



BALANCEPOINT
TECHNOLOGIES

MAX Workbench Upgrade Process

Instructions

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Purpose

The latest version of Workbench requires you to uninstall your current version and then install the latest version to enable all your registered BPT Workbench applications to work seamlessly. This is due to how the built-in update tool works whereby the downloader will not allow you to update directly.

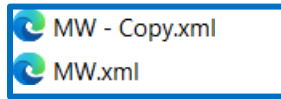
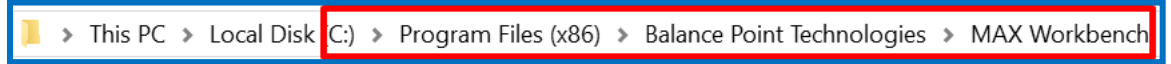
Minimum System Requirements

- .NET Framework 4.5
- EXACT MAX Software v5.6.X
- SQL Server 2016 and higher
- Windows Server 2016 and higher
- Windows 10 or 11 Pro or Enterprise
- Microsoft Office 2016 and higher

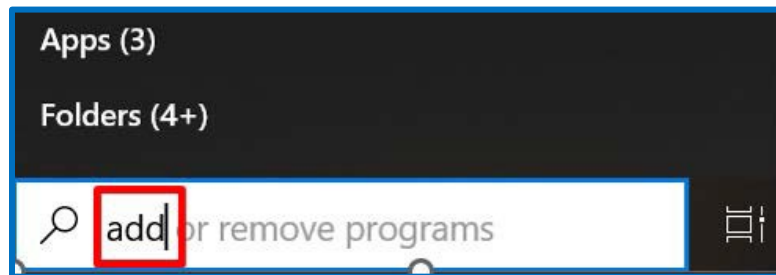
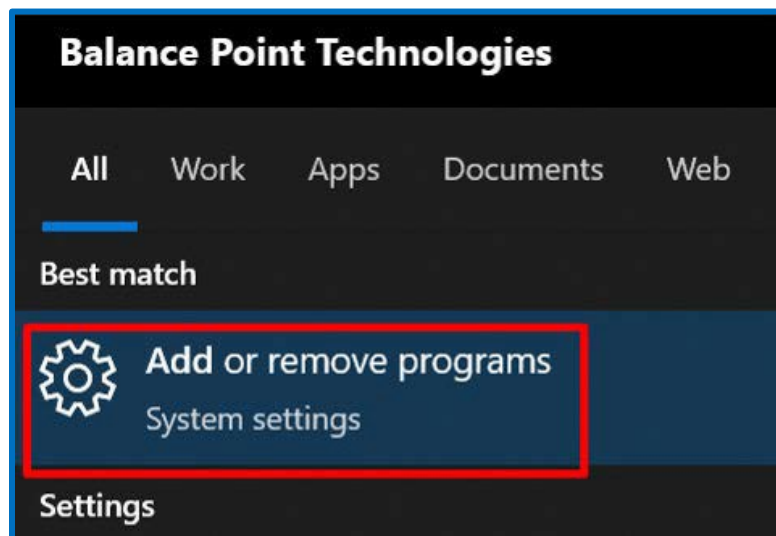
Installation

A. Uninstall Old Version of Workbench

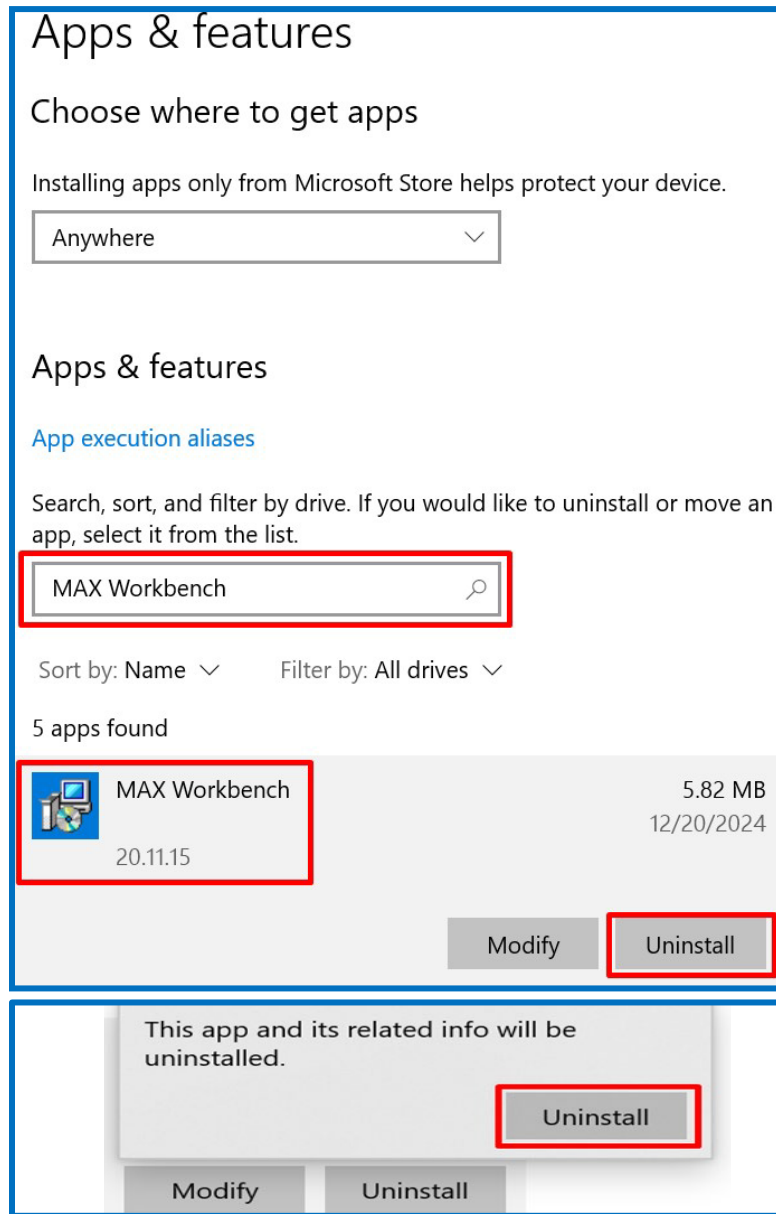
- Backup the MW.xml settings file in the MAX Workbench install directory:



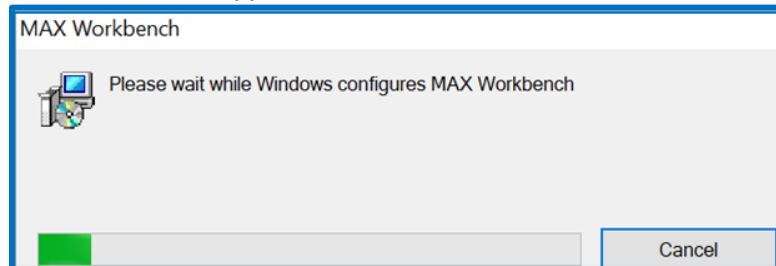
- In the Windows Start Menu, start typing 'Add or Remove' or 'Apps & features' until it comes up, and then click on it to go to 'Apps & features':



- In 'Apps & features' in the search field, start typing 'MAX Workbench', and then click on 'MAX Workbench' once it appears. And then click 'Uninstall'. Then click the second 'Uninstall' button to confirm the installation of MAX Workbench.



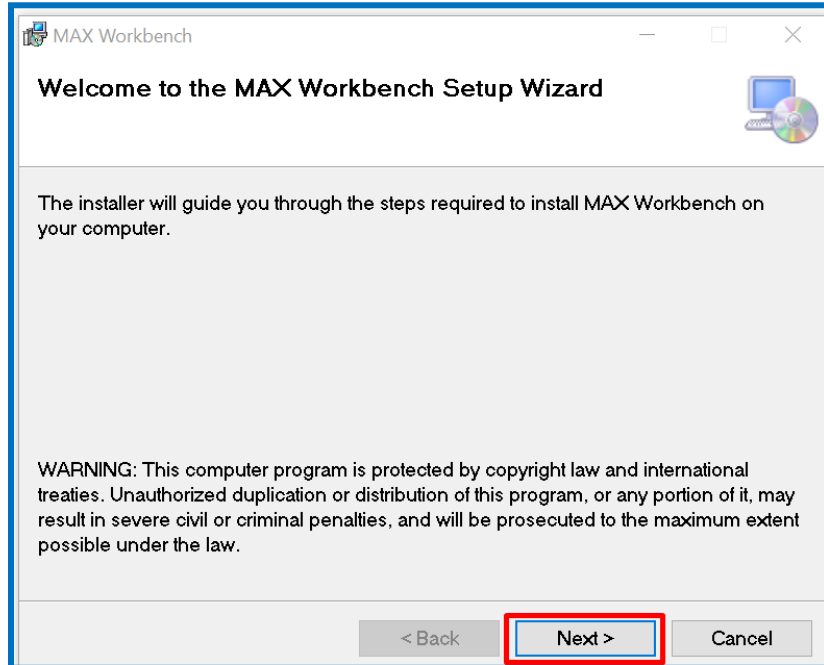
- The MAX Workbench Uninstaller will appear and uninstall MAX Workbench.



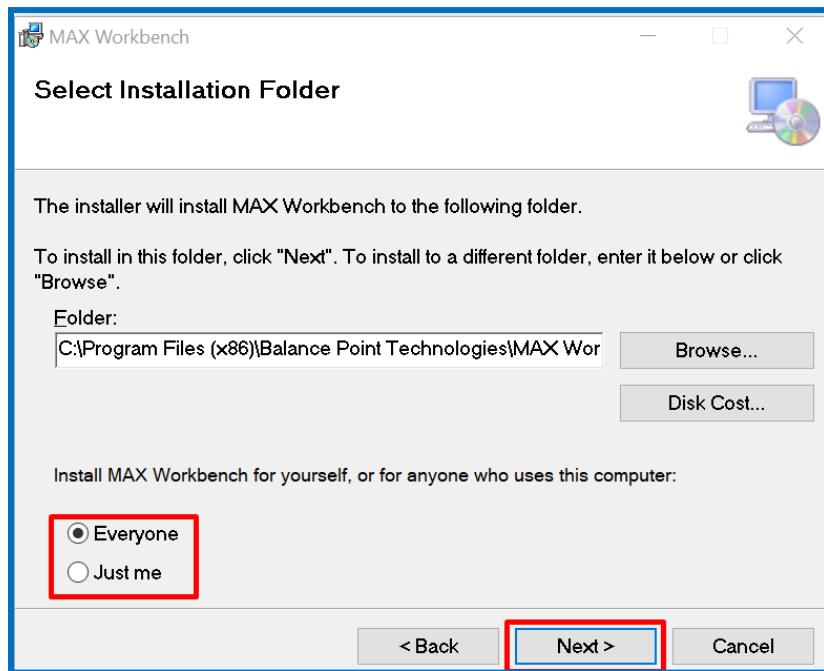
- At this point, you should be ready to install the new version of MAX Workbench.

B. Manually Install MAX Workbench

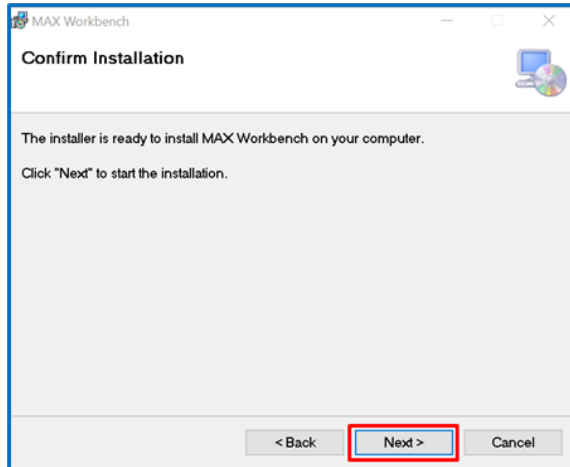
- Launch the MAXWorkbenchinstaller.msi.
- The Welcome to the MAX Workbench Setup Wizard appears. Click the 'Next' button to continue.



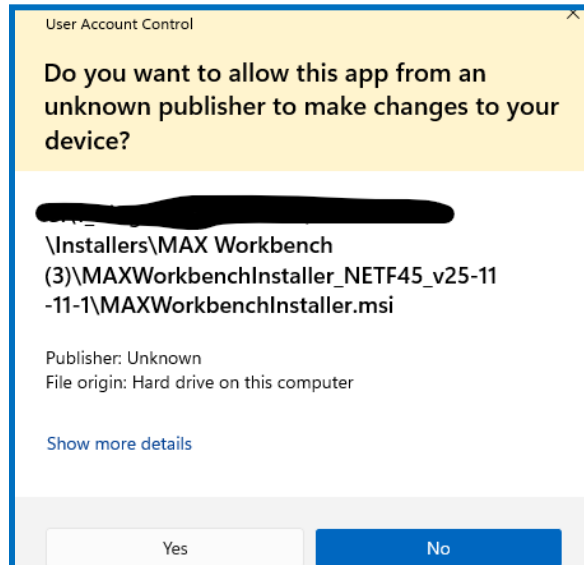
- If only one user uses the system on which MAX Workbench is being installed, then choose the 'Just me' checkbox, otherwise leave the selection at 'Everyone' for multiple users who might use MAX Workbench. Click the 'Next' button to continue.



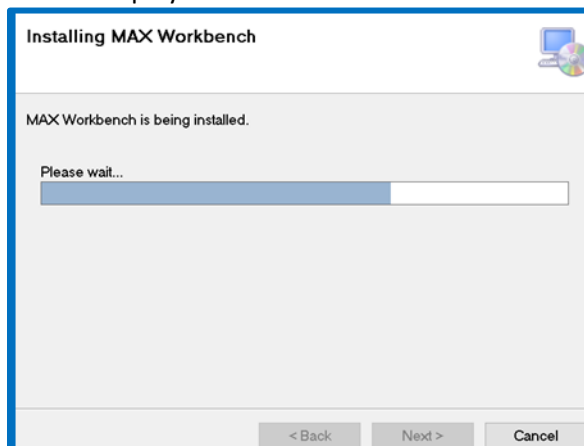
- The Confirm Installation window appears, click the **'Next'** button to continue the installation.



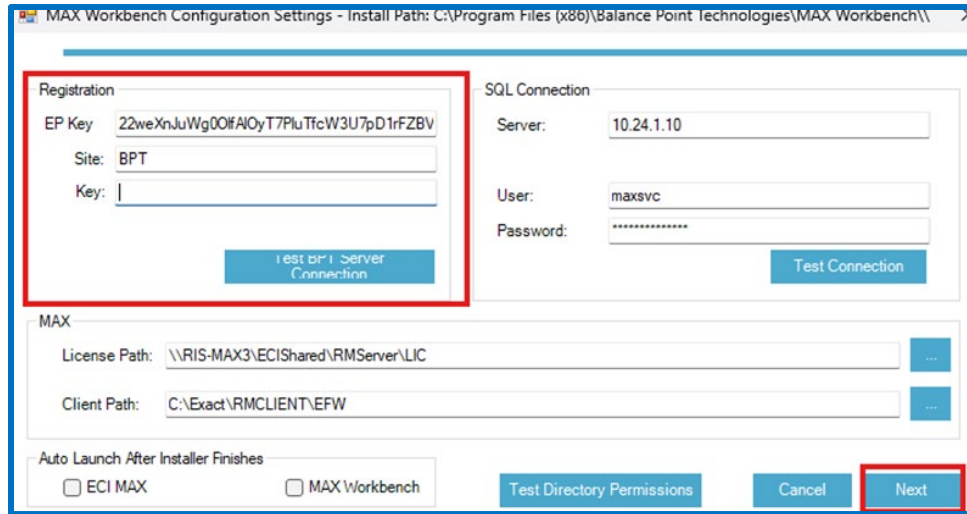
- If this screen displays UAC is enabled, click **yes** (assuming you have admin credentials or permissions).



- The progress window will be displayed.



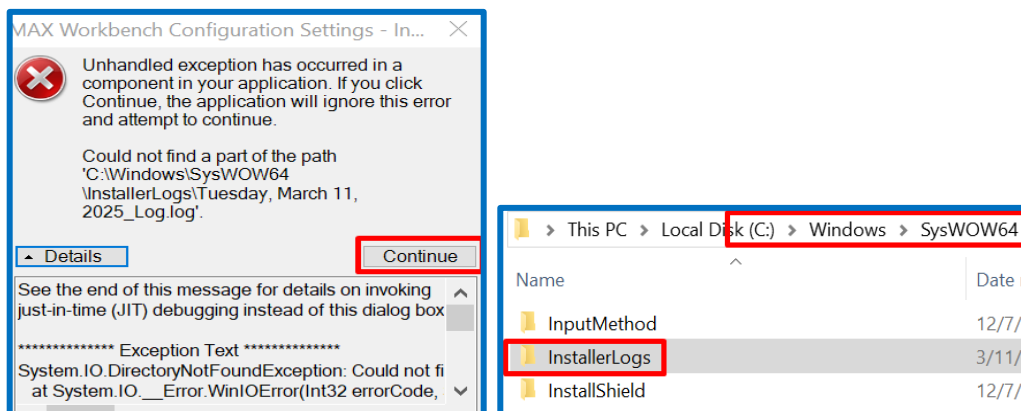
- MAX Workbench version 25.11.11.1, a Configuration Settings dialog will be displayed, allowing you to confirm and set the MAX Workbench settings in the installation process. Confirm that the settings are correct and click 'Next' to continue.



- Registration information, such as the Reg Key and Site and Key will be provided by BPT.
 - Some or all the Registration information may already be in place if this is an update.
 - The EP Key populates automatically.
- Check either of the Auto Launch checkboxes, if it's desired for the ECI MAX Client and/or MAX Workbench to auto launch after the installation finishes. Otherwise, if left unchecked, ECI MAX and/or MAX Workbench won't auto launch after the installation finishes.
 - There may be a message about the MW.xml file already existing. This message can be ignored.

- After clicking the 'Next' button in the MAX Workbench installer Configuration Settings dialog, the following error about not finding a part of the path of '**C:\Windows\SysWOW64\InstallerLogs\[Date]_Log.log**' might appear.

- The installer might not have permissions to create the 'InstallerLogs' folder, and that may need to be manually created in the 'C:\Windows\SysWOW64\' path. Once that folder has been created, then click 'Continue' and then click 'Next' again. Then the installation should be able to continue.



- After the install finishes successfully, the Installation Complete window displays. Click the 'Close' button. And then either the ECI MAX Client or MAX Workbench will auto launch if either were set to auto launch.

