## **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).
- Download the update from the link on the Downloads web page <u>https://clients.vettrak.com.au/support-centre/downloads</u>.
- 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.

VETtrak	Update File Installer
Step 1. (	Theck the VETtrak folder is correct
Destinatio	on folder
C:\VETtra	ak Browse
Step 2. E	Extract files into the selected folder Extract files into destination folder

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.

V	VETtrak Update File Installer	
	Step 1. Check the VETtrak folder is correct	
	Destination folder	
	C:\VETtrak Browse	
	Step 2. Extract files into the selected folder	
	Extract files into destination folder	
	Show files	
Informat	ion	23
Î	144 files extracted OK!	

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



## If this occurs:

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a) Click Yes to run the database update utility.

Redistration name (from d		This used	
VT Online Demo		key and entered. automati	VETtrak will not start until it is Press the Get button to cally obtain the new key for
Get Registration K	ey online	your org	anisation. ady have my registration key
Step 2. Database conne	ctions		
Ensure that there are no users, including APIs, connected to the VETtrak database.	Database informa Platform Fire Server C:\\ Database Ini file C:\\	tion bird 2.5.2 /ETtrak\DB\NewDemoVE /ETtrak\VETtrak.ini	Ttrak.gdb
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I confirm that the data	base has been sale	.,	
I confirm that the data	e	·,	
I confirm that the data	e 4.3.11.0	Target version	4.4.0.0
I confirm that the data	e 4.3.11.0 Update d	Target version atabase now!	4.4.0.0

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

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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.

🏫 Registration Key Wizard	23
Enter registration key	
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.	<u>}</u>
Enter a valid registration key into the registration key field	
Company name	
Demo Company	
Registration key	Paste
	*
	-
Cancel Back Next	

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 messag Proceed through the varie this wizard a few times if	<b>es:</b> ous steps in t your databas	the wizard to upda se is a long way be	te your data hind.	base. You may	have to re-start
Step 1. Registration Inf	ormation				
Registration name (from d Demo Company Key down-loaded su	atabase) ccessfully!		This upo key and entered automat your org	late requires a r VETtrak will not . Press the Get tically obtain the ganisation. eady have my r	new registration t start until it is button to a new key for egistration key
Step 2. Database conne	ctions	-			
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– Step 4. Database updat	e				
Current version	4.3.11.0 Up	Taro odate database nov	get version w!	4.4.0.0	
Update progress					
				<u>B</u> ack	Close

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Registration name (from d	ormation			
	latabase)		This upda	te requires a new registratio
VT Online Demo			key and V	ETtrak will not start until it is
			automatic	ally obtain the new key for
Get Registration K	ey online		your orga	inisation.
			√ I alrea	ady have my registration key
Step 2. Database conne	ections			
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d) Read the next section and tick the *I confirm that the database has been safely backed* up tickbox to confirm that you have made a backup of your database.

Step 1. Registration Inf	ormation			
Registration name (from d	latabase)	Т	his update requires a new registratio	
VT Online Demo			ey and VETtrak will not start until it is intered. Press the Get button to iutomatically obtain the new key for your organisation.	
Get Registration K	ey online		✓ I already have my registration key	
Step 2. Database conne	ections			
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connected to the VETtrak database.	Tei fle	C:\VETtrak\VETtrak.ini		
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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).

atabase update messag Creating new tables for e	<b>es:</b> ntity/feature/	/role based security m	odel.	
Step 1. Registration Info	ormation		This update re	a vines a new registration
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Step 2. Database conne	ctions	formation		
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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.