Installing Updates (Single Store)

Determining When to Update

IMPORTANT: Read the release notes before installing an update. These are available through the Edge internal Newsfeed and can also be found on www.edgeuser.com. Release notes are provided for each update.

➢ Consider the number of workstations you have. The update must be installed on each.

➢ You will not be able to use The Edge while the update runs. The server will perform the database upgrade which could take a considerable amount of time depending on the size of your database.

➢ There is always the chance that a new release introduces a bug that requires a hotfix. If it takes a considerable amount of time for you to update, you may want to wait a week or two after release before installing the latest version.

➢ We encourage you to read all the release notes starting from the first version higher than the one you are presently running. You can see the version in the lower left corner of The Edge main screen. Current and past release notes are available: https://edgeuser.com/Downloads/Edge-Software

Updating

The following steps outline how to update The Edge:

1. Always plan an update when you have time to finish it without interruption.
2. You cannot use The Edge at all until the update is complete.
3. Backups are automatically created during the update process, but you can run your own if you wish.
4. Close The Edge on all computers except for the server.
5. On the server, open The Edge and click **Help > Check for Updates**.
6. Check both the **Download** and **Install** boxes, then click **OK**. Follow the prompts to install the update.
   a. If the option to update your license is available, check this as well.
7. Once the update finishes, start The Edge on the server. It will prompt you to upgrade the database, click **OK**. This screen will close on its own when it is done. The window may indicate 'Not Responding' – this is normal, do not interrupt this process.
8. Once the database upgrade completes on the server, go to each workstation and start The Edge. It will prompt you to update – click **Yes**.
9. Once you finish installing on each workstation, start The Edge to verify it installed correctly.

All computers must be updated to the same version before using The Edge.

FAQ

Q: Can I update on my own?

A: Yes, and we encourage it. If you are comfortable installing software on your own, then you should proceed. We will assist if you run into problems.

Q: Can I schedule an appointment with Support to install the update for me?

A: Yes. Because updates may require hotfixes in the immediate days following the release, we prefer to wait until the version has been installed on many stores and is running in a very stable manner.

Q: If I skip an update, do I need to install all past updates in order?

A: Not usually. When you install the latest version, you automatically install all previously included features and fixes. The Edge will notify you if special upgrade steps are necessary; this is only an issue if major updates were missed.