

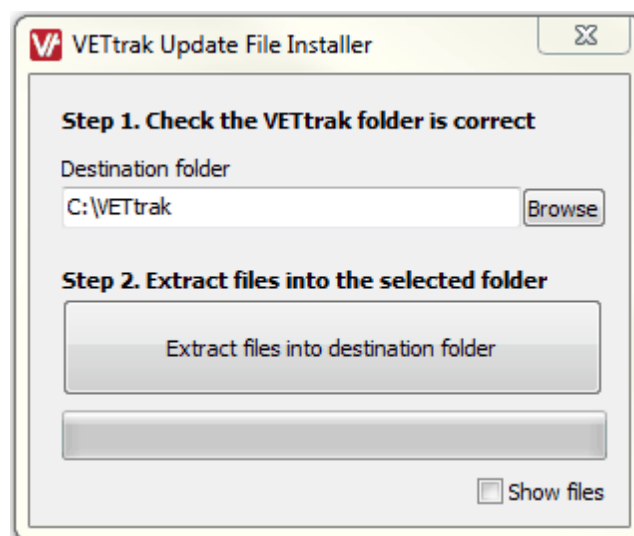
Updating VETtrak

Important Information

- Please note that you may be required to perform a database upgrade. **You should ensure that you have a valid backup of your database before proceeding!**
- If you are upgrading from version 4.3.x.x, you will require a new version 4.4 registration key. The database upgrade can contact VETtrak servers to obtain your new registration key automatically.
- **If the computer you are upgrading VETtrak on will not have access to the internet, or you think it may have difficulty contacting VETtrak servers, please contact OzSoft to obtain your version 4.4 registration key via email before upgrading.**

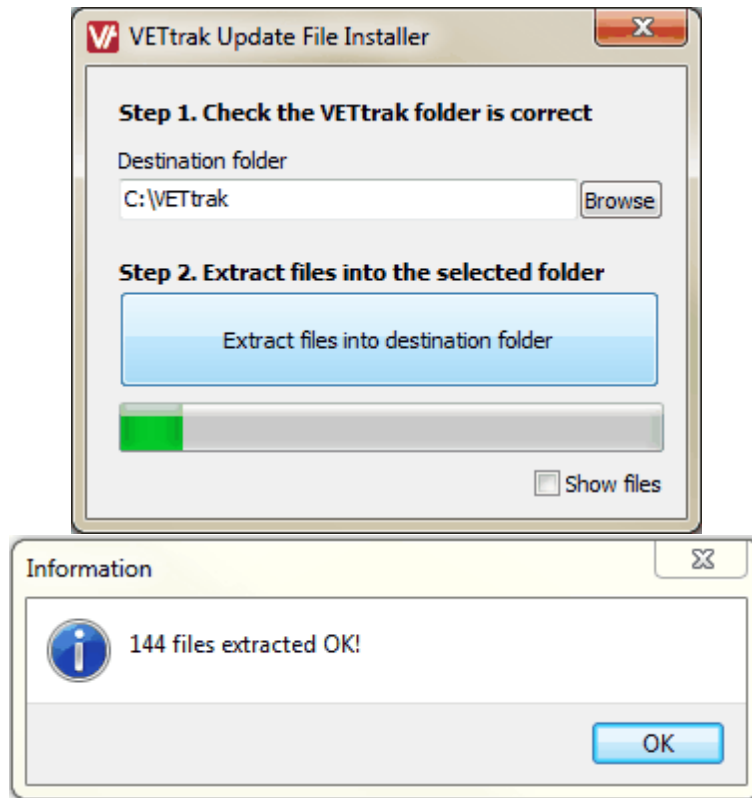
If you are new to the version 4.4.x.x upgrade process, please follow these steps:

1. **Before we take the next step, it is essential that you make sure no-one else in your organisation is using VETtrak at this time and that you have a recent backup copy of your database (VETtrak.gdb for Firebird users. If you use Microsoft SQL Server, please contact your systems administrator).**
2. Download the update from the link on the Downloads web page
<https://clients.vettrak.com.au/support-centre/downloads>.
3. If you have any customised extensions, they can also be downloaded from the links on that page (they are listed on the page as "VETtrak Customisations" and will need to be installed at the same time as the VETtrak update).
4. **Close VETtrak if it's running** (on **all** computers that have it installed).
5. If you have purchased and installed any additional web-based add-on products, such as the Web Connector (API), Student Portal or Trainer Portal, stop the application pools in Internet Information Services. After the VETtrak upgrade is complete, you will need to install any updates to these additional products, and restart the application pools.
6. Double-click on each of the files you have downloaded to run each of the file installers.

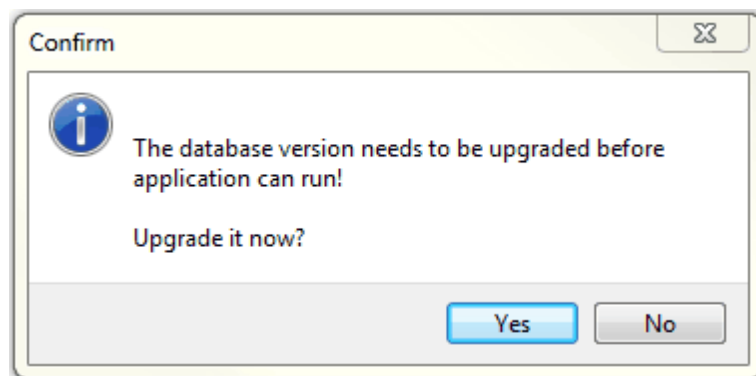


Repeat the following steps for each file installer you downloaded:

- a) The destination folder defaults to "C:\VETtrak". If this is not where your VETtrak is installed, click the **Browse** button to browse for and select the folder where VETtrak is installed. **If your VETtrak is not installed to the default location (for example, if it is on a server), you may need to change the destination folder. Contact us on (03) 6333 0166 if you need any assistance.**
- b) Click the **Extract files into destination folder** button, wait for it to complete, then click the **OK** button. This will automatically close the file installer.



7. Start VETtrak.
8. You may be prompted to upgrade your database structure.



If this occurs:

- a) Click **Yes** to run the database update utility.

Database update utility

Database update messages:
Proceed through the various steps in the wizard to update your database. You may have to re-start this wizard a few times if your database is a long way behind.

Step 1. Registration Information

Registration name (from database)
VT Online Demo

Get Registration Key online

This update requires a new registration key and VETtrak will not start until it is entered. Press the Get button to automatically obtain the new key for your organisation.

☐ I already have my registration key

Step 2. Database connections

Ensure that there are no users, including APIs, connected to the VETtrak database.

☐ I confirm that the database is not in use

Database information

Platform	Firebird 2.5.2
Server	C:\VETtrak\DB\NewDemoVETtrak.gdb
Database	
Ini file	C:\VETtrak\VETtrak.ini

Step 3. Database backup/copy

As updates modify both the structure and content of your database you **MUST** ensure that you have taken a backup or copy of the database in the event that something fails during the update process.

Please note that there may be a charge to your organisation to repair your database if the upgrade fails and a valid backup/copy of the original database cannot be sent to support for updating.

☐ I confirm that the database has been safely backed up

Step 4. Database update

Current version 4.3.11.0 Target version 4.4.0.0

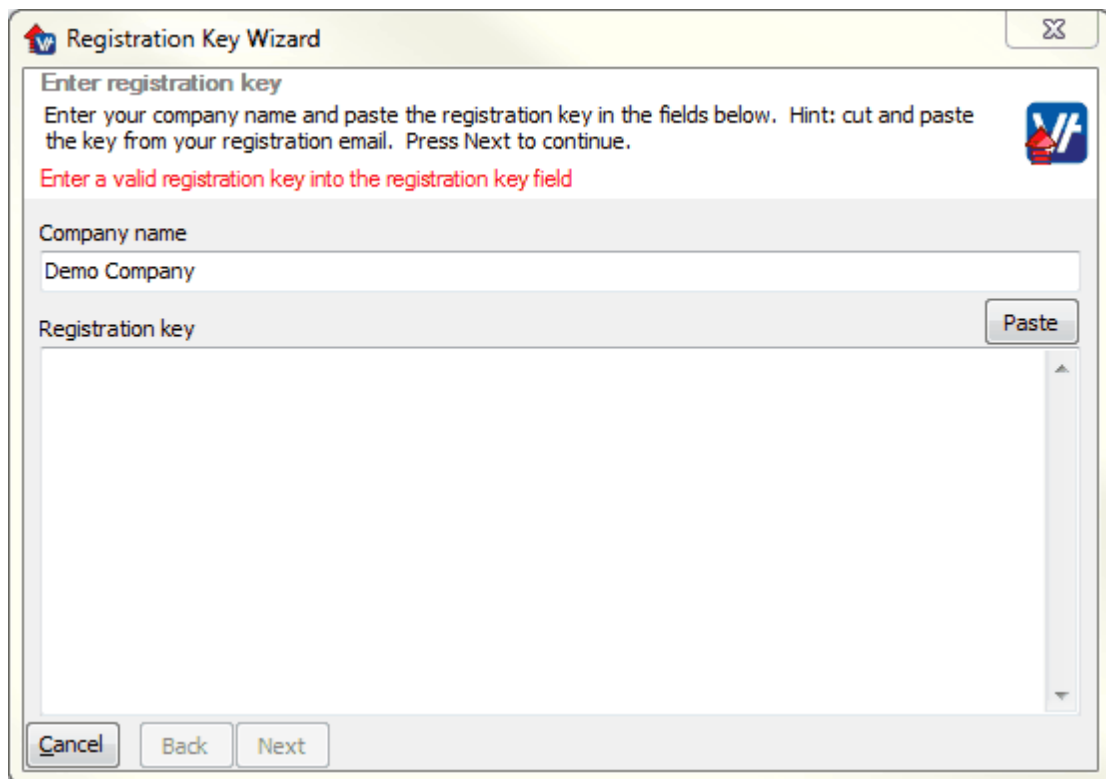
Update database now!

Update progress

Back Close

- b) If you are upgrading from version 4.3.11.x to 4.4.0.0, Step 1 will be Registration Information. Click the **Get Registration Key online** button to get your new version 4.4 registration key via email. If this fails, please contact VETtrak Support to obtain your version 4.4 registration key via email. Alternatively, if you

have your registration key in an email from VETtrak Support, select and copy it from the email, tick the ***I already have my registration key*** tickbox, then in the Registration Key Wizard that pops up, click the ***Paste*** button to enter the registration key, followed by the ***Next*** and ***Finish*** buttons.



The image shows a 'Registration Key Wizard' dialog box. The title bar says 'Registration Key Wizard' with a close button. The main area has the heading 'Enter registration key' and instructions: 'Enter your company name and paste the registration key in the fields below. Hint: cut and paste the key from your registration email. Press Next to continue.' There is a VETtrak logo in the top right. Below the instructions, a red error message reads: 'Enter a valid registration key into the registration key field'. There are two input fields: 'Company name' with the text 'Demo Company' and 'Registration key' which is empty. A 'Paste' button is to the right of the 'Registration key' field. At the bottom are 'Cancel', 'Back', and 'Next' buttons.

- c) Read the next section and tick the ***I confirm that the database is not in use*** tickbox to confirm that nobody is currently using the database.

Database update utility

Database update messages:
Proceed through the various steps in the wizard to update your database. You may have to re-start this wizard a few times if your database is a long way behind.

Step 1. Registration Information

Registration name (from database)
Demo Company

Key down-loaded successfully!

This update requires a new registration key and VETtrak will not start until it is entered. Press the Get button to automatically obtain the new key for your organisation.

☒ I already have my registration key

Step 2. Database connections

Ensure that there are no users, including APIs, connected to the VETtrak database.

Database information

Driver	Firebird
Server	C:\VETtrak\Data\VETtrak.gdb
Database	
Ini file	C:\VETtrak\VETtrak.ini

☒ I confirm that the database is not in use

Step 3. Database backup/copy

As updates modify both the structure and content of your database you MUST ensure that you have taken a backup or copy of the database in the event that something fails during the update process.

Please note that there may be a charge to your organisation to repair your database if the upgrade fails and a valid backup/copy of the original database cannot be sent to OzSoft for updating.

☐ I confirm that the database has been safely backed up

Step 4. Database update

Current version 4.3.11.0 Target version 4.4.0.0

Update database now!

Update progress

Back Close

Database update utility

Database update messages:
 Proceed through the various steps in the wizard to update your database. You may have to re-start this wizard a few times if your database is a long way behind.

Step 1. Registration Information

Registration name (from database)
 VT Online Demo

Get Registration Key online

This update requires a new registration key and VETtrak will not start until it is entered. Press the Get button to automatically obtain the new key for your organisation.

☒ I already have my registration key

Step 2. Database connections

Ensure that there are no users, including APIs, connected to the VETtrak database.

Database information

Platform	Firebird 2.5.2
Server	C:\VETtrak\DB\NewDemoVETtrak.gdb
Database	
Ini file	C:\VETtrak\VETtrak.ini

☒ I confirm that the database is not in use

Step 3. Database backup/copy

As updates modify both the structure and content of your database you MUST ensure that you have taken a backup or copy of the database in the event that something fails during the update process.

Please note that there may be a charge to your organisation to repair your database if the upgrade fails and a valid backup/copy of the original database cannot be sent to support for updating.

☐ I confirm that the database has been safely backed up

Step 4. Database update

Current version 4.3.11.0 Target version 4.4.0.0

Update database now!

Update progress

Back Close

- d) Read the next section and tick the ***I confirm that the database has been safely backed up*** up tickbox to confirm that you have made a backup of your database.

Database update utility

Database update messages:
Proceed through the various steps in the wizard to update your database. You may have to re-start this wizard a few times if your database is a long way behind.

Step 1. Registration Information

Registration name (from database)
VT Online Demo

Get Registration Key online

This update requires a new registration key and VETtrak will not start until it is entered. Press the Get button to automatically obtain the new key for your organisation.

☒ I already have my registration key

Step 2. Database connections

Ensure that there are no users, including APIs, connected to the VETtrak database.

Database information

Platform	Firebird 2.5.2
Server	C:\VETtrak\DB\NewDemoVETtrak.gdb
Database	
Ini file	C:\VETtrak\VETtrak.ini

☒ I confirm that the database is not in use

Step 3. Database backup/copy

As updates modify both the structure and content of your database you **MUST** ensure that you have taken a backup or copy of the database in the event that something fails during the update process.

Please note that there may be a charge to your organisation to repair your database if the upgrade fails and a valid backup/copy of the original database cannot be sent to support for updating.

☒ I confirm that the database has been safely backed up

Step 4. Database update

Current version 4.3.11.0 Target version 4.4.0.0

Update database now!

Update progress

Back Close

- e) Click the **Update database now!** button to update the database to the next major version. This may take some time. Do **not** stop this process once started for **any** reason. (Even if it appears to be not responding. If you are in any doubt, please contact VETtrak Support).

Database update utility

Database update messages:
Creating new tables for entity/feature/role based security model.

Step 1. Registration Information
Registration name (from database)

Get Registration Key online

This update requires a new registration key and VETtrak will not start until it is entered. Press the Get button to automatically obtain the new key for your organisation.
☒ I already have my registration key

Step 2. Database connections
Ensure that there are no users, including APIs, connected to the VETtrak database.

Database information	
Platform	Firebird 2.5.2
Server	C:\VETtrak\DB\NewDemoVETtrak.gdb
Database	
Ini file	C:\VETtrak\VETtrak.ini

☒ I confirm that the database is not in use

Step 3. Database backup/copy
As updates modify both the structure and content of your database you **MUST** ensure that you have taken a backup or copy of the database in the event that something fails during the update process.
Please note that there may be a charge to your organisation to repair your database if the upgrade fails and a valid backup/copy of the original database cannot be sent to support for updating.
☒ I confirm that the database has been safely backed up

Step 4. Database update

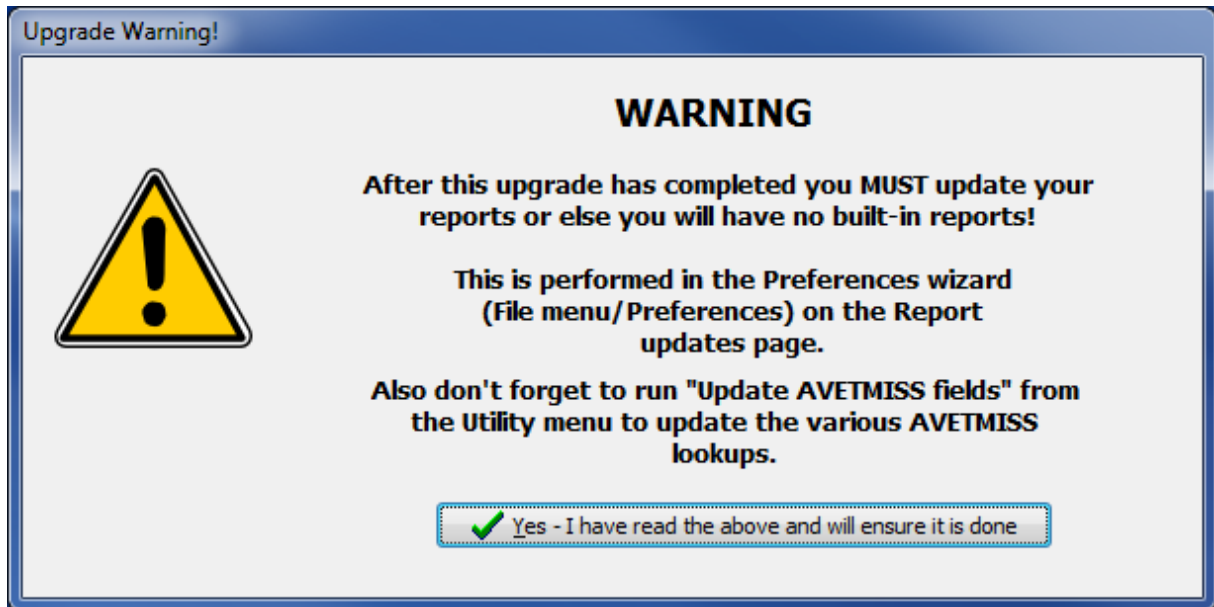
Current version4.3.11.0
Target version4.4.0.0

Update database now!

Update progress

BackClose

- f) When complete, read the upgrade warning, then click the **Yes** button, followed by the **Close** button.



- g) Start VETtrak again. If you are a few major versions behind, it may prompt you to upgrade your database structure again to the next major version, in which case you will repeat the database update process again.
9. You can now run the downloaded files on any other computers that have VETtrak installed, or delete them when finished.

Please contact VETtrak Support on (03) 6333 0166 if you need help.