

MIRACLE SERVICE UPGRADE PROCEDURE - VERSION 11

Use to upgrade Miracle Service from **Versions 10.2.2.0 through 10.3.0.0**, to **Version 11**. This will upgrade the Miracle Service Client and Miracle Service Administration and Office components.

Note: If you have a version prior to 10.2.2.0 contact us to obtain different upgrade files.



This upgrade must be run first on the computer where the Miracle Service database resides. This will ensure that the database will get upgraded successfully on first log in and all files/folders properly updated.



Miracle Service Client (only a version 10.2.2.0 through 10.3.0.0) must be installed on the computer/server that is being upgraded to version 11. The installer should be run locally on each computer as Administrator and not across a network.

Step 1 - Back-Up Your Current Miracle Service Database



Run the SQL Back-up utility **at the server** (never across a network) where the database is installed and is usually found in C:\MiracleDB. The file is called **MS_SQLBackupRestore.exe**.

Step 2 - Download File

Go to the Version 11 Downloads Page: <https://www.miracleservice.com/customer-center/downloads/msv11-client-and-admin-upgrade-from-v10/>

Click [**Download Upgrade**] to download the **MS11010Upgrade_fromV10.exe** file, and save on the server in [\\MiracleDB\Updates](#). This will then be accessible to all Miracle Service Client workstations.

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 **MS11010Upgrade_fromV10.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 v11xxxUpgrade.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 **MS11010Upgrade_fromV10.exe** file from your desktop. Do this by right-clicking the file and select '**Delete**').

Step 5 - Run the Upgrader

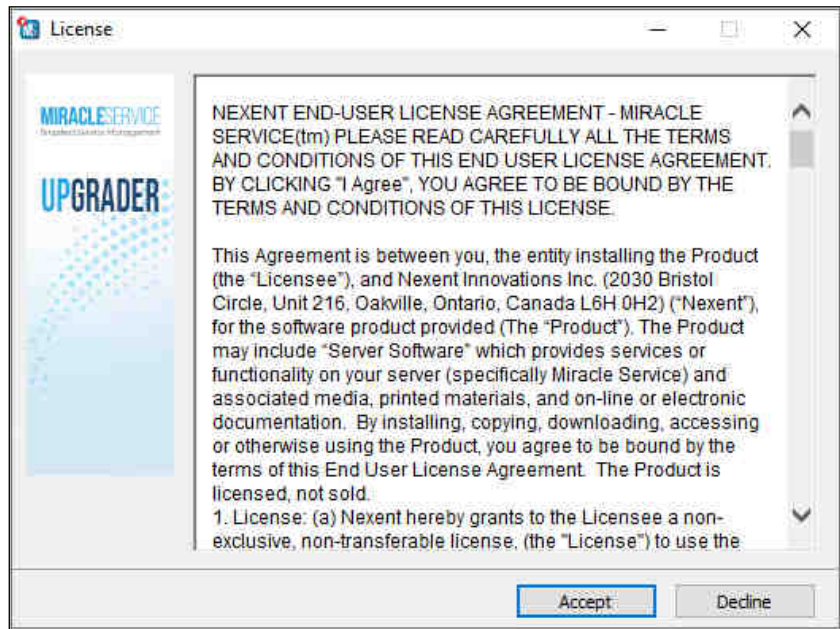
Once the file has downloaded, locate the **MS11010Upgrade_fromV10** file where you saved it, and copy the file to the computer(s) to be upgraded.

After making sure that any anti-virus application has been temporarily disabled:

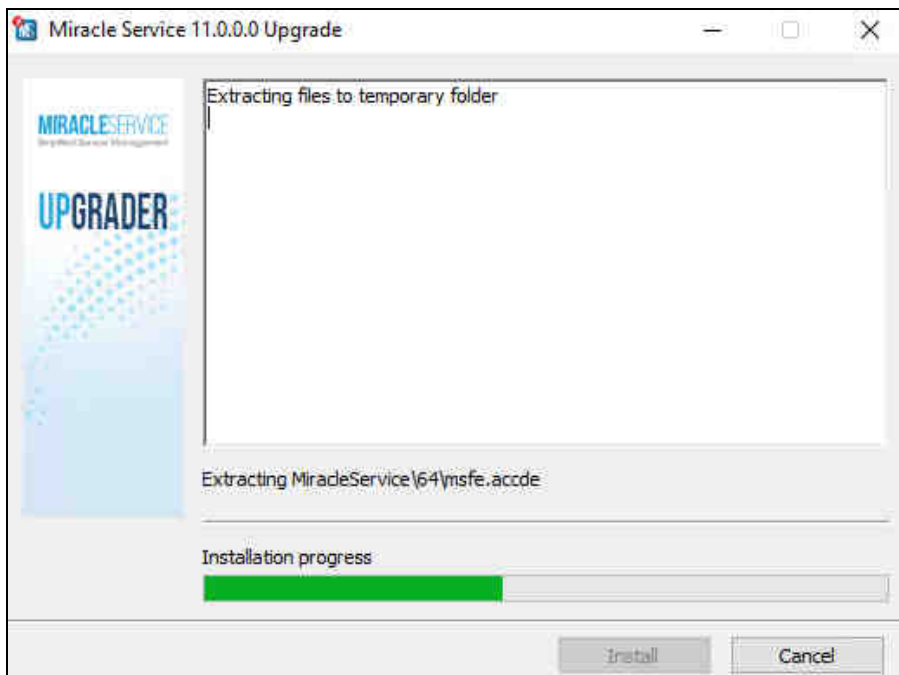
Right-click on the file and **Run as Administrator** to begin installation.



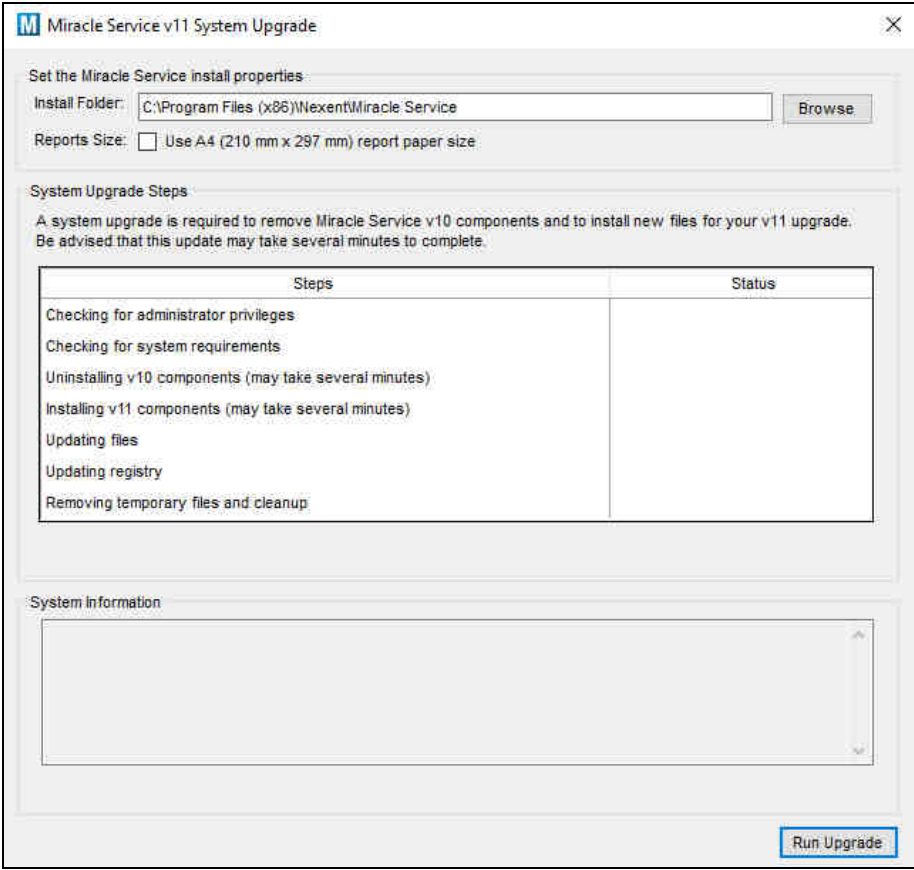
Click **[Accept]** to accept the End-User License Agreement.



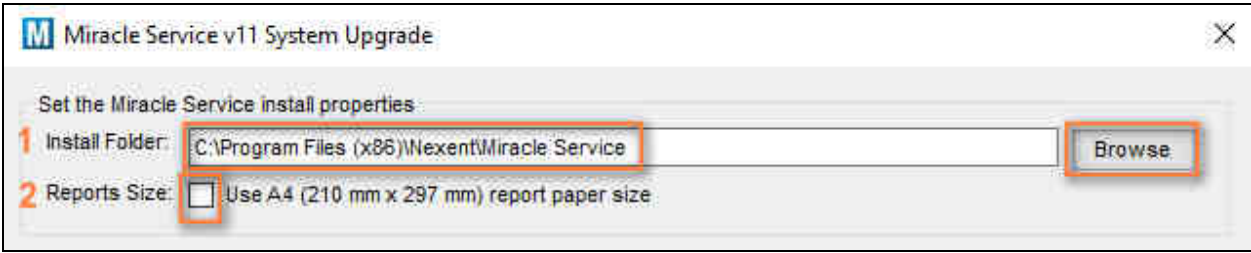
The Upgrader will extract files to a temporary location to prepare for the next steps.





Once the upgrade files have finished extracting, the following window will display:



Upgrade Options

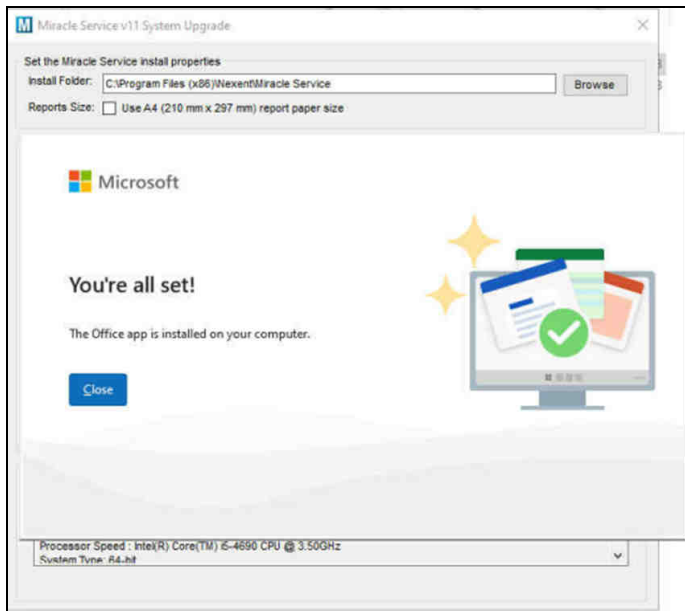


- 1. **Install Folder:** The version 11.0.0.0 Upgrader is designed to upgrade existing installations of Miracle Service. Below is the default installation location. If your location is different, please click Browse to locate the installation location before clicking **[Run Upgrade]**.
- 2. **Reports Size:**

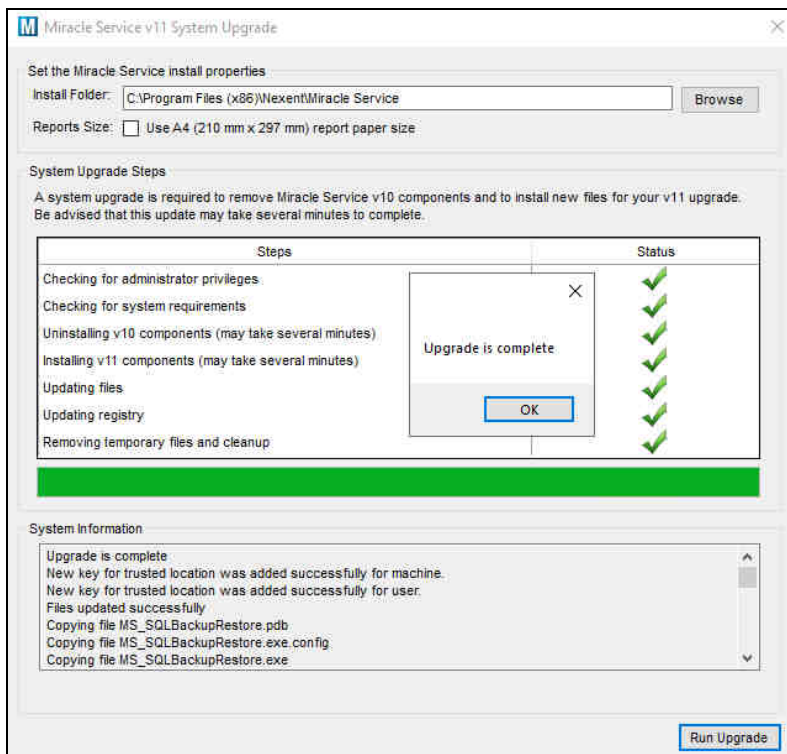
	If you are in USA, Canada or other country using "Letter" sized paper for reports, leave the Report Size check box blank to proceed with the default Letter paper size.
	If you are outside of North America and use the A4 paper standard, tick the 'Use A4' option.

Click **[Run Upgrade]**

The upgrade will proceed to remove version 10 components and install version 11 components. Once the Office components have installed (if necessary) you'll see a "You're all set!" notification. Click **[Close]**.



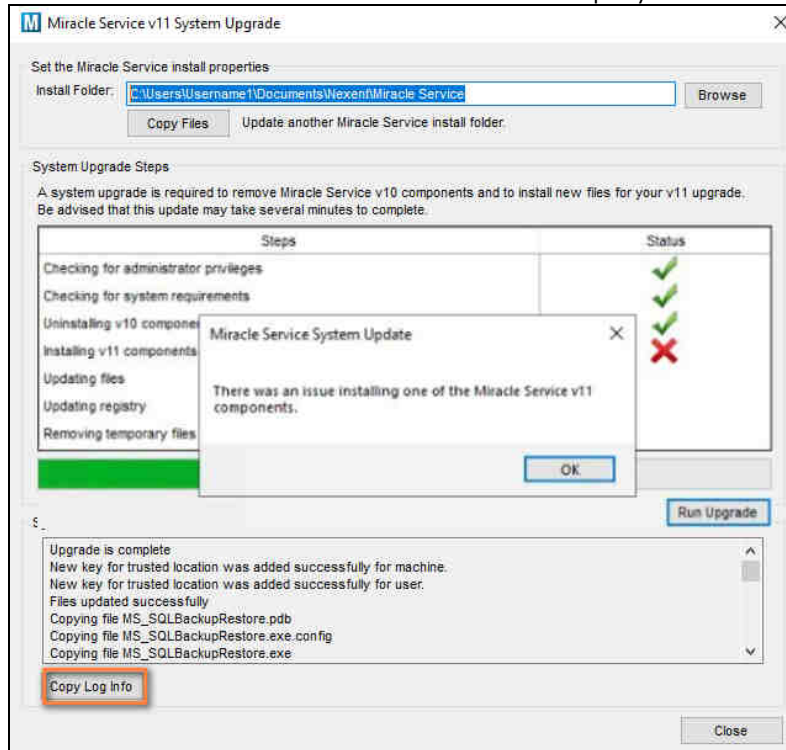
When the entire upgrade process completes, there will be logging included in the window and a message confirming the "Upgrade is complete".



Note: If running the update on a Remote Desktop/Terminal Server where users have multiple individual instances of Miracle Service to be updated, please go ahead to **Step 6a**.

Upgrade Errors?

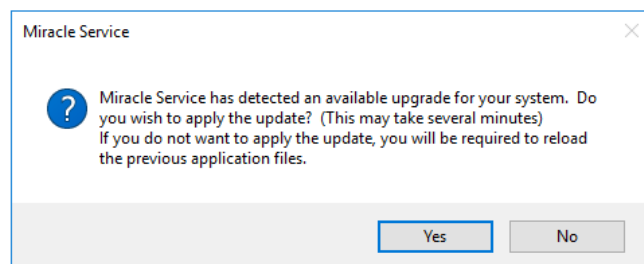
If an error occurs, red check marks will be displayed:



If errors are displayed, click **[OK]** on the pop-up and then click **[Copy Log Info]**. This information can be saved in Notepad and sent to Technical Support for advice.

Step 6 - Upgrade Database from Server

When the upgrade process has completed, launch Miracle Service **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.

Note: This database upgrade step does not need to be completed when upgrading the individual workstation computers – only on the server.

Step 7 - Upgrade all Computers

Repeat steps 3 thru 5 on all computers running Miracle Service so they are running the correct version to access the upgraded Miracle Service database.

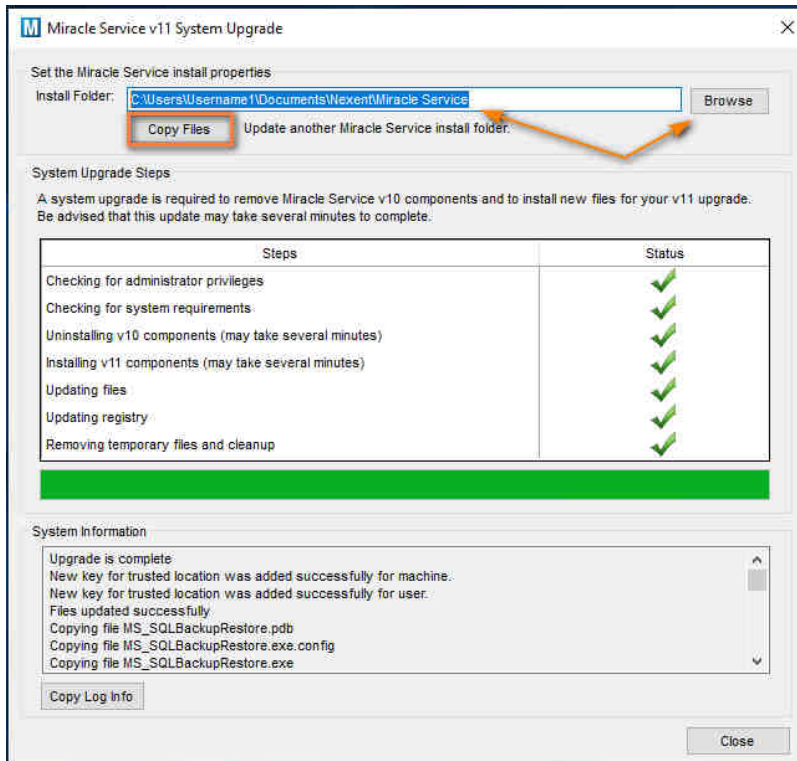


Remember to disable any anti-virus applications first!

Step 7a - Upgrade Remote Desktop/Terminal Server Users (if applicable)

Version 11 now includes the ability to use the upgrader to copy the update files to multiple locations such as user folders in a Remote Desktop or Terminal Server environment.

After the upgrade has been completed in the default location on the Remote Desktop/Terminal Server, browse to the next location to be upgraded and click **[Copy Files]**:



Note: These actions need to be completed immediately after running the upgrader in the default Miracle Service installation location and before closing the window on the left. If the window is closed, run the upgrader again on the default location.

Step 8 - Upgrade MSWeb on the Server

Go to: <https://www.miracleservice.com/customer-center/downloads/mswebupgrader11/> and follow the instructions provided.



This is a **required step** for the proper working of your Miracle Service software. The MSWeb upgrader will also upgrade all of your v11 web portals if applicable.

If you require assistance or have any questions, please contact Technical Support:

Email: support@miracleservice.com

Phone: 1-877-263-9368 (within North America) or at +1 (905) 206-1828 (outside North America)