UPGRADING PHONEPAD ON A LOCAL AREA NETWORK

INTRODUCTION

These instructions are for upgrading your existing installation of PhonePad on your Local Area Network, ie. a network with a dedicated file server running a server operating system such as Windows 2000, 2003, etc. It is assumed that you have PhonePad centrally installed on the file server, ie. PhonePad is not physically installed on each workstation.

There are no special procedures for upgrading. The new version of PhonePad is installed over the top of the existing version. Just make sure you backup your existing PhonePad data beforehand.

STEP 1 – DOWNLOAD PHONEPAD

If you don't already have the latest version of PhonePad you can download it from the Cybercom Software website via this URL: http://www.cybercom-software.com/files/phonepad4setup.exe

Download or copy PhonePad to an easily accessible location.

STEP 2 – BACKUP YOUR PHONEPAD DATA

Before upgrading your existing copy of PhonePad it is strongly recommended that you back up all of your PhonePad data in case something goes wrong during the upgrade process.

OPTION A – BACKUP YOUR PHONEPAD DATA USING DBBACKUP

Your PhonePad data can be easily backed up using the DBBackup utility that comes with PhonePad. It should be located in the same folder as DBBackup. To perform a backup simply run DBBackup and select the backup option.

OPTION B – MANUAL BACKUP

If you prefer, you can make a physical copy of your PhonePad data folder using Windows Explorer. As an added precaution you may want to make a copy of the entire PhonePad folder, including all of the applications. This will allow you to quickly revert to the previous version should something go drastically wrong, which is highly unlikely but possible.

STEP 3 – GET ALL USERS TO LOG OUT OF PHONEPAD

Before continuing you will need to get all users to log out of PhonePad, otherwise you will be unable to update some of the files. This includes the PhonePad application and any utilities, such as PhonePad Admin, DBBackup, etc.

STEP 4 – INSTALL THE NEW VERSION OF PHONEPAD

The next step is to run the PhonePad installer (PHONEPAD4SETUP.EXE) and install the new version of PhonePad into the existing PhonePad folder on your server.
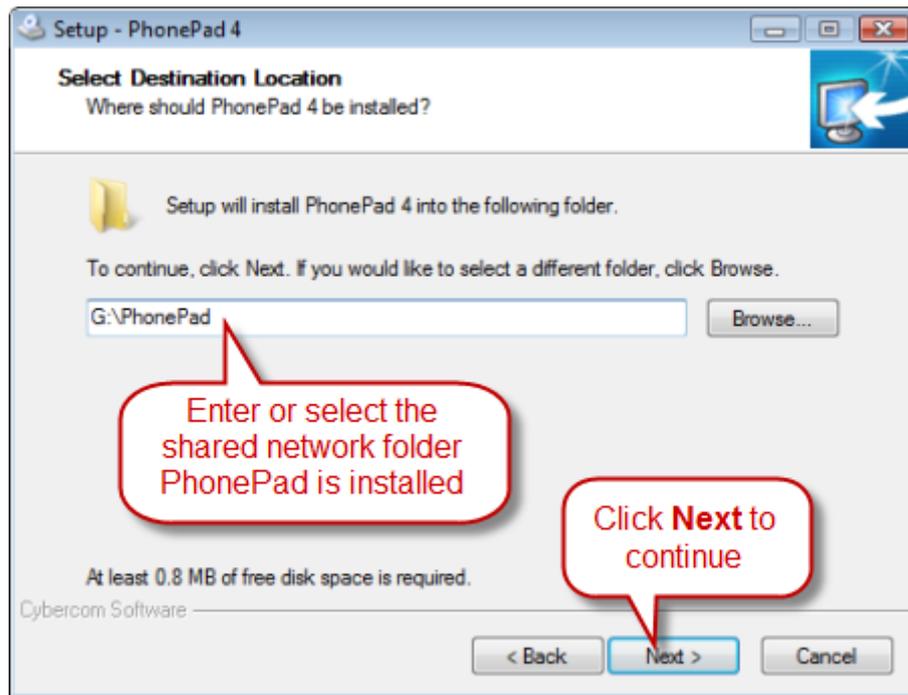
1. Run **PhonePad4Setup.exe**.
2. Click **Next** to continue

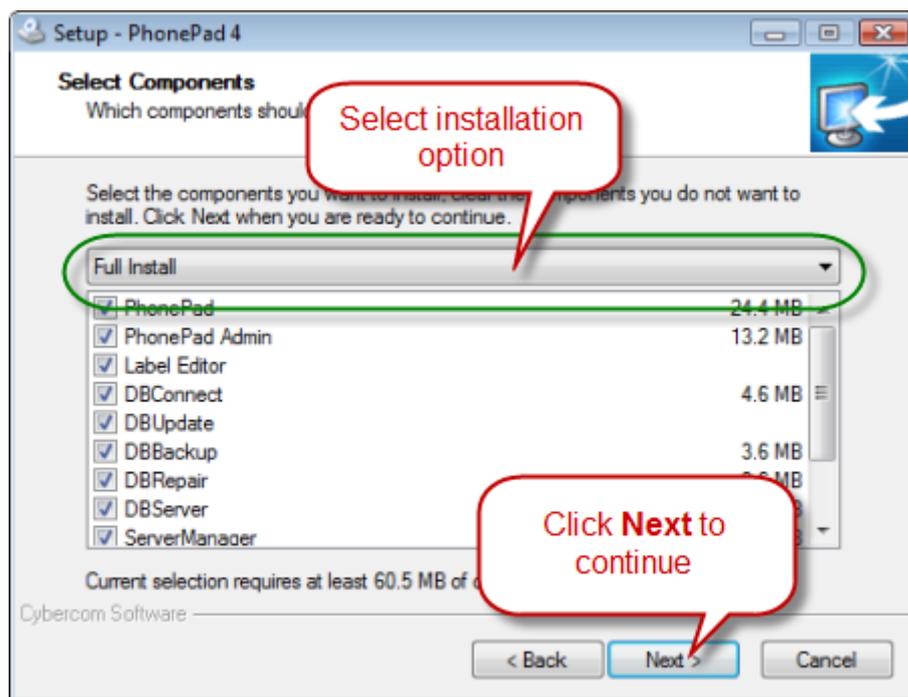3. Select **I Accept the Agreement** and click the **Next** button.
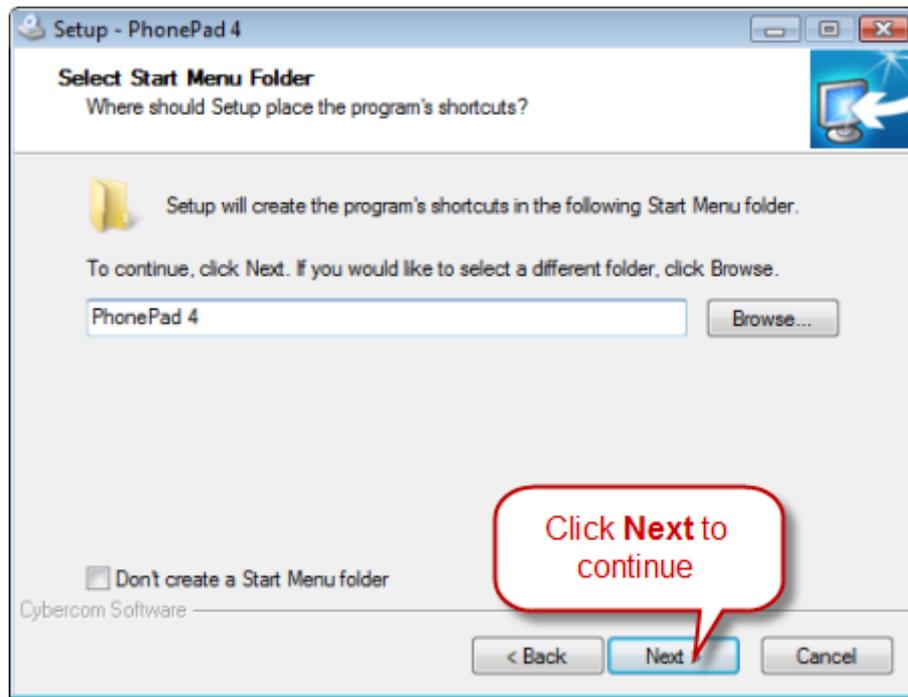
4. Click **Next** to continue.

5. Select the shared network folder your existing version of PhonePad is installed in. Click **Next** to continue.
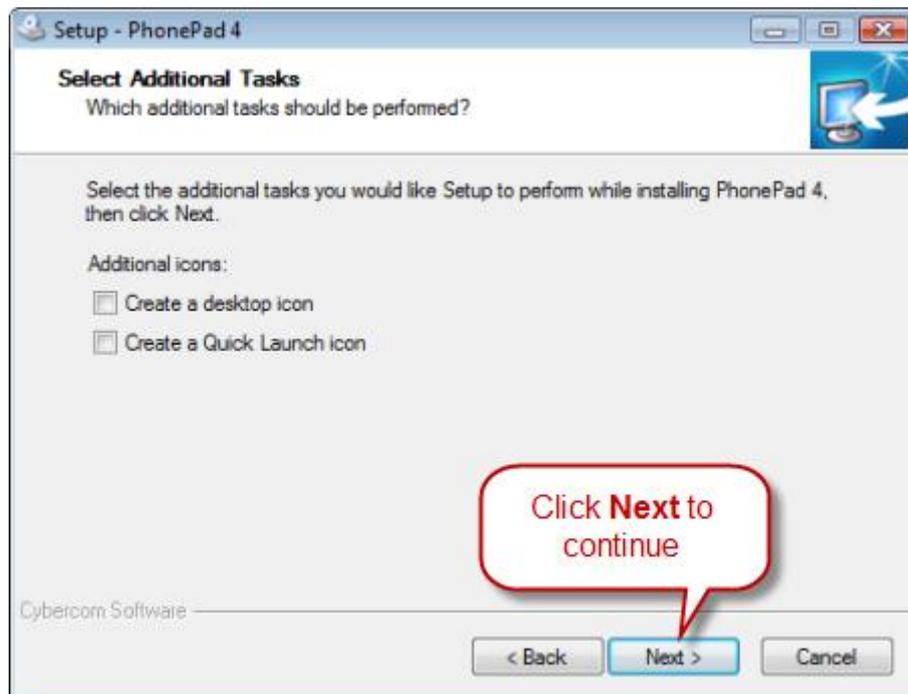
6. Select which components to install. It should be either a **Standard Install** or **Full Install**.

7. Click **Next** to continue.

8. Click **Next** to continue

9. Review the installation settings and use the **Back** button to change anything that's not correct. When you are ready to continue, click the **Install** button.

10. Once the installation has finished you will be presented with the following screen. Click **Next** to continue.

11. On the final screen of the PhonePad installer it's very important that you make sure the **Run DBUpdate Wizard** checkbox checked. Click **Finish** to the installation.

## STEP 5 – UPDATE YOUR PHONEPAD DATABASE

Now that the PhonePad applications have been updated, the final step in the process is to update your PhonePad database.

1. The **DBUpdate** wizard should have started if you had the **Run DBUpdate Wizard** checked in the last step of the previous section. If you can't see it, it's probably minimized in the Windows taskbar – click on the taskbar button.
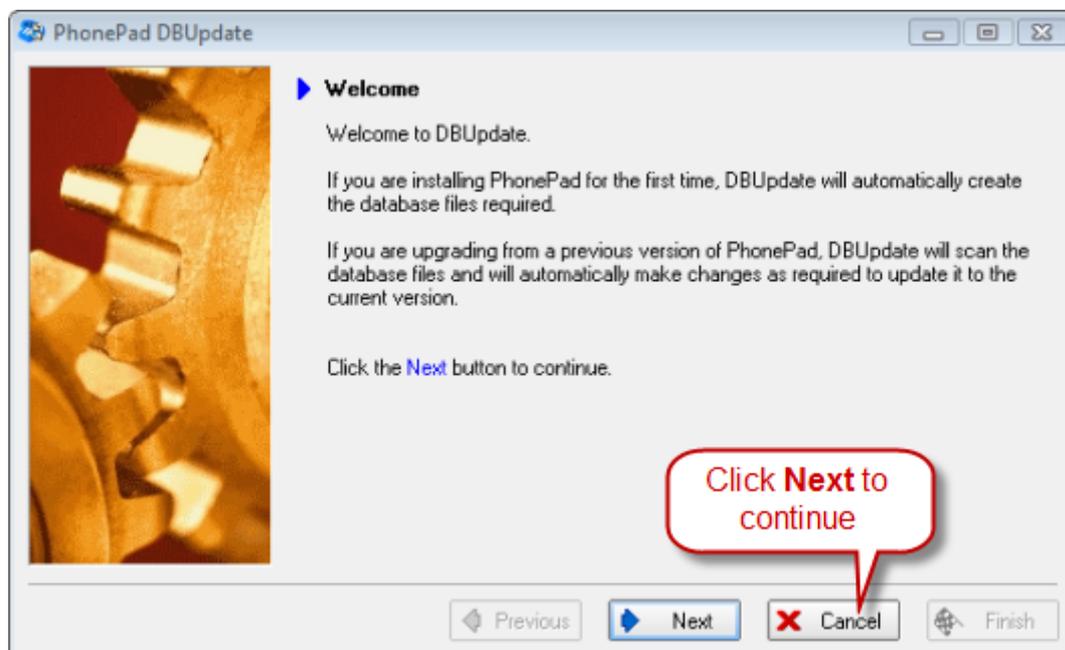

2. If **DBUpdate** is not running you can run it manually by navigating to the **PhonePad** folder using **Windows Explorer** and double-clicking the **DBUpdate** icon.
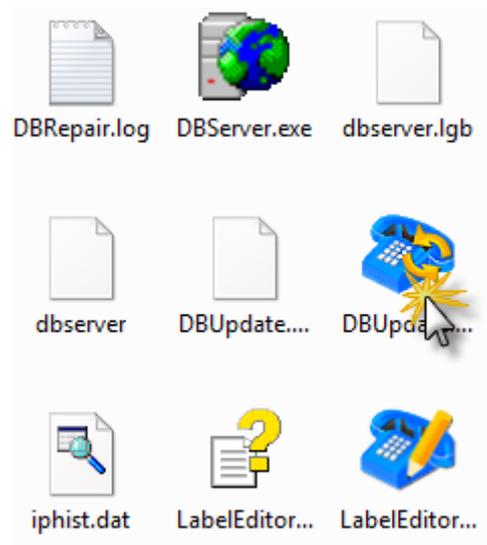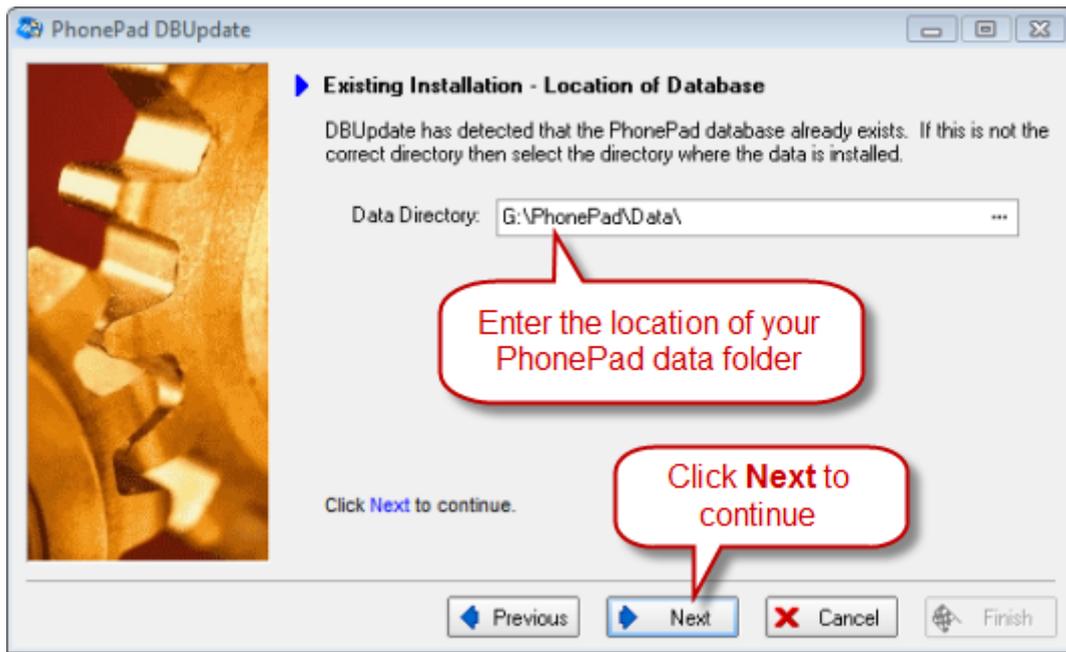
3. When the DBUpdate main screen is displayed, click **Next** to continue.
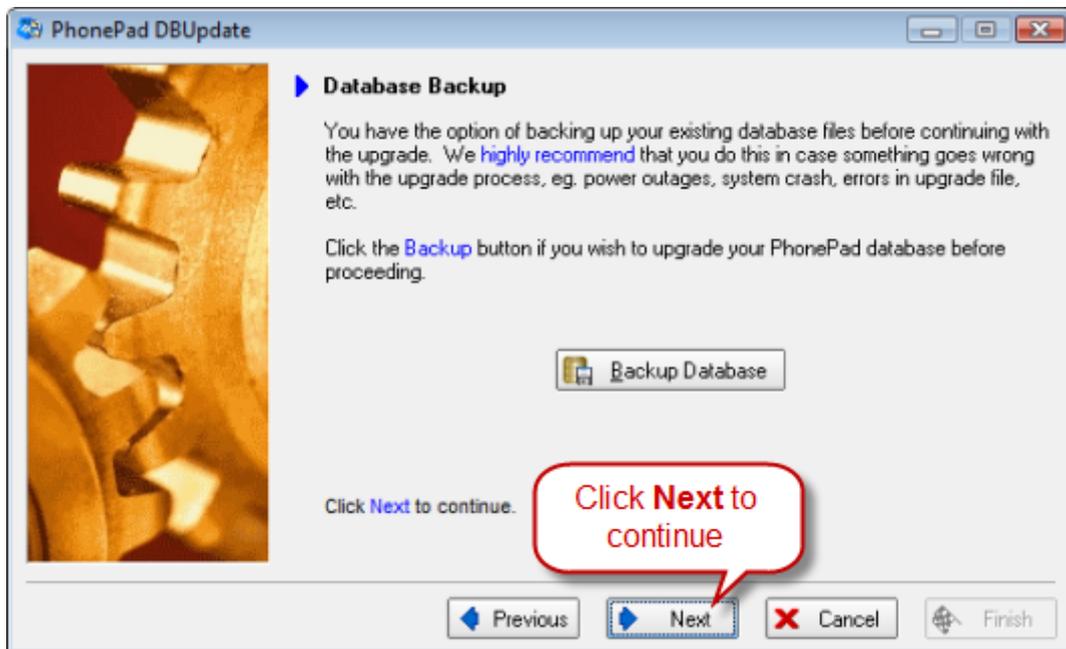

4. Enter or select the location of the PhonePad **data folder** on your shared network drive. Click **Next** to continue.

> **Important**
>
> If you specify a location other than your existing PhonePad data folder, you will end up with two PhonePad databases. This could be confusing.
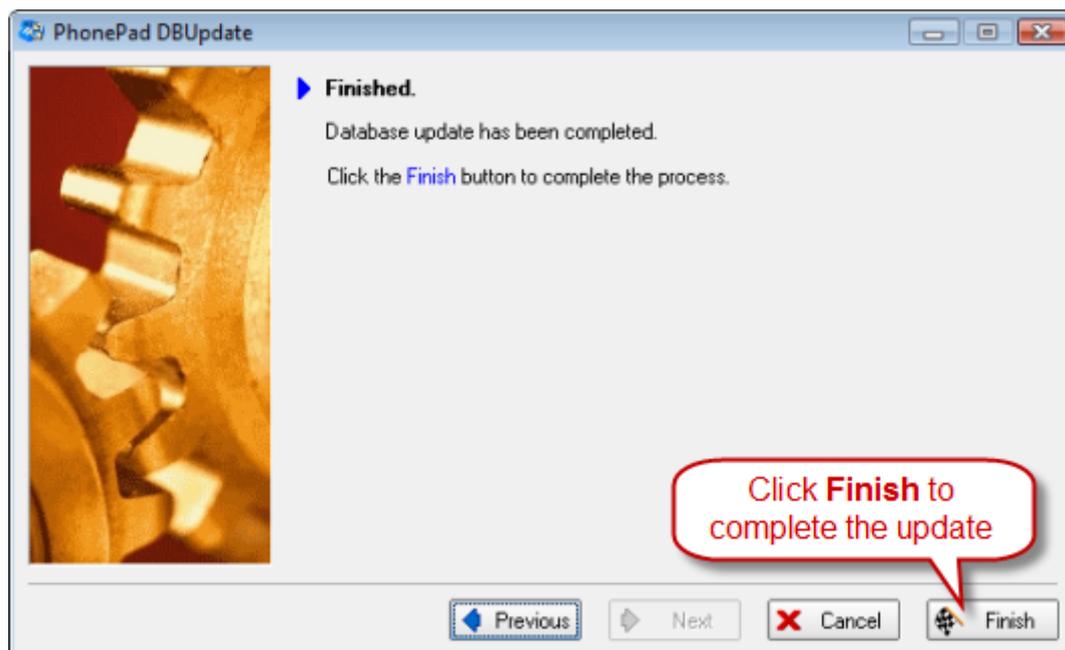
5. You can skip the database backup as this was performed earlier. Click **Next** to continue.

6. DBUpdate will now analyze your PhonePad database and update the structure if required. When it has finished clicked **Next** to continue.
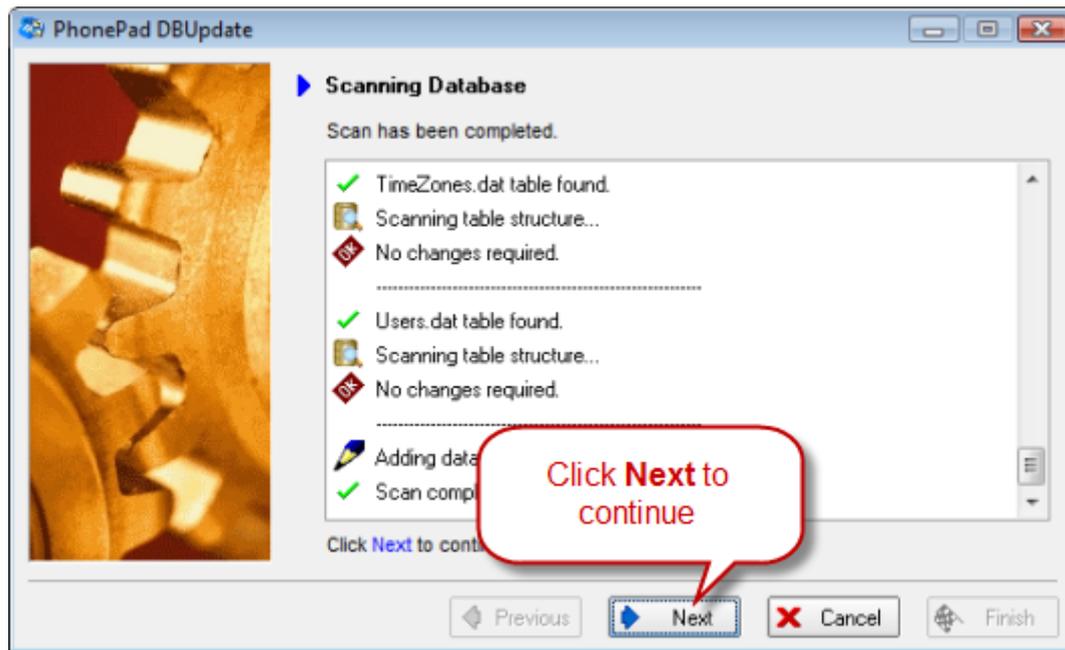
7. Click the **Finish** button to complete the upgrade of your PhonePad database.

CONCLUSION

That's it. Your installation of PhonePad should now be running the latest version. Please report any issues to **support@cybercom-software.com**.

www.cybercom-software.com