UPDATE PROCEDURE v13.6

This update only applies if you have already been upgraded to
GhostConvey v13.2, v13.3, v13.4 or v13.5
Step 2 advises on how to ascertain your **GhostConvey** version.

If you require assistance with running this update after following the instructions below
OR
If you have a problem downloading the update from the web site and would like to receive this update on a CD
Please contact the Customer Service Centre on 0861 144 678.

IMPORTANT NOTE:

For network and Terminal Server installations, the following procedures are recommended:

• Run the update on a PC on which **GhostConvey** updates are usually run.
• When loading **GhostConvey** for the first time (as per Step 11 below), ensure that you are logged into Windows with **Administrator permissions to the folder in which GhostConvey is installed**.
• **Tick** each step once completed   ✓

1.	When you are ready to run the update, ensure that there is a full **backup of GhostConvey**.	
2.	The first step is to find out what version of **GhostConvey** you use. Do this by: • Going into **GhostConvey**, • Open either Bonds or Transfers module. • Click on **Help** at the top of the screen. • Click on **About GhostConvey** and a **GhostConvey** screen will pop up. • Your **GhostConvey** version will appear eg. **V13.5.6.1.** • Make a note of the first number of the **GhostConvey** version (eg. **13.5**). • Close **GhostConvey**.	
3.	If your version number is **13.2, 13.3, 13.4 or 13.5** continue with this update. If your version number is **lower** than **13.2** contact the Customer Service Centre on 0860 266 839 and do **NOT** continue with this update.	
4.	For your information the web site address is: **http://www.ghostconvey.co.za/updates.html**	
5.	At the top of the page you will see: **Update to GhostConvey v13.6.**	
6.	Single click on **download now.**	
7.	A new screen will pop up and halfway down you will see the question: What would you like to do with this file? Run this program from its current location Save this program to disk We recommend that you click on **Save this program to disk**. A screen will pop up to enable you to save the update. We recommend that you save it to your Desktop. The update will save as **GhostConvey 13.6.2.14 Setup.exe** and you will see a new icon on your desktop (once the update has been completed, this can be deleted). The screen wizard will tell you step by step what to do after this. Once you have downloaded the update from the Internet, you can close Internet Explorer.	

8.	If you use **ConveyCentral** (GhostEnquiry), **close GhostAgent** on the workstation which runs **GhostAgent**. This should be done even if the workstation running **GhostAgent** is not the same workstation on which you are running the **GhostConvey** update. Note that this step is only necessary if you use **GhostEnquiry**.	
9.	Ensure that **no one has GhostConvey or any other GhostWare products open**. No one may use **GhostConvey** or any other **GhostWare** products until you have completed the update.	
10.	Go to your Windows desktop. Open **GhostConvey** as normal. Close **GhostConvey**. *NOTE: do not omit this step as this sets the **GhostConvey** file path for the update.	
11.	Go back to your desktop. If applicable (as per 'Important Note' above), ensure that you are logged into Windows with **Administrator permissions to the folder in which GhostConvey is installed**. Look for the update file **GhostConvey 13.6.2.14 Setup.exe** and double click on it. (If you saved it elsewhere, click **Start > Run > Browse**, and locate the file **GhostConvey 13.6.2.14 Setup.exe**).	
12.	GhostConvey has a new installer which has easy-to-follow prompts that will guide you through the installation process. Remember to tick the "Launch GhostConvey" tickbox if you would like GhostConvey loaded automatically after the update. Note that acceptance of an **End User License Agreement** is mandatory for the update to proceed.	
13.	If GhostConvey was not automatically launched during the update, double click on the **GhostConvey** icon – otherwise GhostConvey should already be loaded. If a message appears relating to Access 2000, click **OK**. It is not essential to have Access 2000 on the workstation from which you are running the database maintenance, this message is advisory only.	
14.	Close **GhostConvey**. Do not omit this step as it is essential to close **GhostConvey** at this stage.	
15.	The update is now complete. The first time other users load **GhostConvey** after this update their version number will be re-set.	
16.	If applicable, start **GhostAgent** on the workstation running **GhostAgent**.	