



WIREDCONTACT

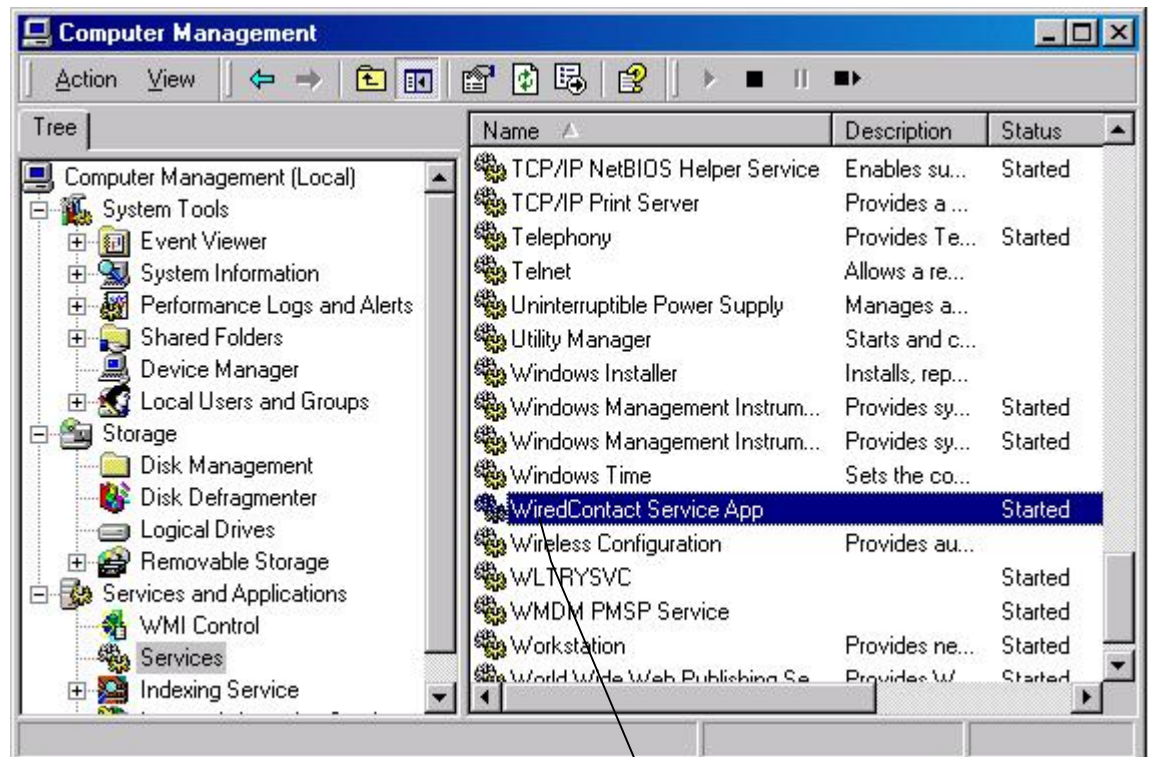
Updating Your WiredContact Enterprise Software

Introduction

This guide explains how to update your current WiredContact Enterprise software to the latest release. If you are installing WiredContact Enterprise for the first time or upgrading WiredContact for ACT! to WiredContact Enterprise, please refer to the documentation in the Knowledge Center at www.wiredcontact.com/knowledge_center.htm

Stop the WiredContact Service

1. **Stop the WiredContact Service Application** from the Services Control Panel.
 - Right mouse click on **My Computer**>select **Manage**>expand **Services and Applications**>select **Services**.
 - From the listing of files in the right pane, scroll to the bottom of the window to **WiredContact Service App**. Right mouse and select **Stop**. A dialogue window will display the progress of the service being disabled.
2. Run an **IIS Reset** command (Start>Run>Command>IISReset) to unlock the files for the update.



Right mouse click on **WiredContact Service**. Select **Stop**.

Install the Latest Version Update

1. Download the latest WiredContact Enterprise version to your hard drive from <http://www.wiredcontact.com/downloadse.htm> and Select to download "WiredContact Enterprise".

(You can find an explanation of the version enhancements in the Change Log at <http://www.wiredcontact.com/dle/changelog.htm>)

2. Double click **Setup.exe** to start the installation. On the **InstallShield Wizard** dialogue box, select **Repair**, then select **Next**.

If a message window displays **Cannot Replace File** or **Locked File**, then run another **IIS Reset** and select the **Try Again** option.

3. In the Setup Complete dialog box, click Finish to exit the installation.

4. Start the **WiredContact Service Application** from the **Services Control Panel**.

- Right mouse click on **My Computer**>select **Manage**>expand **Services and Applications**>select **Services**.
- From the listing of files in the right pane, scroll to the bottom of the window to **WiredContact Service App**. Right mouse and select **Start**. A dialogue window will display the progress of the service being enabled.

Enable your WiredContact Enterprise Site

1. Launch the WiredContact Enterprise site. On the login page, if the version number in the upper right hand corner matches the version number on the download page, your update was successful. (The "+" sign means the WiredContact Service is enabled).

If you require assistance in updating your software, please refer to the resources below:

Online Knowledge Base: kb.wiredcontact.com
Free Email support: support@wiredcontact.com
Downloads Web site: www.wiredcontact.com/downloadse.htm
General Information: www.wiredcontact.com

TRADEMARKS

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