

# Lexis Convey

## Update Procedure: Lexis Convey v17.2.18

2020/12/04

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

Should you need assistance with running this update, please contact the Lexis Convey Support Team on 0861 153 947.

### Important Note:

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

- Run the update on a PC on which Lexis Convey updates are usually run.
- When loading Lexis Convey for the first time, ensure that you are logged into Windows with **Administrator Permissions** to the folder in which Lexis Convey 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 <b>full backup of Lexis Convey</b> .	✓
2.	The first step is to find out what version of Lexis Convey you use. To do this: <ul style="list-style-type: none"><li>• Load Lexis Convey.</li><li>• At the top of the screen above the system manager you will see the Lexis Convey version number e.g. Lexis Convey (17.2).</li><li>• Make a note of the Lexis Convey version.</li><li>• Close Lexis Convey.</li></ul>	
3.	If your version number is 17.2 or higher, continue with this update. If your version number is lower than 17.2, do not continue with the update, and contact the Customer Support Centre on 0861 153 947.	
4.	Ensure that no one has Lexis Convey open. These should not be used until the update has been completed.	
5.	<ul style="list-style-type: none"><li>• Go to your Windows desktop.</li><li>• Open Lexis Convey as normal.</li><li>• Close Lexis Convey.</li></ul> <p><b>NOTE:</b> Do not omit this step as this sets the Lexis Convey file path for the update.</p>	

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

## Support

For queries and support requests, please contact the Lexis Convey Support Team on 0861 153 947 or at [Convey.support@lexisnexis.co.za](mailto:Convey.support@lexisnexis.co.za).