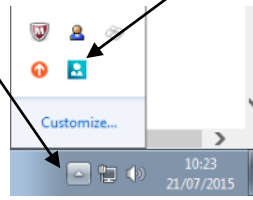


What to do if you get an 'incompatible database' error or a fault code when logging into SIMS/FMS after an upgrade

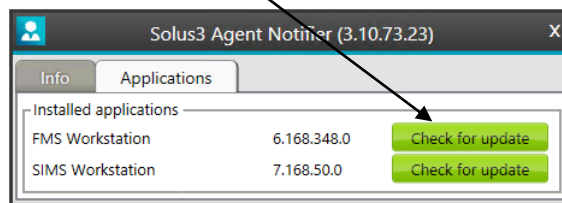
1. Click on the 'Show hidden icons' button next to the clock at the bottom right of the screen and then click on the blue **Solus3 Agent Notifier** button.



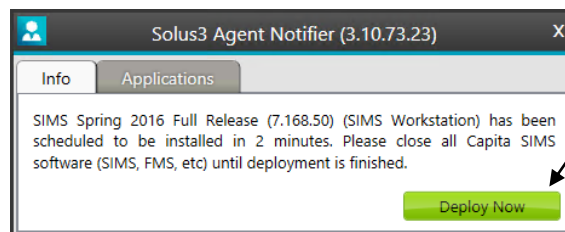
2. If the **Notifier** window isn't immediately displayed, you may need to click on the icon now showing on your task bar.



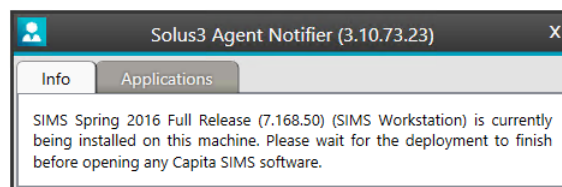
3. Click on the **Applications** tab of the **Notifier** to see the current version of SIMS/FMS on the workstation. Click on the **Check for update** button.



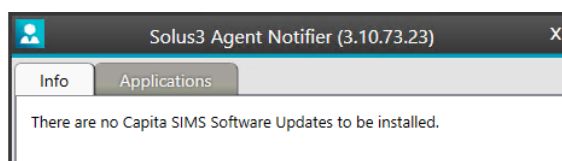
4. Confirm that you wish to install the update. The **Notifier** will show the SIMS/FMS release that will be installed in 2 minutes on the **Info** tab. Click the **Deploy Now** button to start the upgrade immediately.



5. The **Notifier** will now show that the upgrade is running.



6. When the upgrade has completed the **Notifier** will say that there are no updates to be installed. You can now log into SIMS/FMS in the usual way.



Note for FMS users: The FMS Workstation upgrade consists of 3 components, so steps 5 and 6 will repeat for each of those components. Please allow time for all 3 to complete before logging into FMS.