





---

## Upgrading to the latest version of Shortcuts V7.3

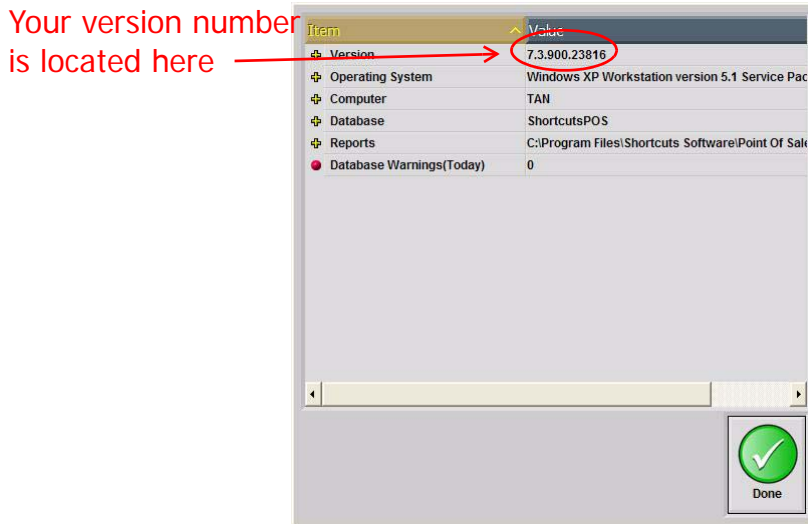
This document will take you through the steps necessary to upgrade your copy of Shortcuts V7.3 to the latest version of Shortcuts V7.3.

### Determine your current version of Shortcuts

Before you can start upgrading your software, you first need to ensure that you are running a version of Shortcuts V7.3.

#### To check what is your current version of Shortcuts:

1. In Shortcuts, press the Shift + F1 keys together. This will display the information window. Note down your version number as indicated in the picture below, then go to Step 2.



If pressing Shift + F1 does not work, exit Shortcuts if it is running. Run Shortcuts again, and check the version number in top left corner of the splash screen.




2. If your version number starts with 7.3 or higher, you are ready to upgrade to the latest version of Shortcuts V7.3.

**If you have any version of Shortcuts that is earlier than 7.3, please contact the Shortcuts Helpdesk on 1300 66 73 74 (8.00am - 3.00pm EST, Monday to Friday), or by e-mail at "support@shortcuts.com.au", to obtain detailed upgrade instructions and advice.**

### Backup your Shortcuts data


Refer to your User Guide for instructions on how to perform a Backup. It is strongly recommended that you backup your data onto a USB key instead of other storage media.

 *The Shortcuts backup only backs up your Shortcuts database excluding Shortcuts Marketing Letters and any other documents in the computer. It WILL backup your client card attachments if you place a tick in the Backup Attachments option. You will need to manually backup all your other documents etc. in each computer.*

---

## Turn off any Virus Scanning Software


Some virus scanning software may interfere with your Shortcuts V7.3 installation/upgrade. Ensure any virus scanners have been switched off or disabled before attempting to install or upgrade your copy of Shortcuts. If your virus scanning software is setup to automatically load on start up, you will need to turn off this option temporarily. Refer to your respective virus scanner's user manual for how to turn off or disable your software.


 **Remember to turn on your virus scanning software again once you have finished installing Shortcuts!**

## Are you installing on a Network?

If you are upgrading Shortcuts on a network, please read the "Networking and Database Connectivity in Shortcuts V7" document and follow all instructions contained within before proceeding with your upgrade. This document is located on your Shortcuts CD under "Installation Instructions".

## Upgrading Shortcuts

 **It is strongly recommended that you proceed with the Shortcuts upgrade only during business hours (8.00am - 3.00pm EST, Monday to Friday). This is to ensure that technicians are available to assist you in the event that there are problems during your upgrade.**

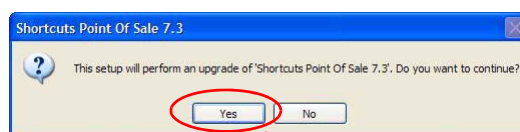
 **If you are running a network, all computers MUST be upgraded to Shortcuts V7.3 before you attempt to run the new software. The server/main computer must be upgraded first, followed by the client computers. Ensure that Shortcuts is not running on any other computer while you are upgrading a computer as this will cause problems. Note that you do not need to run a Hardware session, Backup, or obtain a license for client computers.**

1. Close Shortcuts and any other programs that may be running on all computers.
2. Insert the Shortcuts V7.3 CD into your CD-ROM drive and wait a few seconds. The Install window will appear.

If the Install window does not appear, click Start (or press Ctrl & Esc on your keyboard), then select Run. The Run window will appear. In the Open dialog box, type 'D:\install.exe' (where 'D' is the letter assigned to your CD-ROM drive). Click OK. The Install window will appear.



3. Click **Install Shortcuts** to begin the upgrade. A window will appear stating this setup will perform an upgrade of your copy of Shortcuts.

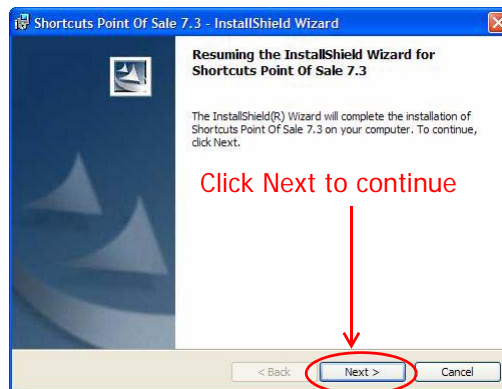


Click Yes to continue

4. Click **Yes** to continue. The Preparing to Install... window will appear as Shortcuts gathers all necessary information. Please be patient as this may take a minute or two.



5. The Shortcuts Point of Sale InstallShield Wizard window will now appear. Read the instructions on screen.



6. Click **Next** to begin the upgrade. A progress bar will then appear to indicate the current status of your installation. Please be patient as this may take a while.

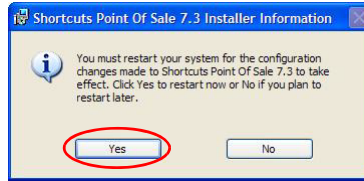


7. Once the installation process is complete, the InstallShield Wizard Completed window will appear. Click the **Finish** button to close the window and return to the Windows Desktop.



---

8. If you are prompted to restart your computer to complete the installation, click **Yes**.





If you encounter any errors during the upgrade, take note of the error and contact the Shortcuts Helpdesk for assistance.

 *If you are running Shortcuts on a network, you need to upgrade your client computers to the new version as well. To do this, simply follow the same procedure as you did for installing Shortcuts on the server.*

## Backup your Shortcuts data

Refer to your User Guide for instructions on how to perform a Backup. It is strongly recommended that you backup your data onto a USB key instead of other storage media.

 *If you are backing up more than once a day, you will need to change the file name by adding another number after the date. A good example might be adding the time of the backup after the date. Refer to your User Guide for more detailed instructions.*

 *The Shortcuts backup only backs up your Shortcuts database excluding Shortcuts Marketing Letters and any other documents in the computer. It WILL backup your client card attachments if you place a tick in the Backup Attachments option. You will need to manually backup all your other documents etc. in each computer.*