DeskBank Upgrade Instructions – Upgrade 5.2

Summary

This upgrade installs a new security certificate that is required to enable communications with the Westpac Host to continue. It must be installed by 1 September 2018 to ensure you are able to transmit data to and from Westpac.

Step one: Backup

Before starting the upgrade, take a backup of your current DeskBank database using the DeskBank Backup Utility. Follow the instructions below if you are unsure how to take a backup.

1. **Log on** to DeskBank in the normal manner

2. **Minimise DeskBank** by clicking the – button in the top right corner. **Double click** on the **DeskBank Backup icon** on your desktop while still logged on. A black screen showing copying in progress will display confirming that the Backup has been initiated

3. If you are not certain that you have a valid backup, please contact the DeskBank Helpdesk on 0800 433 752 **BEFORE** proceeding further

4. Please do not run another Backup of DeskBank until you are satisfied that the upgrade has been completed and DeskBank is working correctly

Step two: Download the upgrade

The DeskBank 5.2 upgrade needs to be downloaded from www.westpac.co.nz\Deskbank-software.

Step three: Installing the upgrade

1. Before installing the upgrade, **Re-start** your PC. This will help to ensure that any files that need to be updated are available to be overwritten

2. A **DeskBank Administrator** will be asked to log on during the upgrade process. Please ensure a DeskBank Administrator is available before starting the upgrade. To identify who your DeskBank Administrators are, start DeskBank and click on Help, then Helpdesk, and the Administrators will be displayed on screen

3. Double click the downloaded file to start the upgrade

4. Follow the on screen instructions, and **click Finish** to complete the upgrade

5. If you have more than one PC running DeskBank you will need to repeat **the above 2 steps** for each PC. Please Re-start each PC before installation. A DeskBank Administrator is <u>not</u> required for subsequent PC upgrades