SmarterPay
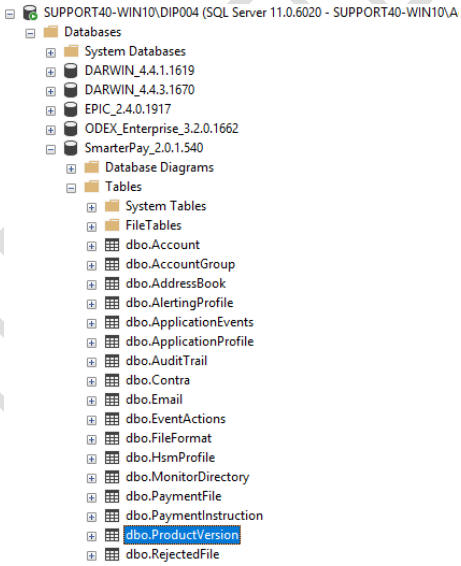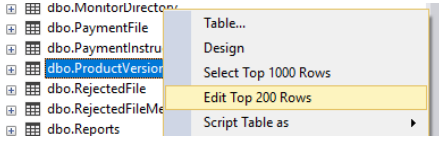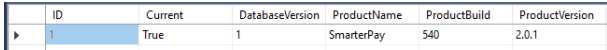
No earlier product version found

Overview

PLEASE NOTE THIS DOCUMENT IS FOR INTERNAL USE ONLY

When launching SmarterPay you receive an error no earlier product version found. The main cause of this is issue is the dbo.ProductVersion table is empty. This article will allow you to amend the database table and manually add a product version, enabling SmarterPay to launch correctly.

Resolution Instructions

Run '**SQL Management Studio**'	
Connect to the **DIP004** SQL Instance Expand **Databases** Expand the **SmarterPay_2.0.1.540** database Expand the **Tables** folder Select **dbo.ProductVersion**	
Right-click **dbo.ProductVersion** and select **Edit the top 200 rows**	
Confirm following fields are populated with the relevant information **ID, Current, Product build and Product Version** If the data is missing, populate the cells accordingly, you can mirror this from a test system if needed.	