



## Knowledge Base Article

Free Download Real Estate Software - ProGold i2 web site: [www.progoldi2.com](http://www.progoldi2.com)  
Real Estate Search Engine - ViewMyListing.com web site: [www.viewmylisting.com](http://www.viewmylisting.com)  
Search Local Classifieds – [www.viewmylisting.com/buy-sale-trade](http://www.viewmylisting.com/buy-sale-trade)  
Agent Tools web site: [www.viewmylisting9ae.com](http://www.viewmylisting9ae.com)

**Article ID:** 4070  
**Subject:** Pro Gold i2 3.xx Software Updating  
**Last Modified:** October 19, 2009  
**Applies to:** Pro Gold i2 3.xx

**Purpose:** In order to use Pro Gold i2 effectively, it is highly recommended to keep Pro Gold i2 updated to the current version. **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.

- 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:**
  - Be sure to update all of your workstations to this version (Epecially the PC hosting the database)
  - 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 the 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.xxxx**)
- **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.xxxx**
  - Back End Version should be **3.09.xxxx**

**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>

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# Knowledge Base Article

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**Subject:** Pro Gold i2 3.0 Software Updating

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

**Related articles:** N/A

**Keywords:** Download, PG Utilities, Update, Version, 4070