

Backup System Fix

This guide outlines the procedure for downloading and installing the latest Pathways 9 updates and re-registering the backup program.

Follow this procedure if:

- 1) The Activ8 helpdesk has recommended you update to the latest revision or
- 2) You wish to access the latest free Pathways 9 enhancements or
- 3) You wish to install an update to confirm the health of your Pathways 9 installation such as the backup program.

Part 1: Getting Ready

- Open Pathways 9 and click on the "Change" icon at the bottom right of the home page. Note the box with "Currently Connected to" and a file location. This is the data file Pathways uses and after the update we may need this.

Make a note of the "Currently Connected to" location by writing it in the box below:

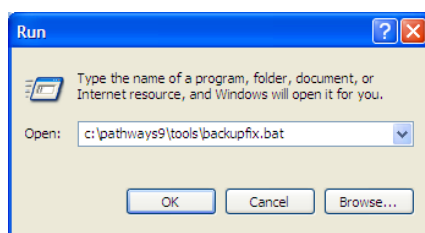
- Once you have made a note of your data file location, close Pathways 9 and ensure any other users on the network that use Pathways also have it closed.
- Close any other Microsoft applications such as Word, Excel or Access.

Part 2: Download and Install

- 1) Visit the following web site using your web browser:
www.activ8.com.au/update
- 2) Register with the web site and download the *Path9Update.exe* file to an easy to find location on your computer such as your Windows desktop or any document folder.
Note: this file is used to install the update, and can be deleted once the update is installed.
- 3) Run the *Path9Update.exe* file on your computer by double clicking its icon
- 4) Follow the wizard through to completion, accepting the default options. If you are asked to replace or overwrite existing files be sure to answer "Yes to All".

downloading updates

- 5) Complete the update wizard by clicking "*Finish*"
- 6) Go to the "start" menu in Windows and select the "Run" option. In the Space provided enter the path as shown in the image below. Once the update completes continue.



- 7) Run Pathways as normal using the icon on your desktop
- 8) If you are running Pathways on your local computer only, the data file will be re-linked automatically and your update is complete.
- 9) If you are running Pathways on a network and the data file is located on a server or other computer, the first time you run Pathways after updating it will ask you to re-link to your shared Pathways data file. If so, click *Yes* and navigate to the *PathData9.mdb* file on your shared folder or drive. If you can't remember where your shared file is located, refer to the location we made a note of in *Part 1* of this guide.
- 10) Once the relinking is complete, click the "*Change*" icon on the Pathways 9 home page and make sure the "*Currently Connected to*" file is the same as that noted in the *Part 1* section of this guide.
- 11) If you are running Pathways on a network, remember you need to update each computer using these instructions (one at a time), and the most important thing is that all your computers are connected to the same shared data file.
- 12) Email care@activ8.com.au and let us know that you've installed successfully 😊
- 13) **Most of all - have a great day 😊**