Questica ETO 4.0 – Upgrade Guide

Overview
This document will assist you with upgrading Questica ETO 4.0 to a new version.
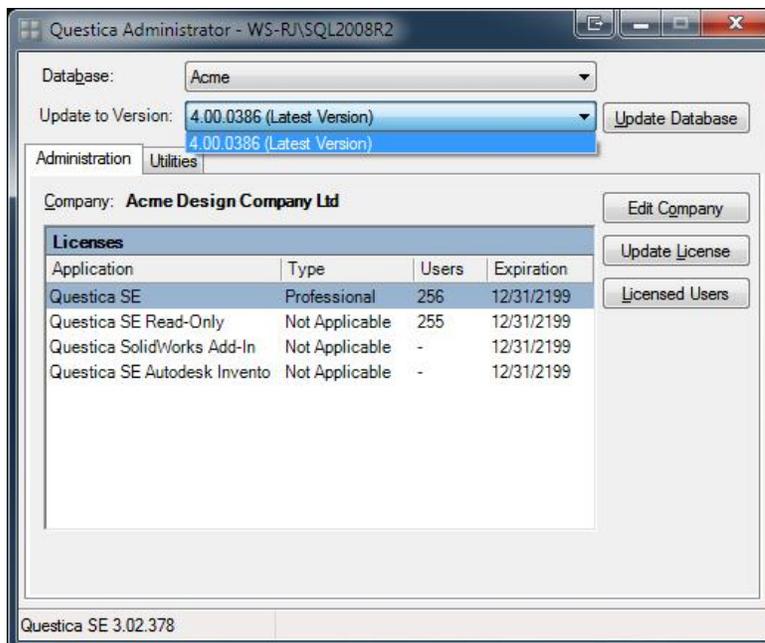
Server Side Changes
1. Database Update

I. Open Questica Administrator (or install it if it isn't already installed). You will be prompted for your SQL Administrator credentials before the application launches. You can install it from here using Internet Explorer (other browsers are currently not supported). This application communicates with Questica headquarters for upgrades to itself as well as for Questica ETO database upgrades and license changes. If a newer version of the Questica Administrator is available, you will be prompted to install it. It is always recommended to use the latest version available. During upgrades it automatically removes the older version and installs the latest available version.
    Prerequisites for Questica Administrator

    a. Microsoft .NET 4.0

    b. Microsoft SQL Server 2005 Backward Compatibility Components
        X86 Package (SQLServer2005_BC.msi) - 11222 KB
        X64 Package (SQLServer2005_BC_x64.msi) - 18516 KB
        IA64 Package (SQLServer2005_BC_ia64.msi) - 23453 KB

II. Update Questica ETO 4.0 Database. From the Administration tab, select the database you want to upgrade. On the bottom left hand side of the status bar, you will notice the current version of the selected database. The dropdown list labelled "Update to Version:" will default to the latest version available (if one is available). When you expand the drop down list, you can select other versions to upgrade the database to if necessary. If the drop down list is disabled, then the database you have selected is already upgraded to the latest version available.

Select the latest version and click the Update Database button. Before you perform an upgrade, ensure that no one is connected to the database. Also note that this will require the computer that the Questica Administrator is being run from has a valid internet connection.
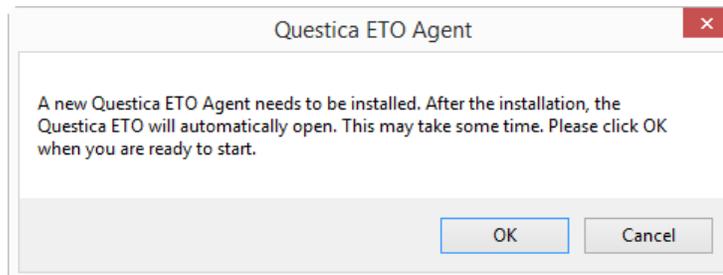
2. Application Files

Download the latest Questica ETO Application file (with a .qapp file extension) from the Questica FTP server, located in *\Questica Updates\4.0 ETO (Formerly SE)\Application Files*. The version number should correspond to the version you updated your database to in step 1. Save the .qapp file to the Application Files Folder specified in the Questica Administrator-Edit Company screen.

Client Workstations Updates

Login to Questica ETO

To upgrade Questica ETO on client computer, simply log into Questica ETO as normal. The ETO Agent will upgrade the client computer automatically.

Occasionally, there may be an update to the ETO Agent itself, which is also self upgrading. A dialog box may prompt the user to upgrade the ETO Agent.

In addition to auto-updating, the ETO Agent and Client application will also downgrade when connecting to an older database.