



FAQ - Upgrade Instructions for QDMS

1. Before you start

These instructions are for QDMS users upgrading from an existing version of QDMS to the latest QDMS version in the 5 series.

Important: Check the following:

- If you are upgrading QDMS version 5.10.27 or lower, you **must** follow the steps in Section 12 before proceeding with the steps below.
- If you are upgrading QDMS version 5.20.20 or above, simply follow the steps below.
- If you have QVIEW installed, see Section 13 below.

2. Determine which Folder QDMS is installed in and what version you have

- a) Run QDMS and login to any project.
- b) On the left hand side or bottom of the screen the file path is listed under the QA Software logo.

The QDMS Program Folder is: _____

- c) Also on the left hand side of the screen will be your version number (eg 3.30.5) if the version is below 5. if the version is above 5 it will be in the bottom of the dashboard.

Your QDMS Version number is: _____

If your version number is not displayed, call QA Software for assistance before proceeding.

3. Backup your QDMS Installation

The following backup procedure is recommended:

- a) Quit all QA Software Products (QDMS, QTRAK, etc) on all machines.
- b) Run Windows Explorer.
- c) Create a folder called ZQABACKUP on your c: drive.
- d) Copy the QDMS Program Folder and Global Folder to C:\ZQABACKUP (Typically this is simply done by copying the QASOFT folder with all sub directories. Alternatively if you have other QA Software products installed, copy the Qasoft\QDMS* folder with all sub directories plus the Qasoft\Global folder.)

WARNING: PLEASE ENSURE YOU HAVE BACKED UP YOUR INSTALLATION BEFORE PROCEEDING



4. Extract the Upgrade Files

The upgrade files will have been sent to you as a Zip file: UPGRADEQDMS.ZIP.

- a) Unzip the **UPGRADEQDMS.zip** file to a temporary folder eg C:\TEMP
- b) If you have a folder **C:\UPGRADEQDMS** delete it.
- c) From within windows explorer, double click on the **UPGRADEQDMS.EXE** which will have been unzipped into the folder C:\TEMP at step (a) above.
- d) Click on **UNZIP** at the Self Extractor Window. **Do not change any other settings.**
- e) This will extract the QDMS upgrade to the C:\UPGRADEQDMS folder.

5. Rename the existing EXE (Version of QDMS below 4.4.59 only)

Note: This step applies to ALL users upgrading from a version of QDMS below 4.4.59. If your QDMS version is 4.4.59 or above you do not need to do this step.

- a) Make sure there are no users running QDMS.
- b) Using windows explorer, locate the file **QALauncher.EXE** in the \QASOFT\QDMS folder and double click on it to run it. This will rename your existing QDMS.EXE to QDMS#####.EXE where ##### is the QDMS version number and create a new QDMS.EXE to run QDMS.

[If you cannot locate a file called QALauncher.exe, then manually rename the file QDMS.EXE to QDMS#####.EXE where ##### is the QDMS version number (without full stops) that you wrote down at Step 2(c) above. Eg QDMS33050.EXE if your current version is 3.30.50.]

6. Compact files before upgrade

Compacting files is important before the upgrade as this will re-build the indexes of tables.

- a) Check that no one else is using QDMS (the upgrade will not work if someone else is in the system).
- b) Run QDMS by double clicking on the QDMS.EXE file in the QDMS folder (or QDMS#####.EXE for Versions below 4.4.59) and login to any project.
- c) From the **File Menu** choose **Compact Files**.
- d) Select **All projects** from the option group and click **OK**.
- e) This process can take some time to complete.

7. Run the QDMS Upgrade Wizard

After the completion of Section 6, stay in QDMS. Ensure all users are still logged out of QDMS other than yourself.

- a) From the **Tools Menu** choose **Upgrade QDMS**.
- b) You will be presented with an Upgrade Window.

Note:

This process may consume a lot of network resources. It may be advisable to either run the upgrade from your server machine, or temporarily copy the application to a local drive and run the upgrade.



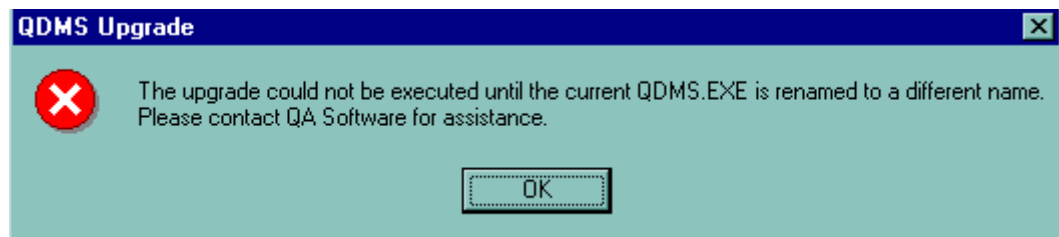
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- c) The correct folder should default in the **Upgrade From Drive and Directory** field. If this field is empty, type **C:\UpgradeQDMS** in this field.
- d) Make sure **Upgrade all Projects** is selected and click **OK**.

The Upgrade will begin and a status window will flash in the top right corner of your screen.

Notes:

1. If at any point in the upgrade the upgrade process seems to stall, simply press enter or click anywhere on the screen for it to continue.
2. If you are prompted with a window titled **Upgrade Custom Files** it means that you have existing customisations that are not compatible with Version 5 of QDMS. These need to be fixed by QA Software. See Section 11 below on how to proceed from here.
3. If the following window appears, you have not followed the instructions in Section 5 above correctly. Click OK, exit QDMS, follow the instructions in Section 5, and then proceed with the upgrade again.



When the upgrade is complete, QDMS will shut down and restart automatically. This may take several minutes. The next thing that will happen is that the QDMS login screen will reappear and you can log in and start work with the new version.

8. Clean Up

The latest QDMS version is run via the executable file **QDMS.exe** which is located in the QDMS or QDMS3 folder. If you have been upgrading from a very old version of QDMS, it may be necessary to modify the short cut icons on all PCs to access the QDMS.exe file as the previous exe might have been called for example QDMS3110.exe.

If you are upgrading from a more recent version of QDMS, this step is not necessary. To check, simply right click on the short cut icon you use to access QDMS and select Properties and check that the icon is pointing to the QDMS.EXE file. If it is then there is no need for further action.

9. What Now?

There are many new features in the latest version of QDMS. You can use the integrated Help system after upgrading to find out about these features or contact QA Software for the latest release notes. The help system can be launched by pressing F1 when in QDMS.



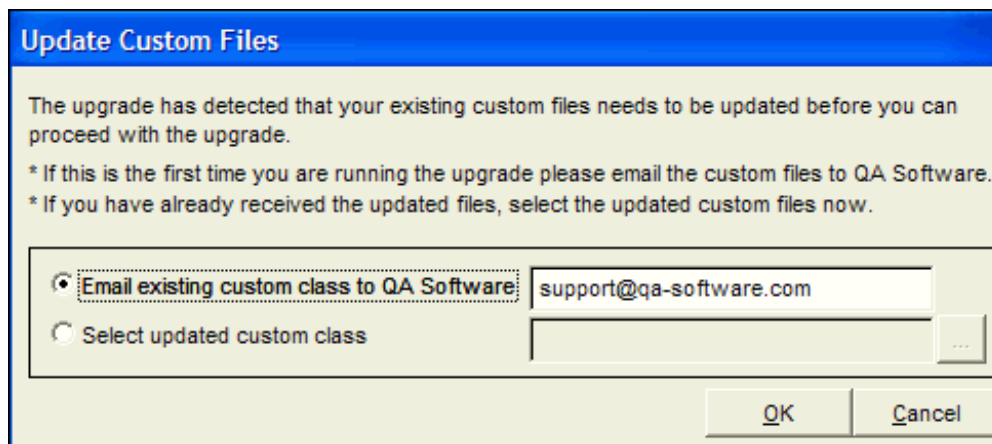
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10. Support

If you are having any problems with getting our software installed or getting started using these upgrade instructions, please don't hesitate to contact our Technical Support Division by Phone: +61 (3) 8379 0000, Fax: +61 (3) 9326 6544 or Email: support@qa-software.com

11. Upgrading Version 3 and 4 Customisations

Version 5 of QDMS uses the latest Microsoft development technologies and your QDMS version 3 or 4 customisations may not be compatible with these. The QDMS Version 5 upgrade will automatically check your customisations for compatibility with Version 5 and if any problems exist when you run the upgrade in Section 7 above you will be prompted with the following window:



If this is the first time you are running the upgrade, select the first option - **Email existing customisations to QA Software**, to email your custom program files to QA Software to get them updated. You will receive a confirmation message when done and the upgrade process will terminate.

Note: If you do not get a confirmation message that your custom class has been emailed, contact QA Software for assistance (see Section 8).

QA Software will upgrade your customisations (a charge for this service may apply) to be compatible with Version 5 of QDMS and email you back a zip file. This generally takes 24 – 48 hours from time of receipt.

You will need to undo the steps performed in Section 3 (if they applied to you) to continue working with your existing version while QA Software upgrade your customisations.

Once you receive the zip file of your updated customisations:

- a) Save it into a Temporary folder such as c:\Temp.
- b) Then repeat the steps in Section 3 (if applicable) and Sections 6 and 7 above and again you will get the above window.
- c) This time however, select the second option **Select upgraded custom class**.



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- d) Click on the select button to the right of the window and select the zip file from the Temp folder.
- e) Click **OK** to continue with the upgrade.

12. Upgrading QDMS from version 5.10.27 or lower

If you are upgrading a version of QDMS that is version 5.10.27 or lower (for example 4.40.85 or 5.00.11) then not only do you need to follow all the steps above but you **MUST** also upgrade the QASYS files on each work station that will be accessing the latest version of QDMS.

If you do not have a copy of the latest QA Software CD ROM then you should download the latest QASYS files applicable for QDMS Version 5.20.20 and above.

To do this:

1. Visit <http://www.qa-software.com/Miscellaneous/qa-addons.htm>
2. At the Add-ons screen, download the file QASYS9.MSI

Installing the QASYS files

To Install the QASYS files (using the QA Software CD ROM):

- a) Close any open applications.
- b) Click on the **Start** button and select **Run**.
- c) Insert the QA Software CD in your CD drive.
- d) Click on the **Browse** button and locate the QASYS folder on the CD.
- e) Select the **Setup.exe** file in this folder and click OK.
- f) At the Run window, click the OK button to start the setup process.

Note that if you have downloaded the QASYS files, simply run the QASYS.MSI file downloaded in lieu of the steps a)-f) above.

During the installation, follow the instructions on the screen.

13. Notes for installations with QVIEW

QVIEW Version 2 is available for QDMS Versions 5.10.13 and above. Contact QA Software to obtain the latest QVIEW Installation files.

Further information on issue

For further information, please contact QA Software Pty Ltd.

Ph: +613 8379 0000

Email: support@qa-software.com