



How to Upgrade Your Software:

We **strongly** recommend upgrading between Monday through Wednesday (for full client service availability) and before or after your regular business hours. Software upgrades are only available for download to active members of Milano's Client Care Program.

Before You Begin Your Upgrade

1. **Confirm System Requirements:** Confirm that all computers running the Milano Software meet our current system requirements found here: [System Requirements for Milano Spa 7.2](#)
2. **Read the Technical Environment Requirements:** If you are using our software on multiple computers, it is best that you have your computer/network technician read our technical environment document, found here: [Technical Environment Document for Milano Spa 7.2](#)

Warning!! Running an incorrect upgrade will prevent you from accessing your data. Please contact Milano Software if you are unsure you should run the update.

Let's Get Started (Your update will take between 15 minutes and 1 hour)

3. **Backup Your Software:** Prior to running the update, make sure you run a backup. To do this, click **MAIN MENU » SYSTEM MANAGEMENT » MAINTENANCE » SYSTEM BACKUP**
4. **Download the Upgrade:** The upgrade can be found by clicking the button on the left on the [Get Spa Upgrade](#) page. You will be prompted to fill out a form, after which, a link will appear for your upgrade.
5. **Close Milano Software on All of Your Computers:** Once you have downloaded the upgrade file, close your Milano software on all computers. Make sure that **ALL** users stay out of your Milano software until the update is complete.
6. **Run the Upgrade:** Once the file has been downloaded, double click it to run the upgrade. It will ask you where your software is installed (Typically C:\SAM6MAIN or C:\Milano) so make sure you are choosing the correct location.
7. **Completion:** Once the update has completed, it will state that the update has completed successfully. At this point, a new icon may appear on your desktop. Run the program and let it go through a cleanup. Once the cleanup has completed, you are free to let other computers run the program again.

Get Educated

Please contact our Education Team to schedule your Upgrade Training and view our [Continuing Education Guide](#) for a full listing of course dates, times, and learning outcomes.

Questions & Queries: Contact us at 1-800-667-1596