# 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: <u>http://www.cybercom-software.com/files/phonepad4setup.exe</u>

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

Setup - PhonePad 4	
	Welcome to the PhonePad 4 Setup Wizard
	This will install PhonePad Version 4.10 (Build 2) on your computer.
	It is strongly recommended that you close all other applications you have running before continuing. This will help prevent any conflicts during the installation process.
	WARNING: This program is protected by copyright laws and International treaties.
6	Unauthorised reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to Click Next Click Next to continue p.
	Next > Cancel

3. Select I Accept the Agreement and click the Next button.

cense Agreement Please read the following important inform	nation before continuing.	Ģ
Please read the following License Agreer agreement before continuing with the ins	ment. You must accept the terms of this tallation.	
By installing and/or using PhonePad, yo license agreement. 1. Cybercom Software grants to you a Select I Accept the Agreement and click Next. ca I accept the agreement I do not accept the agreement	non-exclusive, non-sublicensable, license to components (the "Software"), in binary T free. After a once-only 60 day is to use it unless you have a valid license ne of your organization. In the case of an icensee may use the Software. In the may only be used within that organization.	•
	< Back Next > (	Cance

4. Click **Next** to continue.

formation			-
Please read the follo	wing important information before con	tinuing.	Ļ
When you are ready	to continue with Setup, click Next.		
Quick and E	asy Method for Installin	g PhonePad	*
For a quick and recommend that	easy installation of PhonePad, you use PhonePad Easy Se	we highly tup.	111
1. Download F installer.	PhonePad Easy Setup to the	same folder as this	J
2. Close this i	nstaller.		
3. Run Phone installing P	Pad Easy Setup. It will guide honePad on your network.	Click Next to continue.	
You can downlo	ad PhonePad Easy Setup us	in	
som Softwate	-		
on our our our			-
	< Back	Next >	Canc

5. Select the shared network folder your existing version of PhonePad is installed in. Click **Next** to continue.

🕝 Setup - PhonePad 4	- • •
Select Destination Location Where should PhonePad 4 be installed?	<b>R</b>
Setup will install PhonePad 4 into the following folder.	
To continue, click Next. If you would like to select a different folder, cl	ick Browse.
G: PhonePad Enter or select the shared network folder PhonePad is installed At least 0.8 MB of free disk space is required. Cybercom Software	Browse Next to tinue

6. Select which components to install. It should be either a **Standard Install** or **Full Install**.

Setup - PhonePad 4
Select Components Which components should Select installation option Select the components you many to make the components you do not want to install. Click Next when you are ready to continue.
Full Install         Image: PhonePad         PhonePad

7. Click **Next** to continue.

🍛 Setup - PhonePad 4	- • •
Select Start Menu Folder Where should Setup place the program's shortcuts?	<b>S</b>
Setup will create the program's shortcuts in the followi	ng Start Menu folder.
To continue, click Next. If you would like to select a different for	lder, click Browse.
PhonePad 4	Browse
Don't create a Start Menu folder	Next to ntinue Next Cancel

#### 8. Click Next to continue

Setup - PhonePad 4	
Select Additional Tasks Which additional tasks should be performed?	<b>R</b>
Select the additional tasks you would like Setup to perform while installin then click Next.	g PhonePad 4,
Additional icons:	
Create a desktop icon	
Create a Quick Launch icon	
Click Next to continue	0
Cybercom Software	Cancel

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.

Setup - PhonePad 4	
Ready to Install	
Setup is now ready to begin ins	stalling PhonePad 4 on your computer.
Click Install to continue with the change any settings.	e installation, or click Back if you want to review or
Destination location: G:\PhonePad	<u>^</u>
Setup type : Full Install	E
Selected components: PhonePad	
PhonePad Admin Label Editor	
DBConnect	Click the Install button
DBBackup	to begin installation
4	
ercom Software	
	Back India Canad
	Cancel

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

Please read the following important information before continuing. When you are ready to continue with Setup, click Next. Important Notice for First Time Installers When you install PhonePad for the first time, a default administrator login is created: Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. PhonePad Updates	Please read the following important information before continuing. When you are ready to continue with Setup, click Next. Important Notice for First Time Installers When you install PhonePad for the first time, a default administrator login is created: Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. PhonePad Updates m Software	ormation	
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Important Notice for First Time Installers         When you install PhonePad for the first time, a default administrator login is created:         Username:       Admin         Password:       admin         Use this ID to login to PhonePad Admin, then create as many User IDs as you need.         PhonePad Updates       Click Next to continue	Important Notice for First Time Installers         When you install PhonePad for the first time, a default administrator login is created:         Username:       Admin         Password:       admin         Use this ID to login to PhonePad Admin, then create as many User IDs as you need.         PhonePad Updates       Click Next to continue         m Software	When you are ready to continue with Setup, click Next.	
When you install PhonePad for the first time, a default administrator login is created: Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to Continue	When you install PhonePad for the first time, a default administrator login is created: Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to continue	Important Notice for First Time Installers	
Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to Continue	Username: Admin Password: admin Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to Continue	When you install PhonePad for the first time, a default a login is created:	dministrator
Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to Continue	Use this ID to login to PhonePad Admin, then create as many User IDs as you need. Click Next to Continue	Username: Admin Password: admin	
PhonePad Updates continue -	PhonePad Updates continue	Use this ID to login to PhonePad Admin, then create as IDs as you need.	many User
	m Software	PhonePad Updates 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.

 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.

Upgrading PhonePad on a Local Area Network (Local Mode)



3. When the DBUpdate main screen is displayed, click **Next** to continue.

PhonePad DBUpdate	
	Welcome         Welcome to DBUpdate.         If you are installing PhonePad for the first time, DBUpdate will automatically create the database files required.         If you are upgrading from a previous version of PhonePad, DBUpdate will scan the database files and will automatically make changes as required to update it to the current version.         Click the Next button to continue.         If you are upgrading from a previous version of PhonePad, DBUpdate will scan the database files and will automatically make changes as required to update it to the current version.         Click the Next button to continue.         If Click Next to continue         If Previous         Image: Next       Image: Cancel         Image: Previous       Image: Cancel

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

PhonePad DBUpdate	
	Existing Installation - Location of Database DBUpdate has detected that the PhonePad database already exists. If this is not the correct directory then select the directory where the data is installed.           Data Directory:         G:\PhonePad\Data\         ***           Enter the location of your
5	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.

PhonePad DBUpdate	
	<ul> <li>Database Backup</li> <li>You have the option of backing up your existing database files before continuing with the upgrade. We highly recommend that you do this in case something goes wrong with the upgrade process, eg. power outages, system crash, errors in upgrade file, etc.</li> <li>Click the Backup button if you wish to upgrade your PhonePad database before proceeding.</li> </ul>
52	Click Next to continue.

 DBUpdate will now analyze your PhonePad database and update the structure if required. When it has finished clicked **Next** to continue.

PhonePad DBUpdate		
	Scanning Database Scan has been completed.	
	<ul> <li>TimeZones.dat table found.</li> <li>Scanning table structure</li> <li>No changes required.</li> <li>Users.dat table found.</li> <li>Scanning table structure</li> </ul>	•
5	<ul> <li>No changes required.</li> <li>Adding data</li> <li>Scan comp</li> <li>Click Next to continue</li> </ul>	III v
	Previous Next X Cancel	Finish

7. Click the **Finish** button to complete the upgrade of your PhonePad database.

PhonePad DBUpdate	
	<ul> <li>Finished.</li> <li>Database update has been completed.</li> <li>Click the Finish button to complete the process.</li> <li>Click Finish to complete the update</li> <li>Previous</li> <li>Next</li> <li>Cancel</li> <li>Finish</li> </ul>

## 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