



Thank you for choosing FIREHOUSE Software! The directions below should give you the steps necessary to update your version of FH to the new FIREHOUSE Software version 7. The instructions below include items for different version scenarios. We ask you to apply the update soon, but when you have a block of uninterrupted time available. The complete update process could require more than 1 hour to finish, depending on several factors.

As you review the instructions below, please remember the FH technical support staff will be available to answer your questions via telephone or email. Technical support hours are from 7am to 7pm central time during the week. Call 800-921-5300, selecting option 2 for support voicemail. Please note in your voicemail message what time you will be available for a return call. Or, you can send an email to: [support@firehousesoftware.com](mailto:support@firehousesoftware.com).

To update to FIREHOUSE Software 7,

Step 1, you need to know which version of FH is running. Login to FH and proceed to the **Help** menu, *About FIREHOUSE Software*. A field for the *Full Version Number* will be displayed on the **License** tab. The version will be in the #.#.#.# format.

Step 2, please create a backup of the FH database components. To create a backup of the FH database: The backup should be run outside of FH, with everyone logged off. Access the backup utility from the Windows **Start** menu, select **Programs** option → **FIREHOUSE Software** → **FIREHOUSE Software Backup Utility**. The backup utility will request a user name and password. Enter a valid administrator user name and password then press **OK**. Check the necessary components to back up (at minimum, select *Database* and *System Data*). Check *Verify backup upon completion* to scan the completed backup file for errors. Check *Auto-generate file name* to automatically name the backup file, or uncheck the field and specify a destination and file name for the backup file. Press **OK** to create the backup file.

Step 3,

**If you are running the 5.0.5# version**, you will need to apply the FH 5 Pre-Update before attempting an update. The pre-update utility should be on a floppy disk (available from FH Technical Support if not shipped to you). Insert the FH 5 Pre-Update diskette. From the Windows **Start** menu, select the **Run...** option. Type "A:\preupdate.exe" (where "A" is the diskette drive). Press **OK**. Follow the installation prompts through to completion. The process can take some time, depending on your computer configuration.

You are ready to insert the 5.1.24 CD into your CD/DVD drive. Select '**Install the FIREHOUSE Software Evaluation or Update an Existing 5.x Installation**' from the installation menu. Follow the prompts given to you as the program is installed and databases are updated. Select **Exit** when the update is completed and you have returned to the installation menu.

Login to FIREHOUSE Software to confirm the update was successful and your data is viewable. You are ready to continue updating. Return to Step 2 to create a new backup. Then move to the section "*If you are running a version between 5.1.24 and 5.4.89*" of Step 3.

**If you are running the 5.0.8# version**, you will need to run the *FH Database Tools* first. The instructions for the different versions of database tools are provided on the next page. When the database tools are complete, insert the FH 5.1.24 CD into your CD/DVD drive. Select '**Install the FIREHOUSE Software Evaluation or Update an Existing 5.x Installation**' from the installation menu. Follow the prompts given to you as the program and databases are updated. Select **Exit** when the update is completed and you have returned to the installation menu.

Login to FIREHOUSE Software to confirm the update was successful and your data is viewable. You are ready to continue updating. Return to Step 2 to create a new backup. Then move to the section "*If you are running a version between 5.1.24 and 5.4.89*" of Step 3.

**If you are running a version between 5.1.24 and 5.4.89**, you will need to run the *FH Database Tools* first. The instructions for the different versions of database tools are provided on the next page. When the database tools are complete, insert the FH 5.5.10 CD into your CD/DVD drive. Select '**Install the FIREHOUSE Software Evaluation or Update an Existing 5.x Installation**' from the installation menu. Follow the prompts given to you as the program and databases are updated. Select **Exit** when the update is completed and you have returned to the installation menu.

Login to FIREHOUSE Software to confirm the update was successful and your data is viewable. You are ready to continue updating. Return to Step 2 to create a new backup. Then continue to the section "*If you are running a version between 5.4.98 and 5.5.10*" of Step 3.

**If you are running a version between 5.4.98 and 5.5.10**, you have no additional special instructions. Review the *Update Guide to Version 6* booklet to update to FH version 6 (booklet available at <http://www.firehousesoftware.com/sup/manuals.php>). When the version 6 update is



completed, login with your user name and password to verify the data updated. Now, you are ready to conclude the process with the update to version 7. Review the *Update Guide to Version 7* booklet to apply the update for FH version 7 (booklet available at [www.firehousesoftware.com/sup/manuals.php](http://www.firehousesoftware.com/sup/manuals.php)).

**If you are running any version 6.##.##**, you have no additional special instructions. Review the *Update Guide to Version 7* booklet to apply the update for FH version 7 (booklet available at [www.firehousesoftware.com/sup/manuals.php](http://www.firehousesoftware.com/sup/manuals.php)).

Step 4, Login to FIREHOUSE Software to confirm the update was successful and your data is viewable. This completes the update process. Thank you for updating to the latest version of FIREHOUSE Software. If you have any questions or concerns, please contact the FH Technical Support Center.

**To run FH Database Tools (FH version 5.0.81):**

The database tools should be run outside of FH, with everyone logged off. To access the database tools, go to the Windows **Start** menu, select **Programs** option → **FIREHOUSE Software** → **FIREHOUSE Software Database Tools**. Do NOT check Rebuild Database. Check *Compact Tables*. Check *Rebuild Index Files*. Check *Verify Logical Integrity* to verify that FH tables meet logical and consistency rules. Note that this will verify all database audit records and may take some time. Press **OK** to perform selected options, or press **Cancel** to exit without performing any actions. When you press **OK** you are prompted to append to the log file. Select **No** to have the database tools create a new log file (any existing log is overwritten).

**To run FH Database Tools (FH version 5.1.24):**

The database tools should be run outside of FH, with everyone logged off. To access the database tools, go to the Windows **Start** menu, select **Programs** option → **FIREHOUSE Software** → **FIREHOUSE Software Database Tools**. Do NOT check Rebuild Database. Check *Compact Tables*. Check *Rebuild Index Files*. Check *Verify Logical Integrity* to verify that FH tables meet logical and consistency rules. Note that this will verify all database audit records and may take some time. Press **OK** to perform selected options, or press **Cancel** to exit without performing any actions. When you press **OK** you are prompted to append to the log file. Select **No** to have the database tools create a new log file (any existing log is overwritten).

**To run FH Database Tools (FH version 5.2.## and 5.3.##):**

The database tools should be run outside of FH, with everyone logged off. To access the database tools, go to the Windows **Start** menu, select **Programs** option → **FIREHOUSE Software** → **FIREHOUSE Software Database Tools**. Check *Compact Tables*. Check *Rebuild Index Files*. Check *Verify Logical Integrity* to verify that FH tables meet logical and consistency rules. Note that this will verify all database audit records and may take some time. Press **View Active Logins...** to view a list of active logins. Contact logged in users to have them log off to ensure complete database maintenance. If there are logins listed that you believe are invalid, press **Attempt to Clear Invalid Logins...**. Press **OK** to close the Active Login display. Press **OK** to perform selected options, or press **Cancel** to exit without performing any actions. When you press **OK** you are prompted to append to the log file. Select **No** to have the database tools create a new log file (any existing log is overwritten).

**To run FH Database Tools (FH version 5.4.## and higher):**

The database tools should be run outside of FH, with everyone logged off. To access the database tools, go to the Windows **Start** menu, select **Programs** options → **FIREHOUSE Software** → **FIREHOUSE Software Database Tools**. Check *Validate File Locations* to check for FH files located in invalid locations. Check *Compact Tables*. Check *Rebuild Index Files*. Check *Verify Logical Integrity* to verify that FH tables meet logical and consistency rules. Note that this will verify all database audit records and may take some time. Press **View Active Logins...** to view a list of active logins. Contact logged in users to have them log off to ensure complete database maintenance. If there are logins listed that you believe are invalid, press **Attempt to Clear Invalid Logins...**. Press **OK** to close the Active Login display. Press **OK** to perform selected options, or press **Cancel** to exit without performing any actions. When you press **Run** you are prompted to append to the log file. Select **No** to have the database tools create a new log file (any existing log is overwritten).

Notation for FH clients in Indiana reporting EMS incidents:

During the update to FH version 6, a prompt will appear asking 'Would you like to install the following code set for your state?' during the update. Press **NO**.