

BS&A .NET Application Update Process

Questions? From your BS&A program, go to **Help>Contact Customer Support** and select **Request Support Phone Call** or **Email Support**. Or, you may call us at (855) 272-7638 and ask for the appropriate support department. Questions for our I.T. department may be submitted by phone (same number), or by emailing tech@bsasoftware.com.

When a BS&A .NET program is launched by a user, the Program Version date is compared with the update executable in the Shared Program Folder on the network.

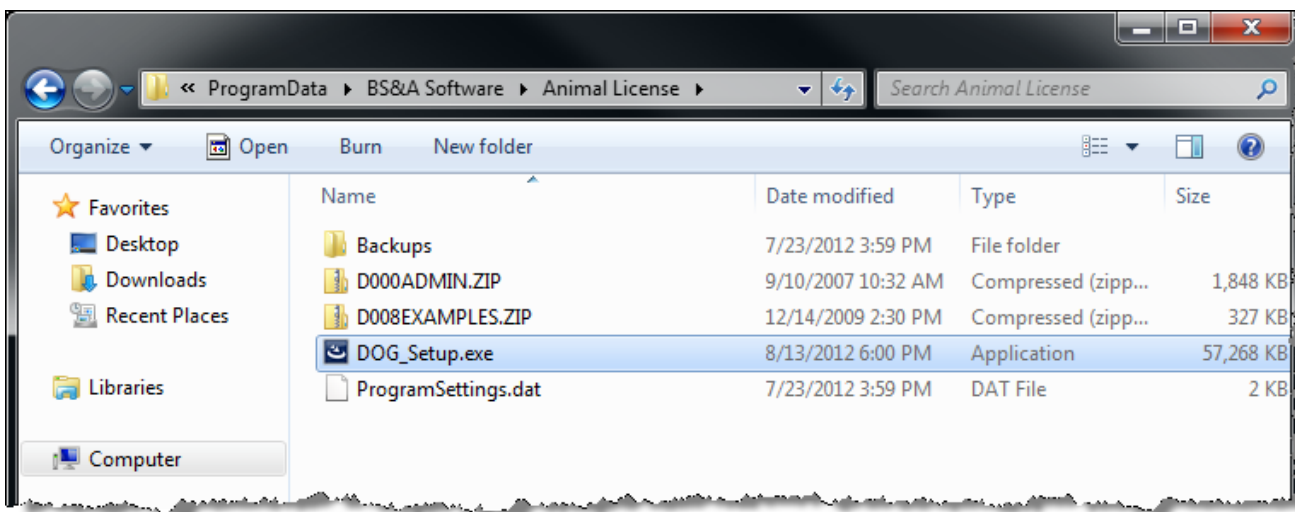
- If the Program Version the user is running is newer than the update executable on the server, the program will copy its executable from the user's local machine and overwrite the program update executable on the server.
- If the Program Version the user is running is older than the update executable on the server, the program will copy the update executable from the Shared Program Folder on the server and overwrite the executable on the user's local machine. After the executable is copied to the local machine the user will be prompted to run the update to ensure that all users on the network are running the same version of the BS&A .NET program.

Animal License .NET is used as the example in this document. All BS&A programs work the same.

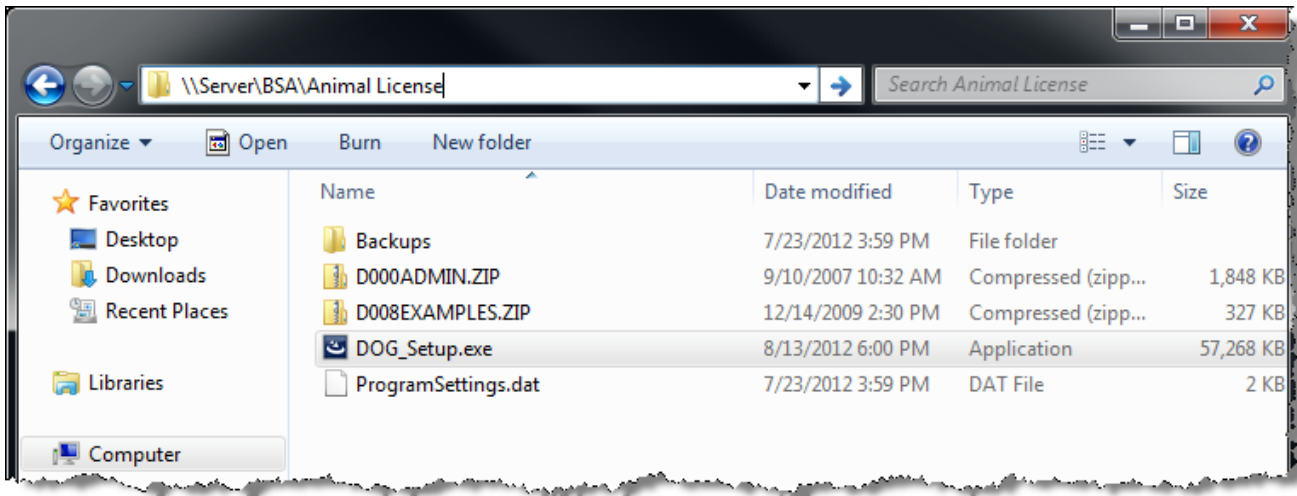
User-Initiated .NET Updates

When a user downloads an update from a .NET program, the program update executable is downloaded and saved in...

- **Vista or later:** C:\ProgramData\BS&A Software\Animal License
- or
- **XP:** C:\Documents and Settings\All Users\Application Data\BS&A Software\Animal License



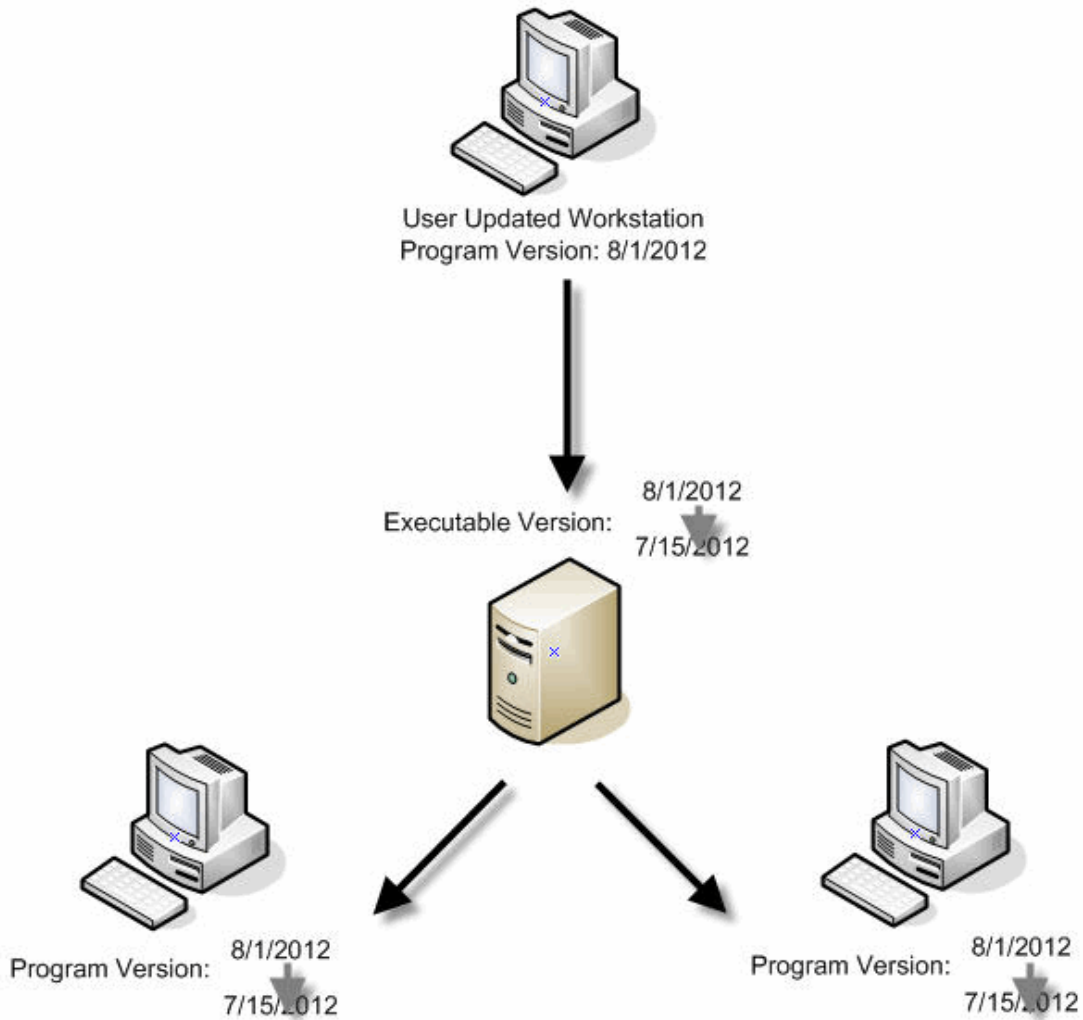
The program update runs locally and installs the latest version of Animal License onto the user's machine. After a successful install and re-launch of the program, the program version is compared to the date of the executable in the Shared Program Folder for that application on the network.



If the program version date is newer than the date of the program's executable on the server, the executable from the local workstation will be copied to the Shared Program Folder on the network and overwrite the existing executable.

The next time a user logs into the Animal License.NET program on a different workstation within the network, a check is run on the local program version date against the Animal License executable in the Shared Program Folder on the server (i.e., \\<Server>\BSA\Animal License\Dog_Setup.exe).

If the local program version date is older than the date of the executable on the Server, the user will be prompted to update the program on their local machine. If they proceed with the update, the executable on the network will be copied locally back to (using Vista or later as an example) C:\ProgramData\BS&A Software\Animal License and overwrite the existing file.



Using the Admin Tool to Manage Updates on the Network

The Admin Tool - provided free of charge - downloads program updates and saves the executable files directly to the Shared Program Folder on the server for each application (\\Server\BSA\ Animal License).

Once this executable is placed on the server, every user's Program Version Date will be compared with the date on the program executable on the server. If the local (workstation) program version date is older than the date on the server, the user will be prompted to update the program. By directly replacing the executable on the server with the latest version available from BS&A, the Admin Tool can eliminate the need for users to manually initiate a program update from their workstation.

