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# How to Install FINESTRA v2022.3.52 (or higher)

October 2022

## Before You Begin

- 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
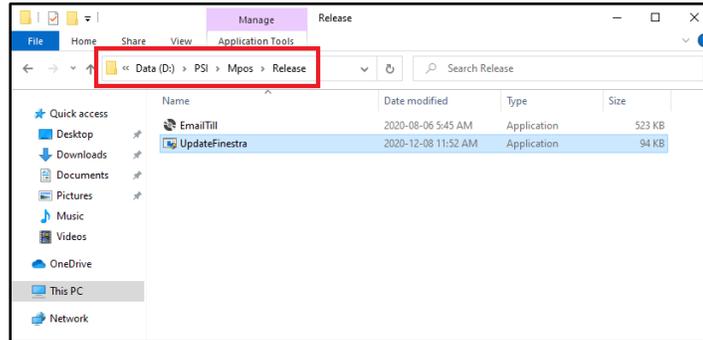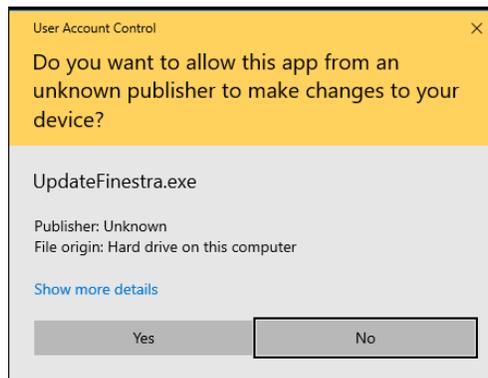
## Upgrade Procedures

### Step 1 – Exit Finestra

- Before you begin, exit Finestra on all Cash Registers and Workstations
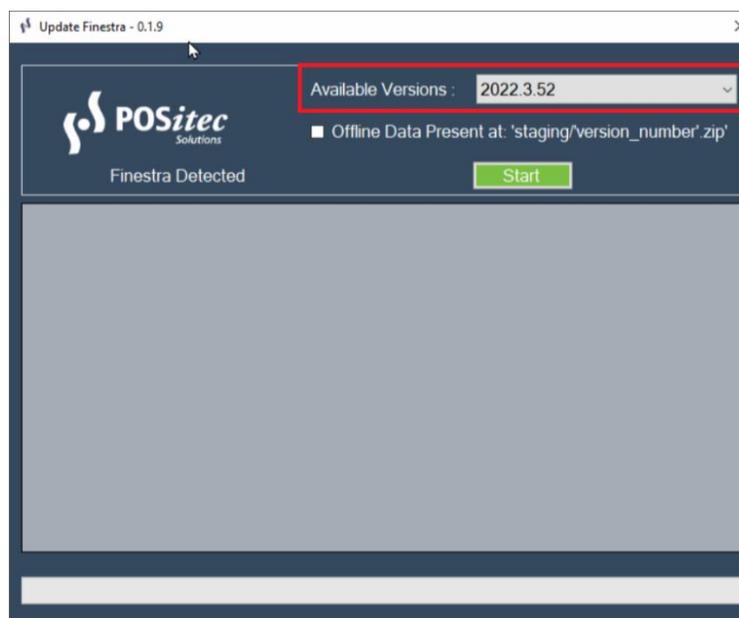
### Step 2 – Update Finestra

1. On your Host Computer, **[Double-click]** the This PC or Computer icon
   <u>or</u>
   **[Left-click]** the Folder icon in the Task Bar

2. Browse to D:\PSI\Mpos\Releases
   <u>or</u>
   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 **2022.3.52** then select **[Start]**

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

## Troubleshooting

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 v.2022.3** can be found at:

www.positec.com/POSitec Portal/Release Versions