

SysAid™

Upgrade Guide

Thank you for choosing to upgrade to version 7.5 of SysAid! We are proud to offer you many new features in this latest and greatest release of SysAid. For a full list of included features, please see the full [release notes](#).

Upgrading to SysAid version 7.5.XX

1. Verify that you have version 7.0 of SysAid installed. If you have an earlier version of SysAid installed, you must first [upgrade to version 7.0](#), or you will not be able to upgrade to version 7.5. (The instructions for upgrading to version 7.0 are the same as those for upgrading to version 7.5, as detailed below.)

[Patch to upgrade to version 7.0](#)

SysAid IT
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SysAid Upgrades

Current SysAid Version: 7.0 Released on May 24, 2010

If you're using an older version, please use a patch rather than reinstalling a new version of SysAid which will override your database.

Currently available upgrades:

- May 24, 2010 SysAid release 7.0 (For use with version 5.1 and above)
- November 10, 2009 SysAid release 6.5 (For use with version 5.1 and above)
- July 6, 2009 SysAid release 6.0.9 (For use with version 5.1 and above)
- April 20, 2009 SysAid release 6.0 (For use with version 5.1 and above)
- November 25, 2008 SysAid release 5.6 (For use with version 5.1 and above)
- July 16, 2008 SysAid release 5.5.06 (For use with version 5.1 and above)
- June 16, 2008 SysAid release 5.5 (For use with version 5.1 and above)
- January 31st, 2008 SysAid release 5.1 (For use with version 4.5.03 to 5.0.06)
- December 4th, 2007 SysAid release 5.0.06 (For use with versions 4.5.03 to 5.0)
- November 12, 2007 SysAid release 5.0 (For use with versions 4.5.03 to 4.5.08)
- September 24, 2007 - SysAid release 4.5.08 (For use with versions 4.5.03 to 4.5.07)
- May 27, 2007 - SysAid release 4.5.03 (For use with versions 3.0.3 to 4.5.02)
- March 12th, 2007 - Java update for the USA daylight saving time
- January 2nd, 2007 - SysAid release 4.0.9 (For use with versions 3.0.5 to 4.0.8)

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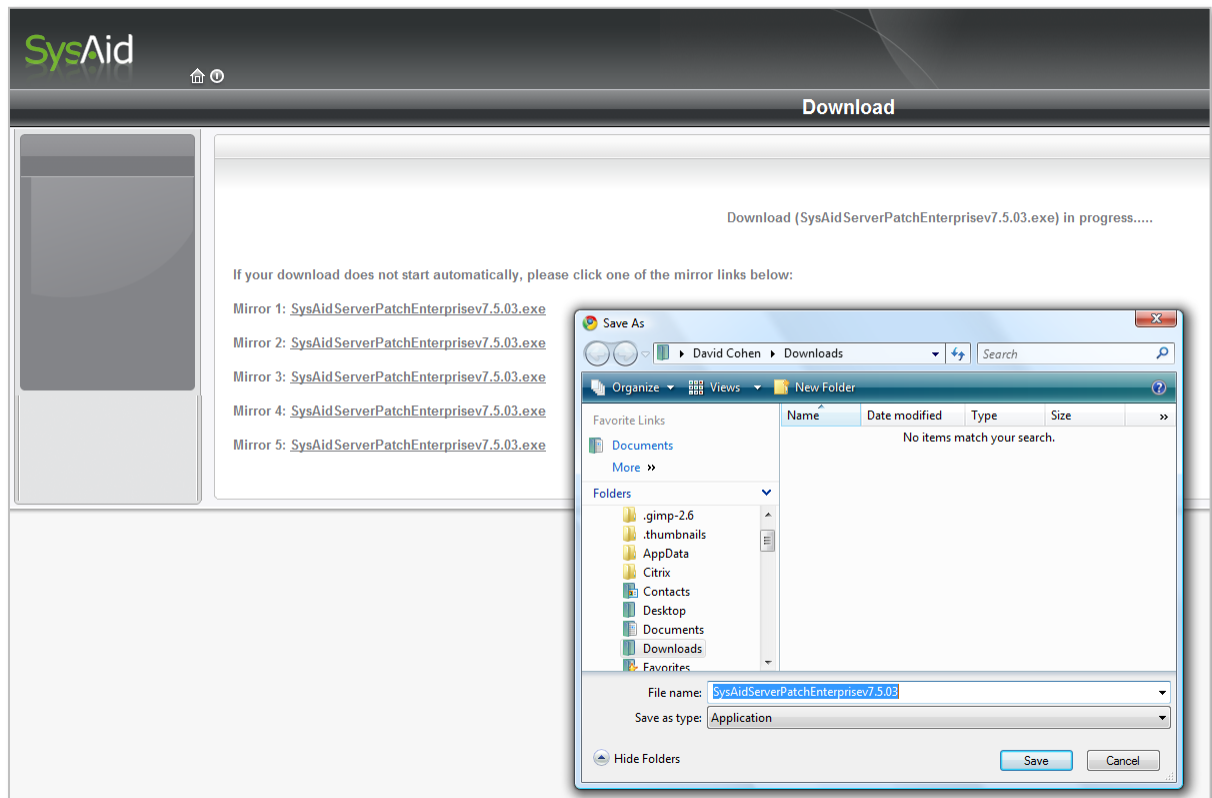
"Got back awesome feedback from our clients. Well done on a great product release!"
Stephan Myburgh, IT Manager, CGCSA

[More Testimonials](#)

2. Download the appropriate version of the SysAid version 7.5 patch file to the computer which hosts the SysAid server. There are four versions of the patch file:
 - a. Upgrade for Pro Edition - Windows
 - b. Upgrade for Free Edition - Windows
 - c. Upgrade for Enterprise Edition - Windows
 - d. Upgrade for all Linux versions

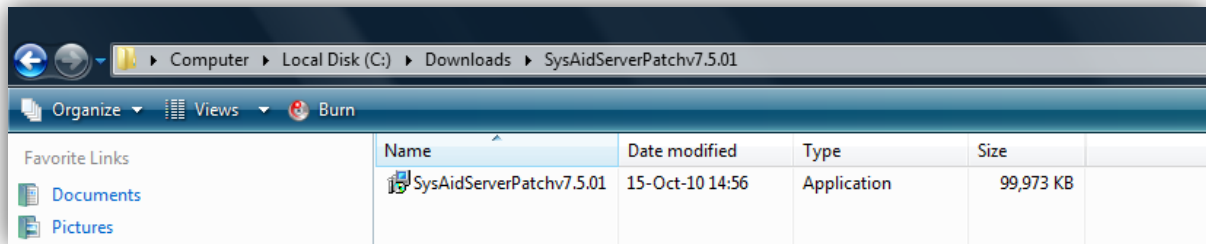
Make sure to remember where you save the download.

Downloading the SysAid 7.5 patch file



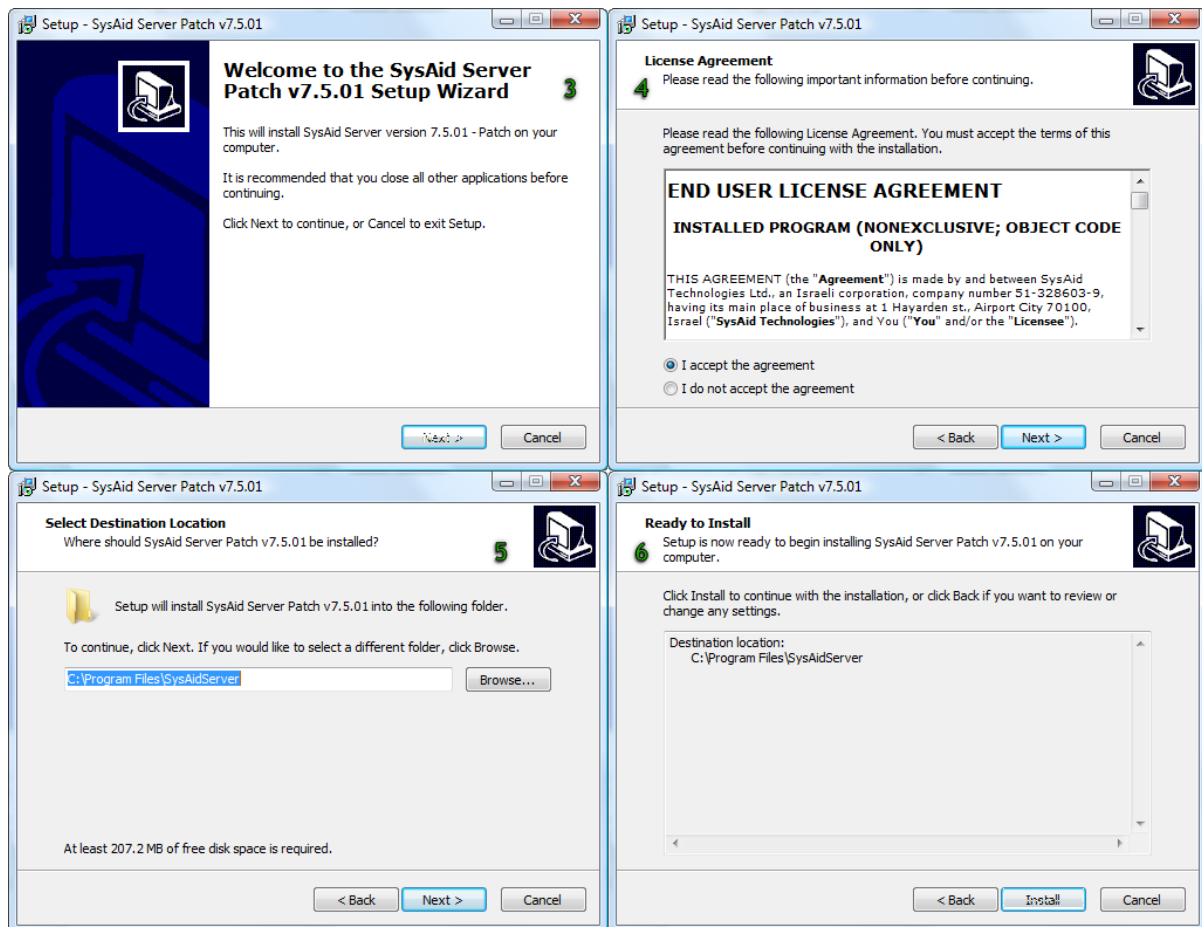
IMPORTANT: To upgrade to SysAid 7.5, you must have a valid **support and maintenance account**. You can check on the status of your support account by trying to [log in to the SysAid helpdesk](#). If you find that your account has expired, please [contact our support team](#).

2. Run the downloaded patch file.

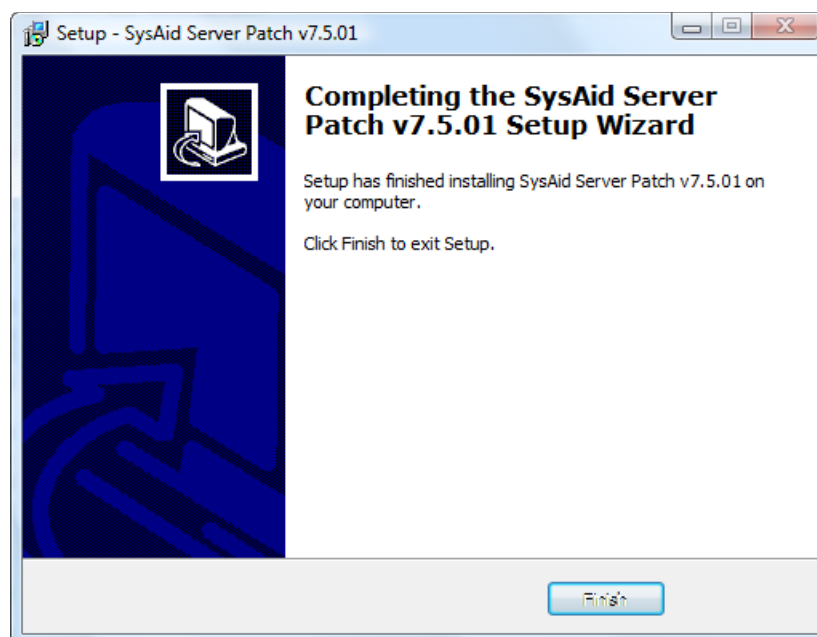


Steps 3 - 6 refer to the picture below.

3. Click **Next >** on the first screen. As suggested, you can close any unnecessary applications to improve performance of the installer.
4. Carefully read the license agreement. Click "I accept the agreement" and then click **Next >**.



5. Select the location of your SysAid server. The default installation location is already selected. Click **Next** >.
6. Confirm that the installation location is correct and click **Install**.
7. Please wait while SysAid is upgraded to version 7.5. You will receive a confirmation message when the upgrade is complete. Click **Finish** to close the installer.



8. If you have questions or issues at any time during installation, please contact our [friendly support team](mailto:helpdesk@sysaid.com) at helpdesk@sysaid.com.

Congratulations! You've successfully upgraded to SysAid version 7.5. You can read about all of the new features in the full [release notes](#), and you can learn how to use these new features by consulting our [online help files](#).

Enjoy **SysAid**!