

PrintBoss Software can be updated with a valid service contract. This is the same service contract that allows you to call Wellspring Technical Support for help. There are basically two ways to update your software.

1. Online through our web update.
2. Offline after a file download from our web site.

## AUTOMATED ONLINE UPDATES

Online updates are automated for your convenience. Call your IT department if you have trouble performing live updates through your firewall. You may

1. Open the PrintBoss Master Application window.
2. Click on the **Help** menu and select **About**.
3. Click on the **Check for PrintBoss updates Online** button at the top of the **About** window.
  - a. This button is available for PrintBoss versions 5.x and above.
  - b. The About window also contains useful information about your version and the location of PrintBoss.
4. Click **Yes** to continue.
5. Click **Run** on the File Download – Security Warning window.
6. Click **Continue** if you receive a user account security warning.
7. Click **Unblock** if you receive a Block window.
8. Other warnings may appear based on your internet browser software or setup. Answer appropriately to continue with the live web update.
9. The PrintBoss Web Update window opens.
10. Click **Refresh** to refresh your license file.
  - a. PrintBoss will not allow you to continue when your License Date is expired.
  - b. Please call Wellspring Software to renew your Service Contract before your License Date expires.
11. Click **Continue with Update** if you have a valid License Date.
  - a. Please call Wellspring Software if you believe you have a current service contract and the License Date shows as expired.
12. The web will initiate 2 downloads.
  - a. The first download is the updated PrintBoss software.
  - b. The second download is the updated PrintBoss Help files.
13. PrintBoss will launch Setup.exe immediately after the Help files are downloaded and will automatically update your software.
14. Wait for the PrintBoss Setup/Update window. It should indicate PrintBoss has successfully updated. Press **OK**.

You can now open PrintBoss and begin using your updated software. Please call Wellspring Software Technical Support if you receive any errors during this process.

# OFFLINE MANUAL UPDATES

Offline updates are helpful when your firewall does not allow you to use the live update option. Even if you do not have internet access at work, you can use this method from any computer to download an updated version of PrintBoss and copy it to your local workstation at the office to initiate the update process.

1. Open a web browser and point it to [www.printboss.com](http://www.printboss.com). This opens the Wellspring Software web site.
2. Roll your mouse over the **Downloads** button and click on **PrintBoss Files**.
3. Click on **setup.exe** and **Save** this file to your computer or removable media.
  - a. **DO NOT** click on PBUdate. This initiates a live web update for those with PrintBoss version prior to 5.0.
4. Copy the setup.exe file to a computer with PrintBoss if you did not download it from a computer with PrintBoss.
5. Double-click on **Setup.exe** and follow the prompts.
  - a. **Host Accounting System** – Select your current accounting system from the list if it is not displayed.
  - b. **Install PrintBoss into this directory** – Confirm this is the current location of your PrintBoss Home directory. This may be a server location or your local C:\ drive.
  - c. **Install Type** – Select **Update**.
  - d. **Install "Programs\PrintBoss\<Icons>" for** – Select All Users.
6. Click **Next**. Leave the defaults on the **Select components to install** screen.
7. Click **Next**. PrintBoss will copy installation files.
8. Choose settings to complete the setup.
  - a. These settings are pulled from your current PrintBoss settings.
  - b. **Install Printer Driver** – The driver you are currently using should already be selected.
  - c. **Update "Desktop icons calling PB32.exe** – Check this option.
  - d. **Update "Quick Launch" icons calling PB32.exe** – Check this option.
9. Click **Finish**. PrintBoss will complete the installation.
10. Click **OK** on the PrintBoss Setup/Update window. It should indicate PrintBoss has successfully updated.

You can now open PrintBoss and begin using your updated software. Please call Wellspring Software Technical Support if you receive any errors during this process.