

SQLWorks

Title of document	New install or Upgrading existing SQLWorks to the latest version
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Date Created	27 th August 2020

Purpose

This procedure applies to any new user of the SQLWorks system or existing user that would like to upgrade to the latest version of the software.

Our SQLWorks team are always working behind the scenes on the software to make sure it is running efficiently, safely and most importantly, giving you the end user a reliable enjoyable experience. Regular updates are released for the application, both for general use and due to the nature of this program, updates specifically requested by end users. Ensuring you are up to date and running the latest version of SQLWorks is always advisable so that the program continues to operate successfully.

Scope

This procedure applies to all Lineal Software Solutions staff, as well as any prospective customers or clients who intend to utilise SQLWorks within their business environment. The procedure is aimed at the end user, who will be operating the SQLWorks client for the first time.

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Change History:

Date	Version	Created by	Description of change	Approved by
27.08.2020	1	Naomi Williams		

Updating SQLWorks

There is a new App you will need to run to use the latest version of SQLWorks.

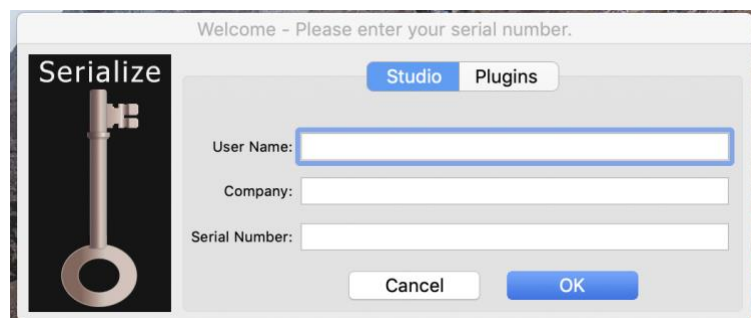
For Mac Users:

1. You will be sent an installer, to open double click on the .dmg file.
2. Drag and drop file into Application Folder.
3. Remove old versions e.g. v8, and older versions - Remove app from dock and Applications folder (move to trash)
4. Add new icon to dock.

Launching new version for first time

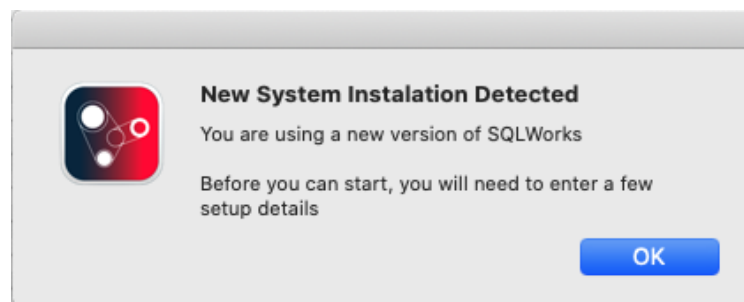
5. Double click on the new app and launch SQLWorks for the first time,
You will then have to enter some Serial licence data.

The New serial number will be provided by SQLWorks admin, or your company SQLWorks administrator, please use your 'first name' for 'User Name' and 'Your company name' for 'Company'.

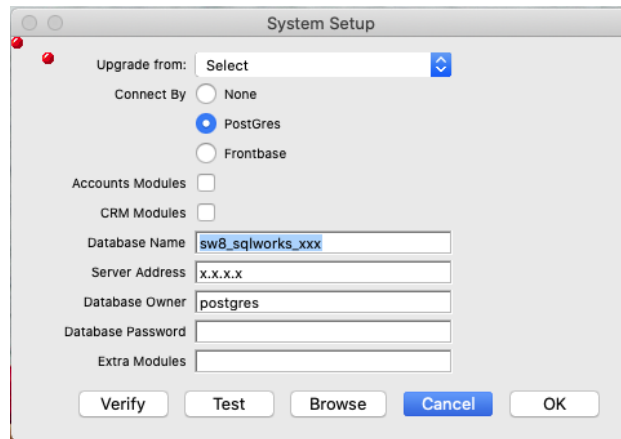


SQLWorks will ask for various permissions, please Allow. You may be asked to grant access to control Finder, select OK.

6. A popup box will appear saying "a New System has been Detected" - select OK.



7. A System Setup pop up box will then appear.

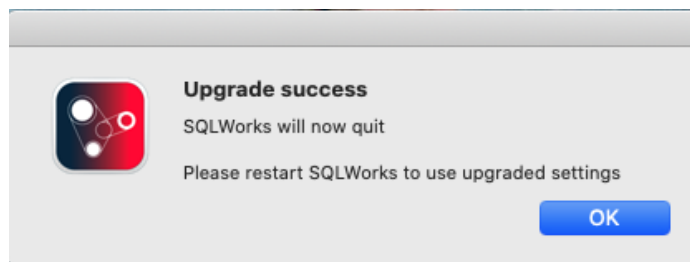


If you're an existing user you will be asked to select your most recent version that you are upgrading from, in the dropdown list.

If you are new to SQLWorks you will be sent this information separately by your system Admin to fill out this box or click the **'Browse'** button to locate the 'Startupitems' folder.

This should be in the same place where you copied the DMG file from.

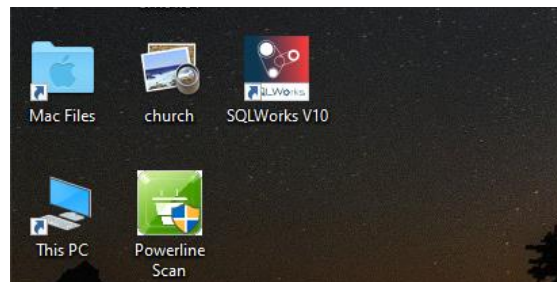
8. The Settings will be copied over, and SQLWorks will confirm the upgrade has been successful, select OK to Quit.



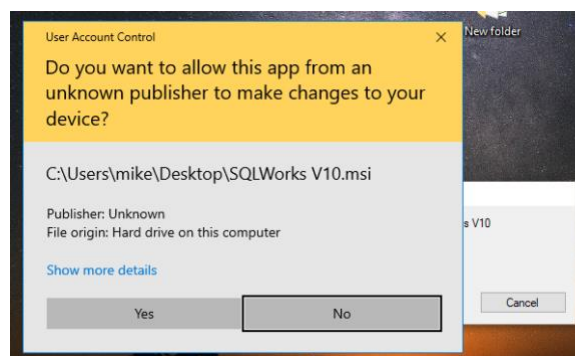
Progress to [Restarting SQLWorks](#) section on page 7.

For Windows users

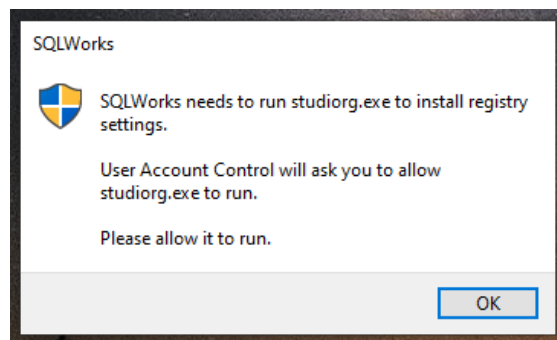
1. The windows installer is called 'SQLWorks (and the latest version number in this example) V10' and is an MSI file type.
2. You will need to copy this file to your desktop.



3. When you double click the new file a Windows security 'User Account Control' panel will open asking whether you want to allow changes, select Yes.



4. You will then be asked to run the new file, select OK.

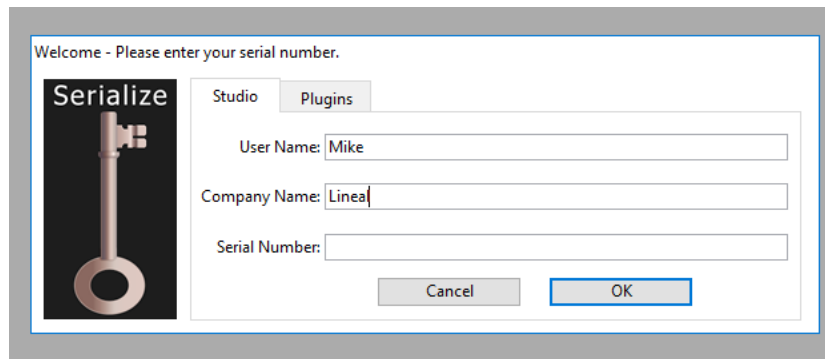


5. Remove ALL old versions - Remove app from Task bar and Local folder.
6. Add new icon to Task Bar.

Launching new version for first time

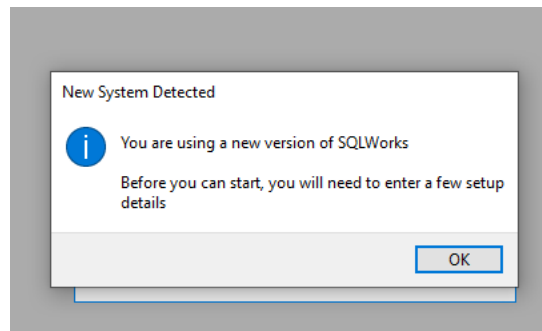
7. After you launch SQLWorks for the first time, you will then have to enter some Serial licence data.

The New serial number will be provided by SQLWorks admin, or your company SQLWorks administrator, please use your 'first name' for 'User Name' and 'Your company name' for 'Company'.



SQLWorks will ask for various permissions, please Allow.

8. A popup box will appear saying “a New System has been Detected” - select OK



9. A System Setup pop up box will then appear



If you're an existing user, you will be asked to select your most recent version that you are upgrading from.

If you are new to SQLWorks you will be sent this information separately by your system Admin to fill out this box or click the '**Browse**' button to locate the 'Startupitems' folder.

This should be in the same place where you copied the MSI file from.

Restarting SQLWorks

1. You will need to restart SQLWorks, and you will then arrive at the usual login window.
2. Sign in as usual and you should be prompted to Update to get the latest set of libraries and continue as before.
3. If the Trace log box pops up, please close.

You should now be running the latest version of SQLWorks, if you have any issues or problems please see the list of Troubleshooting tips for help and guidance below or contact your system administrator.

Troubleshooting

If you have any problems, it may be because of one of the following reasons, please retry the update process following the use of any of these troubleshooting tips.

1. Your server is not mounted,
2. The new libraries are not in the correct place,
3. The old version files are still there, and have not been completely removed,
4. You have tried to enter the Database credentials incorrectly,
5. After running the application for the first time SQLWorks will add a folder to your application support... if you want to restart the process from the beginning:

For Mac users:

1. Delete the SQLWorks App from the Applications folder
2. Remove old SQLWorks files in the application support folder (see path below)

Your Library Folder can be accessed by opening Finder, selecting 'Go' along the top nav bar, and whilst in the dropdown menu holding down the ALT key (option key on mac) to show the hidden Library folder.

For Windows Users:

To start again for Windows, do this:

1. Go to control panels
2. Programs & Features
3. Uninstall SQLWorks

