

How to Install Finestra HC v2023.2

August 2023

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

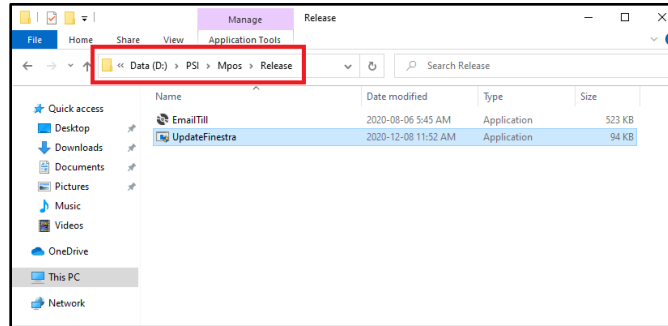
Upgrade Procedures

Step 1 - Exit Finestra HC

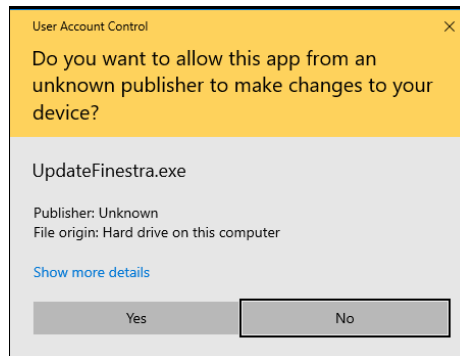
- Before you begin, exit Finestra HC on all Cash Registers and Workstations

Step 2 - Update Finestra HC

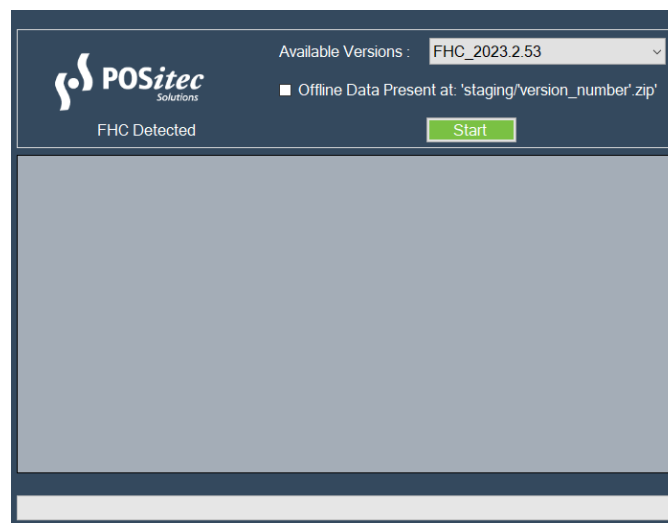
1. On your Host Computer, **[Double-click]** the This PC or Computer icon
or
[Left-click] the Folder icon in the Task Bar
2. Browse to D:\PSI\Mpos\Releases
or
Browse to R:\Mpos\Releases



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_2023.2.53** (or higher) 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 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.2023.2** can be found at:

www.positec.com/POSitec Portal/Release Versions