

HOW TO DO A SOFTWARE UPDATE WITH MORPHOMANAGER



Software
Update

STEP ONE: BACKUP CURRENT DATABASE

PLEASE READ THE DOCUMENT ON HOW TO BACKUP MORPHOMANGER DATABASE

[HTTP://SERVICE.MORPHOTRAK.COM/SUPPORT.HTML](http://service.morphotrak.com/support.html)

Database Configuration (MorphoManager)

How to do a database backup and restore

How to migrate MEMS to Morpho Manager

How to Move Morpho Manager Compact edition to Full SQL

How to Move BioManager to MorphoManager

How to Backup of MorphoManager Databases



STEP TWO: DOWNLOAD VERSION OF MORPHOMANAGER

USE THIS LINK TO GET MORPHOMANAGER

[HTTP://SERVICE.MORPHOTRAK.COM/SOFTWARE-LINKS.HTML](http://SERVICE.MORPHOTRAK.COM/SOFTWARE-LINKS.HTML)

Morpho Manager

For SIGMA/SIGMA Lite/MWC Products
(INSTALL BOTH CLIENT & SERVER)
(64 Bit Only)

MorphoManager

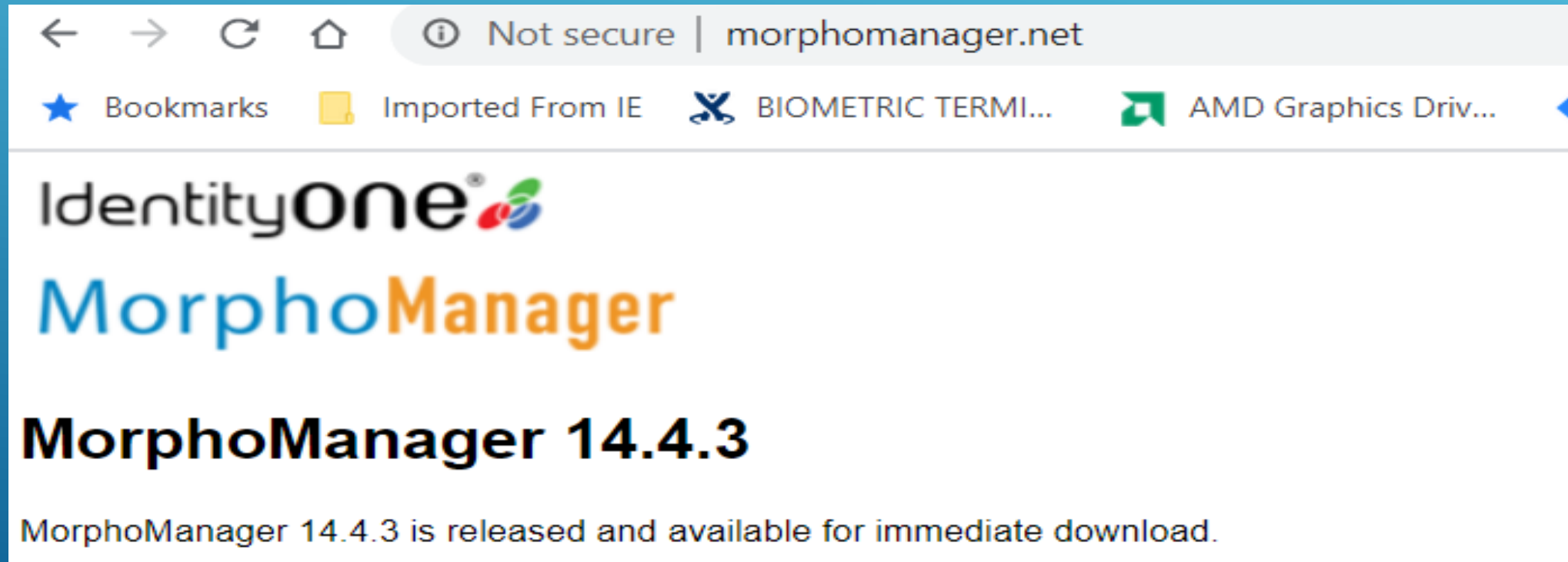


Backup of Morpho Manager DB

Update of Morpho Manager Software

STEP TWO: DOWNLOAD VERSION OF MORPHOMANAGER

IT WILL DIRECT TO MORPHOMANAGER.NET



STEP TWO: DOWNLOAD VERSION OF MORPHOMANAGER

SCROLL TO THE BOTTOM TO GET THE LINKS

MorphoManager Setup Links

[MorphoManager Server Setup 14.4.3](#)

[MorphoManager Client Setup 14.4.3](#)

BOTH THE CLIENT AND SERVER VERSION NEEDS TO BE THE SAME

MORPHOMANGER ONLY WORKS ON A 64 BIT O/S

WARNING

YOU CANNOT DOWNGRADE THE SOFTWARE ONCE YOU UPGRADE

BEST PRACTICES IS TO DO A DATABASE BACKUP FIRST

STEP THREE: INSTALLATION

CLOSE OUT MORPHOMANGER BEFORE UPDATING



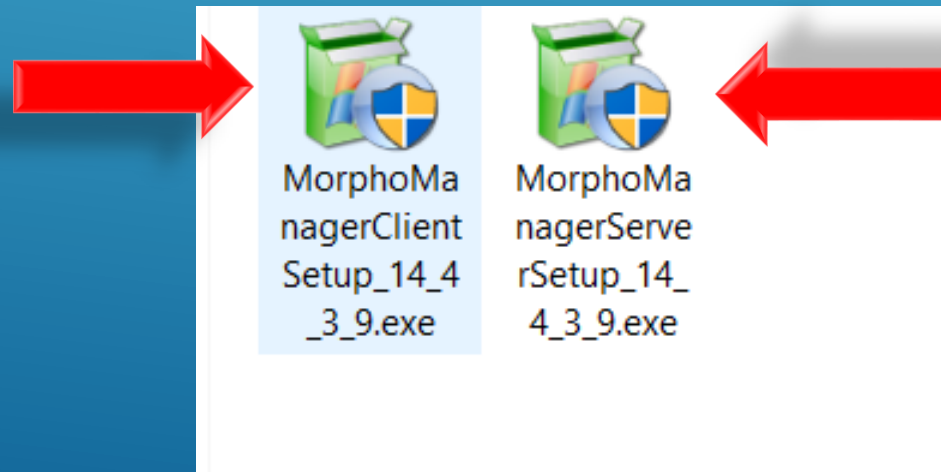
STEP THREE: INSTALLATION CONTINUES

MAKE SURE YOU HAVE ADMINISTRATION RIGHTS AND YOUR ANTI-VIRUS IS NOT STRIPING OR REMOVING ANY PARTS OF MORPHOMANAGER

CHECK WITH YOUR IT DEPARTMENT IF SO

STEP THREE: INSTALLATION CONTINUES

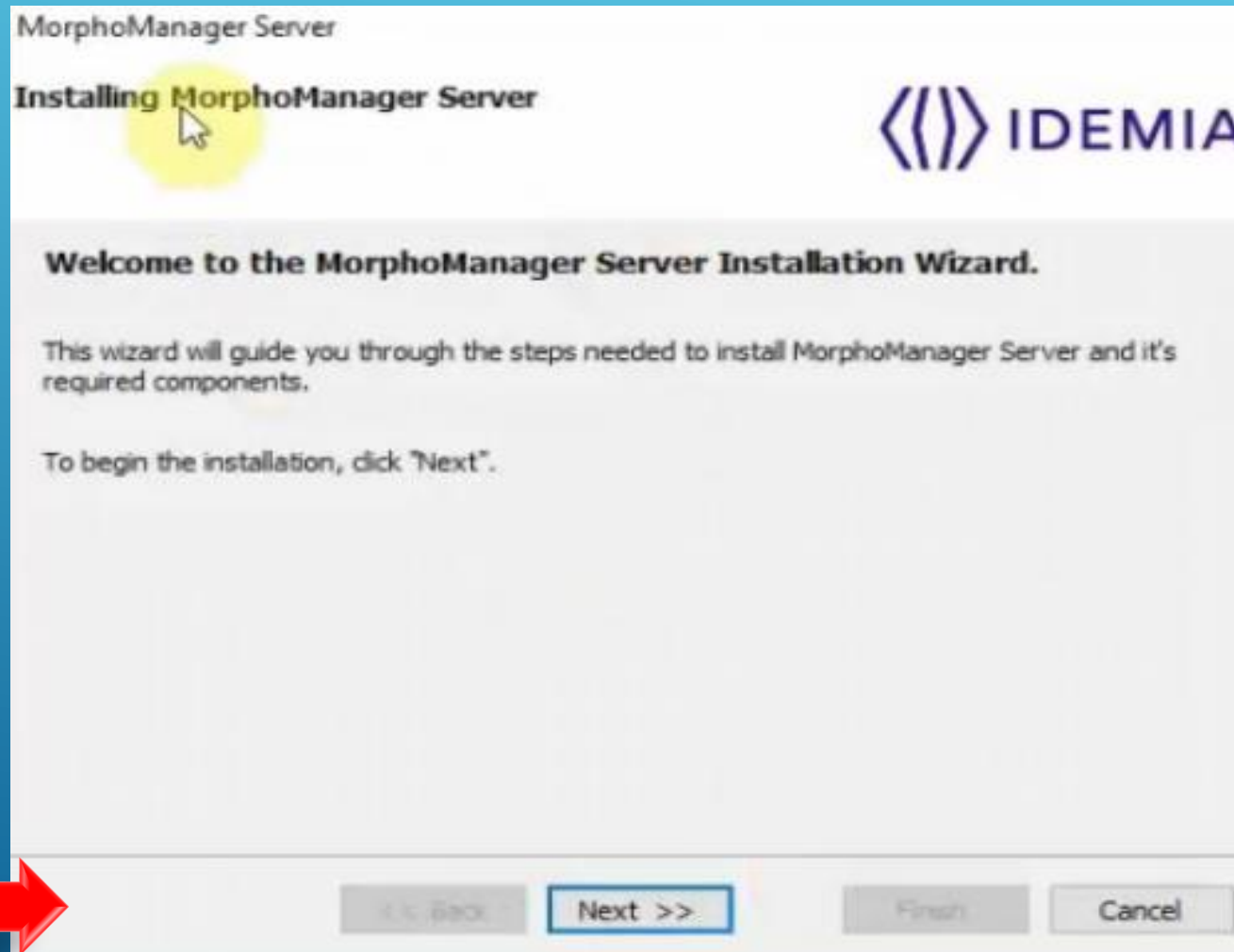
RUN THE SETUP, DOES NOT MATTER WHICH ORDER



STEP THREE: INSTALLATION CONTINUES

THE SOFTWARE WILL OVERWRITE THE CURRENT VERSION WITH THE NEWER VERSION.

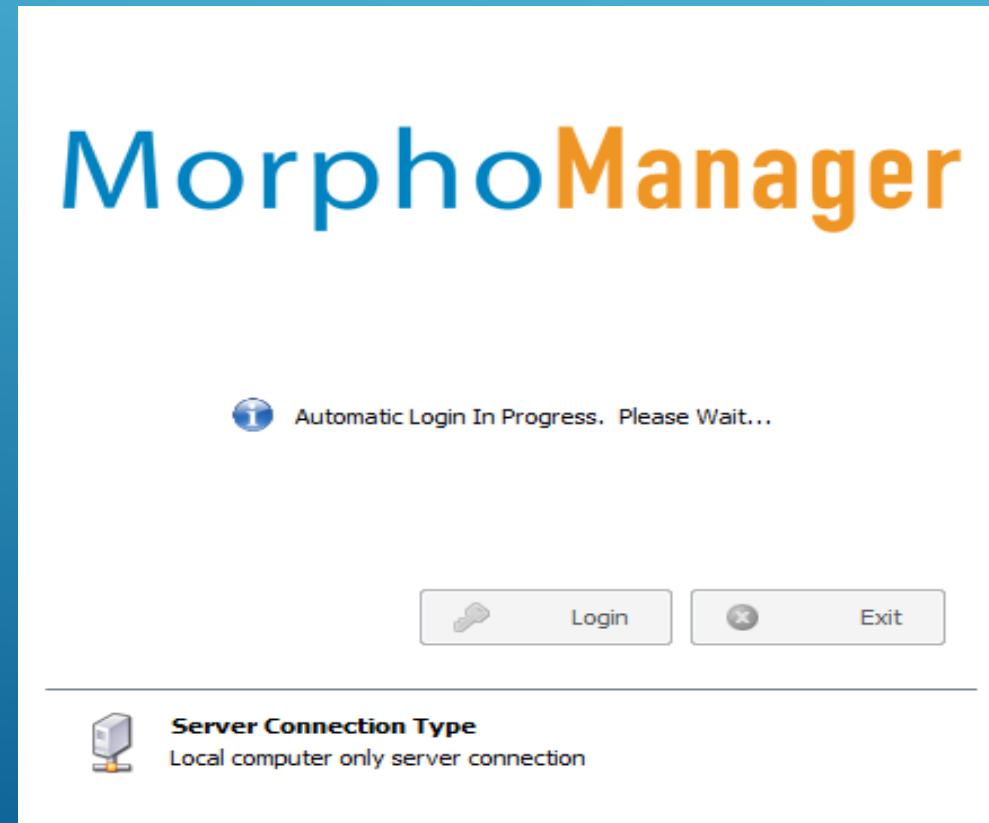
STEP THREE: INSTALLATION CONTINUES



Follow the wizard.

STEP FOUR: LOGIN

ONCE UPDATED THE CLIENT AND SERVER YOU CAN LOGIN AND CONTINUE ON AS BEFORE



TROUBLESHOOTING

POSSIBLE ISSUES:

THE SERVER DOES NOT START

CHECK YOUR SERVICES TO SEE IF ITS STARTED OR NOT

IF NOT STARTED TRY TO MANUALLY START IT

IF STILL PROBLEMS CHECK EVENT VIEWER OF YOUR PC FOR CLUES

TROUBLESHOOTING

IF YOU HAVE A VERY OLD VERSION OF MORPHOMANAGER YOU MIGHT NEED TO UPDATE IN STAGES FOR EXAMPLE

GOING FROM 10.4.16 TO 14 X OK

GOING FROM 8 X TO 14.X IS NOT OK

SOLUTION: 8 X TO 10 X TO 14.X IS OK

TROUBLESHOOTING

TO GET DIFFERENT VERSIONS FROM WHAT IS AVAILABLE ON
THE WEBSITE ASK SUPPORT



TROUBLESHOOTING

FOR MORE TROUBLESHOOTING

[HTTP://SERVICE.MORPHOTRAK.COM/SUPPORT.HTML](http://service.morphotrak.com/support.html)



[Troubleshooting](#)

Troubleshooting with MorphoManager

WEBSITE

Please visit our website,
service.morphotrak.com from
software, firmware, videos and
PDF'S