

FAQs

When I try to run the update I get a warning message warning me about a potential virus or malware?

Because our update is an executable type update, your virus protection or Windows may falsely identify our update as a potential virus. Our update and the website are secure.

[Click here to see potential screen shots and warnings](#)

Do I need to run the update on my server or my workstation?

If the software icon is pointed to your network, you need to run the update from a workstation that has the software loaded on it and point the update to the working folder of the software.

How do I find the working folder/directory?

Right click on the icon on your desktop and click on properties and it will tell you the short-cut or the path.

Can I install the update to a UNC path or a network path?

No, you have to map the path to a drive letter, when you run the update it is going to allow you to install the available drive letters.

When I run the update it gives me an error 70 permissions denied?

Everyone has to be out of the software when the update is ran. We cannot update if the file is open. We recommend the update be ran either first thing before you have opened or after hours so that no one is actively running the software.

I haven't updated in a couple of years, will it do all the updates?

Yes, the updates are cumulative and once you run the update it will update you to the latest version. You might see a screen where it converts your data. Don't be alarmed. The annual update is just converting old data and merging it with the new release.

If we run both the MMS and the MMS-OC software, do I have to run both updates?

Yes, two different programs, and two different updates.