EBMS 7.9 Upgrade Instructions:

1. Create a **backup** copy of your EBMS files and disable all automated backup software and **antivirus** software. If you need help with a backup, go to www.EagleBusinessSoftware.com/UpgradeHelp and click on Backup.
2. EBMS Upgrades will be completed by you unless you've arranged for Eagle to run the upgrade for you as a billable service or you are an EBMS Plus client.
3. Make sure all Windows Updates are done and not hanging in the queue. We recommend you restart your server and each workstation before doing the upgrade. The upgrade will begin with your server.
4. Log into EBMS as an administrator and run File Maintenance utilities. If you need help running utilities, go to www.EagleBusinessSoftware.com/UpgradeHelp and click on **Utilities**. All users must be logged out of EBMS on your server and all workstations and stay logged out until the upgrade is complete! This includes all third-party software that connects to EBMS data must also be shut down. (ex. UPS WorldShip).
   a. If you encounter utility errors, please contact Support@EagleBusinessSoftware.com with details of the error before proceeding with the upgrade
5. On the EBMS data server (computer where the data is stored), log in as a Windows administrator.
6. Click on the link included in your Upgrade email and follow the below steps.
   a. Download the file and extract to a location of your choosing (desktop is recommended)
   b. Run Setup.exe
   c. Accept the terms in the license agreement
   d. Enter the Serial Number
   e. On the server only – be sure to include the Server Components before clicking Install
7. Login to EBMS on the data server
   a. **Please Note: Some data updates can be lengthy depending on the size of your company files, what version you are updating from/to and your computer age.**
   b. Select 'Yes' to the message alerting you that the data files are older than the program. This will update the data and reports.
   c. When the data is finished updating, run all utilities again (see #4 above).
   d. After Step #7 is completed, the message alerting you to a version difference should no longer appear when you login to EBMS.
8. EBMS needs to be installed/updated on all workstations to update the local program files. Follow Steps #6a - #6d on each workstation.C
9. During the install if you get error messages "[FileName].DLL is not registered" you should see a "retry" and "ignore". Hit the "ignore" button for all of the errors. When it is done installing. Click "finish". Go back to Step #6b and run "Setup" again and you should get a "Repair" option instead of the "Install" option. Select the "Repair" and this should fix the problem. If it does not, call EBMS Support for assistance. 717-442-3247 #2.
10. If you have any customizations or custom reports, test them immediately to make sure they work. Sometimes there are data changes that affect reports and they need to be updated. Upgrades to custom scripts and custom reports are not reverse compatible and will result in a nominal fee to upgrade.
11. To import updated reports
    a. Open the EBMS database you wish to import the report to

b. Go to the File menu in the top left corner of EBMS and then go down to Reports
c. Navigate to where the report is located (example: a custom invoice is probably located in Reports > Sales > Invoices/Sales Orders)
d. Click "New Report"
e. Navigate to where you saved the updated report and double click on it
f. When prompted with "Do you want to overwrite this report?" click **Yes**.
g. Test print the report to verify it works
h. Repeat steps #11c – 11g for each report you need to import into the same company dataset
i. Repeat steps #11a – 11g for each company dataset that needs to have new reports imported.

12. Please dispose of any DVD's, Old Installers, or Emails you may have received with older versions of EBMS.

For Technical Support, contact Eagle Solutions at 717.442.3247 Ext. 2.

REMINDER: Accounting files should be stored on a reliable backup regularly!

In the past there have been companies who have experienced total data loss because of hardware failure.
Please check your backup system periodically to ensure it is working properly.

Eagle Business Software is not responsible for lost data due to backup failures.

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