Upgrading the WorkFlows Staff Client for Symphony 4.2.0.0 Procedure

Last revised: March 5, 2026

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_2-2026-3-3.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 > on 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.
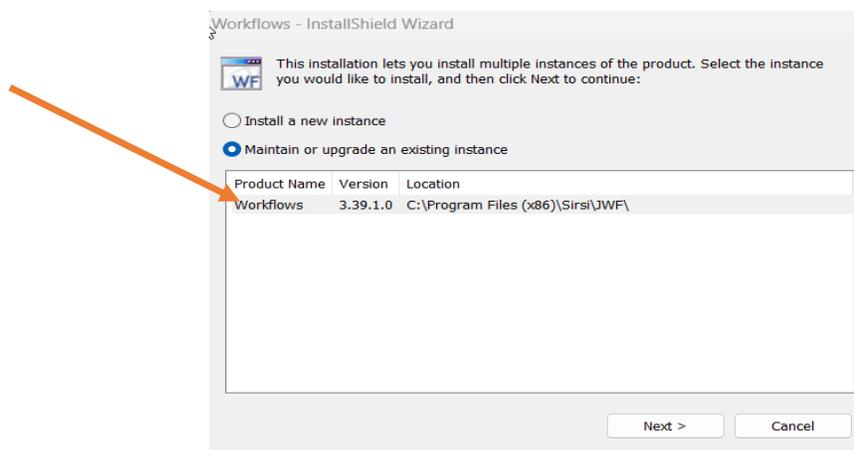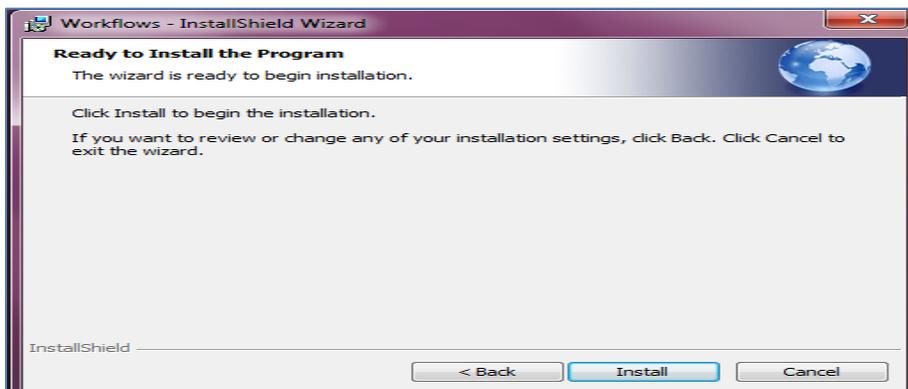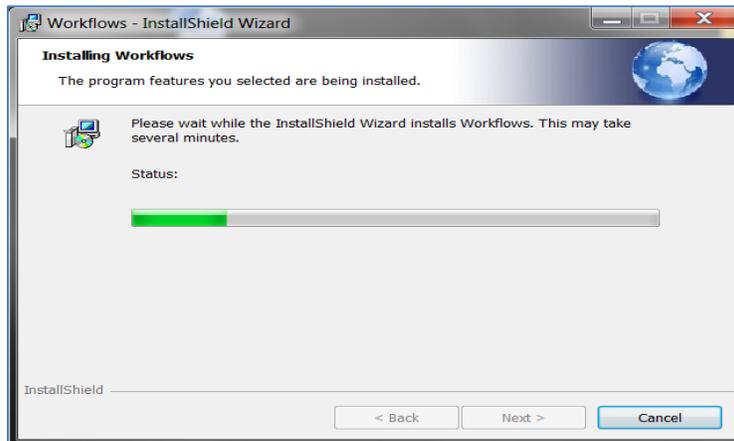
iv. Accept the end user license agreement and click next.
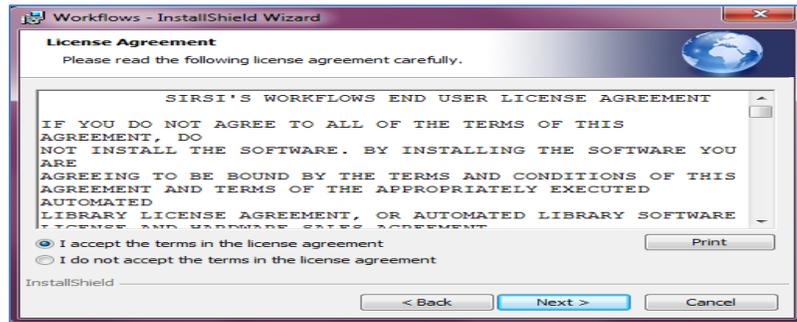
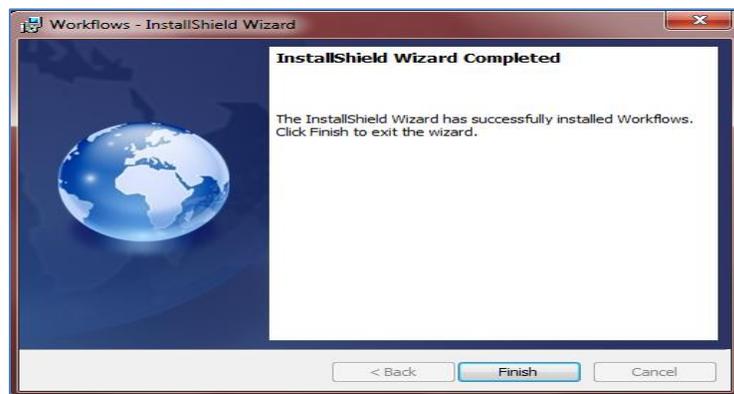v. Allow the installation software to choose the destination folder and click next.
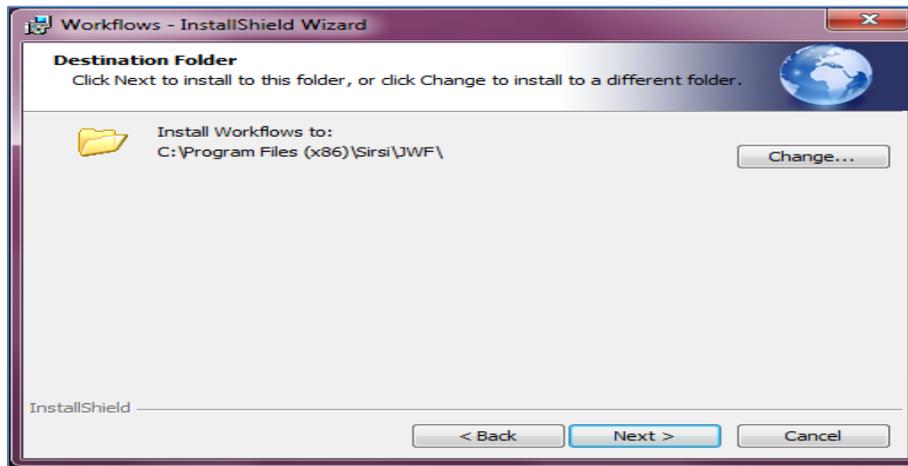
vi. Click Install

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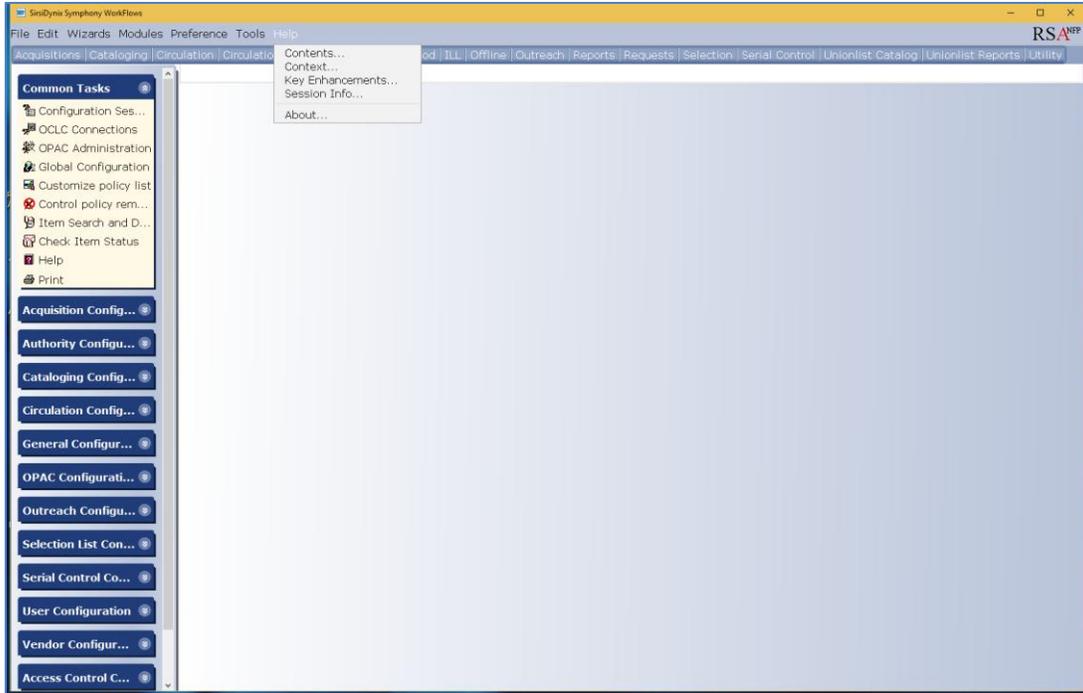

5. When the process has completed click the "Finish" button.

6. WorkFlows may or may not launch on its own after completing step 5. If it does not, just double-click on the new WorkFlows 4.2.0.0J 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 4.2.0.0.1335. The version number will be located at the bottom of the new blue and white WorkFlows Staff Client image. Which is after the Date.
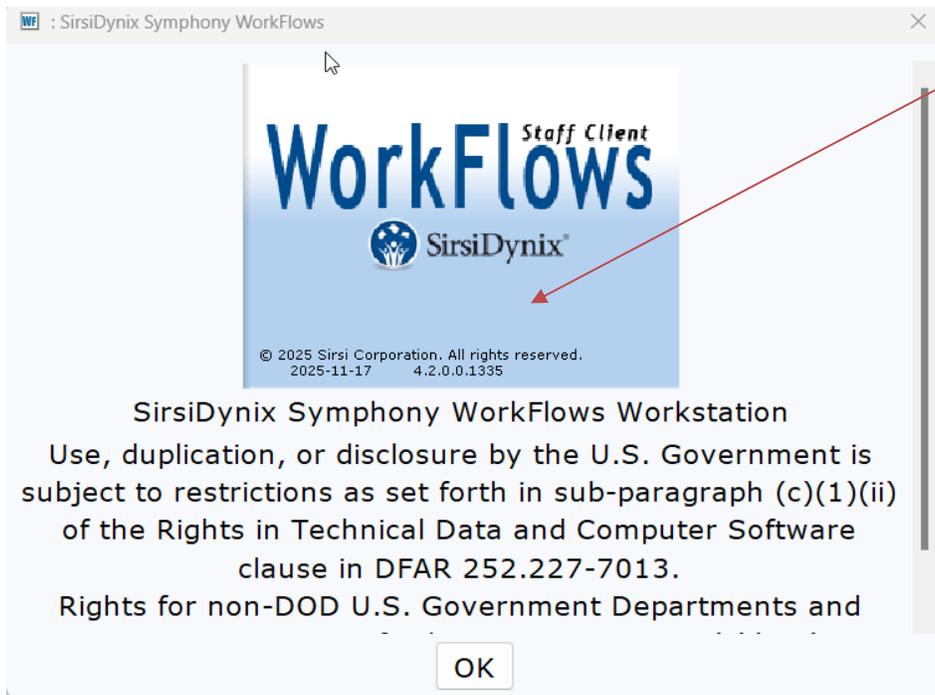
10. If the version number has not been updated, then please follow the above steps again. If after a few attempts, you cannot get WorkFlows to update on your computer you may need to do a fresh installation. You can download the latest version of WorkFlows from RSA Resource pages https://support.librariesofrsa.org/project/downloads-setup/. Then follow the above steps again.

If a fresh install fails repeatedly then contact RSA Support by email at help@librariesofrsa.org or by calling 866-940-4083 or 309-315-9123