

PayBiz – Live Update

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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 PayBiz.
- 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.

PayBiz 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**.

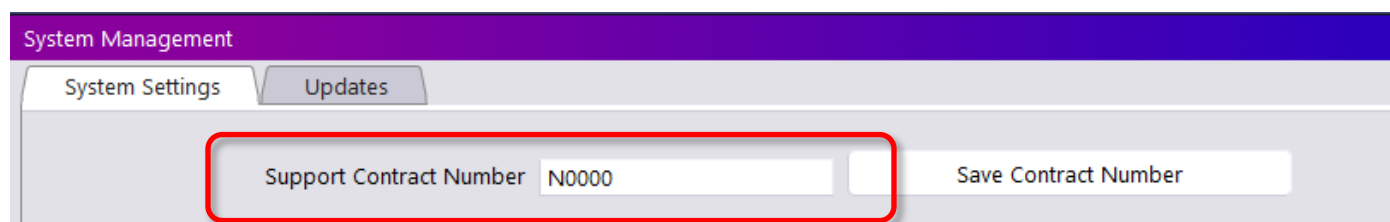


Figure 1: Support Contract Number

2. Click on the Updates tab to display the updates window.
3. Ensure that you have enough free disk space by checking the database size and the disk space free - see below. 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.

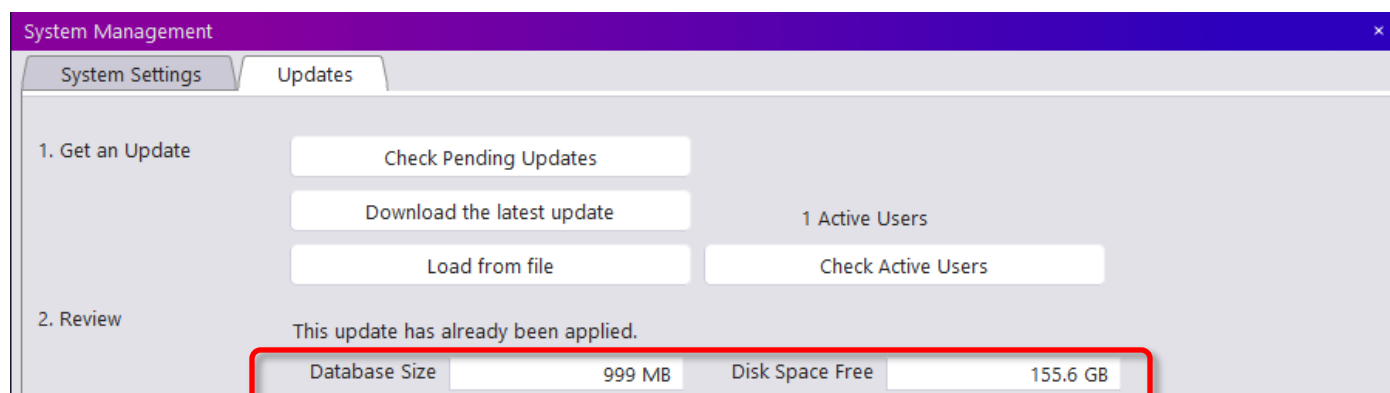


Figure 2: Update tab

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.

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

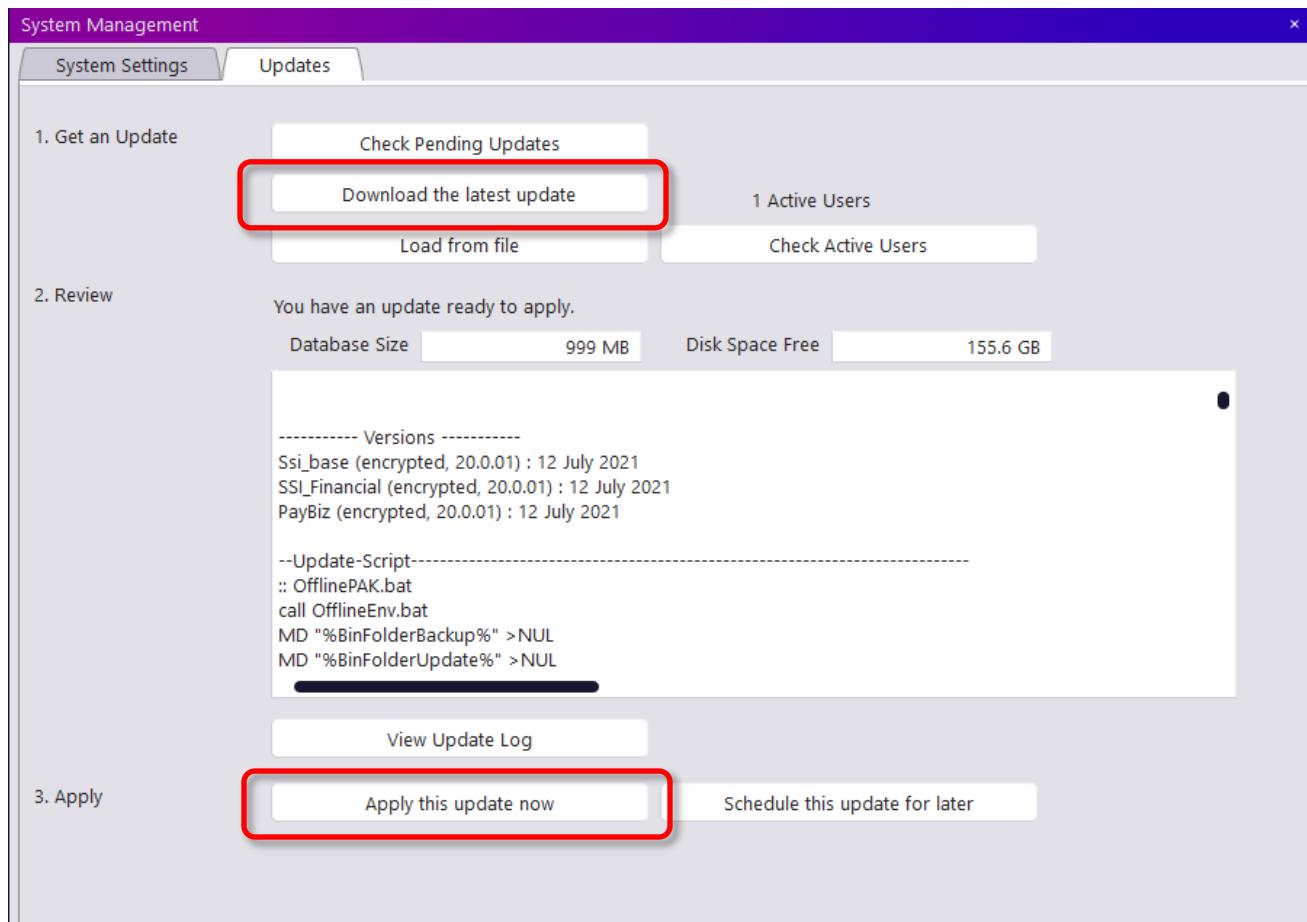
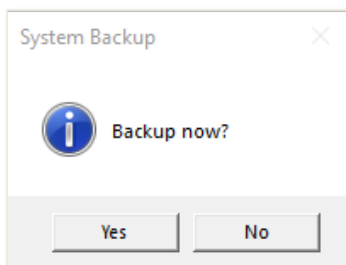


Figure 3: Updates

- 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 Backup Prompt appears:



Click **No**.

If the update starts successfully you may 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 Paybiz is installed on, a message will be displayed when the update is complete.
9. Double click your desktop icon to open PayBiz.
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 PayBiz desktop icon and choose 'Run As Administrator'.

For any other issues please call Shebiz Ltd on:

From New Zealand: 03 445 1345

From Australia +64 3 445 1345 OR

If NOT urgent <mailto:info@shebiz.nz> and we will call you.