Instructions for Manual Update

Prevail 6

For Immediate Release
July 2012

Our hosting company recently performed maintenance on our FTP server which has had an unfortunate adverse effect on our clients that are trying to receive Prevail updates. We apologize for the inconvenience that this may cause Prevail 6 users and we have now developed an effective solution to resolve the issue.

Please note that this is for **PREVAIL VERSION 6 users ONLY** who have a valid license with an active support agreement. DO NOT ATTEMPT TO FOLLOW THESE STEPS IF YOU ARE USING AN EARLIER VERSION OF PREVAIL – IT MAY CAUSE IRREPARABLE DAMAGE TO YOUR PREVAIL SYSTEM.

1. Please ensure that everyone has exited Prevail and the Prevail OutlookSync utility.

2. Click HERE to download our manual updater.
(full URL: http://www.prevail.net/downloads/documentation/client-installs)
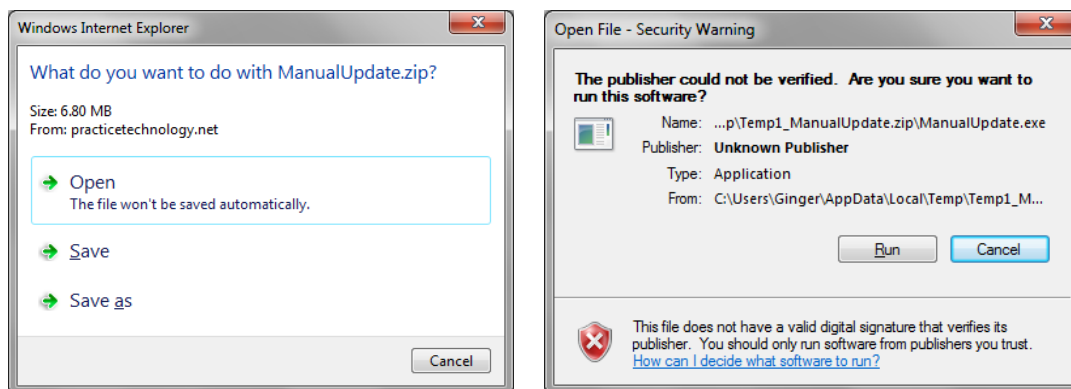

When prompted please Open the ZIP file (security warnings will appear)

3. The Manual Update will initialize and start downloading the latest Prevail 6 update directly from our FTP server.
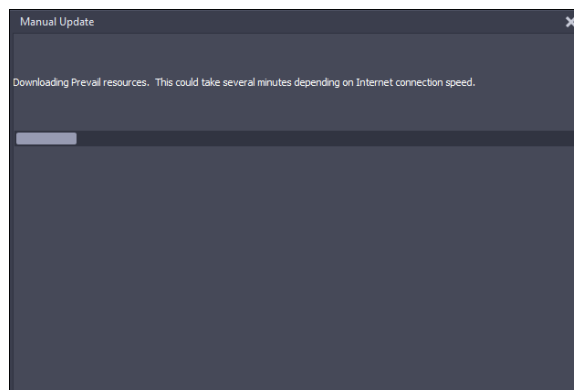
4. Once the manual update has been installed it will revert back to the familiar Prevail Control Panel where the database can be unlocked and users can then re-login to the Prevail system:
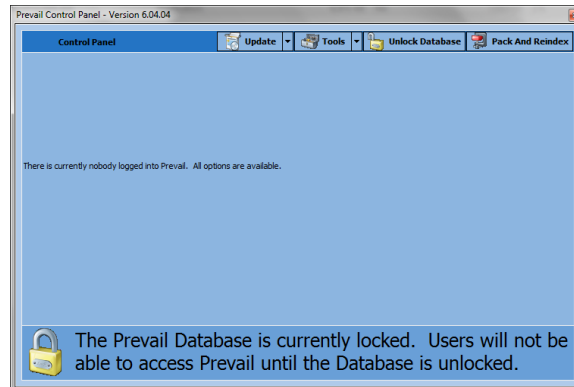

The manual updater is not required for any future releases, next time you wish to update your Prevail system please revert back to the Prevail Control Panel - this is a one-time update.

TROUBLESHOOTING:
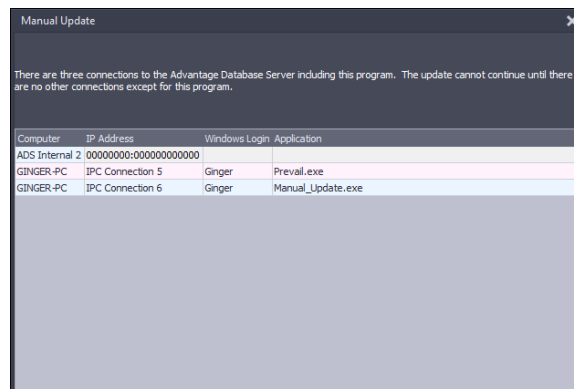
If after downloading and running the update you receive a notification that there are a number of active connections to the Advantage Database Server then some workstations are still accessing Prevail resources on your server. Please check the computers listed to ensure that both Prevail and the OutlookSync applications have been closed down.

If you have access to your server you can optionally restart the Advantage Database Server service via the services applet in your Windows Control Panel to release these connections.

Manual Update

Prevail is running and must be closed before the update can proceed.
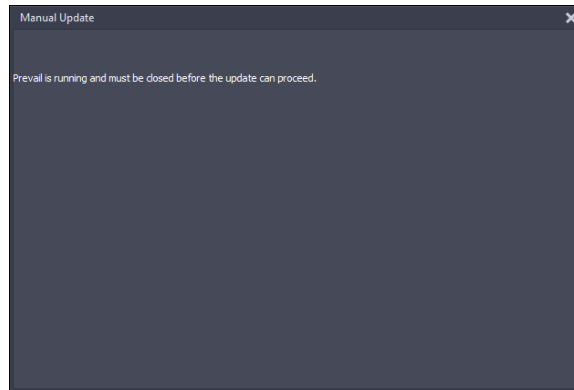
If you receive the notification that "Prevail is running and must be closed" then please check and close down any Prevail sessions on your PC. Should problems continue please restart your computer and attempt to run the manual update again.

For Prevail technical support please call 866.998.4400, *option 3* or email us at **support@prevail.net**.