

Livestock Office – Live Update

13/10/2021

Contents

Live Update via System Management 2

Troubleshooting 4

Live Update via System Management

There are a few things that you need to note before you continue.

- Your server must have a stable internet connection.
- Ensure you have a valid support contract number
- Everyone must exit from Livestock Office.
- You will need some free space on your server, i.e. Two or three times the size of your database.
- An update can take a long time to run. Depending on your database size it can take anywhere from 15 mins to an hour.

Livestock Office main menu > File > System > System Management

1. Ensure you have a valid Support Contract Number (it will be different to the one in the example below).
If not, contact Shebiz Ltd for one, enter it now and click **Save Contract Number**.

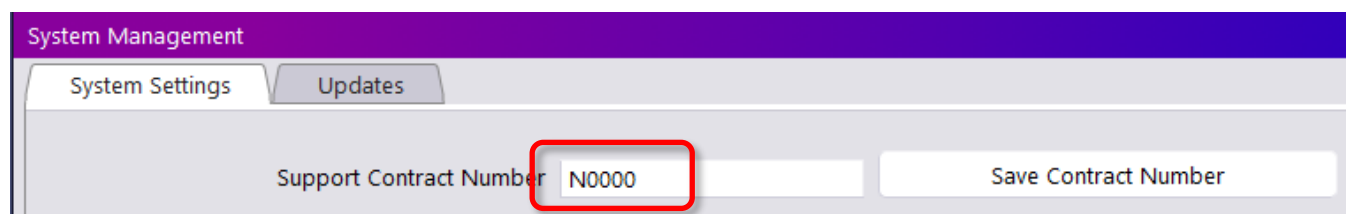


Figure 1: Support Contract Number

2. Click on the Updates tab to display the updates window.

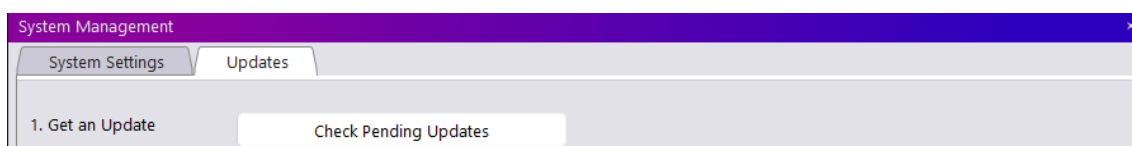


Figure 2: Update tab

3. Ensure that you have enough free disk space by checking the database size and the disk space free on the updates tab. Note that this will be red if the space available is less than twice the size of the database.
The system assumes that there is already an update backup that will be overwritten and that updates have been done reasonably frequently.
If you have not done an update for an extended period you may need three times the database size.

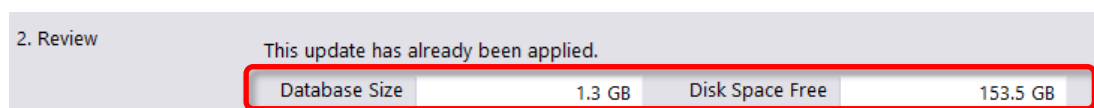


Figure 3: Disk Space

4. Click on the Download the latest update button or if you wish click on the Check Pending Updates to see what changes are in the update you can download.

5. If an update is available, the following message will appear. “An update is available, do you want to download it now? Click **Yes**.
6. When the file is downloaded or opened, a list of changes will appear to show you what will be altered in the update.

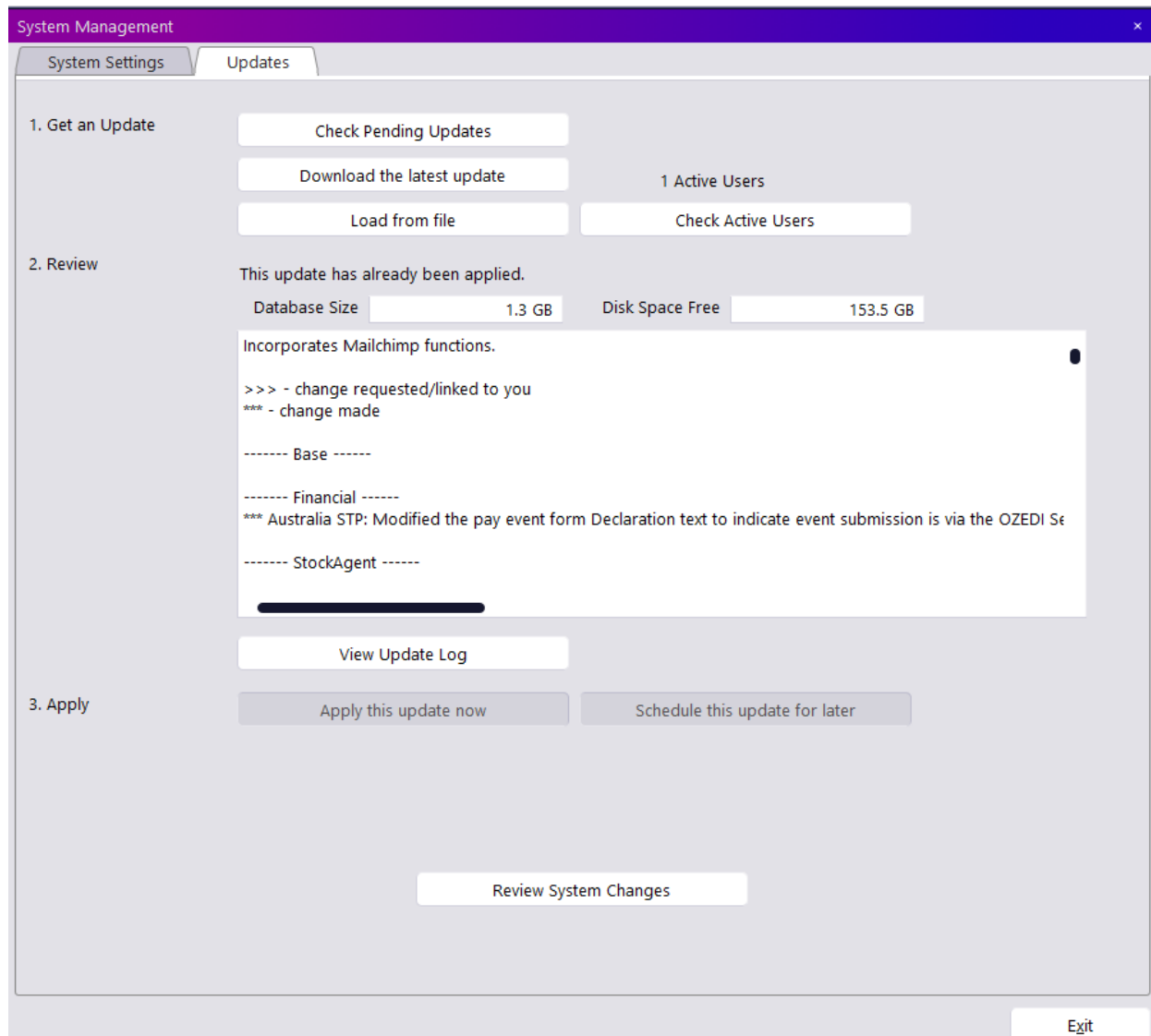


Figure 4: Updates

7. If no other users are logged in and you wish to do the update now, press the **Apply this update now** button.

You will now be disconnected from the server if the update starts successfully and get a message “Jade Thin Client connection lost”.

This will be followed by another message “Attempting reconnect” before a connection failure message. This is normal and signifies the update is underway.

8. If running on the computer that Livestock Office is installed on, a message will be displayed when the update is complete.
9. Double click your desktop icon to open Livestock Office. The thin client will need to do an automatic update. Your screen may display white during this time.

Troubleshooting

No Valid Contract Number

Call Shebiz Ltd on +64 3 445 1345 for your support contract number.

Contract Number Expired

Call Shebiz Ltd on +64 3 445 1345 to resolve this.

Insufficient Disk Space

Call Shebiz Ltd on +64 3 445 1345 for assistance with this.

Thin Client Update Failed

Right click on your Livestock Office desktop icon and choose 'Run As Administrator'.

For any other issues please call Shebiz Ltd for assistance.