



## 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:** 4275  
**Subject:** Re-Install Pro Gold Utilities in Pro Gold i2  
**Last Modified:** February 26, 2010  
**Applies to:** Pro Gold i2 3.xx

**Purpose:** The Pro Gold Utilities files are a critical part of the Pro Gold i2 application. Sometimes one or more of the Pro Gold Utilities files get corrupted and need to be replaced. The files must be re-installed to replace the corrupted files.

**Procedure:** Follow the steps below to re-install Pro Gold Utilities. The steps must be performed in the order they are listed.

- **Step 1: Remove Pro Gold Utilities**
  - Login as the Administrator on the PC experiencing the error
  - Using **Add/Remove programs** with the **Windows Control Panel** remove **Pro Gold Utilities**
  
- **Step 2: Download and install the Pro Gold Utilities files:**
  - Logout out of Pro Gold on the PC and any other application you can see, open the browser on the PC
  - Use the link below to access the PG 2002 Download Site:  
<http://www.taronetwork.com/pg2002/download/PGUtilities/PGUtilities.zip>
  - Select the Save option
  - Save the item on the Desktop of the PC
  - Wait for the download to finish
  - Run the item when it completes downloading (Launch PGUtilities.zip from Desktop if necessary)
  - It will open a folder displaying a file named **Vista\_Install.msi**
  - Right click on the **Vista\_Install.msi** file and select the **Open** option to launch the **Pro Gold Utilities Installation Wizard**
  - Click the **Next** button on the wizard screen
  - Verify the **Everyone** option is selected on the **Select Installation Folder** screen, click the **Next** button
  - At the **Confirm Installation** screen, click the **Next** button (Wait for installation to finish)
  - Click the **Close** button to exit the Installation Wizard
  
- **Step 3: Launch Pro Gold Utilities (Load the Red Paper Clip icon):**
  - Locate the **Pro Gold Utilities** icon (i.e., **Red Paper Clip** icon) on the desktop
  - Left double click the icon to launch **Pro Gold Utilities**
  - Opens the **Pro Gold Utilities** screen and assigns the **Red Paper Clip** icon to the system tray of the PC
  - Click the **File** option on the **Pro Gold Utilities** screen
  - Select the **Exit** option to close the **Pro Gold Utilities** screen (Leaves the **Red Paper Clip** in system tray)
  
- **Step 4: Download and update to the most recent version of Pro Gold i2:**
  - Make sure all other PC's are out of Pro Gold
  - Right click on the **Red Paper Clip** icon in the system tray
  - Left click on the Download Update option
  - Select **Yes** to the **Verify Install Update** prompt
  - Wait for download/install to finish
  - A **Detected Applications Warning** screen may appear if any open applications need to be closed
  - Click the **Close** button on each displayed

Information deemed reliable, but not guaranteed. Taro Systems, Inc. makes every reasonable effort to ensure its accuracy.  
Proprietary Information Protected by Taro Network of Companies, Copyright © 2007 Taro Systems, Inc.



## Knowledge Base Article

**Article ID:** 4275

**Subject:** Re-Install Pro Gold Utilities in Pro Gold i2

- Close the applications listed and then click **Retry** button 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
- **Step 5 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 **3.09.1103**
  - Back End Version should be **3.09.1103**

**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, Pro Gold Utilities, Re-Install, 4275