



Customer Updates

Keeping QuiSuite up to date

What you do when a new version of QuiSuite comes out.

Three short steps, most of which QuiSuite does for you.

In short

1. The administrator updates **their own PC**: Help > Check for Updates.
2. The administrator upgrades **the databases**: Administrator > Upgrade Databases.
3. **Everyone else** presses **Update Now** the next time they log in.

QuiSuite Platform version 1.30

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1. When a New Version Comes Out

From time to time QuiSoft releases a new version of QuiSuite, with improvements and fixes. Updating takes a few minutes, your data stays exactly where it is, and QuiSuite takes a backup before it changes anything.

There are three steps:

Step	Who	What they do
1	Your QuiSuite administrator	Updates their own PC to the new version (Help > Check for Updates).
2	Your QuiSuite administrator	Upgrades the databases (Administrator > Upgrade Databases). Everyone else is asked to save their work and log out first.
3	Everyone else	At their next login, presses Update Now . QuiSuite downloads the new version and restarts by itself.

Jargon buster

Version: every copy of QuiSuite has a version number, such as 1.30. A new version has a higher number.

Databases: where your accounts are kept, on your database server. They carry a version number too, and the program and the databases must always match.

Tip

Only the **administrator** does steps 1 and 2. Everyone else only ever does step 3, and QuiSuite tells them when.

2. Before You Start

- **Pick a quiet time.** Everyone else has to stop using QuiSuite for a few minutes while the databases are upgraded - first thing in the morning, lunchtime or the end of the day is best.
- **Warn people.** QuiSuite gives everyone five minutes' notice, but a word in advance is kinder.
- **Log in as an administrator.** Only an administrator can upgrade the databases.
- **Check which version you have.** Help > About shows it.

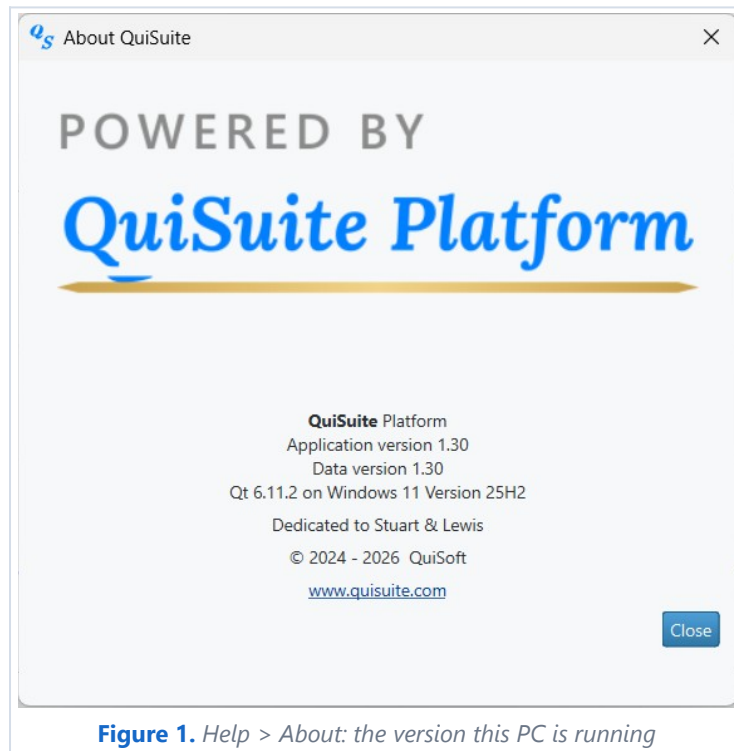


Figure 1. Help > About: the version this PC is running

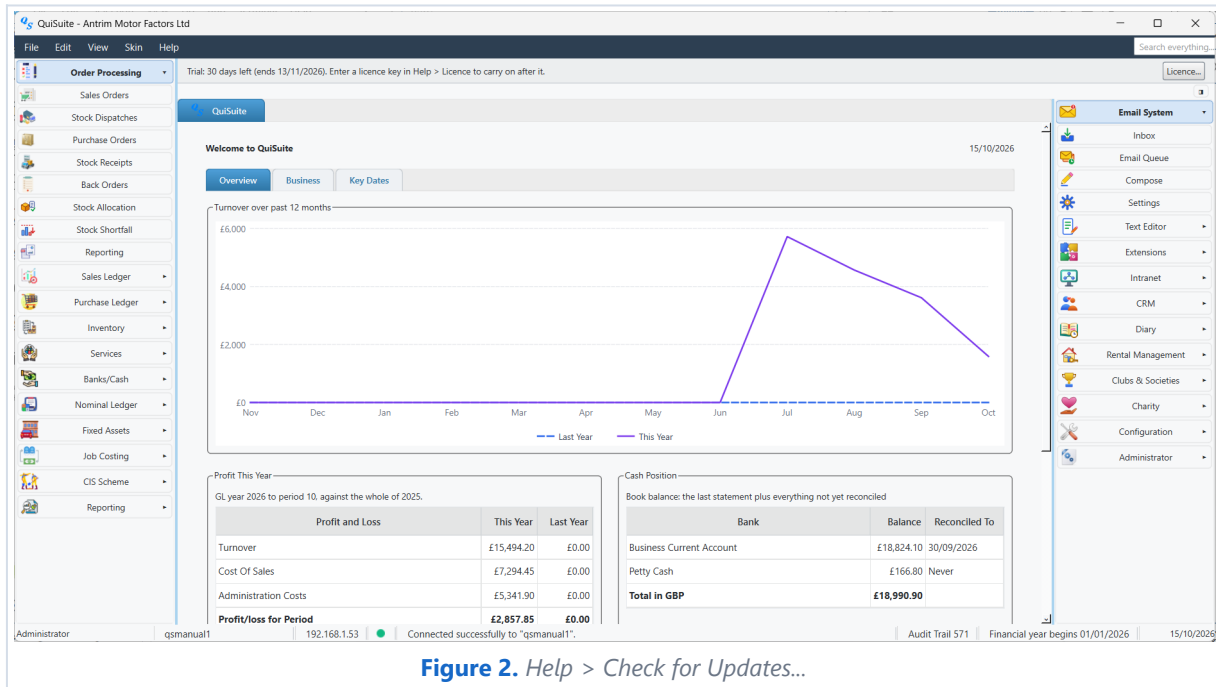
Why this matters

You never need to take a backup yourself first: QuiSuite backs up every database before it changes anything (chapter 4).

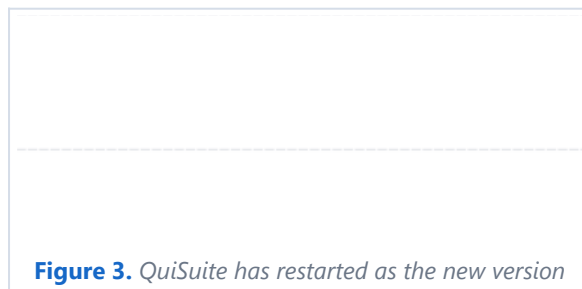
3. Step 1: Update the Administrator's PC

The databases can only be upgraded from a PC that already has the new version, so the administrator updates their own PC first.

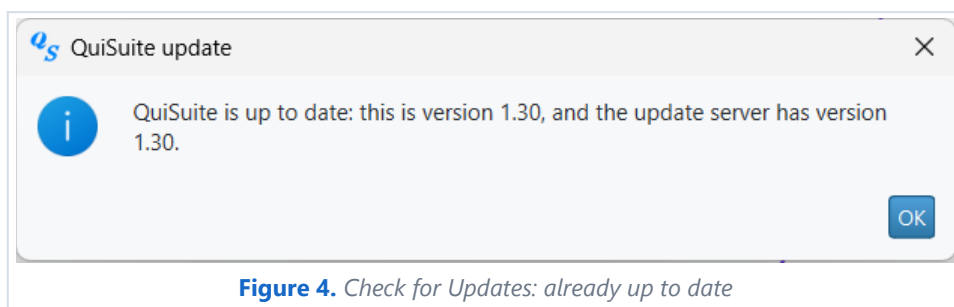
1. Open the **Help** menu at the top of the window and choose **Check for Updates...**



1. If a new version is available QuiSuite says so, for example "QuiSuite 1.31 is available; this is version 1.30. Download it now?". Press **Yes**.
2. QuiSuite downloads the new version, closes, puts it in place and starts again by itself. It takes a minute or two.
3. Log in again. QuiSuite tells you which version it is now.

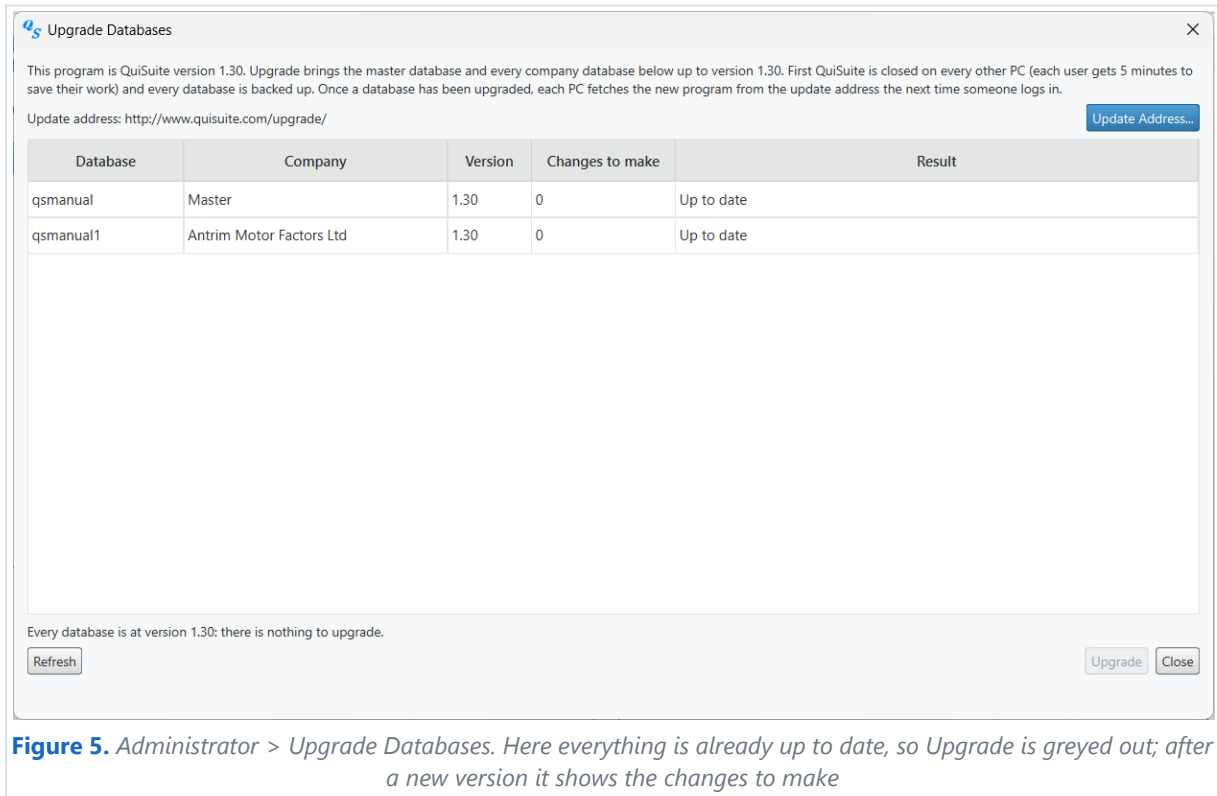


If this PC already has the newest version, QuiSuite simply says so:



4. Step 2: Upgrade the Databases

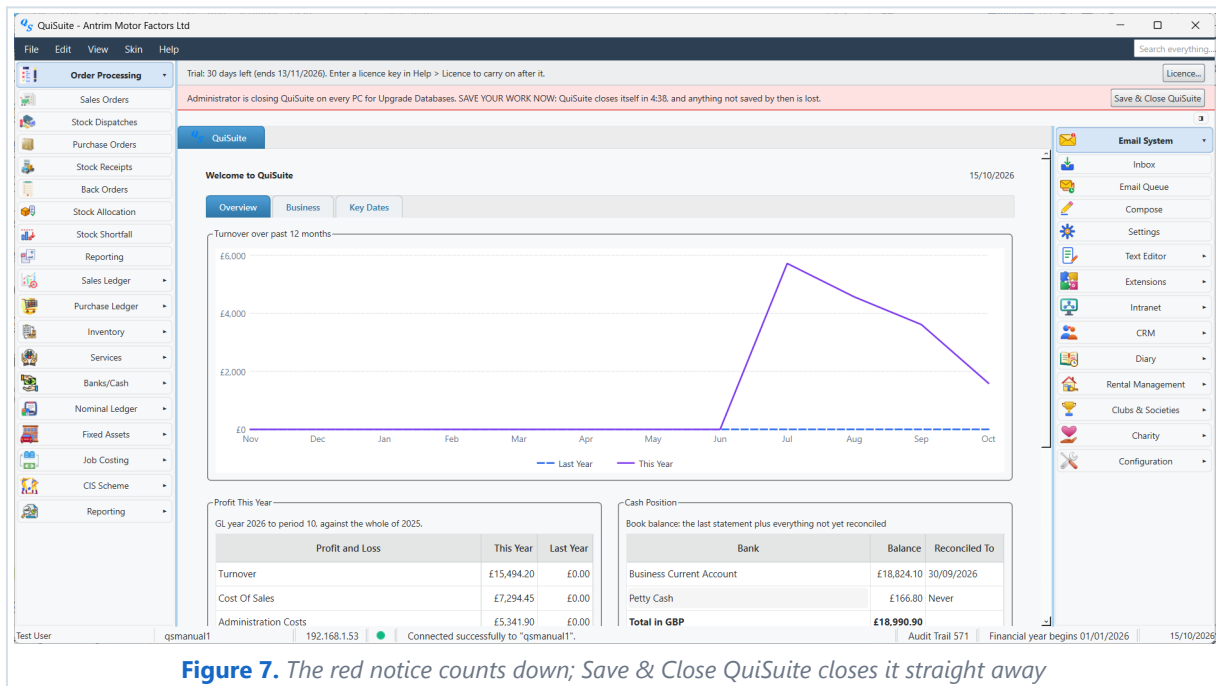
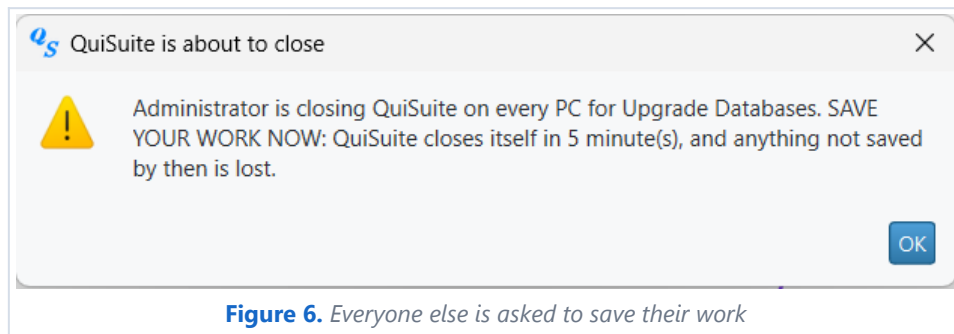
1. On the administrator's PC (now on the new version), open **Administrator > Upgrade Databases**.
2. The window lists each database - the master and each of your companies - with its version and how many changes it needs.



1. Press **Upgrade** and confirm.
2. Everyone else using QuiSuite is given **five minutes** to save their work (see below). Your window counts down too, and carries on by itself as soon as everyone has gone.
3. QuiSuite **backs up every database** into the company's Backups folder, then upgrades the master database and each company in turn. The **Result** column shows how each one went.
4. When every line says it is done, people can log in again.

What everyone else sees

While the databases are upgraded, everyone else using QuiSuite gets a message and a red notice across the top of their window that counts down the minutes:



They should finish what they are doing, save it, and press **Save & Close QuiSuite**. When the time is up QuiSuite closes by itself, and nobody can log in until the upgrade has finished.

Watch out

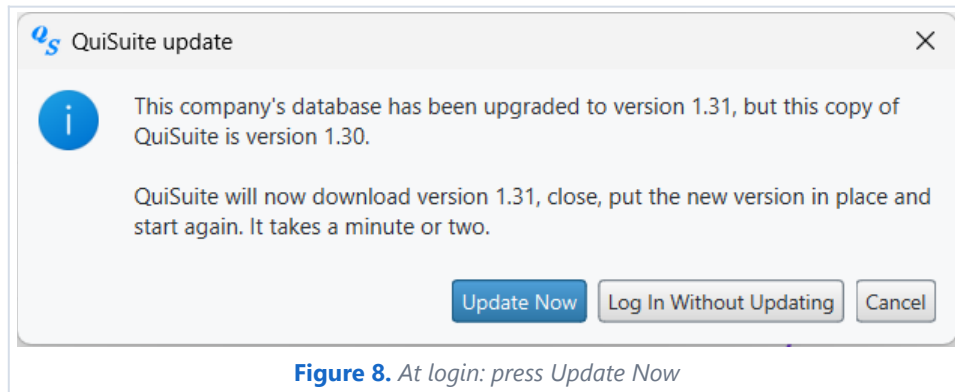
Anything not saved when QuiSuite closes is lost, so please do save straight away when the message appears.

If something goes wrong

Each database is upgraded step by step, and the backup taken first holds everything as it was, so nothing is ever lost. Note what the Result column says and contact QuiSoft support.

5. Step 3: Every Other PC Updates Itself

There is nothing to install. The next time someone logs in on another PC, QuiSuite notices the databases are newer than the program and offers to update:



1. Press **Update Now**.
2. QuiSuite downloads only the files that have changed, closes, puts the new version in place and starts again. It takes a minute or two.
3. Log in as usual. QuiSuite says which version it now is.

Watch out

Log In Without Updating lets you carry on with the old version for now, but anything that has changed in the databases may not work properly. Only use it if you really must, and update as soon as you can.

6. If a PC Cannot Update Itself

What QuiSuite says	What to do
"QuiSuite can't update itself here: QuiSuite is installed in ..., which this user can't change"	QuiSuite is installed somewhere this Windows user may not change, such as C:\Program Files. Right-click QuiSuite, choose Run as administrator , and log in once: it updates itself. Or ask your IT support to do it.
"Could not reach the update server ..."	This PC cannot reach the internet. Check its connection and try again.
"The update server only has version ..."	The new version is not quite ready to download yet. Try again later, or contact QuiSoft support.
"... arrived damaged"	The download was interrupted. Log in again to try once more.
The PC still shows the old version after updating	Another copy of QuiSuite, or a virus checker, was holding a file. Close every copy of QuiSuite and log in again.
Upgrade Databases says the databases are newer than this program	Update this PC first: Help > Check for Updates (chapter 3).

7. Quick Checklist

1. Choose a quiet time and let people know.
2. Administrator: **Help > Check for Updates** - update your own PC.
3. Administrator: **Administrator > Upgrade Databases** - press **Upgrade**.
4. Everyone else: save your work when the notice appears.
5. Everyone: at your next login, press **Update Now**.

Need help?

Contact QuiSoft support, and tell us the version Help > About shows and the exact words of any message.