



Prevail 5: Downloading Prevail Updates

When a Prevail update is available, you'll see a message on your Prevail login screen stating that, "A Prevail 5 update is available. Go to your Prevail Control Panel to download this update."

Here are several tips about downloading Prevail updates:

- Any Prevail user (not just Prevail Administrators) may download an update.
- You may download the update from any Prevail workstation; it does not need to be downloaded on your Prevail server.
- All users, including the user downloading the update, must be logged out of Prevail during the download.
- Depending on how up-to-date you are with your version and your network speed, updates typically take 5-10 minutes.

- 1) Access the Prevail Control Panel from your Windows desktop by clicking on Start > All Programs > Prevail > Control Panel.
- 2) At the Control Panel login screen, enter your usual Prevail user name and password (if you have one).
- 3) After several seconds, the Control Panel will display a message confirming that all users are logged out, and that all Control Panel options are available. Click *once* on 'Update' at the top of the window.
- 4) After you click on 'Update', the update will automatically begin downloading. A progress bar will display at the bottom of the Control Panel window throughout the download.
- 5) When the update is complete, the Control Panel window will display a message at the bottom, indicating that your Prevail database is locked. When you see this message, click on the 'Unlock Database' button at the top of the Control Panel window.
- 6) Close the Control Panel, and all users are free to log back into Prevail!