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[www.evoerp.com](http://www.evoerp.com)

## Installation Instructions DBA Classic & Evo-ERP 2024.2 Update

**What's new in this version:** Go to <http://www.istechsupport.com/2024.2/index.html> to see a detailed description of program changes in this version. If you are an outside IT consultant installing the update, make sure the users of the program have that link.

**What version am I on:** Load DBA Classic or Evo-ERP and go to Help - About to determine the current version. If you are updating from a version older than August 2012, download additional instructions from <http://www.istechsupport.com/updinst2.pdf>. If you have a DBA Classic version older than 2002.4, you must first update to DBA Classic 2002.4 or 2004.1 before installing this update.

**Complete update installation:** These instructions apply to DBA Classic and Evo-ERP users whether or not previous IS Tech updates have been installed. This update includes all prior IS Tech updates.

1. Make a complete backup of the DBAMFG or EVOERP directory (as applicable) and all subdirectories and get all users out of the system. Make sure all files in the DBAMFG or EVOERP folder are closed. You can stop and restart the Pervasive service and use Administrative Tools – Computer Management – Shared Folders – Open files to close any non-Pervasive open files or simply restart the server. If you have installed the Evo Service to run scheduled tasks you need to manually stop the service. If you are running the update on the server, the service will be restarted automatically. If you are running the update from a workstation, you will have to go to the server and restart the Evo Service.
2. Download the update from [login.istechsupport.com](http://login.istechsupport.com) Unzip to a **temporary folder** and double click on ISTECHSETUP.EXE. Accept the license agreement and install to the application folder. The update will run faster if run on the server directly rather than across a network. If you have a mapped drive to the application folder, you can not install to the mapped drive but rather need to use the full server path to the shared folder because the installer will not load to the root of a drive letter.
3. Load Evo-ERP **or** DBA Classic and in each company, go to System Manager, UT-A and run EVOUTIL. **This is not an optional step.**
4. Go to SD-Q and review any new default settings to determine what controls should be enabled or disabled.
5. If you use Evo-ERP you need to log in as **ADMIN** once to rebuild the menu. Once ADMIN has logged in once, any users designated as "A" Admin equivalent in PS-A that do not have a personal menu in PS-G will have updated menus. To load the newer versions of programs for other users, in PS-G there is an "Update to Latest Prg" button. You can either select a user to edit, then press the button to update only that user, or press the button before selecting any user to edit to update all user menus.

## Troubleshooting – 2024.2 Update

If you encounter errors either during the update process or after the update is installed, following are likely causes and solutions. Please attempt the suggested solutions before contacting us. And remember, so long as you followed Step 1 of the instructions, everything is safely backed up.

### During the update process:

**“You must enter a full path with drive letter”** The install program will not accept a path that is simply the root of a drive letter, so if you have a drive map directly to the DBAMFG or EVOERP folder, you must enter the full UNC path such as \\server\c\dbamfg rather than the mapped drive.

**“Application Crash”** For Windows 2008 or newer Server or Windows 7 or 8 or 10, you may need to add EVOERP.EXE to the allowed programs in the DEP (Data Execution Prevention) or disable DEP while the installation is performed.

**“An error occurred during the move data process -115”** Files that are being replaced are open, there are probably users in the system. If you get this message you need to start over at step 2. You may have to reboot the server to clear hung files if you get this after you are positive that all users have logged out. If you have the EvoService installed for running scheduled tasks you must manually stop it.

**“There are users logged into the system. Please get everybody out before running this update”** If you get this message you need to start over at step 2. You may have to reboot the server to clear hung files if you get this after you are positive that all users have logged out.

**“Key files cannot be found in this folder...”** If you get this message you have installed to the wrong directory. Verify the path to the application folder and start again at step 2.

**“The file you are trying to create already exists...”** The files being created by the update process are new files and do not yet contain any data. You should not get this message but if you do, click OK and allow the process to continue.

**“Btrieve Error 11”** on any file indicates that a company exists in the data dictionary that was improperly deleted by deleting the folder rather than using the appropriate program within the system. If you start getting this error, you will get it hundreds of times if it is checking for every file name in the deleted company. Create the folder it is looking for so the missing files can be created, then when the process is complete, use UT-I to delete the company properly.

**“Btrieve Error 46”** on any file, most likely OLDLOC.B – You have upgraded to Pervasive 9 or later and have files still in the old Btrieve 5.1 format. Use the Pervasive Rebuild Utility to rebuild the file named as well as the 10 files in the DBAMFG folder with a “B” extension and a name beginning with “FILE” such as FILEDICT.B and FILELOC.B

**“Btrieve Error 5”** during the EvoUtil DDF file generation can be ignored. Click OK and the program will continue.

### Using the system after the update has been installed:

**“A record was not found in FILELOC for...”** If you get any message starting with this phrase in either DBA Classic or Evo, the UPDATE portion of the process did not complete properly. Reapply steps 2, 3 and 4 of the above instructions. If you have already done this more than once, click the “Force Update” on the screen in Step 4 and select the file giving the error. It will take much longer to run.

**“Invalid Pointer Operation”** If you get this message when exiting a screen in either DBA Classic or Evo, the UPDATE portion of the process did not complete properly. Reapply steps 2, 3 and 4 of the above instructions. If you have already done this more than once, click the “Force Update” on the screen in Step 4. It will take much longer to run.

**“Error opening file... -12”** If you get any message ending with -12, the file does not exist but the Data Dictionary does recognize that it should. Check your backup – if the file exists there, recover it. If not, then it is a new file that should have been created by the update. UT-A, program DBAIF in DBA Classic or TAS-E in Evo and enter the file name to create an empty copy.

**“Updating to newer Runtime. Please restart Evo”** If you get this message repeatedly on a workstation, manually copy the EVOERP.EXE and TP7RUNTIME.EXE from the server folder to the local ISTS folder.