



# Phoenix v10.1 Upgrade Installation Instructions

Please read **all** of these instructions carefully before running this installation. The files contained within this package are for **upgrade only** and not a full installation set.

Before following the loading instructions, the existing Active folder (normally located in C:\Program files\Active\Phoenix) should be **completely backed up** to either:

- a file server if the PC is networked
- another drive within the PC if one exists
- a new directory if there is enough disc space
- a CD-RW drive if available.

**Once an existing Phoenix plan has been run through Phoenix v10.1 it will no longer be compatible with earlier versions of Phoenix.**

## Installing the upgrade download package or CD

1. Ensure that Phoenix is closed prior to installation.
2. Navigate to the download location or disc drive using Windows Explorer, unzip the package, right-click on the setup.exe and select **Run as administrator**.
3. Follow the instructions in the wizard until you are asked to select the location of the existing Active\Phoenix directory.
4. The default is "**C:\Program Files\Active**" but if this was not used when the system was initially installed, please select the **Active** folder in the alternative location.
5. Once the wizard has completed the installation, start Phoenix v10 by clicking on your desktop shortcut.
6. To ensure that you are running on the latest executable files, please check our support page **once a month** for the latest releases:  
<http://www.activeinformatics.com/products/phoenix-v10-1/>

If you have any questions, or there is anything you are unsure of, please contact the Helpdesk on 01256 464 749 or email [helpdesk@activeinformatics.com](mailto:helpdesk@activeinformatics.com).

## Destination computer specifications:

Operating System: Microsoft Windows™ Vista, Windows 7, 8, 8.1 & 10

CPU: Pentium 4 processor or later.

Memory/Risk: RAM - 4GB, Free hard disk space – 10GB min.

Graphics: Graphics card & monitor – capable of 1280x1024 resolution.

**Disclaimer:** Active can take no responsibility for loss of data or data corruption caused by network failure, lack of data security or incorrect installation of the upgrade. Please ensure you follow the backup instructions carefully and completely; ACTIVE will take no responsibility if the upgrade program fails and your program becomes corrupted.