WPT Software Upgrade Procedure

1. Purpose

This document describes how to upgrade WPT Software from 18.x and 19.x to the latest release, 19.3.1.

NOTE: if software version is older than 18.x (i.e. 17.x) please contact Cypress support: (888) 987-3210, cys_support@cypress.com.

2. Procedure

2.1. Backup your current database

Before upgrading, it is a good idea to backup your existing database. To do this, log into the WPT web application, click the "Advanced" tab, then click the "Archive" tab, then click the "Backup" button. A database backup file will be created in c:\WPT\DBBackup on the Green Box.

Additionally, we recommend downloading all of the latest critical Windows patches from the Microsoft Windows Update site if this Green Box is connected to a network.

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2.2.   Install the Upgrade

Obtain the file "153-00014-01_Rev._05_WPT_HostUpgrade_Ver19.3.1.exe" from your local distributor or direct from Cypress support.

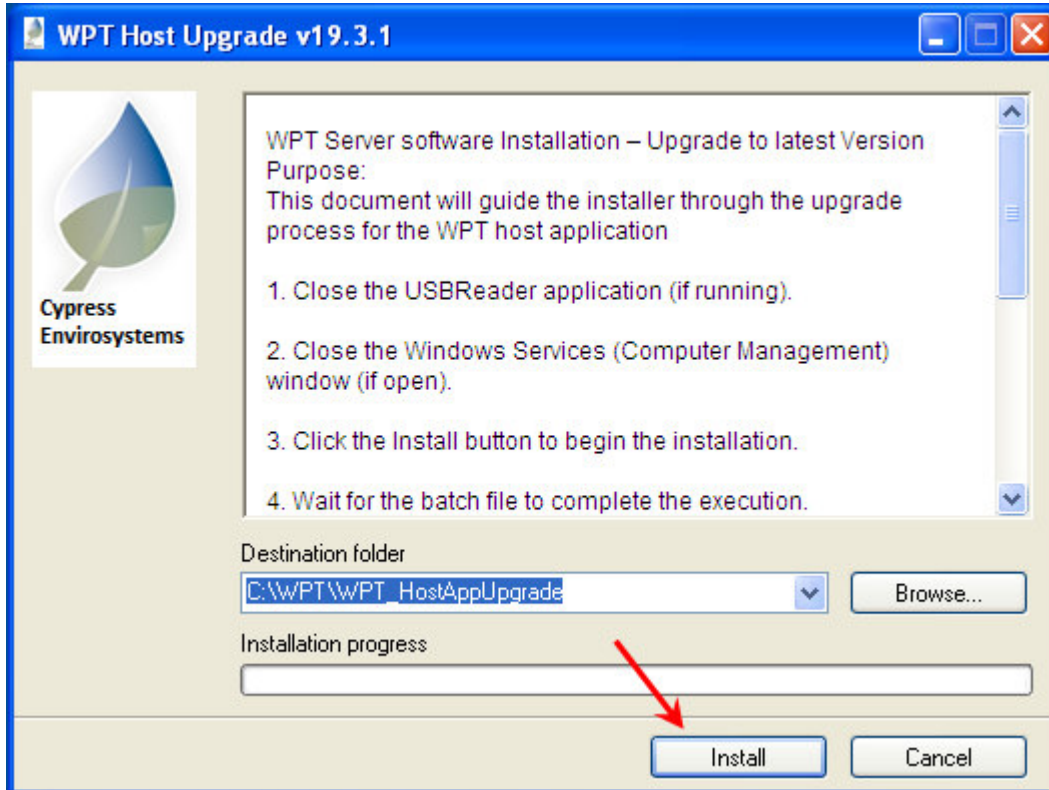Copy the file to the desktop of the Cypress Green Box (WPT-800-SBAC or GBC-800-001).

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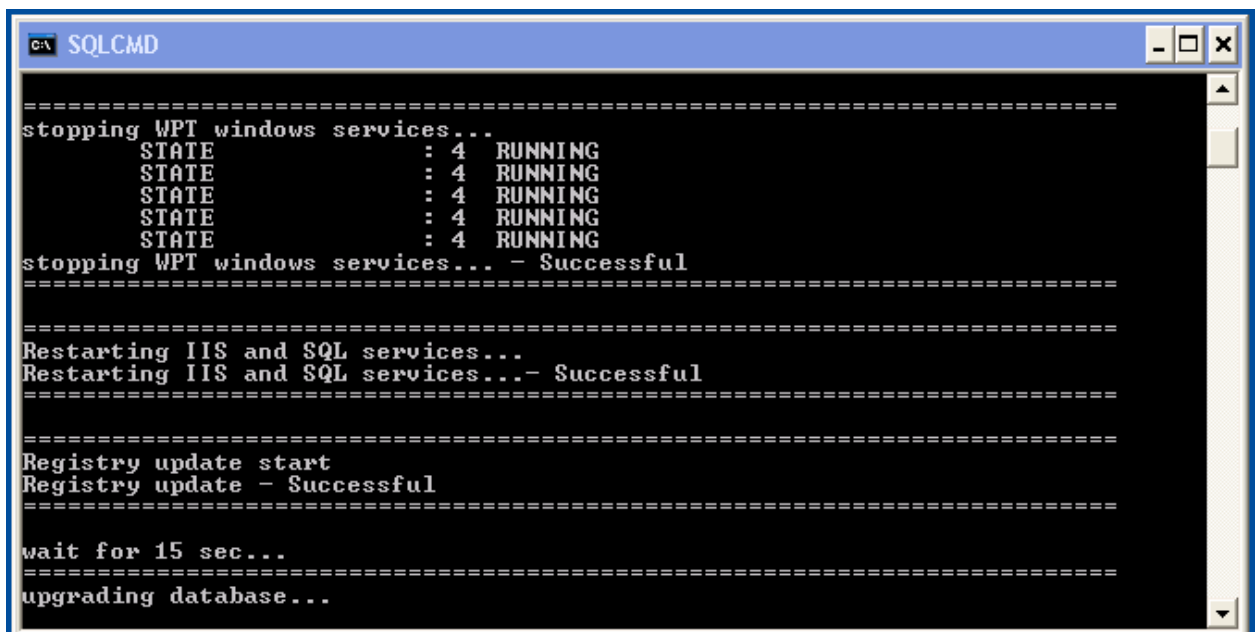
Double click the file (153-00014-01_Rev._05_WPT_HostUpgrade_Ver19.3.1.exe) then click the Install button.

The installation process will begin automatically, and a new command window will pop up that will automatically install the new software.
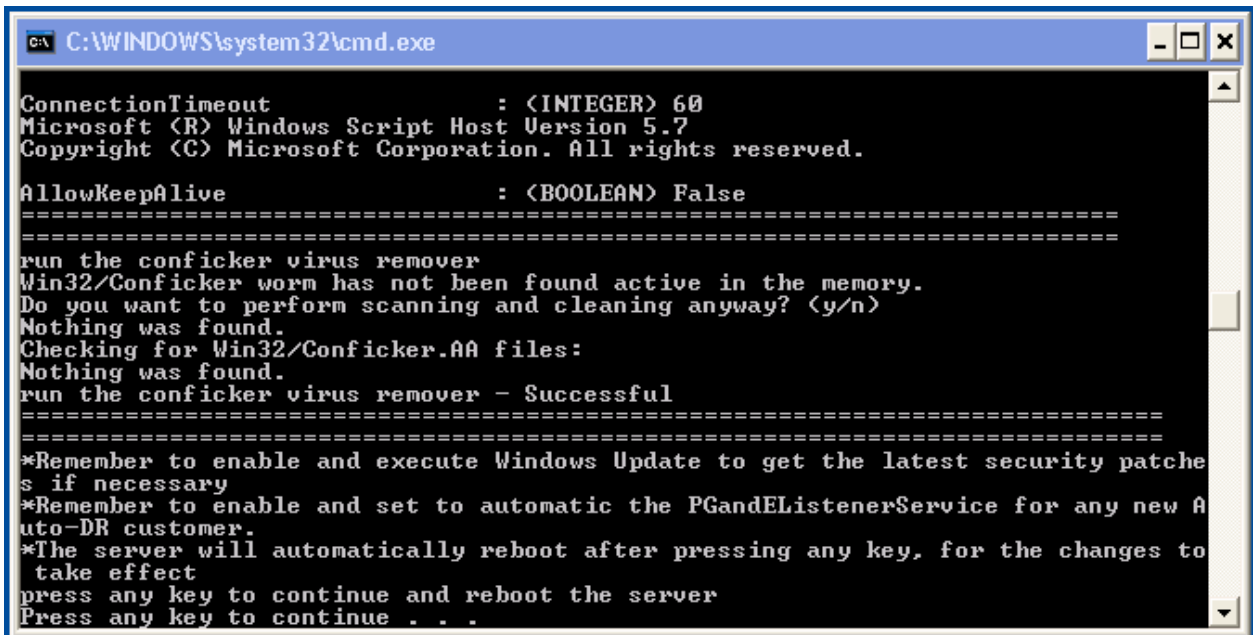
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NOTE: During the upgrade process you encounter an error and the upgrade process may shut down unexpectedly. If this occurs, try running the installer a second time. If this persists, contact Cypress support: (888) 987-3210, cys_support@cypress.com.

This process may take anywhere from a few minutes to over an hour depending on how much data is in the database – please be patient.

When the following screen is displayed, the installation process is complete. By pressing any key on the keyboard, the GBC or SBAC will automatically reboot.

2.3.   Verify the installation was successful

Once the systems has rebooted, verify that the correct version of WPT Software is installed by double clicking the Internet Explorer icon on the desktop. The web application may take a few minutes to launch the first time, so please be patient. Make sure the version number on the web application is 19.3.1. If not, re-run the installer.
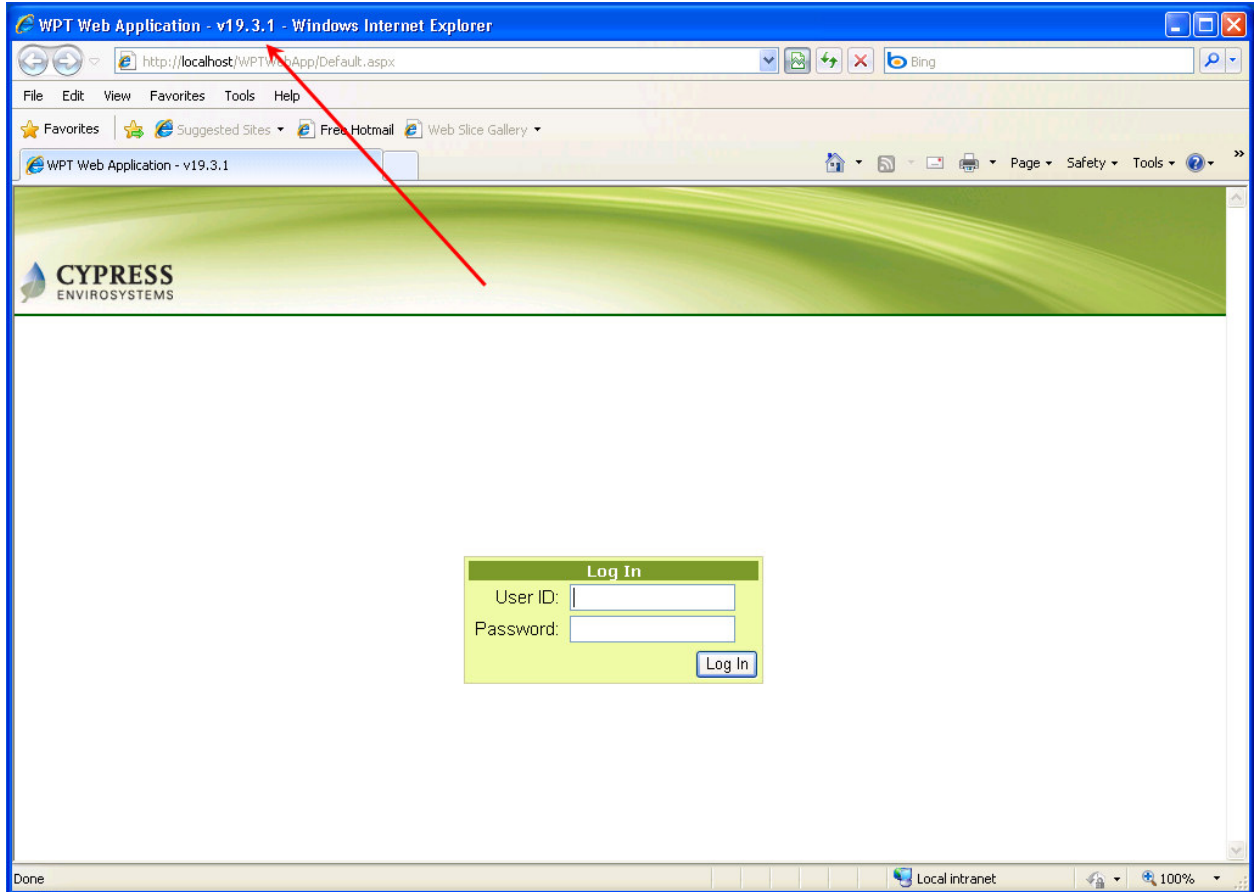
Wait at least 15 min to confirm that WPT data is communicating with the HUB and showing up on the Zone Monitor Dashboard.

If the Upgrade does not work successfully, please contact Cypress support: (888) 987-3210, cys_support@cypress.com.