



Email – support@axxya.com
Help - Center -- www.nutritionistpro.com/help-center/
For faster service please either update your current ticket or submit a new one. You can do that 2 ways -- through the webpage above or by emailing us.

Message– Current database is out of date on a NETWORK Nutritionist Pro install

1. Full text of the error “Error current database is out of date. A data update will need to be performed before this product can be used again” – for nutritionist pro
2. In the Nutritionist Pro product, the database has to match the exe. If you try to launch the exe or the program and the database is not the same version as the program exe, you will see this error message.

If this message database is out of date is seen on a NETWORK Nutritionist Pro

- A. There can be a couple of reasons for this error.
1. **Reason # 1** --- The user updated the exe for the server but after that install they did not run the data update on the server so the exe and the database don’t match. The fix is to update the database on the server by launching the data update exe the steps are shown below.
 - i. The data update exe is located here
 1. Make sure all client sessions are terminated and clients are not logged in the application.
 2. Make sure the server is started if it is not choose All Programs\AXXYA Systems\Nutritionist Pro Network\Database Server Monitor. Click “Start Server.”
 3. To launch the data update From the Start menu, choose All Programs\AXXYA Systems\Nutritionist Pro Network\Data Update.
 4. Double click and run the exe.
 - ii. This should resolve the issue
 2. **Reason # 2** --- The server exe and the database were updated BUT the client exe is still the old version. If that is the case update the client by launching the setup.exe file on the client workstation and selecting client during install. Remember the client exe, the server and the database all have to be the same version.
 3. **Reason # 3** --- If its not the 2 reasons above then it could be that the client workstation might be looking at an older db on the server. Perhaps the client is looking at an IP address of another database. Check the DSN to see if the IP address of the server it is trying to connect to is correct. To trouble shoot that we will need to work with your IT admin staff please have them contact us and please let us know that you have tried both steps above and they have not resolved your issue.

So please retrace your steps and see what part of the above steps were perhaps not completed. The ONLY reason for this error is that the software and database version do not match.