

Phoenix NP Complete[®] Auto-Update Customer FAQ

Version: December 23, 2016

The Simon Phoenix Group (SPG) is pleased to announce the release of its auto-update software functionality for its flagship product, *Phoenix NP Complete[®]*.

This FAQ (Frequently Asked Questions) sheet has been produced for our customers, to assist in better understanding and using this important new release of functionality for Phoenix NP Complete[®] (PNPC).

Q1: How have PNPC software updates been installed up until now?

A1: Typically, new software releases were installed manually on client computers by SPG staff, via remote desktop connection, and at a previously arranged date / time.

Q2: What is now changing?

A2: Beginning with version 5 of PNPC (currently installed on all customer computers), our software now has the capabilities of using your computer's active internet connection to update itself.

Q3: When will the first update be available?

A3: We anticipate the first update will be available for installation during the month of May, 2015.

Q4: How will I be notified to begin the first update?

A4: Simon Phoenix Group will send an email to all of our clients, and will post information on our website regarding this, including this FAQ with update installation instructions.

Q5: PNPC is installed on the computer that I use, and our server. Which parts of your software need to be updated?

A5: The short answer to the question is: **both**. PNPC uses an industry standard "split-database" architecture, composed of a "front end" database file (that resides on your local computer) and a "back end" file (that resides on the server). The "back end" database file must be updated first, after which updates on the "front end" file located on your (and each user's) computer can then be processed. Please note that prior to updating the "back end" database file, all users should be logged out of PNPC.

Q6: PNPC is also installed on other computers for other users here at our organization. Do they need to update PNPC on their own computers and server also?

A6: The updates to the server only need to be done once, and those updates can be performed by any user who is using a computer with access to the folder on the server where PNPC is located **AND** an "Administrator" level PNPC user account. Each user will separately need to apply any available updates to PNPC on their individual computer(s).

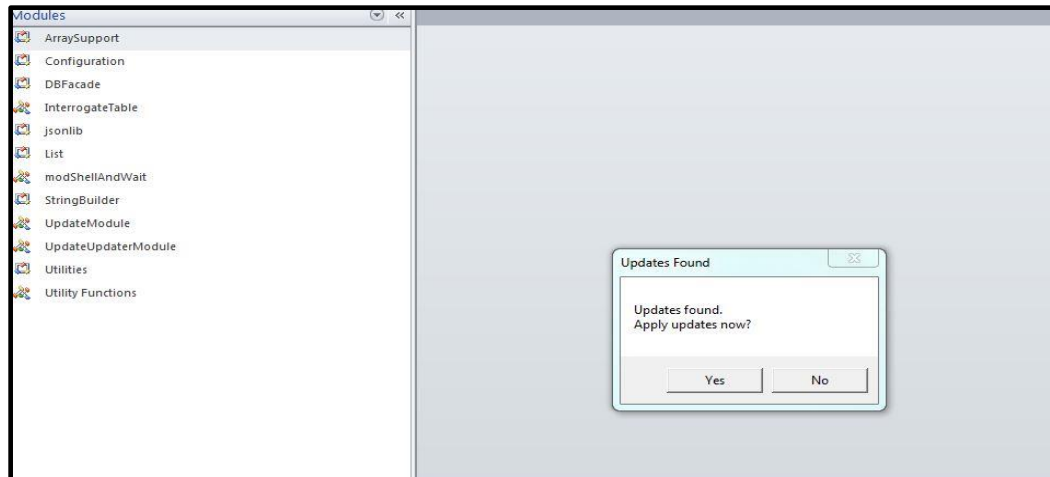
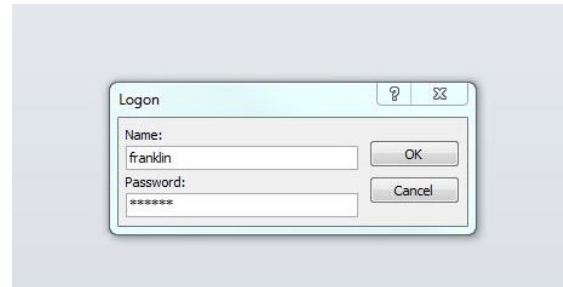
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Q7: *What are the steps needed to update PNPC on our server?*

A7: Step # and Description

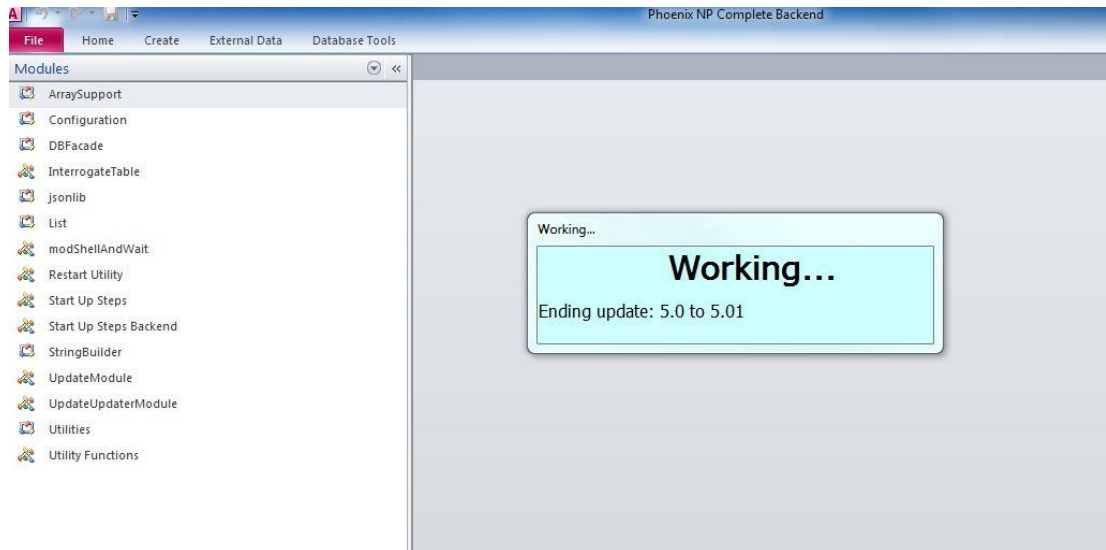
1. Locate the folder or file share on your server called “SPG” (if you do not know where on your local area network to find this folder, then you can ask the person at your organization who looks after your computers to assist, or you can call us here at SPG and we will be happy to assist).
2. Double-click on the folder or file share “SPG”.
3. Locate the file called “**PNPC Backend**” or “**PNPC Backend.mdb**”. Make sure that all other users are logged out of PNPC. This can be verified by looking for a file called “**PNPC Backend.ldb**”. If that file is not visible, then proceed to step 4. If that file is visible, then at least one user is still logged into PNPC.
4. Double-click on the “**PNPC Backend**” or “**PNPC Backend.mdb**” file.
5. The software will require a user name and password credentials to be entered (only PNPC users with “Administrator” level user privileges have the ability to update the “back end” file).
6. The user should then see something similar to the following:



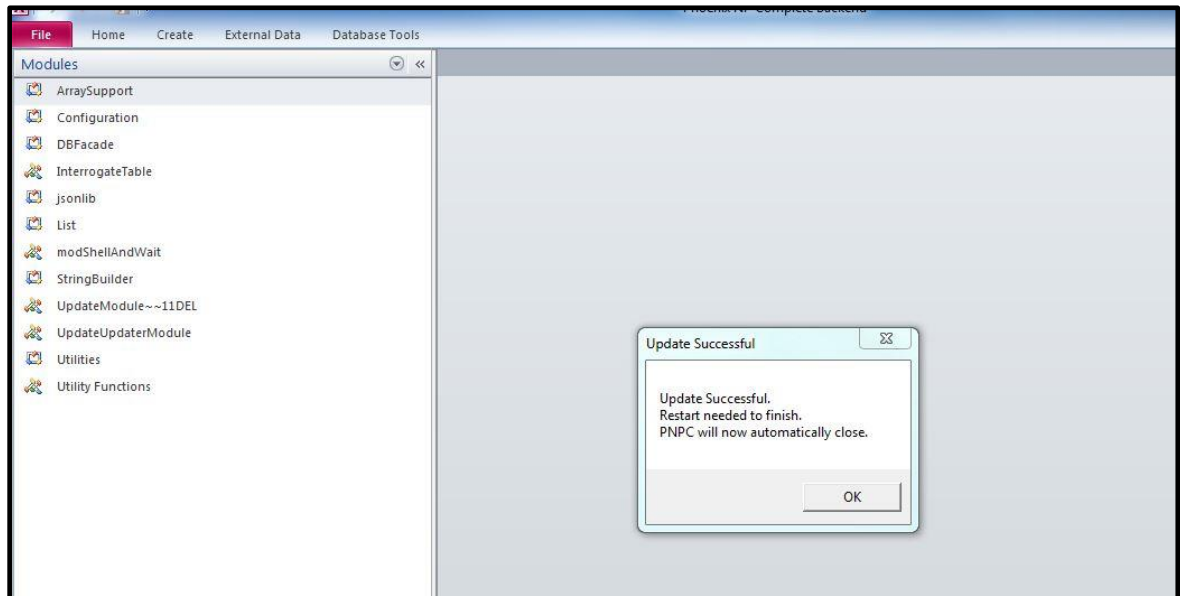
7. To update PNPC, the user must select “Yes”. If “No” is selected, PNPC will not process the updates, and the “back end” file will need to be closed by clicking the red “x” in the top right corner.
8. During the update process, one or more of the following similarly worded messages may appear:

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9. Once the update successfully completes, the software will respond with the following message:



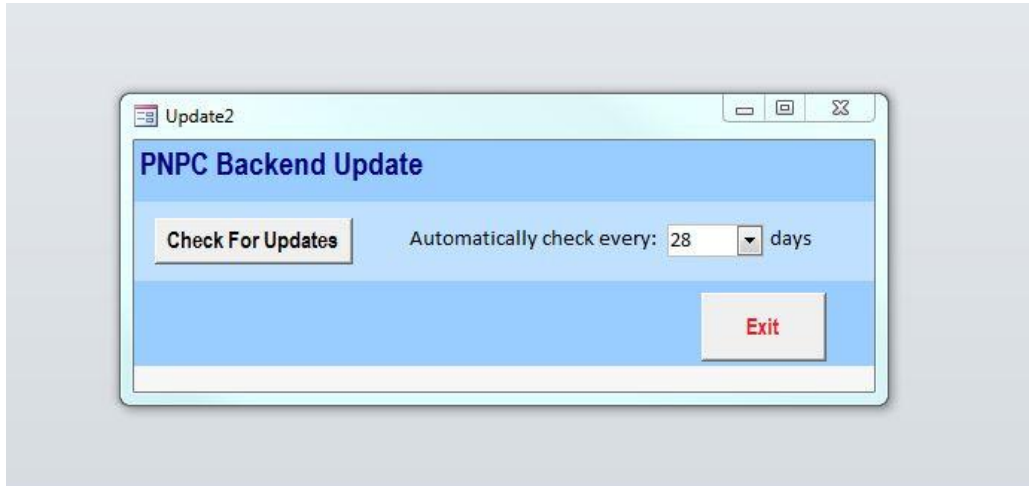
10. Click the "OK" button, and the PNPC "back end" file will automatically close.

NOTE: This series of steps (beginning with step #4) will then need to be repeated, to process additional updates to the "back end" file. Once the user has logged back in (step #5), proceed to step #11 on the next page.

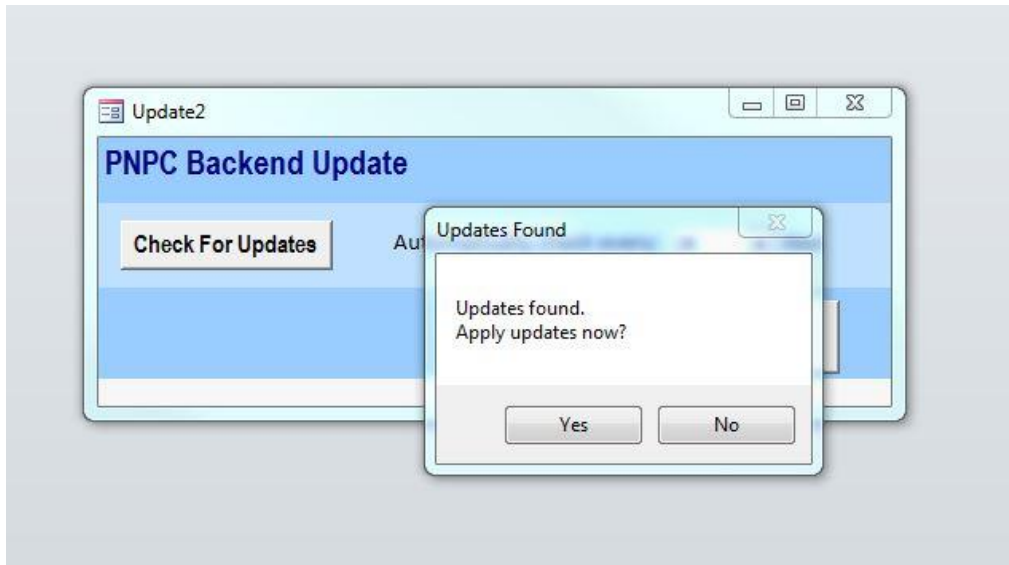
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11. During successive repetitions of the “back end” file update process, the following message may display:



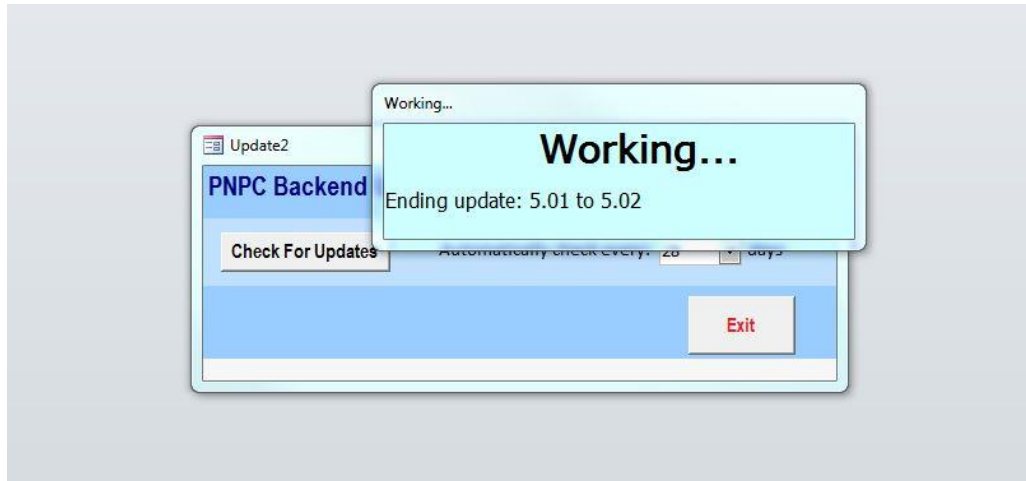
12. Each time the above message is shown, press the button “Check For Updates”.
13. If additional updates are required, a message similar to the following will appear:



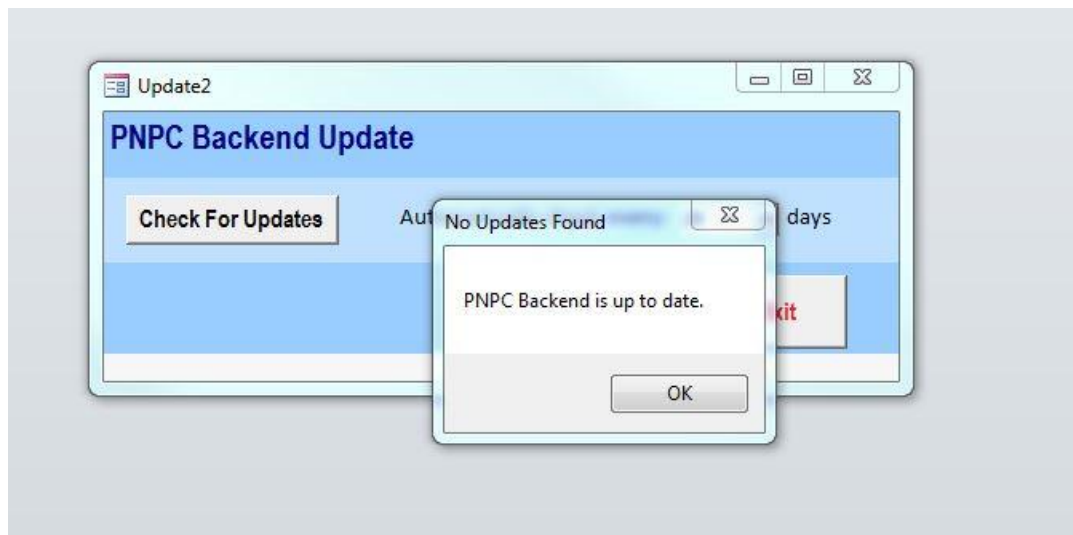
14. Pressing the “Yes” button at this point is required in order to continue the update process (pressing “No” will cause the update to not proceed and the PNPC “back end” file will need to be closed, by clicking the red “x” in the top right corner).
15. After the “Yes” button is clicked, messages similar to the following will appear on screen, indicating that the latest update is being downloaded and installed:

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16. Once the update has been successfully completed, the PNPC “back end” file will once again need to close, so the user will be advised of this and will need to press the “OK” button (as above) to close the file.
17. Repeat steps #4 and #5, to once again log into the PNPC “back end” file. The following message should then appear:



This message indicates there are no further updates to process to the PNPC “back end” file. Click “OK” on this dialog, and then press the “Exit” button on the PNPC Backend Update dialog window to close the PNPC “back end” file.

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Q8: *What are the steps needed to update PNPC on each local (user) computer?*

A8: Step # and Description

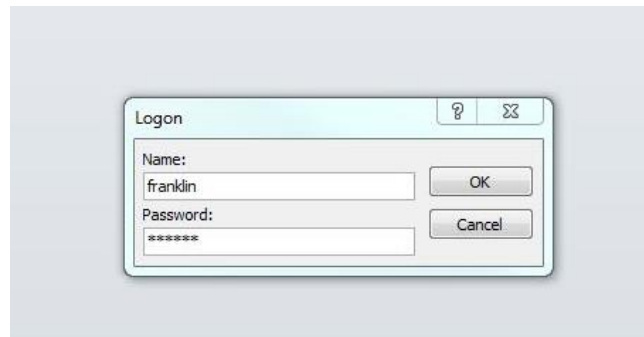
1. Ensure that all the necessary updates to the “back end” PNPC file residing on your organization’s server have been successfully completed (see A7 above).
2. Locate the shortcut to “PNPC” on your desktop (the one that you double click on to launch or open PNPC). **If you have the shortcut on your desktop, double click it and proceed to step #4 below, skipping step #3.**
3. If you do not have the shortcut on your computer’s desktop, follow the instructions in the box below, and then continue with step #4.

Only follow the instructions in this box if you do not have a PNPC shortcut icon located on your computer’s desktop:

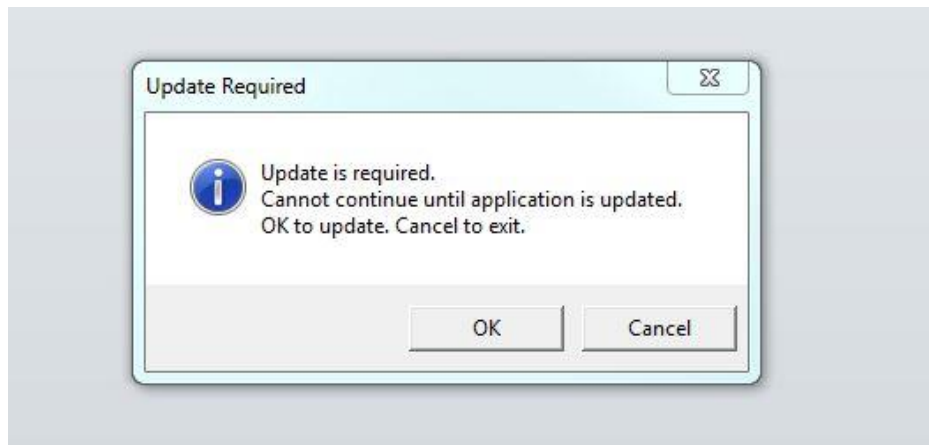
Locate the folder in the “root” directory of your computer’s “C:” drive called “SPG”. If you do not know how to find this folder, then you can ask the person at your organization who looks after your computers to assist, or you can call us here at SPG and we will be happy to assist.

Once located, double click on the “SPG” folder to open it, and you will see a second folder called “PNPC”. Double click on that folder to open it, and you should see a series of other folders and files. Locate the file called “PNPC” or “PNPC.mdb”, and then double click it. PNPC should then launch.

4. Log into PNPC using your user account name and password. Any user with a valid PNPC account can perform the updates to a local (user) computer.



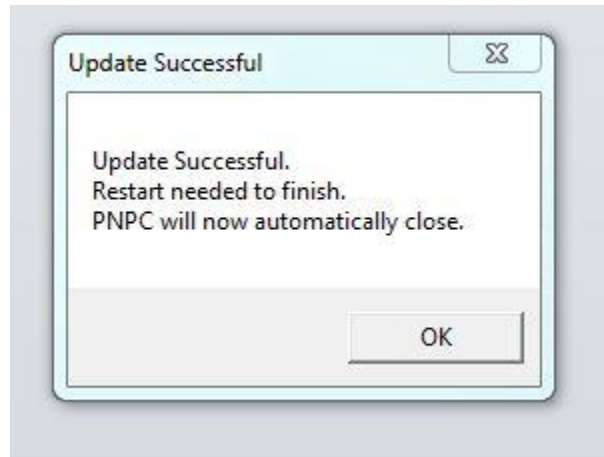
5. After logging in, the following message will appear:



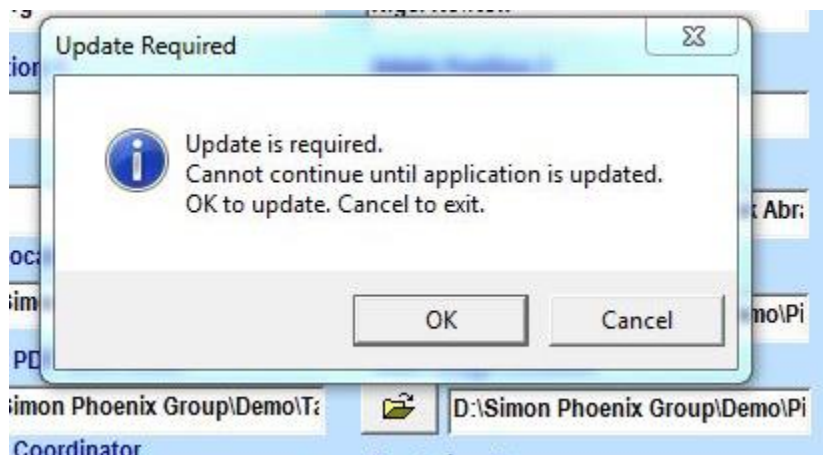
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- Click the “OK” button to continue. If the “Cancel” button is pressed, PNPC will not proceed with the update and will automatically close.
- PNPC will then begin downloading, unpacking, and installing the update. The user will then see the following message:



- When the “OK” button is pressed, PNPC will automatically shut down.
- Repeat steps #2 through #4 above to restart PNPC. **There will be a number of these mandatory updates that occur first, and all should be processed in the same fashion.**
- There will also be a second set of mandatory updates available to PNPC, and the user will see the following similar message when these updates need to be applied:**

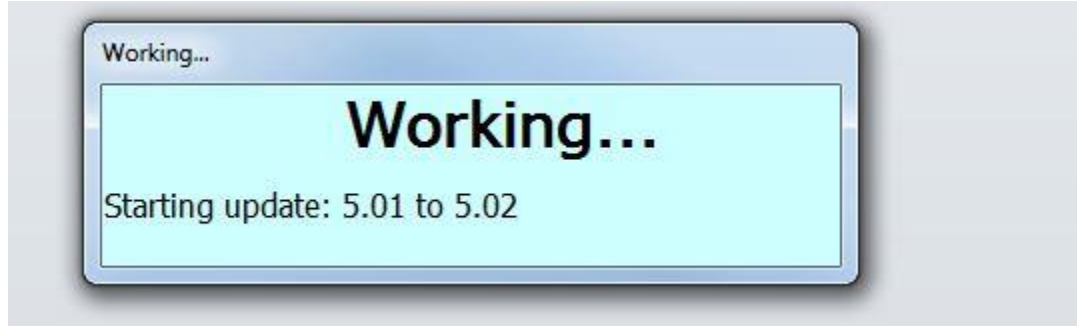


- Press the “OK” button to continue. If the “Cancel” button is pressed, PNPC will not proceed with the update and will automatically close.

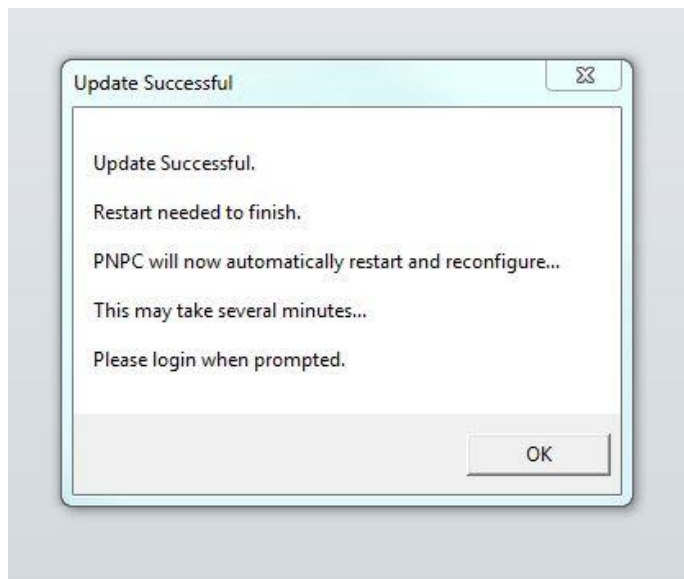
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12. While processing these updates, messages similar to the following will show up on the screen, advising the user that the updates are being installed:



13. At the end of these updates, PNPC will have the ability to auto-start itself, in order to continue processing further updates. For these, the user will see the following message:



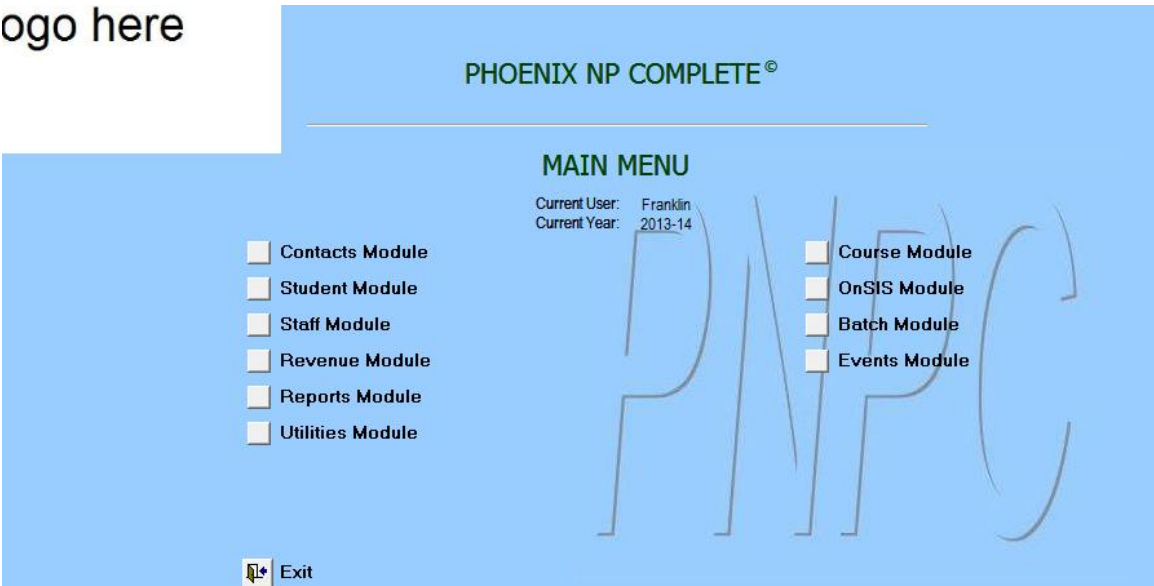
14. Pressing "OK" will begin the restart process. The user will not be required to manually restart PNPC (as outlined in steps #2 through #4 above), although logging in with user credentials is still required. **The process of restarting and reconfiguring the local installation of PNPC will take a few minutes each time, and should not be interrupted.**
15. ***This series of steps (beginning with step #4) will then need to be repeated multiple times, to process additional updates to the "front end" file. Upon restarting PNPC, and upon completion of these mandatory updates, the user will then see the Main Menu of PNPC (see next page):***

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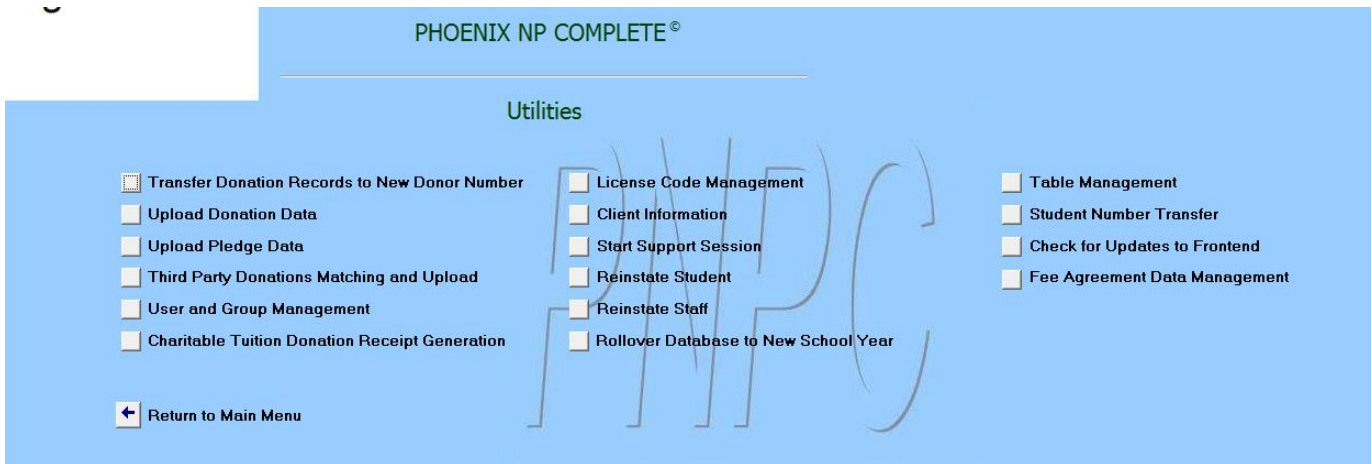
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16. Click the button labeled "Utilities Module".

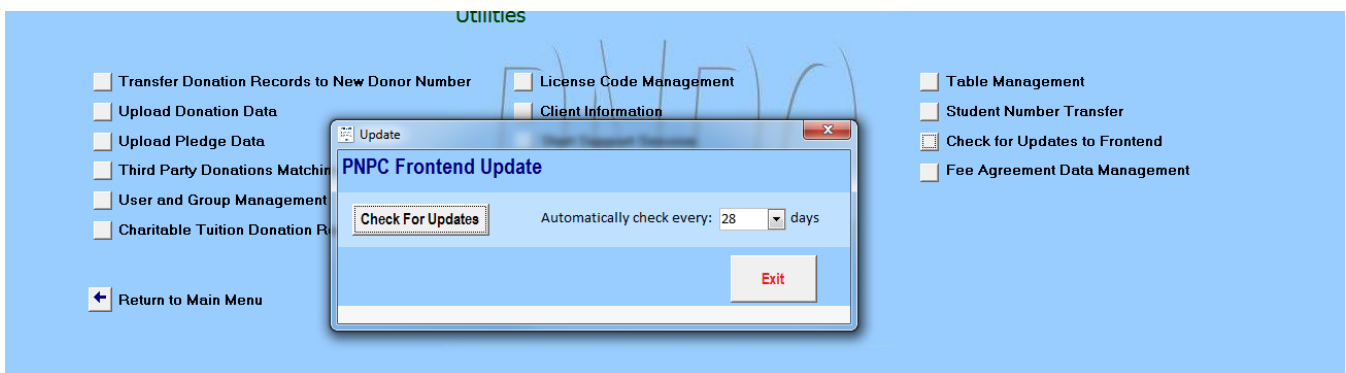
go here



17. Click the button labeled "Check for Updates to Frontend".



18. The user will then see the following:

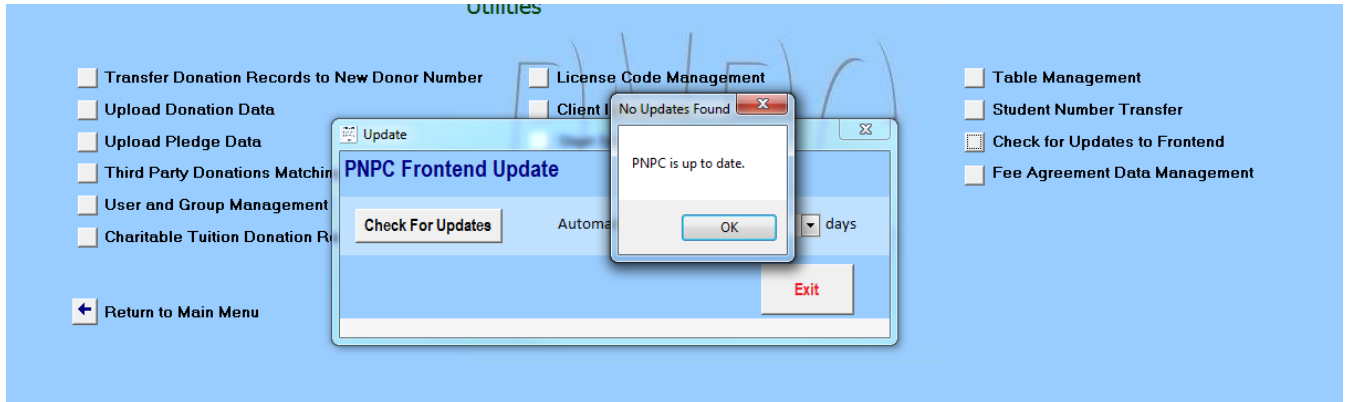


19. Press the "Check for Updates" button.

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20. If additional updates are available, the user will be notified and should process those updates in the same way that the other updates to the “front end” file were processed. If there are no additional updates for processing, the user will see the following:



21. Once this message is displayed, PNPC is advising the user that the software is now up to date, as there are no additional updates to be processed. The user can then click the “OK” button to close the “No Updates Found” dialog, click the “Exit” button on the “PNPC Frontend Update” dialog, and finally press “Return to Main Menu” from the Utilities screen.

The “front end” update process is now successfully completed.