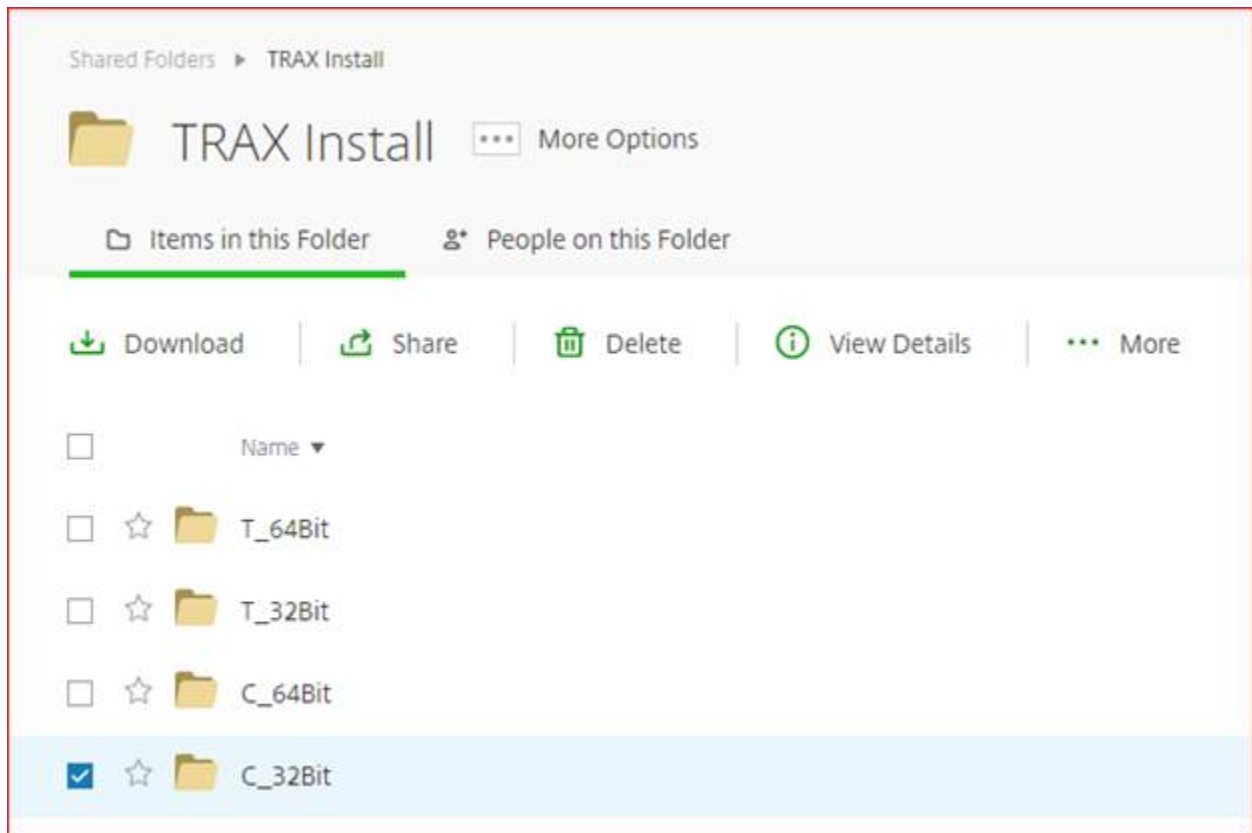# TRAX Upgrade Instructions via ShareFile

Since TEAM on the Web launched in the 15-16 Award Year and TRAX upgrades will be handled through ShareFile, GEMCOR is discontinuing the use of the Command Center program on Client TRAX user machines.

To upgrade your TRAX software in the future, please log into your ShareFile Account and click on the "TRAX INSTALL" folder to see the following sub folders:

In order to download the correct TRAX program for your specific computer, please verify the location of your TRAX Database at your computer. This can be found on the TRAX Login Screen on the upper left of the Login Screen in TRAX as follow:

The arrow in red above indicates "T" or "C" corresponding to the drive letter in which your TRAX data is found on your local computer.

Make a notation that Your Drive Letter is: _____

NEXT, determine if you need the 32 Bit or 64 Bit version of TRAX. This can be determined by one of two ways:

if you have Microsoft Access on your computer, open up MS ACCESS and go to the Help Screen and verify the version of MS Access on your Computer

Product Activated

Microsoft Office Professional 2010
This product contains Microsoft Access, Microsoft Excel, Microsoft OneNote, Microsoft Outlook, Microsoft PowerPoint, Microsoft Publisher, Microsoft Word.

About Microsoft Access

Version: 14.0.7173.5000 (32-bit)
Additional Version and Copyright Information
Part of Microsoft Office Professional 2010
© 2010 Microsoft Corporation. All rights reserved.
Microsoft Customer Services and Support
Product ID: 02244-OEM-1570071-63104
Microsoft Software License Terms

The Screen above indicates you are using the 32-bit version of MS Access

If you do not have MS Access installed on your computer, determine the bit Operating System by your Windows operating system version by:

Clicking on the START button, then select "Control Panel", then select "System"

View basic information about your computer

Windows edition

Windows 7 Professional

Copyright © 2009 Microsoft Corporation. All rights reserved.

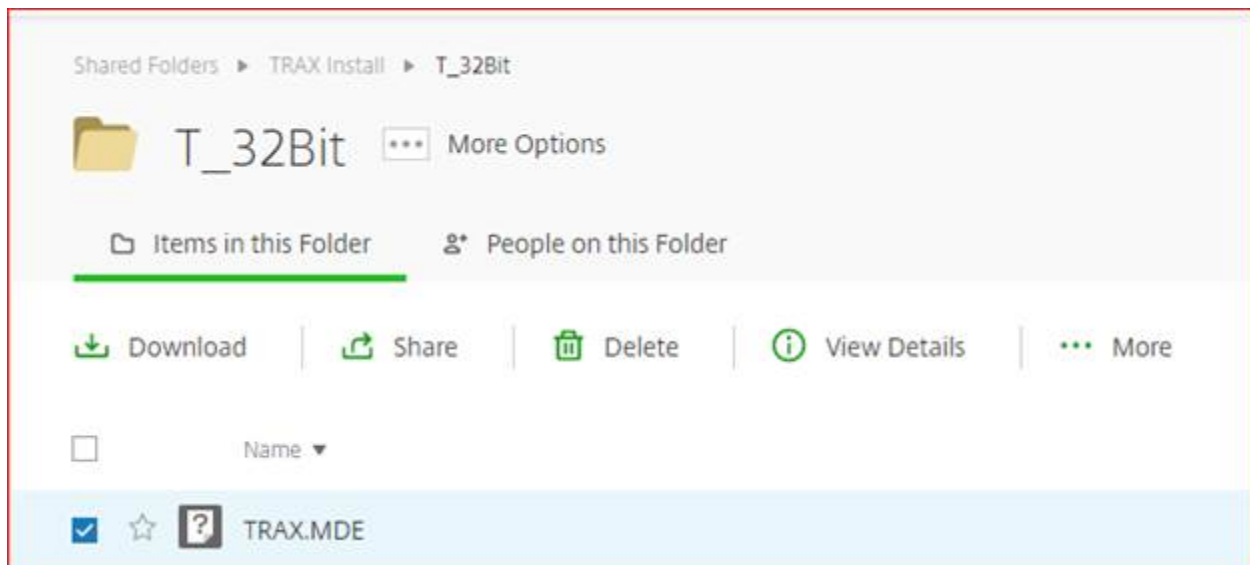Service Pack 1
Get more features with a new edition of Windows 7

System

Manufacturer:	Dell
Model:	Vostro 270S
Rating:	4.9 Windows Experience Index
Processor:	Intel(R) Core(TM) i3-3220 CPU @ 3.30GHz 3.30 GHz
Installed memory (RAM):	4.00 GB (3.88 GB usable)
System type:	64-bit Operating System
Pen and Touch:	No Pen or Touch Input is available for this Display

The screen above indicates that the Operating System for Windows is either a 32 or 64-bit Operating System. In the case above, the operating system is a 64-bit operating system

Make a notation that Your Operating System is 32 or 64 Bit: _____

Now that you know your Drive Letter and Bit Operating System, you can click on the corresponding subfolder in ShareFile to download the new version of TRAX. For Example, if your Drive letter is "T" and your Operating System is "32-Bit", click on the T_32Bit subfolder, select the TRAX.MDE file and click "download". Please overwrite the TRAX.MDE file currently in your C:\TRAX folder on our computer's hard Drive.

After opening TRAX, you should be able to verify that you now have version 129 from the login Screen in TRAX.

You can create a shortcut on your DESKTOP directly to the TRAX program pointing to C:\TRAX\TRAX.MDE – YOU don't need the Command Center anymore!

If you have any questions or need additional help, please call GEMCOR Technical Support at 1-888-GEMCOR-8