



UPGRADING FROM 8.11 TO 8.11

This document will take you through the steps required to upgrade your current RMS version to the latest 8.11 available.

Before requesting the upgrade the below step must be completed;

1. RMS requires that you run the latest .NET Framework on each of your computers. To do this you must run your Windows Updates Installer on all computers.

Once the above step are completed;

1. Request the Upgrade - Log a Service Request through the RMS web page requesting the latest upgrade. If you are unsure on how to log a Service Request please click [HERE](#) to watch a short movie on the steps to logging a Service Request.

2. Download the file - You will receive a solution email to your Service Request advising that the version has been pushed out to your computer, when received go to the computer that runs your RMS Configurator and double click on the Configurator icon (image of the world in the bottom right corner of the screen). Choose File, Check for Updates now. The Configurator will locate the version pushed out to your property and start to download the file.

You may keep using your RMS system during this process.

Once the Configurator has completed the download you will receive a message in your RMS system that a newer version of RMS has been located. At this point quit out of your RMS system on all computers.

3. Backup – Complete an RMS backup to the Hard-drive.

4. Install the Upgrade – Log back into RMS on one (1) machine only to start the installation, once the installation is complete double click on the RMS icon again to start the update of your database. This process may take 5 to 15 minutes depending on your previous version of RMS and displays a red screen.

5. Upgrade all Workstations – Once you have logged successfully into RMS on the computer in step 3, you may now log back into RMS on all other computers, each computer will complete the upgrade process however they will not run the database update.