

Steps on how to upgrade to this version --- It's a 3 Step Process

Follow the steps below to upgrade successfully.

STEPS ON HOW TO UPGRADE YOUR VERSION

As promised, we are enclosing the scheduled **version ____** update for Nutritionist Pro™. **The previous version was ____.** Please read over the below instructions before beginning your software update, and make sure to allot about 20 minutes for the data back-up and software update process.

(Remember: Upgrading is a 3-step process, you must update: 1.) The server, 2) the database on the server and 3.) Each client workstation)

First Step To upgrade the server:

1. Go to Start→All Programs→Axxya Systems→Nutritionist Pro Network→Database Server Monitor. Click the "Stop Server" button, and then close this window. We recommend that at this stage you [back up the database](#) before proceeding with the upgrade. The database is located under Local Disk→Axxya Systems→Nutritionist Pro Network and is called "NutritionistPro.db" **Please make a backup at this point.**
2. Double click on the exe. It will automatically unzip and self-extract. Follow the prompts.
3. The first screen of the installation utility will appear with the message "DETECTED: Your current version of Nutritionist Pro SERVER will be upgraded". Click Ok to proceed.
4. The next screen of the installation utility will appear indicating that Nutritionist Pro Setup is preparing the Installshield Wizard. Proceed with the installation. If a much older version of Nutritionist Pro is found on your server, you will be prompted to contact Axxya Systems.
5. **In all cases, you will be prompted to select Client or Server. For this server upgrade please select Server.**
6. After the Installshield utility is completed, click "FINISH."

2nd Step To upgrade the database on the server

7. ****VERY IMPORTANT**Steps to update data →** From the **Start menu on your server**, choose **All Programs→Axxya Systems→Nutritionist Pro Network→Database Server Monitor**. Click **"Start Server."** From the **Start menu**, choose **All Programs→Axxya Systems→Nutritionist Pro Network→Data Update**. The data update should start now. This process will update your food and nutrient database to version ____, along with the custom data already in your database. The process could last from 15 to 30 minutes. **Please do not interrupt the data update process.**

3rd Step to upgrade individual client workstations:

Remember to also upgrade EACH client workstation after the server has been updated. To upgrade workstations,

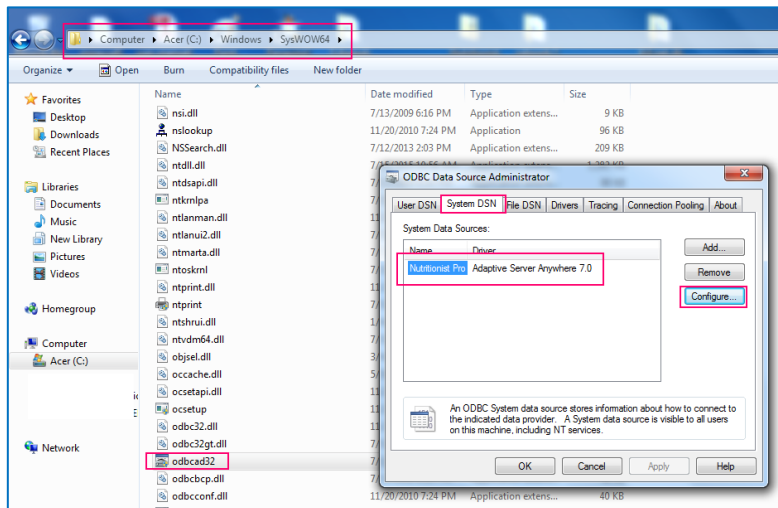
1. Download the file and then double click it. It will automatically unzip and self-extract. Follow the prompts select Client to install the client portion.

CONNECTION TO THE SERVER -- NETWORK VERSION:

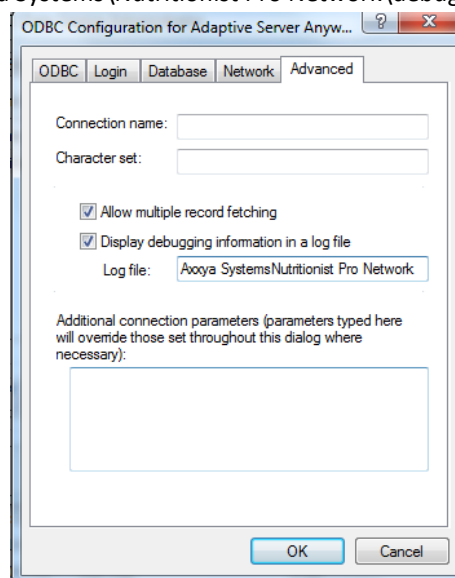
- In order for the user to access the application the client workstation needs to connect and find the server.
- **If you are unable to open the application and see a database server not found message please check these steps below. If you are able to open the workstation application without any issues then you can skip this step**

Follow these steps to create the log file

1. On the client machine where you see this error launch the ODBCAD32 from the C:\Windows\System\SysWOW64\odbcad32
2. Next click on system DSN and highlight Nutritionist Pro and hit configure



3. Advanced tab
 - a. To create the debug log file -- select debugging information in a log file as shown in the image.
 - b. In the log file: here type the path of where you want to save the txt file and then name the txt file for example
 - i. C:\Axxya Systems\Nutritionist Pro Network\debuglogpro.txt



How to review and see what the log file is showing.

- An Example of Log Report below -- some parts of the log report are important to be correct so the client connects to the server.

- ENG should be Nutrition or some other server name but then that same server name should be on the server as well.
- DBN should be NutritionistPro and this cannot be changed so please make sure the db name is as shown in the above images
- If 2 Nutritionist Pro servers are running on the same Network, then we need to definitely make sure the server name is changed from Nutrition to something else on one of the servers. We have a server name change utility we can provide.
- Port # should be looked at and please make sure the port is open on the server. If needed you can change the port # we also offer a utility to change the port # on the server as well.

Sample log file

Thu Jan 05 2017 20:03

CONN: Application information:

"HOST=A-PC;OS=Windows 2000 (Service Pack 1);PID=0x84c;THREAD=0x1018;EXE=C:\Axxya Systems\Nutritionist Pro Network\NutritionistPro.exe;VERSION=7.0.3.2046;API=ODBC"

CONN: Attempting to connect using:

UID=dba;PWD=*****;DBN=NutritionistPro;ENG=Nutrition;CON=SQL_DBC_eb4cc0;ASTOP=YES;INT=NO;DBG=YES;LOG=C:\Axxya Systems\Nutritionist Pro Network\debuglog.txt;DMRF=NO;LINKS=TCPIP{};SharedMemory

Trying to start TCPIP link ...

Loading wsock32.dll

Loading ws2_32.dll

TCP using Winsock version 2.0

My IP address is 192.168.1.70

My IP address is 127.0.0.1

TCPIP link started successfully

Looking for nutrition

I am in a class C network

Sending broadcast

Using broadcast address of: 192.168.1.255:2638 (this is the default port)

I am in a class A network

Sending broadcast

Using broadcast address of: 127.255.255.255:2638

No reply received

Resending

No reply received

Resending

No reply received

Resending

No reply received

Resending

No reply received

Trying to start SharedMemory link ...

SharedMemory link started successfully

CONN: Cannot connect