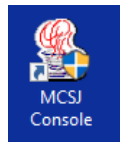


MCSJ Code Updates

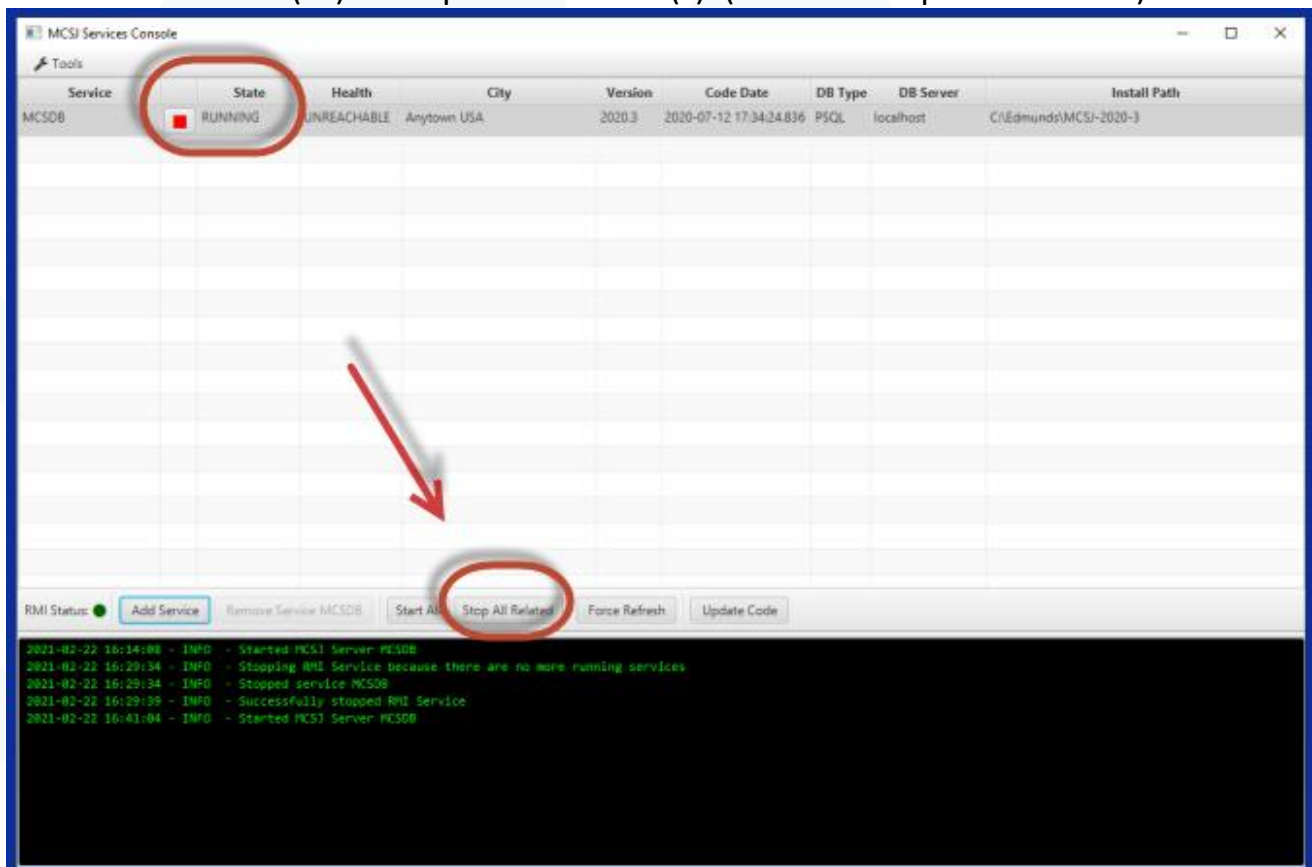
Applies to versions: 2019.2, 2019.3 and all versions of 2020.
For versions older than 2019.1 click here to request a [Version Upgrade](#).

In order to install a code update, you must have access to the server where MCSJ is installed. If you do not have access to the server, please forward these instructions to your internal IT Helpdesk or your outsourced IT Provider.

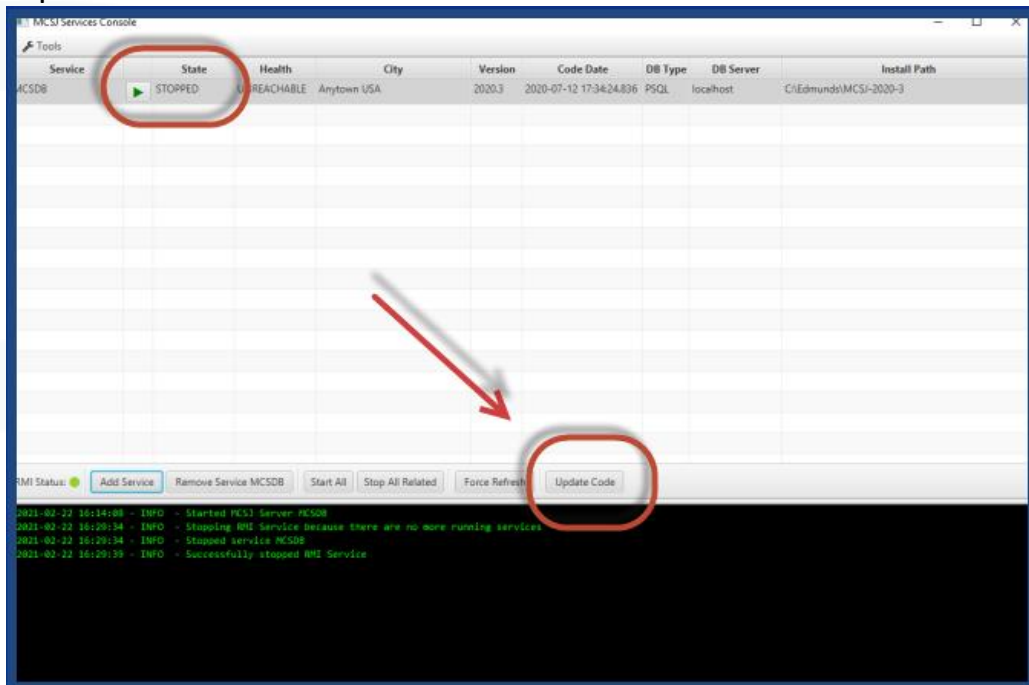
- All users must log out of MCSJ before an update can be installed.
- Log on to server desktop and open MCSJ Console.



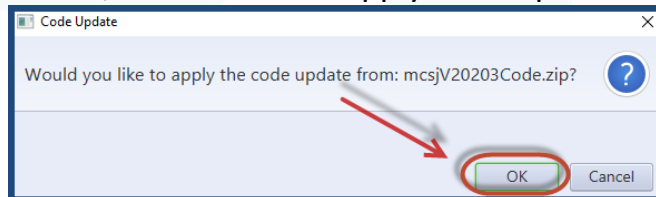
- MCSJ Console will open.
- Click the red box(es) to stop the database(s). (Or click “Stop All Related.”)



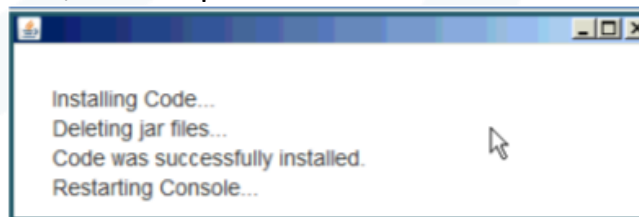
- State will now display as “Stopped.”
- Select “Update Code.”



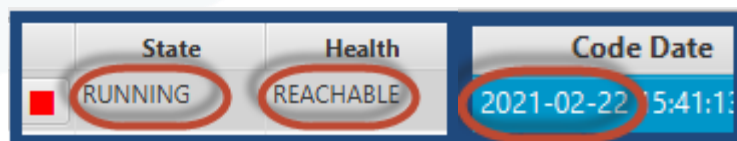
- After code is downloaded, select “OK” to apply code update.



- MCSJ Console will close, install update and restart.



- After a few minutes, the state of the database(s) will change to “Running” and health will change to “Reachable.” Carefully review the Code Date column to verify that the update was installed successfully.

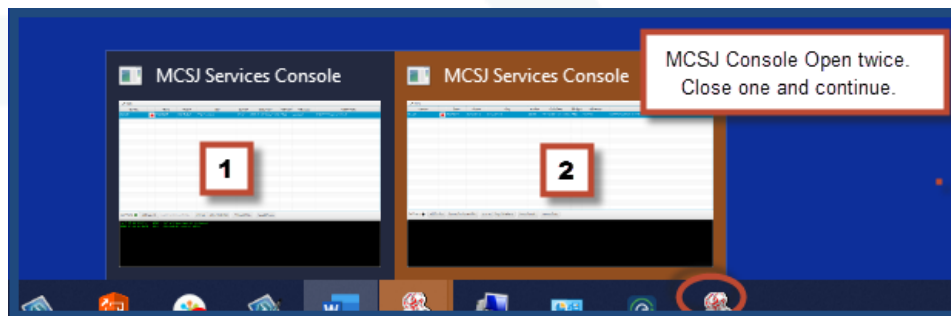


- ***If the code date did not change, proceed to next page for additional instructions.***

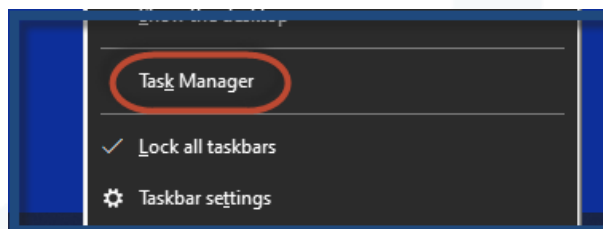
Dealing with Code Update Errors

Whenever a code update fails, it is because a file has been left open. Please take a moment to check the following areas.

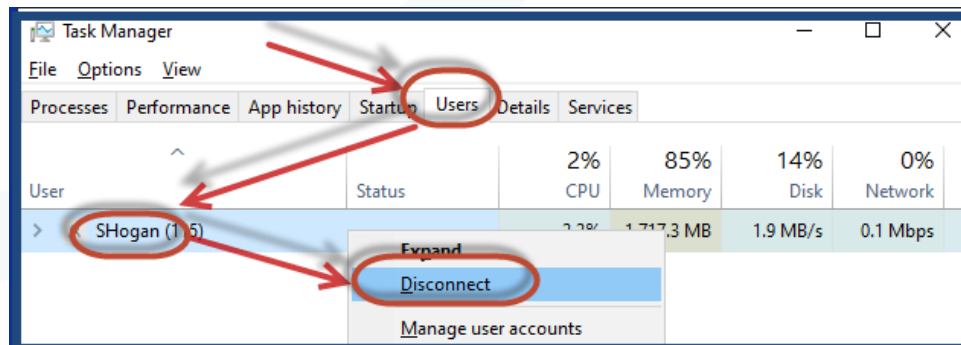
1. Hover the mouse over the MCSJ Console on the task bar.
 - If more than one instance of the console is open, close the additional instances.



2. Open Task Manager (right click on task bar and select Task Manager).

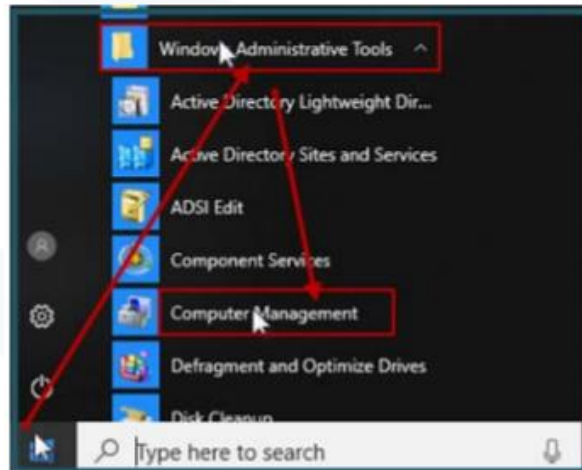


- Select Users tab.
- Right click on additional users, if present and select “Disconnect.”

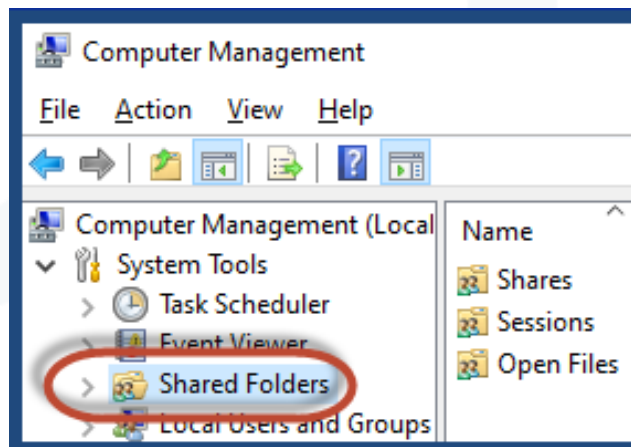


3. Close Open shared files.

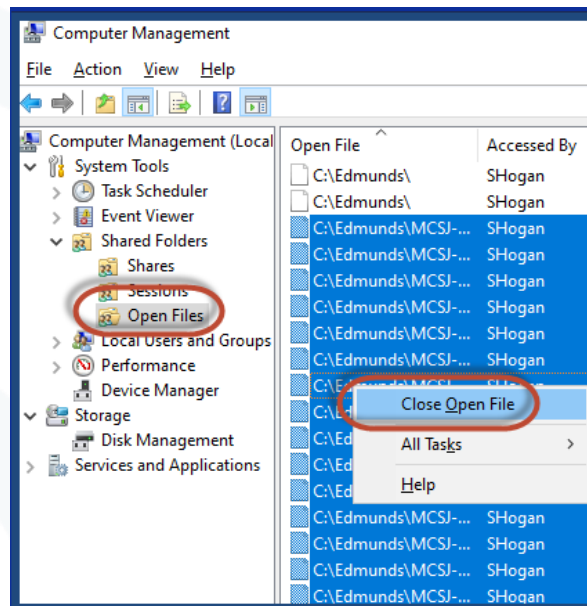
- Open Administrative Tools, Computer Management.



- In the left-hand navigation pane, click the > arrow next to **Shared Folders** to expand the Shared Folders.



- In the left-hand navigation pane, select “Open Files.”



- In the right-hand pane, select all files in the MCSJ directory.
 - **TIP:** Select first file, scroll to last file. Hold down the shift key and select the last file to select all files.
- Right click on the selected files and select “Close Open Files.”
- Select “Yes” to confirm.

4. Return to MCSJ Console.

- Stop database(s) by selecting the red triangle(s).
- Select “Update Code” from MCSJ Console.
- If Code update fails repeat Step 3.
- From Computer Management (Step 3), refresh the Open Files View and disconnect any newly opened files.
 - **TIP:** It is not uncommon for end users to attempt to open MCSJ in the middle of a code update.
- Select “Update Code” from MCSJ Console.

Note: If end users continue to attempt log in during the code update, you may need to repeat Steps 3 & 4 several times.