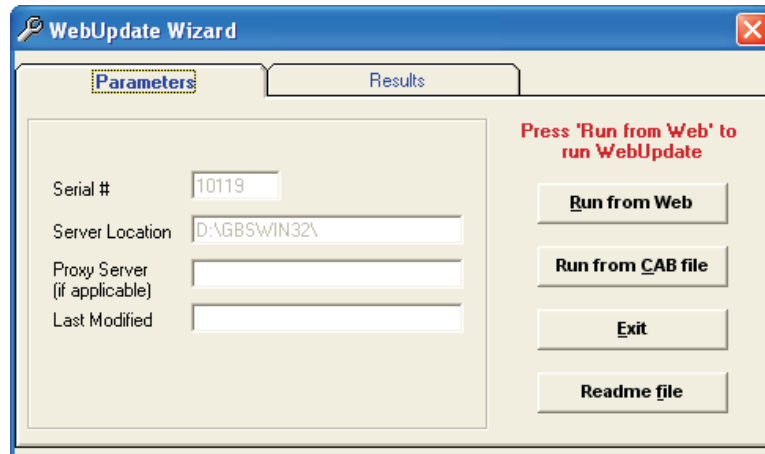


2.4 UPDATE INSTALLATION

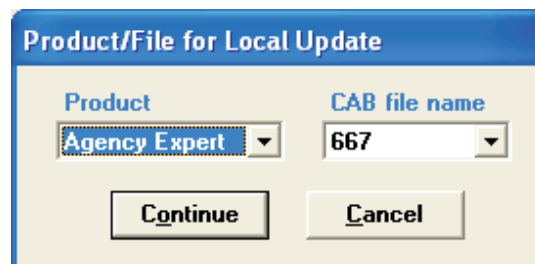
Supported Agency Expert users will receive Updates and/or Enhancements from GBS via Web Update. To install an Enhancement and/or Update, follow these steps unless directed otherwise in the documentation accompanying the Enhancement and/or Update.

There are two ways to initiate an update. The WebUpdate Wizard can be launched by clicking the GBS Web Update icon from the GBSWIN program group, or from within Agency Expert, click **MAINTENANCE** then **WEB UPDATE**. The Internet Updating screen will be displayed (shown below).



Once the Web Update screen is displayed, single click **RUN FROM WEB** and the update will take place. You can click the RESULTS tab after running the update to check the status of the update procedure.

If you encounter a problem during the update procedure and need to rerun an update, from the above screen click the RUN FROM CAB FILE option. When the following screen opens, select the most recent file (highest number) from the CAB File Name list and click CONTINUE.



You may EXIT the WebUpdate Wizard without running an update by clicking the EXIT button.

WARNING: *It is important that no one is an Agency Expert, or tries to log in to Agency Expert when the update is running.*

NOTE: *If you are running Microsoft Outlook when an update is started, you will be prompted to close Outlook before continuing with the update.*

WARNING: *Updates received on CDROM MUST be installed in the order that they are released. If you try to install an update out of order, the update will not install.*

2.0 GETTING STARTED

NOTE: On a network installed system, the first station that logs into AGENCY EXPERT in the morning will be prompted with a notice if an update is available from the GBS, Inc. Web Server. The user has the choice of downloading that update (recommended) or not downloading the update. If the user chooses to NOT download the update, the next user to log on will be given the same opportunity.
