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# Updating PigCHAMP Enterprise

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## Short Description:

Updating your PigCHAMP software to a newer version is free to all customers with an active account. Follow the instructions below to update your PigCHAMP Program

## Things to know before you start:

- All computers that exchange data such as backup or pcf4 files need to be updated to the same version/build
- Always perform a backup of your data before and after running the update/upgrade.
- Recommend exporting out a custom reports PCR file prior to the update/upgrade.
- You may be required to re-license if updating from earlier PigCHAMP versions.
- PigCHAMP Mobile users, verify all mobiles are synchronized and the data has been imported. Discontinue use of the mobiles until after the update/upgrade, at which time you will need to export and sync the mobiles with a new HSF

## Preparation and Backup:

1. In PigCHAMP, verify which edition of the program you are using by going to Help > About
  - a. In the upper right-hand corner, you will see either Standard or Enterprise.
  - b. If Standard edition, please refer to Updating PigCHAMP Standard instructions on <http://www.pigchamp.com/Downloads.aspx>
2. Download PigCHAMP Enterprise Edition update; <http://www.pigchamp.com/downloads>
3. Backup your PigCHAMP database prior to installing the update using the PigCHAMP Backup and Restore Utility.
  - a. Make sure the PigCHAMP program is closed
  - b. Go to Start> All Programs> PigCHAMP> Backup and Restore Utility
  - c. Sign in using the same user name and password you use to log into the PigCHAMP Program
  - d. Click on the Backup button; choose a location to save the file and click Save

## Installation Process Enterprise Version:

You will need to start the update/upgrade process beginning with your PigCHAMP database server.

1. Locate directory the program was downloaded to; double click on the setup.exe file, the PigCHAMP setup wizard will begin. Select Next
2. When prompted read the license agreement and select “I accept” then Next
3. “Select Destination Location” screen, make necessary changes if needed. Select Next
4. “Select Components” screen, select the proper installation from the dropdown box typically; this is “Database Server Installation.”
  - a. If your server only contains the PigCHAMP Database and PCLMS make sure only these boxes are checked and click Next to continue with the installation.
5. “Database Server Options” screen, select “Create/Update database in an existing SQL Server Instance.”
6. Ensure the instance and database name is correct, alter if needed, select Next and continue with the remainder of the setup wizard and when prompted click Install.
7. Once the installation completes you may be prompted to restart your computer
8. If you updated from Care 3000 (Version 3.4.3) you will need to relicense by selecting the send/receive button provided on the licensing screen the first time you open the program.
  - a. Those updating from PigCHAMP (Version 4.5.4) will not need to relicense.
9. Make a Backup of your PigCHAMP program (refer to Preparation and Backup)

## Updating Clients:

Once the server update is completed, you can continue with the Client computers.

1. Locate the same setup file downloaded and launch the setup.exe file on the client computer, the PigCHAMP setup wizard should begin.
2. After accepting the License agreement make sure that the Static Client option is selected from the drop down on the “Select Components” screen and continue through the PigCHAMP setup wizard

More information about the Enterprise installation and configuration options please refer to Enterprise Installation manual; [PigCHAMP FAQ #210](#)

If you have any questions about the update, please contact PigCHAMP Customer Support during our regular business hours Monday – Friday 8 AM to 5 PM (CST).