Upgrade Instructions

(For upgrades from previous versions of CrimeSoft Advanced)

This new version of CrimeSoft Advanced automates the initial department setup and the importing of your existing CrimeSoft Advanced records. The only requirement on your part, aside from the prep work listed below, is to enter your log-on information when prompted to do so (many times). Once completed your new CrimeSoft Advanced will be ready for use. Some prep work needs to be done first as outlined in the steps listed below. Note: The average installation time is somewhere between 15 minutes to 1 hour, however if you have a very large number of records or embedded photos the time required to auto import these records can be longer. *Do not start this upgrade unless you have the time to monitor it. Once started it should not be aborted.*

Read ALL of the instructions that pertain to your specific type of installation before beginning! If you do not completely understand the steps involved give us a call before beginning! If you are installing for a network and do not fully understand networking or servers you may want to consider having your IT professional do this upgrade.

First Do This

You will need to have the paper containing your new setup codes handy before beginning the upgrade (Can't find it … no problem. Just give us a call and we will fax you a copy of your codes**). Then start your existing CrimeSoft Program and write down the version number (it's displayed on the opening screen).**

Next exit the program and backup your CrimeSoft Advanced files.

---then---

If you are hosting CrimeSoft Advanced using FileMaker Server do the following:

1. Stop the service (both 'FileMaker Server' and if installed 'FileMaker Server Helper'). Be sure that no other workstations will attempt to access CrimeSoft during the upgrade, if in doubt disconnect the computer from the network.

2. *Important Note:The upgrade is accomplished using FileMaker Pro not FileMaker Server. At this point you have 2 options:*

If you do not have a copy of FileMaker Pro 7 or later installed on this computer do so at this time.

--OR--

Complete the remainder of the upgrade instructions on a workstation that already has FileMaker Pro installed.

3. Now, install the new CrimeSoft Advanced. The Installation wizard allows for you to choose which directory to install, to simplify the installation we recommend installing it to the Desktop. Two (2) Folders will be installed the CrimeSoft Advanced folder and the CrimeSoft Extras folder.

4. Move your old CrimeSoft Advanced files that are located inside FileMaker Server** (listed below, they end in a .fp7 extension) into the 'Importing' folder that is located inside the newly installed CrimeSoft Advanced folder. Move just the files (below) not any folders!

**Note: Remember this location as you will have to move the newly upgraded CrimeSoft files back to here when the upgrade is completed.

Crime, Menu, Supsp, Suprp, Supes, Supvpg, CFS, CFSName, CFSWarr, CFSCitat, Mname, Supvpg, PTstop, Aff1

5. Start (using FileMaker Pro) the newly installed CrimeSoft Advanced program by double clicking the menu.fp7 file located inside the newly installed CrimeSoft Advanced folder. Log-on using the 'master account (and since this is a newly installed CrimeSoft there is no password associated with the any account). Navigate to the 'Administrative Menu' in the main menu file. Once there click on the 'Upgrade Setup' button and you will be taken to the first instruction page (which is basically a copy of this document) at the bottom of the page is a 'continue' button. Click on this continue button and follow the on screen instructions.

Important Note: When you *initially* start and log-on into the newly installed CrimeSoft Advanced with the 'Master' account, there is no password associated with the master account or any of the other accounts (don't worry, you can setup your passwords later, *after the upgrade is completed*,

by using the new password utility setup). However, during the upgrade you will be asked to log-on many times in order to access your old data for importing, these log-ons are actually logging into your old files and will require that you enter not only the 'Master' account but your old password as well (if you had created one).

6.   After importing all of your data into the various files you will be asked to verify your department information (address, phone number, etc.) and be sure to replace activation number that is shown on the final screen with your new "Activation Number" ! Then Click on the 'Initial Setup' button.

7.   Once the upgrade is completed exit CrimeSoft and move the new CrimeSoft files (Crime, Menu, Supsp, Suprp, Supes, Supvpg, CFS, CFSName, CFSWarr, CFSCitat, Mname, Supvpg, PTstop, Aff1, and Inventory) back to where the older files were inside the FileMaker Server.

8.   Restart FileMaker Server

If the computer you are using to install this upgrade is hosting the files on a network using FileMaker Pro (not FileMaker Server) do the following:

1. Install the new CrimeSoft Advanced. The Installation wizard allows for you to choose which directory to install, to simplify the installation we recommend installing it to the Desktop (if your existing CrimeSoft program is installed on the desktop then install it somewhere else). Two (2) Folders will be installed the CrimeSoft Advanced folder and the CrimeSoft Extras folder.

2. Be sure that no other workstations will attempt to access CrimeSoft during the upgrade, if in doubt disconnect the computer from the network.

3. Move your old CrimeSoft Advanced files (listed below, they end in a .fp7 extension for a network version, or .USR extension for a run-time single user version) into the 'importing' folder that is located inside this new CrimeSoft Advanced folder. Move just the files (below) not any folders!

Note: Remember the old files location as you will have to move the new CrimeSoft files back to there when the upgrade is completed.

        Crime, Menu, Supsp, Suprp, Supes, Supvpg, CFS, CFSName, CFSWarr, CFSCitat, Mname, Supvpg, PTstop, Aff1

4.   Start (using FileMaker Pro) the newly installed CrimeSoft Advanced program by double clicking the menu.fp7 file located inside the newly

installed CrimeSoft Advanced folder. Log-on using the 'master account (and since this is a newly installed CrimeSoft there is no password associated with the any account). Navigate to the 'Administrative Menu' in the main menu file. Once there click on the 'Upgrade Setup' button and you will be taken to the first instruction page (which is basically a copy of this document) at the bottom of the page is a 'continue' button. Click on this continue button and follow the on screen instructions.

Important Note: When you *initially* start and log-on into the newly installed CrimeSoft Advanced with the 'Master' account, there is no password associated with the master account or any of the other accounts (don't worry, you can setup your passwords later, *after the upgrade is completed*, by using the new password utility setup). However, during the upgrade you will be asked to log-on many times in order to access your old data for importing, these log-ons are actually logging into your old files and will require that you enter not only the 'Master' account but your old password as well (if you had created one).

5.   After importing all of your data into the various files you will be ask to verify your department information (address, phone number, etc.) be sure to replace activation number that is shown on the final screen with your new "Activation Number" ! Then Click on the 'Initial Setup' button.

6.   Once the upgrade is completed exit CrimeSoft and move the new files (Crime, Menu, Supsp, Suprp, Supes, Supvpg, CFS, CFSName, CFSWarr, CFSCitat, Mname, Supvpg, PTstop, Aff1, and Inventory) back to where the older files were .

7.   Restart CrimeSoft Advanced

If the computer you are using to install this upgrade is the single user version do the following:

1. After you have backed up all of the CrimeSoft Advanced files to a safe location (a flash drive or CD is perfect for this), uninstall CrimeSoft Advanced from your computer. Note: This will remove all of your CrimeSoft records and reports so be sure to have a good backup before uninstalling!

2. Now, install the new CrimeSoft Advanced. The Installation wizard allows for you to choose which directory to install, make note of the location so that you can navigate to it easily in the steps that follow.

Two (2) Folders will be installed the CrimeSoft Advanced folder (placed where you noted in the above instruction) and the CrimeSoft Extras folder (placed on your desktop). Restart your computer.

3. Next. Move your old CrimeSoft Advanced files (they are the ones you backed up and are listed below, they end in a .USR extension for a run-time single user

version) into the *'importing' folder* that is located inside your newly installed CrimeSoft Advanced folder. Move just the files (below) not any folders!

Crime, Menu, Supsp, Suprp, Supes, Supvpg, CFS, CFSName, CFSWarr, CFSCitat, Mname, Supvpg, PTstop, Aff1

4.   Start the newly installed CrimeSoft Advanced program. Log-on using the 'master account (and since this is a newly installed CrimeSoft there is no password associated with the any account). Navigate to the 'Administrative Menu' in the main menu file. Once there click on the 'Upgrade Setup' button and you will be taken to the first instruction page (which is basically a copy of this document) at the bottom of the page is a 'continue' button. Click on this continue button and follow the on screen instructions.
Important Note: When you *initially* start and log-on into the newly installed CrimeSoft Advanced with the 'Master' account, there is no password associated with the master account or any of the other accounts (don't worry, you can setup your passwords later, *after the upgrade is completed*, by using the new password utility setup). However, during the upgrade you will be asked to log-on many times in order to access your old data for importing, these log-ons are actually logging into your old files and will require that you enter not only the 'Master' account but your old password as well (if you had created one).
5.   After importing all of your data into the various files you will be ask to verify your department information (address, phone number, etc.) be sure to replace activation number that is shown on the final screen with your new "Activation Number" ! Then Click on the 'Initial Setup' button.
6.   Restart CrimeSoft Advanced