

7.6 Upgrading from a Previous version of Reporter/Communicator

Reporter version 2.3 supports upgrade either from a previous version of Reporter or from Communicator.

Important Notes regarding upgrade:

- Previous versions of Reporter or Communicator may not coexist on a PC with the new version of Reporter; only one instance is permitted at a time.
- Uninstalling the previous version is generally not required, provided that the second digit in the version number has incremented (e.g., Upgrade from 2.1.1.4 to 2.3 does not require uninstall, 2.1.1.3 to 2.1.1.4 does require uninstall prior to upgrade).
- Reporter version 2.3 supports use of study files (i.e., test results) from previous Reporter and Communicator versions; no data is removed when upgrading to Reporter version 2.3. However, creating a backup prior to upgrade is recommended.
- Back-up and secondary off-system backup of Reporter or Communicator files is recommended prior to performing an upgrade. These files include:
 - C:\DPNCheck
 - C:\Program Files (x86)\NeuroMetrix
 - Custom Private and Share folder paths set for Reporter; see Section 8.4.1: Datastore Overview for more information on test results saving for Reporter.

NOTE: Downgrading to a prior version of Reporter or Communicator after upgrading to Reporter 2.3 is not supported. If you need to revert to a prior version, contact NeuroMetrix Customer Support (Section 3: Customer Support Contact).