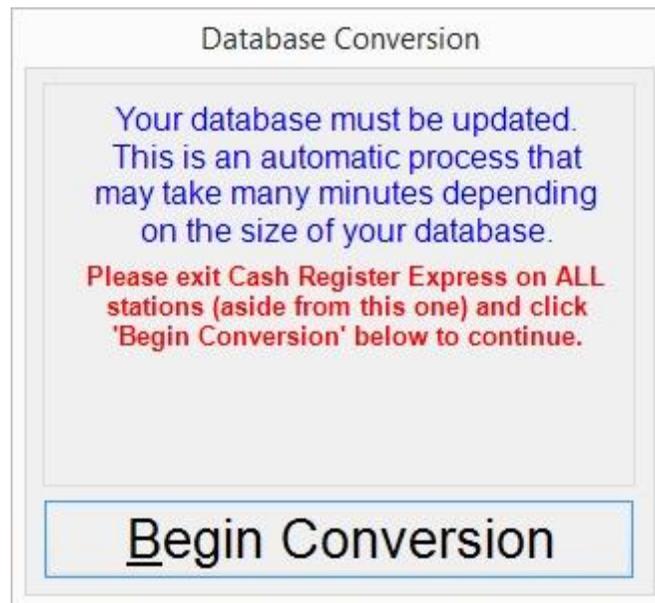


Upgrading CRE or RPE



This document contains instructions showing you how to upgrade CRE/RPE.

NOTE: It is **HIGHLY recommended** that you do a **backup** on the server if you are syncing your stations via direct connect. If your stations are synced via enterprise mode it is **HIGHLY** recommended that you perform a backup on all the stations. To learn how to back up your database, click [here](#).

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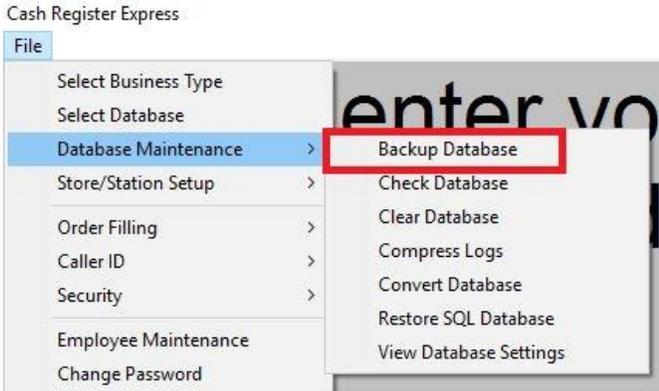
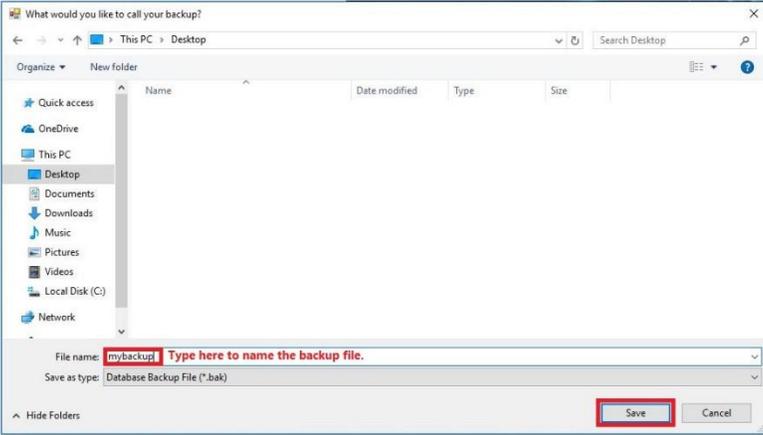
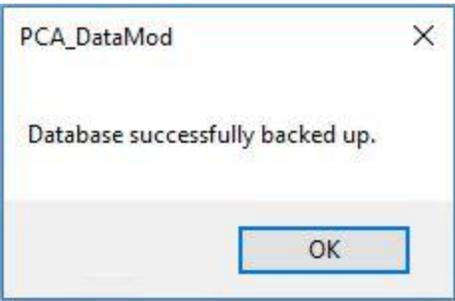
Important Notes:

- Before upgrading CRE to newer versions, perform a **BACKUP** of your database after settling your credit card transactions & clocking out all employees. In the event the database fails to convert properly, you will be able to recover your database by restoring the backup. To learn more about creating a backup of your database, please read the [Backup Database Guide](#).
- When upgrading from versions that are older than 12.60504, you must follow these steps to ensure a successful upgrade;
 1. Make a backup of your database
 2. Click [here](#) to download the 12.60504 patch & [here](#) to download the 12.60641 patch, extract these files to an accessible file location.
 3. [Uninstall](#) the currently installed patch
 4. [Install](#) the 12.60504 patch, start CRE & click [Begin Conversion](#)
 5. When the conversion has finished, [run a check on the database](#) and fix any issues it finds in the database. If issue still remain after running the fix, run the check a fix a second time. If any issues remain after that you can continue to upgrade to the next patch.
 6. [Uninstall](#) the 12.60504 patch
 7. [Install](#) the 12.60641 patch start CRE & [click Begin Conversion](#)
 8. When the conversion has finished, [run a check on the database](#) and fix any issues it finds in the database. If issue still remain after running the fix, run the check a fix a second time. If any issues remain after that you can continue to upgrade to the next patch.
 9. You can uninstall the 12.60641 patch and proceed to upgrade to the latest version of CRE.

Document Version	Date	Author	Description of Changes
1.0	March 22, 2018	MP	1st Release

Backing up your database

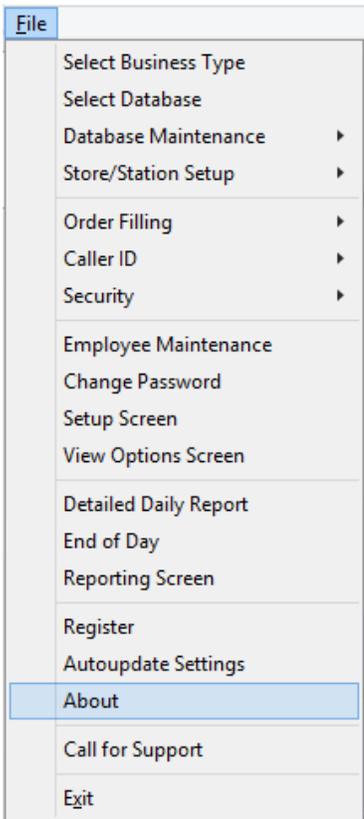
To back up your database, start CRE/RPE and follow these steps. To learn about saving your backup files to external storage devices like flash drives, please see the [Backup Database guide](#).

 <p>Cash Register Express File</p> <ul style="list-style-type: none">Select Business TypeSelect DatabaseDatabase Maintenance > Backup DatabaseStore/Station Setup >Order Filling >Caller ID >Security >Employee MaintenanceChange Password <p>Backup Database Check Database Clear Database Compress Logs Convert Database Restore SQL Database View Database Settings</p>	<ol style="list-style-type: none">1. Select File.2. Move your mouse over Database Maintenance.3. Select Backup Database.4. Provide the requested credentials.
 <p>What would you like to call your backup?</p> <p>File name: mybackup Type here to name the backup file.</p> <p>Save as type: Database Backup File (*.bak)</p> <p>Save Cancel</p>	<ol style="list-style-type: none">5. Select the location where you would like your backup to be saved (e.g. desktop) and give it a unique name (e.g. corner_liquor_05_21_2009).6. Select Open.
 <p>PCA_DataMod</p> <p>Database successfully backed up.</p> <p>OK</p>	<ol style="list-style-type: none">7. The database has been backed up.

Now that you have the backup, store it in a safe place such as on a CD or a USB flash drive.

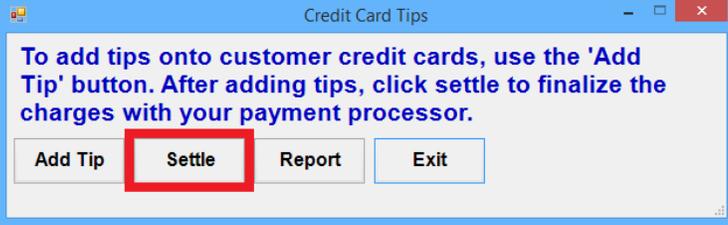
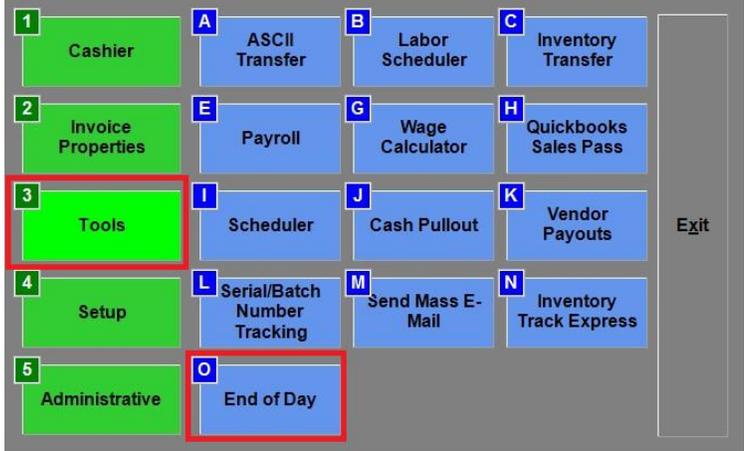
Checking Which Patch to Download

Depending on which version of CRE/RPE you are using will determine which patch to download:

 <p>The screenshot shows a 'File' menu with the following items: Select Business Type, Select Database, Database Maintenance, Store/Station Setup, Order Filling, Caller ID, Security, Employee Maintenance, Change Password, Setup Screen, View Options Screen, Detailed Daily Report, End of Day, Reporting Screen, Register, Autoupdate Settings, About (highlighted), Call for Support, and Exit.</p>	<p>1. To check the version you are on, open the software and select File and then About.</p>
 <p>The screenshot shows the 'About' dialog box for pcAmerica Cash Register express. It displays the following information: CRE Software and Database Version 12.60473, Product Version: 12.0.0.1, and PA-DSS compliance listed as pcAmerica Payment Engine.</p>	<p>If the Database Version is;</p> <ul style="list-style-type: none">• Lower than 12.60504, you'll need to upgrade to 12.60504, then upgrade to 12.60641, then you can upgrade directly to the latest version of CRE. See the important notes section for details on the required steps for this type of upgrade.• If you are on any version that is newer 12.60641, click here to download the latest CRE patch.

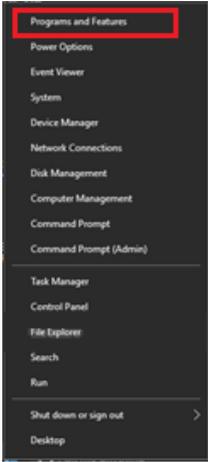
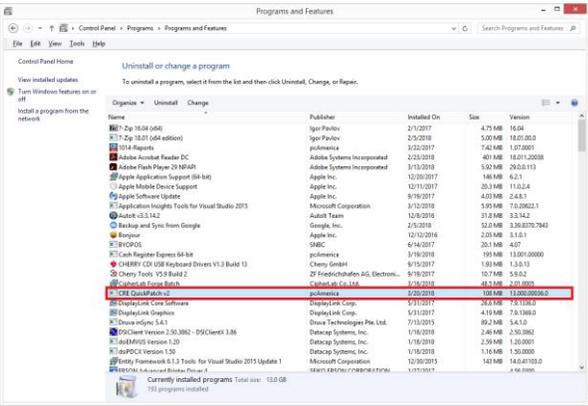
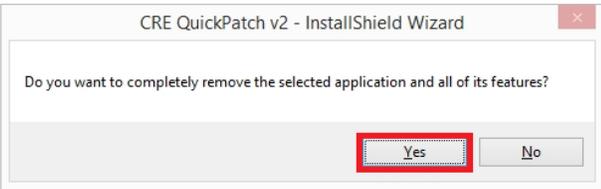
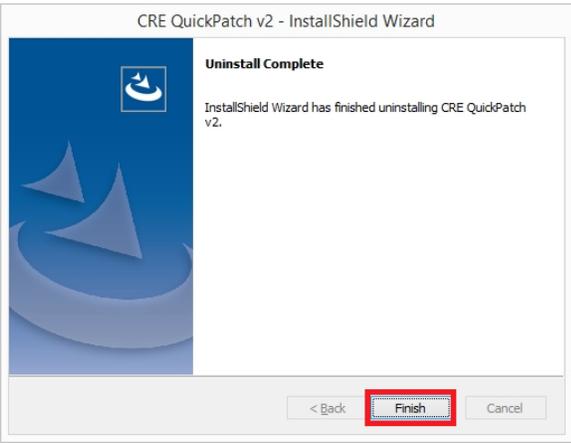
Closing out the day

You will then want to do an end of day and a credit card settlement and be sure that all the other stations are out of the software.

	<ol style="list-style-type: none">1. Select the Manager or Options button.2. Enter the administrator password (default: admin) where applicable.
	<ol style="list-style-type: none">3. Select Administrative then Credit Card Settlement.
	<ol style="list-style-type: none">4. Select Settle to settle your credit cards. (Adding tips if necessary.)5. Select Exit to return to the Options Screen.
	<ol style="list-style-type: none">6. Select Tools and then End of Day. Complete an end of day to get a report of the summary of sales that occurred between now and the last time the end of day was performed.

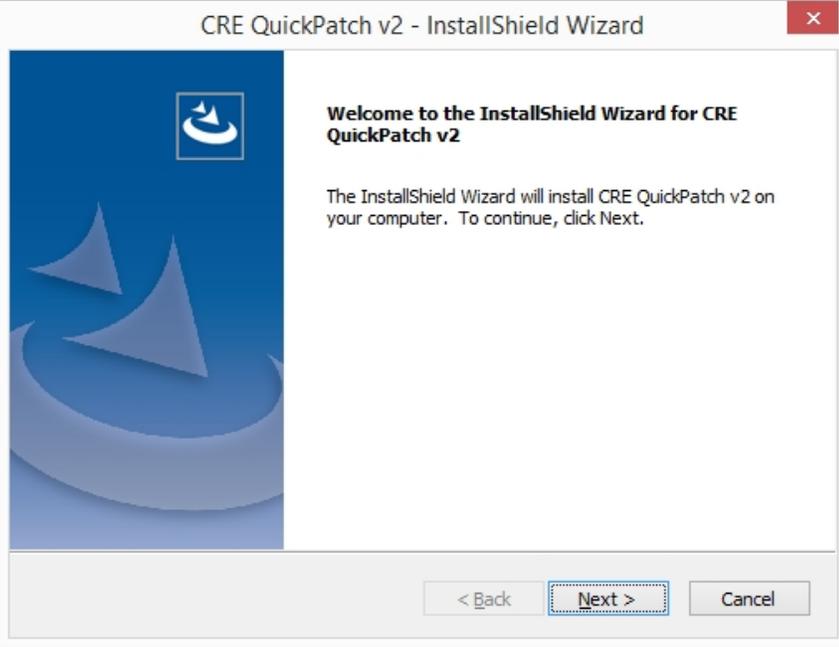
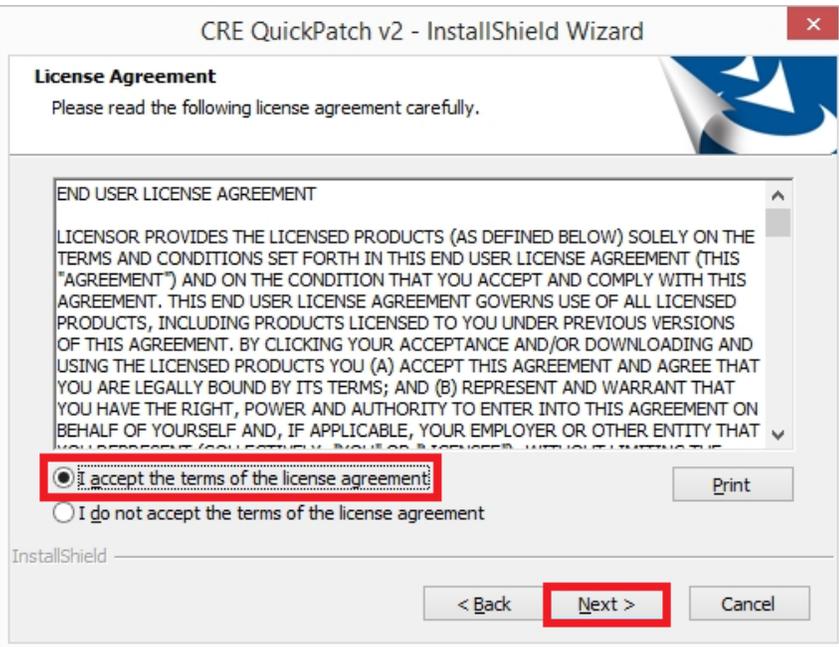
Uninstall the old patch

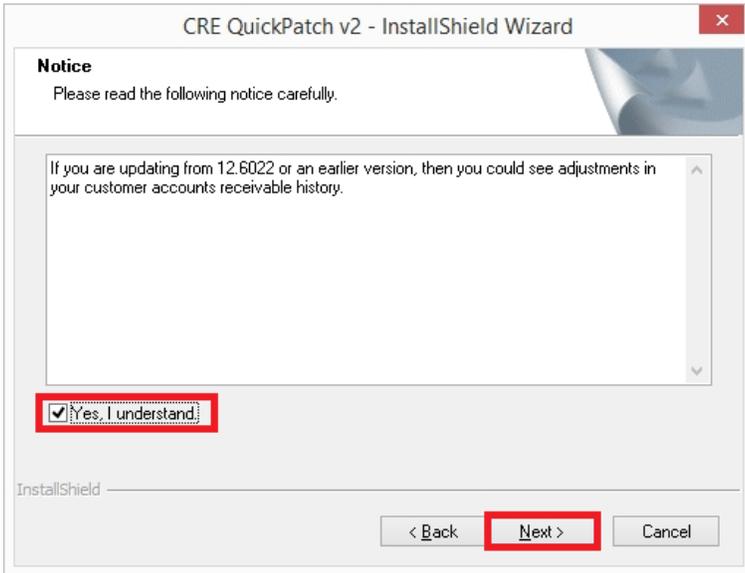
Before patching CRE/RPE, the old patch must be removed. Follow these steps to do this.

	<p>1. Right click the Start Button in the bottom left hand corner of the screen.</p>
	<p>2. Select Control Panel.</p>
	<p>3. Scroll down to CRE QuickPatch v2 and select it. If you are unable to find it, skip the remainder of this section. 4. Select Change/Remove.</p>
	<p>5. Select Yes when asked to confirm your decision.</p>
	<p>6. When notified that the patch has been uninstalled, select Finish.</p>

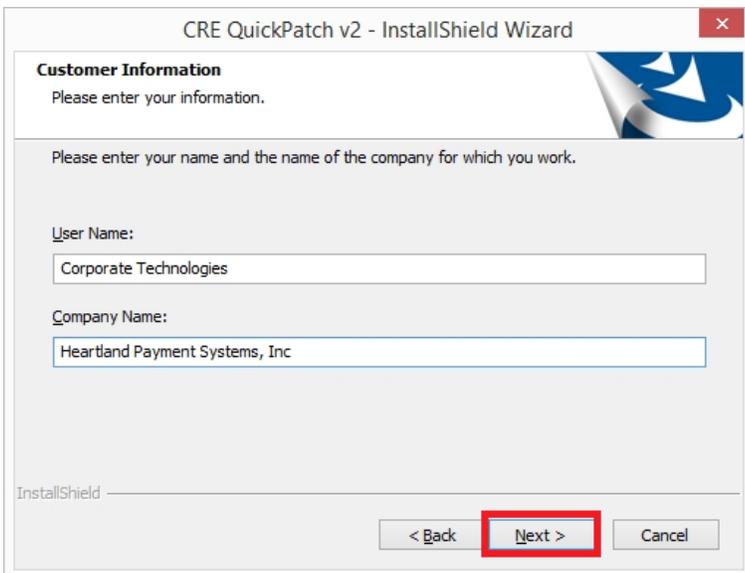
Installing the new patch

Obtain the new patch in the form of a file named **cre.netqp.exe** before following these steps.

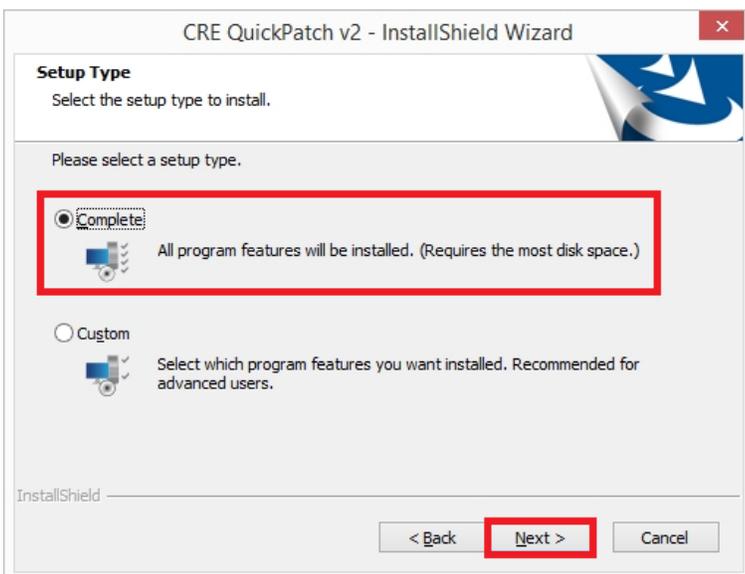
 <p>cre.netqp.exe</p>	<ol style="list-style-type: none">1. Right-click on cre.netqp.exe and select Run as Administrator.
 <p>CRE QuickPatch v2 - InstallShield Wizard</p> <p>Welcome to the InstallShield Wizard for CRE QuickPatch v2</p> <p>The InstallShield Wizard will install CRE QuickPatch v2 on your computer. To continue, click Next.</p> <p>< Back Next > Cancel</p>	<ol style="list-style-type: none">2. When the installer starts, select Next. Note: when installing versions of patches that are older than 12.7, if you are prompted to install SAP Crystal Reports runtime engine for .NET framework, click install. If the installation fails and you are prompted to continue with the installation, click continue. This occurs because Crystal reports is installed with the full installer and it already exists on your system.
 <p>CRE QuickPatch v2 - InstallShield Wizard</p> <p>License Agreement</p> <p>Please read the following license agreement carefully.</p> <p>END USER LICENSE AGREEMENT</p> <p>LICENSOR PROVIDES THE LICENSED PRODUCTS (AS DEFINED BELOW) SOLELY ON THE TERMS AND CONDITIONS SET FORTH IN THIS END USER LICENSE AGREEMENT (THIS "AGREEMENT") AND ON THE CONDITION THAT YOU ACCEPT AND COMPLY WITH THIS AGREEMENT. THIS END USER LICENSE AGREEMENT GOVERNS USE OF ALL LICENSED PRODUCTS, INCLUDING PRODUCTS LICENSED TO YOU UNDER PREVIOUS VERSIONS OF THIS AGREEMENT. BY CLICKING YOUR ACCEPTANCE AND/OR DOWNLOADING AND USING THE LICENSED PRODUCTS YOU (A) ACCEPT THIS AGREEMENT AND AGREE THAT YOU ARE LEGALLY BOUND BY ITS TERMS; AND (B) REPRESENT AND WARRANT THAT YOU HAVE THE RIGHT, POWER, AND AUTHORITY TO ENTER INTO THIS AGREEMENT ON BEHALF OF YOURSELF AND, IF APPLICABLE, YOUR EMPLOYER OR OTHER ENTITY THAT YOU REPRESENT.</p> <p><input checked="" type="radio"/> I accept the terms of the license agreement!</p> <p><input type="radio"/> I do not accept the terms of the license agreement</p> <p>Print</p> <p>InstallShield</p> <p>< Back Next > Cancel</p>	<ol style="list-style-type: none">3. Select I accept the terms of the license agreement then select Next.



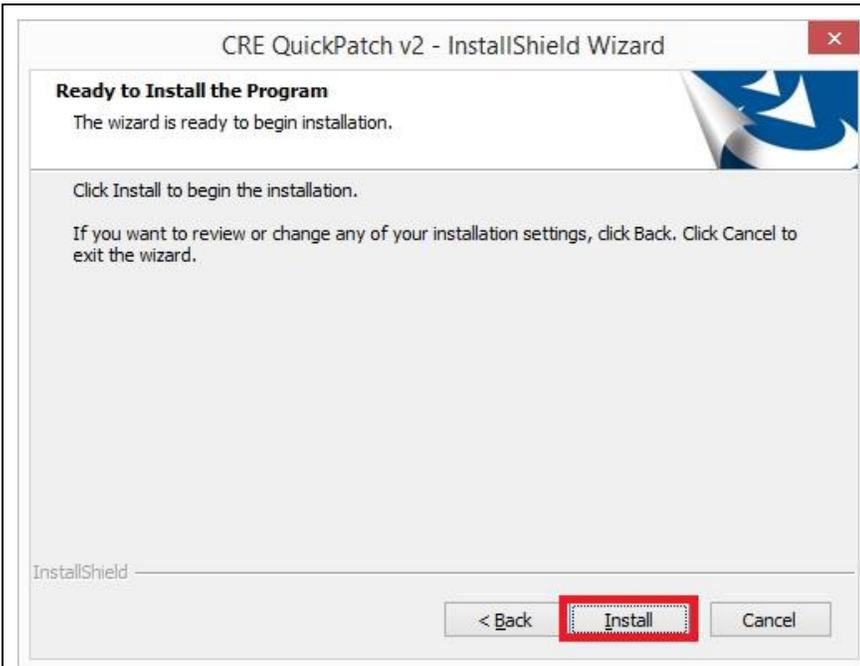
4. After reading the notice select **Yes, I understand**, then select **Next**.



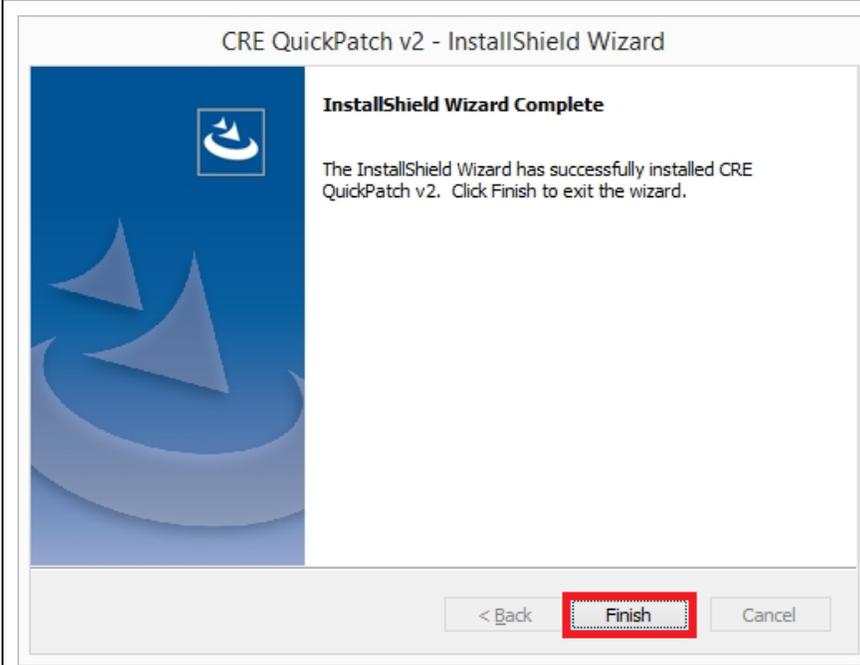
5. Provide a user name and company name.
6. Select **Next**.



7. Select **Complete** then select **Next**.



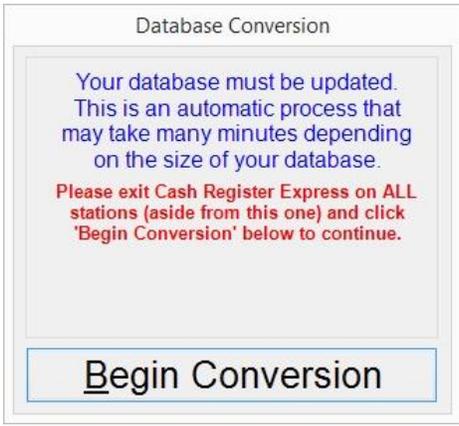
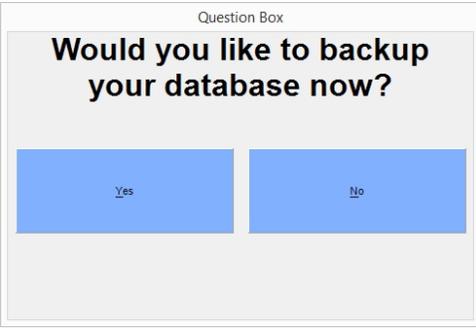
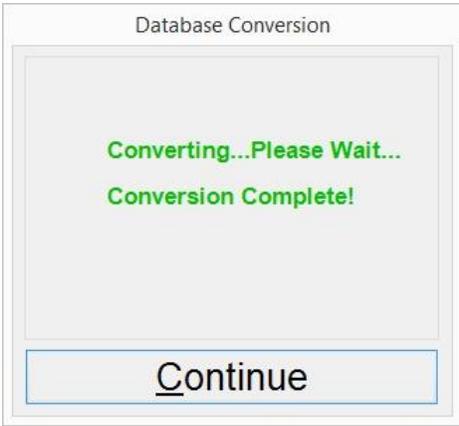
8. Select **Install**.



9. When notified that the patch has been installed, select **Finish**.

Converting your database

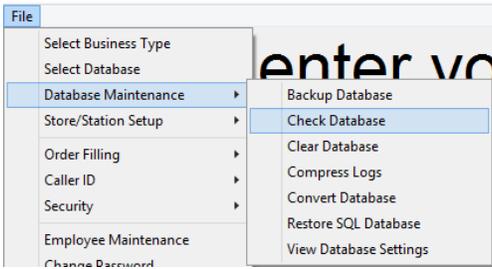
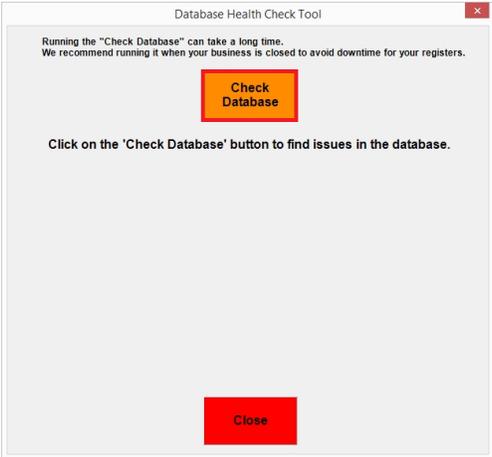
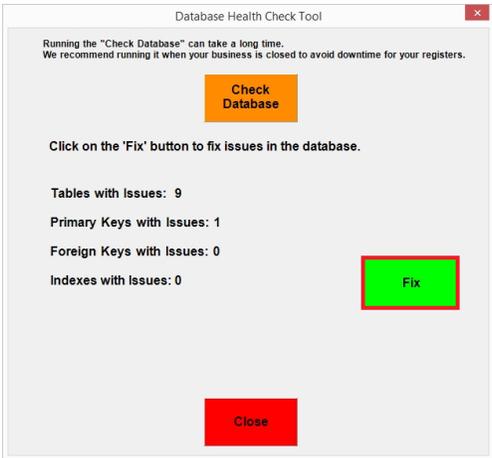
To complete the upgrade, start CRE/RPE and follow these steps.

 <p>Database Conversion</p> <p>Your database must be updated. This is an automatic process that may take many minutes depending on the size of your database.</p> <p>Please exit Cash Register Express on ALL stations (aside from this one) and click 'Begin Conversion' below to continue.</p> <p>Begin Conversion</p>	<p>NOTE: Depending on the size of the database and the hardware specifications of the computer, the conversion may take a significant amount of time to complete. This can be a few minutes to over an hour. Once the check starts it cannot be stopped or interrupted. Doing so may result in an unusable database or loss of data. Ensure the computer has enough time to complete the check.</p> <ol style="list-style-type: none">1. Select Begin Conversion.
 <p>Question Box</p> <p>It is strongly recommended to make a backup of your database before upgrading it. Have you backed up your database?</p> <p>Yes No</p>	<ol style="list-style-type: none">2. If prompted if a database backup has been performed:<ul style="list-style-type: none">• Selecting Yes will tell CRE that you have done a backup already and will continue the conversion as normal.• Selecting No will tell CRE that you need to do a database backup (see below).
 <p>Question Box</p> <p>Would you like to backup your database now?</p> <p>Yes No</p>	<ol style="list-style-type: none">3. When prompted to backup your database select Yes to backup the database. You will be prompted for your credentials and then be asked to choose a location to save the backup. Selecting no will tell you to backup the database and will then exit the software.<ul style="list-style-type: none">• You will want to select Yes at this window on your server. On the stations you can answer the previous question that you have backed up your database already.
 <p>Database Conversion</p> <p>Converting...Please Wait... Conversion Complete!</p> <p>Continue</p>	<ol style="list-style-type: none">4. After your database has been converted, select Continue.

CRE/RPE has been upgraded! To verify that the version number has increased, select **File** (on the upper left-hand corner of the login screen) and then **About**.

Checking the Database

After a database has been converted, it is important to run a check on the database to resolve any issues with the database tables before using the software.

	<ol style="list-style-type: none">1. Select File2. Move the mouse over Database Maintenance3. Select Check Database
	<ol style="list-style-type: none">4. Enter the administrator password
	<p>NOTE: Depending on the size of the database and the hardware specifications of the computer, the Check may take a significant amount of time to complete. This can be a few minutes to over an hour. Once the check starts it cannot be stopped or interrupted. Doing so may result in an unusable database or loss of data. Ensure the computer has enough time to complete the check.</p> <ol style="list-style-type: none">5. Select the Check Database button
	<ol style="list-style-type: none">6. Select Fix and wait for the database fix to complete.7. Select close when the fix has finished. <p>If there are still errors in some of the tables, you can select fix again to attempt to fix it them. If errors still remain, they may be fixed after upgrading to newer versions of CRE.</p>