

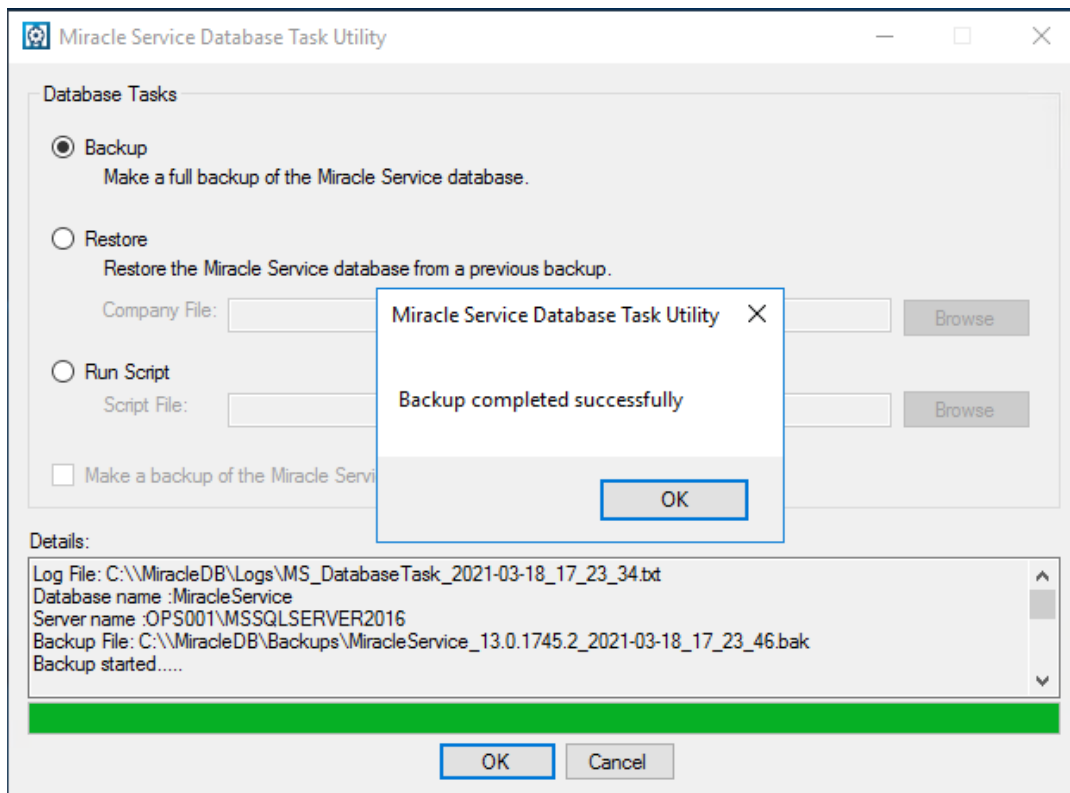
## Miracle Service Upgrade Procedure - Version 10

This will upgrade the Miracle Service Client, Miracle Service Administration and the Access 2010 Runtime applications.

- ✓ This upgrade must be run first on the computer or server where the Miracle Service database resides.
- ✓ Miracle Service Client version 8.0.0.2 (or later) must be installed on the computer or server that is being upgraded to version 10.

### Step 1 - Back-Up Your Current Miracle Service Database

Run the Database Backup utility to create a recent copy of your data. The Database Backup utility is installed **on your server** and is typically found in C:\MiracleDB. To run the utility, double-click the file called **MS\_SQLBackupRestore.exe**. The backup file will be found in C:\MiracleDB\Backups\.



## Step 2 - Download File

Click the 'Download Now' icon, agree to the User License Agreement, and click Save to save this file (MS10xxxUpgrade.exe or MS10xxxUpgradeA4.exe where xxx will be the version number).

Download this file and save it to the Server in **\MiracleDB\Updates**.

## Step 3 - Before Proceeding



Disable any Anti-virus applications.



Make sure all users are logged out of Miracle Service.

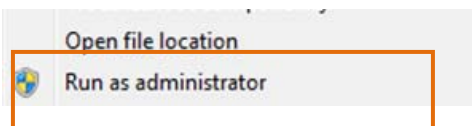
## Step 4 - Save the Upgrade File Locally

Once the file has downloaded, locate MS10xxxUpgrade.exe or MS10xxxUpgradeA4.exe file where you saved it, and copy the file to the computer to be upgraded. The installer should be run locally and not across a network.

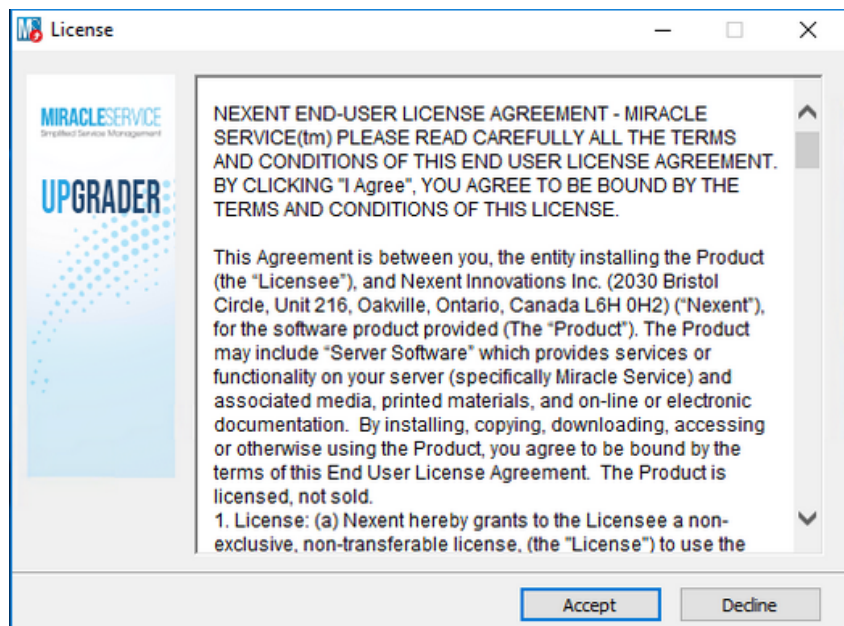
(Note: You can copy it to the desktop of the computer to be upgraded. To do this, 'right click' on the MS10xxxUpgrade.exe icon and select **'Copy'**. Go to your desktop, 'right click' and select **'Paste'**. Later, once the upgrade is complete, we suggest you remove the MS10xxxUpgrade.exe file from your desktop. Do this by right-clicking the file and select **'Delete'**).

## Step 5 - Run the Upgrader

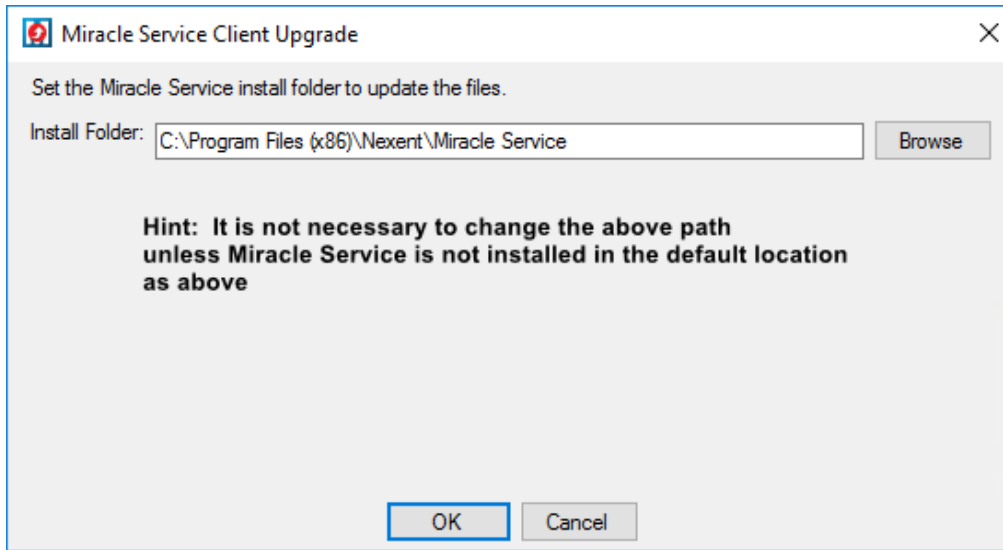
Right-click on the file and **Run as Administrator** to begin installation.



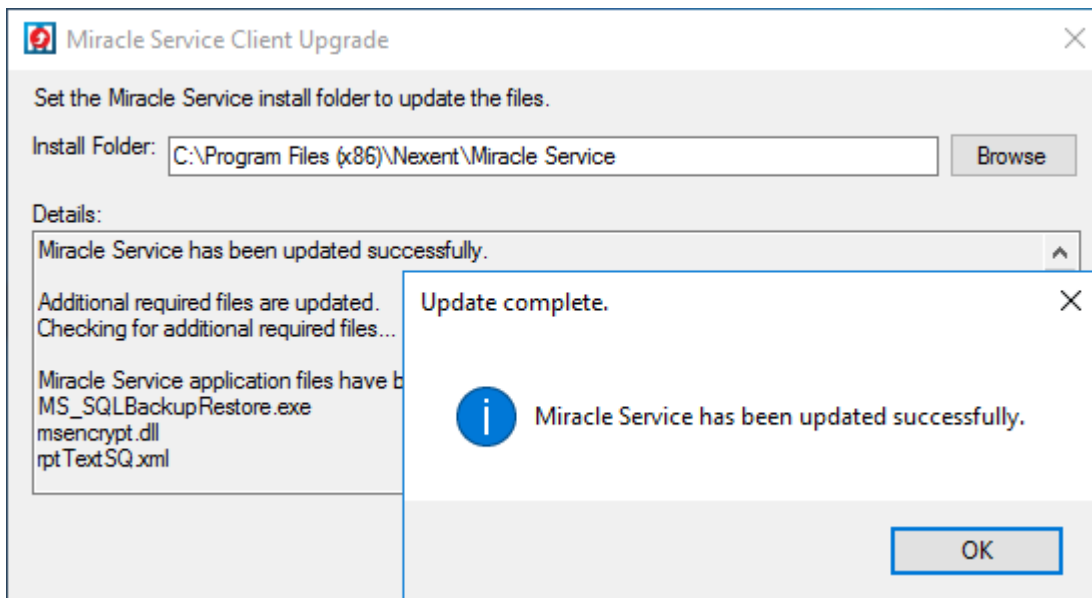
Click 'Accept' to accept the End-User License Agreement.



After clicking Accept, the following will display. It is not necessary to browse to a new location unless Miracle Service is not installed in the recommended default path. Click [OK] to proceed.

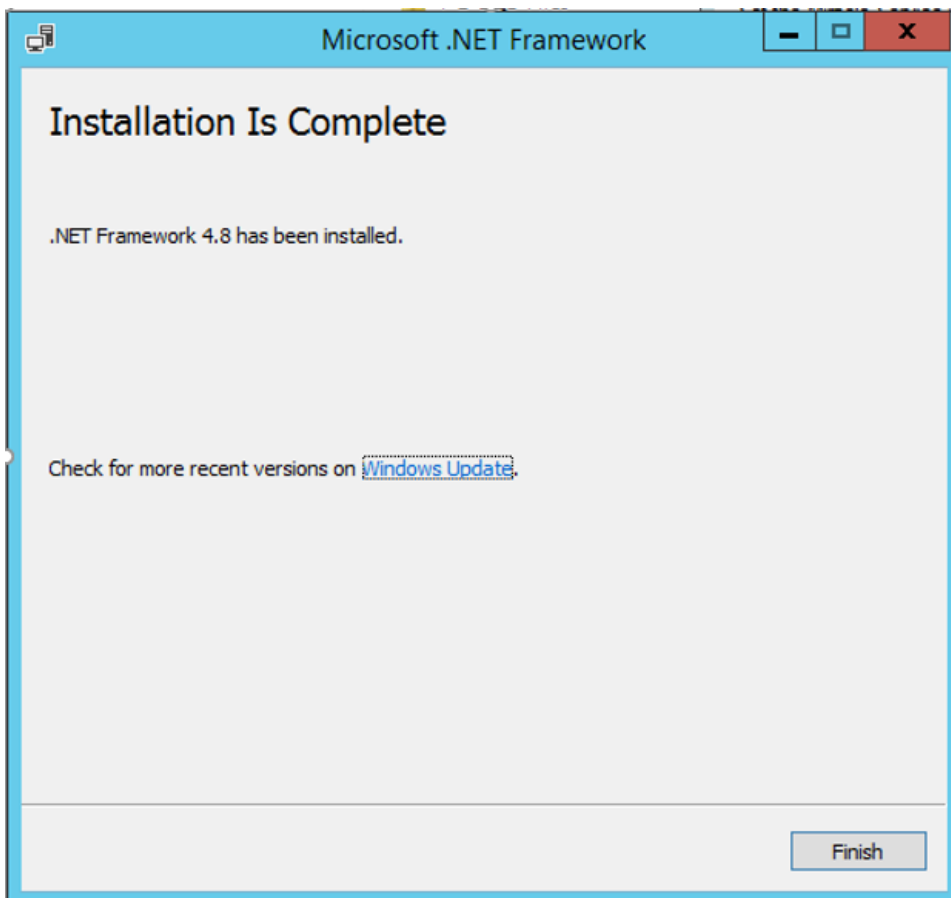
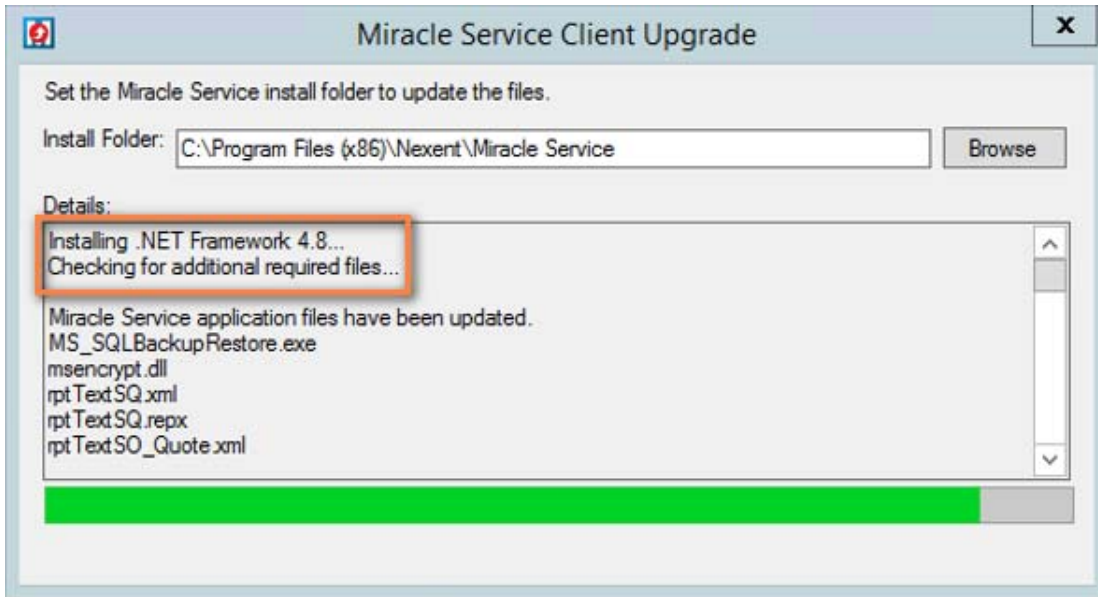


You will know the batch process has completed when you see **“Miracle Service files have been updated. Press any key to continue...”** as shown in the image below.

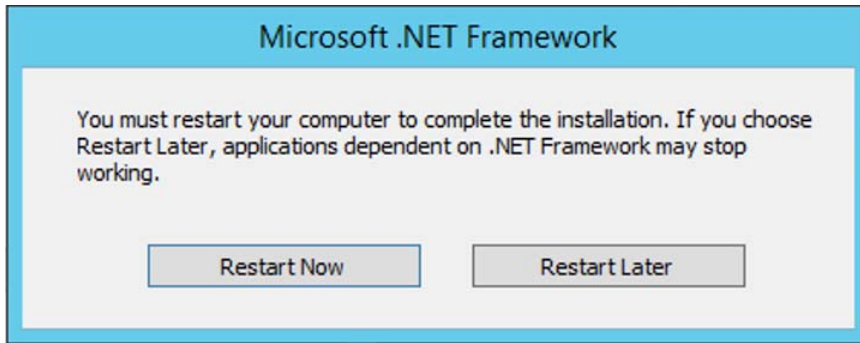


If you don't get this message, please see **Troubleshooting** area at the end of this document

The Installer will automatically create a temporary folder for the installation. During the installation you may be prompted to upgrade or repair your Miracle Service Common .NET Components.



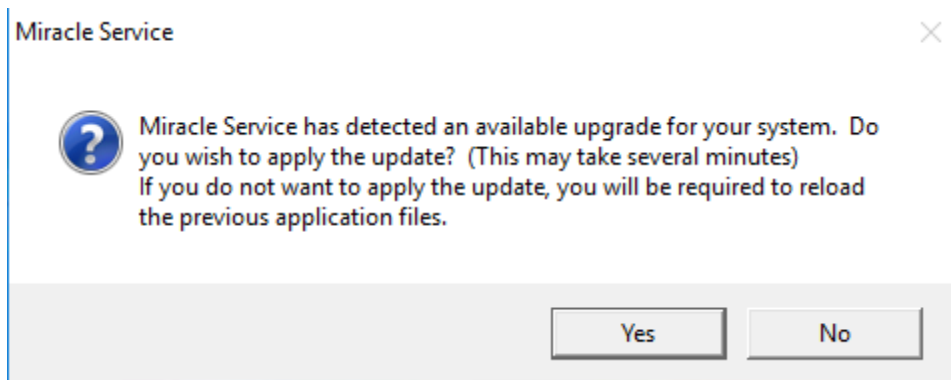
If Microsoft .Net Framework needs to be installed on the server, a restart may be required:



After the Server is restarted, proceed to Step 6.

## Step 6 - Upgrade Database from Server

When the upgrade process has completed, launch Miracle Service (Client) from the server as you normally do, and when prompted, click Yes to upgrade the database.



Once the database has been successful upgraded on the service on server you can then proceed to install the upgrade on all client workstations.

## Step 7 - Upgrade all Computers

**Repeat steps 4 &5** on all computers running Miracle Service so they are running the correct version to access the upgraded Miracle Service database.



**Remember to disable any anti-virus applications first!**

## Step 8 - Install MSWeb

Go to: <https://www.miracleservice.com/customer-center/downloads/mswebinstall/> and follow the instructions provided.



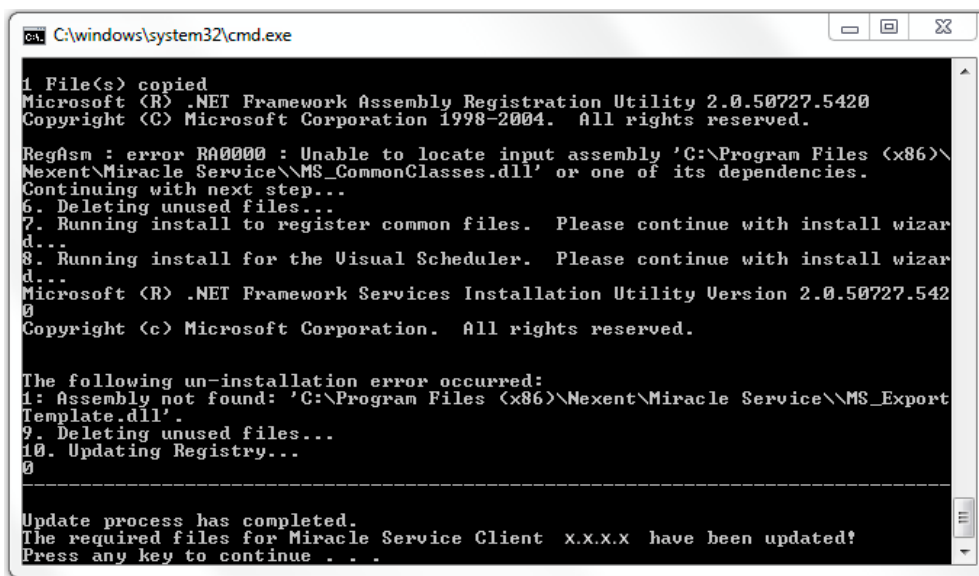
This is a **required step** for the proper working of your Miracle Service software. The MSWeb installation will also upgrade all of your v10 web portals if applicable.

# Troubleshooting

## Miracle Service Upgrade Possible Warnings and Errors

### “Denied” Messages

If after running the upgrade process you do not see “The required files for Miracle Service Client 10xx have been updated! Press any key to continue...” message, check for any “Denied” messages. Check to make sure that the Miracle Service application is not running. If a file was denied, make sure you are running the installation as an administrator of the computer where the upgrade is being installed and the computer is on the network with the proper permission to the MiracleDB folder on the network. If this is successful you can proceed.



```
C:\windows\system32\cmd.exe
1 File(s) copied
Microsoft (R) .NET Framework Assembly Registration Utility 2.0.50727.5420
Copyright (C) Microsoft Corporation 1998-2004. All rights reserved.

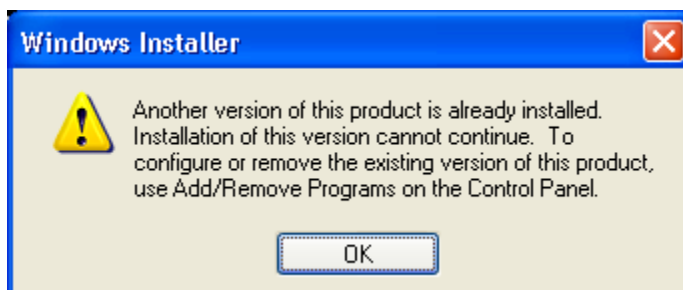
RegAsm : error RA0000 : Unable to locate input assembly 'C:\Program Files (x86)\
Nexent\Miracle Service\MS_CommonClasses.dll' or one of its dependencies.
Continuing with next step...
6. Deleting unused files...
7. Running install to register common files. Please continue with install wizar
d...
8. Running install for the Visual Scheduler. Please continue with install wizar
d...
Microsoft (R) .NET Framework Services Installation Utility Version 2.0.50727.542
0
Copyright (c) Microsoft Corporation. All rights reserved.

The following un-installation error occurred:
1: Assembly not found: 'C:\Program Files (x86)\Nexent\Miracle Service\MS_Export
Template.dll'.
9. Deleting unused files...
10. Updating Registry...
0

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Update process has completed.
The required files for Miracle Service Client x.x.x.X have been updated!
Press any key to continue . . .
```

### Windows Installer Warning

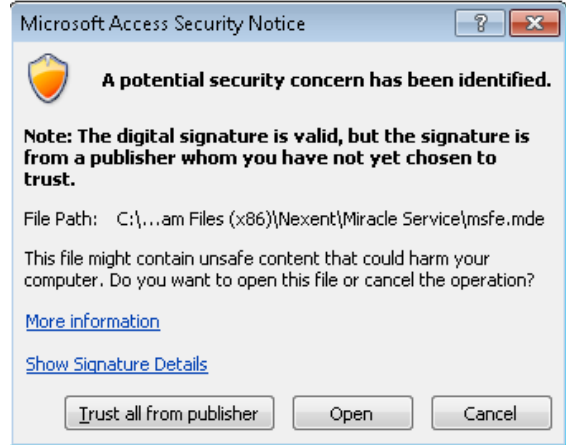
Note as this upgrade runs you may see the following window:



This message indicates that the MS\_CommonClasses.dll component is already installed. Click OK to proceed.

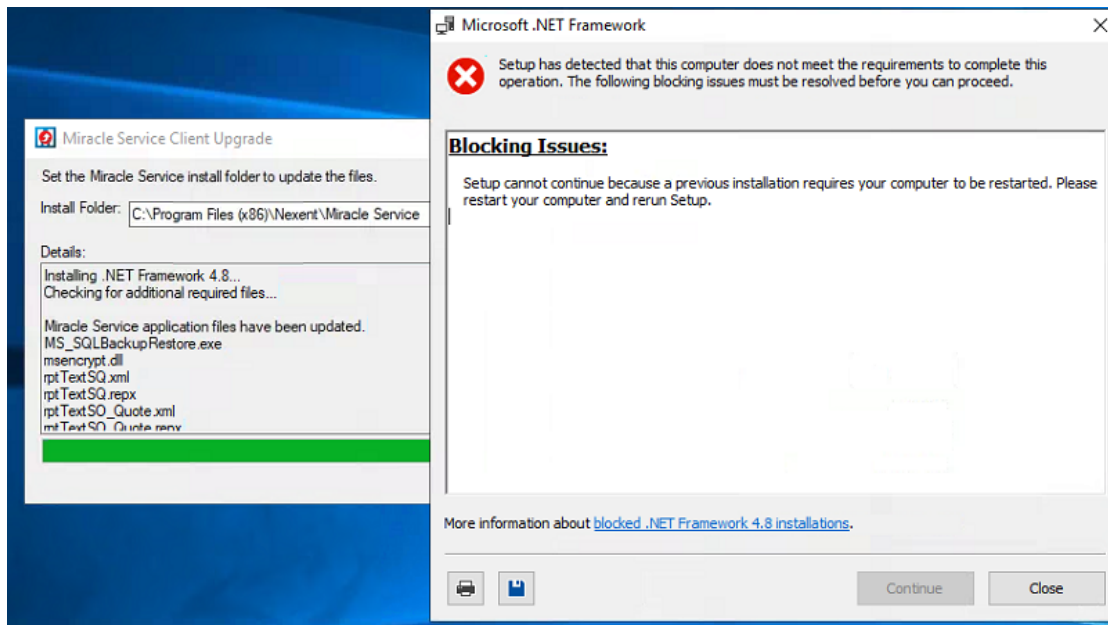
## Security Warning

During the launch process of the Miracle Service Client you may be prompted with the Security Warning shown below. When prompted with the Security Warning indicating that the application is digitally signed by Nexent Innovations Inc., you must check the box beside “Always trust files from this publisher and open them automatically” and then click Open. This will install the security certificate on your computer. The Verisign security certificate will continuously check to see if the Miracle Service code has been altered since it was compiled. This will help safe guard your computer. The Verisign certificate will tell you if the Miracle Service application has been tampered with which may be an indication of a virus or other attack on your computer.



## .Net Blocked

During the upgrade process of the Miracle Service Client you may be presented with a warning message indicating that the installation of Microsoft .NET Framework was blocked due to insufficient requirements. As indicated, it may be necessary to restart the server and install .Net separately:



If you require assistance or have any questions, please contact Technical Support at:  
Email at [support@miracleservice.com](mailto:support@miracleservice.com)  
Phone: 1-877-263-9368 (within North America) or at +1 (905) 206-1828 (outside North America).