Title of document	New install or Upgrading existing SQLWorks to the latest version
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Date Created	23rd January 2024

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		
14.01.2021	2	Naomi Williams	Amended order of actions for windows users	
14.12.22	3	Naomi Joachim	Amended new install instructions for windows and Mac users	
23.01.24	4	Naomi Joachim	Amended new install and update instructions for windows and Mac users for v10.225a	

Installing SQLWorks for the first time

There is a new App you will need to run to use the latest version of SQLWorks. Before you begin you will need 2 things: A serial number and a startupitems folder provided by the SQLWorks team.

Updating SQLWorks

If you are an existing SQLWorks user and are updating your existing version with a new installation of the software;

For Mac Users:

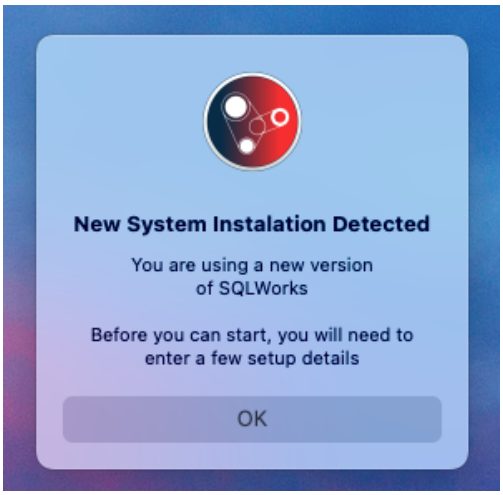
1. You will be sent an installer, to open double click on the .dmg file.
2. Drag and drop file into Application Folder.

3. A prompt will appear if the name of the application is the same as an old version – select Replace to replace the new install in the Applications folder. A pop-up box will confirm the new app is being copied to your application folder.
4. If a pop-up box appears saying the Lineal SQLWorks Client is an app downloaded from the internet, click Open to confirm you are happy to run it.

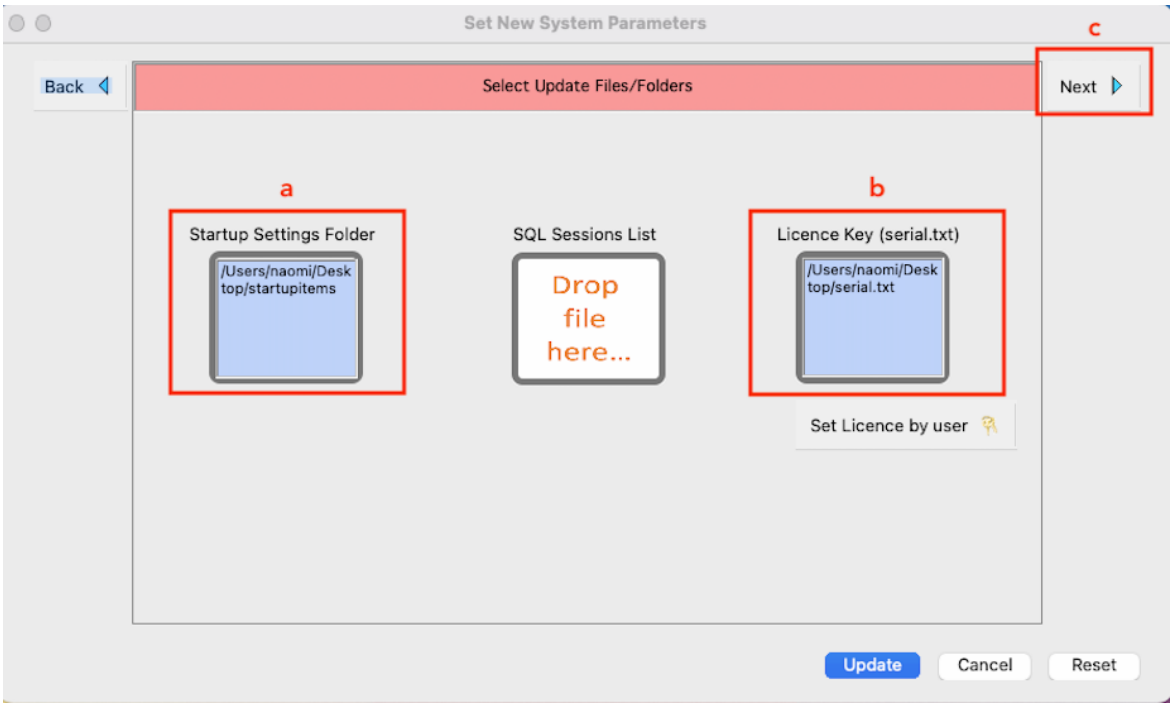
Launching new version for first time

5. Double click on the new app and launch SQLWorks.

   After you launch SQLWorks for the first time, a popup box will appear saying "a New System Installation has been Detected" - you will be asked to enter setup data – select OK.



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

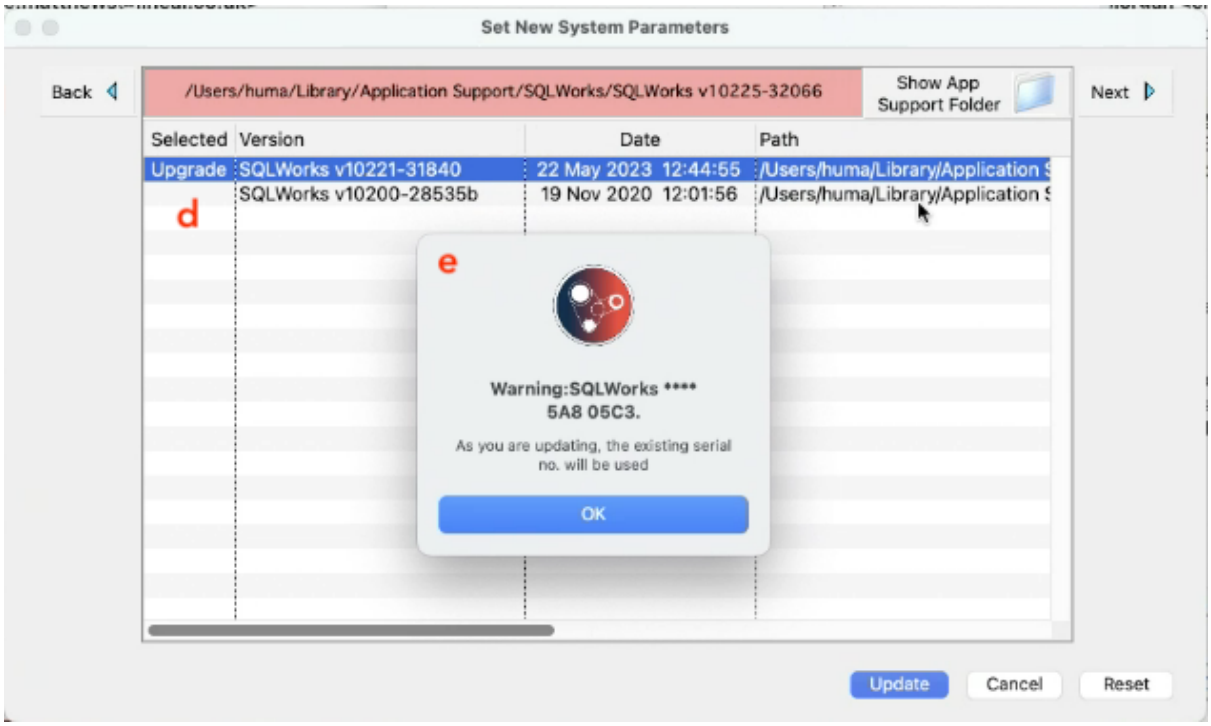


   a. If you are **new** to SQLWorks and this is an entirely new installation, find the folder named 'Startupitems' that has been provided to you by our SQLWorks team and drag it in to the first box to update it with the file path.

   b. Drag the serial.txt file with your companies' serial number into the Licence key box far right. If you are given the serial number click on the yellow key icon to enter the details manually.

      Click on the Update button at the bottom.

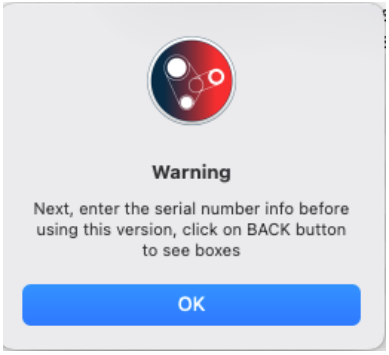
c. If you're an **existing** user, you will be asked to select your most recent version that you are upgrading from. Click the Next button in the top right.



d. Select the previous version that you have been using (this is likely to be the most recent date in the list). Double click so that 'Upgrade' appears in the 'Selected' column.

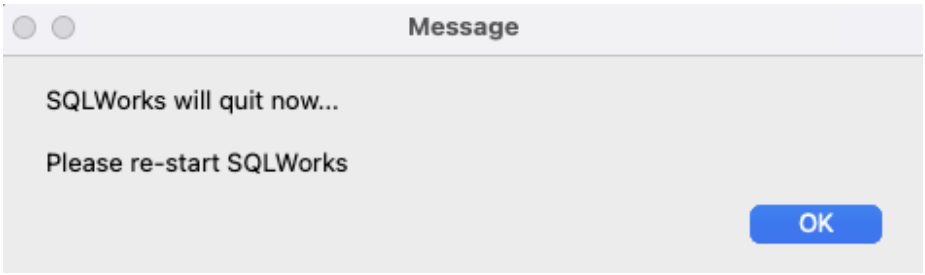
e. Click on the Update button at the bottom of the screen. A Warning box will appear to confirm the serial number of the version you are updating, click OK.

f. If for any reason the serial number cannot be found you will receive the following warning. Please contact the SQLWorks team for this information and refer to 6b above.



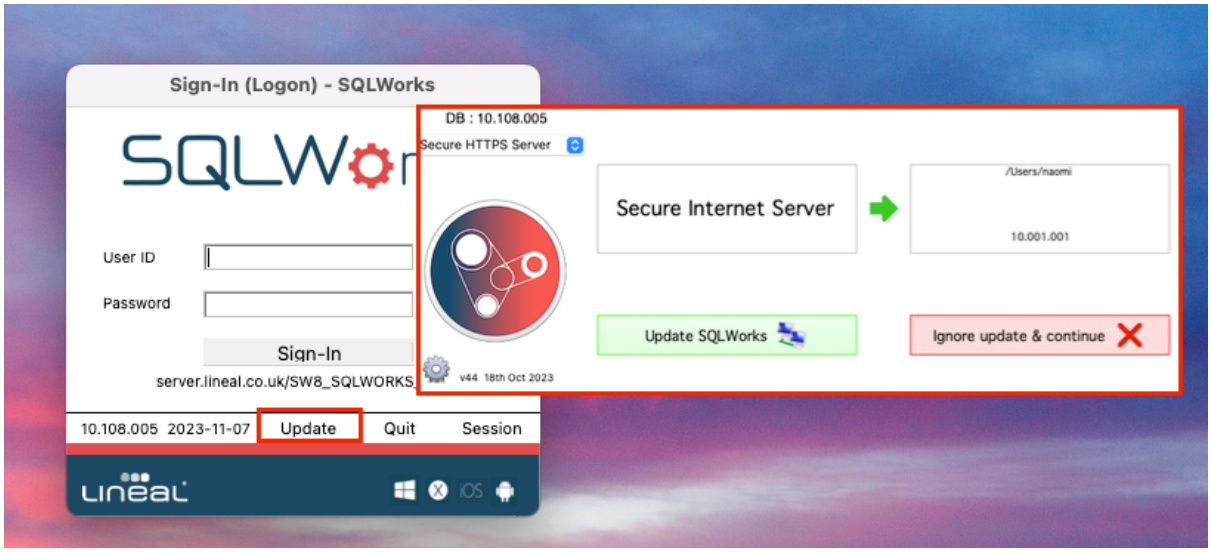
g. For OSX users with new versions of the OSX, you will be asked many security questions, answer YES, or ALWAYS ALLOW to the questions.

7. If successful after hitting Update you will see the following message:



Select OK and SQLWorks will close. Run it again and you will be taken to the login screen.

8. If you are installing SQLWorks for the first time click Update on the Sign-In (Logon) screen and run an update first before logging in with any user credentials.

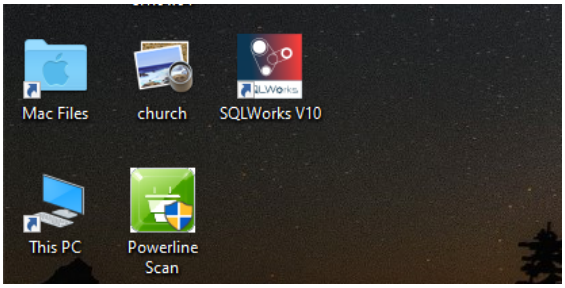


Progress to Restarting SQLWorks section on page 10.

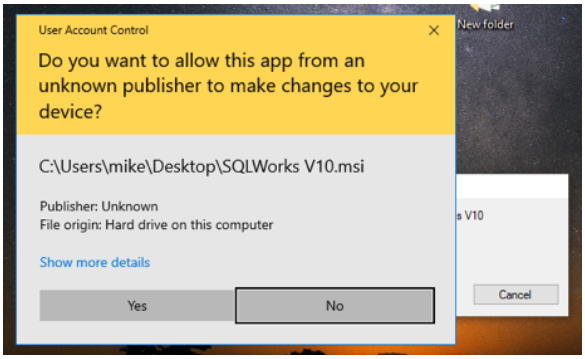
For Windows users

Before you begin you will need 3 things: the installer, a serial number and a startupitems folder provided by the SQLWorks team.

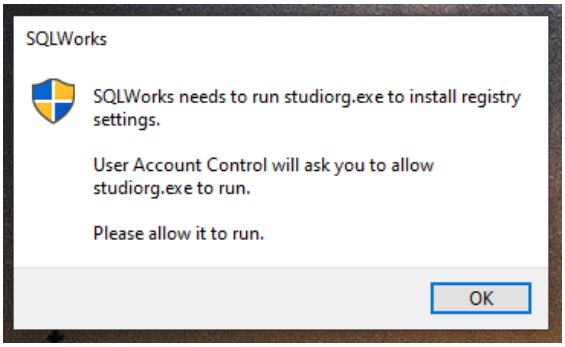
1. The Windows installer is called 'SQLWorks (and the latest version number in this example) V10' and is an MSI file type.
2. You will need to copy this file to your desktop.



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.



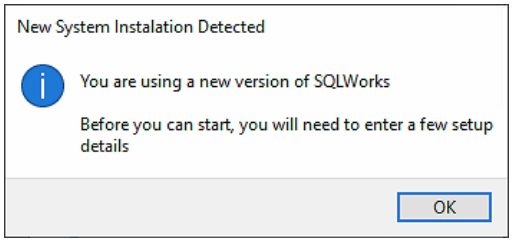
4. You will then be asked to run the new file, select OK.



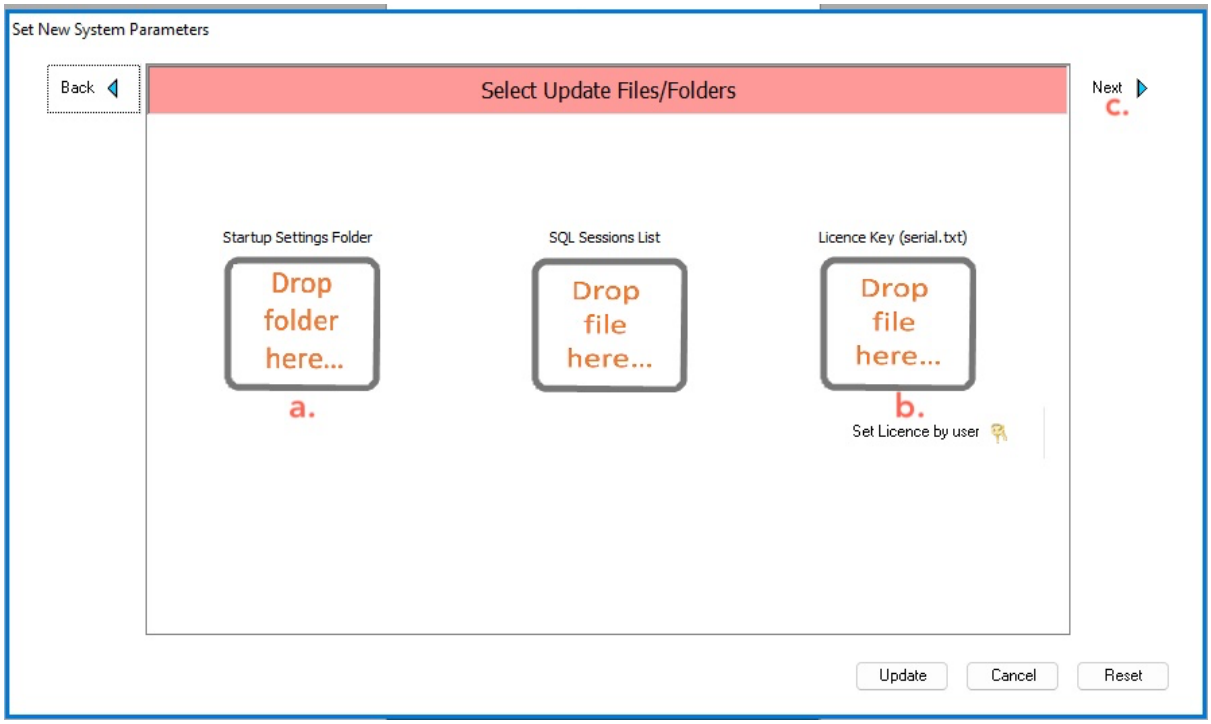
5. Add new icon to Task Bar.

Launching new version for first time

6. After you launch SQLWorks for the first time, you will then be asked to enter setup data – select OK



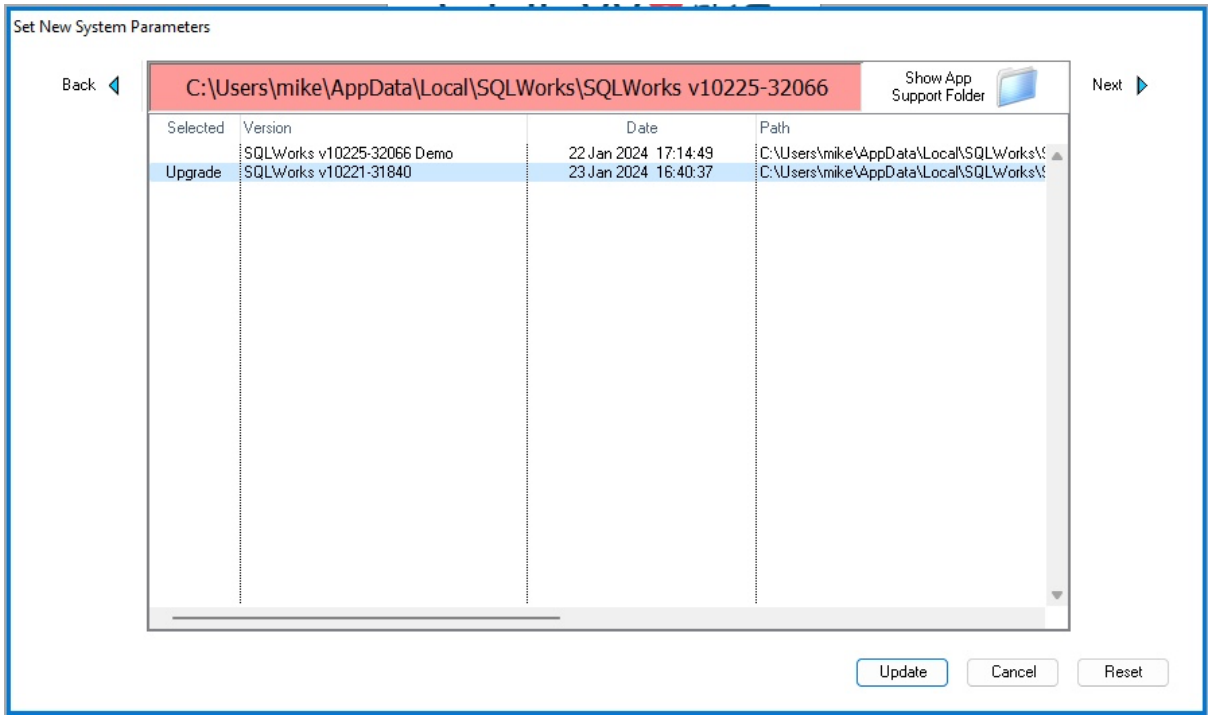
7. A System Setup pop up box will then appear.



a. If you are **new** to SQLWorks and this is an entirely new installation, find the folder named 'Startupitems' that has been provided to you by our SQLWorks team and drag it in to the first box to update it with the file path.

b. Drag the serial.txt file with your companies' serial number into the Licence key box far right.

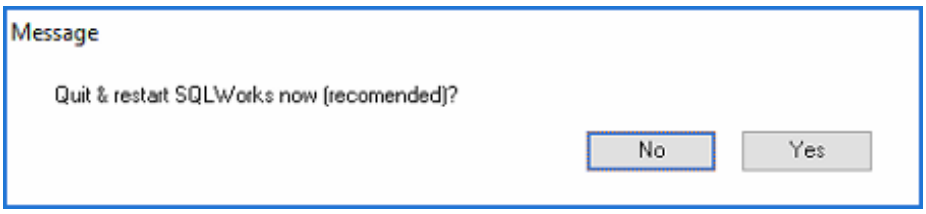
c. If you're an **existing** user, you will be asked to select your most recent version that you are upgrading from. Click the Next button in the top right.



d. Select the previous version that you have been using (this is likely to be the most recent date in the list). Double click so that 'Upgrade' appears in the 'Selected' column.

e. Click on the Update button at the bottom of the screen. A Warning box will appear to confirm the serial number of the version you are updating, click OK.

8. Click the Update button and you will see the following message:



Select Yes and SQLWorks will close. Run it again and you will be taken to the login screen.

9. If you are installing SQLWorks for the first time, click Update on the Sign-In (Logon) screen and run a manual update first before logging in with any user credentials.

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.
4. Windows users can now remove ALL old versions - Remove app from Task bar and Local folder.

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:

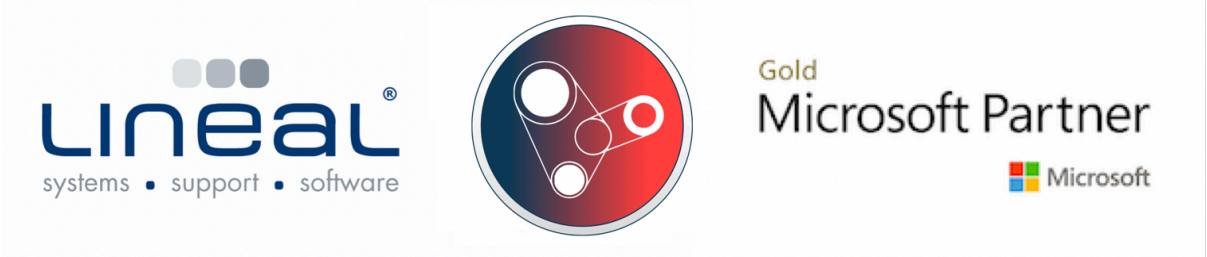
1. Delete the SQLWorks App from the Applications folder.
2. Remove old SQLWorks files in the application support folder (see path below)

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



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