Tech Tip #63 What's Up with Upgrades
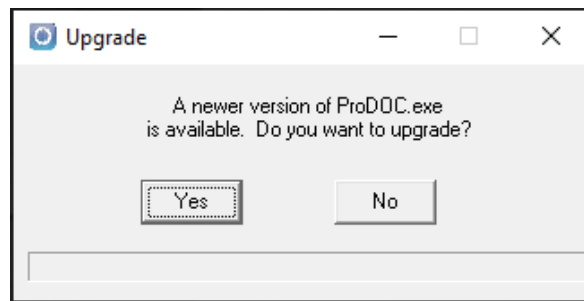
These settings and features may not be available for all clients. If you do not see them, please contact your solution provider.

When a new version of a DocLogic product is released, each user will be prompted to upgrade their applications upon launch or exit of the application.

If an error occurs when attempting to upgrade a product, there are two likely culprits:

1. Another user is already logged into the PC and has the application running. This can complicate the issue, as you may not want to close the application and lose their work by rebooting the PC. Always remind staff members to exit applications when logging out of Windows.
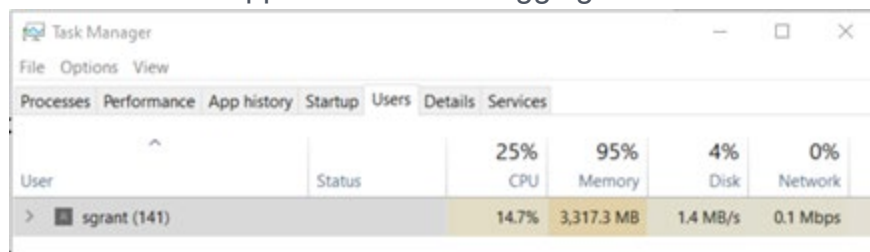
2. The "Users" Windows group does not have the "**Modify**" permission applied to the C:\Program Files (x86) folder. Therefore, the existing executable is not allowed to be replaced. This can be resolved by having an Administrator apply the correct permissions to the aforementioned folder.

Program Files (x86) Properties

General | Sharing | Security | Previous Versions

Object name: C:\Program Files (x86)

Group or user names:

- SYSTEM
- Administrators _____ (Administrators)
- Users _____ (Users)
- TrustedInstaller

To change permissions, click Edit.   Edit...

Permissions for Users   Allow   Deny

	Allow	Deny
Full control		
Modify		
Read & execute	✓	
List folder contents	✓	
Read	✓	
Write		

For special permissions or advanced settings, click Advanced.   Advanced

OK   Cancel   Apply