Major Upgrade Procedure
Cranium and Synapse

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Molecular Knowledge Systems
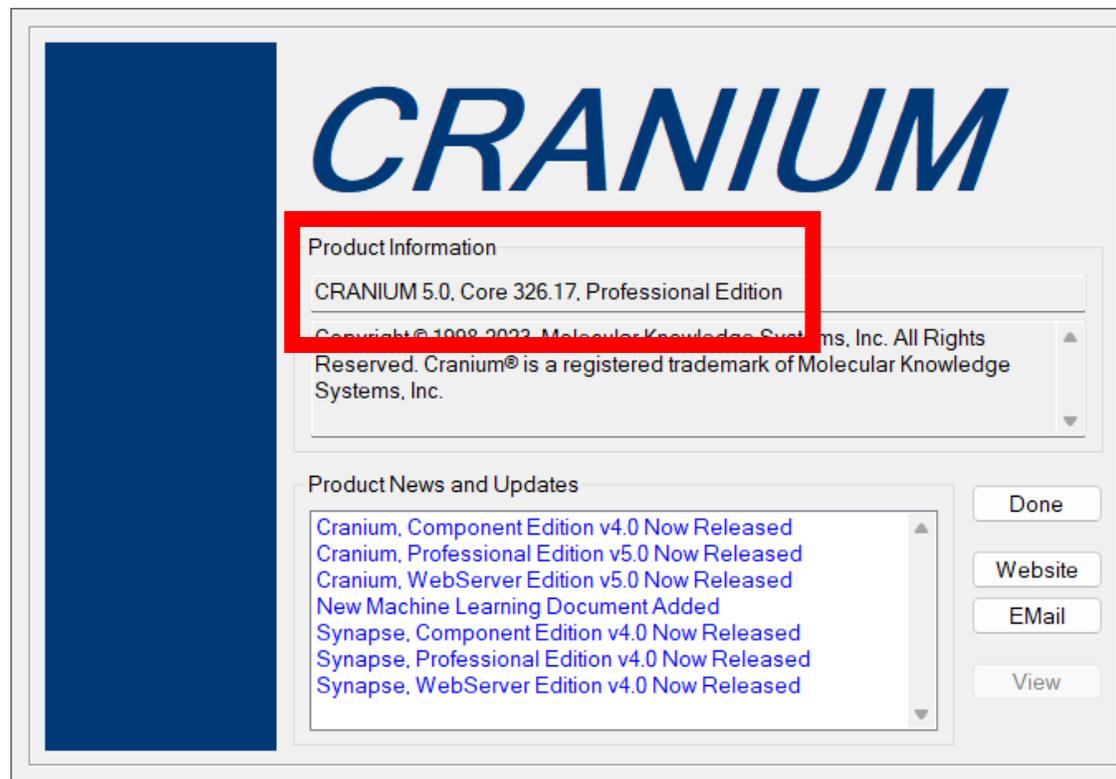
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Overview: Major Upgrade Procedure

Version 4.0 is the current version of Synapse, Professional Edition. Version 5.0 is the current version of Cranium, Professional Edition.
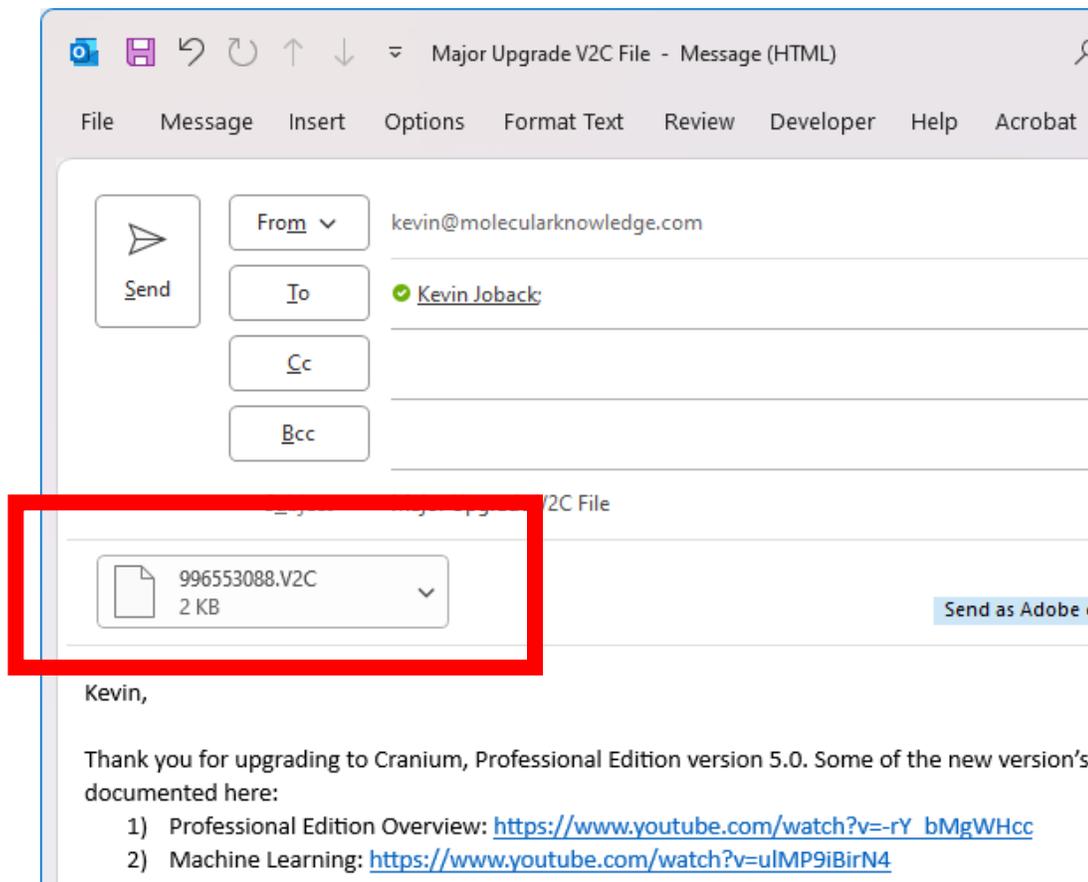
A major upgrade consists of two steps:

- You must upgrade your license key.
- You must upgrade the application.

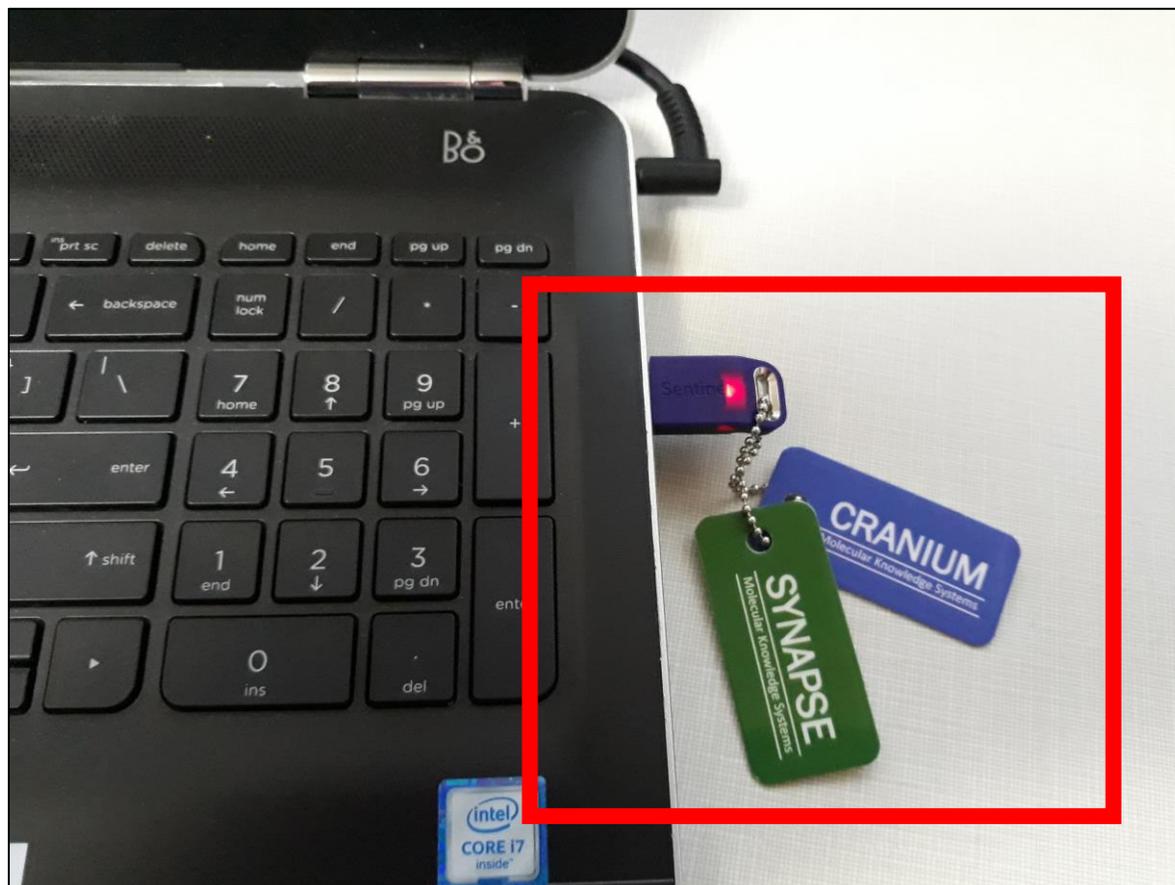The following pages detail these two steps.

1) Receive V2C Upgrade File

a) We will email you a "V2C File". This is a file containing upgrade codes for your USB license key.
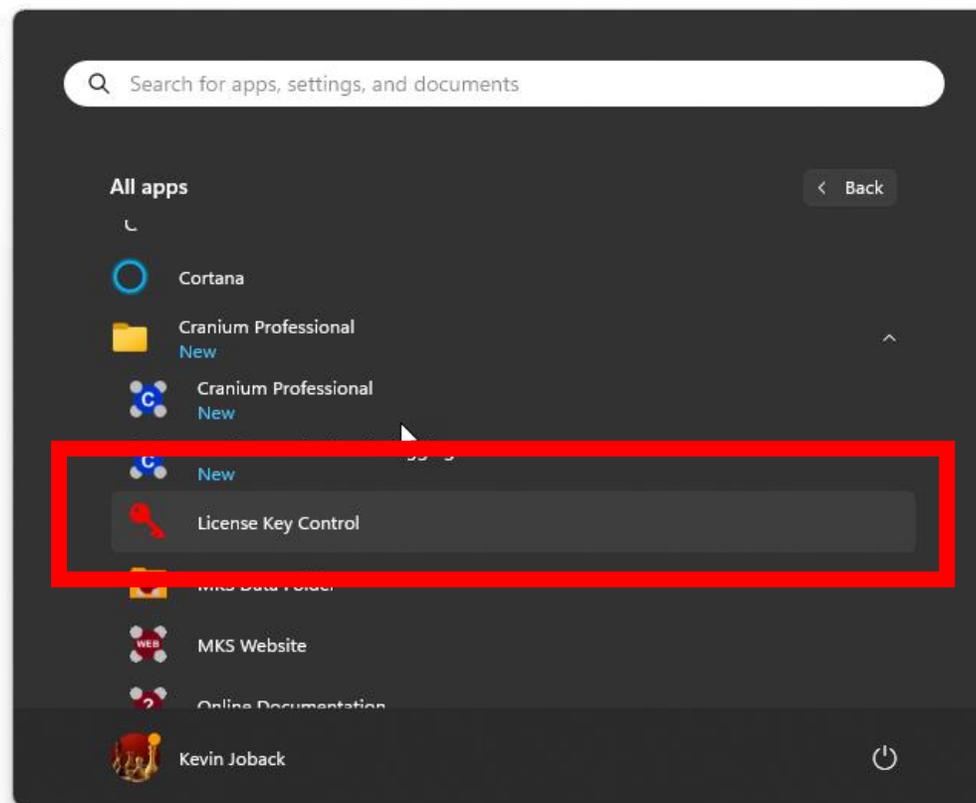
b) Download this file onto your computer's hard disk.

2) Insert your License Key

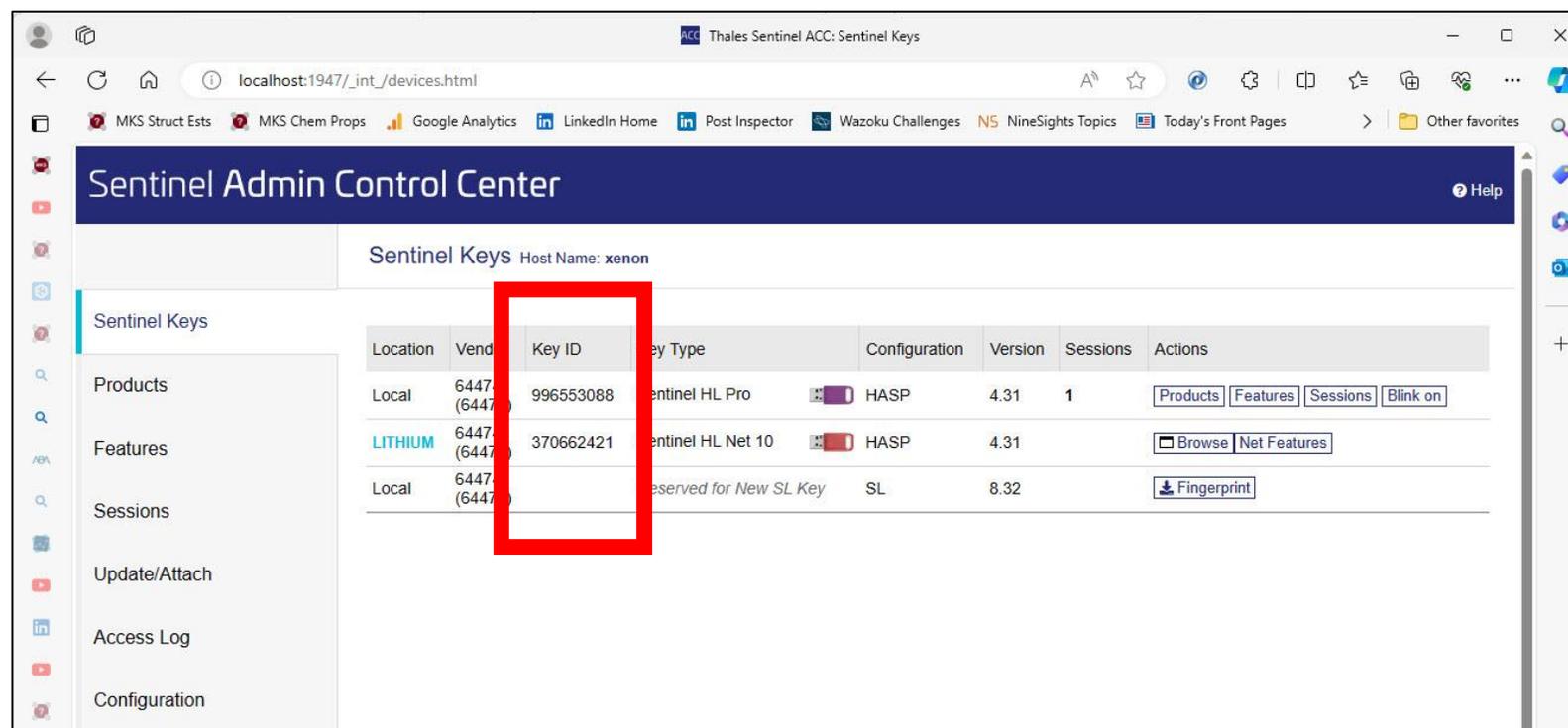a) Insert your current license key into your computer's USB slot.

3) Start License Key Control Center

a) Select "License Key Control" from the Start Menu's Synapse or Cranium folder.

b) This menu item should be present in your current product version. If the menu or menu item is not present, then you must reverse the order of the upgrade, i.e., upgrade the application first, then upgrade the license key.

4) Start License Key Control Center

a) The Sentinel Admin Control Center application will be displayed in your web browser.

b) Make sure the "Key ID" of the key you inserted matches the name of the file attached to the email we sent to you. (Contact us if it does not match.)
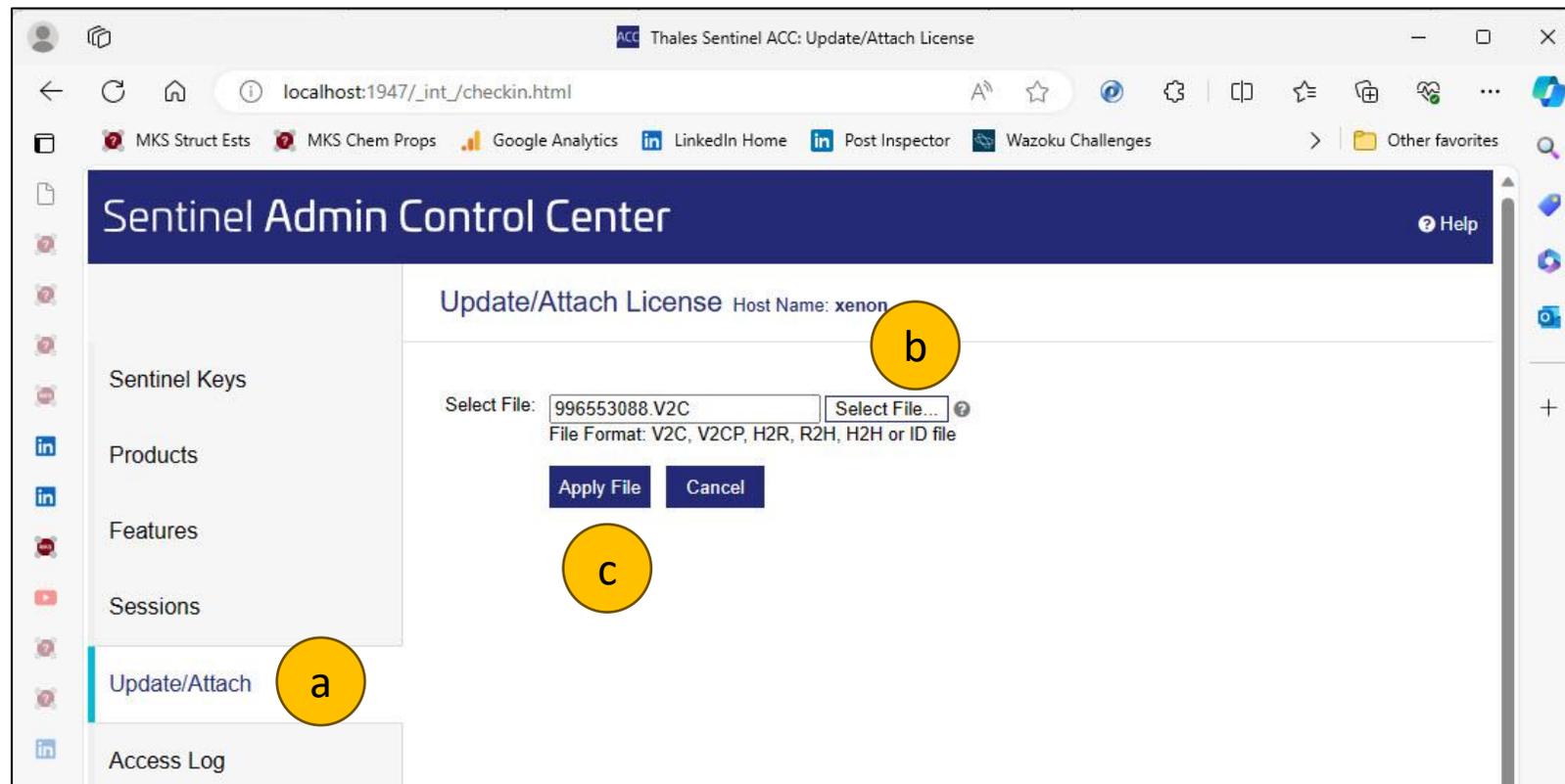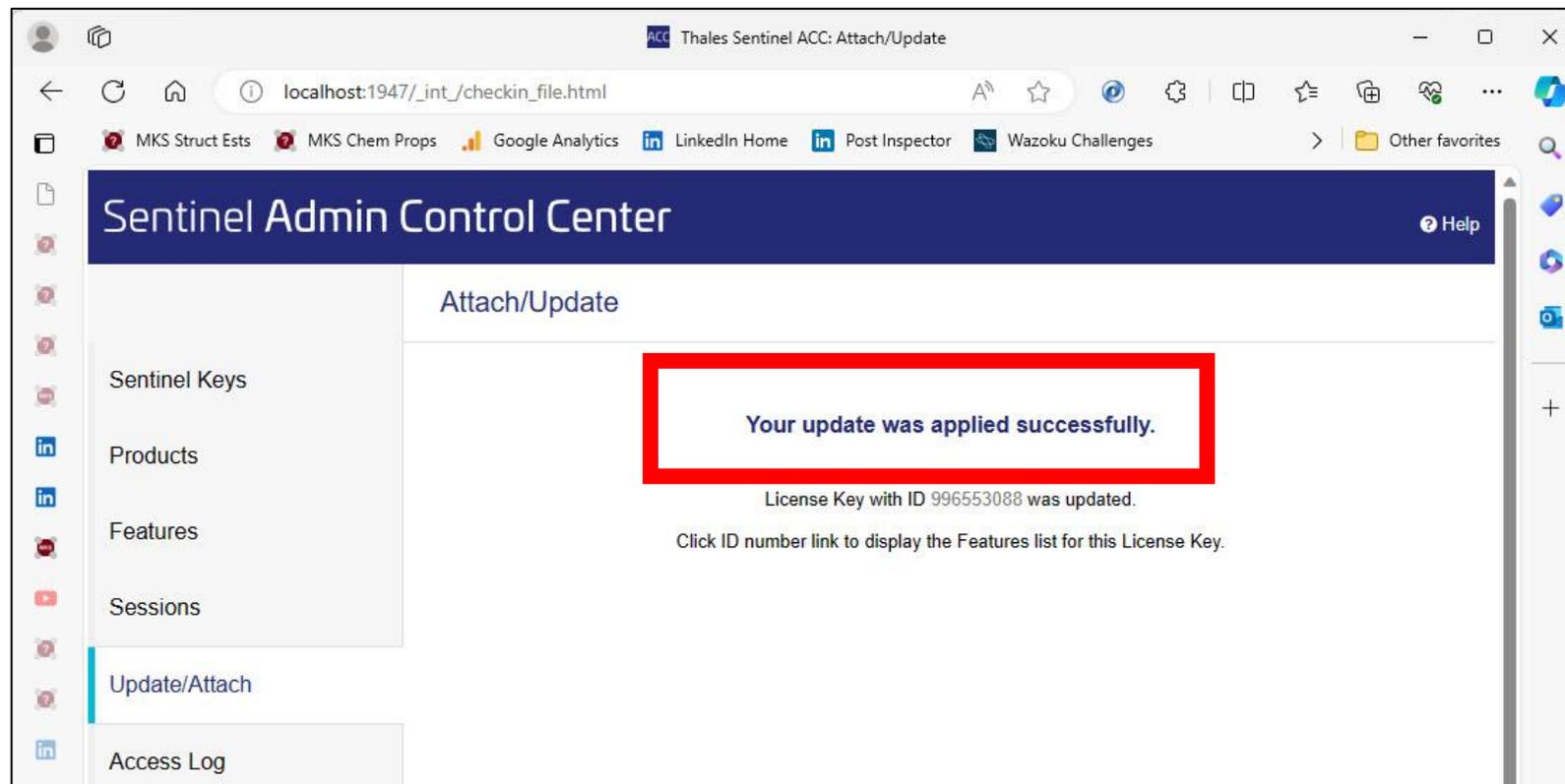
5) Apply the Upgrade File

a) Press the Update/Attach tab on the left side of the window

b) Press the "Select File" button and select the V2C file you downloaded from our email to you.

c) Press the Apply File button.

6) Check for Success

a) The update process should take less than 5 seconds

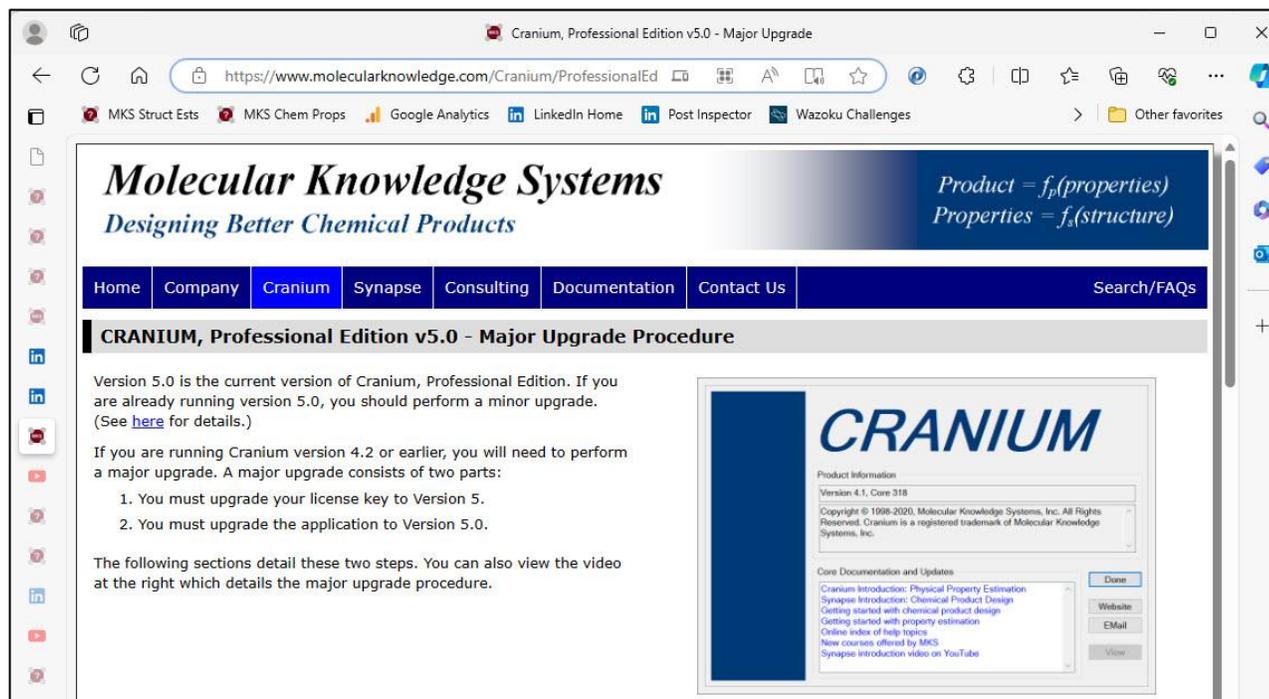b) If you encounter any error, please take a screen capture of this window and send it to us.

7) Goto the Upgrade Form Webpage

Synapse: https://www.molecularknowledge.com/Synapse/ProfessionalEdition/Version04/MajorUpgrade/MajorUpgradeForm.html

Cranium: https://www.molecularknowledge.com/Cranium/ProfessionalEdition/Version05/MajorUpgrade/MajorUpgradeForm.html

a) Click on the link above that corresponds to the product you are upgrading.

b) The product's "Major Upgrade Form" webpage will be displayed in your web browser.
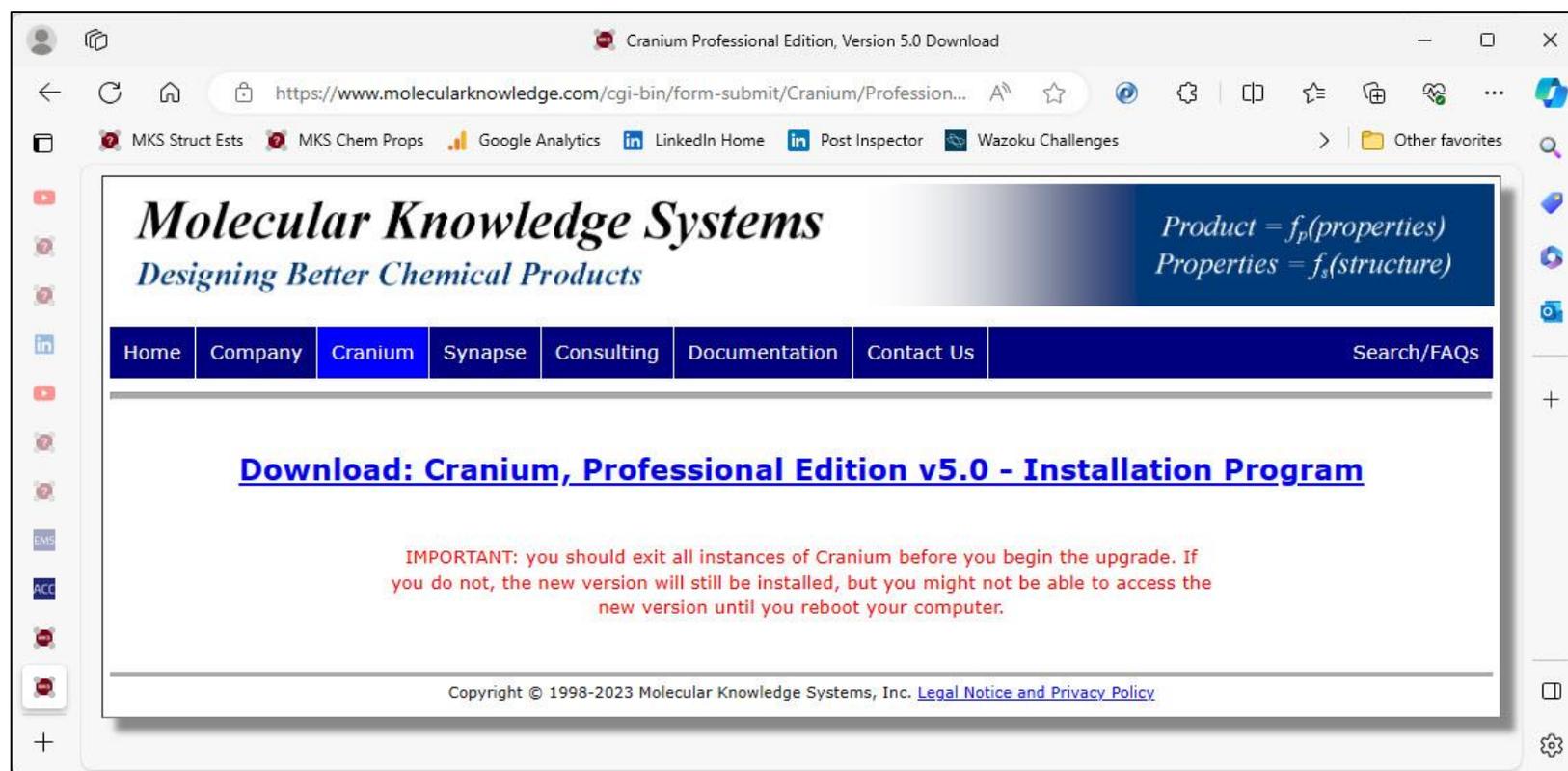
8) Complete the Upgrade Form

a) Scroll to the bottom of the webpage and enter your name and the name of your company.

b) Check the "Human Check" checkbox.

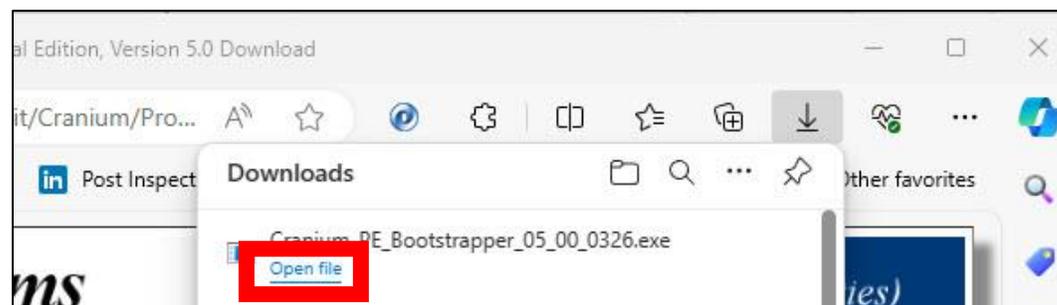c) Press the Download Update button.

9) Download the Installation Program
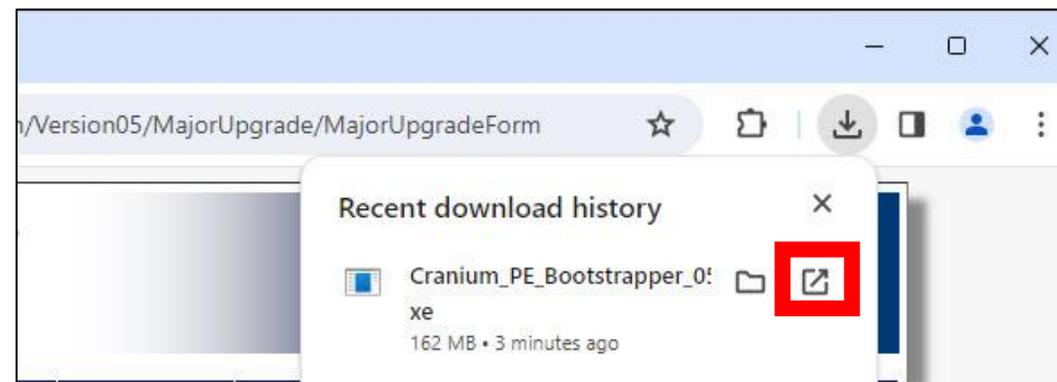
a) Click the left mouse button on the download link

10) Run the Installation Program

a) The browser will download the installation program.

b) When the download is complete, click on the "run command" to run the program.
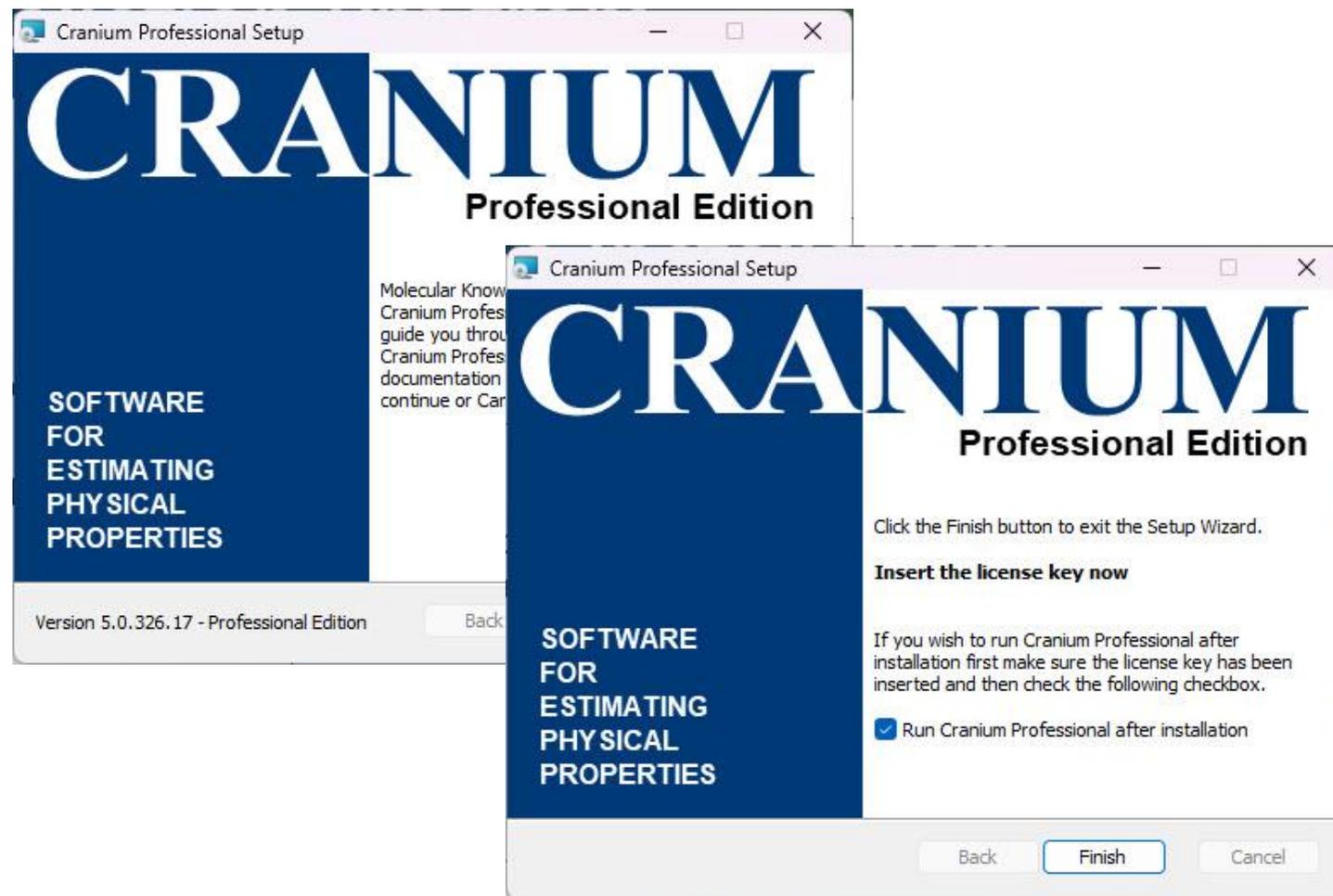
Running the program on Edge:

Running the program on Chrome:

11) Complete the Installation

a) The installation program will start.

b) The installation program will help you install dependencies, agree to the license agreement, select the data folder, and install the updated application.

c) On the last page of the installation program check the "Run Cranium" checkbox and press the Finish button. (If you have not upgraded your license key, perform the upgrade now, before you press the "Finish" button.)

d) Start running your updated application.

Thank You

Please let us know how the upgrade went or if you have any questions

info@molecularknowledge.com

Thank You!