

ODOffice Pro Update Guide

This document provides details for updating your ODOffice Pro system.

Periodically, updates will be made available for the ODOffice Pro application. These updates may include bug fixes, feature enhancements, or new features. To simplify the update procedure, the required steps are actually built into the product. The user simply needs to follow the instructions presented by the program. When completed, any updated files will have been downloaded immediately from the SpinnakerWare server over the Internet, precluding the need for mailed CDs.

The update procedure should take only a few minutes, but the server will be unavailable during this time, and therefore the update should only be performed during a break, or outside of office hours. Although having clients running will not impact the first part of the update, these clients will be unresponsive, and must be restarted after the update anyway, so it is a good idea to **have all clients logoff before starting**.

IMPORTANT: We know that not all computers have File Sharing turned on. If you are not sure if this feature is available on your network, please ensure you have a USB memory stick on hand. If you begin the update process, but File Sharing is NOT available, and you do not have a memory stick, **you will be unable to use ODOfficePro!**

Server Update

The update process is initiated from the server program.

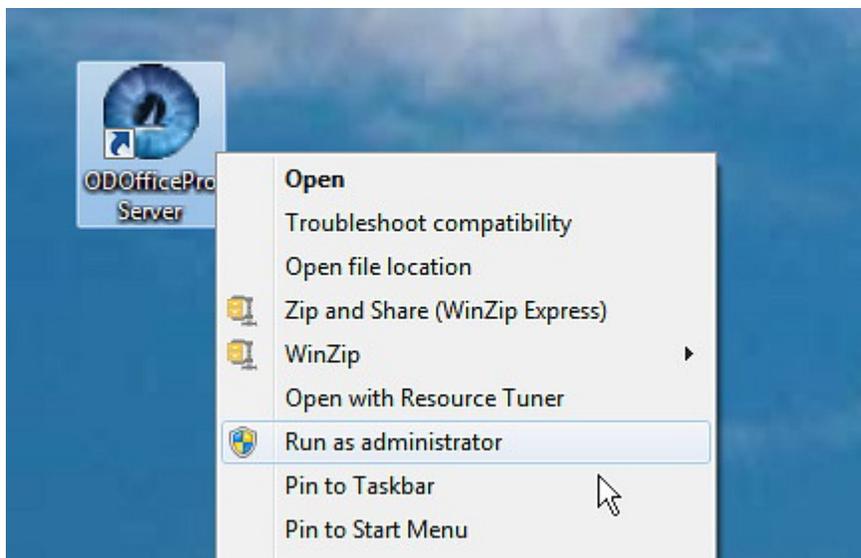
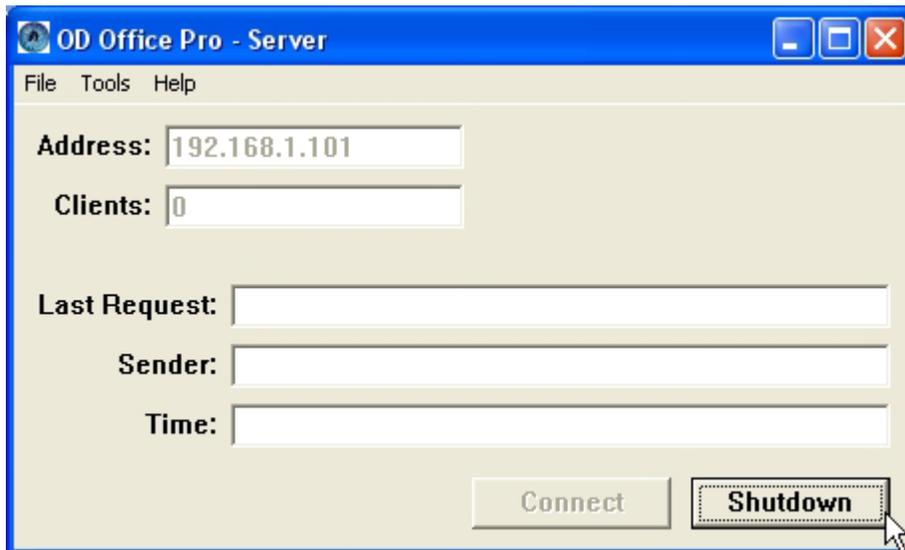
With most modern Windows systems, the internal security will prevent programs from launching other programs, or updating themselves. This is a good thing, as it helps protect us from viruses. But when we WANT a program to be allowed to do this, we must inform Windows. We do this by running the program “as Administrator”.

THIS IS THE CRITICAL FIRST STEP:

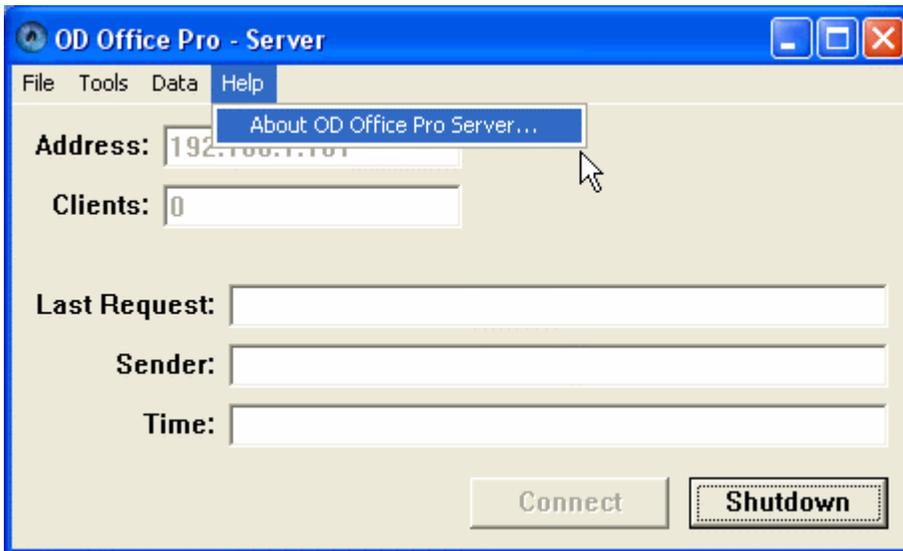
Before beginning the update process, please **close the server program**. Next, go to the desktop icon for **ODOfficePro Server**, and **right-click on it, then choose *Run As Administrator***.

The Windows system may pop-up a window to ask you to confirm that you would like to allow this. If it does, then select the appropriate affirmative response. Your server program will then be running.

If you skip this step, you will likely be unable to complete the update!



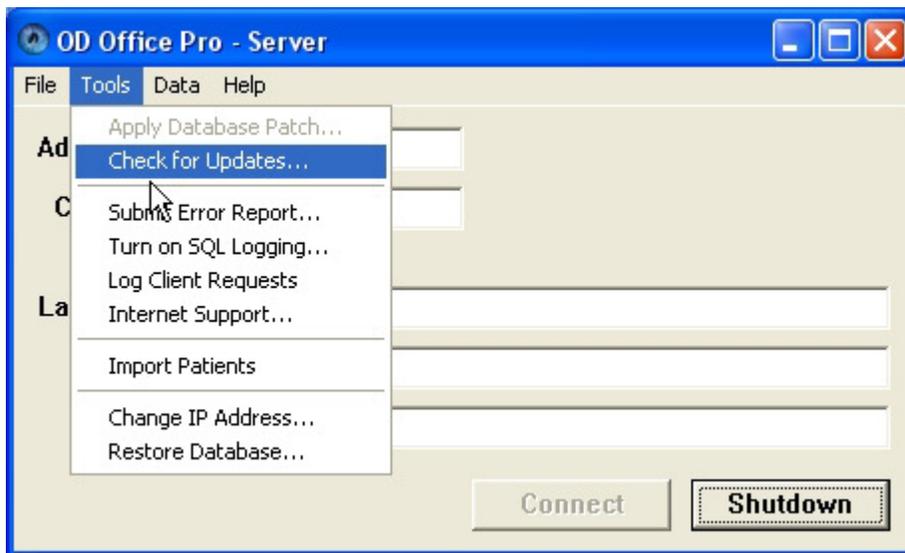
Now, before actually performing the update, it is useful to check the version of the software that is currently running. You can do this by selecting *About ODOfficePro Server...* from the Help Menu.



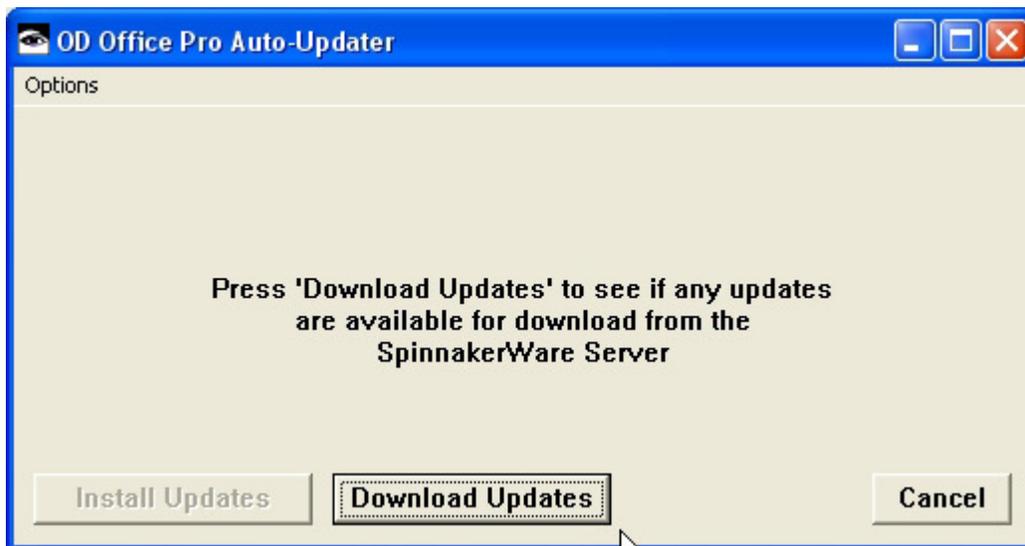
This will show you the current version.



The first step in performing the update is to download the update files from the SpinnakerWare server. To begin this process, the user selects the *Check for Updates...* option from the Tools menu.



Clicking on this will open the ODOffice Pro Auto-Updater.

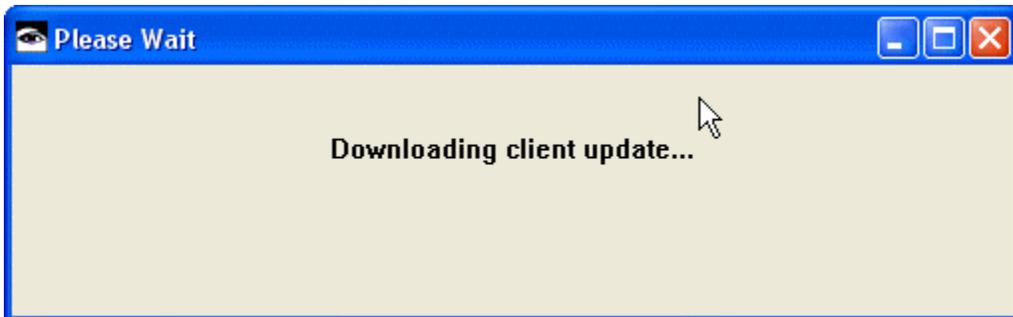
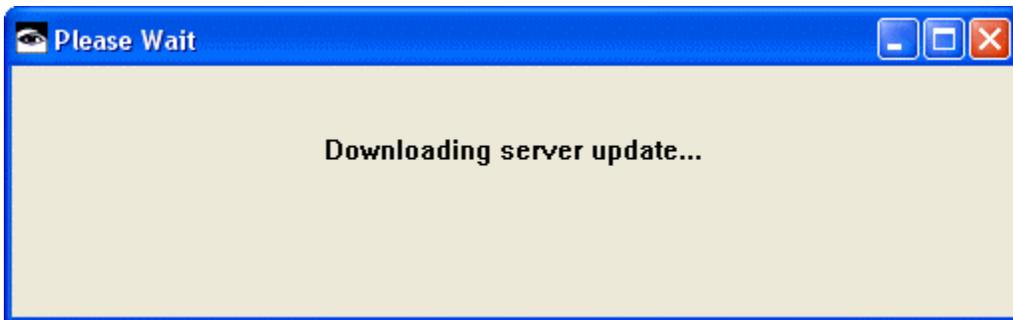


As instructed, pressing the *Download Updates* button will cause the Auto-Updater to look for updates.

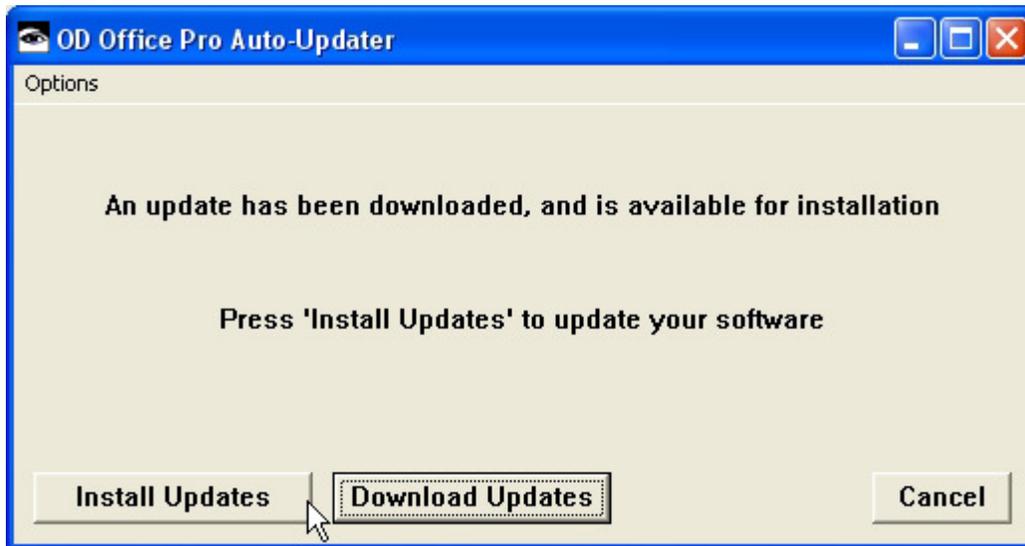


If an update is available, pressing the *Yes* button when prompted, will inform the program that the update should be downloaded.

Any server and/or client updates will then be downloaded from the SpinnakerWare server. This step may take up to about a minute, depending on the user's available Internet speed.

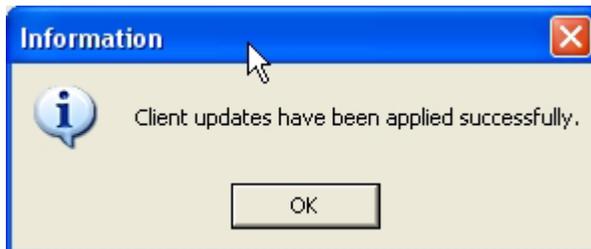


Once the files have been downloaded, the Auto-Updater window again appears, but this time the message indicates that an update has been downloaded, and is ready to be installed.

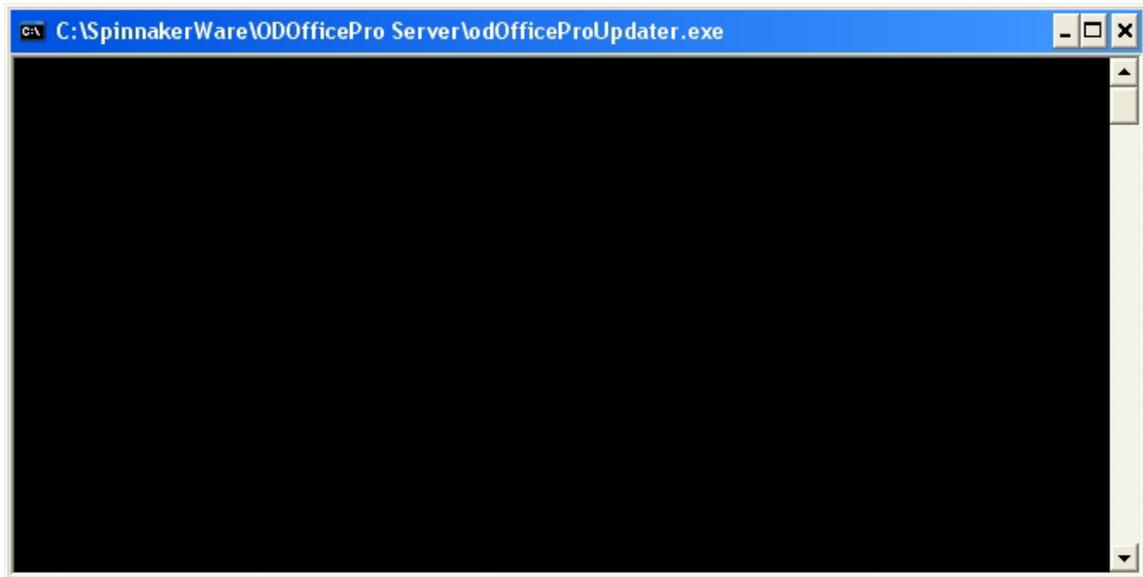


Once the *Install Updates* button is pressed, the user will likely see 2 windows appear briefly, which indicates that the update is being unpacked.

The following two windows indicate that the update files have been successfully unpacked.



When the user clicks the *Yes* button on this window, the server program will automatically shutdown, so that the program files can be updated. The following window should appear briefly, indicating that the server files are indeed being copied into the program folder.



Once this window closes, the server part of the update procedure should be completed, and the user can now restart the server program normally (ie. just double-clicking on the desktop icon...there is no need to *Run as Administrator* again)

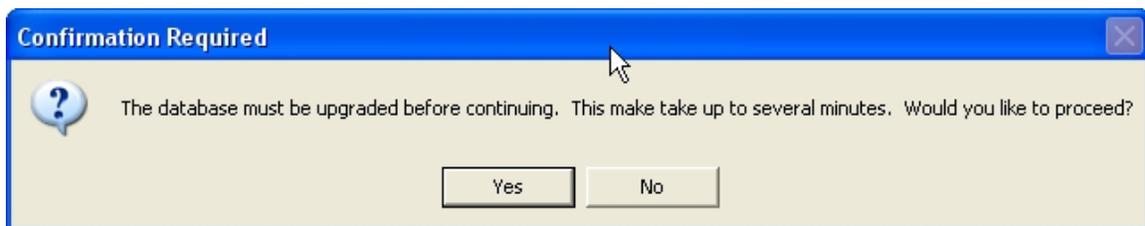
If you do NOT see this window, or you get a message informing you that the Update Program can not be launched, then your server program did not have sufficient rights to proceed. At this point, close the server program, and start again, remembering to *Run as Administrator*, as described above

Database Update

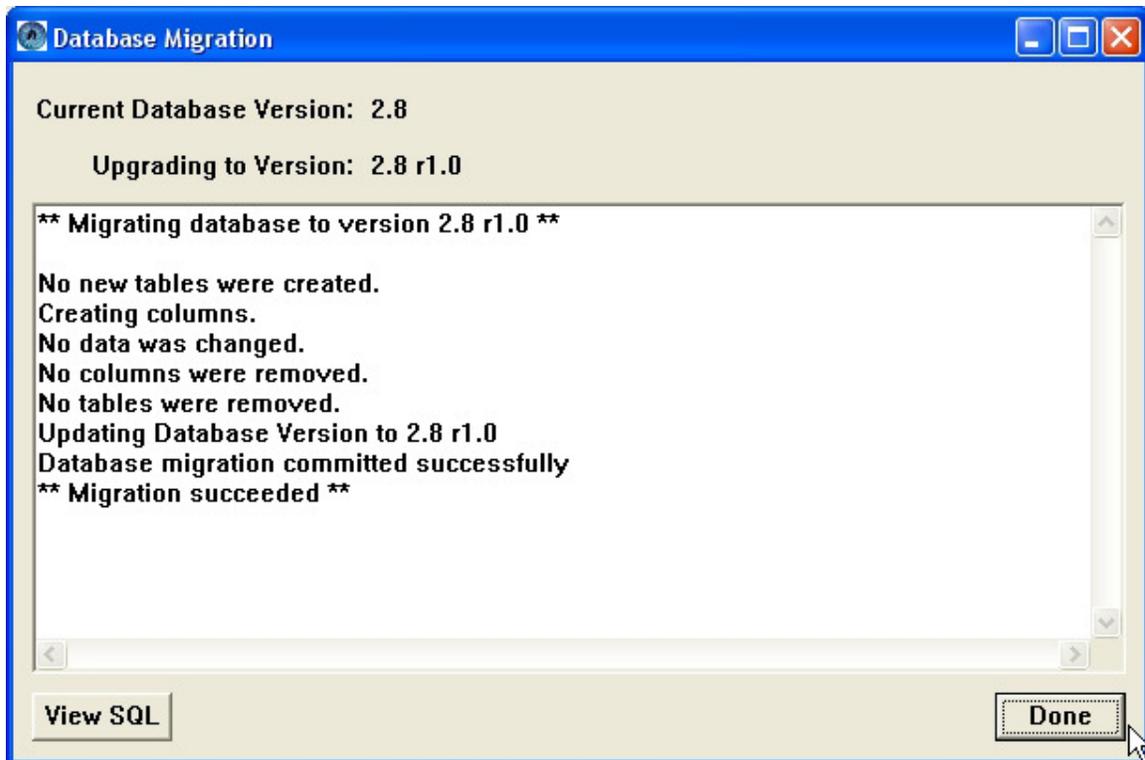
Frequently, an update to the database will also be required. Usually this is to create space for new information being saved.

Whenever the server program is started, part of its duties is to verify that the database version matches the server version. If there is a mismatch, then the database update procedure is launched automatically.

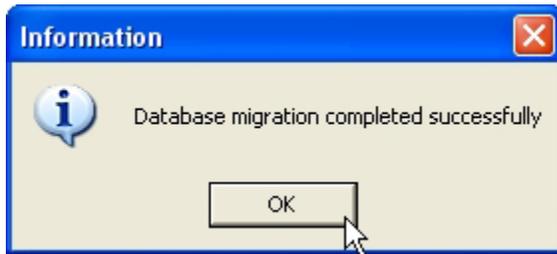
After completing the server update as outlined in the previous section of this guide, and restarting the server, the following message may appear, indicating that the database needs to be updated.



Pressing the *Yes* button will launch the Database Migrator, and any updates or changes to the database that are required will be made automatically.



Once completed, the user will be informed. Pressing the *OK* button will dismiss the message.



The Database Migration window will still be open in the background, but can be closed at this point, by pressing the *Done* button.

Once this database update is complete, no further steps are required at the server. The server program will now be running, and the user can now restart each of the client programs, which will copy the appropriate update files from the server as each one logs in. The Client update procedure is described in the next section.

If there is NO database update, then it is a good idea to verify the update has in fact taken place. The easiest way to do that is to check the server version again. It should be different than when the process was started.



If the version has not changed, then the update has failed.

The main cause of such a failure is almost always the security settings on the computer. To update files, the program must have administrator privileges. If the computer is setup to disallow these actions, then the final part of the update will not be allowed to proceed.

The quickest way to overcome this is to close the program, then start over, remembering to *Run as Administrator*, as described above.

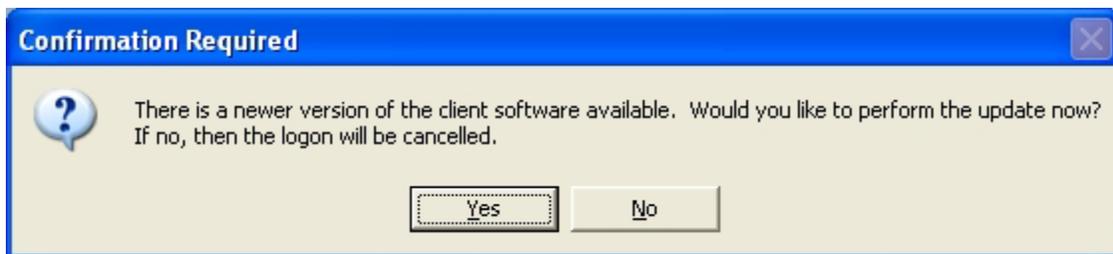
Client Update

The following procedure must be performed at each of the client computers. It is also advisable to update the client software on the server computer as well. Please make sure the client software is closed before starting.

As with the server program, the client program must also be allowed to update itself, and therefore also requires the extra rights that are granted by running it “as Administrator”. The client program must be started by right-clicking on the desktop icon for **ODOOfficePro Client**, then choosing *Run As Administrator* (if you are using an older version of Windows, this option may not exist in the pop-up menu, in which case you can likely skip this step).

The Windows system may pop-up a window to ask you to confirm that you would like to allow this. If it does, then select the appropriate affirmative response. Your client program will then be running, and the user simply logs on as normal.

When an update has been downloaded by the server program, the client program will show the following screen. The user must press the *Yes* button.



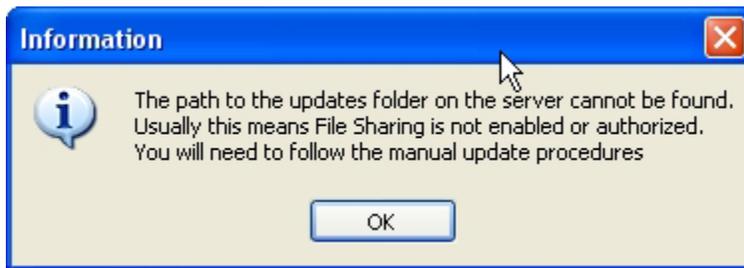
This will first copy the required files over from the server computer. The user must press *OK* to continue.

Note: the number of files copied will change, depending on what is included in the update.



This step requires that the computers in the office have File Sharing turned on. If File Sharing is NOT turned on (either because it has not been enabled, or because the client computer does not have the authority to share files), then the following

message will appear indicating that the path to the update files could not be accessed. If this occurs, please see the section at the end of this guide.



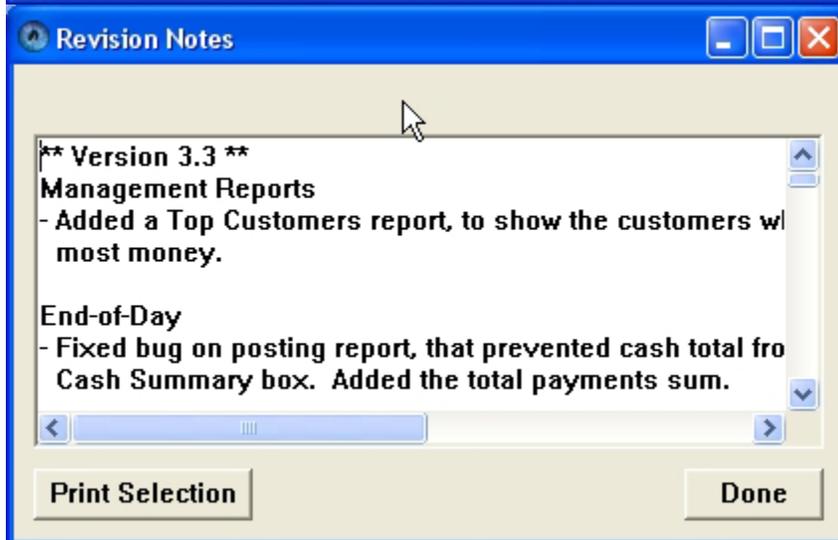
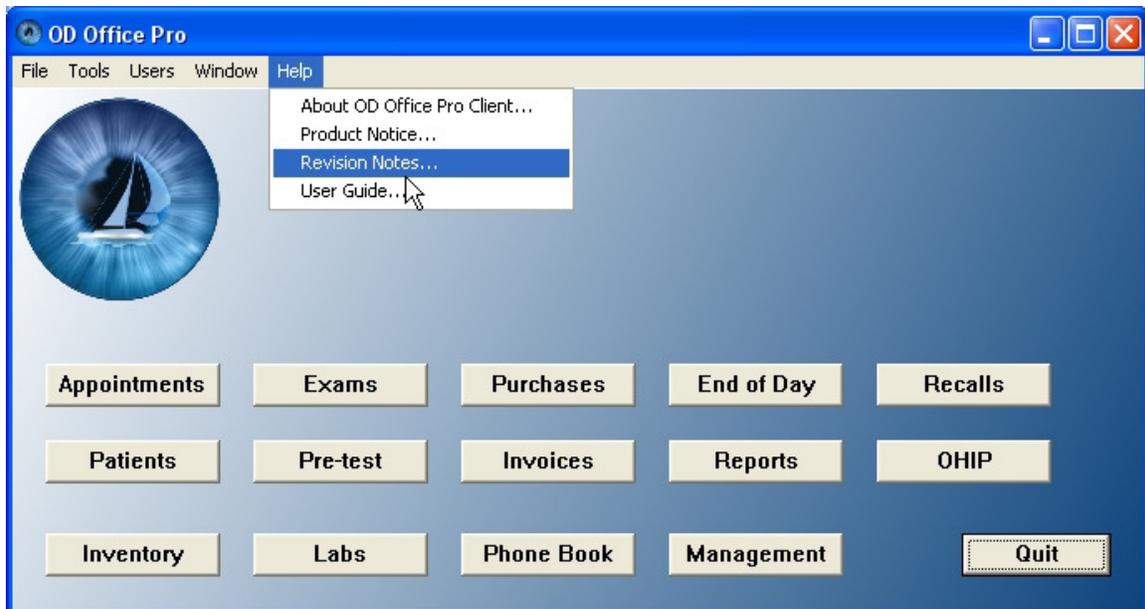
Assuming the files are transferred successfully, the client program will then need to shutdown, in order for the program files to be updated. Pressing *Yes* on the following window will cause that to happen.



The client program will then shut itself down, and a black window will appear briefly, indicating that the update is proceeding. When that window closes, the client software can be restarted as normal, and will be running at the latest version.

If, when the program restarts, the message indicating a new version is available shows up again, then the most likely reason is that Windows denied the copying of the files due to insufficient privileges. The solution is to hit *No*, then close the client program. Then start the Client Update over, remembering to *Run as Administrator*, as described above.

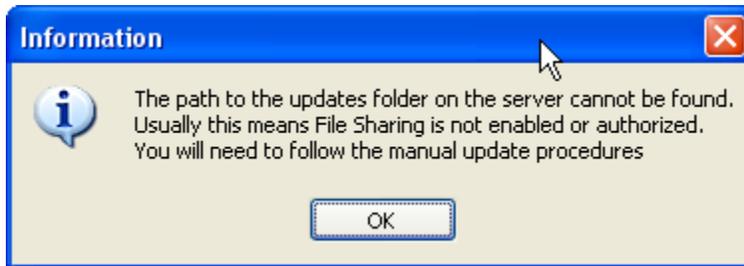
To find out what is new, or has been changed, all users should read the revision notes, available by clicking *Revision Notes...* under the Help menu of the main client Launchpad window. This will open a window describing all changes/additions/fixes that have been made in each update.



File Sharing not turned on

To make use of the built-in update procedures, File Sharing must be enabled on all client computers, and they must have the authority to access the server computer. This is a Windows security issue, and must be discussed with the hardware support group.

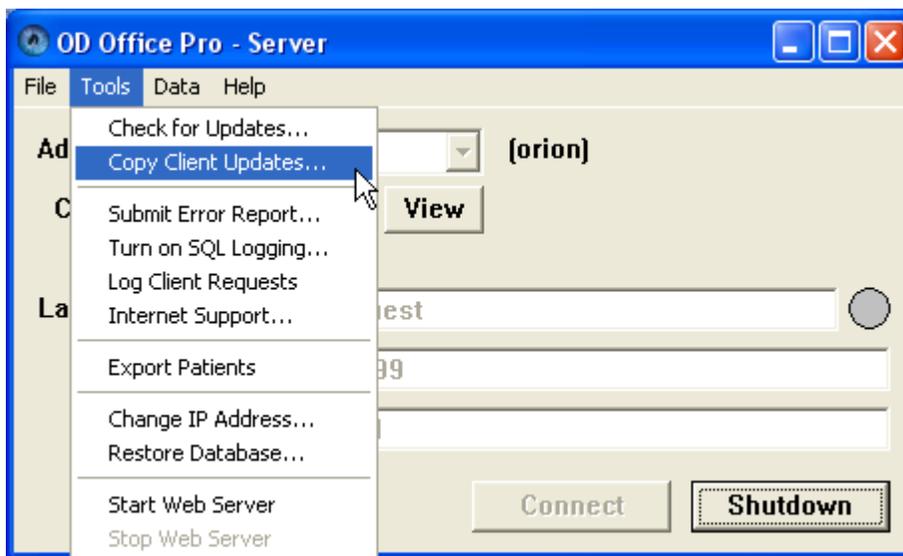
If File Sharing is NOT available, then when the client program attempts to copy the update files from the server, the following message will appear:



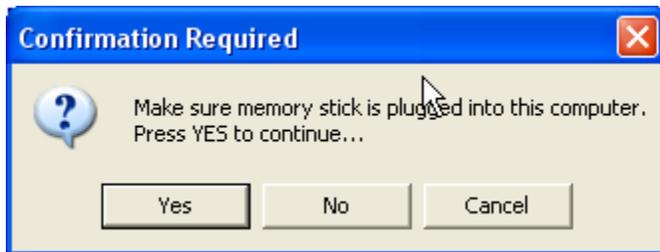
This will require the hardware IT support team to make the appropriate security changes, in order to make File Sharing available.

In the short term, however, the update can be completed manually by using a USB memory stick to transfer the update files from the server computer, to the client computer(s). Please ensure that there is an empty folder on the memory stick to use for this purpose.

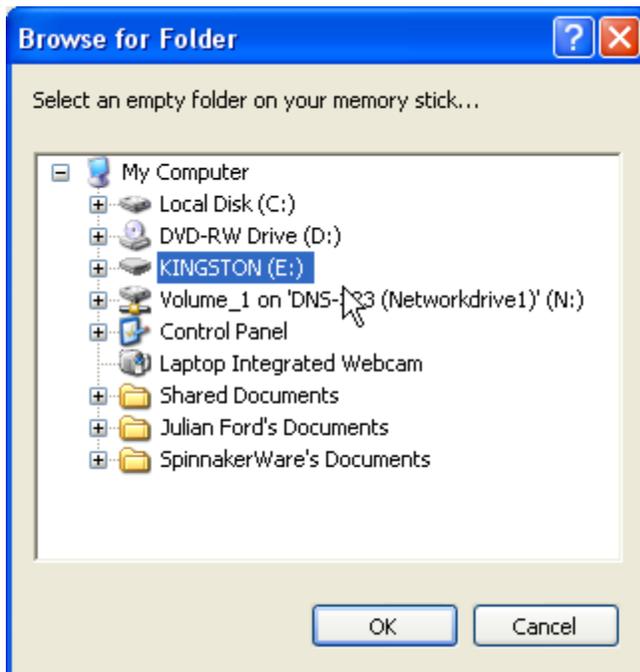
Start by plugging a USB memory stick into the server computer. Then go to the server program, and from the Tools menu, select *Copy Client Updates*.



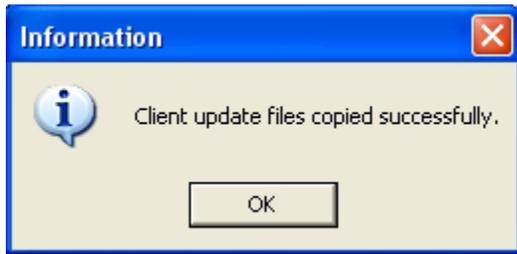
The system will prompt you to confirm you would like to do this. And when you click yes, will ask you to make sure the memory stick is plugged in.



You will then be prompted to select the folder into which the update files should be copied. Choose your memory stick, and then an empty folder on your memory stick.

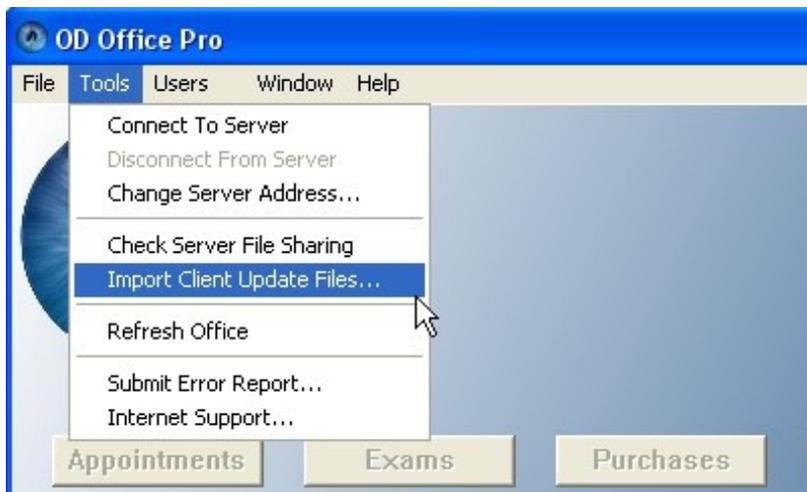


The system will then copy all required client files into that folder on your memory stick, and then show the following message:



Now, remove the memory stick safely from the server computer, and insert it into the client computer that needs updating. Before proceeding, ensure that the client program was started using the Run as Administrator procedure as described in the Client Update section.

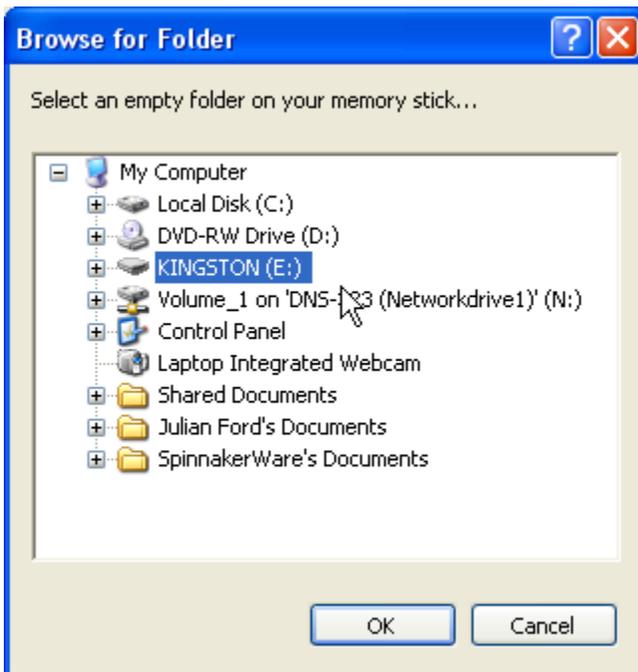
Next, instead of logging in, press *Cancel* on the Logon window. Then from the Tools menu, select Import Client Updates



The system will prompt you to confirm you would like to do this. And when you click yes, will ask you to make sure the memory stick is plugged in.



Once again, the program will prompt for the location of the client files. Please choose the folder into which the files were copied in the previous step.



Once the files have been successfully imported, the following message will appear.



Once the *Yes* button is pressed, the client program will automatically shut down, a black box will appear briefly, indicating that the update is proceeding. When that window closes, the client software can be restarted as normal, and will be running at the latest version.

If, when the program restarts, the message indicating a new version is available shows up again, then the most likely reason is that Windows denied the copying of the files due to insufficient privileges. The solution is to hit *No*, then close the client program. Then start the client portion of this manual update procedure over, remembering to *Run as Administrator*, as described above.