



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Message – Current database is out of date on a Standalone Nutritionist Pro application

1. Full text of the message “Current database is out of date.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 message.

If this message database is out of date is seen on a STANDALONE Nutritionist Pro

1. The reason it is happening is because the database and the exe are different versions.
2. Usually this happens after installing the software and pasting the backup copy of the old database back in without running a data update. To correct this, follow the steps below to run this update. This should correct the message.
3. Open windows explorer and find the Axya systems folder see some image examples to help you. once you find the dataupdate.exe launch the update exe and start the update process this should resolve the issue. Please read below if you encounter another issue.

Figure 1-- Open windows explorer and find the drive where software is installed

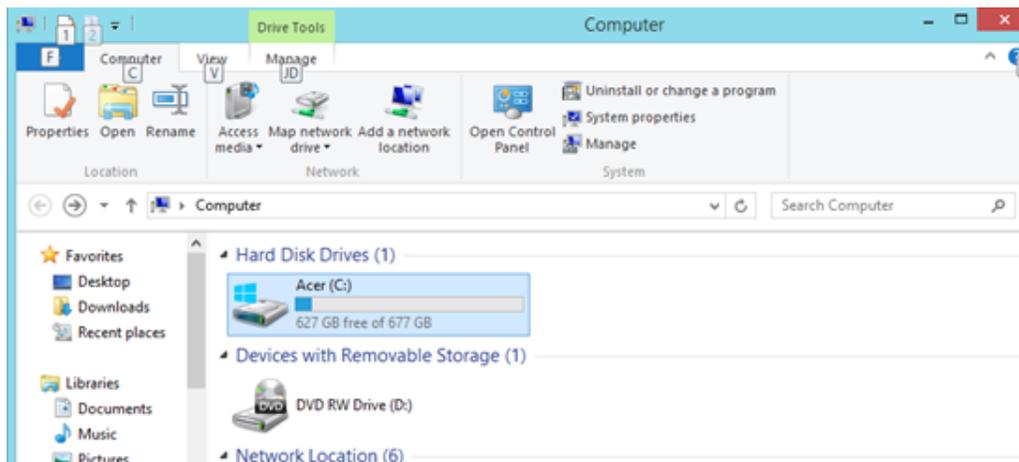


Figure 2 -- find and open the Axxya Systems folder

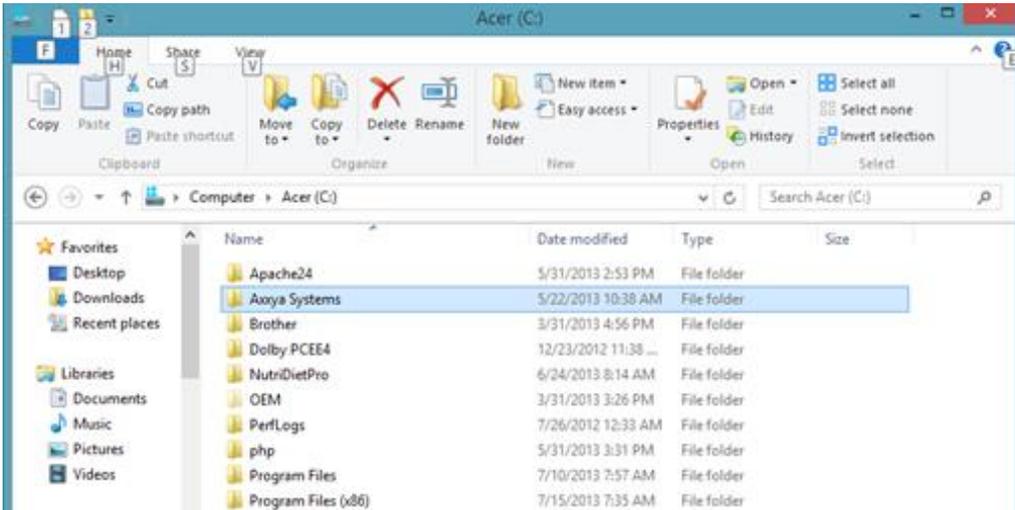


Figure 3 -- open Nutritionist Pro folder

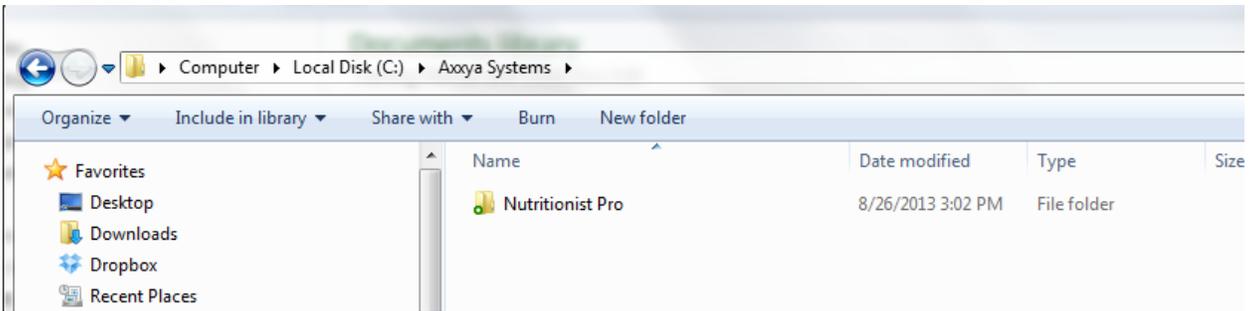
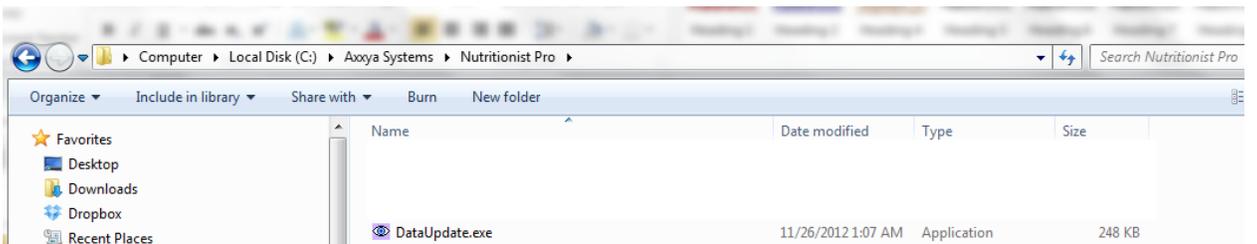


Figure 4 -- double click and run the data update exe see image



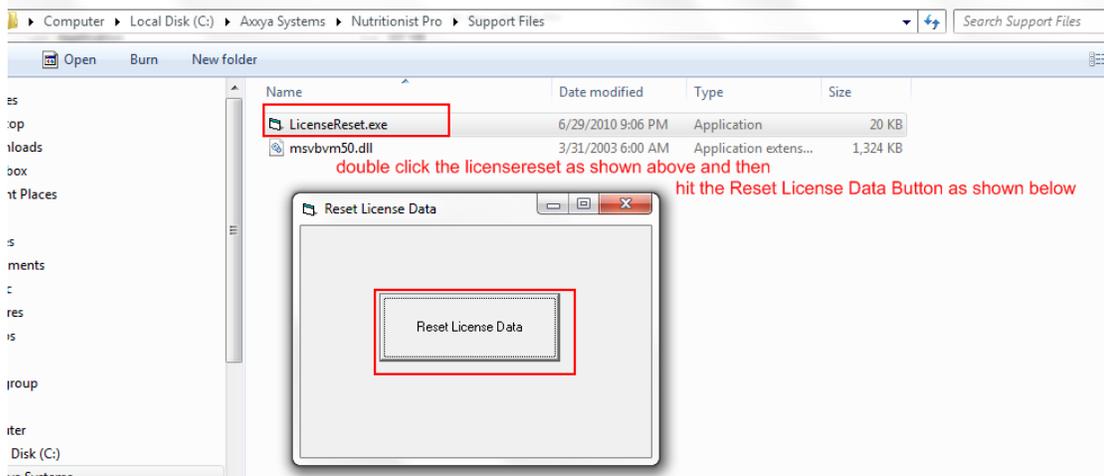
4. This should resolve the issue once data update finishes try launching the main software.

If you see another message talking about "product not properly licensed this application will now exit" please follow easy steps below

SKIP THIS SECTION IF YOU DO NOT SEE THIS MESSAGE OF NOT PROPERLY LICENSED.

Clean the older license from the database

1. Now we need to clean out the license that is in the database from when the team gave you a license.
 - a. Close all the Nutritionist Pro windows if any are open.
 - i. Go to C:/Axya Systems/Nutritionist Pro/Support Files. In this folder you will see a licensereset.exe.
 - ii. Double click it and open the license reset utility.
 - iii. Click the button "Reset License Data". See image below.
 - iv. Reboot the computer

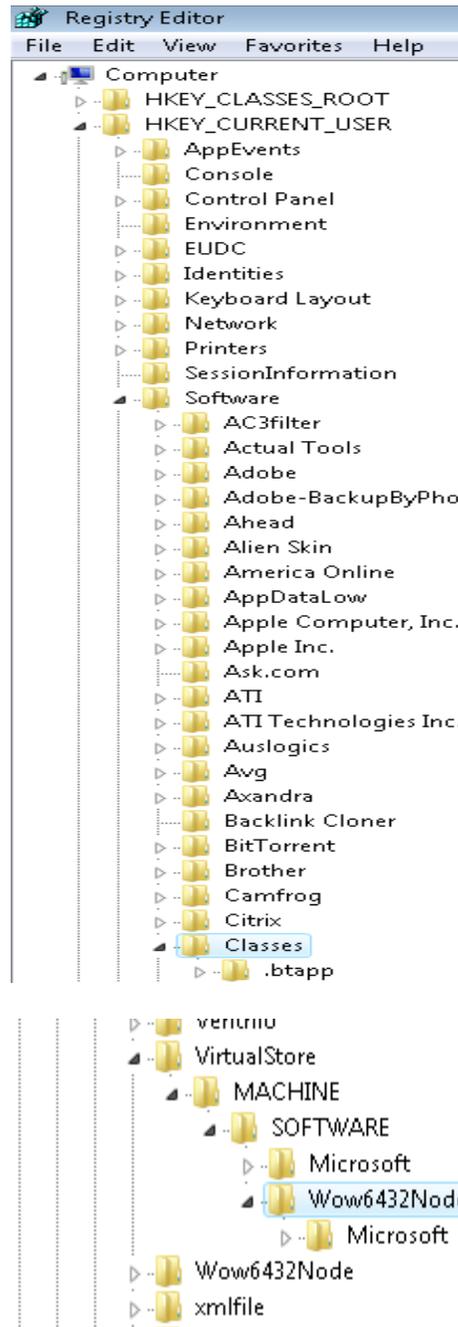


2. If this doesn't get cleaned out, the steps below will not work. As a precaution please check the registry to see if the virtual store key is removed. Follow the steps below and if you see a virtual store key, remove it. If the virtual key is not there, you can skip this step.

- Check the registry and see if the key is there. If so, you need to delete it.
 - Press the "Start" Button
 - In the search field type, "regedit" and press enter.



- Navigate through the following folders:
- HKEY_CURRENT_USER - Software - Classes - VirtualStore- Machine - Software - First Databank



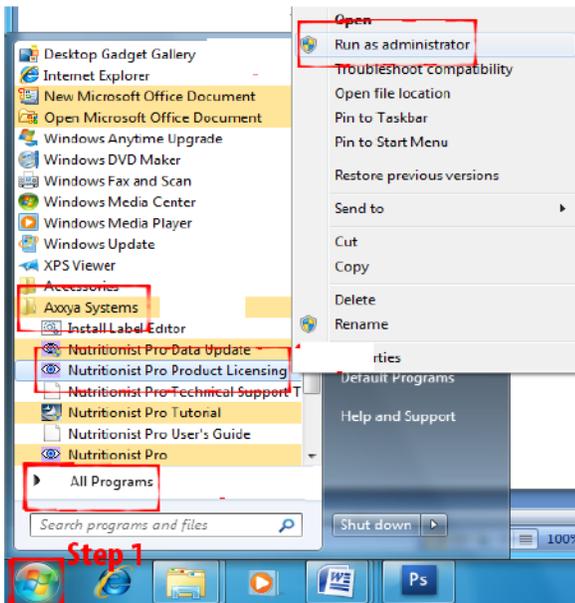
- Please note: In the image above there is a Wow6432Node folder.
- Here is a closer look between the x32 vs the x64
 - ❖ **If it's a X32-bit:**
 HKEY_CURRENT_USER - Software - Classes - VirtualStore- MACHINE - SOFTWARE – First Databank
 - ❖ **If it's a X64-bit:**
 HKEY_CURRENT_USER - Software - Classes - VirtualStore- MACHINE - SOFTWARE – Wow6432Node – First Databank
- Delete the First Databank folder. (Right click on the folder and Left click on delete in the list)
- Reboot the computer for the changes to take effect.

For some clients a data update is needed see if this applies to you. Only follow if it applies to you.

- **If this message is seen on your machine and you have installed the application for the first time on this machine and there is no older database that has been brought over then you can skip this section of steps.**
- **If you are bringing an older database or if your machine had an older version of Nutritionist Pro installed on it then please follow these additional steps**
 1. check the install path of where the software is installed and you will see a folder called npback folder rename it to **back up1**
 - i. If you don't see the npback folder in the install path you can skip this step BUT important to check if there is one you must rename it
 2. Then launch the data update exe.
 - i. You will a message saying I cannot find the npback up folder say ok
 - ii. Then it will say you have 30 days to license say ok
 - iii. Then data update will start.
 - iv. Let it finish
 - v. Now follow the steps for licensing see below

LICENSING STEPS: STANDALONE VERSION:

1. Make sure the program is closed
2. Access Start/All Programs/Axya Systems/. **VERY IMPORTANT** RIGHT CLICK ON Nutritionist Pro Product Licensing AND SELECT "Run As Administrator." SEE IMAGE BELOW ON HOW TO FOLLOW THIS STEP. You will see a licensing window with a serial #. This is a very important step and must be followed as described.



3. Once you've accessed the Nutritionist Pro Product Licensing Window, you will be provided with a serial number.
4. You can either email or call us with the serial number to get the license key. Ph 1-800-709-2799 or email support@axxya.com.
5. NOTE***IT IS IMPORTANT TO KEEP THE SCREEN OPEN UNTIL THE LICENSE KEY IS ENTERED AS THE SERIAL NUMBER CHANGES EVERY TIME THE SCREEN IS CLOSED*** If this step is not followed as directed you may have to repeat this process from the beginning.
6. Once support as provided you with the license key, enter it into the box.
7. Press the "License" button. Underneath the license button you will see "Modules licensed..." followed by a list of the modules you purchased.
8. Close the "Licensing" screen. Launch Nutritionist Pro from the desktop and you are ready to begin use!