



UPDATE GUIDE

Last Update: January 2026

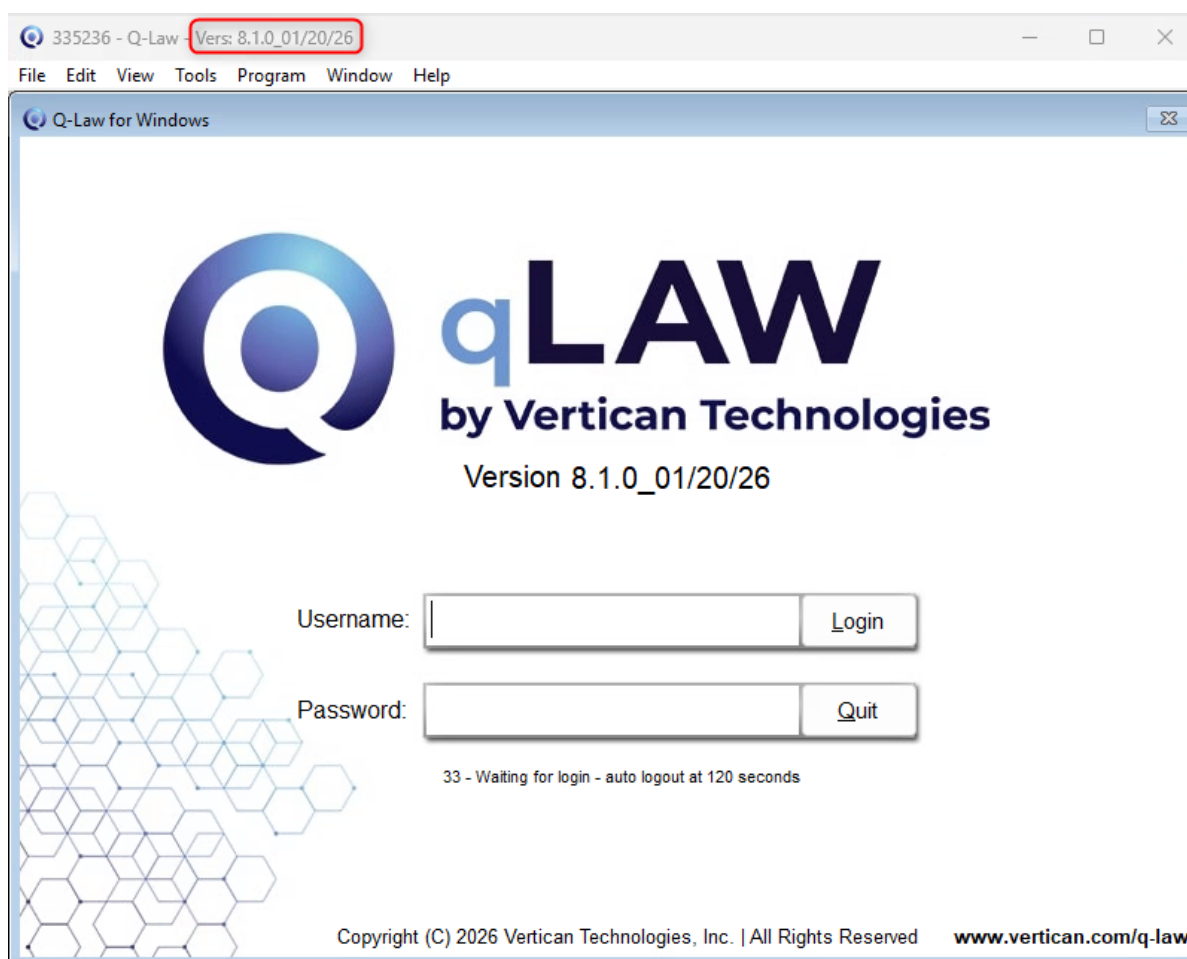
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When it is necessary to update your version of Q-Law, follow the instructions below. For precautionary measures to ensure all tables are released, **make sure to reboot the server before beginning this process**. There are a few crucial things to know prior to beginning the update process. The next sections will provide that information for you.

Note the Current Version

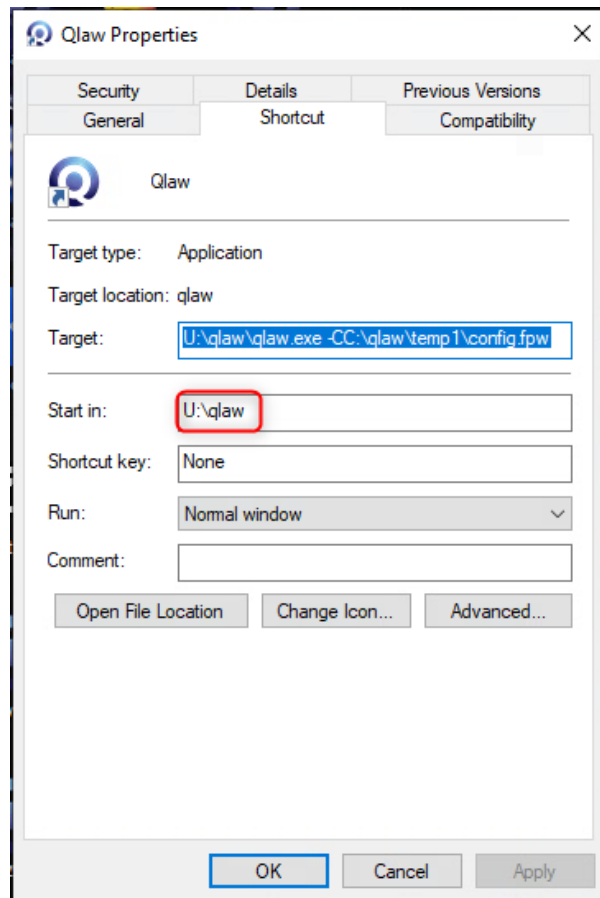
First, identify and make note of the current version you are running so you can verify that it changes after the update. Above the toolbar at the top of the Q-Law screen, the version displays in the format “Vers: X.Y.Z_MM/DD/YY” for version 8.1.0 and later and MM/DD/YY for versions prior. This version will change if the update is completed successfully.



Determine the Drive

This step is only necessary if the user performing the update is unsure which drive houses Q-Law. For the update to be successful, the update file must be saved to the correct location. The correct drive will be the drive on which Q-Law is currently operating. To determine the drive on which Q-Law is stored:

1. Locate the icon used to launch Q-Law on the Desktop.
2. Right click on the Q-Law icon.
3. Choose Properties at the bottom of the list and select the Shortcut tab.



4. This screen will display the drive on which the Q-Law system is operating. This information is necessary when downloading the update.

Download the Update

The update downloaded in this step must be saved in the qlaw folder of the main drive (e.g., U:\qlaw). This information can be obtained in the “Determine the Drive” section above. It is imperative that the file is placed in the proper drive and folder.

To download the update:

1. You must use the Sharefile link provided in the release email, which begins with <https://cm.sharefile.com>.
 - The link will [open](#) to a login screen like this:



Email *

Password *

[Sign In](#)

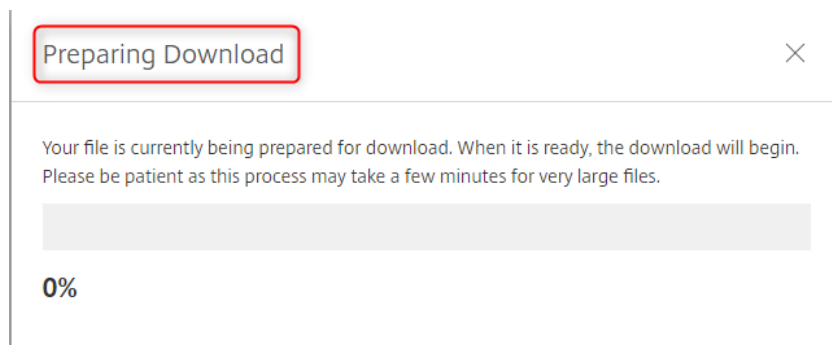
☐ Remember Me [Forgot Password?](#)

- Login credentials are required to access the shared folder. New firms or users will need to ask VT Client Success to grant them access.

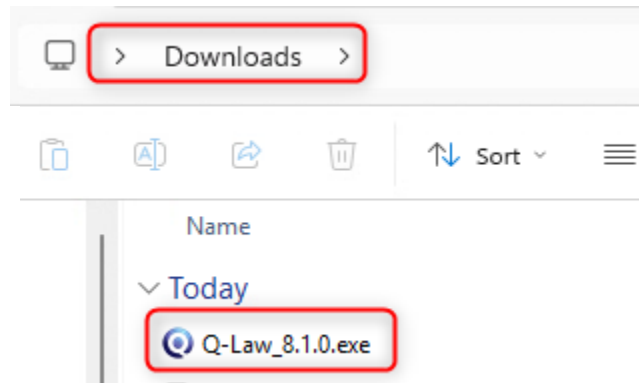
- After logging in, you'll see something like this:



2. Click the Sharefile [**Download**] button. The download will automatically go into the Downloads folder in Windows File Explorer. The below prompt will appear as the download begins. The download process may not show the prompt below but instead begin the download within the browser.



3. Once the download is complete, go into the Downloads folder, and select the file with the naming convention Q-Law_X.Y.Z.exe. In the name, X indicates the major release number, Y the minor release number, and Z the patch number.
4. Right click on the file and select Copy.

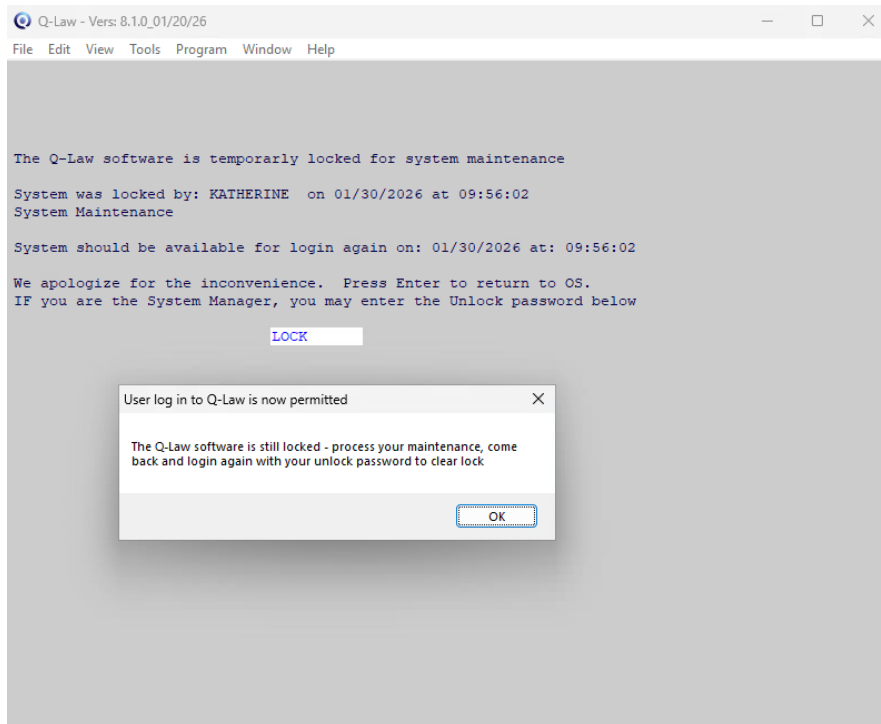


5. Navigate to the drive where Q-Law is housed and paste the update into the qlaw folder.

Make a Backup of the Data

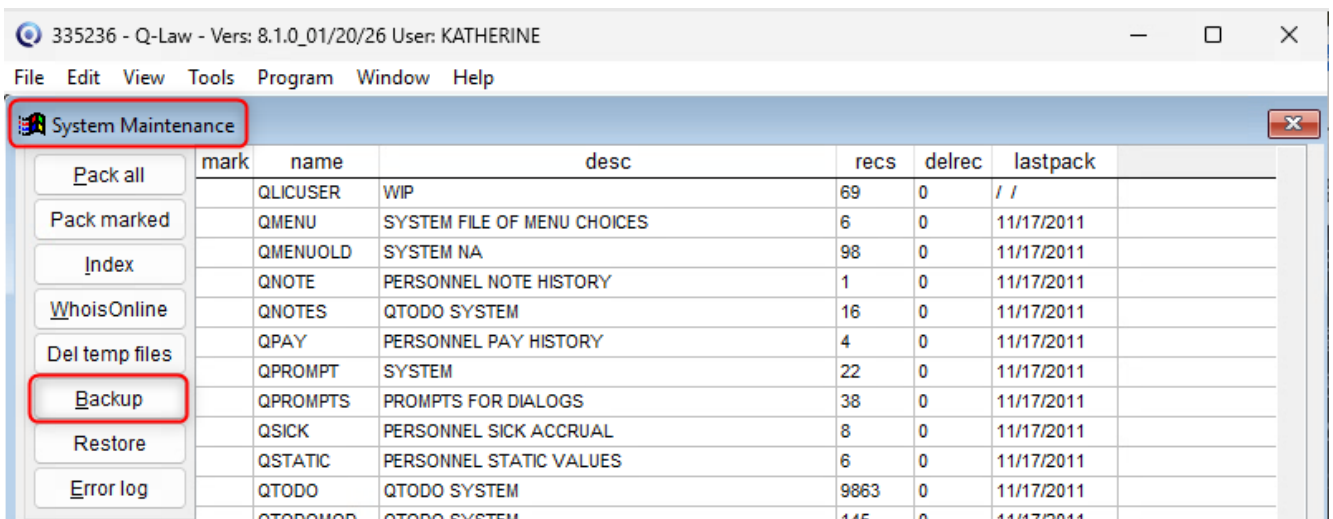
Log back in to Q-Law using the ADMIN username and password [**ADMIN password**]. Click [**Yes**] to begin Q-Law in maintenance mode. The system will automatically open in the **Backup-Pack-Index** screen.

When reopening Q-Law, you will see the window below. Type [**LOCK**] to continue and click [**OK**] at the prompt.

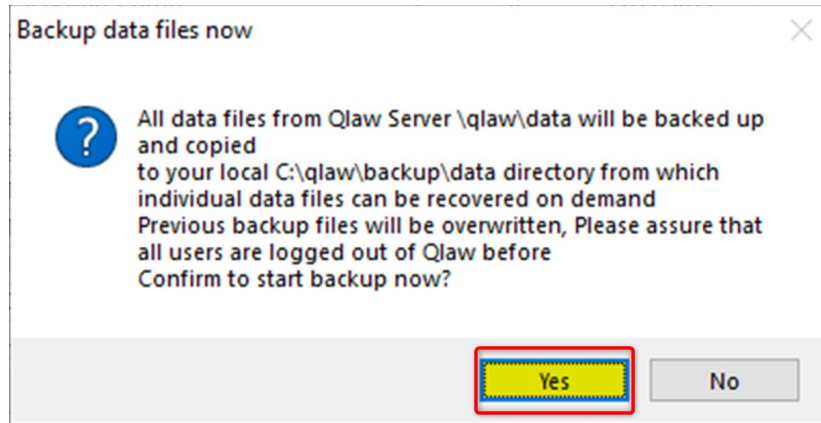


A backup **must** be made of the data before performing an update to Q-Law. To create a backup of the database in the **Backup-Pack-Index** screen:

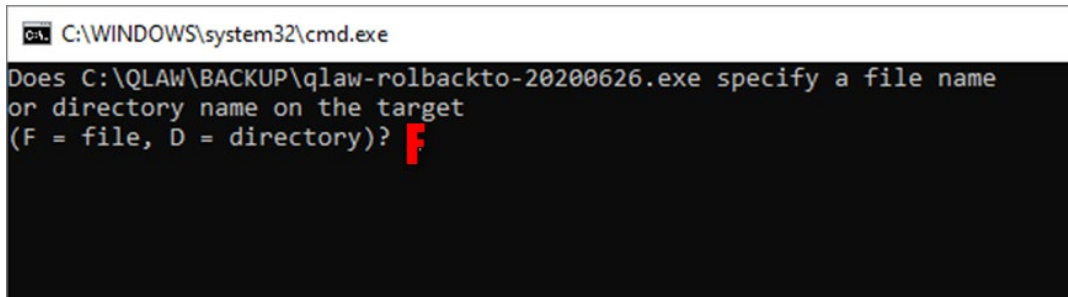
1. Click [**Backup**].



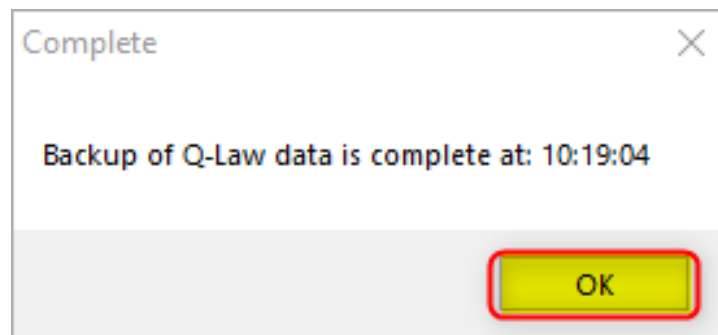
2. Q-Law will prompt the user before the backup process begins. Please note that the backup will reside in the **C:\qlaw\backup\data** folder. Click [**Yes**] to continue.



3. The system will scroll through all the databases. If the below box appears, type the letter **F**. The system will advance and generate a final prompt box (see step 4 below).

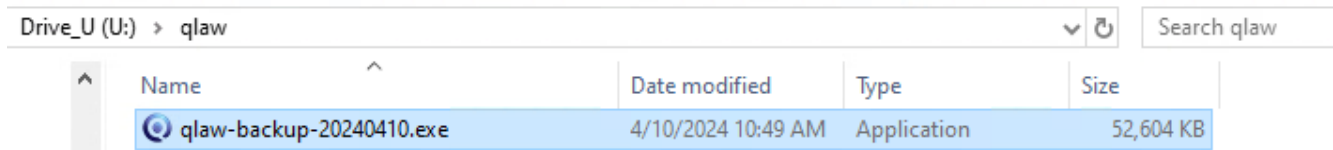


4. When the backup is complete, there will be a prompt confirming the completion. Click **[OK]**. Do not be alarmed if Q-Law closes automatically once the below prompt is clicked.

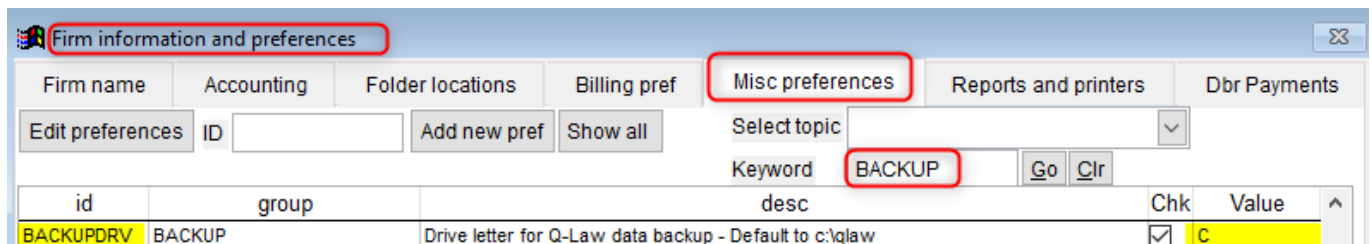


Back-up of the Executable

It is good practice to have a backup of the executable. In the event of a problem, the previous executable can be used. **During the update process, the system now creates a back-up of the executable automatically.** This backup is saved in the U:\Qlaw\ folder as qlaw-backup-YYYYMMDD.exe. The YYYYMMDD portion will reflect the date of the update package being installed.



The location of the drive for the Q-Law backup can also be found in the Firm Preferences. To get to the Firm Preferences, click [**Maintenance**] > [**System Maintenance - Admin**] > [**Firm Preferences**] and then click on [**Misc Preferences**]. Type **BACKUP** in the keyword search and click [**Go**].



Lock Q-Law

Once everyone is logged out (except the user performing the update), lock Q-Law to ensure no users log in during the update process.

1. To lock the system, click [**Maintenance**] > [**System Maintenance - Admin**] > [**Backup-Pack-Index**] > [**Allow Logins**].

System Maintenance

mark	name	desc	recs	delrec	lastpack
	QLICUSER	WIP	69	0	/ /
	QMENU	SYSTEM FILE OF MENU CHOICES	6	0	11/17/2011
	QMENUOLD	SYSTEM NA	98	0	11/17/2011
	QNOTE	PERSONNEL NOTE HISTORY	1	0	11/17/2011
	QNOTES	QTODO SYSTEM	16	0	11/17/2011
	QPAY	PERSONNEL PAY HISTORY	4	0	11/17/2011
	QPROMPT	SYSTEM	22	0	11/17/2011
	QPROMPTS	PROMPTS FOR DIALOGS	38	0	11/17/2011
	QSICK	PERSONNEL SICK ACCRUAL	8	0	11/17/2011
	QSTATIC	PERSONNEL STATIC VALUES	6	0	11/17/2011
	QTODO	QTODO SYSTEM	9863	0	11/17/2011
	QTODOMOD	QTODO SYSTEM	145	0	11/17/2011
	QTODOTR	QTODO SYSTEM	529	0	11/17/2011
	QUDATES	DDAS DATA	2274	0	/ /
	QVAC	PERSONNEL VACATIONACCRUAL	4	0	11/17/2011
	QVIEW	PERSONNEL DATA	8	0	11/17/2011
	REPS	SYSTEM REPORT FILES	10	0	11/17/2011
	REQCBR	SPECIAL Requested Credit Bureau tempfile	1	0	11/17/2011
	REQCBRIN	SPECIAL Requested Credit Bureau tempfile	420	0	11/17/2011
	RESULT1	ACCURINT SYSTEM FILES	0	0	11/17/2011
	RESULT2	ACCURINT SYSTEM FILES	0	0	11/17/2011
	ROLOMAIL	SYSTEM - EMAIL SYSTEM USERS	3	0	11/17/2011
	SCANCOD	CODES - FOR SCAN DOCUMENTS	103	0	11/17/2011
	SCANCUST	TEMP DATA SPLITTING SCANFILE	0	0	/ /
	SCANMAIL	OUTLOOK EMAIL BODOT TEMPFILE	7	0	11/17/2011

All operations in maintenance except Refresh/report/error log require all users to be logged out
 Users currently logged into Q-Law: 1

- In this screen, click [**Reset lock info to now**] > [**Start lock now**], then click [**Yes**] to start the lock.

Lock q-law and log out users for maintenance or update

Lock system (Y/N)
 Locked by user
 Locked start date/time
 Expected available again date/time
 Client timer check each X minutes FirmprefID: LOCKTIMER
 Client warning X minutes FirmprefID: LOCKWARN

Before you start Lock process CHECK THIS
 No batch process run, remit, accounting, daily jobs
 No Vendor import, new claims
 Job Scheduler is idle, stopped

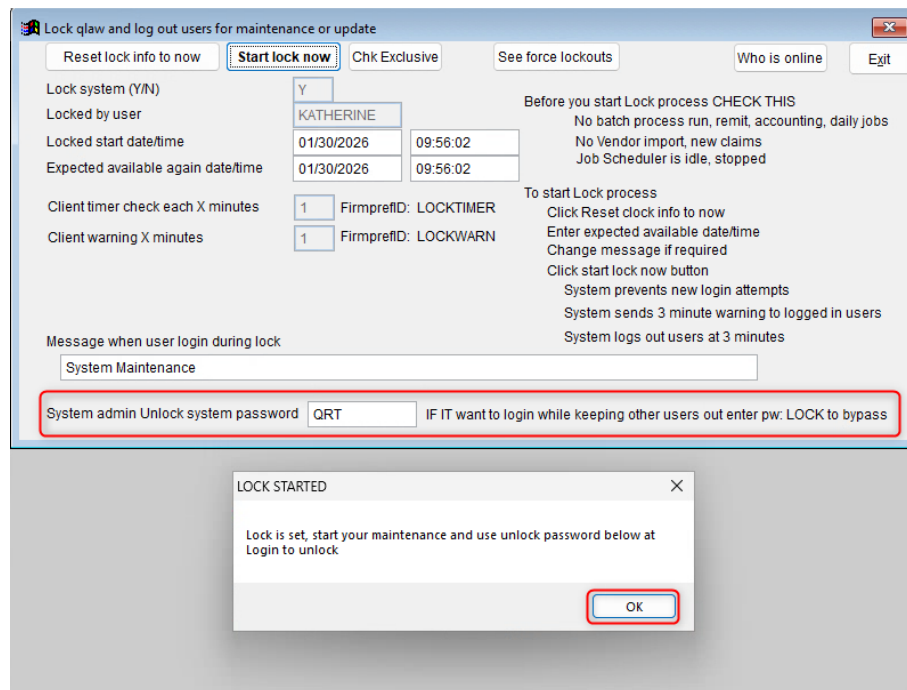
To start Lock process
 Click Reset clock info to now
 Enter expected available date/time
 Change message if required
 Click start lock now button
 System prevents new login attempts
 System sends 3 minute warning to logged in users
 System logs out users at 3 minutes

Message when user login during lock

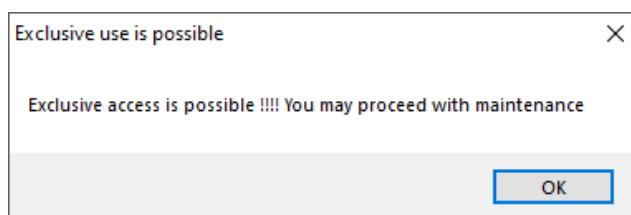
System admin Unlock system password IF IT want to login while keeping other users out enter pw: LOCK to bypass

Start now

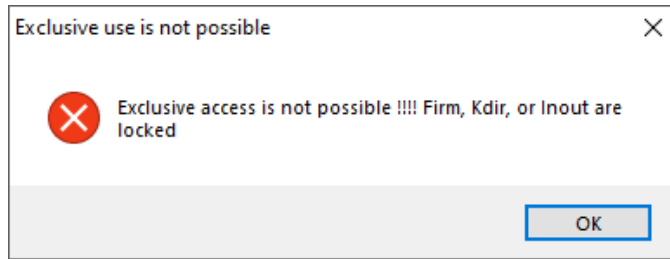
3. The **Lock Started** prompt is a reminder to make a note of the unlock passwords: one for the system admin and one for IT. Click **[OK]** to proceed. The system will now deny any other users that try to log in.



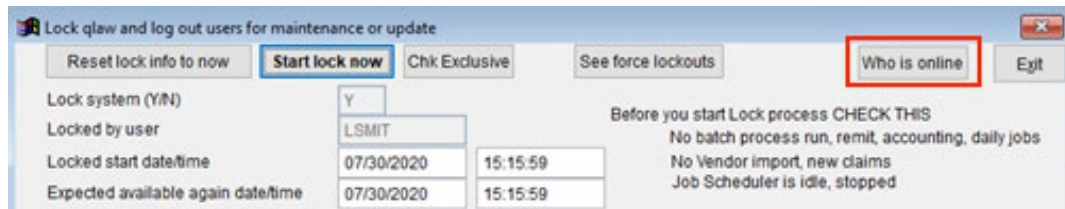
4. While other users will not be allowed to log in, you still need to verify that users are not already in the system. To do so, click the **[Chk Exclusive]** button.
- If exclusive access is possible (no users are logged in to Q-Law), the following pop-up message should appear. Click **[OK]** to proceed with the update.



- If exclusive access is **NOT** possible (users are logged in/tables are locked), the following pop-up message should appear. Wait for users to be logged out prior to proceeding. Please continue to check until you receive the Exclusive access is possible pop-up box above.



- The **[Who is online]** button in the lock screen can be utilized to see who is still logged in to Q-Law.

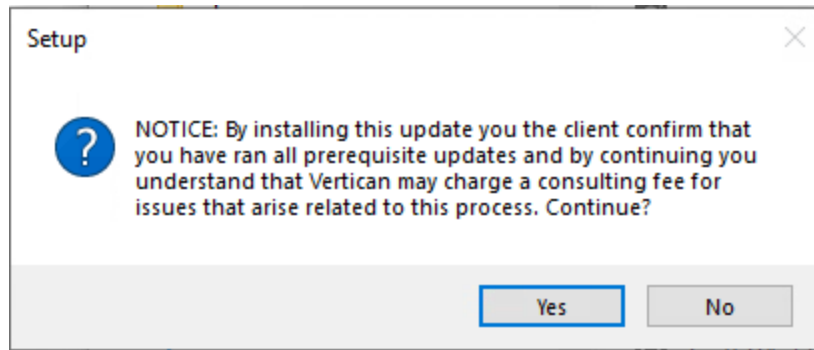


- If tables or files are still open, open Windows Manager *on the file server* where Q-Law is installed and click on “Open Sessions and or Files”.
 - If any files are currently open, you will need to make sure that the user is no longer logged in to Q-Law. You may need to use the Windows Manager to “Close Sessions” so that any files associated with Q-Law are closed.
5. After a successful lock, continue to click **[Exit]** until you are logged out of Q-Law.

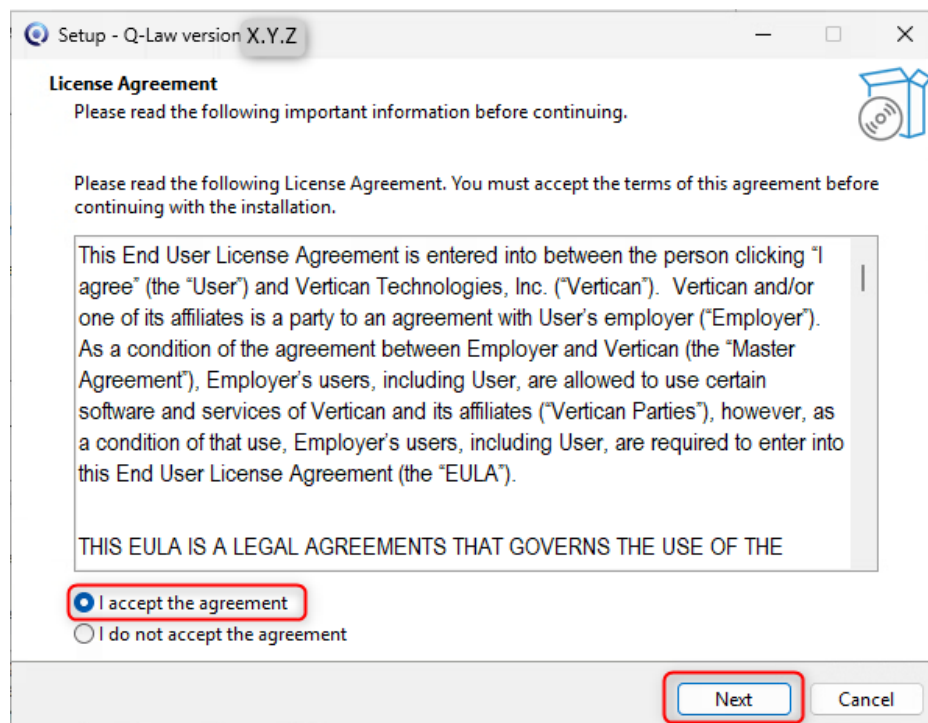
Unzip and Install Update Package

Perform the following steps after running the Q-Law Backup and locking the system.

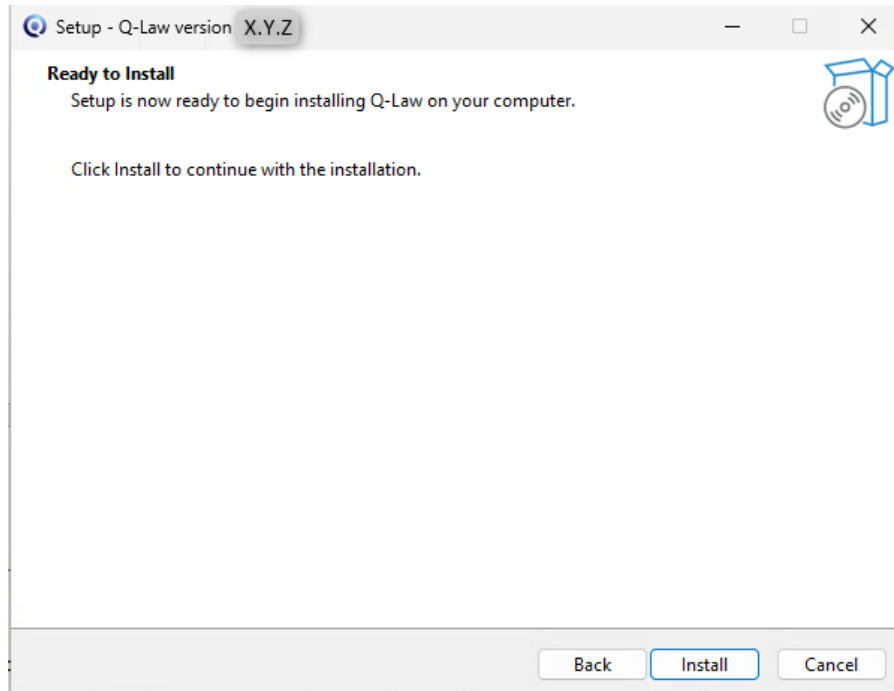
1. Locate the Q-Law_X.Y.Z.exe in the Qlaw folder and double click it.
2. Click **[Yes]** to confirm you have read and understand the Setup pop-up message to continue the update process.



3. Select the "I accept the agreement" radio button and click **[Next]**.

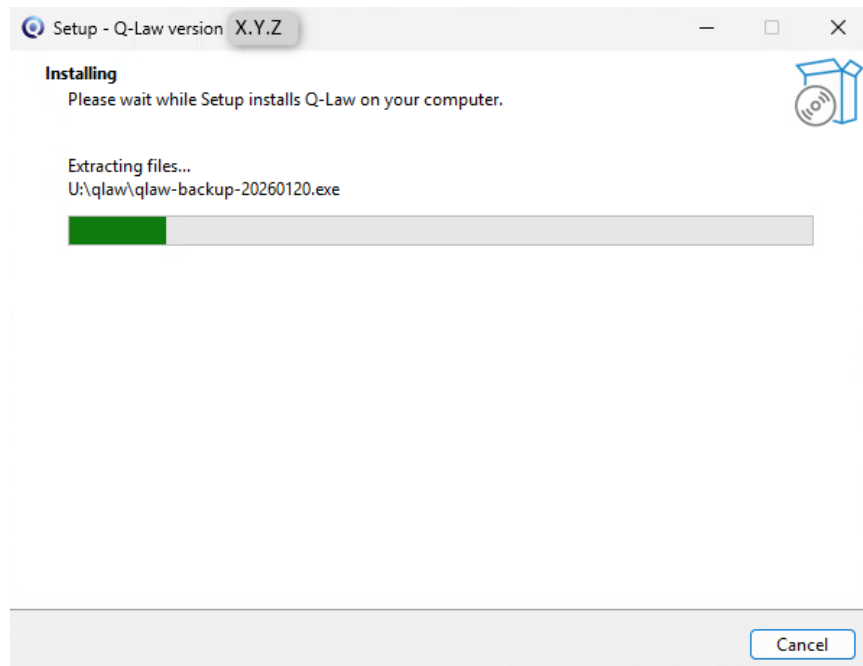


4. Click **[Install]** to continue the update.

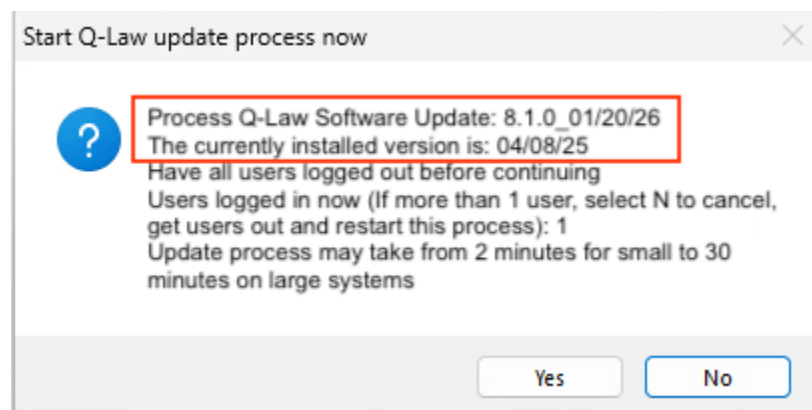


5. On the screen, the update package will show as being unzipped and extracting files.

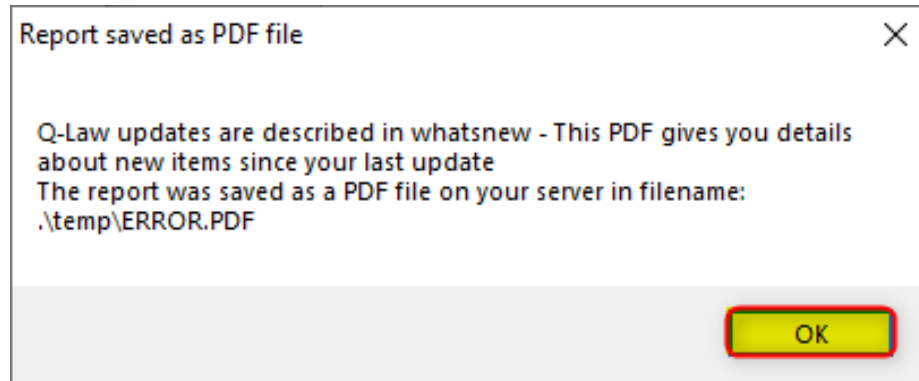
- If any errors occur during the unzipping process, the whole process must be restarted.



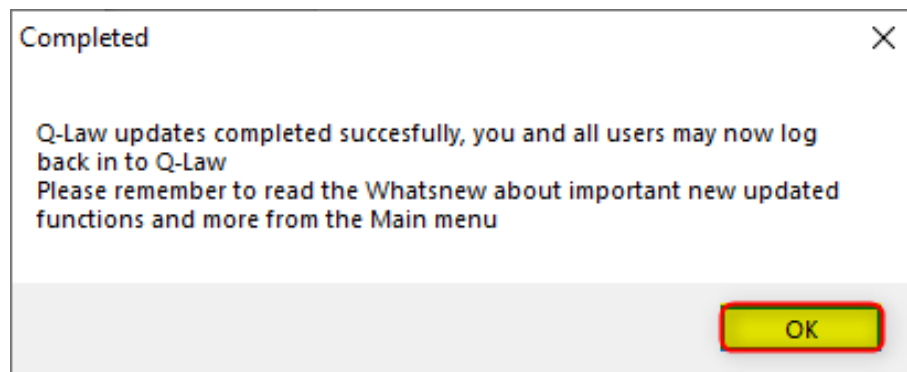
6. Once the file unzips, Q-Law will open automatically and prompt you to log in using the Admin username and password. You will also need to use the LOCK bypass to enter Q-Law and keep it locked.
7. Once you log in as an Admin, go to **[Maintenance] > [System Maintenance - Admin] > [Backup-Pack-Index]**.
8. Click on **[Q-Law Update]**.
9. Confirm that the prompt shows two versions:
 - **First:** “Process Q-Law Software Update” should display the version for the update you are installing.
 - **Second:** “The currently installed version is” should display the current version you are running.
 - If the two versions are displayed correctly, click **[Yes]** to continue.
 - If the date of the first version is *before* the second, click **[No]**. Confirm the update you are attempting to install or reach out to Vertican.



- The update is now complete.
- The “What’s New” PDF will open, which outlines the changes that have been made since the last system update. Minimize or print this PDF. You will also see a popup message letting you know where the PDF was saved. Click **[OK]** to close the message.



- The Completed window prompt confirms that the Update has been successful. Q-Law will automatically close once you click [OK].



Unlock Q-Law

Once the system is properly updated, the system *should* unlock automatically. To make sure, log completely out of Q-Law and open it again.

- If it goes directly to the login screen, it has been unlocked successfully.
- If you still get the Locked screen after the "Complete the Update" step, type in **QRT** and the system will be unlocked for all users.

VSA Application Installation

1. Once the update is complete, go to the QLAW drive:\qlaw folder. Look for the VSA folder and rename it to "old_vsa."
2. Go into the QLAW DRIVE:\qlaw\install folder and find the VSA folder. Copy and paste it to the QLAW DRIVE:\qlaw folder.
3. Go into the VSA folder and click on the  VSA icon.
4. When the log in box comes up, type in SETUP for the username and SETUP for the password.
5. Refer to VSA documentation in Q-Law or the [VSA Help](#) page on the vPortal [Help Center](#).