

# How to Install Finestra HC v2022.2

April 2022

## Before You Begin

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- This upgrade may take up to 30 minutes to install. We recommend you do the upgrade outside of store hours
- This upgrade must be run on your Server, Host Till or Host Workstation
- You must exit out of Finestra on all Cash Registers and Workstations before you begin the upgrade. You must stay logged out until the update completes

## Upgrade Procedures

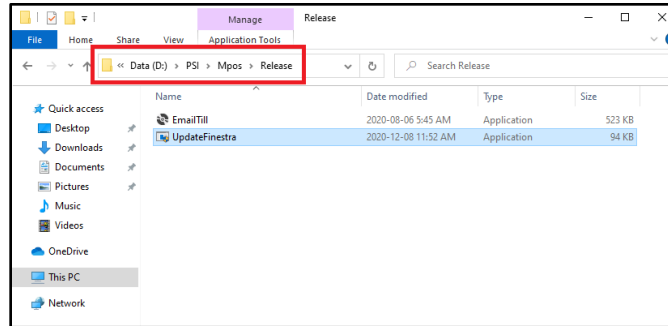
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### **Step 1 - Exit Finestra HC**

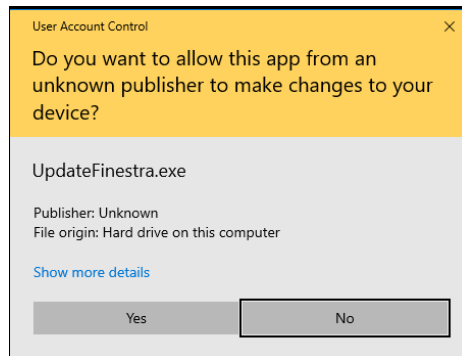
- Before you begin, exit Finestra HC on all Cash Registers and Workstations

### **Step 2 - Update Finestra HC**

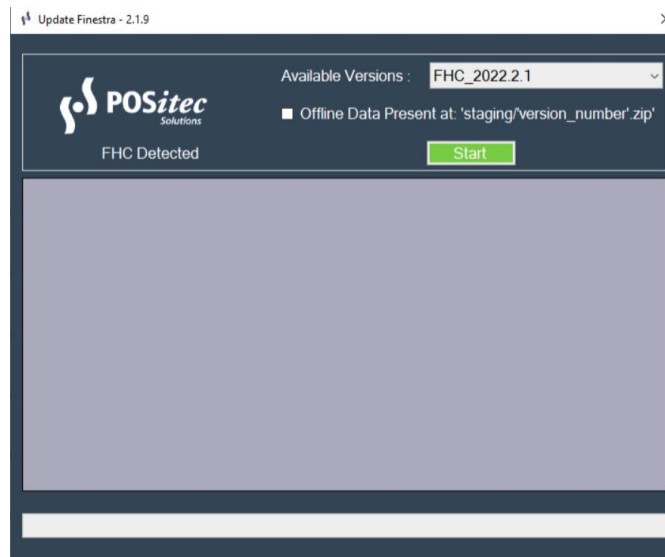
1. On your Host Computer, **[Double-click]** the This PC or Computer icon  
or  
**[Left-click]** the Folder icon in the Task Bar
2. Browse to D:\PSI\Mpos\Releases  
or  
Browse to R:\Mpos\Releases



3. **[Double-click]** the UpdateFinestra program, then at the “User Account Control” prompt, select **[Yes]**



4. Confirm the Available Versions field is set to **FHC\_2022.2.1** the select **[Start]**



5. The Release Version will confirm when it's complete.

## Troubleshooting

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If the system is unable to complete the upgrade for any reason, it will automatically roll itself back and you will see a prompt to contact POSitec Customer Support.

- You are still able to operate your system completely!
- Email [Support@POSitec.com](mailto:Support@POSitec.com) or call **1.800.667.4605** on the next business day

POSitec Customer Support will determine the cause of the issue and correct it so you can proceed with the upgrade.

Release notes for **Finestra HC v.2022.2** can be found at:

[www.positec.com/POSitec Portal/Release Versions](http://www.positec.com/POSitec Portal/Release Versions)