SalesPad Desktop Database Update

Robert Vander Ploeg - 2026-11-19 - Troubleshooting

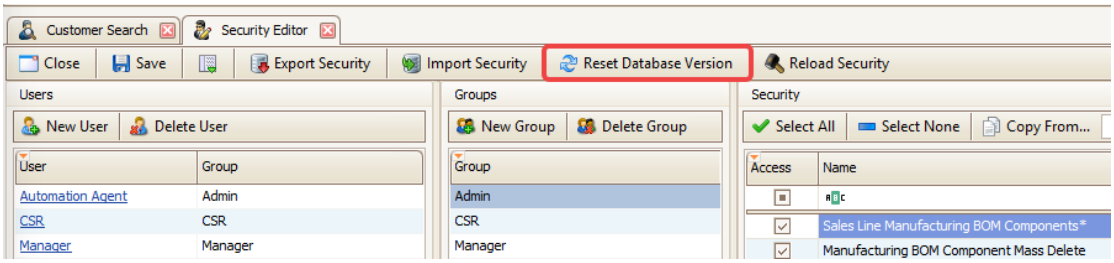
Overview

After upgrading versions of SalesPad, or updating your GP version, a database update is required. If you are installing SalesPad and connecting to the SQL database for the first time, or if you have upgraded to a new version of SalesPad, you will automatically be prompted to perform the update after logging in.

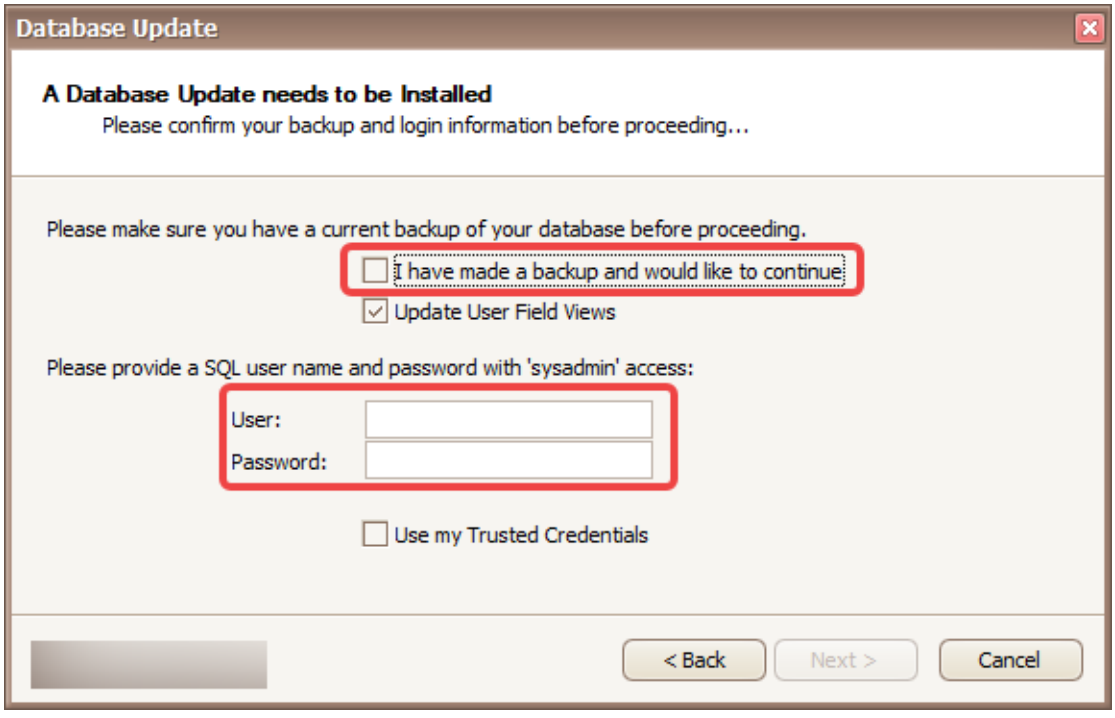
If you are only upgrading GP, you will need to reset the database version in SalesPad first.

Update Instructions

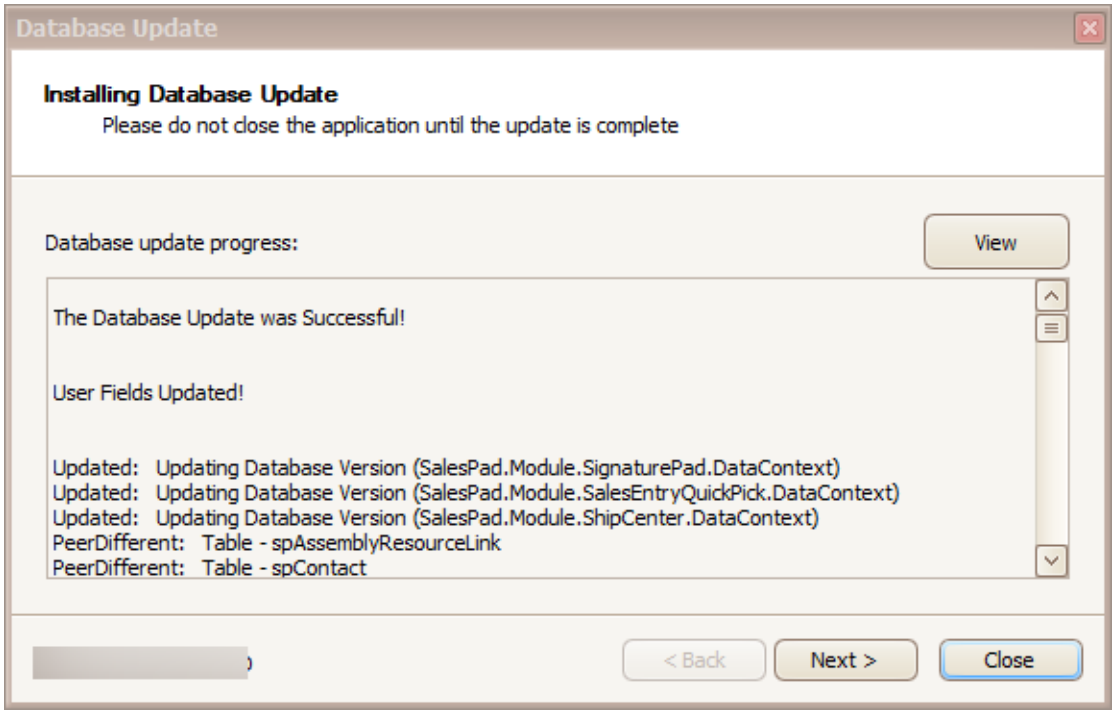
If you have only upgraded GP, log into SalesPad and go to the Security Editor. Click on the 'Reset Database Version' button and log out of SalesPad



Before updating the database, it is recommended that you create a backup of your database. After logging in, you may click next, then check the top option confirming you have made a backup of your database. Then enter your SQL server credentials with sysadmin access. After that is complete you may click next to begin the update.



After the update is complete, it should say “The Database Update was Successful!“ in the progress window.



If errors are present, you may find more details in the log.

Security

In the SalesPad Security Editor (Modules > Security Editor>, search for “Database Update” to enable the database update permissions.

- *Database Update**
    - Can Apply Database Update - True/False. Allow user to apply database updates. Defaults to ‘False’.