GenX 2009 Lite

By Professional Document Systems

UPDATE INSTRUCTIONS

If you need help, call technical support at 800-228-3670.

> **IT IS YOUR RESPONSIBILITY TO MAKE SURE THAT YOU HAVE A CURRENT BACKUP OF YOUR DATABASE BEFORE ATTEMPTING THIS UPDATE PROCEDURE.**
>
> **We recommend backing up to removable media or at least to a different hard drive if you are networked.**

Updating GenX2009 Lite - WILL NEED TO BE DONE AT EVERY WORKSTATION

1. Please close out of GenX2009 Lite.
2. Open the email you received from us and **CLICK ON "DOWNLOAD NOW SECURELY".**
3. **This download process will take 5-10 minutes.** You can let it download in the background as you continue with other work on the computer. After the update downloads to a temporary folder, another screen will come up saying "The publisher cannot be verified. Are you sure you want to run this software?" **CLICK "RUN".**
4. **CLICK "I AGREE"** to accept the terms of the License Agreement.
5. **CLICK "UPDATE GENX2009 LITE".**
6. **CLICK "NEXT"** on the "Ready To Update!" screen without making any changes to the program's location.
7. The update process has two steps and will take a few minutes. **CLICK THE "FINISH" BUTTON** at the end of the process to get back to your desktop .
8. Reboot ONLY IF PROMPTED.
9. **IMPORTANT:** BEFORE YOU OPEN THE PROGRAM, left-click on the Windows START button, open up Programs, click on GenX2009, and open Update Data Structures. You'll get a screen with purple flowers on it. Click OK to run the module, and OK again after you get a message telling you that your data files are updated.

When You First Enter GenX2009 Lite After Updating
&
When You First Print a Selected Document After Updating

You may get a gray screen with a red message telling you not to close out of that screen. Just wait it out. This delay only happens on the first time into the program after updating. If you close out of either of these screens, the software will not function properly. The update process requires that we re-link the software to the proper tables and documents, and that's what's going on in the background. It is a good idea to always print out any one page document immediately after updating to get this linking process out of the way.