

Upgrading GoldMine Versions below 5.7

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Upgrading GoldMine Standard Edition Versions Lower than 5.70

If you are presently running a GoldMine version lower than 5.70.xxxx, you must follow a very specific set of steps in order to upgrade to the latest version. Please read through this document to determine which set of steps apply to your upgrade. Also note that the upgrade process will require purchase of our Upgrade Protection Program (UPP).

Purchasing the UPP entitles you to download all the newest versions of GoldMine for twelve consecutive months while your UPP is active. Versions 4.x and up can upgrade to the most recent version of GoldMine for \$79.95 per license.

First you will want to record some information to assist you later in the upgrade process.

1. Open GoldMine and record the version/build and serial number of GoldMine currently installed on your computer. (Go to Help>>About for this information.)

Version/Build _____
(i.e. 4.00.xxxx where first 3 digits are version and last four are build)

Serial Number _____ (i.e. D-0001-12345678)

If your serial number begins with the letter 'U' or 'S', you cannot upgrade your copy of GoldMine directly as you are licensed as an Undocked user or Site. The server copy of GoldMine must be upgraded and then you may upgrade using the setup file obtained from the server.

If your serial number begins with the letter 'E', you must contact a solutions partner to assist you with this upgrade. You can locate a partner in your area using this link:

<http://www.frontrange.com/Partners/Index.aspx>

2. Select **File>>Configure>>License Manager** and record the number of your GoldMine licenses, and GoldSync licenses if you have them. The number following the 'D' and 'G' are the total number of licenses you own. You will need to purchase one UPP* for every GoldMine and GoldSync license installed.

GoldMine 'D' licenses total _____

GoldSync 'G' licenses total + _____

Total to purchase for UPP = _____

3. Record here the operating system installed on your computer. (Compatibility Issues)
Right click on the My Computer icon on your desktop>>Choose Properties>>Select the General tab, and look under System Information. (i.e. Windows XP)

If you are running the Windows NT or XP operating system, there may be additional areas of concerns regarding upgrading. For more information please refer to the Compatibility Matrix found at the following link:

[http://support.frontrange.com/Support/GMSM-GMCE/6.x/TechInsight121704\(GM_CompatibilityMatrix\).pdf](http://support.frontrange.com/Support/GMSM-GMCE/6.x/TechInsight121704(GM_CompatibilityMatrix).pdf)

If you are running Windows NT 4.0 as an application server, please contact FrontRange Technical Support at 1-800-755-2100, option 3. A technician can provide you with the information needed to properly upgrade.

Upgrade Instructions

For any version of 4.x lower than 4.00.9922, skip to the section below entitled Upgrading Versions below 4.00.9922.

For version 4.00.9922 or any version of 5.x that is lower than 5.7, skip to the section below entitled Upgrading Version 4.00.9922 or 5.x Versions below 5.7.

Upgrading Versions below 4.00.9922

Please note that FrontRange Technical Support does not provide support for any GoldMine version lower than version 5.0 and we will not be able to assist with any support issues that arise from the installation of the 4.00.9922 CD. If you need technical support on any version lower than 5.0 please contact one of our solutions partners. One can be found using this link:

http://www.frontrange.com/purchase/locator/locator_registration.asp

- 1) Request version 4.00.9922 update CD by e-mailing Customer Care at customercare@frontrange.com Please indicate your need for the GM 4.00.9922 CD and include your GoldMine serial number, Company name and current shipping address, Contact name and Telephone number.
- 2) Once you receive the CD, **please backup your GoldMine installation** before proceeding. You can backup your GoldMine installation by copying the entire GoldMine directory from your computer to another drive or CD, or by using the backup wizard in GoldMine. For specific instructions on the backup wizard, there is a document entitled *Using the GoldMine Backup Wizard* in the Technical Documents section of our support site. <http://support.frontrange.com/freesupport/knowledgesearch.asp>

- 3) Run the update from the CD (should auto-run) by inserting into your CDROM drive.
- 4) Be sure to install the update to the same location your present GoldMine version is installed. (ex. C:\Program Files\GoldMine)
- 5) Purchase UPP:
 - a) Open GoldMine
 - b) Select Help>>Update GoldMine
 - c) Click the *Registration* tab and enter the requested information so that we may make sure we have your correct data. Don't click the Close button.
 - d) Click the *Netupdate* tab, check the *Update registration information* box and then click the *Netupdate Now* button.
 - e) Follow the prompts to purchase UPP
 - f) Enter credit card information and complete the transaction.

Please do not download the software at this time!

- 6) Request version 5.70.20404 update CD by e-mailing Customer Care at customercare@frontrange.com (only after you purchase UPP). Please indicate your need for the GM 5.70.20404 CD and include your GoldMine serial number, Company name and current shipping address, Contact name and Telephone number.
- 7) Once you receive the 5.7 CD, **please backup your GoldMine installation** before proceeding, just as you did in step 2 above.
- 8) Run the update from the CD (should auto-run) by inserting into your CDROM drive.
- 9) Be sure to install the update to the same location your existing GoldMine 4.00.9922 is installed. (ex. C:\Program Files\GoldMine)
- 10) Now you may upgrade to the latest version of GoldMine using the Netupdate feature.
 - a) Select Help>>Update GoldMine
 - b) Click the *Registration* tab and enter the requested information so that we may make sure we have your correct data. Don't click the Close button.
 - c) Click the *Netupdate* tab, check the *Update registration information* box and then click the *Netupdate Now* button.
 - d) Follow the remaining prompts to download the most recent version.

Upgrading Version 4.00.9922 or 5.x Versions below 5.7

Versions below 5.7 have compatibility issues with the installer and the upgrade must be performed as outlined here. Do not download any newer version from the website at this time.

1) Purchase UPP:

- a) Open GoldMine
- b) Select Help>>Update GoldMine
- e) Click the *Registration* tab and enter the requested information so that we may make sure we have your correct data. Don't click the Close button.
- f) Click the *Netupdate* tab, check the *Update registration information* box and then click the *Netupdate Now* button.
- g) Follow the prompts to purchase UPP
- c) Enter credit card information and complete the transaction

Please do not download the software at this time!

- 2) Request version 5.70.20404 update CD by e-mailing Customer Care at customercare@frontrange.com (only after you purchase UPP). Please indicate your need for the GM 5.70.20404 CD and include your GoldMine serial number, Company name and current shipping address, Contact name and Telephone number.
- 3) Once you receive the CD, **please backup your GoldMine installation** before proceeding. You can back up your GoldMine installation by copying the entire GoldMine directory from your computer to another drive or CD, or by using the backup wizard in GoldMine. For specific instructions on the backup wizard, there is a document entitled *Using the GoldMine Backup Wizard* in the Technical Documents section of our support site. <http://support.frontrange.com/freesupport/knowledgesearch.asp>
- 4) Run the update from the CD (should auto-run) by inserting into your CDROM drive.
- 5) Be sure to install the update to the same location your existing version of GoldMine is installed. (ex. C:\Program Files\GoldMine)
- 6) Now upgrade to the latest version of GoldMine using the Netupdate feature.
 - a) Select Help>>Update GoldMine
 - b) Click the Registration tab and enter the requested information so that we may make sure we have your correct data. Don't click the Close button.
 - c) Click the Netupdate tab, check the *Update registration information* box and then click the Netupdate Now button.
 - d) Follow the remaining prompts to download the most recent version.