



Sewer Line Data OrGanizer

Downloading Version 4 Instructions

(For current customers using the v3.0 SL-DOG Client)

Introduction

InfoSense released an update to the SL-DOG local client on October 17, 2019. As the first major refresh of the local client in several years, this update should provide several long-term benefits to SL-RAT end-users. This guide outlines what to expect when updating the local client to the latest version (V4). **This update is free and highly recommended.**



Please note, we have stopped distributing client download files in CD format. All updates should be made with links provided in www.sl-dog.com under Support Documents.

How do I know if I need to upgrade my client?

You can figure out which version of the SL-DOG client you have by starting the program. If the start up window states Version 3, you should upgrade your client to the latest version (V4).

Old Version



What's new with Version 4?

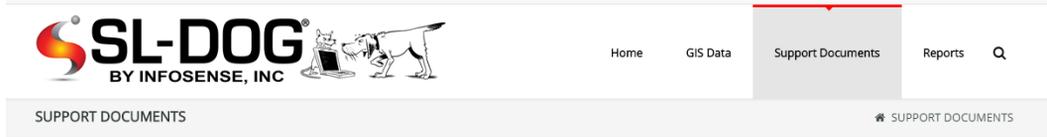
- Includes an enhanced "Status Information" section at the bottom, which will help our tech support team to better diagnose and assist with SL-DOG client issues.
- Will include local, language user preferences based on your computer's language/culture setting
- Will support future versions of the SL-RAT firmware
- Updated software environment to better support Windows 10
- Improved stability and security



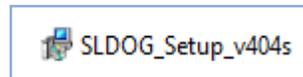
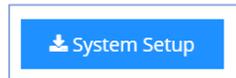
Anti-virus software could prevent installation from happening or require additional administrative information to initiate download. If user does not have permission to install and download fails, the user will be notified in the dialog box.

Step 1 - Download files from SL-DOG Portal

- Go to www.sl-dog.com and log in. If you do not have a username or password, please create an account by contacting Heather McNeil at hmcneil@infosense.com.
- Go to Support Documents (located in header menu)

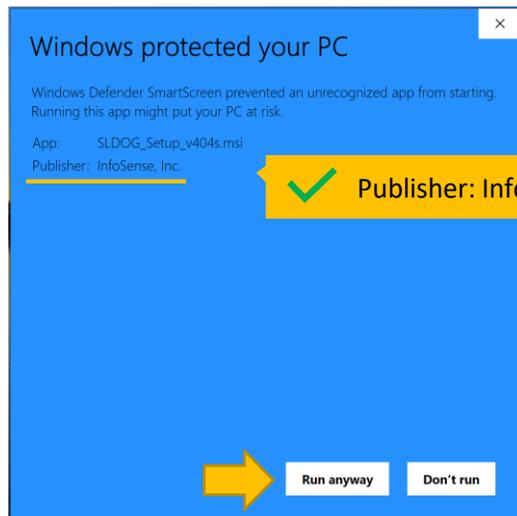


- Click **<System Setup>** under “Required Downloads for SL-DOG” to download set up file.
- Once file downloads, select file **<SLDOG_Setup_v404s>** to initiate update



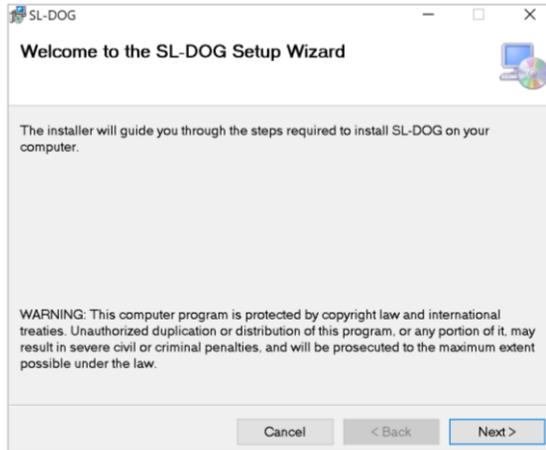
Step 2 (as needed) – Verify Publisher and Run program

Depending on your virus protection software or PC configurations, Windows may signal a warning. Please select **<More Info>** and ensure that the Publisher is InfoSense, Inc. and select **<Run anyway>** as needed.

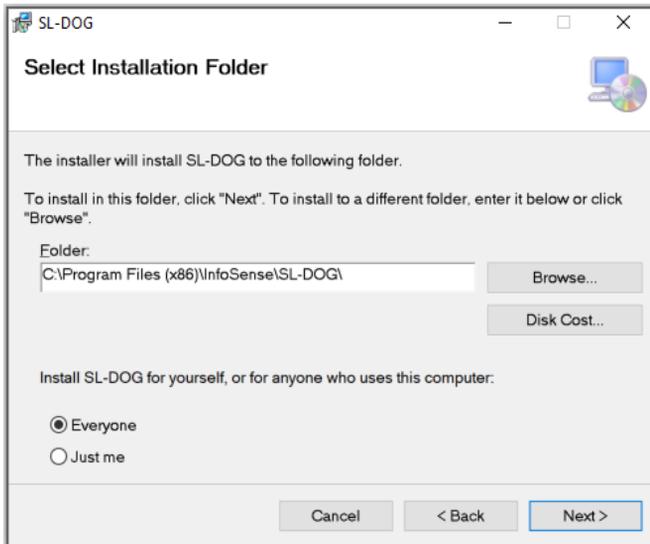


Step 3 – Follow Installation Guide

Download time depends on the user's internet speed and connection. We anticipate the update should not take more than a few minutes in most cases.

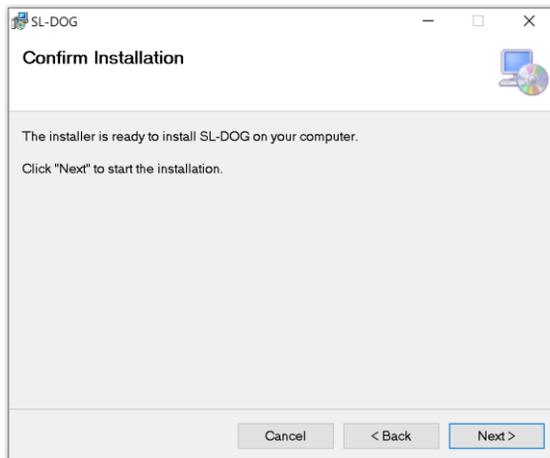


Click <Next>

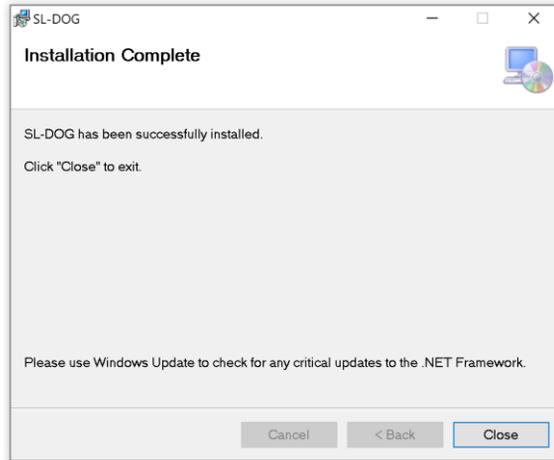


! We recommend selecting <Everyone>

Click <Next>



Click <Next>



Click <Close>

You have now successfully updated your SL-DOG local client to Version 4!

Step 4 – Confirm Successful Installation of Version 4 & Uninstall Version 3

When you start the client, your start up window should state “4.x.x” for the version number.



Step 5 – Uninstall Version 3 from your PC

- ! We recommend uninstalling Version 3 of the client to avoid confusion, as support for Version 3 will eventually go away. Search for “InfoSense SLDOG” and delete the version **3.0.0.10**.