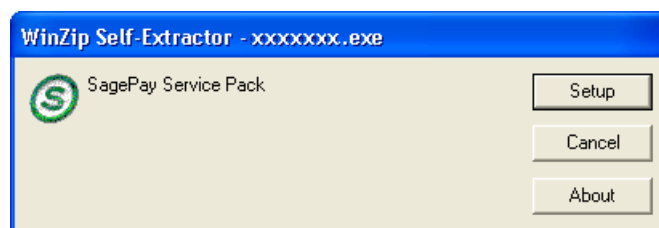


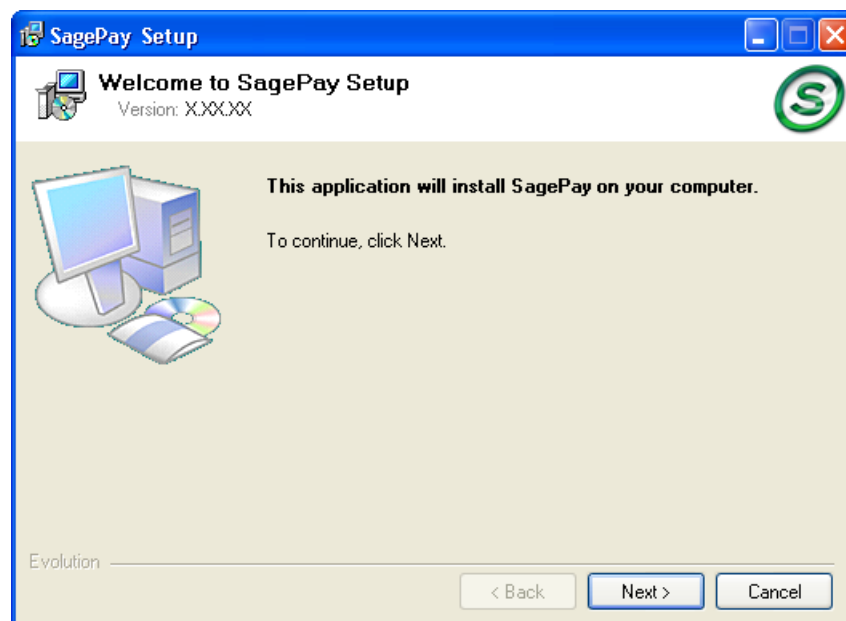
How to Upgrade SagePay

1. Installing the Upgrade

- 1.1 To install the upgrade, you will need to download the upgrade software. This can be done from the link in the email advising you that the upgrade is available. You can also download the software from the Support section of the SagePay website www.sagepay.com.au. For ease of installation, after download, save the executable (.exe) file to your desktop when prompted.
- 1.2 Double click the executable file on your desktop, or in the location where you saved the file.



- 1.3 When prompted, click the **Setup** button to start the installation process. Once all files have been extracted the SagePay wizard will begin automatically.
- 1.4 Check you are installing the current **Version** (refer to the current Confirm Version FAQ for the correct **Version Number**).



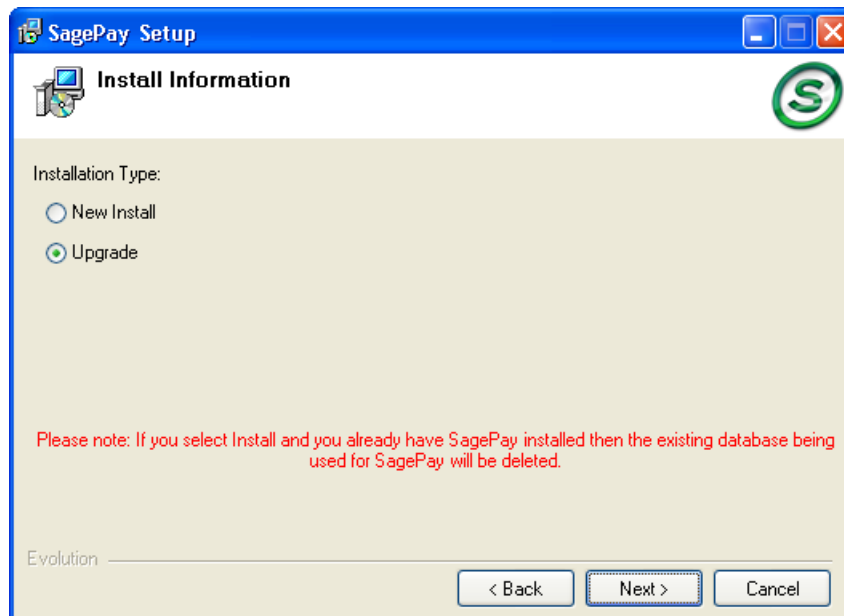
Click **Next** to continue.

- 1.5 Read the End User License Agreement.



Select the **I AGREE** radio button, and click **Next** to continue.

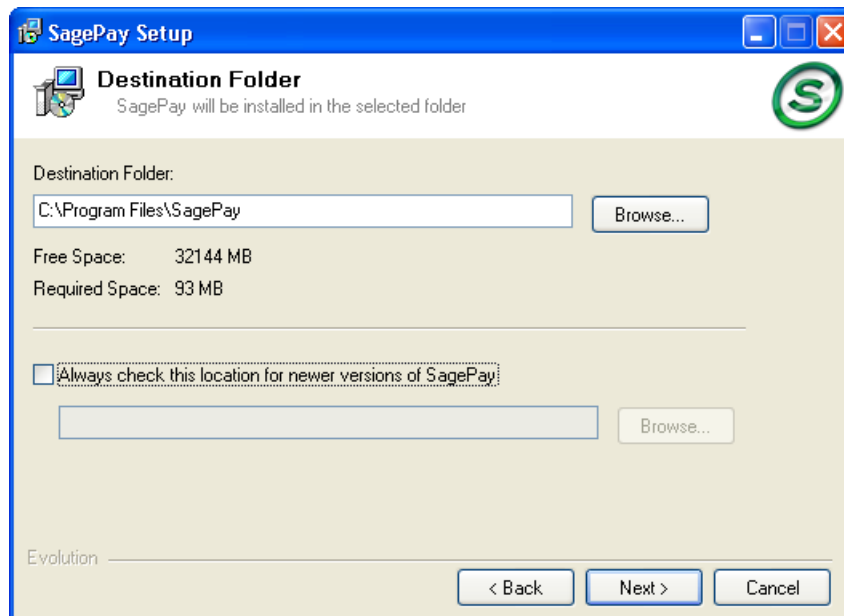
1.6 Select the **Upgrade** radio button.



If you select New Install and you already have SagePay installed, your existing databases will be deleted.

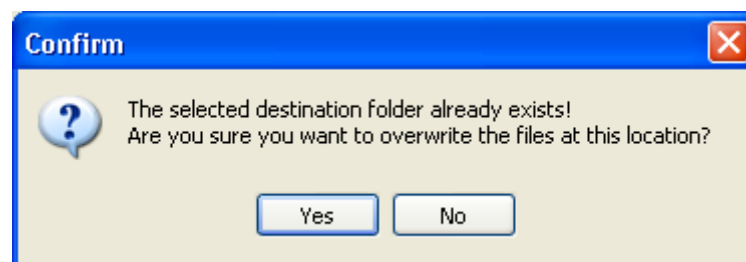
Click **Next** to continue.

- 1.7 The Destination Folder will display the SagePay installation folder name. The Destination Folder should not be changed as this release is not a full installation and it will attempt to **update** your existing version of SagePay. If the destination is changed the setup wizard will not be able to locate the existing files and will not allow the install to proceed. Ensure the option **Always check this location for newer versions of SagePay** is NOT ticked.



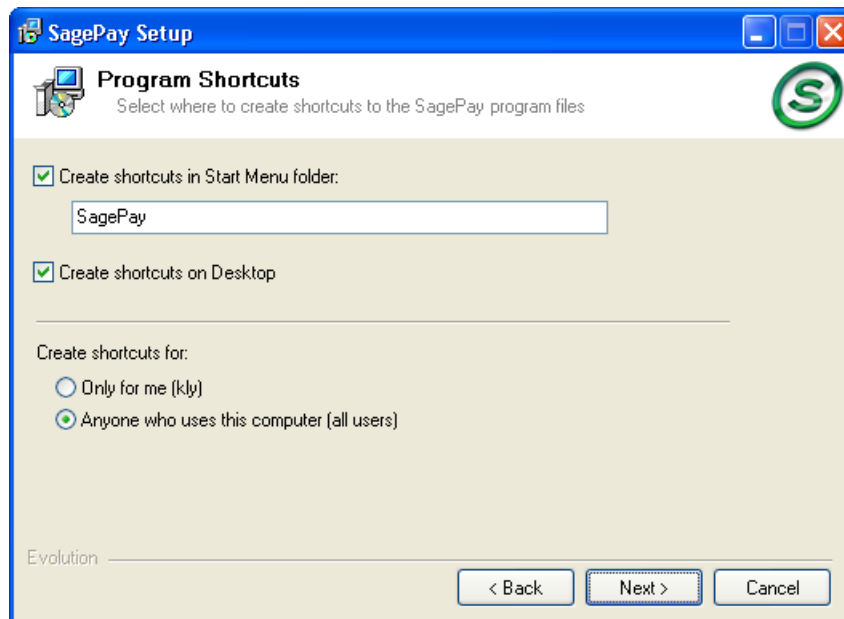
Click **Next** to continue.

- 1.8 For all upgrades, you will be asked to overwrite the existing destination folder.



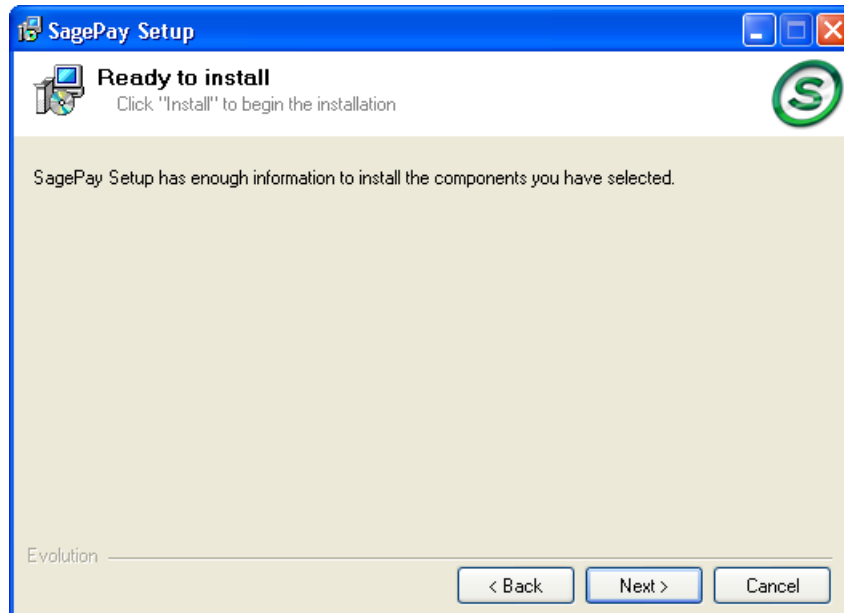
Click **Yes** to continue.

- 1.9 The Program Shortcuts will default to those used during the last install process. You can modify these options if required.



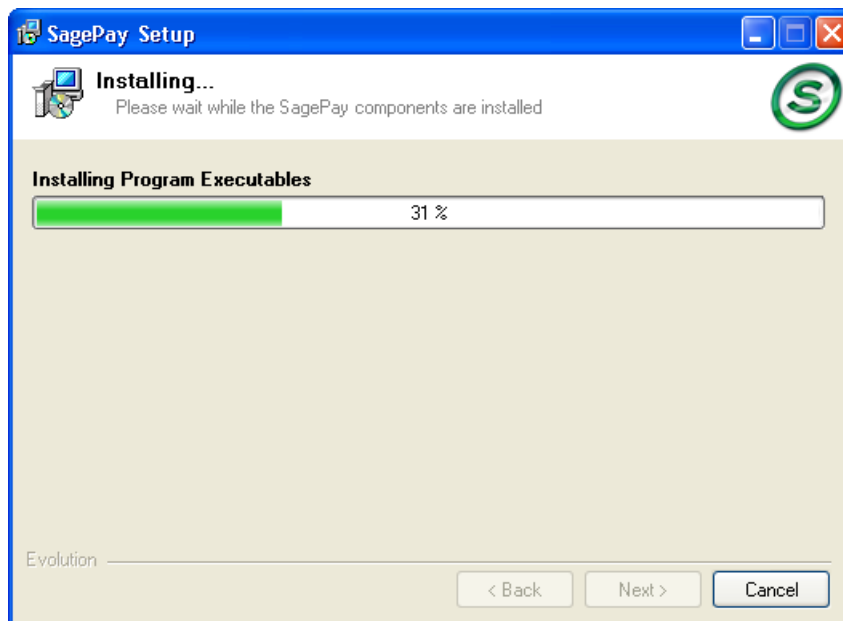
Click **Next** to continue.

- 1.10 SagePay is now ready to install.

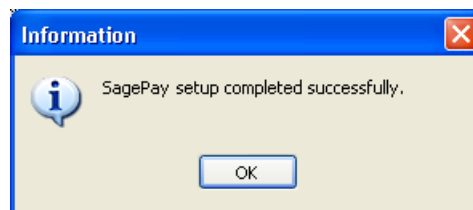


Click **Next** to continue.

- 1.11 The progress is displayed as the selected SagePay components are installed.



1.12 At the end of the installation the following message is displayed.



Click **OK** to exit and complete the install process.


1.13 Once you have completed the update, the **.exe** file should be stored in a safe place.

YOU MUST NOW UPGRADE YOUR COMPANY DATABASE(S) AND COMMON DATABASE.

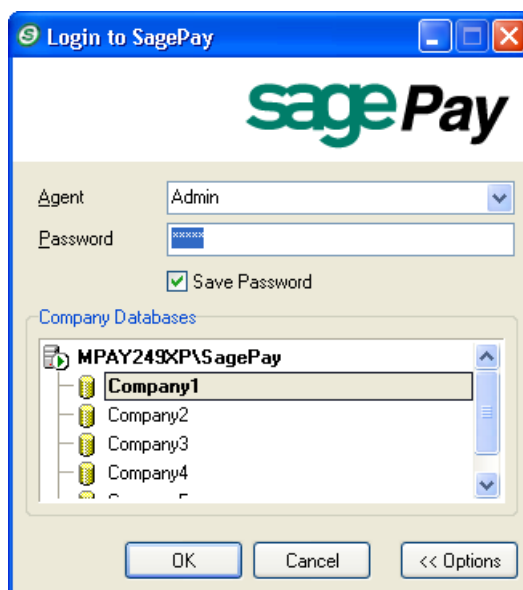
See the following pages to upgrade your Company Database(s) and Common Database.

2. Upgrading you Company Databases and Common Database

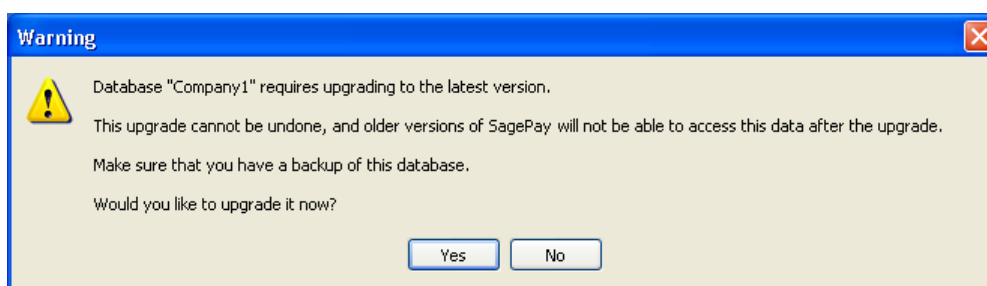
Your Company Databases and the SagePay Common database need to be upgraded before you can use SagePay to process a payrun.

| | |
|---|---|
|  | <p>If you have multiple Companies, you must repeat the Database upgrade for each Company.</p> <p>If you have multiple Companies, the SagePay Common database is only upgraded once.</p> |
|---|---|

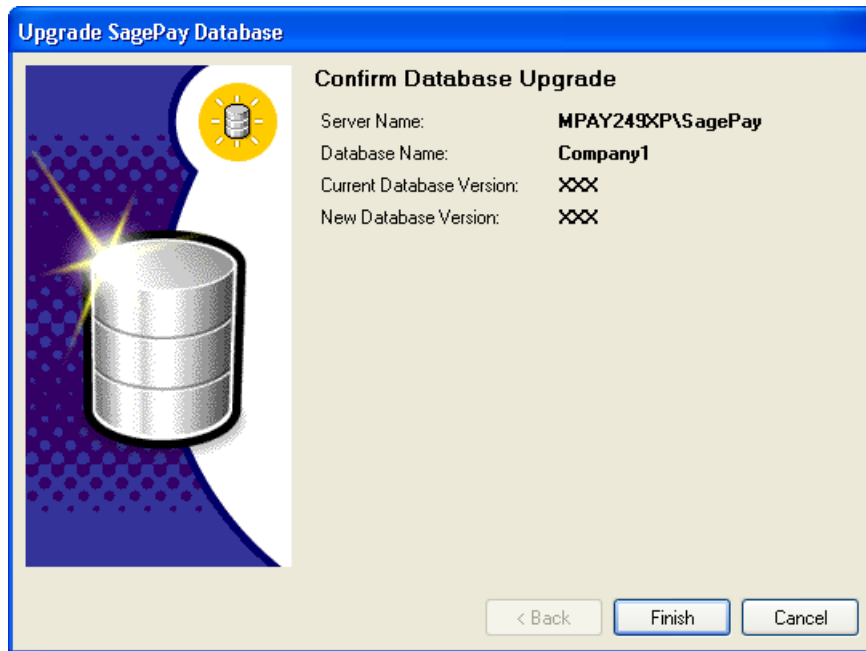
To upgrade your Company Databases and Common Database:



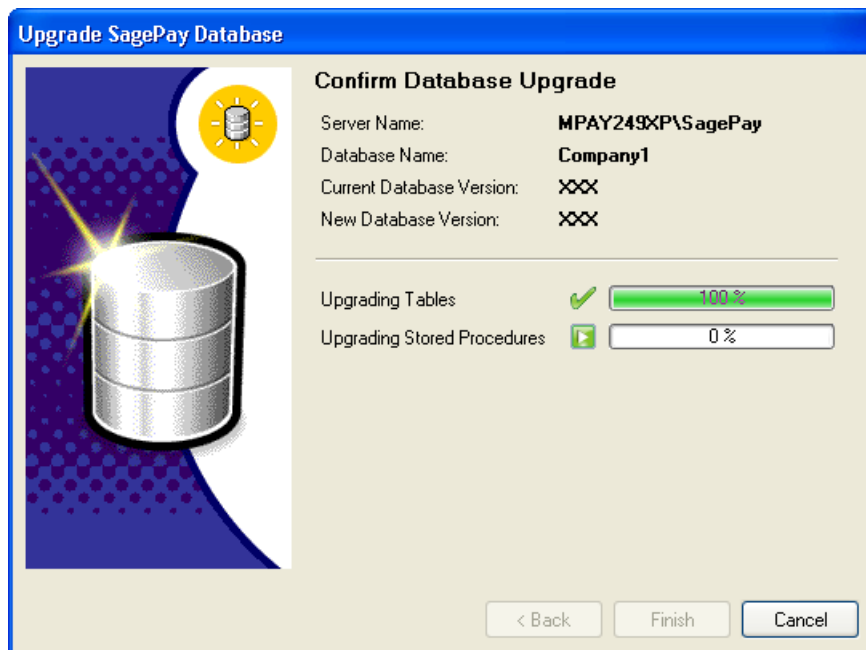
2.1 Login to SagePay.



2.2 Click **Yes** to start the upgrade of your Company database.

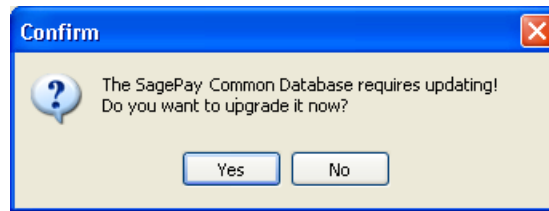


2.3 Click **Finish** to start your Company Database upgrade.

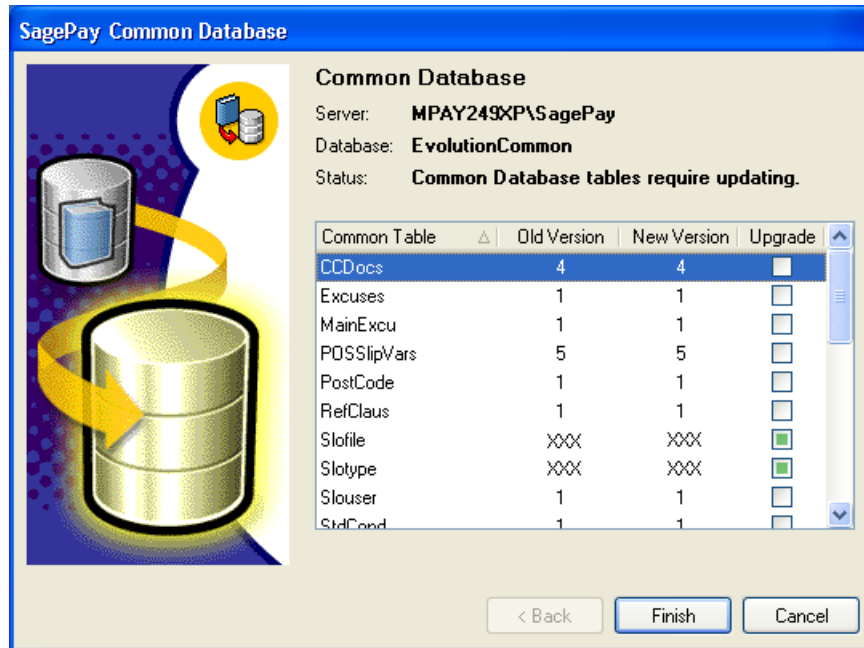


A progress screen is displayed whilst the Company Database is upgraded.

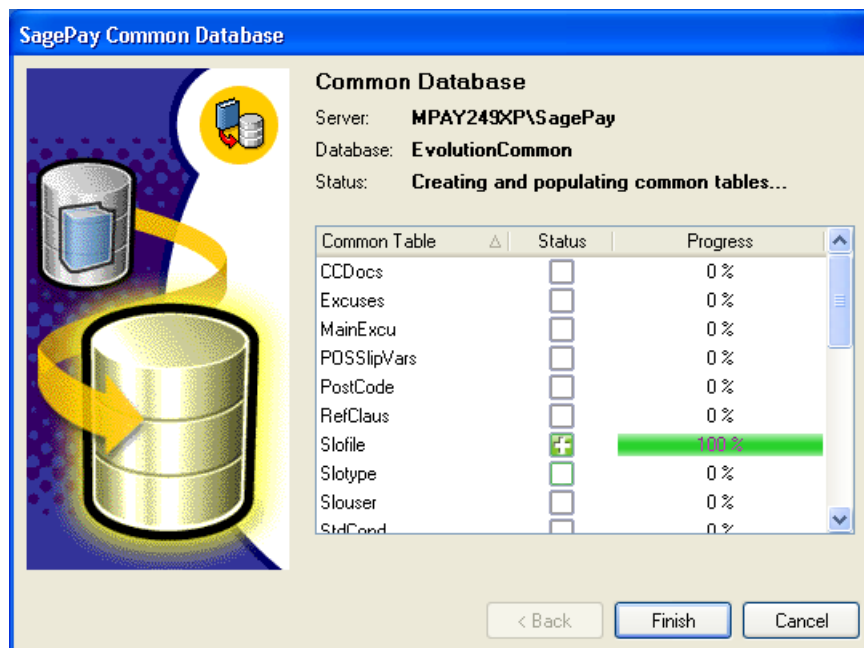
Once the company database upgrade is finished, you will be prompted to upgrade the SagePay Common Database.



2.4 Click Yes.



2.5 Click Finish.



A progress screen is displayed whilst the SagePay Common Database is upgraded.



When the upgrade is finished, the SagePay screen is displayed.

2.6 Go to **Help > About** and confirm the version number.

Refer to the FAQ Confirm Version Number in the support section of the SagePay website for the current version number.

2.7 IF YOU HAVE MULTIPLE COMPANIES, logout of SagePay and repeat steps 2.1 to 2.3 for each Company.

2.8 Take a backup of all upgraded company databases and the SagePay Common Database.

CONGRATULATIONS!

You are now ready to use your upgraded SagePay!