VINNOW UPGRADE INSTRUCTIONS

VinNOW Should only be upgraded during normal business hours Monday-Friday 9-5PST

NOTIFICATION OF UPGRADE
To be notified when a new version is available you must have your user permissions set to "admin"
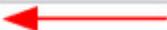
Or if the user is not a admin user, you can check the box for auto download and notify on their user permission and a new version will download if one is available when they log on.

You can have as many users as you feel comfortable with having permission to download the new version as all it does is download, it does not install. The key is to have the employees that have this user permission checked to understand what is going on should they start a download message, or get a notification message that a download is available. If they are not the employee that is going to complete the upgrade, they should understand they need to pass the information on to that person when they receive notification that an update is available.

The download will not interfere with your ability to operate VinNOW, it will simply run in the "background" until the entire file is downloaded.

Once a new version is downloaded, anyone who as the user permission checked to auto download will see this message when they log on:
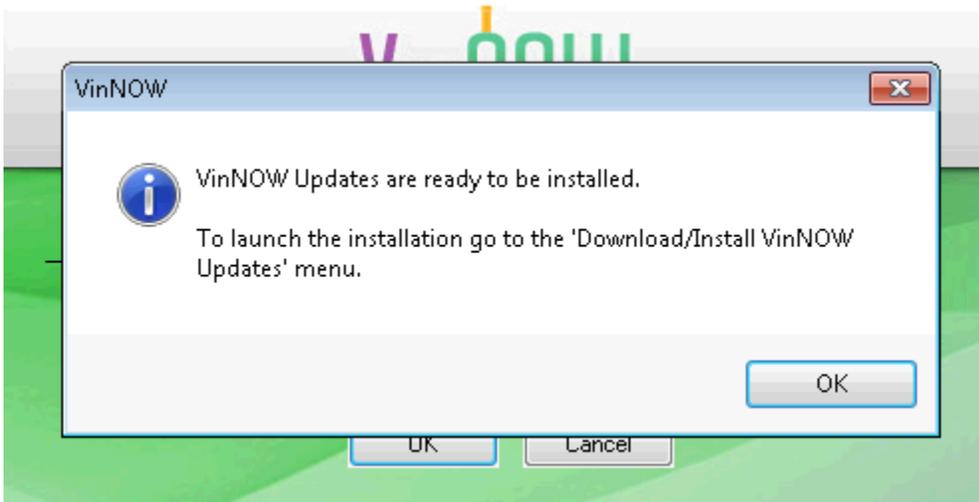
This is a reminder message, If you are not ready to upgrade, click ok and you will go into VinNOW.

If you are ready to upgrade, you can click ok if you are on the server or database machine and complete the upgrade, or you can have everyone close out of VinNOW, and then complete the upgrade from the server machine.

PERFORMING AN UPGRADE

Prior to performing an Upgrade, make a Backup of your VinNOW data via the File Menu in your VinNOW program and familiarize yourself with all the below steps so you have an idea of what to expect.

The initial Upgrade and database upgrade must be performed on the server or database machine first and all other VinNOW users should be logged out of the system on all other machines at that time and until the upgrade on the server is complete. The Windows User that you log onto the server with must have admin permissions to uninstall and reinstall programs and upgrade SQL Databases.

On the database machine/server, go to the menu option; "Setup / System Options / Download/Install VinNOW Updates" as shown below:
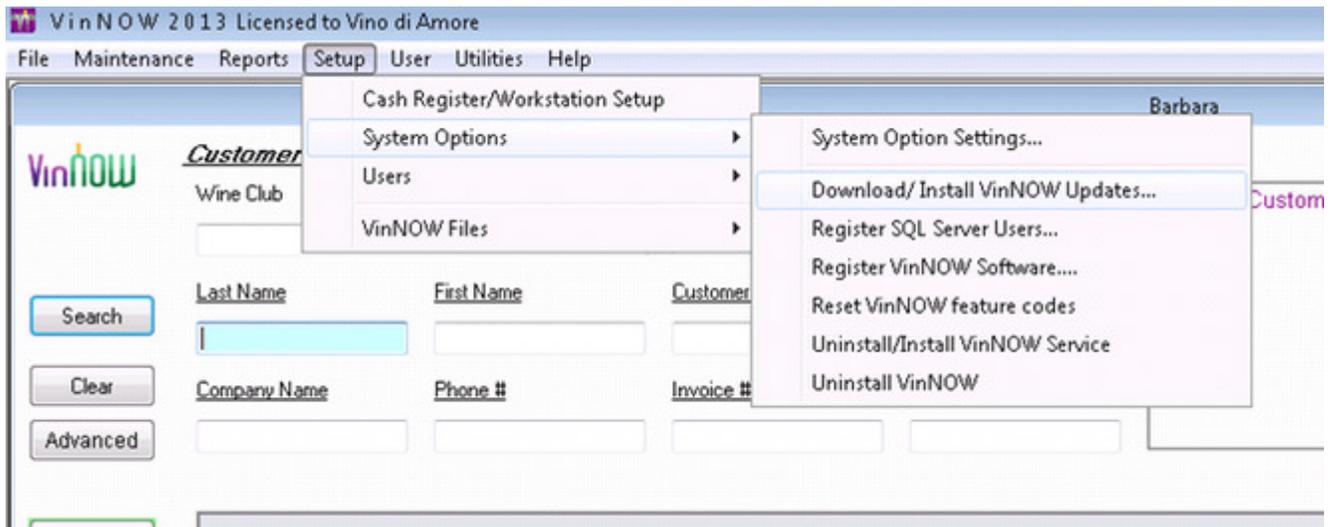
When you go into the Download/Install VinNOW Updates option, a dialog window similar to the one shown below will display. If the program still needs to be downloaded, the "download" button will be active (not grayed out), and if the program is already downloaded and ready to be installed the "install" button will be active:
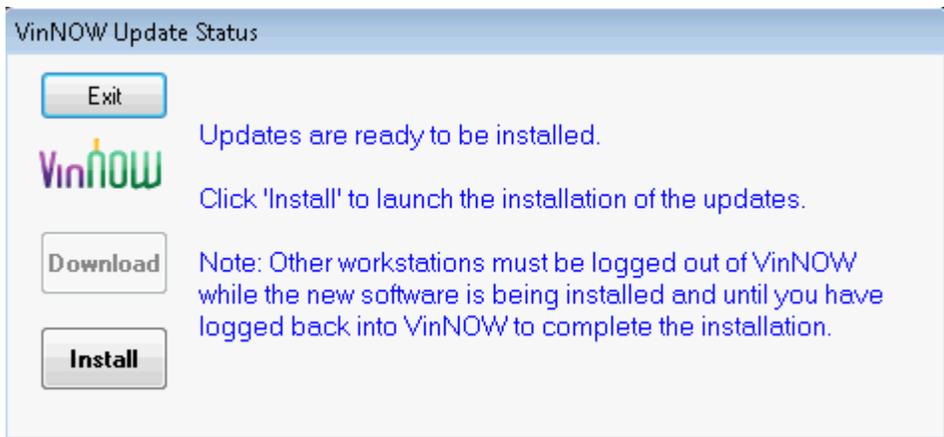
Click "install" the program will automatically uninstall and reinstall. At the start of this process you will get a message asking if you are sure you want to uninstall the program, select yes and follow the prompts to uninstall then reinstall the program.

You may get the following message:
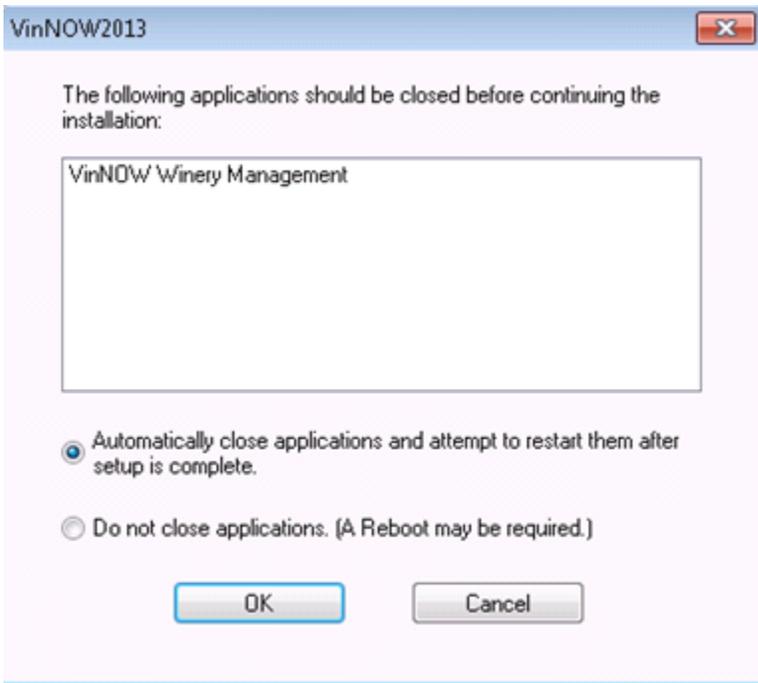
Just click ok

Finally after following all the prompts to uninstall you will see a message appear that says:

This message means that the program is starting to install itself again. Follow all the prompts and when the updated program has been installed you will be returned to your desktop.

Log into VinNOW while still on the database machine/server to launch the database portion of the upgrade. You will see a message that the database is older than your VinNOW Program:
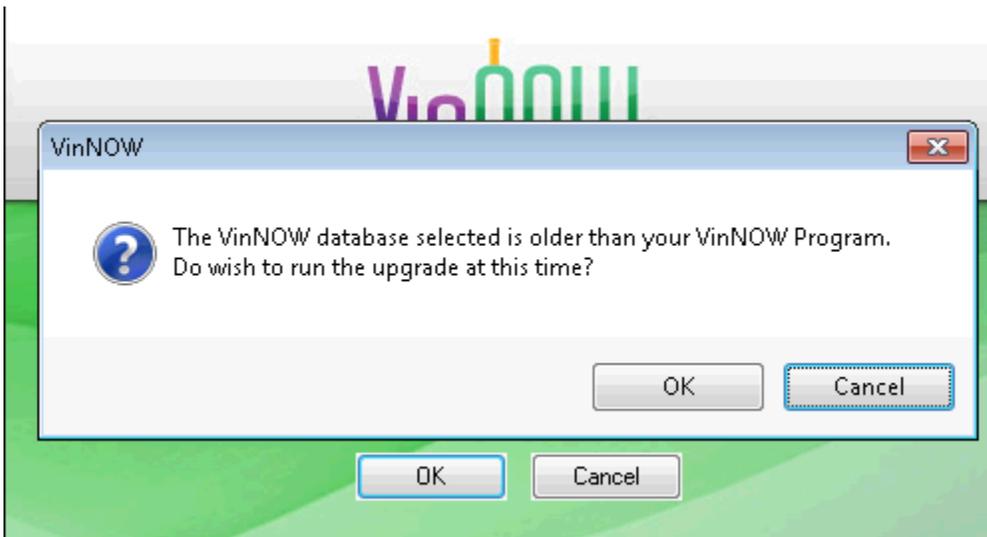
Select "OK" and it will run the database upgrade. The amount of time it takes to run the upgrade will depend on the amount of data in your database and could range anywhere from 5 min to an hour. You will only be prompted to upgrade the database on your server/database machine and not when doing a client workstation install.
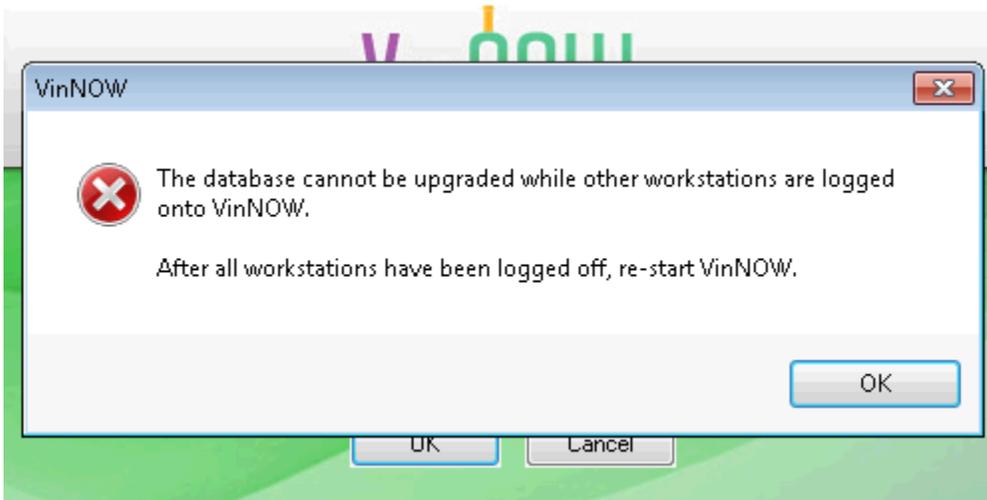
If a VinNOW user is still logged into VinNOW you will see this message when you try to do the database upgrade:


Have all users log out of VinNOW and start the database upgrade again by logging back into VinNOW on the server.

When the database upgrade is complete, log on to each of the client workstations to launch the upgrade installation on the client workstations. You can log onto/upgrade more than one client workstation at a time.

Upgrading the Client Workstations on your network:

Once the server/database machine has been upgraded, all you need to do on your client workstation machines is to log into VinNOW and you will see a message:
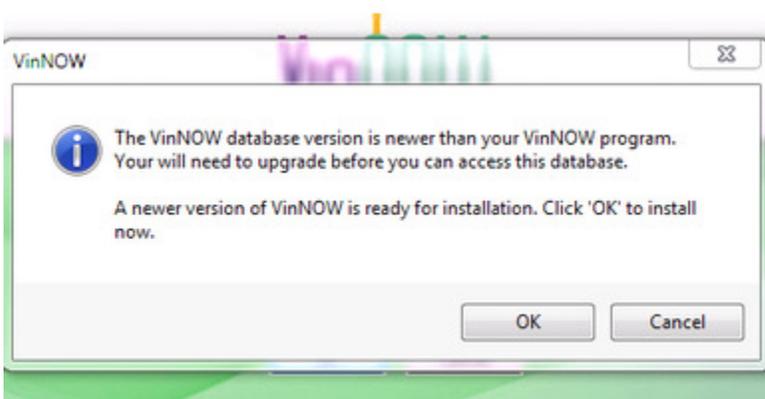
Click OK to continue and follow all the prompts to uninstall and then reinstall VinNOW.   You can log onto/upgrade more than one client workstation at a time, you do not need to wait for one to complete before having someone log onto another.

If the program uninstalls but does not start the installation process again:

Uninstall VinNOW

 If you do not think the program has uninstalled, or completely uninstalled the first thing to do is to uninstall the program. If the program DID uninstall, skip to install the Program (below). If the uninstall process was completed, the option to uninstall will not be on your start menu.

To uninstall, go to your start menu and choosing the uninstall VinNOW option; walk through the wizard that will uninstall the program.

 The uninstall option is under your start menu, All Programs, Update Software Inc, VinNOW, Uninstall VinNOW
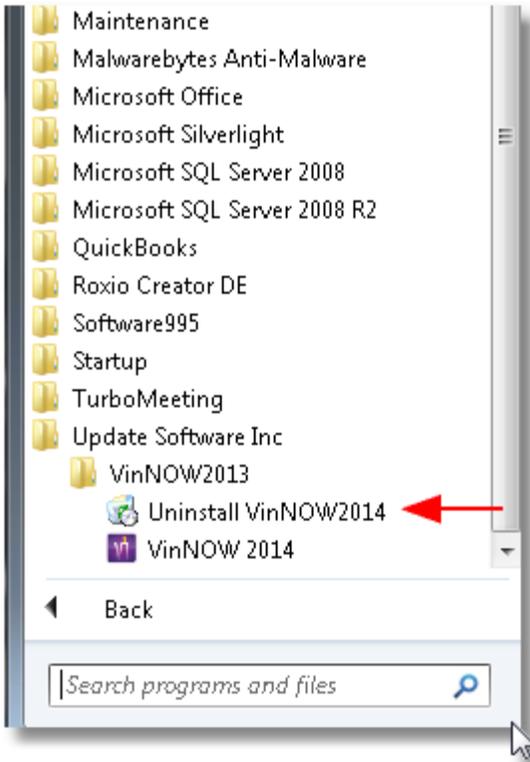
Install VinNOW

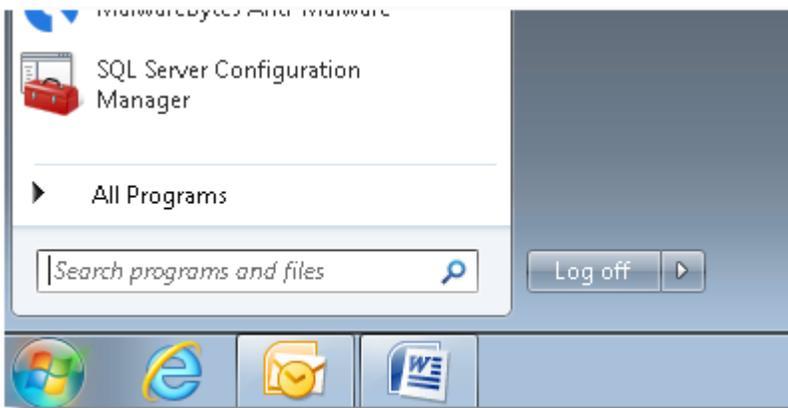In order to install VinNOW, you must reach across the network and reinstall by running the **setup.exe** in the **VinNOW_DB\update** folder on the server machine.

In order to get to a place you can "surf" to the database machine, in windows 7, click on the start menu and just above the start button you will see a block with "***search programs and files***" inside it.


If you know what your database machine name is, (for this example we are going to call it "server", your computer name may be different) then the pathway will look like this:

\\server\vinnow_db\update

A) \\ means go across the network
B) "Server" is the name of the computer you are going to ("server" is not always what it is called)
C) "**VinNOW_DB**" is the name the folder the program lives in (this will not change)
D) "**Update**" is the name of the folder inside the **VinNOW_DB** folder that the Setup.exe is in (this will not change)

Put this pathway into the "***search programs and files***" box:
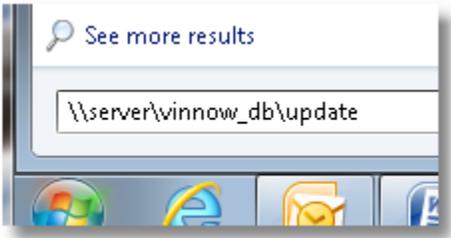
NOTE: If you are connecting via a VPN Network, depending on your connection, the **Setup.exe** may not be able to run before it times out. If that is the case, you need to copy both the **Setup.exe** and the **VinNOW.msi** over to the desktop of your client machine and run the setup.exe there.

Once you are at the **VinNOW_DB \ Update** folder, you will see a **Setup.exe**. Run the **Setup.exe** and follow the wizard to reinstall the program.
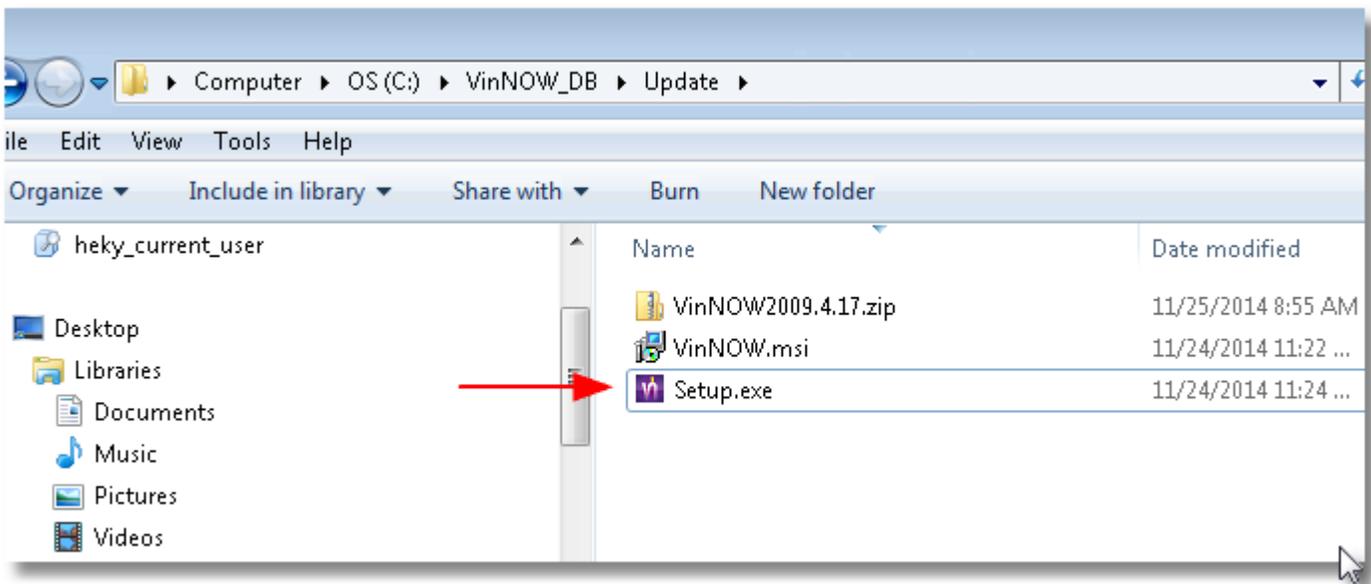
Windows 8.1 Machines

The process for uninstalling and reinstalling the program is the same, however, how you get to the uninstall VinNOW and ***search programs and files*** is different. Microsoft provides these instructions for searching:

How to search (Applies to Windows 8.1)

The Search charm uses Bing Smart Search so you can search your PC, the web, and OneDrive, plus some apps and the Windows Store. You can search once to get results from everywhere, and you can go back to your search results without having to search again.

To use the Search charm

1. Swipe in from the right edge of the screen, and then tap **Search**.
    (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and then click **Search**.)

2. Enter your search term. As you type, you'll see a list of search results and suggestions.

Tips
*   On the Start screen, you can tap or click the **Search** button 🔍 to open Search. Or if you have a keyboard, just start typing.

*   You can press the Windows logo key ⊞+S to open Search. To search for a file on your PC or OneDrive, press the Windows logo key ⊞+F. And to search for settings on your PC, press the Windows logo key ⊞+W.

VPN Connected Workstations

If your connectivity is slow over the VPN, you may not be able to just log into VinNOW and have the upgrade start. The Setup.exe will not run across a slow VPN connection.

If your client workstation has a problem connecting via a VPN, you must first uninstall the VinNOW Program, follow the instructions from the top of this document.

Note: Once you have installed the upgrade of VinNOW you can delete the Setup and MSI from your desktop.

Please note this segment of your Help Desk Support agreement on what is covered support :

*Supporting IT Staff Questions. Answering VinNOW related questions pertaining to replacing existing client machines or other information required by your IT staff to set up or maintain our program would be covered. Note: We are not able to answer specific network set up questions other than to provide the requirements and suggested settings. For specific network information please consult a network professional in your area. Questions about other programs on your system, such as SQL Server permissions, Microsoft Installer issues, VPN or network connectivity are not covered.