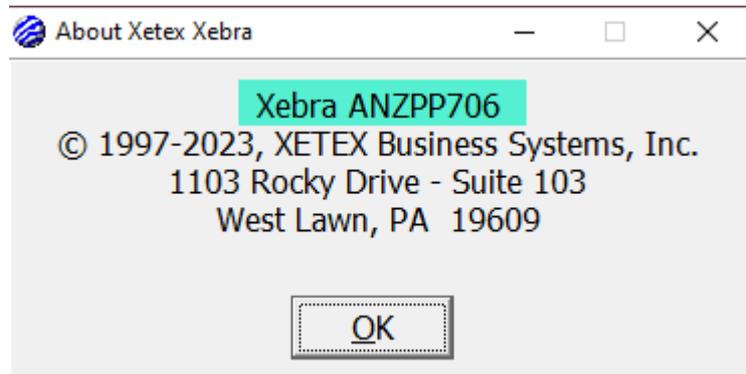


## The Update Procedure.

Please ensure the following is done prior to updating you Xebra system

The following **MUST** be done.

1: **Check your version** - click on HELP and then ABOUT XETEX XEBRA. The number after the ANZPP is your current version



2: **Download and read the relevant Release Notes** - Release notes are available from our website – <https://gunwebsystems.zendesk.com/hc/en-us/articles/216113428-Release-Notes>

## The update procedure is as follows.

1: **Stop Xebra Running as a Service:**

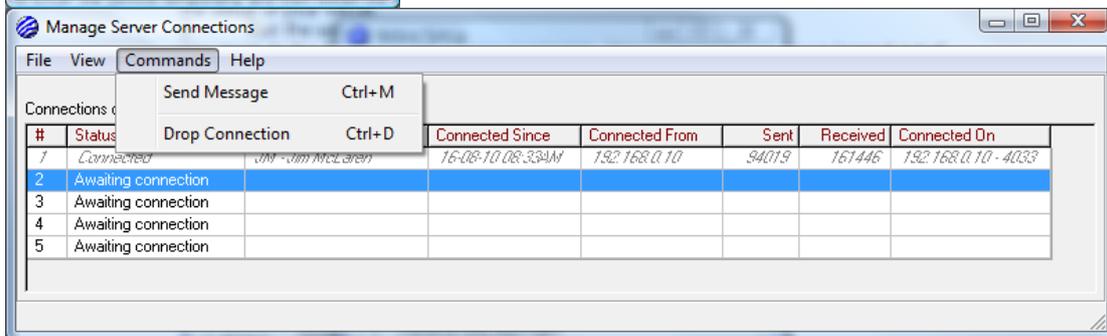
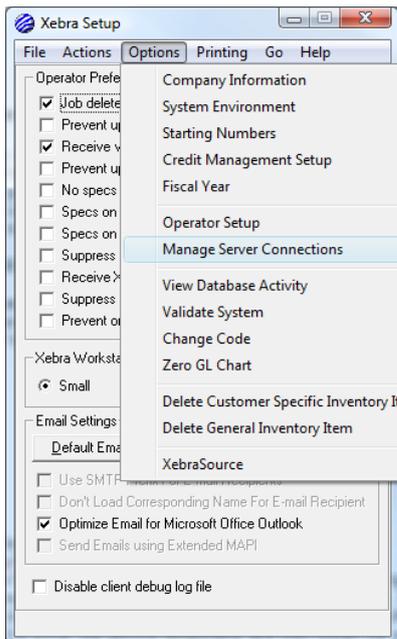
If you are running a Small Business server, it is likely that Xebra is running as a “Service” – Xebra Server automatically restarts if the server shuts down and restarts. For any update, it is necessary that the Updater program has control of stopping and starting the Xebra Server program. You need to STOP the service temporarily and start it as application by logging onto the computer that is acting as your Xebra server, find the Xebra server folder find the accessing Xebra srv.exe in the Xebra server folder double click this and run it as an application. You will need to restart the service on completion of the update. You may need your IT person to assist you with that as we do not interfere with the setup of your server. **If you are not running Xebra as a service, skip this step**

2: **Run a backup of Xebra**

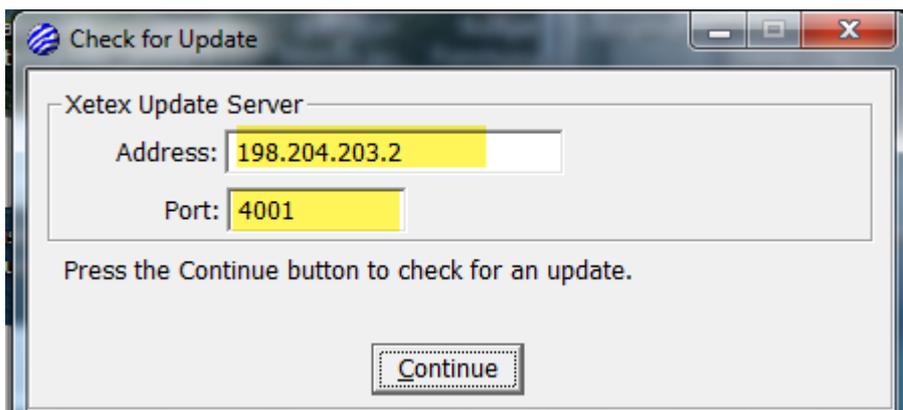
Immediately before running the update, you need a full backup of your Xebra Server folder. Make sure everyone including yourself is logged out of Xebra and make sure the Xebra Server is STOPPED and closed. Then take a copy of your Xebra Server folder from your Server (or main computer).

3: **Run the update procedure.**

- You must do this from your office and not remotely. Make sure everyone else is logged out of Xebra – you can check by GO>SETUP>OPTIONS>MANAGE SERVER CONNECTIONS. This will show if there is anyone else logged in. You are able to force a disconnection should you need to



- Having made sure you are the only connection, GO>SETUP>ACTIONS>CHECK FOR UPDATE. Then click CONTINUE. Any updates will download. If you get a Server error at this point, make sure these details are displayed:



- After download, a window will appear showing you if anyone has snuck back onto the system. Make sure you are still the only connection and then click INSTALL NOW. The updater will then send the update to the server and then update your workstation. You may see the updater stopping and restarting the Xebra Server program a number of times. This is why it is necessary to run the update while you are physically in the office as this process may not reconnect over the internet and the update can fail.
- On completion, check the version again. If you still have not got to the latest version, re-run the procedure till you have.

**4: Confirm with GunWebSystems**

Send an e-mail confirming the update was successful. Helps us to keep a track of who is where with versions. [help@gunwebsystems.com.au](mailto:help@gunwebsystems.com.au)