Knowledge Base Article

Article ID: **4069**
Subject: **Pro Gold i2 3.0 Version Updating for SingleEntry Customers**
Last Modified: **September 11, 2009**

Applies to: **Pro Gold i2 3.xx**

Purpose: In order to properly utilize the SingleEntry, Single Source feature of Pro Gold i2, all computers that have Pro Gold i2 installed must have the most current update of Pro Gold i2 and Pro Gold i2 Utilities. **Note: Must subscribe to Taro's Enhancement HelpNet.**

Procedure: Follow the steps below to update Pro Gold i2. The steps must be performed in the order they are listed and be done on every computer where Pro Gold i2 is installed.

- Pro Gold i2 requires access to Taro Systems, Inc. server in order to operate correctly and perform updates. In some cases, the ports required to access Taro Systems, Inc. server are blocked by a router or firewall. Ensure that the following ports are not being blocked (this may require the help of your computer tech):
  - Outbound TCP port 21 (used for FTP Communication)
  - Outbound TCP port 5500-6500 (used for FTP Data Transfer)
  - Outbound TCP port 1433 (used for SQL Server Communication)

- **Step 1: Download and Install the most recent version of Pro Gold i2 and Pro Gold Utilities:**
  - Make sure all PC's are out of Pro Gold
  - Then go to each PC and do the following:
    - Right click on the **Red Paper Clip Pro Gold Utilities** icon located in the System Tray in the bottom right corner of the PC screen
    - Left click on the **Download Update** option
    - Select Yes to the install update prompt
    - Wait for download/install to finish
    - A **Detected Applications Warning** screen may appear if there are any open applications that need to be closed (Close any applications listed and then click **Retry** to continue with the Pro Gold i2 update)
    - The **Downloading Pro Gold i2** screen will appear to download and install the updates for Pro Gold i2 and Pro Gold Utilities
    - Pro Gold i2 will open when the update is finished
    - Login into Pro Gold i2 and verify the program version (3.09.0801)

- **Step 2: Do the following to check your Front End and Back End versions:**
  - At the **Main Menu**, select the **Settings and Utilities** menu option
  - This tab will display your system information
  - Front End Version should be 3.09.0801
  - Back End Version should be 3.09.0801

References: Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

http://secured.progoldi2.com/webcast.aspx

- The Enhancement HelpNet links are located on the right side of the web page.

Related articles: N/A

Keywords: Download, Paper Clip, Single Entry, Update, Version, 4069