Configuration Utility** and click **Next**.



6. Click **Install** then **Finish**.

Re-Install OneStream for Desktop

1. Browse to the OneStream package, right-click **OneStreamDesktop-#.msi** and select **Install**.
2. Click **Next** and accept the License Agreement.
3. Select **Custom**.
4. Select the directory where the software was previously installed and click **Next**.
5. On **Select Features**, select all options and click **Next**.
6. Click **Install** then **Finish**.

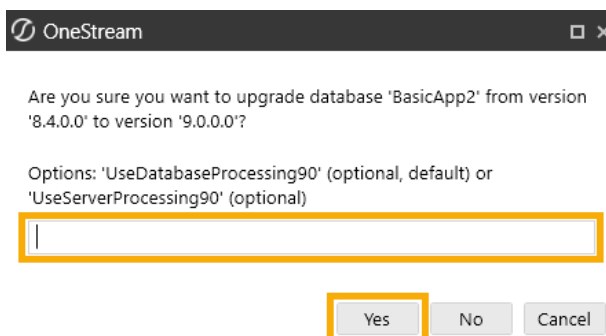
Upgrade the Framework and Application Databases

Changes are made to stage tables for this release, so the database update may take time.

1. Before performing these steps, have a database administrator back up all OneStream databases.
2. On the OneStream application server with the OneStream Database Configuration Utility installed, select **Start > Programs > OneStream Software > OneStream Database Configuration Utility**.
3. Right-click the utility and select **Run as Administrator**.
4. Right-click **OneStream Framework Database** and choose **Upgrade Database Version**. If disabled, an upgrade is not required.

NOTE: If you get an error, check the log for details: C:\Program Files\OneStream Software\XFDatabaseConfig\Log

5. A dialog box displays giving you the option to process the schema upgrade on the database or the server. Leave the text field blank and click **Yes** to begin the database upgrade using the default setting, which is database.



6. When complete, confirm the upgrade.
7. Repeat the upgrade for each **Application database** and the **Framework database** until the option is disabled. This indicates the database is up-to-date.

Run the Upgrade Assistant Utility

Guidance for self-hosted environments

This is an additional step for when upgrading from a Platform Release pre 8.0 to a Platform Release 8.0 or later and must be performed. Specifically, this version of the Upgrade Assistant Utility will convert any legacy reports that were stored in CodeDOM format to now be stored as XML.

1. On the OneStream application server with the OneStream Upgrade Assistant Utility installed, select **Start > Programs > OneStream Software > OneStream Upgrade Assistant Utility**.
2. From the command line enter:

```
xfupgradeassistant -c C:\OneStreamShare\Config\XFAppServerConfig.xml -t  
ReportLayoutBytes -v -update
```

NOTE: C:\OneStreamShare\Config is the default path to the configuration file.
You must update this path if it has been modified for your environment.

3. Enter exit to close the utility.
4. Restart IIS.

Update the ASP.NET Configuration File

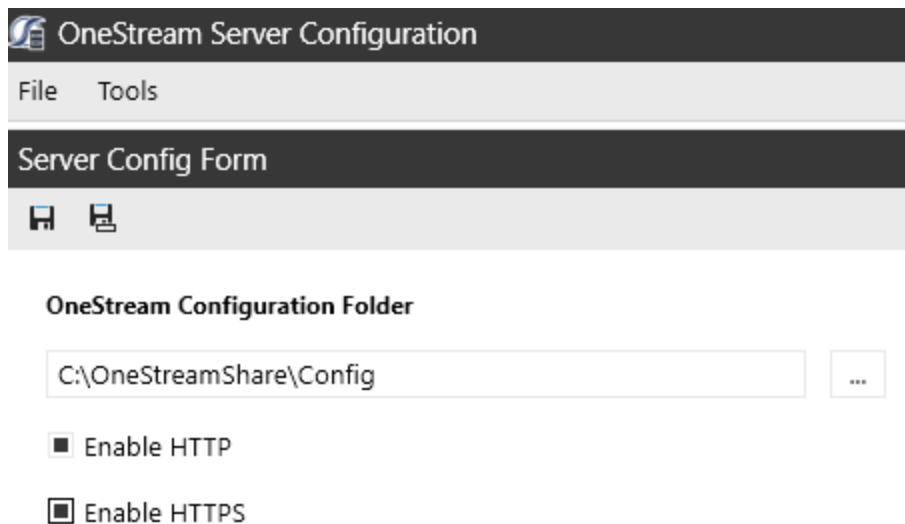
The ASP.NET Configuration file (**appsettings.json**) must be updated on every server / folder as outlined below:

- Application server
 - C:\Program Files\OneStream
Software\OneStreamAppRoot\OneStreamApp\appsettings.json
 - C:\Program Files\OneStream
Software\OneStreamAppRoot\OneStreamMgmt\appsettings.json
 - Web servers:
 - C:\Program Files\OneStream
Software\OneStreamWebRoot\OneStreamWeb\appsettings.json
 - C:\Program Files\OneStream
Software\OneStreamWebApiRoot\OneStreamWebApi\appsettings.json
 - C:\Program Files\OneStream
Software\OneStreamWebUIRoot\OneStreamWebUI\appsettings.json
1. On each OneStream server, launch the OneStream Server Configuration Utility by clicking **Start > Programs > OneStream Software > Server Configuration Utility**.
 2. Right-click the utility and select **Run as Administrator**.
 3. Choose **File > Open ASP.NET Configuration File** and browse to the appropriate location from the folders above.
 4. Select the **appsettings.json** file.
 5. When the file opens, copy the directory path of the configuration files.

NOTE: This path is commonly set to C:\OneStreamShare\Config

6. **Enable HTTP** and **Enable HTTPS** are enabled by default.

NOTE: Clear **Enable HTTP** when SSL is enabled or clear **Enable HTTPS** when SSL is not enabled.



The screenshot shows the 'OneStream Server Configuration' application window. It has a menu bar with 'File' and 'Tools'. Below the menu bar is the 'Server Config Form' section, which includes a 'Save' icon and a 'Load' icon. The 'OneStream Configuration Folder' is set to 'C:\OneStreamShare\Config'. Below this, there are two checkboxes: 'Enable HTTP' (checked) and 'Enable HTTPS' (checked).

NOTE: For the WebUI server file for the Modern Browser Experience and the WebApi server file, a configuration file is not saved to the OneStreamShare folder, and you are not asked to select a checkbox to enable HTTP or HTTPS.

7. Save and close the file.
8. Repeat these steps on each web and app server in the environment.

Generate Pass-Thru Stubs in the Web Server Configuration File

OpenIdRedirectUrl helps to configure OpenId Connect protocol redirects and cookies so that authentication works properly when application server is hosted under non-root virtual path and is behind reverse proxy. The OpenIdRedirectUrl value must have fully qualified domain name of the site and “/signin-oidc” path. See the example below.

```
<!-- XFWebServerConfig.xml -->
<OneStreamXF>
  <WebServerConfigSettings>
    <SSOSettings>
      <OpenIdIdentityProvider>
        <OpenIdRedirectUri>enter signin url</OpenIdRedirectUri>
      </OpenIdIdentityProvider>
    </SSOSettings>
  </WebServerConfigSettings>
</OneStreamXF>
```

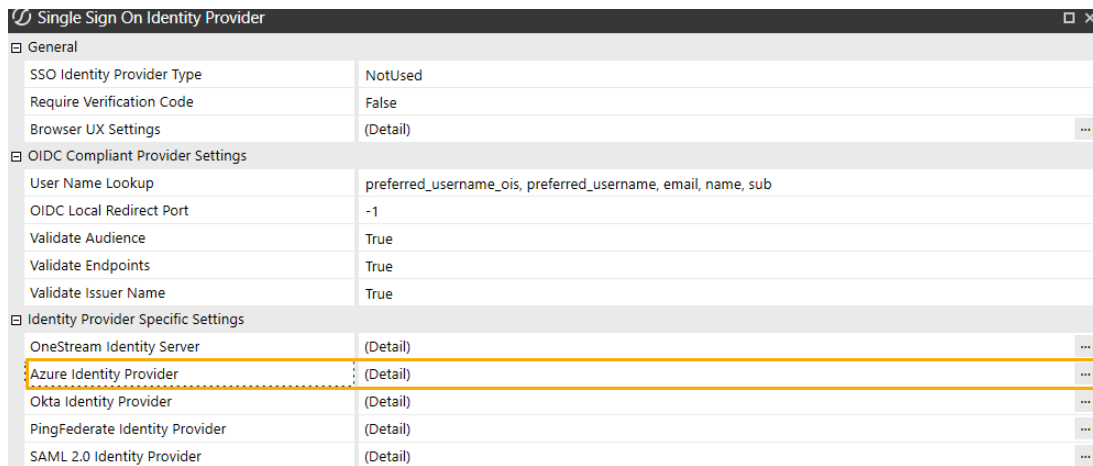
To update the Open Id Redirect Url perform the following:

1. Open the **Web Server Configuration File**.
2. Open the **Single Sign On Identity Provider**.



3. Go to Identity Provider Specific Settings and select your provider. In this example, Azure Identity Provider is selected.

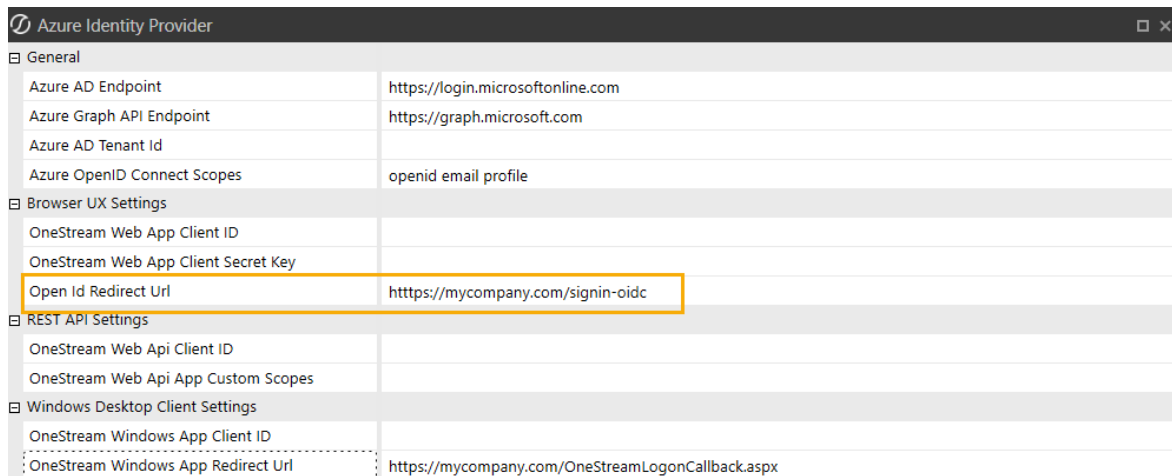
Upgrade System Components



Single Sign On Identity Provider

General	
SSO Identity Provider Type	NotUsed
Require Verification Code	False
Browser UX Settings	(Detail) ...
OIDC Compliant Provider Settings	
User Name Lookup	preferred_username_ois, preferred_username, email, name, sub
OIDC Local Redirect Port	-1
Validate Audience	True
Validate Endpoints	True
Validate Issuer Name	True
Identity Provider Specific Settings	
OneStream Identity Server	(Detail) ...
Azure Identity Provider	(Detail) ...
Okta Identity Provider	(Detail) ...
PingFederate Identity Provider	(Detail) ...
SAML 2.0 Identity Provider	(Detail) ...

4. Paste the Open Id Redirect Url from the XML code snippet under **Open Id Redirect Url**.



Azure Identity Provider

General	
Azure AD Endpoint	https://login.microsoftonline.com
Azure Graph API Endpoint	https://graph.microsoft.com
Azure AD Tenant Id	
Azure OpenID Connect Scopes	openid email profile
Browser UX Settings	
OneStream Web App Client ID	
OneStream Web App Client Secret Key	
Open Id Redirect Url	https://mycompany.com/signin-oidc
REST API Settings	
OneStream Web Api Client ID	
OneStream Web Api App Custom Scopes	
Windows Desktop Client Settings	
OneStream Windows App Client ID	
OneStream Windows App Redirect Url	https://mycompany.com/OneStreamLogonCallback.aspx

5. Paste the OneStream Windows App Redirect Url.

Upgrade System Components

Azure Identity Provider	
General	
Azure AD Endpoint	https://login.microsoftonline.com
Azure Graph API Endpoint	https://graph.microsoft.com
Azure AD Tenant Id	
Azure OpenID Connect Scopes	openid email profile
Browser UX Settings	
OneStream Web App Client ID	
OneStream Web App Client Secret Key	
Open Id Redirect Url	https://mycompany.com/signin-oidc
REST API Settings	
OneStream Web Api Client ID	
OneStream Web Api App Custom Scopes	
Windows Desktop Client Settings	
OneStream Windows App Client ID	
OneStream Windows App Redirect Url	https://mycompany.com/OneStreamLogonCallback.aspx

IMPORTANT: The Open Id Redirect Url and OneStream Windows App Redirect Url cannot be the same.

6. Click **OK** twice.
7. Click **Save**.

Update the Configuration Files

1. Open the Application Server Configuration file from C:\OneStreamShare\Config in a text editor and select **Save**.
2. Open the OneStream Server Configuration Utility, Run as Administrator.
3. Select **File > Open** and select the file from C:\OneStreamShare\Config. In **Database Server Connections**, select the ellipsis and update the command time-outs for the OneStream Database Server connection:

Short = 90 *must do

Large =900 (minimum or 900)

4. Select **File > Save** and close the file.
5. Repeat these steps for the **Web Server Configuration** file.

Update and Configure IIS

1. On each OneStream server, open the OneStream Server Configuration Utility by clicking **Start > Programs > OneStream Software > Server Configuration Utility**.
2. Right-click the utility and select **Run as Administrator**.
3. Choose **Tools > Configure IIS**.
4. In **Configure IIS**, specify the following:
 - a. For Web Site Name, enter the name of the OneStream IIS Website to update.
 - b. The OneStream App Server, and Web Server sites.
5. Select **Update IIS Default Settings**.
6. Select options to update IIS for the appropriate websites:
 - a. **Use Web Server Settings**: Specify the Web Server site.
 - b. **Use App Server Settings**: Specify the App Server site.
 - c. **User Account Type**: Specify **Custom Account**, then enter the user name and password of the OneStream Service account.
7. Click **Update IIS Settings** then **OK**.
8. Repeat these steps to set the appropriate IIS settings for the application pools in IIS.
9. Logon to each OneStream Web Server in the environment.
10. Browse to C:\Program Files\OneStream Software\OneStreamWebRoot\OneStreamWeb
11. Locate the OneStreamWeb.runtimeconfig.json file and open this file in a text editor.

12. Update the Config Properties section with the following line:

"System.Threading.ThreadPool.MinThreads": 128

```
"configProperties": {  
  "System.GC.Server": true,  
  "System.Reflection.Metadata.MetadataUpdater.IsSupported": false,  
  "System.Runtime.Serialization.EnableUnsafeBinaryFormatterSerialization": false,  
  "System.Threading.ThreadPool.MinThreads": 128  
}
```

NOTE: Be sure to place a comma ahead of the previous line as shown above.

13. Save the file for the change to take effect
14. Click **Reset IIS**.

Test the Windows Client Login Using ClickOnce

1. Using the Microsoft Edge Web Browser, navigate to the OneStream Windows App URL:
 - **On Prem:** http://<webserver>:50001/OneStreamWeb
 - **Cloud:** https://<customer>.onestreamcloud.com/OneStreamWeb
2. Click **Open** to launch the ClickOnce Windows app.
3. Confirm that you can log in.
4. From **Application**, select **System Administration** then click **Connect**.
5. Select **System > Tools > Environment** to identify the application servers and their status.
6. Verify that each server is active.

Test the Browser Experience Login

1. Navigate to the OneStream Browser Experience URL:
 - **On Prem for Browser Experience:** http://<webserver>:50001
 - **Cloud for Browser Experience** https://<customer>.onestreamcloud.com
2. Confirm that you can log in.

Verify the Application

1. Compile all business rules, ensure to:
 - Right-click the grid and export any errors for analysis using an Excel file format.
 - Apply updates as needed.
2. Download and import the Standard Application and Standard System Reports from the [Solution Exchange](#).

Platform Release 8.0 or Later Readiness

Upgrading your OneStream Platform to Release 8.2 or later requires .NET 8.

Business Rules

NOTE: Users upgrading from Platform Release 8.0 or later are not expected to require Business Rule maintenance.

Users upgrading from a Platform Release prior to 8.0 will require Business Rule maintenance as Platform Release 8.0 includes updates and enhancements to the Business Rules compiler to improve syntax detection. Administrators must resolve these errors to compile business rules fully. Warning messages identify line items that will function, but you should update them to support the latest compiler's requirements. Resolving these warnings varies. You may be able to use a provided replacement function or change a function's properties.

System.Data.SqlClient to Microsoft.Data.SqlClient Migration

IMPORTANT:

In order to maintain consistency with Microsoft's recommendations, in Platform Release 8.1, the data access driver for SQL Server will be updated from System.Data.SqlClient to Microsoft.Data.SqlClient. This migration will be automatic and will take place during the database upgrade process. All references to System.Data.SqlClient will automatically be upgraded to Microsoft.Data.SqlClient in Business Rules, Member Formulas, and the like.

NOTE:

These updates will take place automatically during the database upgrade to Platform Release 8.1, and when using the Load function of **Application Load/Extract**, instances of System.Data.SqlClient will automatically convert to Microsoft.Data.SqlClient.

IMPORTANT:

If an application was migrated after the Platform Release 8.1 upgrade from Application Copy (Cloud Administration Tools (CAT)) or a database BACPAC file, then the migration from System.Data.SqlClient to Microsoft.Data.SqlClient will need to be applied directly to that application. On-prem customers can run the Upgrade SqlClient Namespace References from the OneStream Database Configuration utility to replace System.Data.SqlClient references. SaaS customer can request to have this run by contacting OneStream Support (<https://www.onestream.com/support/>).

For more information, visit the [Platform v8+ Upgrades](#) page on OneStream Community.

Example

Business Rule Updates: Update Using and Import statements to reference Microsoft.Data.SqlClient using the following code:

C# Prior to 8.1

```
using System.Data.SqlClient;
...
SqlConnection conn1 = new System.Data.SqlClient.SqlConnection();
System.Data.SqlClient.SqlConnection conn2 = (System.Data.SqlClient.SqlConnection)conn1;
```

C# For 8.1

```
using Microsoft.Data.SqlClient;
...
SqlConnection conn1 = new Microsoft.Data.SqlClient.SqlConnection();
SqlConnection conn2 = (Microsoft.Data.SqlClient.SqlConnection)conn1;
```

Visual Basic Prior to 8.1

```
Imports System.Data.SqlClient
...
Dim conn1 As New System.Data.SqlClient.SqlConnection()
Dim conn2 As System.Data.SqlClient.SqlConnection = CType(conn1,
System.Data.SqlClient.SqlConnection)
```

Visual Basic for 8.1

```
Imports Microsoft.Data.SqlClient
...
Dim conn1 As New Microsoft.Data.SqlClient.SqlConnection()
Dim conn2 As SqlConnection = CType(conn1, Microsoft.Data.SqlClient.SqlConnection)
```

Custom DLLs

If your implementation / business rules reference any custom DLLs that are not provided by OneStream, these DLLs must be .NET 8 compatible. Contact OneStream Support (<https://www.onestream.com/support/>) to discuss available upgrade options.

ERPConnect (SAP)

ERPConnect45.dll enabling connection to SAP systems is no longer available in Platform 8.0 and later. A newer version ERPConnectStandard20.dll is available through the download "DLL Packages" from the Platform page of the [Solution Exchange](#).

On-Prem Customers:

1. Download ERPConnectStandard20.dll file to your integrations folder.
2. Install the required [Microsoft Visual C++ Redistributable latest supported downloads](#).
3. Download and copy SAP NetWeaver RFC Library DLL (sapnwrfc.dll) to the integrations folder.
See [Theobald Software ERPConnect](#) Requirements for more information.
4. Modify your business rules to use the ERPConnectStandard20.dll.

Cloud/SaaS Customers: ERPConnect is available through the Smart Integration Connector. See ERPConnect section of the SIC Guide for installation details or contact OneStream Support (<https://www.onestream.com/support/>) to discuss morel upgrade options.

Smart Integration Connector

[Smart Integration Connector](#) is required for OneStream Cloud integration with local customer data sources when using OneStream Platform Release 8.0 or higher. VPN is no longer supported with Platform Release 8.0 or higher and will reach end of service for Platform versions prior to version 8 on August 31, 2024.

Authentication

Cloud Customers: [OneStream IdentityServer](#) is required for OneStream Platform Release 8.0 or later.

Self-hosted Customers: No changes necessary. Legacy Authentication support is the standard for self-hosted customers.

.NET 8 Desktop Runtime and ASP.NET Core Runtime

To best align with Microsoft's long-term support strategy, OneStream Platform Release 8.2 or later is built using .NET 8. Platform Release 8.2 or later users are required to use the latest versions of [.NET Desktop Runtime x64 \(8.0.2 minimum\)](#) and [ASP .NET Core Runtime Hosting Bundle \(8.0.2 minimum\)](#).

VBA Changes

ProcessSSOAuthenticationAndCreateToken is no longer supported as an authentication option from VBA scripts. See [Visual Basic for Applications \(VBA\) Procedures](#) for additional details. See Visual Basic for Applications (VBA) Procedures in the Design and Reference Guide for additional details.

Client API Changes

Client API is no longer provided with Platform Release 8.0 or higher. OneStream recommends Task Scheduler or the REST API to replace existing Client API use cases.

Tiles Page

The ClickOnce journey is enhanced to launch the application with a single click of the **Open** button while eliminating the tiles page. For more information, see [Installation Using ClickOnce](#) in the Installation and Configuration Guide. For more information, see Installation Using ClickOnce in the Installation and Configuration Guide.

Help Documentation

Help documentation has moved from within the application to <https://documentation.onestream.com>. Clicking the in-app help icon routes you to this site.

Business Rule Groups

In version 8.0 the default for new Business Rule Access or Maintenance Groups is the Administrators group. This default can be changed by the Server Configuration Utility.

OneStream Solution Compatibility

Visit [OneStream Solution Content](#) on OneStream Community to ensure your OneStream Solutions are ready for your OneStream Platform upgrade.

Help and Miscellaneous

Upgrade Troubleshooting

Incorrect Installation Order

Follow the steps in order as outlined in the [Before Upgrading](#) section. Use the following checks to help determine installation issue resolutions.

To check that you have the latest .NET versions installed, run the following command in the PowerShell:

```
dotnet --info
```

NOTE: The hosting bundle should be Microsoft.AspNetCore.App 8.0.x and the desktop runtime should be Microsoft.WindowsDesktop.App 8.0.x

To check that IIS is properly installed, run the following command in the PowerShell:

```
get-webglobalmodule
```

NOTE: The output must contain AspNetCoreModuleV2.

Resolution: Uninstall the hosting bundle and ensure that IIS is properly installed.

Execution Policy when running PowerShell Script

Resolution: Run the following commands in the PowerShell:

- PS C:\WINDOWS\system32> Set-ExecutionPolicy Unrestricted
- PS C:\WINDOWS\system32> Set-ExecutionPolicy

Internet Explorer End-of-Use

When using ClickOnce, it must be invoked using Microsoft Edge. For more information, see [ClickOnce](#) in the Installation and Configuration Guide.

More details for IE end-of-use details are as follows:

As of July 2022, if you have an Internet Explorer ClickOnce shortcut to the OneStream Desktop Client application, it will not launch the application of any version when IE is disabled inside your organization. Starting with 7.0, newly created shortcuts will be created using Windows PresentationHost.exe. Upgrading to 7.0 will not automatically update existing shortcuts. You must manually create new ones or edit existing ones. To update an existing shortcut of any OneStream platform version, follow these steps:

1. Right-click on the existing desktop shortcut and go to Properties.
2. Copy and paste the text in the Target field into the notepad.
3. Replace this section "C:\Program Files\Internet Explorer\iexplore.exe" with C:\Windows\System32\PresentationHost.exe-launchApplication (note that the " " are removed).
4. Copy and paste the whole text into the target field inside the shortcut's properties, click Apply, then click OK.

You will not be able to view embedded external web pages inside OneStream when IE is disabled inside your organization. Starting with 7.0, the external web pages will be embedded using the Microsoft Edge WebView2 runtime control. Microsoft automatically installs the WebView2 runtime on Windows 10 machines. You can verify if the component is installed on your machine through Add or Remove Programs. It can also be downloaded directly from Microsoft.

Once IE is disabled within your organization, embedded web pages will no longer render inside OneStream on versions 6.8 and older, even if you have WebView2 installed. If your application uses features that embed external web pages, usually through properties that allow pointing to a URL, an upgrade to 7.0+ will be required with the WebView2 runtime control. Key OneStream features that enable embedding external web pages:

- Dashboard component Web Content
- Dashboard component File Viewer
- Dashboard component Button
- A drill back Business Rule in Transformation Rules Connector