

How To Update the PULSE Dashboard Software or License

Update Pulse Dashboard

We encourage PULSE Dashboard customers to update their software at least once every six months. This allows your company to take advantage of the latest additions to PULSE Dashboard.

One of the unique benefits of PULSE is that we constantly add new content to the software. For example, you may request an enhancement for a new field or function. If that enhancement will benefit all users it is added to the standard version of the software at no charge and is then available to all users.

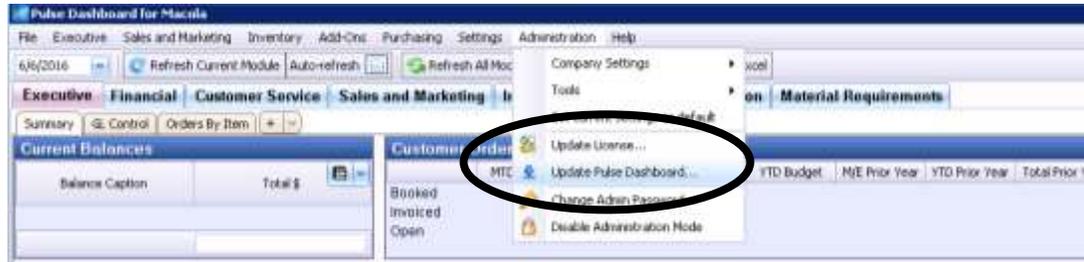
All updates are delivered via the Internet and usually take less than 60 seconds. To assure consistency, we suggest that one or two people in the company be familiar with this process.

Please contact us any time at (513) 723-8095 or Support@PulseDashboard.com our PULSE Dashboard Technical Support Desk.

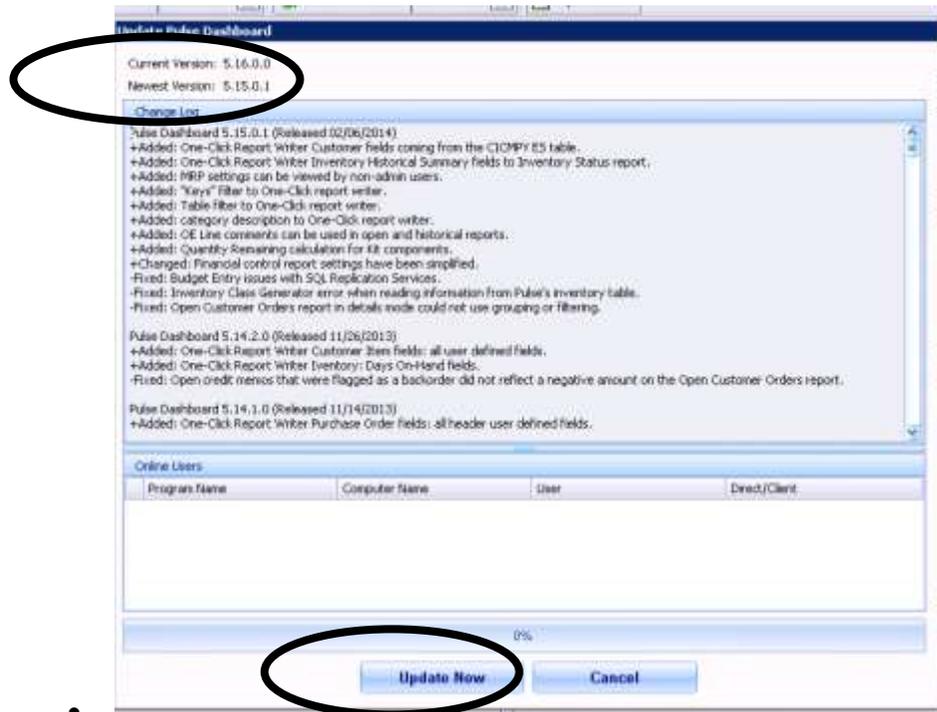
Update Pulse Dashboard

1. Updating PULSE Dashboard is run from the Server where the PULSE Dashboard programs are installed. This can be done by logging in directly, via Remote Connection (RDP) or some other method of logging on to the server. A UNC Drive mapping may also be used.
2. Start Pulse Dashboard by running the program: PulseDashboard.exe from the Pulse Dashboard Folder (there may be a PULSE DASHBOARD Admin icon on the Server Desktop). The client version of the program (Pulse DashboardClient.exe) cannot be used to run the update. Running the Update from a Workstation should not be done.
3. The PULSE Dashboard User that is logged into Dashboard will need to be a PULSE Administrator to perform this update or be logged into the software as **Administrator**.*
 - When starting PULSE Dashboard at the server a message may be displayed such as "User Administrator not a Pulse Dashboard User" which is normal as Windows authentication used in PULSE Dashboard recognizes who has logged into the system and started PULSE Dashboard. Go to Administrator at the top of the screen and Enable Admin Mode using the PULSE Dashboard Administration Password and change the "Log In As" on the top right of the screen to a User with Admin rights.

4. From the PULSE Dashboard Administrator menu, select the Update Pulse Dashboard option.



5. The PULSE Update screen will now appear. At the top of the screen, the version currently installed and the newest version available is displayed.
 - NOTE: All other users do NOT need to exit from the software to perform the update.

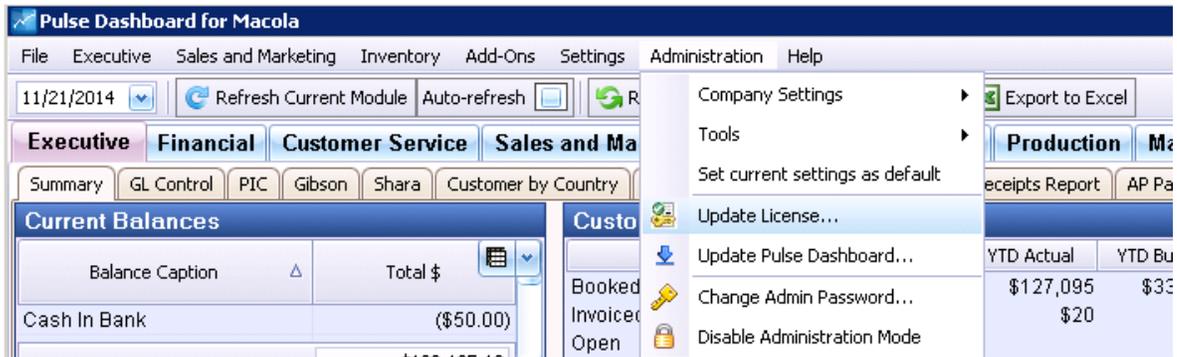


6. Click on the "Update Now" button at the bottom of the screen. The update is automatically downloaded from the Internet and usually takes less than 60 seconds. Once the update is completed, the PULSE software will automatically restart. If a message is displayed to Update the Pulse Dashboard License please run that Menu option and then the Update Pulse Dashboard option again.

CAUTION – Updating the Workstation is a quick and seamless process that happens without the User being aware that it is occurring but sometimes local Anti-Virus software (ex. Symantec on the Workstation) will view Pulse Dashboard Client.exe as a "threat" and quarantine the program rendering Pulse Dashboard inoperative. PLEASE have your IT Staff/3rd Party IT Group add an Exception or "Whitelist" Pulse Dashboard to the Anti-Virus on each Workstation or temporarily disable the anti-virus until Pulse Dashboard has been Updated on the Workstation. The location of the software on the Workstation is based on the User Name of the User at the Workstation (C:\Users\UserNameHere\AppData\Local\Leahy\PulseDashboard). This is also applicable if the User starts Pulse Dashboard from a Terminal Server or other remote access method.

Update License

Logged in as an Administrator, from the Administration Menu select the Update License application. Pulse Dashboard Administrator Password may need to be entered to activate the application.



The Update License application is run when a new or revised Pulse Dashboard License is made available to the company. This might be when additional Users are added, a new Pulse Dashboard Module has been added to the system or to renew a subscription. This application may be run from the Server or the Workstation using either the Pulse Dashboard Client or Pulse Dashboard program. Each database will have a license as each company accessed by Pulse Dashboard has a given number of Users that are licensed.

The Update License application will connect to the Leahy Consulting Download Server and download the updated license. This takes only a few seconds and other Pulse Dashboard Users may be continue to process reports.

Select the Update License button to download the new License and the OK button to exit the application when completed.



Note: The information on the screen will not change until it is closed and then reopened to see the change. It is not necessary to do this.

Please call our PULSE support desk us with questions and comments at
(513) 723-8095 or Support@PULSEDashboard.com

We encourage phone calls with suggestions for making our software function better for your organization. We also offer custom modifications, and if your suggestion is applicable to other users, it may be made at no charge.

Visit www.PULSEDashboard.com

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ERP SOLUTIONS Expert Support/Optimization for 25 years
Developer of Pulse Dashboard software