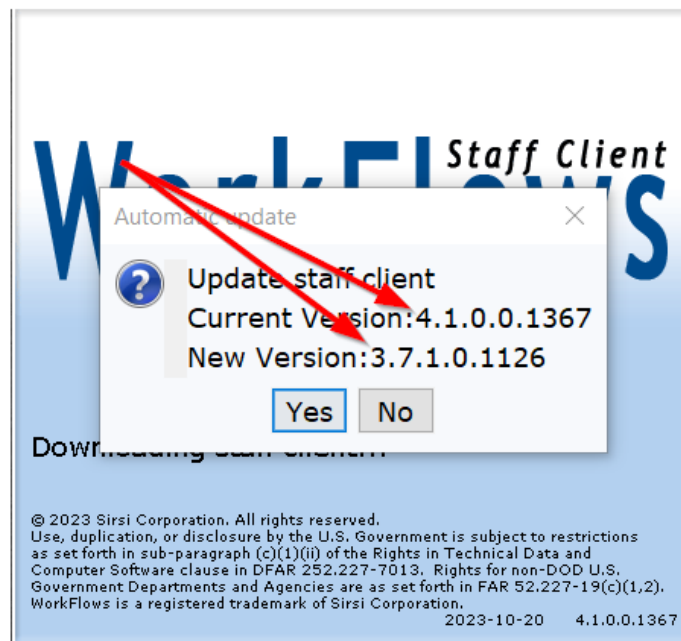


## Upgrading the WorkFlows Staff Client for Symphony 4.1.0.0 Procedure

**Last revised: March 19, 2024**

Note: You will see the following pop-up each time you log into Workflows if your computer's version of Workflows differs from the version of Symphony server you connect to. For example, if you upgrade to the newest version of Workflows prior to the server upgrade on the 24<sup>th</sup>, you will see the following popup. As you can see, the "Current Version" is shown as a larger number than the "New Version." If you were to click 'Yes' in this window, Workflows will DOWNGRADE you to the old version of Workflows. Please ensure you click the 'No' button to keep your newer version of workflows.



If you don't upgrade your Workflows installation until after the upgrade on 24 March, then you'll see the "Current Version" number is smaller than the "New Version" number. Again, you should click the 'No' button here, then follow the remainder of this procedure to upgrade your Workflows installation. If your installed version of Workflows matches the Server version, you shouldn't see the Update Staff Client popup at all.

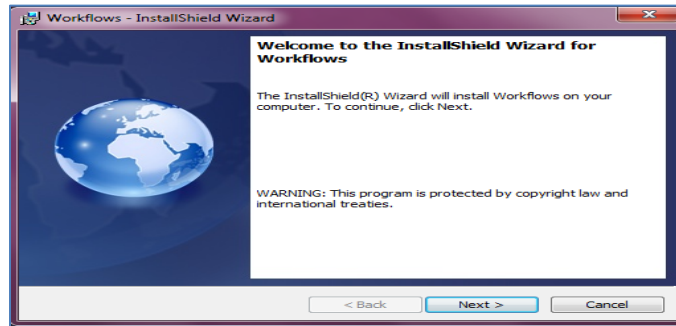
### Upgrade Procedure:

1. Go to <https://support.librariesofrsa.org/project/downloads-setup/>

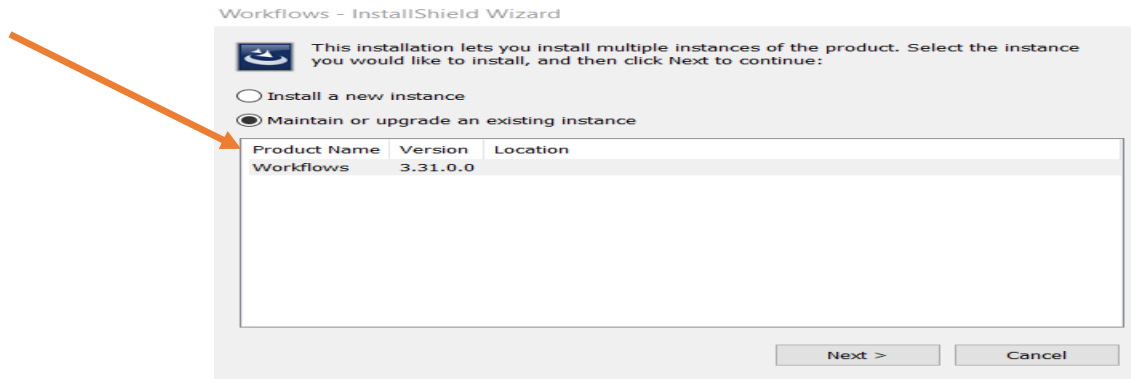
2. Click on the WorkFlows link for either Windows or Mac. The download will start, and destination is in your browser.

3. Double click on the fupd\_jwf\_4\_1-2024-3-24.exe file to begin the installation.

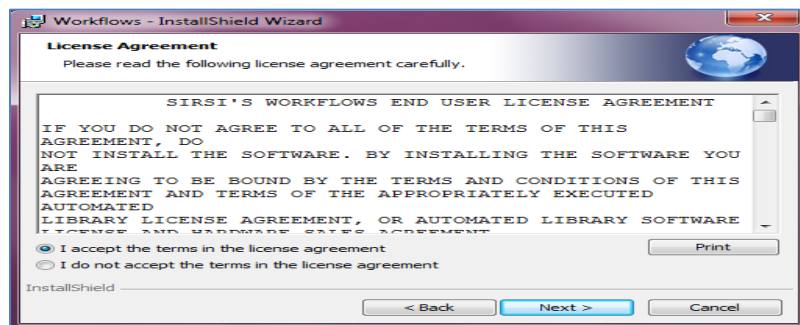
- i. Windows may prompt you as to whether you want to allow WorkFlows the ability to make changes to the computer. If it does select “Yes.”
- ii. Click Next > at the first screen



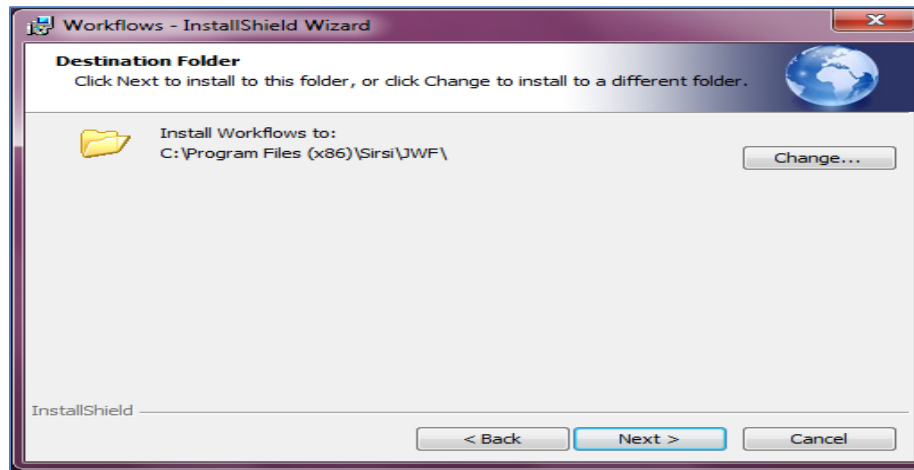
- iii. Windows will ask you if you want to install a separate instance of WorkFlows or upgrade an existing instance. Select the Maintain or upgrade an existing instance (second option) and click Next.



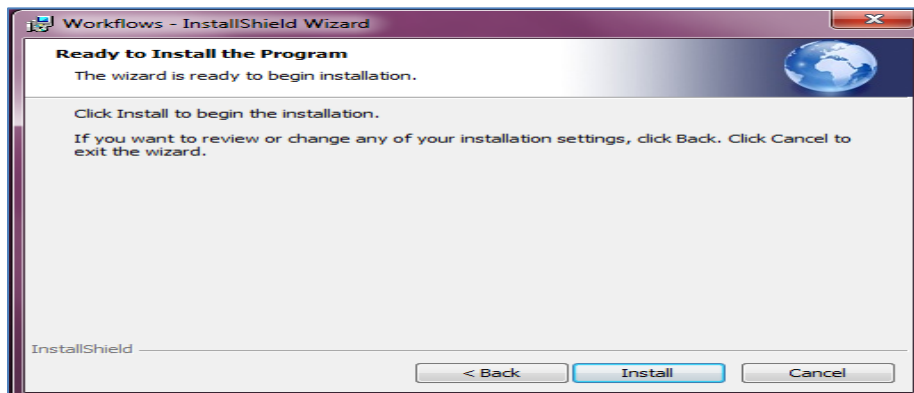
- iv. Accept the end user license agreement and click next



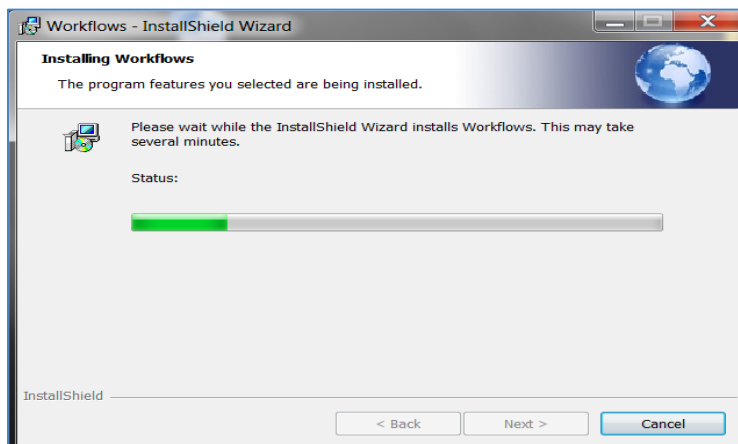
- v. Allow the installation software to choose the destination folder and click next



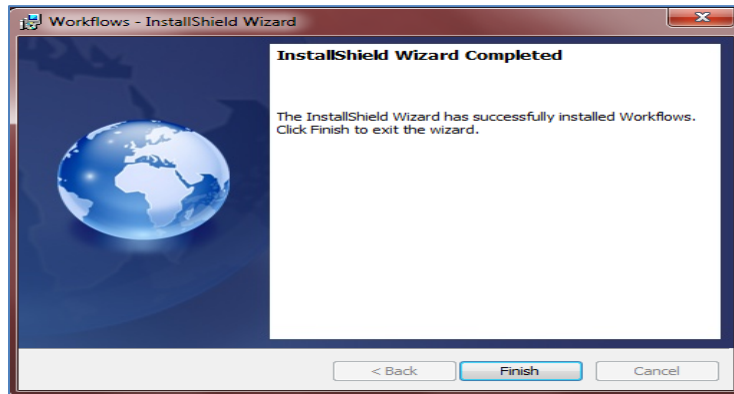
- vi. Click Install



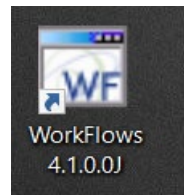
4. You will see a window with a progress bar appear as shown below. (You don't need to do anything).



5. When the process has completed click the “Finish” button.

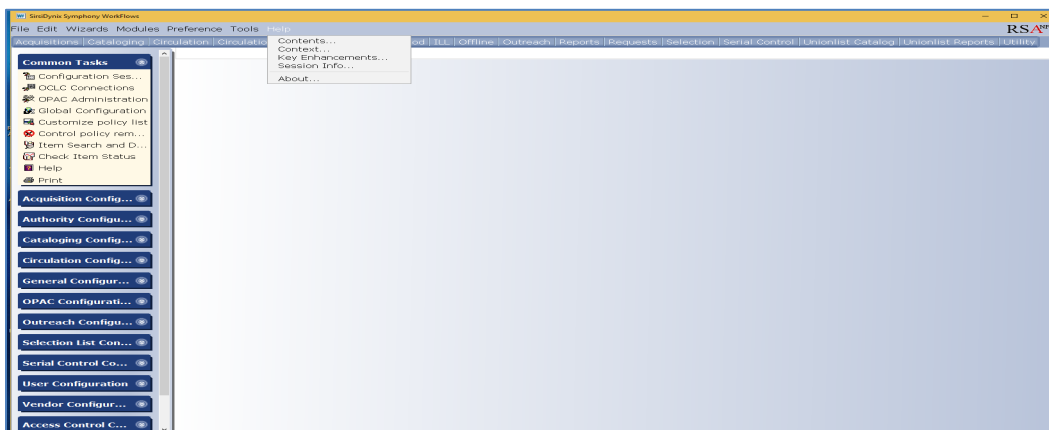


6. WorkFlows may or may not launch on its own after completing step 10. If it doesn't just double-click on the new WorkFlows 4.1.0.0J icon (shown below).

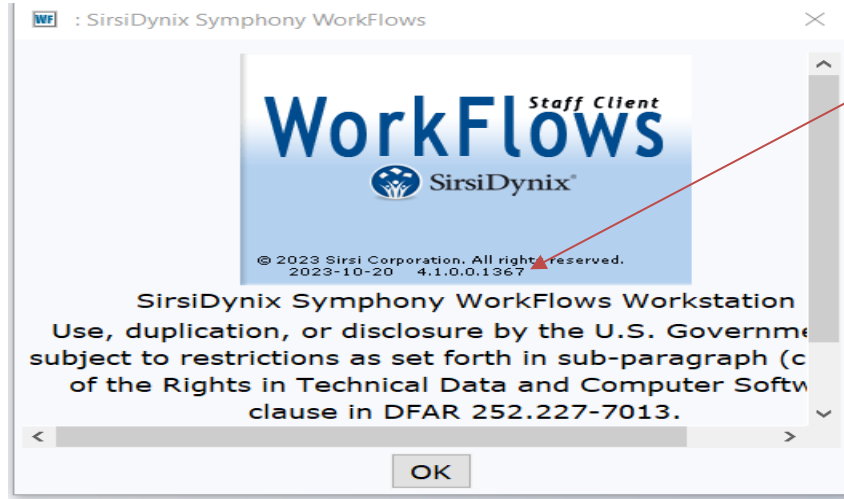


7. Log into WorkFlows as usual.

8. To be certain that you are running the updated WorkFlows client go to the Help menu and choose "About."



9. A new Window will appear with the version number 4.1.0.0.1367. The version number will be located at the bottom of the new blue and white WorkFlows Staff Client image. Which is after the Date



10. If the version number has not been updated then please follow the above steps again. If after a few attempts, you cannot get WorkFlows to update on your computer you may need to do a fresh install. You can download the latest version of WorkFlows from RSA Resource pages (<https://support.librariesofrsa.org/project/downloads-setup/> ). Then follow the above steps again.

**If a fresh install fails repeatedly then contact RSA Support by email at [help@rsanfp.org](mailto:help@rsanfp.org) or by calling 866-940-4083.**