

## Downloading Prevail Updates

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### *Prevail 9*

When a Prevail update is available, you'll see a message on your Prevail login screen stating that "Prevail 9.xx.xxx is available for download. Click the information button to the right for more details."

Here are several tips about downloading Prevail updates:

- Any Prevail user that has access to the Control Panel may download an update.
  - You may download the update from any Prevail workstation; it does not need to be downloaded on your Prevail server.
  - You can run the update while users are logged into Prevail. They will receive a message that they are not on the current version. The next time they log into Prevail, the update will be applied.
  - 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 C:\PREVAIL\_CLIENT folder. The file is called ControlPanel.
  2. At the Control Panel login screen, enter your usual Prevail user name and password (if you have one).
  3. Click on 'Update' at the top of the window.
  4. After you click on 'Update', select the version to update to and 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 window indicating that your Prevail database is locked. When you see this message, click on the 'Unlock' button.
  6. Close the Control Panel.