

# Upgrade Procedure

## Mobile, Mobile Express, rapidTAG, or rapidTAG Evac

- 1) Find and write down the version number of the currently installed product.
- 2) Synchronize all outstanding incidents to Command, interTRAX Reports, or interTRAX Exchange.
- 3) Close the product and delete the database from:

Product	OS	Path
Mobile	Windows Mobile Windows CE	My Device\Application Data\Salamander\Mobile\Incident.sdf
RapidTAG	Windows XP	C:\Documents & Settings\All Users\Application data\Salamander\IncidentID\Incident.sdf
	Windows 7	C:\ProgramData\Salamander\IncidentID\Incident.sdf
RapidTAG EVAC	Windows XP	C:\Documents & Settings\All Users\Application Data\Salamander\evacTRAX\Incident.sdf
	Windows 7	C:\ProgramData\Salamander\evacTRAX\Incident.sdf
Mobile Express	Windows XP	C:\Documents & Settings\All Users\Application data\Salamander\MobileExpress\Incident.sdf
	Windows 7	C:\ProgramData\Salamander\MobileExpress\Inciden t.sdf

- 4) If the current product is version 3.0 or higher, install the new software without removing the previous version from Add/Remove programs.
- 5) If the current product version is less than 3.0, uninstall the product from Add/Remove programs before installing the new version. A new license key will be required for the upgrade.

*Note: In Mobile, always remove the software from Add/Remove programs before loading updated software.*

## interTRAX Reports, resourceMGR, resourceMGR Web, or Command (Local Database)

- 1) Find and write down the version number of the currently installed product.
- 2) If the current product is version 3.0 or higher, install the new software without removing the previous version from Add/Remove programs.
- 3) If the current product version is less than 3.0, uninstall the product from Add/Remove programs before installing the new software. A new license key will be required for the upgrade.

interTRAX Reports, resourceMGR, resourceMGR Web, or Command (Remote Database)

- 1) Find and write down the version number of the currently installed product. If the current product is version 3.0 or higher, then an uninstall of the previous version is not necessary.
- 2) Ensure all local pre-requisites are installed.
- 3) Install the application through the command prompt, passing in the name of the database server and the location of the installer's msi. *Note: For more information on the command prompt syntax please contact Salamander Technologies technical support.*