

PhonePad Upgrade Guide



Introduction

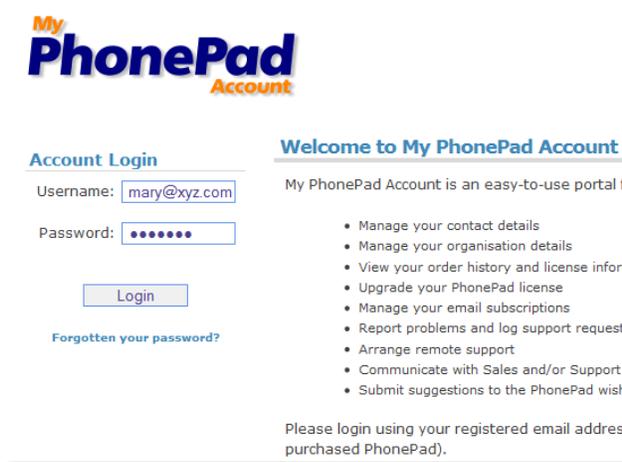
When new versions of PhonePad are released, you may want to upgrade your existing version to get the new features or perhaps correct a problem. This guide will take you through the steps of upgrading your copy of PhonePad to the latest version.

Upgrading PhonePad

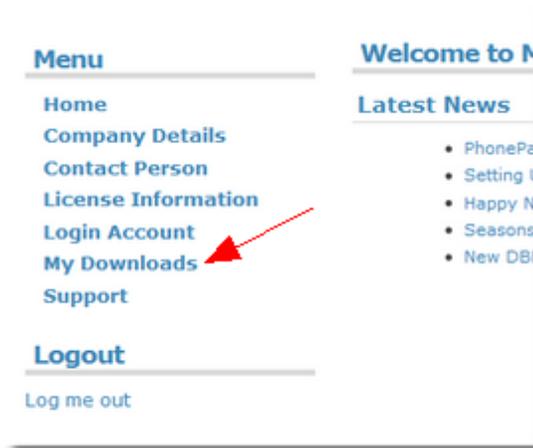
Step 1: Download the New Version

The first step in the upgrade process is to download the new version of PhonePad from the Cybercom Software website. You can do this by logging in to your account in the My PhonePad Account client portal.

1. Go to the client portal at: <http://www.myaccount.cybercom-software.com>.
2. Enter your username and password. You should have received this via email when you purchased your PhonePad license. *



3. Once you have logged in, select the **My Downloads** link.



4. A list of available downloads will be displayed on the **My Downloads** page. The latest version of PhonePad will be near the top of the list.



The screenshot shows a web page titled "My Downloads" with a sub-section "PhonePad Downloads". Below the sub-section is a paragraph: "This is where you can download the latest version of PhonePad for the version you want to download, or right-click and sel". Below this is a table with three columns: "Version", "Released", and "Download Link". The table lists versions from 4.14 down to 4.08, each with a corresponding release date and a "Download" link.

Version	Released	Download Link
PhonePad Version 4.14	2010-04-07	Download
PhonePad Version 4.13	2009-09-20	Download
PhonePad Version 4.12	2009-06-01	Download
PhonePad Version 4.11	2009-02-01	Download
PhonePad Version 4.10	2008-06-05	Download
PhonePad Version 4.09	2007-03-06	Download
PhonePad Version 4.08	2007-01-18	Download

5. Click on the **Download** link to download the new version of PhonePad to your local hard drive. If you have PhonePad *physically* installed on more than one computer on your network, it's a good idea to download PhonePad to a shared folder that all of the computers can access, avoiding the need to download PhonePad to each computer.

* If you are unable to locate the email containing details of your portal account, or you never received the email, you can click on the **Forgotten Your Password** link on the main page. You will be prompted to enter an email address. This is the email address you provided when you purchased PhonePad. If you can't remember this email address, or if it has changed, please contact support@cybercom-software.com.

Step 2: Get Users to Log Out

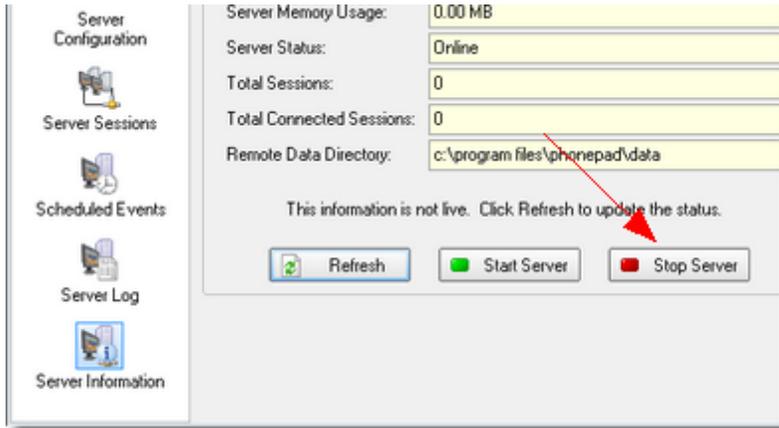
Local Mode Connection

When you are ready to install the new version of PhonePad, you will need to get all users to log out of PhonePad. It will not be possible to upgrade PhonePad while users are still logged in.

Remote Mode Connection

If you are using PhonePad in **Remote Mode** (ie. Client/Server), you can disconnect users from PhonePad using **Server Manager**.

1. Run **Server Manager**.
2. Select **Server Information**.
3. Click **Stop Server**. Users should be disconnected within a couple of minutes.

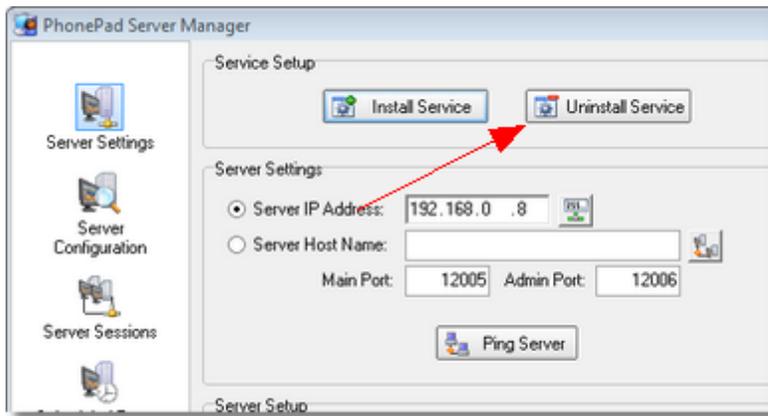


Step 3: Uninstall the PhonePad Server

This step only applies if you are using PhonePad in **Remote Mode**, ie. users are connecting to the PhonePad Server application.

If you have the PhonePad Server (DBServer) installed as a service, you will need to uninstall it (if you are running the PhonePad Server as an application, then all you need to do is shut the DBServer application down).

1. Run **Server Manager** from the server or host computer.
2. Click on the **Uninstall Service** button.



Some earlier versions of Server Manager don't have these buttons. In this case you will need to uninstall it manually (this must be done on the server or host computer).

1. Open a DOS command window.
2. Type `"net stop dbserver"`.

```

Administrator: C:\Windows\system32\cmd.exe
C:\>net stop dbserver
The PhonePad Database Server - DBSER
ly.
C:\>

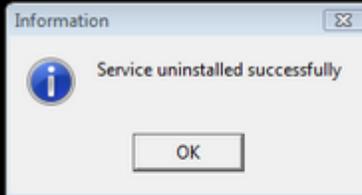
```

3. Type "dbserver /uninstall".

```

Administrator: C:\Windows\system32\cmd.exe
C:\>net stop dbserver
The PhonePad Database Server - DBSERUER (Service) service was stopped s
ly.
C:\>g:
G:\>cd\phonepad
G:\PhonePad>dbserver /uninstall
G:\PhonePad>

```



4. Close the DOS command window.

Step 4: Backup Your Data

It is highly recommended that you back up your PhonePad data before upgrading, as a precaution in case something goes wrong.

This can be done using the DBBackup utility, which should be located in the PhonePad folder. Alternatively, you can simply copy the PhonePad data folder to another location.

As an added precaution you may also want to make a copy of the PhonePad application folder.

Step 5: Install the New Version

You are now ready to upgrade PhonePad. This is the easy part. All you need to do is run the PhonePad installer (PHONEPAD4SETUP.EXE) you downloaded and install the new version right over the top of the existing version.

The installer will guide you through each step. Make sure you choose the correct configuration for your network.

Network Configuration	Installation Option to Use
PhonePad is installed in a shared folder on a dedicated server running Windows Server Edition.	Use Local Area Network .

Network Configuration	Installation Option to Use
PhonePad is installed on each workstation, and the PhonePad database is located in a shared folder on a dedicated server running Windows Server Edition.	Use Peer-to-Peer Workstation on the workstation. Use Peer-to-Peer Host on the server.
PhonePad is installed on each workstation, and the PhonePad database is located on a Host computer.	Use Peer-to-Peer Workstation on the workstation. Use Peer-to-Peer Host on the server.

Step 6: Upgrade Your PhonePad Database

The next step is to upgrade your PhonePad database. This is done by running the **DBUpdate** application, which should be located in the PhonePad folder. DBUpdate is a wizard style application that will guide you step-by-step through the upgrade process.

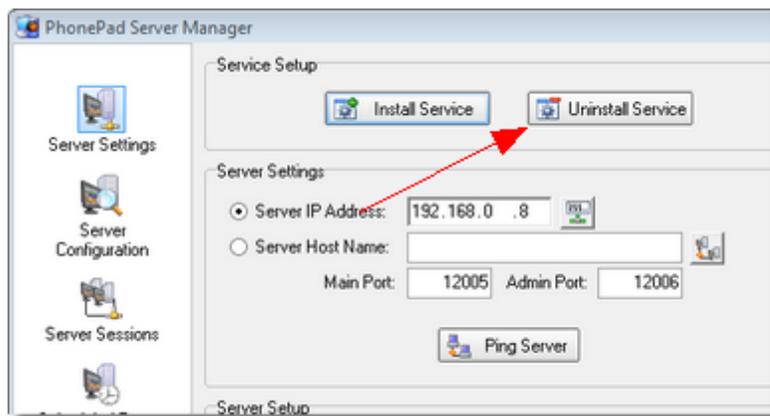
This only needs to be done on the server or host computer, and it only needs to be done once for each upgrade.

Step 7: Install the PhonePad Server

If your computers are connecting to PhonePad in Remote Mode, you will need to restart the PhonePad Server (if you are running the PhonePad Server as an application then all you need to do is run it to restart it).

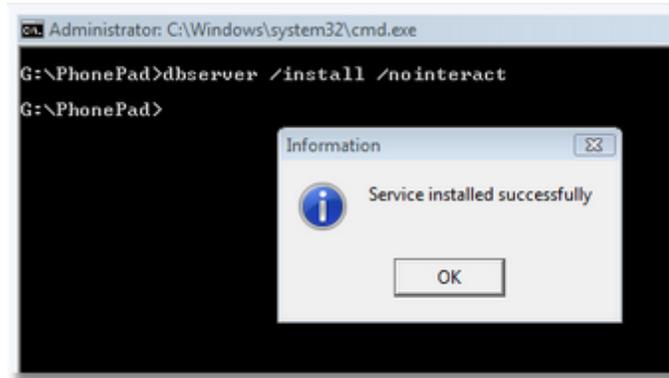
If you are running the PhonePad Server as a Windows service, you will need to follow these steps:

1. Run **Server Manager** from the server or host computer.
2. Click on the **Install Service** button.

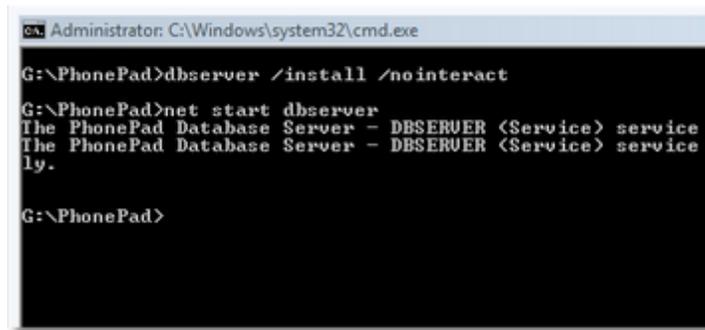


If your copy of Server Manager doesn't have these buttons then you will need to uninstall it manually (this must be done on the server or host computer).

1. Open a DOS command window.
2. Type `"dbserver /install /nointeract"`.



3. Type `"net stop dbserver"`.



4. Close the DOS command window.