How to Run a Feature Pack Upgrade

1. Run all Windows® updates. For more information about running Windows updates, go to the RockSolid Customer Support Center.

2. Disable all Windows Firewalls.

3. Temporarily disable your anti-virus program **until the next time you restart your computer**. See your anti-virus program's help file for instructions.

4. Verify that your User Account Control is disabled.

   If this is a **Windows 7** computer:

   4.1 Click Start and type **UAC** in the bottom search box to open the User Account Control Settings.

   4.2 Turn off your UAC and set it to Never Notify.

   4.3 Restart your computer before continuing.

   If this is a **Windows 10** computer

   4.1 Click Start (Windows flag), System Tools, and select Control Panel.

   4.2 Click User Accounts and select Change User Account Control Settings.

   4.3 Turn off your UAC and set it to Never Notify.

   4.4 Restart your computer before continuing.

5. Close all RockSolid programs on all computers, except for ROMan on the server. This includes Rock-Bot and RockSocket.

6. Click Utilities, select Compact DB, and compact the database.

7. Click Utilities, select Support, and click Get Feature Pack Now. The Feature Pack may take 30-60 minutes to download, depending on your Internet speed.

Note: You may download the file during the day, then opt to run the update later. Leave ROMan open until you are ready.

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8. Close and re-open ROMan when you're ready to run the Feature Pack.

   8.1 Click Yes when asked if you want to run the new Feature Pack.

   8.2 Click Next for each prompt until asked to reboot.

9. Reboot the server.

10. After the reboot, open ROMan on the server.

Note: This step runs some additional program scripts and is important to complete before updating workstations.

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11. Open POS or ROMan on all remaining computers. You are prompted to install the new Feature Pack. Click Yes to run the Feature Pack.

12. Reboot your computer when prompted. The PC is updated, and you can run the programs on your system as normal.

13. If you have PocketPC, you must update it, as well. For more information, see the handout Upgrade the PocketPC.