

Update Procedure: GhostConvey v16.0.2

This update only applies if you are currently on GhostConvey v16.0 or higher. Step 2 in the instructions below explains how to ascertain your current GhostConvey version.

Should you need assistance with running this update, please contact the GhostConvey Support Team 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, ensure that you are logged into Windows with **Administrator Permissions** to the folder in which GhostConvey is installed.
- Ticket each step once completed to ensure the process is followed thoroughly.



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. To do this: • Load GhostConvey. • At the top of the screen above the system manager you will see the GhostConvey version number e.g. GhostConvey (16.0). • Make a note of the GhostConvey version. • Close GhostConvey.	
3.	If your version number is 16.0 or higher, continue with this update. If your version number is lower than 16.0, do not continue with the update, and contact the Customer Support Centre on 0861 567 248.	
4.	Ensure that no one has GhostConvey or any other GhostWare product open. These should not be used until the update has been completed.	
5.	• 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.	

6.	Go back to your desktop. If applicable (see ' Important Note ' above), ensure that you are logged into Windows with Administrator Permissions to the folder in which GhostConvey is installed.	
7.	Go to the GhostConvey website to download the latest software update at the following address: http://www.ghostconvey.co.za/updates/latest-updates/	
8.	Download the update and run it from your computer.	
9.	Follow the prompts that will guide you through the installation process. Remember to tick the " Launch GhostConvey " checkbox if you would like GhostConvey loaded automatically after the update. NOTE: Acceptance of an End User License Agreement is mandatory for the update to proceed.	
10.	If GhostConvey was not automatically launched during the update, double-click on the GhostConvey icon.	
11.	Check that your account user entries are still applicable if your Firm has any.	
12.	Close GhostConvey. NOTE: Do not omit this step as it is essential to close GhostConvey at this stage.	
13.	The update is now complete. The first time other users load GhostConvey after running this update, their version number will be reset.	

Support

For queries and support requests, please contact the GhostConvey Support Team on 0861 144 678 or at support@ghostconvey.co.za.