

Note:

Monitor G5 Version 2.50 and above requires latest .NET Framework which **no longer supported in Windows 7** (or lower version) as [Microsoft have ended Windows 7 support](#) since Jan 14, 2020.

Please ensure all the Client Computers are running at **Windows 10 (or higher version)** before performing latest G5 Version upgrade.

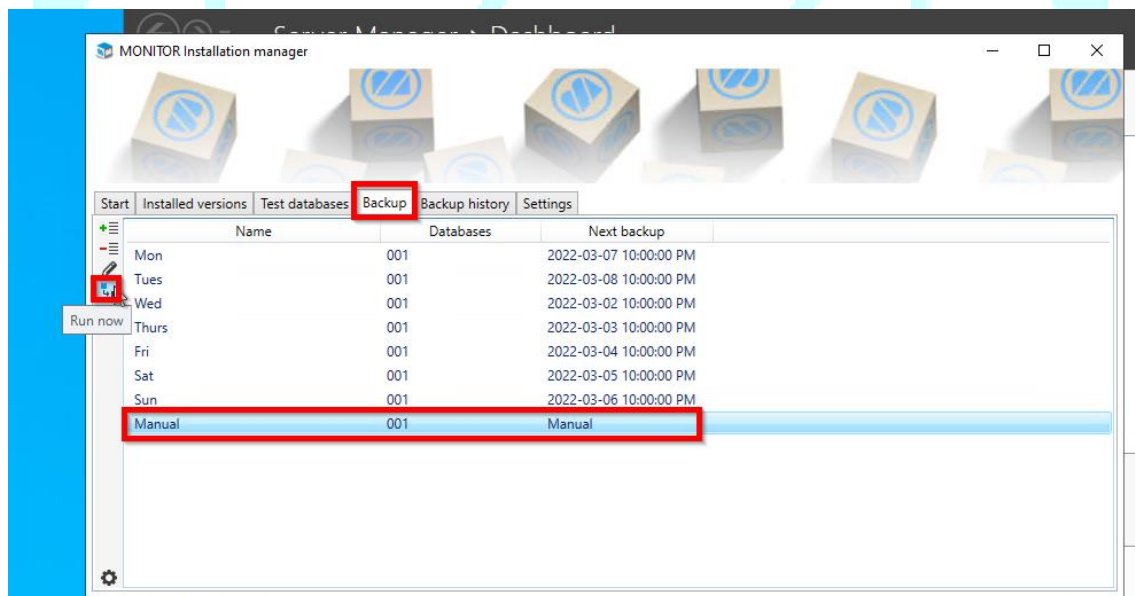
The general system/OS Recommendations are available in

https://monitorerp.com/media/7249/system_recommendations_g5_en.pdf

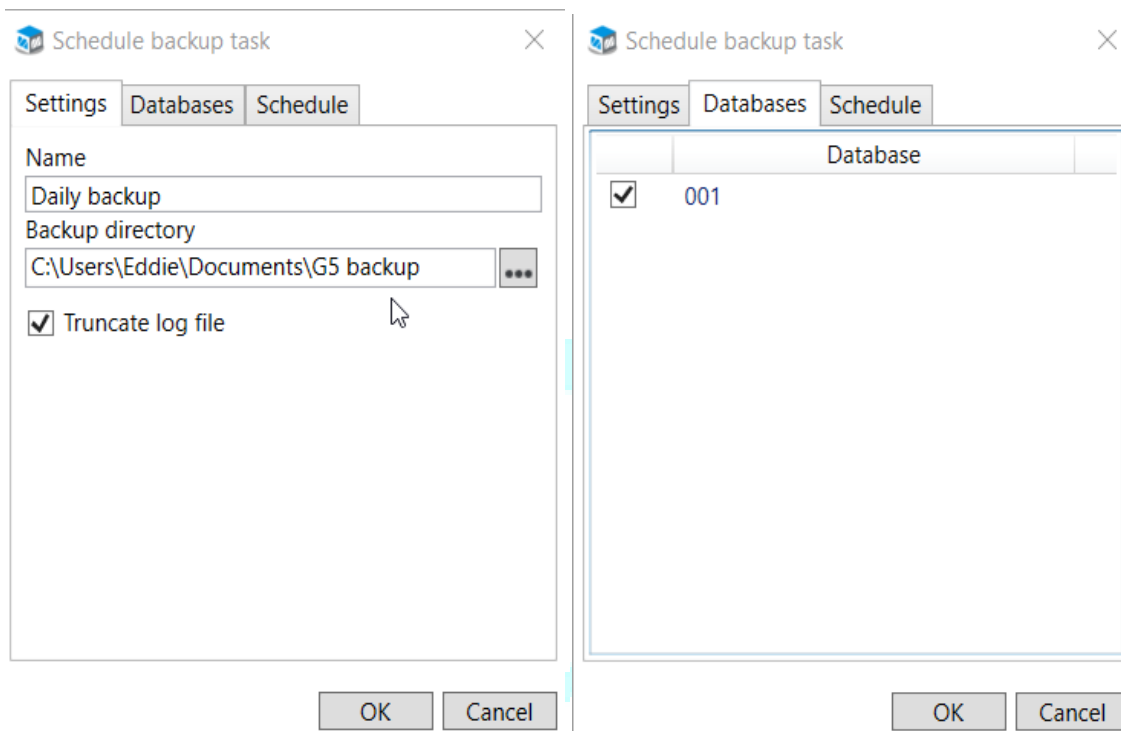
Kindly contact Monitor Malaysia/SE Asia Support (support@monitorerp.com / +604-371 7813) should you have any inquiry regarding Monitor Version Upgrade. We are ready to guide you through the necessary upgrade steps.

Monitor G5 version upgrade instructions.

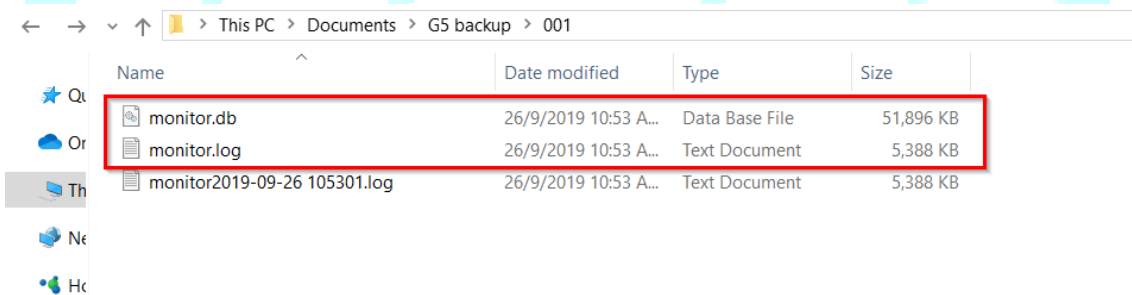
Please follow the below instructions carefully before proceeding to perform version upgrade for Monitor as it is very important. (The instructions below can only be performed in the server)



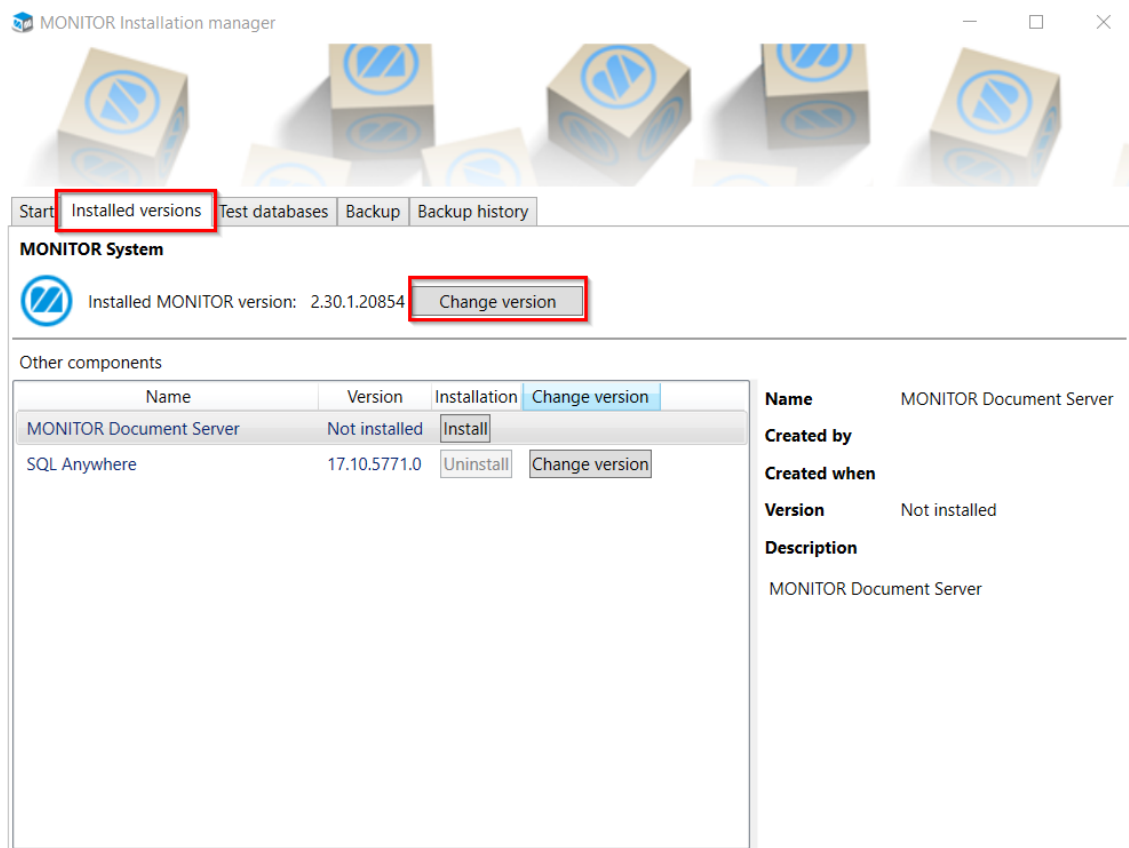
1. Open the G5 installation Manager and go to Backup tab. Select any backup task and click on "Run now".



- The selected database will be backed up to the directory that was set and it can be changed at any time.



- The backed-up files will be **monitor.db** and **monitor.log**. Please make a copy of the database in external drive if possible.

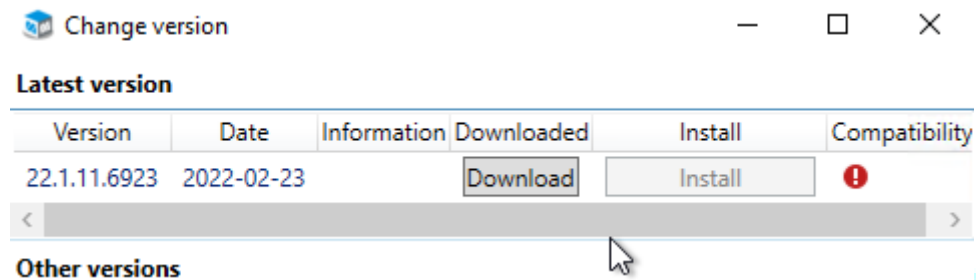


4. After making the backup, we can proceed to the version upgrade in “Installed versions” tab and click on “Change version”. If unable to download or install due to the compatibility is “!”, Kindly refer to this guide last part and name as **Reminder**.

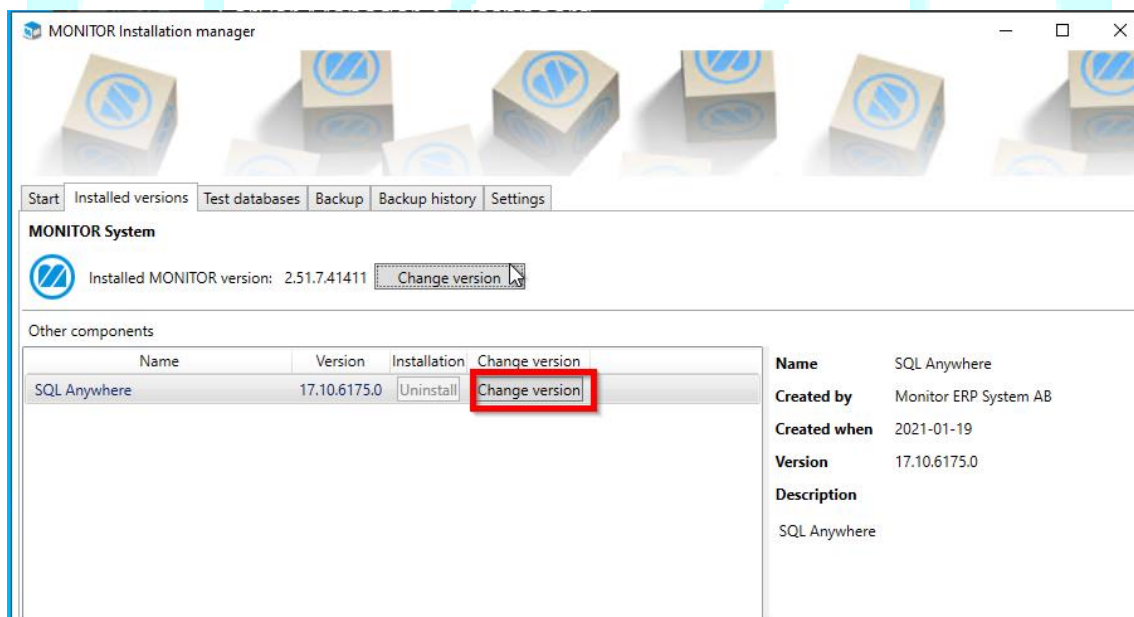
22.1.15.7548	03/11/2022	✓	Install	✓
22.1.14.7462	03/09/2022	Download	Install	✓
22.1.13.7271	03/04/2022	✓	Install	✓
22.1.12.7158	03/01/2022	Download	Install	✓
22.1.11.6923	02/23/2022	✓	Install	✓

5. Lastly, select version **22.1.15.7548** under “Other versions” tab. Before installing, click on download first (This step is important). After the download completed, click Install and Monitor G5 version will be upgraded.

Reminder



6. If compatibility show “!” because the SQL Anywhere didn’t update, kindly download and install the latest SQL Anywhere.



7. Click change version then proceed to download and install the latest SQL Anywhere version.

