

# Upgrading Amazing Charts to v12.0.0

3/26/2024

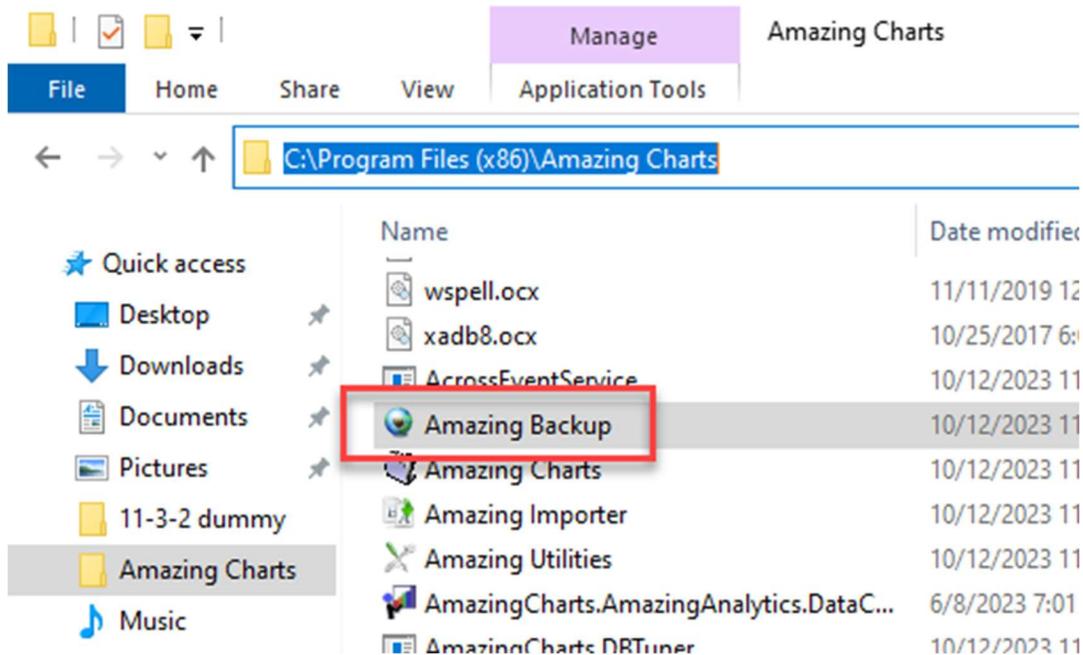
This guide will provide step by step directions for upgrading Amazing Charts to a version 12.0.0. Before upgrading, please ensure the follow actions have been taken:

- All users are logged out of Amazing Charts
- Any 3<sup>rd</sup> party anti-virus software is turned off during the upgrade process
- All pending Windows updates have been completed
- A backup of the Amazing Charts database has been created and is accessible
- You have read this document in its entirety

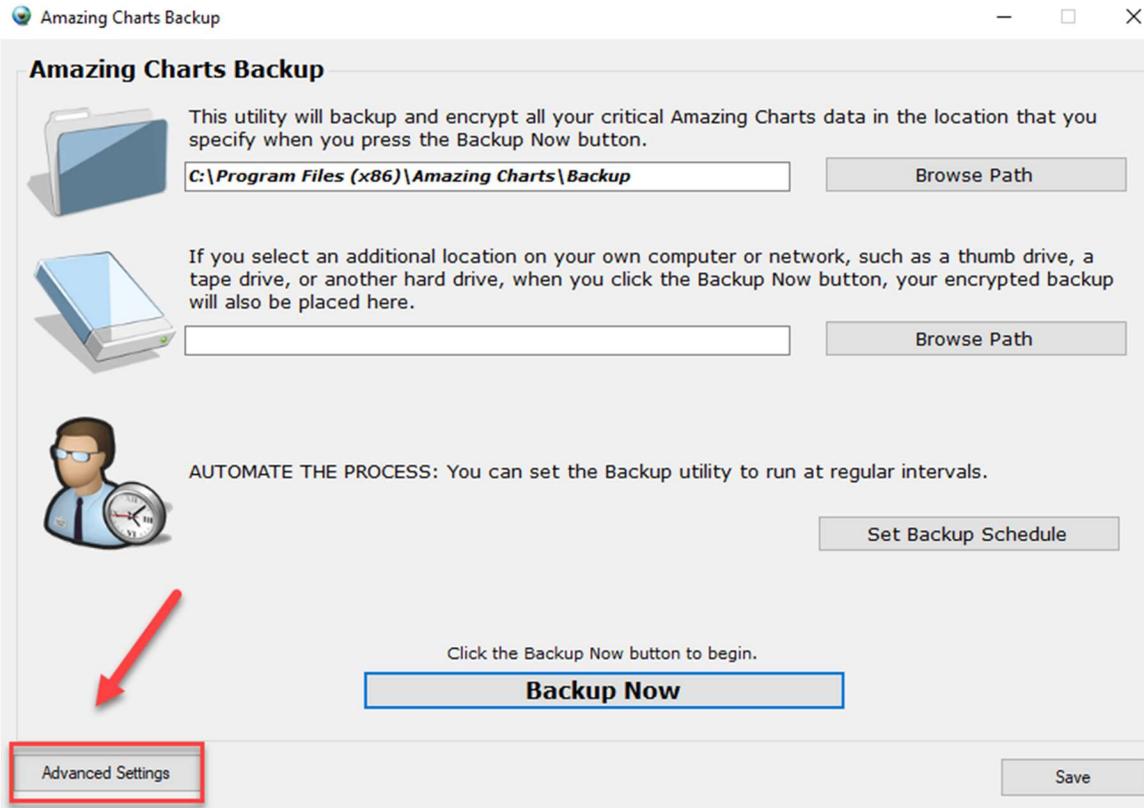
When upgrading Amazing Charts, we recommend completing the upgrade of the computer acting as the Main Amazing Charts main computer before upgrading the local computers. We also recommend being logged in as a Windows Administrator account when preforming the upgrade.

## To start the upgrade:

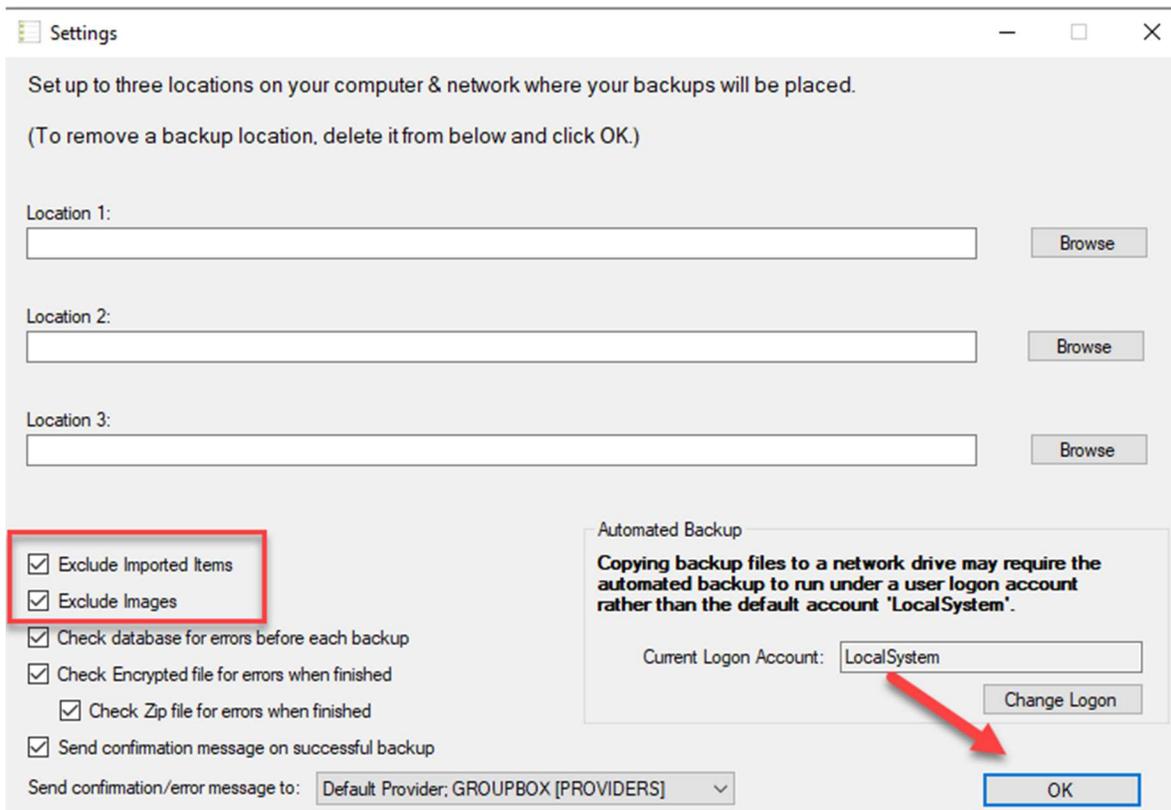
1. On the main computer for Amazing Charts, browse to the Amazing Charts directory and launch the “**Amazing Backup**” utility.



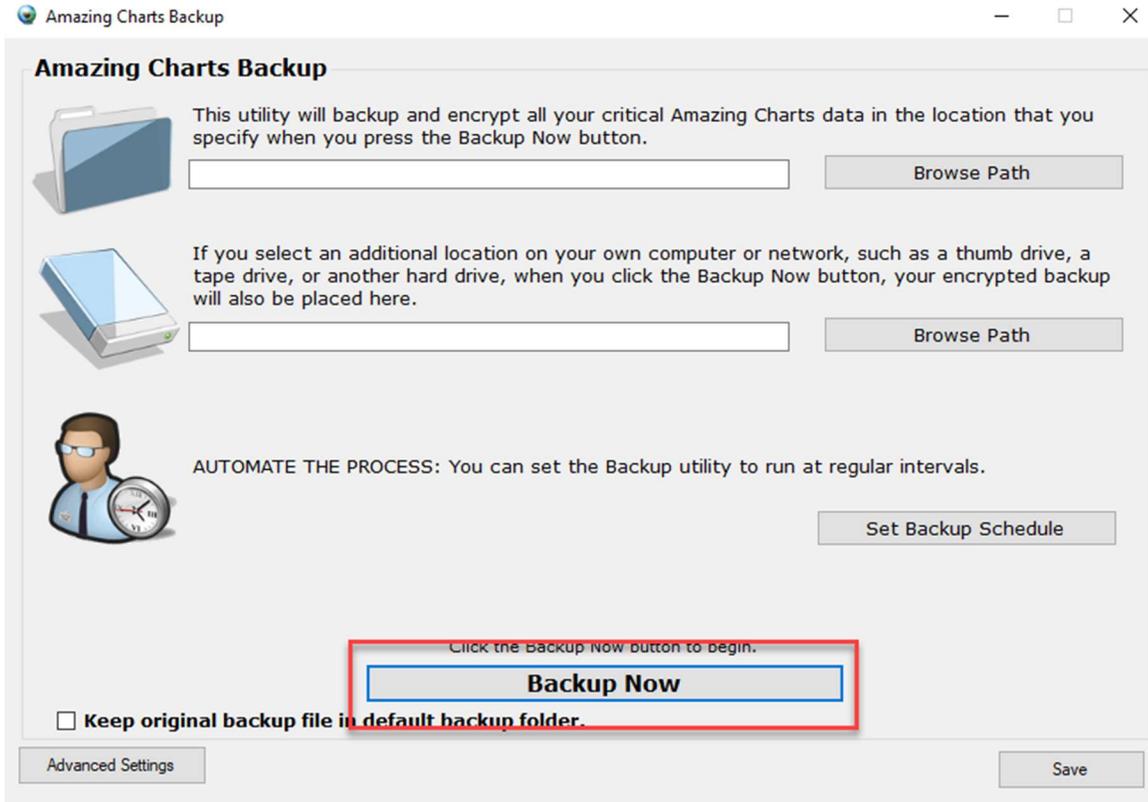
2. Click **“Advanced settings”**.



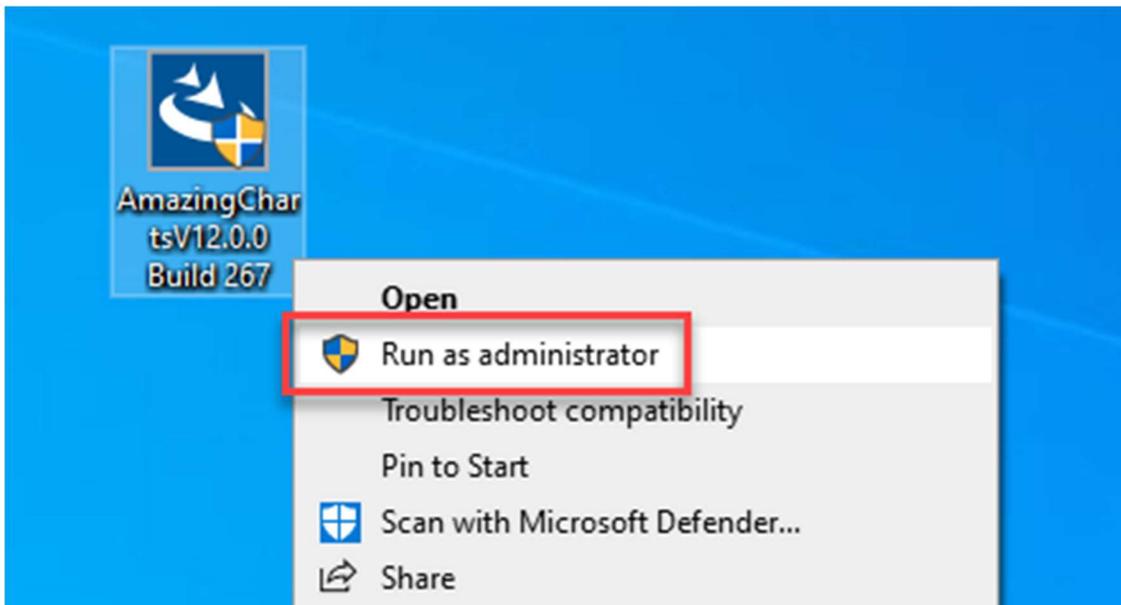
3. Check the boxes to **“Exclude Imported Items”** and **“Exclude Images”** then click **“OK”**



- Click **“Backup Now”** to start the backup. This may take some time. Once complete, you will be given a confirmation message, and the backup program will close.



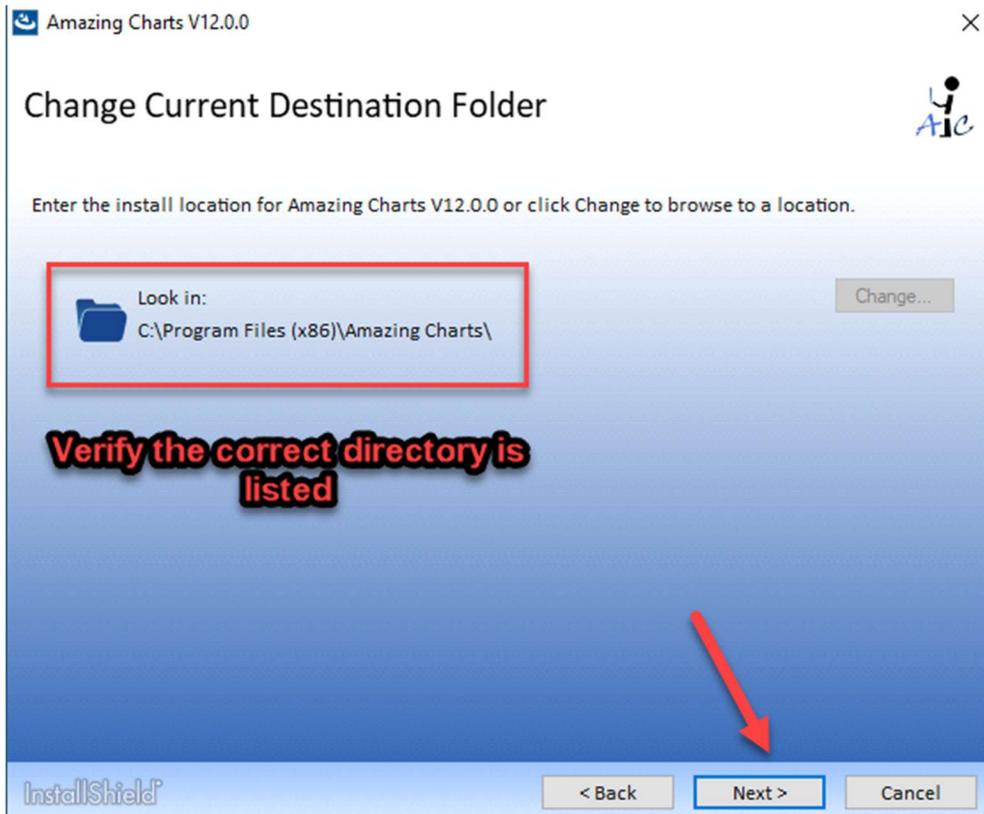
- Browse to your Amazing Charts backup location, and verify the backup is accessible. A completed backup of Amazing Charts will have a “. ENC” file extension.
- Download the installer for version 12 of Amazing Charts on the desktop. Right click the installer and select **“Run as an administrator”**.



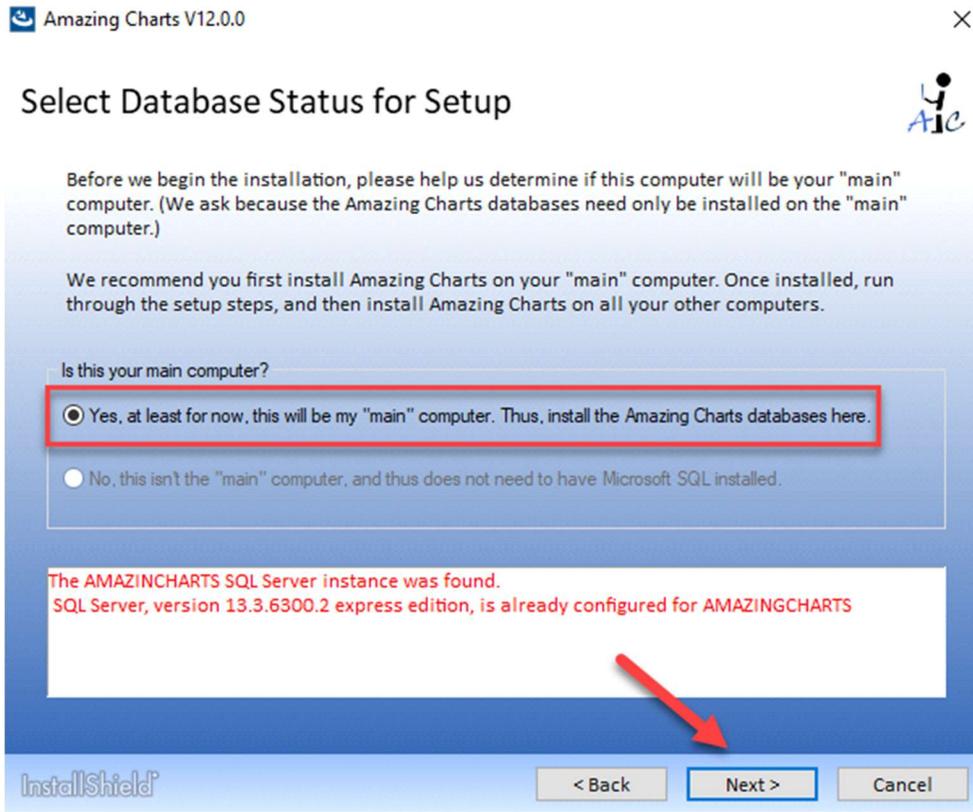
7. Ensure your Anti-Virus software is disabled by clicking “Yes”. Click “Next” once verified.



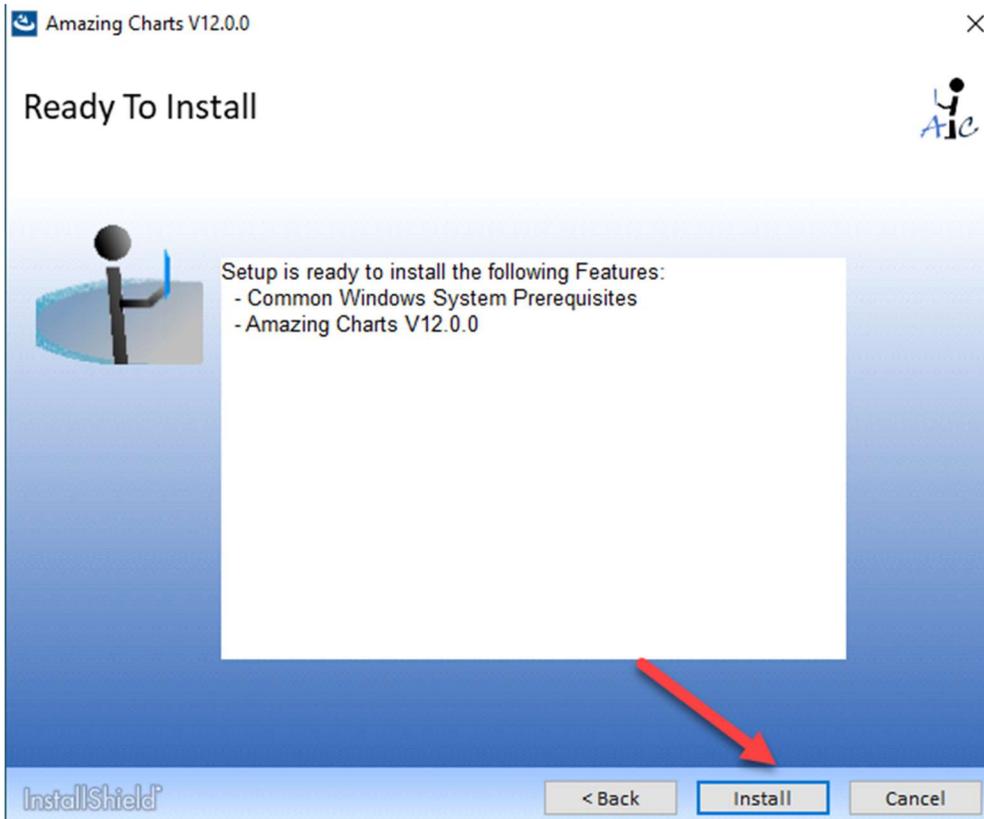
8. The installer will auto detect the directory that its installed in. Verify this location is correct and click “Next”.



9. The installer will detect that the PC is the main computer for Amazing Charts. Click **“Next”**.

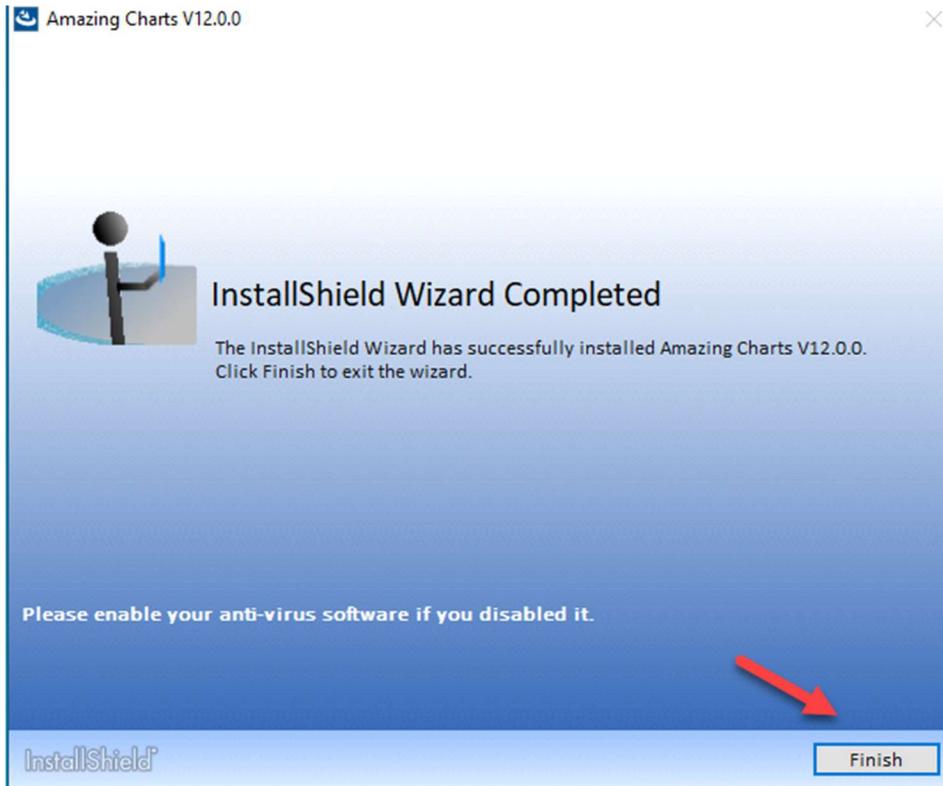


10. Click **“Install”** to start the upgrade.

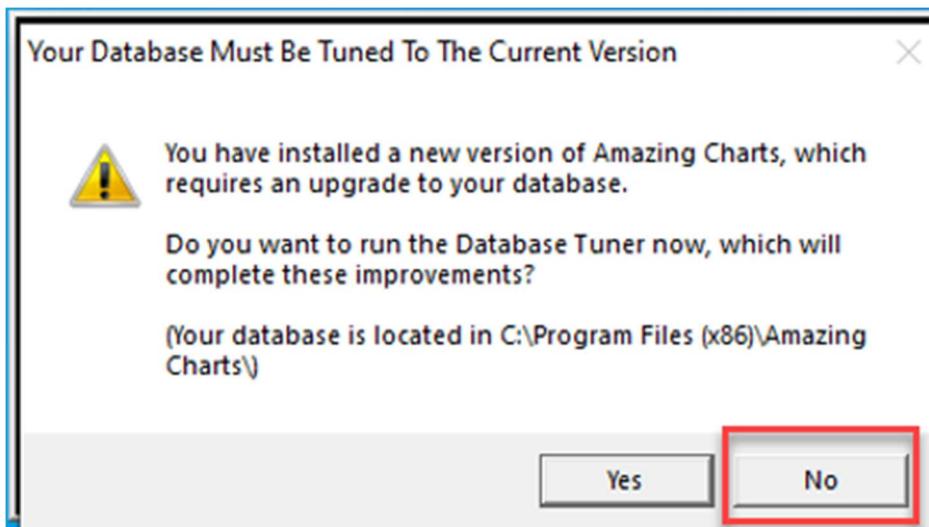


**NOTE: During the install process, the installer may detect that your PC requires a reboot, if this occurs, reboot the computer then log back into your Windows account where the installer will automatically continue**

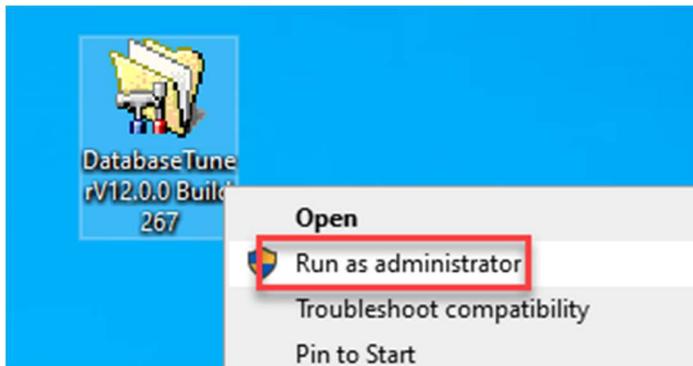
11. Once complete, click “Finish”.



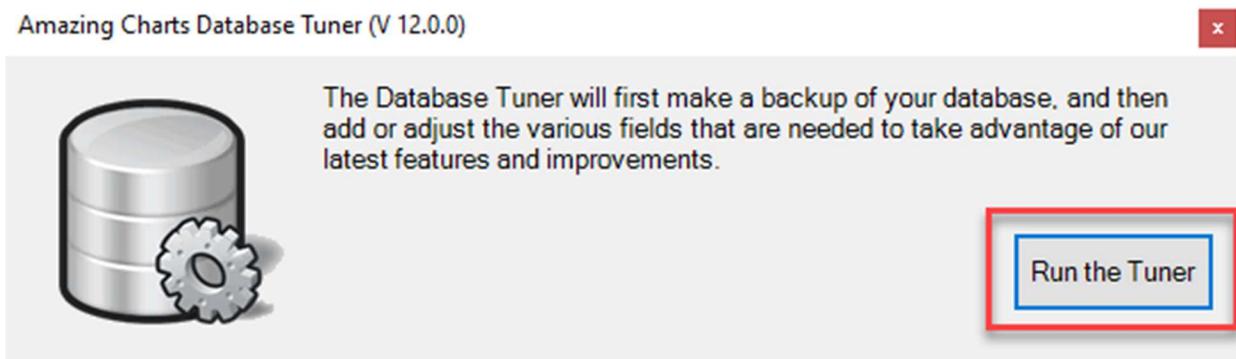
12. Run Amazing Charts as an administrator, and you will be prompted to run the database tuner. After an upgrade, the database tuner needs to be run only once and only on the main computer. Click “No” as we will run the tuner manually.



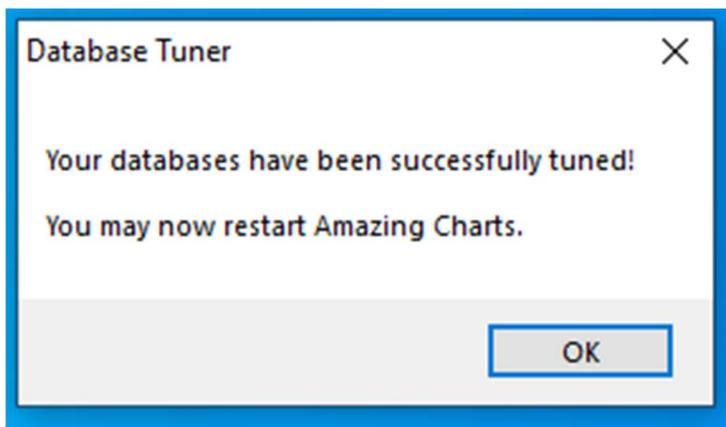
13. Download the version of database tuner for the version you are upgrading to and copy it to the desktop. Right click the tuner and select “**Run as administrator**”.



14. Click “**Run the Tuner**”. This may take some time.



15. Once complete, click “**OK**”.



16. Reboot the computer and log into your Windows account. Launch Amazing Charts like you normally would and verify the program loads to the log on screen with no errors. The Upgrade of the Main computer for Amazing Charts is now complete. You can re-enable your anti-virus software if required.

17. Any local computer running Amazing Charts will need to be upgraded to the same version. The process will be the same as listed above except when prompted, select **"No, this isn't the "main" computer"**. You do not need to run the database tuner on the local computers.



18. Once the upgrade of the local computers is complete, launch Amazing Charts like you normally would and verify the program loads to the log on screen with no errors. You can then log in as normal.

**If you run into any issues during the upgrade process at any point, please contact our support team at (866)-382-5932 or [Techsupport@AmazingCharts.com](mailto:Techsupport@AmazingCharts.com) and one of our support technicians will be able to assist.**