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## **10150 UPDATE – ALL USERS**

ALL users will need to use the .exe file to run the update. The links to download the .exe update files are on page 2.

### **MAC USERS**

If you are using the web scores it is possible that if you update to Sierra or High Sierra the web score service may not function on that machine. Contact us before you update all your machines. You may have to leave one machine which communicates with the web server on an older operating system until we can resolve this.

### **WHEN TO RUN THE UPDATE**

It's a good idea to run the update and then log in to Socrates on the first computer at the end of your day. Some updates take a long time to log in the first time so if you do it at the end of the day it doesn't hold you or anyone else up.

### **XP USERS**

If you are using XP we are no longer able to guarantee that once you run this, or future updates, that Socrates will continue to run. Microsoft no longer support XP and we are not able to keep up with updates, or the lack of, that are required to keep it running. If you do run the update and can't start Socrates, only an update to Windows 7, 8 or 10 will enable it to run again.

### **HOW OFTEN TO UPDATE**

We generally release updates every 6 to 12 weeks. It's a good idea not to get too far behind on the updates so we suggest that you check for the Latest version and What's New on the client section of the web site.

<http://www.socratesortho.com/software-details-and-update>

### **REGISTERING TO ACCESS THE CLIENT SECTION OF THE WEB SITE**

If you haven't got access to this you can set it up by creating a log in on the link below.

<http://socratesortho.com/admin-registration>

You can also access this via the internet or from the links to the Manual and Forms on the home screen of Socrates.



## MULTIPLE COMPUTERS

If you are at a site that has multiple copies of Socrates on a network they should all be logged out of Socrates before you run the update. They should also all be updated around the same time. Once one computer updates and has logged into Socrates, other users will receive a message telling them that they need to update to a newer version before they can log in.

## MULTIPLE DATABASES

If you have more than one database remember to update all of them by logging in to each one after the computer has been updated to the latest version.

## BACK UP

Before you run an update it's always a good idea to make sure that your IT group has a recent back up of your database. Most will do regular daily backups.

## UPDATING USING THE '.EXE' FILE

These are the links to download the '.exe' file for the 10150 update. You can't use these for a full install, contact us for the full install files.

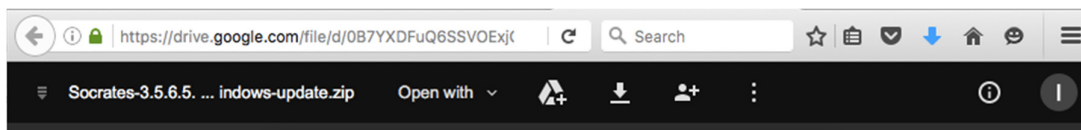
### Windows Update

<https://drive.google.com/open?id=1zTtlyI7IlwSYTnn6maa8wImaAMbNHg23>

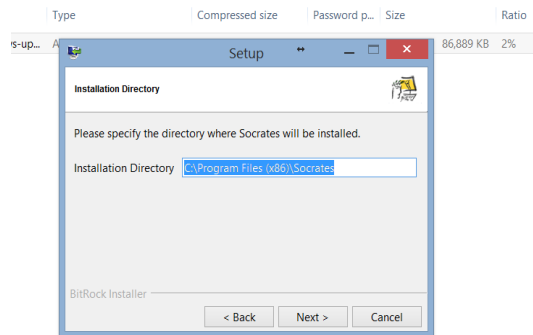
### Mac Update

<https://drive.google.com/open?id=1FrEcPke25pAcE5Ct-rGl7WbWDsSYSWxQ>

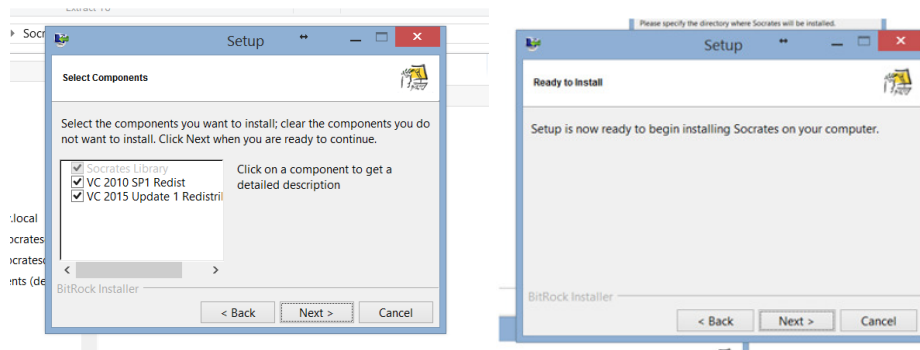
The links will take you to a Google download Drive, click on the arrow icon to bring up the download option you need for your OS – see below.



It will download the latest update as a zipped executable file, there is a different file for PC's and Macs. The Mac has an osx extension. Once downloaded, Unzip, accept the licence requirements, then follow the "Next" prompts. Providing Socrates is installed in the default location (Program Files) you don't need to change anything. This update method will normally take less than 30 seconds.

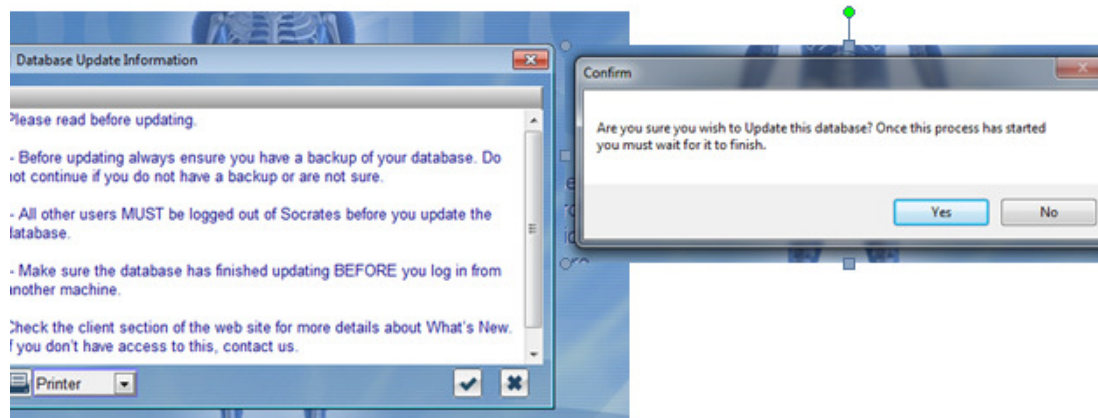


Select both these options, then Next and the update will install.

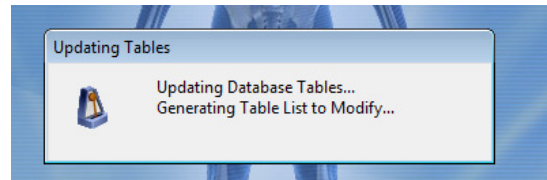
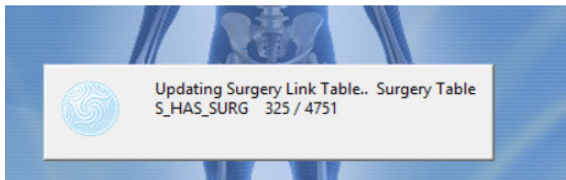


### After Updating the Socrates workstations

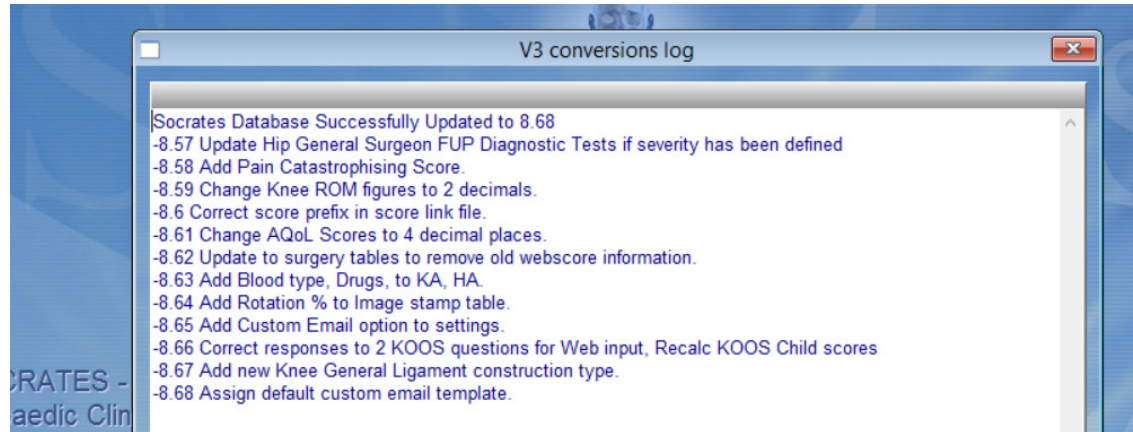
Once you have updated the computers using either method you should then log into Socrates on one workstation. If the new version requires the database itself to update (which it usually does) you will see these messages after you enter your user log in and password. How long this takes will depend on the size of your database and what's been done in this update, and how long since you last updated ( thus how many update steps it needs to run). Other users should be logged out while the first computer is logging in, if they are not Socrates will log them out. The database update only happens on one computer, the first one to log in after running an update. Once it is done on this computer other users will be able to log in without seeing these messages.



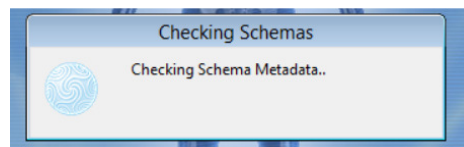
You may see various messages as it goes through this process. It may take some time to update and build the tables.



When it has finished, it will show you a list of what it has updated. This will differ based on what version you are updating from. After you select the check box it will take longer than usual to log right in the first time after the update especially if you haven't updated for a while, don't give up... it will get there.



You may also see this message briefly.

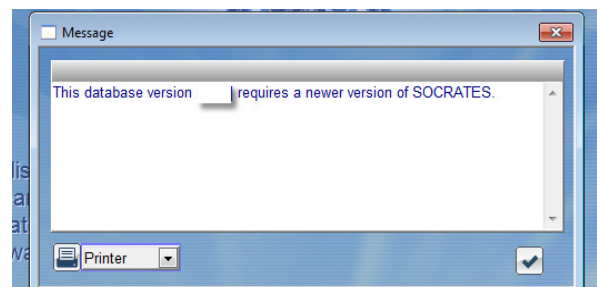


Other users will then be able to log in to the database after they have updated their computers without the database needing to update.

### Update Newer Version message

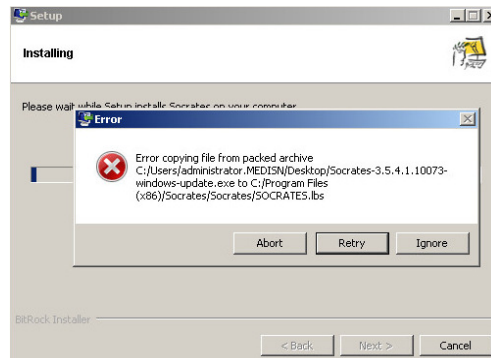
If you see the message below it means that someone else in the network has updated to a newer version and the database is now a version ahead of your installation. You will need to run the update on your machine before you can log in.

Note that if it is some time since the update was run on the other computers, the current available update might now be more recent than what is on the other computers. Thus, if you update the other computers you may then see this message and require updating. The moral of the story is to make sure that all computers are updated at the same time.

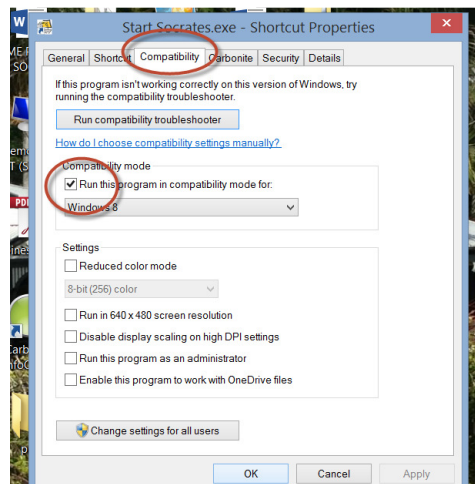


## ERROR MESSAGES/TROUBLESHOOTING

If you see this message while trying to run the .exe update it means that at least one user is still logged into Socrates, or that the file hasn't unzipped properly.



Occasionally we have had some computers which hang when logging into Socrates the first time after an update. If this happens close down Socrates using CTRL + ALT + DELETE, then go to the 'Start Socrates' shortcut and right click, select the compatibility tab, then check compatibility.



The message below means that Visual Studio 2015 is already installed. Click OK and proceed.

