



WIREDCONTACT

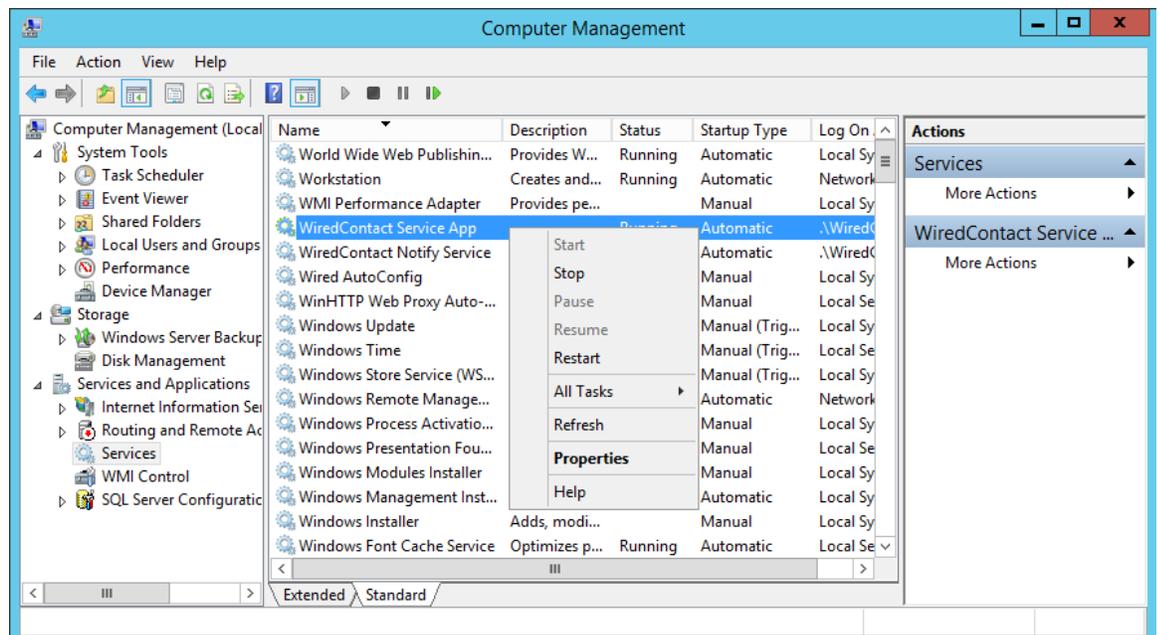
Updating Your WiredContact Enterprise Software

Introduction

This guide explains how to update your current WiredContact Enterprise software to the latest release.

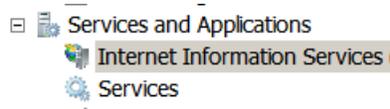
Stop the WiredContact Service

1. **Stop the WiredContact Service Application** from the Services Control Panel.
 - Right mouse click on **My Computer**>select **Manage**>expand **Services and Applications**>select **Services**.
 - From the listing of files in the right pane, scroll to the bottom of the window to **WiredContact Service App**. Right mouse and select **Stop**. A dialogue window will display the progress of the service being stopped. Do the same for the WiredContact Notify Service, if installed.



Install the Latest Version Update

1. Download the latest WiredContact Enterprise version to your hard drive from http://www.wiredcontact.com/support_downloads.htm and Select to download "WiredContact Enterprise".
2. Double click **Setup.exe** to start the installation. On the **InstallShield Wizard** dialogue box, select **Repair**, then select **Next**.
3. **Stop or Recycle the Application Pool** for the Site to unlock the files for the update:
From the Computer Management Console, Expand Services and Applications, and select Internet Information Services



Then select Application Pools on the right:



Then select the application pool associated with your WiredContact site and select Stop or Recycle. If you select Recycle, and there are active users on the site, you may have to select Recycle multiple times when applying the update to update the wceweb.dll file:



4. In the Setup Complete dialog box, click Finish to exit the installation.

If a message window displays **Cannot Replace File** or **Locked File**, then recycle the Application Pool again or stop the Application Pool and then select the **Try Again** option.

***Note: if you have the multiple directories of WiredContact, then you will need to use the **WiredContact Directory Manager** to copy the contents of the Wirede directory to your custom directory.*

5. Start the **WiredContact Services** from the **Services Control Panel**.
 - Right mouse click on **My Computer**>select **Manage**>expand **Services and Applications**>select **Services**.
 - From the listing of files in the right pane, scroll to the bottom of the window to **WiredContact Service App/WiredContact Notify Service**. Right mouse and select **Start**. A dialogue window will display the progress of the service being enabled.

Verify your WiredContact Enterprise Site upgrade

1. Launch the WiredContact Enterprise site. On the login page, if the version number in the upper right hand corner matches the version number on the download page, your update was successful. (The “+” sign means the WiredContact Service is enabled).

If you require assistance in updating your software, please refer to the resources below:

Free Email support: support@wiredcontact.com
Downloads Web site: www.wiredcontact.com/support_downloads.htm
General Information: www.wiredcontact.com

TRADEMARKS

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