UPDATE GUIDE

Last Update: January 2026

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Release Notification

Vertican will notify users via email when an update/executable is available. Vertican will provide a ShareFile link at the time of release; this link will download the appropriate update installer and/or executable.

Release Types

Full Update

- A full update requires the processing of a Vertican update package. These packages are provided in a self-extracting EXE file with a standard filename of Q-LawE_X.Y.Z.exe. X will indicate the major release number, Y the minor release number, and Z the patch number.
- Vertican recommends performing a full update after hours as users cannot be logged in to Q-LawE during the update process.
- Full updates typically include new tables/fields and changes to existing tables/fields.

Exe Update

- An EXE update requires firms to download an updated Q-LawE EXE and save it in the desired environment.
- EXE updates can be applied very quickly but still require all users to exit the current version before replacing the executable.
- EXE updates are provided as patch fixes to production problems or for client testing.
    - Test executables should only be used for a short period of time. Typically, after a full update, a test executable can be deleted; however, please check with Vertican prior to deleting.

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Update Preparation

Download

- Create a backup copy of the qlaw9.exe. During the update process, a backup of the exe will also be created in the root folder as qlaw9-backup-YYYYMMDD.exe. The YYYYMMDD portion will reflect the date of the update package being installed.
- Run the Q-LawE backup process.
    - The Q-LawE backup can be done by going to **[Maintenance]** > System Maintenance Admin tab > **[Backup-Pack-Index]** > **[Backup]**.
- Download the appropriate file using the link provided by Vertican.
- Copy the downloaded file to the qlawe folder in the environment to be updated (ex: U:\qlawe folder).
    - For EXE updates, firms may need to rename the executable to Qlaw9.exe either before or after copying it to the correct environment.

User Rights

The user performing the Full Update must have the following rights/access:

- SQL Admin rights
- Level 1 user access with their user type set to A for admin.

Important notice: If your firm is using a service that replicates the Q-LawE database, or if that system may be locking tables during its process, that service MUST be turned off and not actively running during the Q-LawE update process. Please note that if it is not turned off, it will likely result in errors and the resolution of errors related to the locking of the outside system will incur a support charge.

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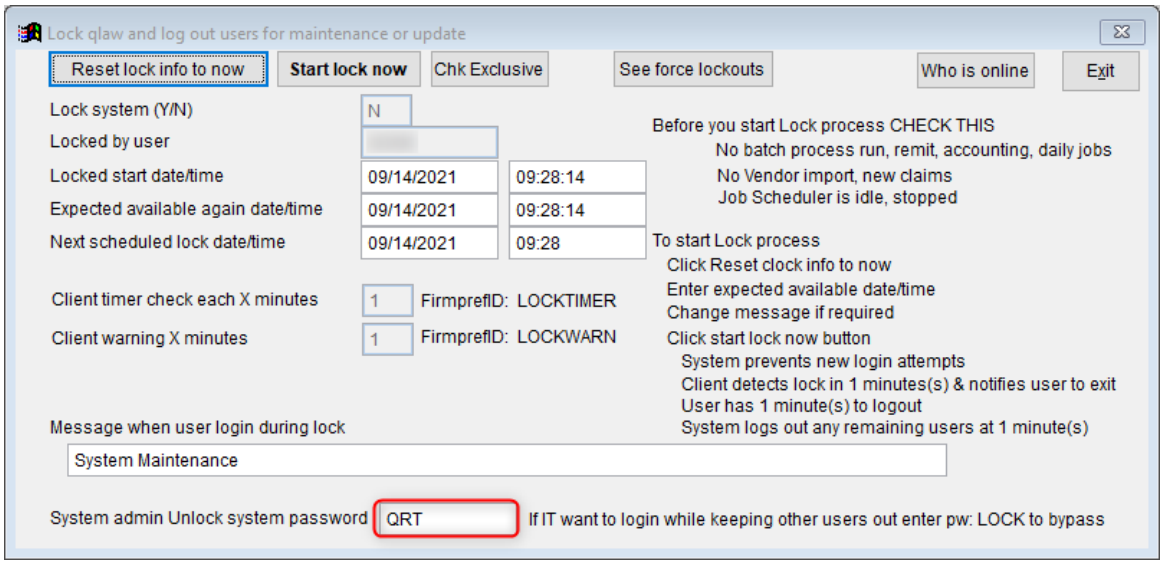
Processing a Full Update

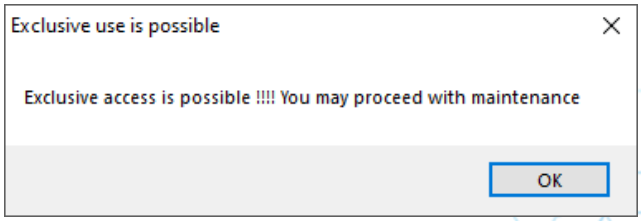
Lock System

Activate the “Start Lock Now” function, which will disable further logins and shut down Job Scheduler if no jobs are running.

1. From the main menu , click **[Maintenance]**.
2. Navigate to the *System Maintenance - Admin* Tab.
3. Click **[Backup-Pack-Index]**.
4. Click **[Allow Logins]**.
5. Click **[Reset lock info to now]**.
6. Click **[Start lock now]**.
    - Please note the System Admin unlock password in the box. This password will be required to unlock the system after the update is processed.
    - Please note that once the system is locked, the password ‘LOCK’ should be used to login to process the update as this will keep the system locked for all other users and prevent them from logging in during the update process.



7. Click the **[Chk Exclusive]** button.
    - If exclusive access is possible (no users are logged in to Q-LawE), the following pop-up message should appear. Click **[OK]** to proceed.



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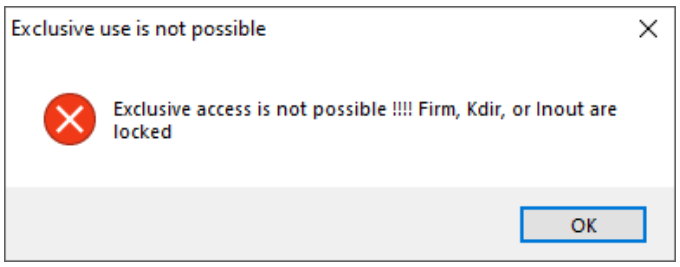
- If exclusive access is **NOT** possible (users are logged in/tables are locked), the following pop-up message should appear. Wait for users to be logged out prior to proceeding. Please continue to check until you receive the popup message above that "Exclusive access is possible".



  - The **[Who is online]** button in the lock screen can be utilized to see who is still logged in to Q-LawE.
  - **Kick users out**: This feature is available in the March 2024 release (version 7663). The **[Who is online]** button in the Backup-Pack-Index screen allows you to kick users out of Q-LawE. If the current user accessing the screen has a seclevel of 1, the user will see the title of the screen now also says: "Select a record to kick user out."
    - If the user clicks **[Select Record]** with a user highlighted, the program will now kick that user out by setting online to blank, logoutdate to the current date, logouttime to the current time, macuserid and ucode to blank, and inout to "Kicked out by admin". NOTE: the user is not allowed to kick themselves or a Job Scheduler out.
    - If the following three conditions are met, you can click **[Exit]** to continue with the update:
      - ✓ Job Scheduler machines are showing as logged in on the grid, but the machines have been paused.
      - ✓ The system lock is in place.
      - ✓ When you clicked the **[Chk Exclusive]** button, the popup message said "Exclusive access is possible" (see screenshot in step 7 above).
    - The userlist record for the logged in user that has been kicked out will be updated. If the macuserid doesn't match, then if the words "Kicked out" are in the inout field, when the user exits to the main menu, then the user will see the "kicked out" message and be kicked out of Q-LawE.
  - The **[View SQL table locks]** on the System Maintenance-admin tab is an additional tool to check table locks by users.
  - If tables or files are still open, open Windows Manager *on the file server* where Q-LawE is installed and click on "Open Sessions and or Files".

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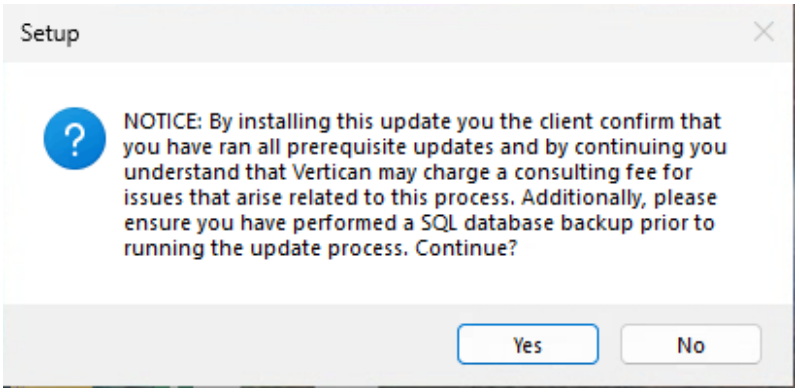
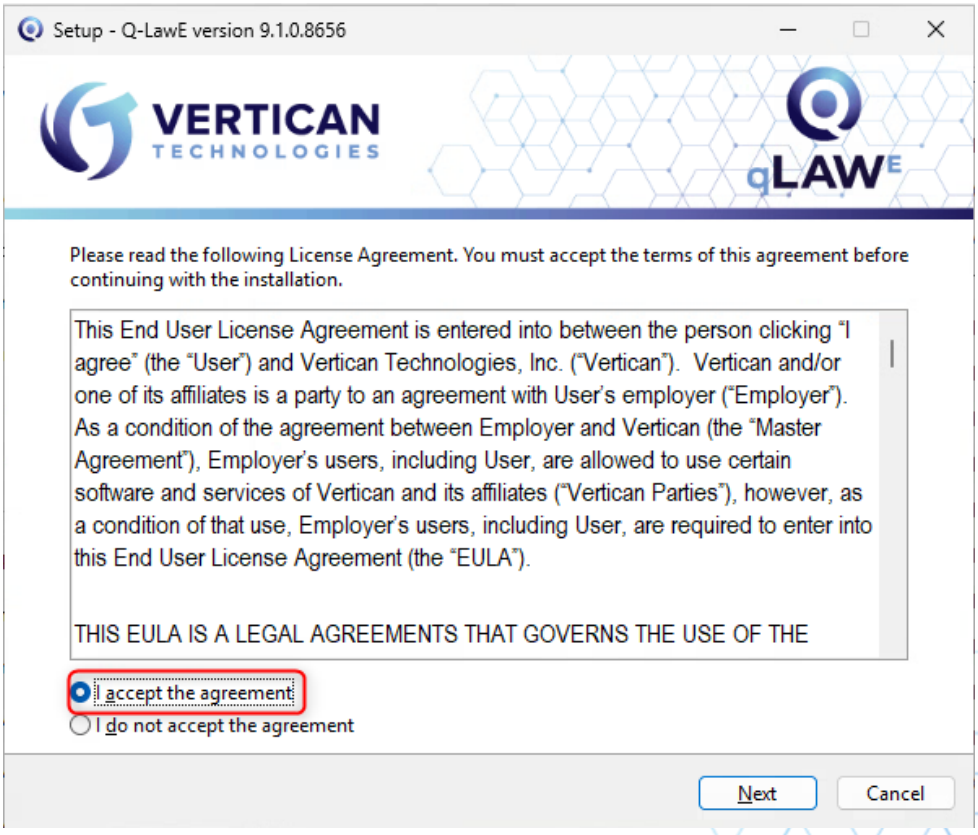
- If any files are currently open, you will need to make sure that the user is no longer logged in to Q-LawE. You may need to use the Windows Manager to “Close Sessions” so that any Q-LawE files are closed.

Install Update Package

1. Locate the Q-LawE_X.Y.Z.exe in the qlawe 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]**.



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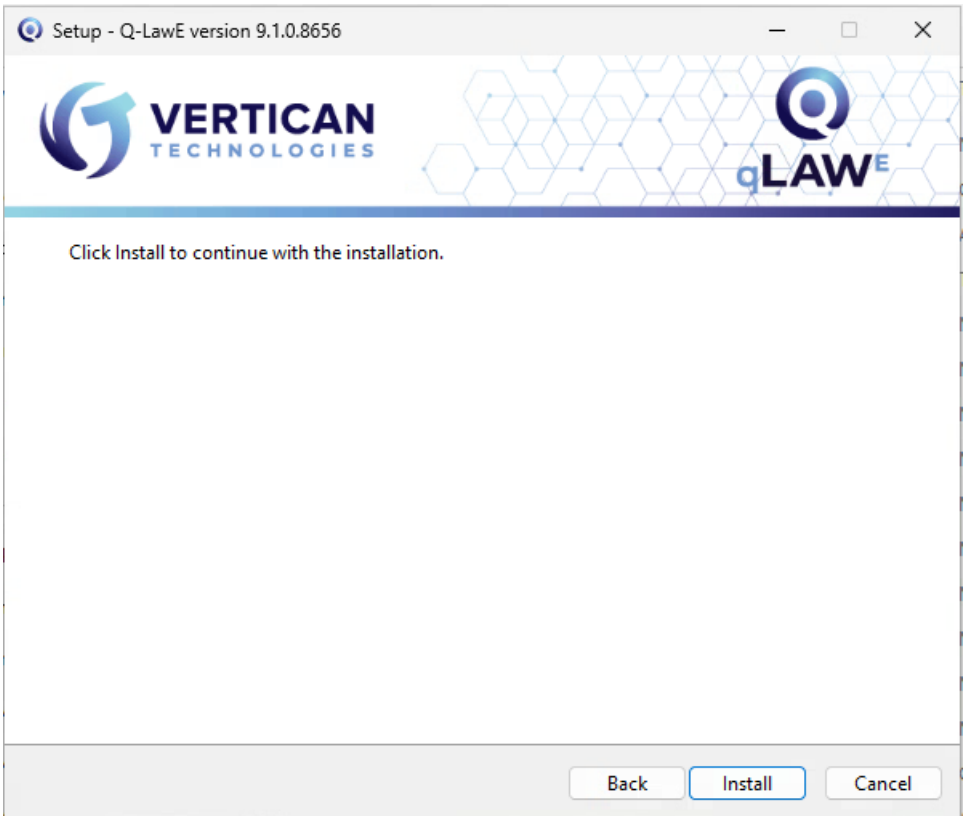
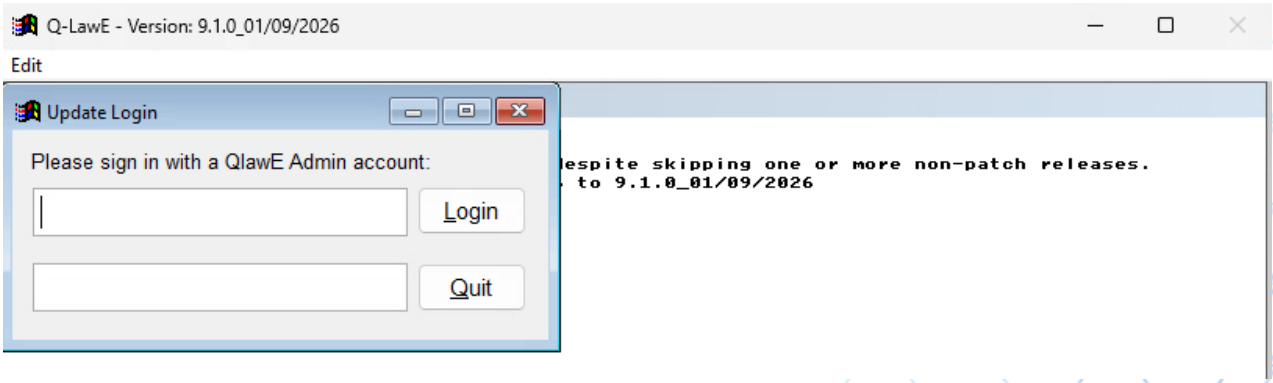
4. Click **[Install]** to continue the update.



5. The update package will show as being unzipped and extracted on the screen. As we enhance the rollback process, the installer will automatically make a backup copy of the tables to the .\data\backup\data folder (starting with the 7663a release). The installer backup should *not* replace the normal Firm backup processes.
    - If any errors occur during the un-zipping process, the whole process must be restarted.

6. Q-LawE will open automatically and prompt you to log in with an Admin Account.



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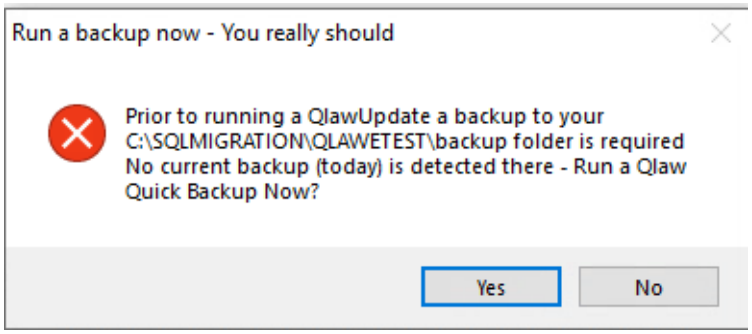
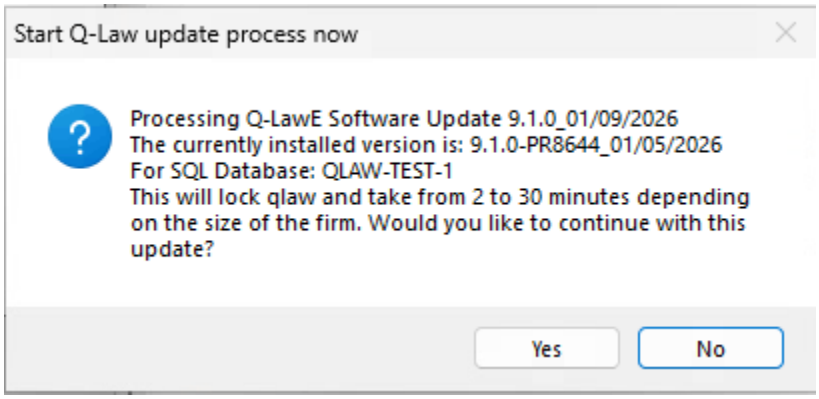
7. Once the login is done, the update install will begin immediately.
    - A pop-up message will appear asking you to make a backup. Vertican strongly recommends that you make a backup for every Full Update.
        i. NOTE: This backup **DOES NOT** substitute for the system backup that includes SQL data, documents, and the Q-LawE data system.



8. Another pop-up message confirms the start of the update process.



9. Click **[Yes]** to proceed with the update.
10. The update process will now begin and may include both local data file updates, sql server updates, etc.
    - Screen messages may appear during the process. All these messages are also logged in the U:\qlawe\Logs\ folder.
11. When the process has completed, the system will let you know with several pop-up prompts. Additionally, the system will display in a PDF reader the most current WhatsNew.PDF for your review.
12. Q-LawE will close automatically.
13. Relaunch qlaw9.exe and enter the password to unlock the system for all users. This is the password displayed prior to system lock.
14. The update is complete, and users may now re-enter the system.

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If the Q-LawE update does not complete successfully,

please contact Vertican for support.

Logs

Logs files are created during the update process and saved in the .\qlawe\logs folder.

- The InstallLog_YYYYMMDDHHMMSS.txt file is the primary log for the update.
    - If an error occurs during the update process, please provide a copy of this file to Vertican when reaching out for support.

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