# Sounds Virtual Inc.

## CAN-8 VirtuaLab
## Server Update Procedure for Existing CAN-8 Systems

This technical note contains information on how to perform a successful upgrade of an existing, functional CAN-8 VirtuaLab system. Prior to proceeding, ensure that no network users, or local programs, are running CAN-8.

These files will not run on a system that is not under a valid maintenance contract. If your contract has expired and you wish to renew it, contact support@can8.com. To verify your Maintenance status, sign in as MASTER and select HELP > ABOUT.  The site's maintenance status is indicated at the bottom of that window. This version will not work on your system if the maintenance status shows 0 or a negative number.

## PROCEDURE:

Create a new directory on the server machine. Place the svr20220722.zip file in that directory and decompress it. The files necessary for the server update are located in the SERVER folder of that distribution.

## UPDATING THE SERVER MACHINE:

> **NOTE:**
> **The CAN-8 service must be stopped on the server machine.**

- Locate the existing CAN-8 server folder (The default location is C:\SVSYS)
- Create a backup directory (C:\CAN8BACK)
- Place a copy of all existing NT*.EXE files for the CAN-8 system in that folder
- Replace the existing C:\SVSYS\ nt*.exe files with the ones from the new "SERVER" folder
- If you have received a new license file or have delayed your license installation until this server update, replace your existing C:\SVSYS\ID\license.dat file by this new one.

**This concludes the update, please run the following test to verify it was successful.**

## Installation test:

1) If you have replaced your license file, run the SVSYS\ntcheck.exe

   o A "Check passed window with two matching numbers for the authorization device and the license means the installation is correct. Proceed with step 2 below.
   o A "Check failed" window with 2 different numbers means the installation was not successful. Please redo the steps above or contact us for assistance.

2) Run the NTSERVE.exe on the server machine or start the CAN-8 service
3) Run the SVMGR.exe on the client machine. Check the date on the client's login screen. It should show 2022 07 22
4) Connect with the MASTER ID
5) Under HELP > ABOUT in the top menu, verify the build date of the server file (ntserve.exe). It should show 2022 07 22. If you updated your license file, verify that the number of days shown under "remaining days for the maintenance" matches the end date of your maintenance agreement.
6) If the date is correct, the update is done. Delete the CAN8BACK folder created before. Only keep a copy of the latest files provided in this distribution.

Any question or concern regarding this procedure or the update itself should be addressed to: Carole Enriquez – cenriquez@can8.com  - Tel: 416 968 7155 # 502.