

11/11/2025 10:27 am EST

1. Confirm current version (v10.0)

Version 10.04.01 ●
c169c97a

- [illegible]

- ### Update License

License Owner:

Expiration Date:

License Code:

License Type:

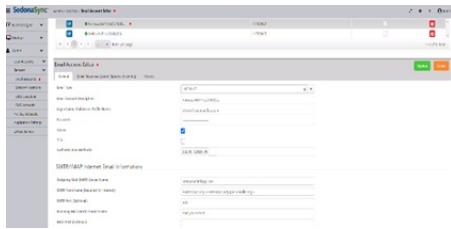
Licensed Server Name:

Licensed Database Connections:

Licensed Users:

- [illegible]

- ## 8. Screenshot Email Settings for reference



9. Screenshot Events
10. Go to - <https://sedonaofficeupdates.s3.us-west-2.amazonaws.com/iisstart.htm>
11. Download SedonaSync most current version of (v10.06.04)
12. Remote to SQL server and Backup the KS_Object db
13. Go back to IIS server
14. Stop SedonaSync Service
15. Uninstall SedonaSync (v10.0)
16. Rename the Knowledge sync folder in C:\ProgramData to "Knowledge_old"
17. Rename Knowledge sync folder in C:\Program Files (x86) to "Knowledge_old"
18. Start Install the most current version of SedonaSync (v10.06.04)
19. Enter Password : **knowledgesync**
20. Install Node.js
21. Select "Next" through all screens
22. Select "Install" and when the installation completes, select "Finish"
23. SedonaSync installer starts
24. Select "Accept the Terms" and Select "Next"
25. "Complete" is defaulted. Select "Next"
26. Change TCP Port to "8085"
27. Server name is defaulted. Select "Next"
28. Confirm the name of SQL server
29. Enter the Name of SQL server
30. Enter SQL credentials (Username : SedonaUser & Password)
31. Select "Next"
32. Select " Install"
33. After Installation is completed, go to SQL server
34. Clear Browser Cache
35. Restart Browser
36. Log in to Sync Portal
 - If unable to log in, use ECI Sync Reset Tool
37. After the installation is completed, confirm the following:
 - License - (If Blank, Use Screen capture to fill in info)
 - SSRS Locations - (If Blank, Use Screen capture to fill in info)
 - Email Settings - (If Blank, Use Screen capture to fill in info)
 - Sync Events - (If Blank, Use Screen capture to fill in info)
38. Restart SedonaSync Service

