

KB Article 2013_EE_785
March 07, 2013
Last update: Sep 23, 2013

How to setup Cellica Database application after upgrading to iOS 7
(Personal/Enterprise)?

Product(s)

Cellica Database (Wi-Fi, Internet and Anywhere) Personal Edition or Enterprise Edition

Symptoms

You may face any of following issues after upgrading to iOS 7

- If you have password set for application/profile/form/report, you cannot able to enter it on password dialog. The textbox is hidden.
- You get problem while synchronization. Please check "Device ID" of your device using "View Device ID" option in menu on Home Screen of Cellica Database application. Make sure the desktop application and your device application is using same "Device ID"
- You cannot enter date time values on form/subform.
- Some part of form is hidden under title bar.
-

Details:

Please use following steps.

Step 1: Take the backup of "UserProfileDB.mdb" from installation path of Cellica Database desktop application

Step 2: Remove Cellica Database device application

Step 3: Install Cellica Database device application from AppStore.

Step 4: Use "View DeviceID" option in menu to get device id of your iOS device.

If you notice device id of your existing installation is different than the device is showing after upgrading to the new OS, please mail us both old and new "Device ID". Send it to support@cellica.com

Step 5:

Cellica Database Personal Edition (Internet)

-Download the latest setup for Cellica Database desktop application from the following link,
<http://www.cellica.com/download/CellicaDatabase.exe>

Cellica Database Anywhere Personal Edition

-Download the latest setup for Cellica Database desktop application from the following link,
<http://www.cellica.com/download/CellicaDatabaseAnywhere.exe>

Cellica Database (WiFi)Personal Edition

Download the latest setup for Cellica Database desktop application from the following link,
<http://www.cellica.com/download/CellicaDatabaseWiFi.exe>

- Run the setup and choose "upgrade" option.
- Enter the new device id while upgrading the application,
- Sync from device.

Cellica Database Enterprise Edition

Solution 1:

- Remove user with old device id from "User Manager" module.
- Add user with new Device ID
- Assign profiles and forms
- Repeat the procedure for all users.

Solution 2:

- Remove all users from "User Manager" module of Cellica Database desktop application.
- Add users with new "Device ID" in "User Manager" module.
- Use steps given on following knowledgebase article to import forms and profiles.

<http://cellica.kayako.com/Knowledgebase/Article/View/21/15/how-can-i-save-my-work-in-cellica-database-application-and-later-on-reuse-it--how-can-i-take-a-backup-of-my-work-in-cellica-database-and-restorereuse-it-later>