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**TO:** UAN Users  
**FROM:** UAN Support  
**DATE:** March 31, 2017  
**SUBJECT:** Version 2017.2 Update Instructions

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The UAN software must be on version 2017.1 before version 2017.2 can be installed.

Single UAN computer use: if your entity operates UAN on **one computer only** (*majority of UAN clients*) skip to the 'Installation Instructions'.

UAN Multi-User Network: when UAN is used on **two or more computers** in a network environment, the same installation disc can be used to update the version on all computers that use UAN. However, the installation on the first computer receiving the version update will force all other networked UAN users to be automatically logged out of the software until it is finished.

**Note:** *if you decide to add UAN to additional computers on an existing UAN multi-user network, it is not necessary to install older versions of UAN – just install the latest version.*

## **INSTALLATION INSTRUCTIONS:**

**Note:** *Please be patient – the update may occasionally stall or take longer than predicted below. Do not cancel the update or eject the disc before completion unless instructed by UAN Support.*

- (01) Perform a UAN Backup in: General → Maintenance → Backups  
Label the disc and/or name the backup file: '**Before 2017.2 Update**'.

**Note:** *In multi-user environments, only one computer must perform the UAN Backup.*

- (02) Close **all** open applications and return to the Desktop (Windows main screen).  
*It is important that no other applications are running.*
- (03) Check the unlabeled side of the update disc for fingerprints or smudges.  
Gently wipe the disc with a clean soft cloth if necessary.
- (04) Press the DVD button to eject the DVD tray. Place the update disc into the tray, labeled side up. Press the DVD button again to load the disc into the computer.
- (05) An *AutoPlay* window will be displayed. Click on the **[Run Setup.exe]** option.

- (06) A *User Account Control* message may then be displayed. This is a security feature of Windows 7. You may receive similar messages in the future. Click **[Yes]** to continue.

**Note:** *Shortly after the setup program executes and throughout the installation process, several windows may appear titled Symantec Client Firewall or Endpoint v12.1 Firewall. You must click the [OK] button on each of these windows to continue. The main UAN installation window may occasionally hide one of these windows. If extended delays are encountered during the installation, check the Windows taskbar for a firewall message box and then click on that to show the hidden window.*

**Note:** *Some users may have an additional User Account Control message asking them to enter the UANInstaller account password. The account password will have to be entered to proceed with the installation.*

- (07) An *InstallShield* window will appear. To start the installation, click **[Next]**.
- (08) ‘Complete’ and ‘Custom’ options will appear. Choose ‘**Complete**’ and click **[Next]**.
- (09) A window titled *Ready to Install the Program* will appear. Click **[Install]**.

**Note:** *If the update determines that an error exists, it will instruct you on how to proceed. After resolving any errors, eject and then reinsert the disc to restart the update.*

- (10) A window titled *Uniform Accounting Network – InstallShield Wizard* will appear with a progress bar. A window titled *Database Update* will also appear briefly.

**Note:** *In multi-user environments, only the first computer to install the update will display the Database Update window.*

- (11) **Please be patient – the update may occasionally stall** or take longer than predicted below. **Do not cancel the update** or eject the disc before completion unless instructed by UAN Support. Allow *roughly* 10-20 minutes. The progress bar may appear to stall – this is **normal**.
- (12) *InstallShield Wizard Completed* will be displayed. Click **[Finish]**.

- (13) Remove the Version 2017.2 Update disc from the DVD drive.

- (14) Open UAN to verify that **Version 2017.2** appears in the bottom right corner of the screen.

**Note:** *After Version 2017.2 has been installed, the Overview will be accessible from your desktop in:*

**UAN Tools → Version Documentation → 2017.2**