

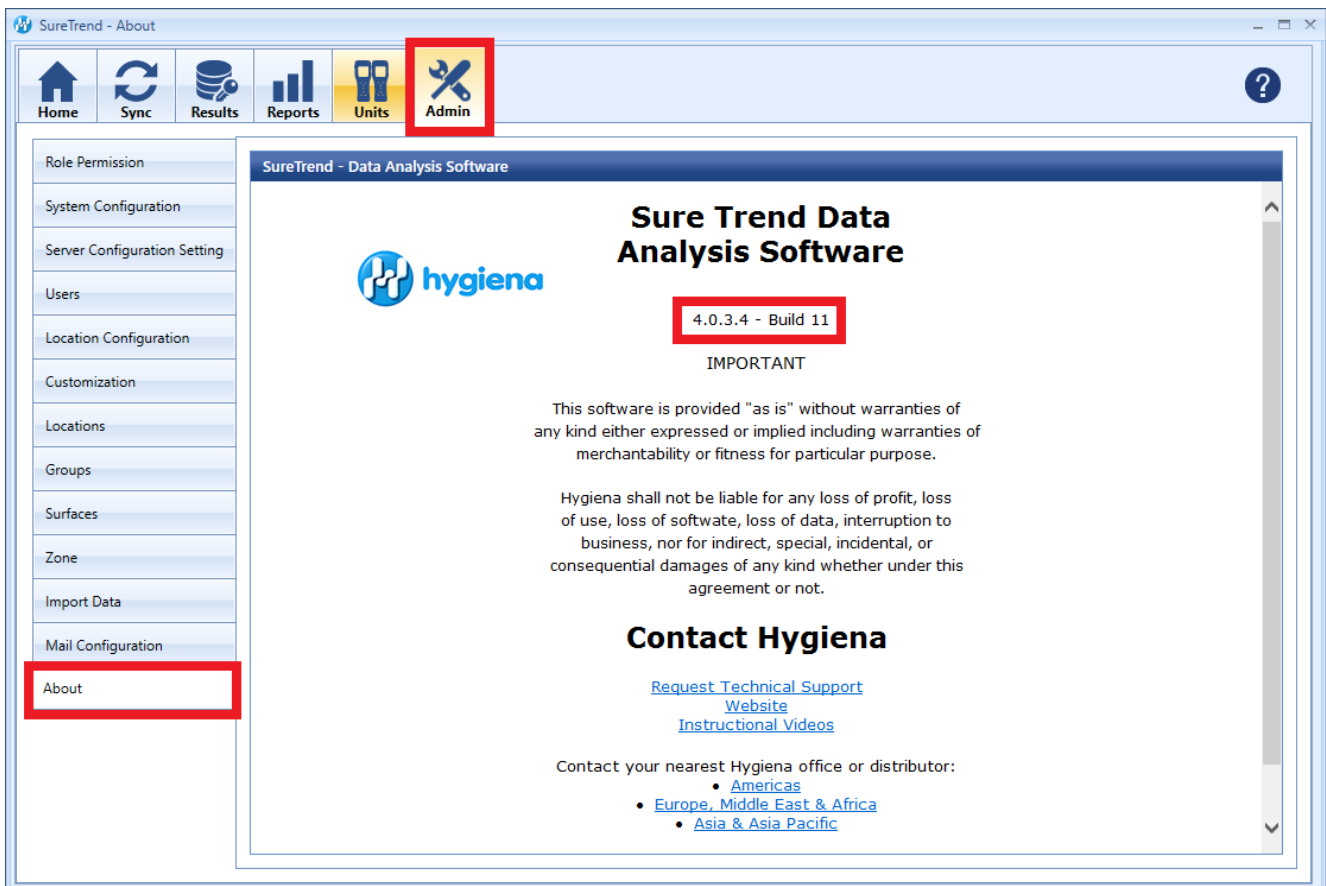
Updating SureTrend 4

Introduction

This article will provide step-by-step instructions on how to back up your database and install the current version of SureTrend 4.

Solution

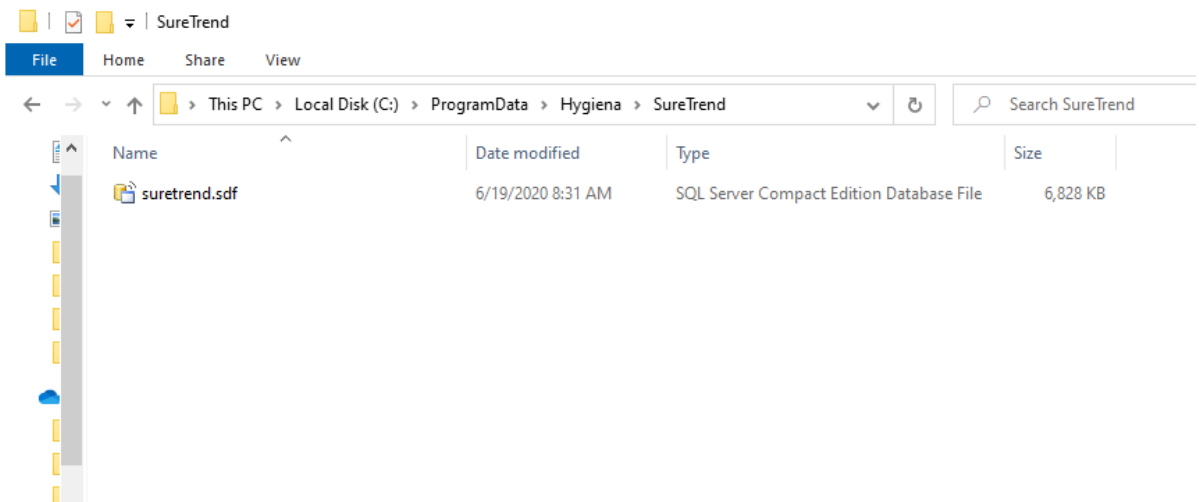
To verify your version of SureTrend 4, check the **About** section under the **Admin** tab. The current version of SureTrend 4 is 4.0.3.4 - Build 11. If you do not have the current version, proceed with the following steps. If you have the current version, your syncing problems are related to another issue. Contact Hygiena Technical Support using by clicking [here](#).



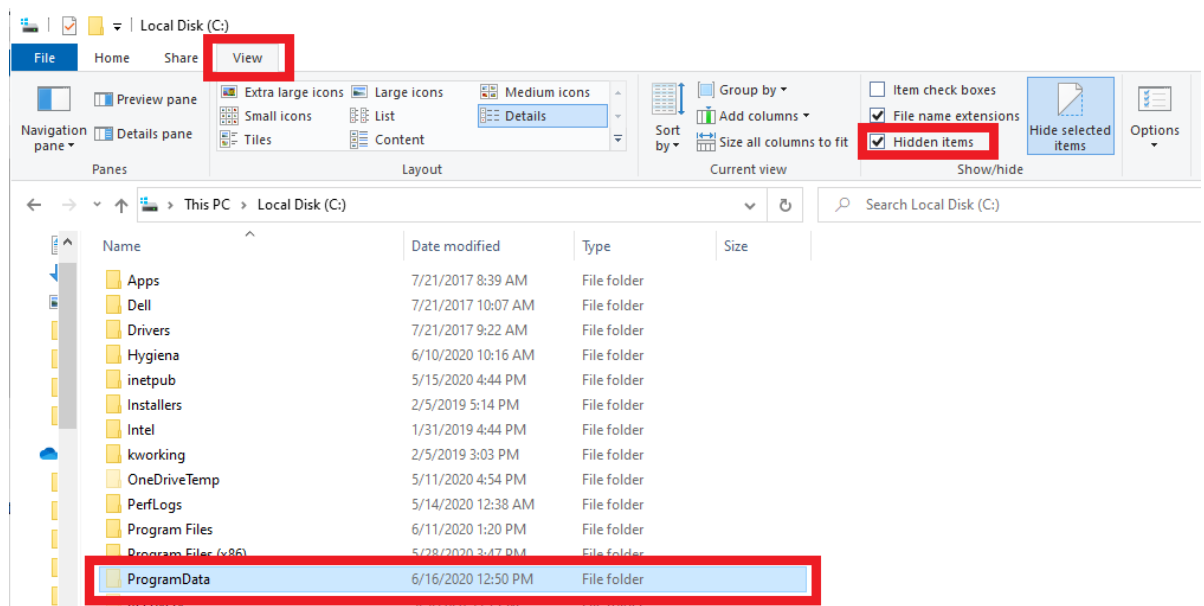
The screenshot displays the SureTrend 4 Admin interface. The top navigation bar includes icons for Home, Sync, Results, Reports, Units, and Admin. The Admin icon is highlighted with a red box. On the left sidebar, the 'About' option is also highlighted with a red box. The main content area shows the 'Sure Trend Data Analysis Software' page, which includes the Hygiena logo, the version number '4.0.3.4 - Build 11' (highlighted with a red box), and a disclaimer. Below the disclaimer, there is a 'Contact Hygiena' section with links for 'Request Technical Support Website' and 'Instructional Videos'. At the bottom, it lists contact information for Hygiena offices: Americas, Europe, Middle East & Africa, and Asia & Asia Pacific.

Create a Copy of Your SureTrend 4 Database

1. Navigate to your SureTrend 4 database. By default, it is located at C:\ProgramData\Hygiena\SureTrend



2. If you do not see your ProgramData folder, open File Explorer. Click **View** and check **Hidden Items** in the **Show/Hide** tab.



3. Copy the *.sdf database file and paste it in another location outside of this folder.

Install the Current Version of SureTrend 4

1. Download the most recent version of SureTrend 4 [here](#).
2. Run the installer, select your preferred language, and click **Next**.
3. For a standard installation leave the Multiuser Distributed Network checkbox unchecked.
4. For a Multiuser Distributed Network using internet information services

- check the checkbox. (Rare)
5. Click **Finish** and launch SureTrend 4.
 6. Click **Yes** when prompted to update the database.
 7. You should be able to sync any new instruments to SureTrend 4 now.

Contact Hygiena Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiena.com
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)