

Update Issue - The program and/or data are not the correct version for this data directory

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Update Issue - The program and/or data are not the correct version for this data directory

Issue: During the update process (will happen in both Phase1 and Phase2) you get a message saying “The program and/or data are not the correct version for this data directory”

Notes: The ProfitMaker software updates must be installed in a specific order as they are not inclusive updates. Each update modifies the database files and program files that changed only during that update period.

Resolution: Verify the version of the data and the programs that they were running prior to attempting the update.

- If this issue happens during Phase1, check the PHASE1.TXT file in all data directories for the last version installed. Once you determine the version of data that is to be updated, run the correct update to update the data to the next version (ie. The data **MUST** be on version 9.1x or higher before installing the 9.20.00 update. If the data is version 9.00.00, then the 9.10.00 update **MUST** be run prior to installing the 9.20.00 update).
- If this issue happens during the Phase1, verify that you are running the correct installer. The software must be update to the FULL release update prior to installing a service pack. (ie. The data **MUST** be on version 9.20.00 or 9.20.01 before installing the 9.20.02 service pack. They cannot upgrade from version 9.10.0x to 9.20.02 directly).
- If this issue happens during the Phase2, check the PHASE2.TXT file in the local program directory (normally C:\ASICS\ASIPM\PHASE2.TXT or C:\PROGRAM FILES\ASICS\ASIPM\PHASE2.TXT) for the version of the programs installed on this machine. If the version in the PHASE2.TXT file is not the correct version for the update being attempted,
- ~ If installing a major update (version number matches x.xx.00), the programs **MUST** be within the last major release version (ie. If installing

9.20.00, the programs MUST be 9.10.xx). If the previous MAJOR update is not installed, delete the local program directory (normally C:\ASICS\ASIPM or C:\PROGRAM FILES\ASICS\ASIPM) and run the most recent MAJOR update (and any subsequent patches)

~ If installing a minor update (version number ends with anything but 00 (ie. x.xx.02)), the programs MUST be within the CURRENT MAJOR release version (ie. if installing 9.20.02, the programs must be version 9.20.0x). If the current MAJOR update is not installed and the previous MAJOR update version IS installed (see above), run the current MAJOR update then the minor update. If the current MAJOR update is not installed and the previous MAJOR update is NOT installed, delete the local program directory (normally C:\ASICS\ASIPM or C:\PROGRAM FILES\ASICS\ASIPM) and run the most recent MAJOR update (and any subsequent patches).