UPGRADING MOBILE SOLUTIONS SOFWARE

Technical Guide

Version # 7.4 Rev 1

Prepared By:
Elliott Data Systems, Inc.

17825 Edison Ave
Chesterfield, MO 63005
(636) 386-8400
Fax (636) 386-3072

Customer Service Support
1-888-345-8511

mobilesolutions@elliottdata.com
www.elliottmobilesolutions.com

# **Table of Contents**

Things to know before upgrading

- **<u>Make backups and copies before starting these procedures.</u>**
- If you are upgrading any version of Mobile Solutions that is using Access for the database, please contact Customer Service Support.
- You must have local Administrative rights to the computer that you will be performing the upgrade on.
- Make sure the computer that you are upgrading meets the minimum requirements for the version you are upgrading to.
- If the system utilizes hand held scanner devices, make sure they are available and charged. The software will be upgraded on the hand held devices along with the system.

<u>Important Notice:</u> If you are upgrading a XP System Microsoft has discontinued support for the XP operating system as of April 8, 2014. Internet Explorer has been capped at version 8 with no updates or patches to be released. This has limited the capabilities in being compatible to newer versions of the Mobile Solutions products. Some features will not function properly due to this limitation. We recommend upgrading to Windows 7 and reinstalling the Mobile Solutions Software. Contact your Authorized Dealer or Elliott Data for assistance.
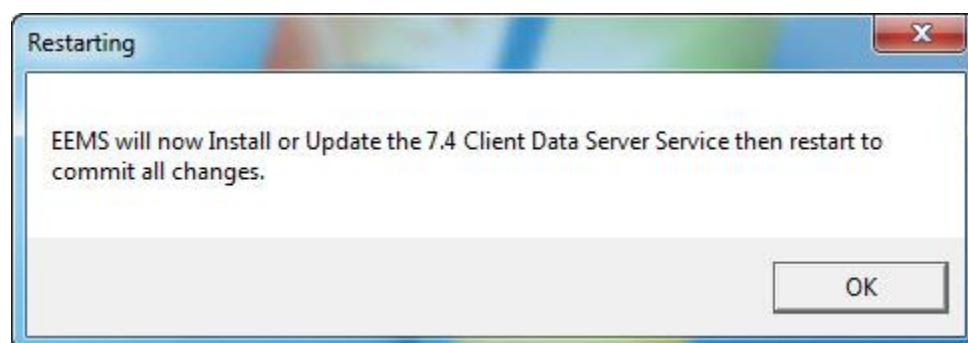
Upgrading from v7.1.30 to 7.5.xxx

1. <u>**Backup**</u> **the SQL database**
2. <u>**Backup**</u> **the C:\EEMS\EESMWEB\Photos**
3. <u>**Backup**</u> **the C:\EEMS\EEMSWEB\Files**
4. <u>**Backup**</u> **the ID Centre projects if applicable**
5. Launch Mobile Solutions application and login as normal.
6. Go to **File** then select **Check for Update**
7. The message that will display: (see below)
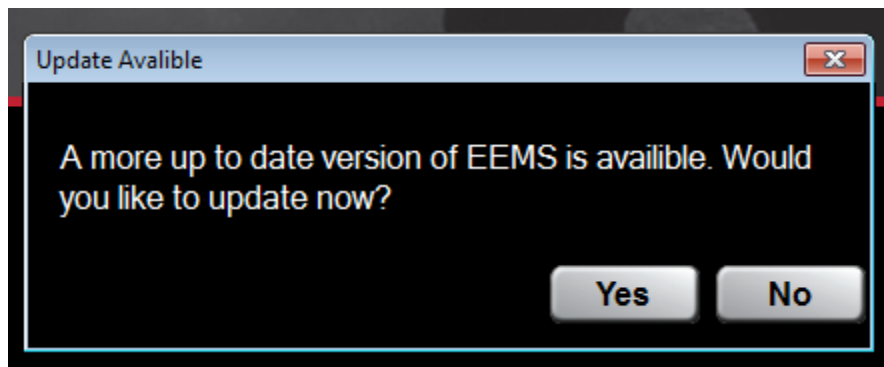
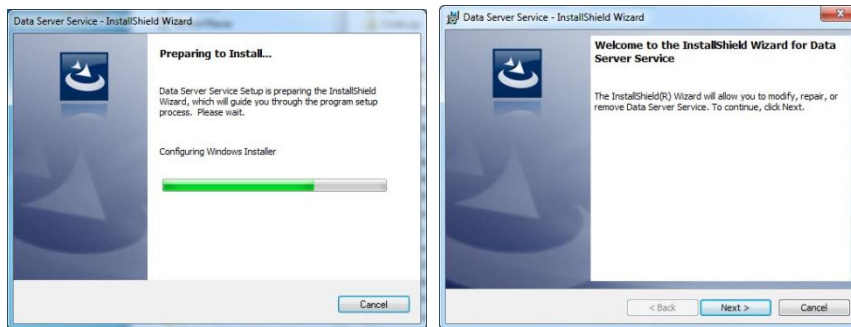8. Click **Yes** to perform the update.
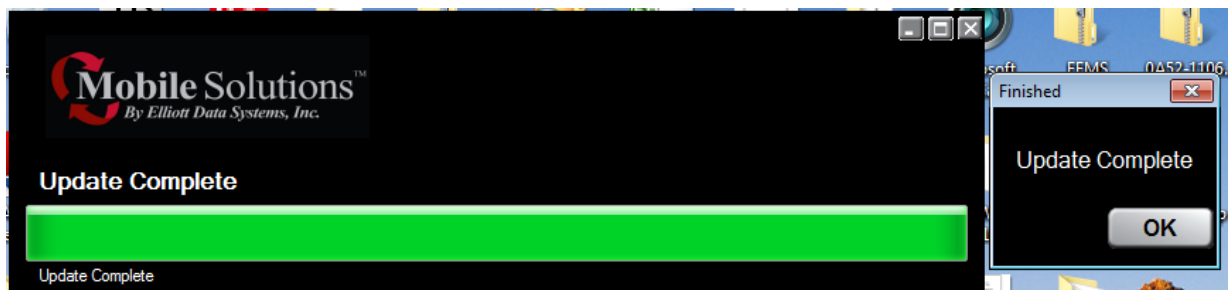
9. Click the **OK** button for the Update Complete message.
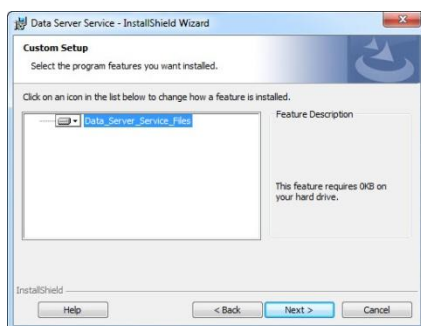

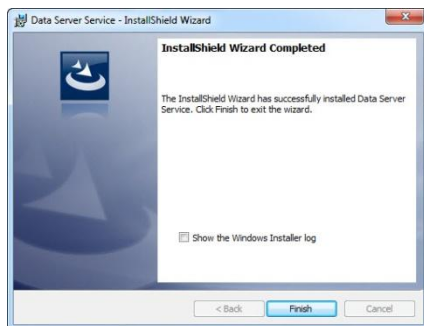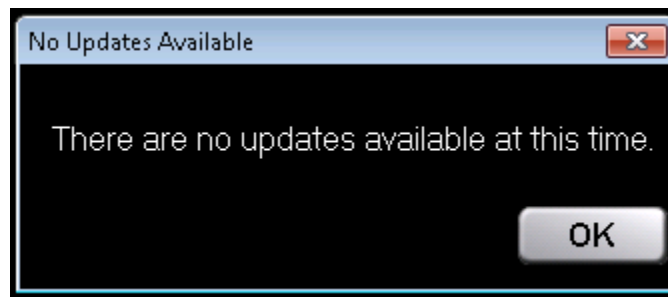10. Click the OK button

11. Click Next

12. Click Next

13. Click Next

14. Click Finished

15. When the Mobile Solutions login screen comes up login and perform steps 6 through 15. Until you receive the message below.

16. You now have completed the upgrade of the PC to the latest version of Mobile Solutions.
17. Now take your hand held device and launch the ITScriptnet application and click on **Load Program**.
18. Select **Main** from the list of programs in the window.
19. Next click on **Collect Data**.
20. Click on **Main** from the list of programs in the window.
21. When the application starts click the **Data** button, when that completes you have upgraded your hand held device.
22. Repeat steps 17 through 21 for each additional hand held device that you have.

Upgrading from v7.0.xx to v7.1.30

1. **<u>Backup</u> the SQL database**
2. **<u>Backup</u> the C:\EEMS\EESMWEB\Photos**
3. **<u>Backup</u> the C:\EEMS\EEMSWEB\Files**
4. **<u>Backup</u> the ID Centre projects if applicable**
5. Launch Mobile Solutions application and login as normal.
6. Go to **File** then select **Check for Update**
7. The message that will display: (see below)
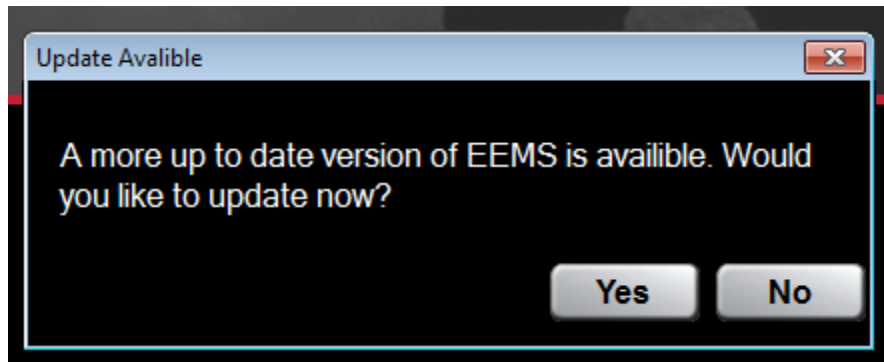
8. Click **Yes** to perform the update.
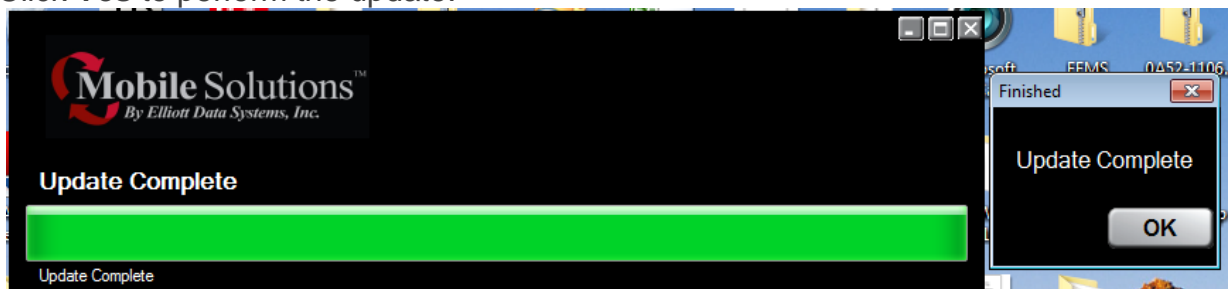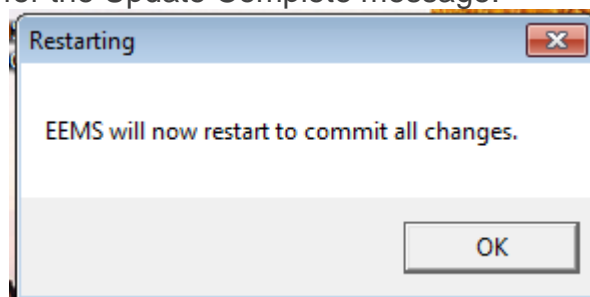

9. Click the **OK** button for the Update Complete message.

10. Click OK.

11. You now have completed the upgrade of the PC to version 7.1.30 of Mobile Solutions.   Go to Step #1 of the Upgrading from v7.1.30 to 7.5.xxx section to the complete the upgrade to the current release

Upgrading from 6.x.xx to 7.1.30

1. Backup the existing database

2. Make a copy of C:\EEMS

3. Make a copy of C:\Program Files\EEMS

4. Backup any ID Centre projects.

5. SQL – Turn **"Browser" and "Pipes"** ("Named Pipes" and "TCP/IP") **ON**

6. Uninstall **Mobile Solutions, EEMS** using add remove programs

7. Uninstall **Reports** using add remove programs

8. Uninstall **ITScriptNet** or **OmniScript** using add remove programs. (if either of these programs were installed)

9. Delete **C:\EEMS** folder

10. Delete **C:\Program Files\EEMS** folder if present

11. Delete **C:\Program Files\Mobile Solutions** folder if present

12. Now you are ready to upgrade the system, put the Mobile Solutions DVD in to the drive.

13. Follow the steps in the Mobile Solutions Install Guide v7.1

14. Make sure you **select Full Install no SQL Server**. Since SQL already exist on this system.

15. Select the **Custom Install** option when presented.

16. If in step 9 you uninstalled either of those programs you will need to install ITScriptNet, just choose the correct version for your hand held device.

17. Copy Photos and files from the backup copy of C:\EEMS to:
    C:\EEMS\eemsweb\photos and C:\EEMS\eemsweb\files

18. Take a hand held scanning device (if part of this configuration) and see what the version of ITScriptNet is installed. Launch **ITScriptnet** on the hand held scanning device and select **Utilities** and the select **Configuration**.

19. The version is in the title bar of the window. If the version is 3.0 or later continue to the next step if not go to step 22.

20. For 3.0 and later in the **Configuration** window select the **Update** tab, and then select the **Update** button. The hand held should be updated, proceed to step 25.

21. For earlier versions of ITScriptnet you will need to cradle the hand held device.

22. Once cradled and connected to the pc launch the newly install version of ITScriptnet. Select **Programming** in the left window pane and then in the right window pane select the model of the hand held device you are using. Most of the time it will automatically detect the model.

23. Once the model is selected, click **Install to device**. This will upgrade the software on the hand held device.

24. Now that the hand held device is upgraded launch the new ITScriptNet application and select **Load Programs** then select **Main** from the window that opened.

25. When the load finishes select **Collect Data** and select **Main** from the window that opened.

26. When the application opens select the **Data** button to update the remaining program files.

27. Repeat steps 19 to 27 for each hand held device that needs to be upgraded.

28. For Opticon 8000 models perform a backup procedure for the newly upgraded units.

29. Backup the database again and label it with version number in the name.