

Before updating your version of the platform, it is important to establish where you are running the application from. The default folder for the application is c:\c2sql\

To check your application folder, you can look at either of the following:

- Right-click your shortcut and choose properties and see what the target is set too
- Whilst on the platform desktop, the title bar shows [Running in...]

To download the update, click [here](#) or copy and paste, one of the URLs below into your browser:

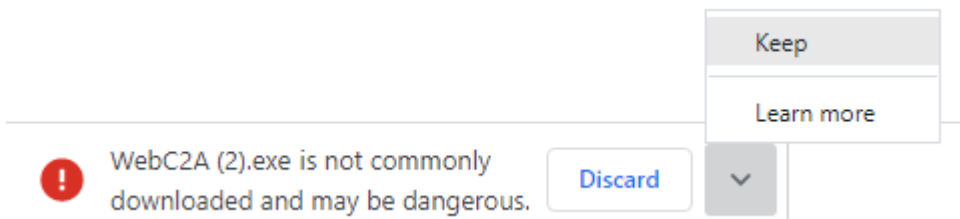
(main) <https://www.sercle.global/Files/c2/WebC2A.exe> or (mirror) <https://www.sercle.global/Files/WebC2A.exe>

Your firewall/anti-virus may prompt for permission to download and/or install the update so be sure to look out for any popup alerts and grant permissions to do so. Depending on your Windows account permissions, you may also have to enter an administrator password which your IT shall provide you with, if required.

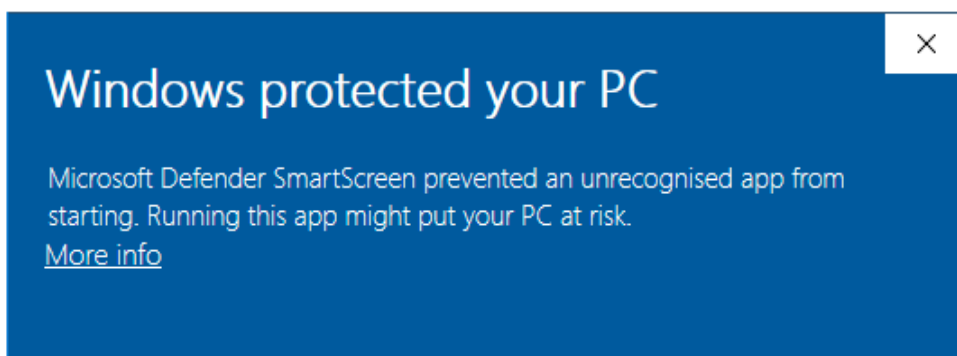
Please note that Sercle cannot grant administrative privileges for your Windows account as we only maintain your platform.

After a few seconds the download file will appear, so click on it.

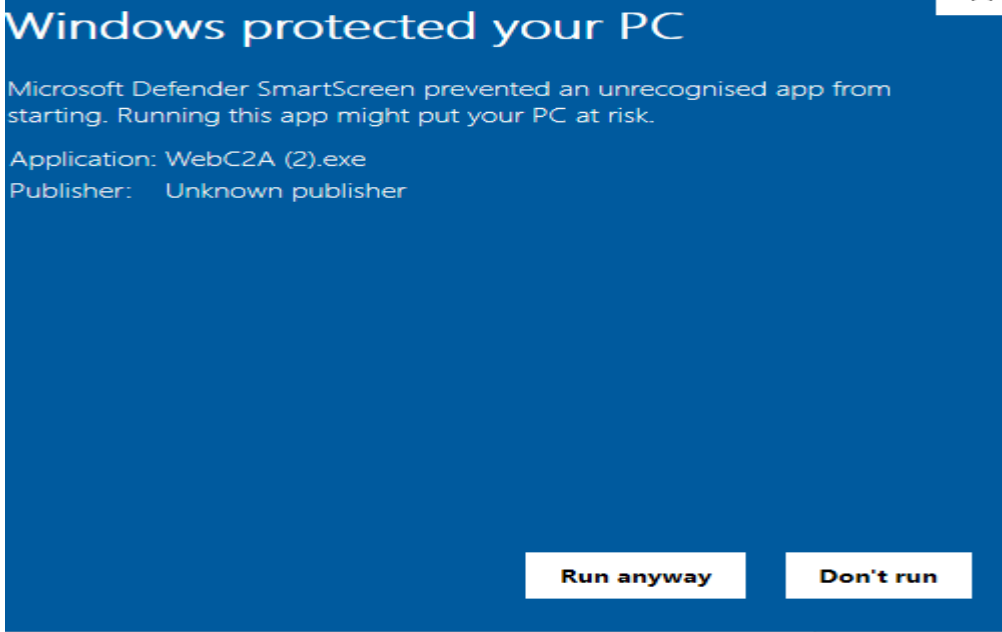
Once downloaded Windows may show a warning about the download being dangerous and suggest Discard by default. However, click the arrow beside it and click **Keep**.



When you try and launch the file you may also see this warning:-



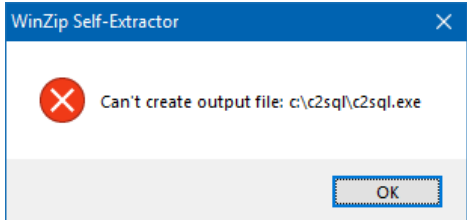
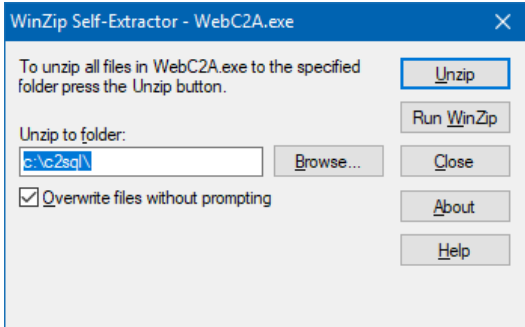
Click **More Info** to avail the **Run anyway** option.



Now click **Run anyway**.

The update file (WebC2A.exe) will suggest the default folder c:\c2sql\ to extract the contents of the update to. You must change this if you run the application from any other location on computer/network. You can do so by typing or browsing to the relevant location. Now click 'Unzip' and when prompted, enter the update password: **790415ap**.

Once the process is complete a dialog box will appear to confirm the number of files extracted.



If you see the following error during the update process it means that you or another user is currently running the system. The application must be closed prior to applying the update. If you believe the application is closed and the problem persists, restart your PC and try again.

It's amazing the issues that a restart can fix!

Note: If you have updated the software, but it still looks as if you are running on an older version, then you may need to download the ZIP file version from our website <https://www.seracle.global/seracle-platform/#downloads>, and follow the instructions below. Sometimes the web page can be cached and show old publication date, if so, click into the address bar and press Ctrl plus F5 to reload the page afresh.

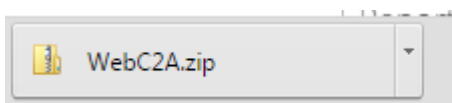
SOFTWARE UPDATES

Main Application (05/07/22 @ 9:25)

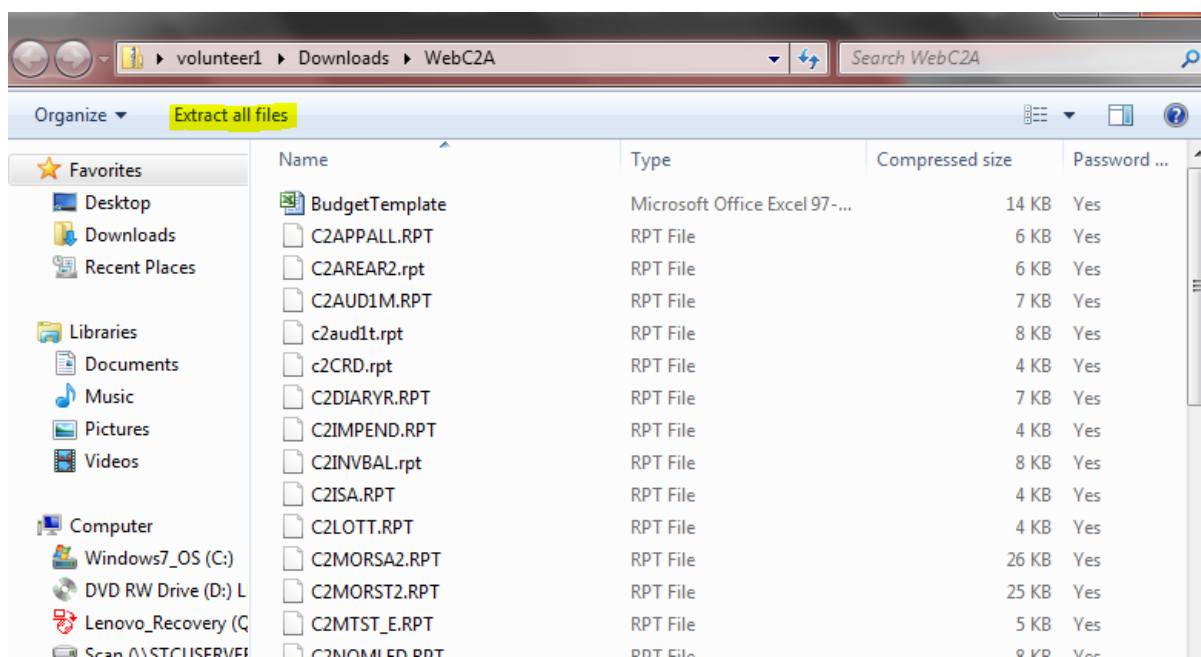


Click the **green ZIP icon**, beside the EXE icon.

The file should pulsate for a few seconds and then settle to look like this.

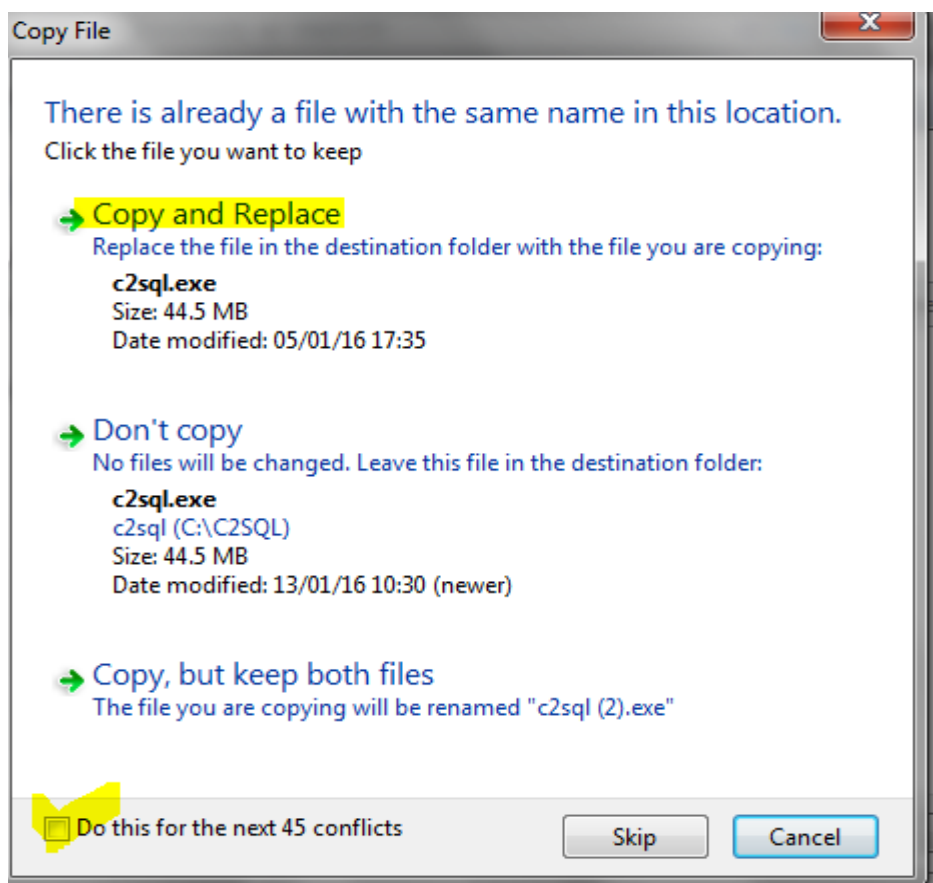
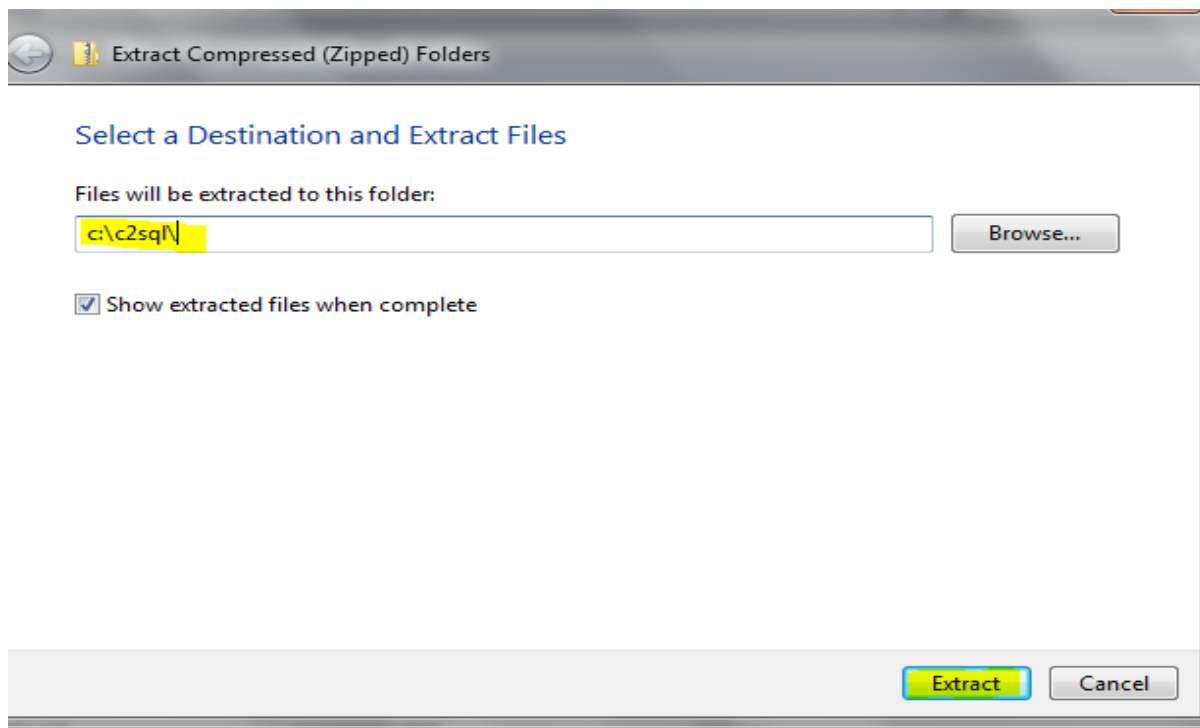


Click on the file and a window will appear showing you the files contained in the file.

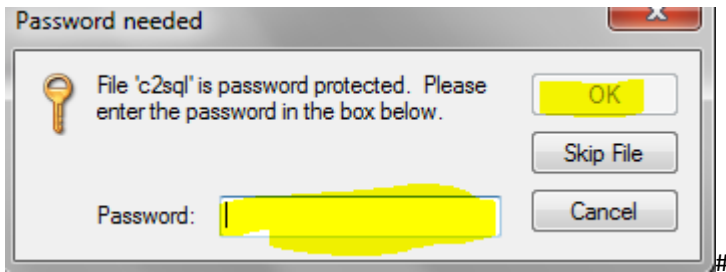


Click on **Extract all files**

Now type the location to extract the files to or **Browse** to it, as advised at the beginning of these note, where you established the path, and click the **Extract** button.



Tick the box for **Do this for the next ?? conflicts** (as the number 45 may change depending on the update we have published), then click **Copy and Replace**.



The password box will appear. Type **790415ap** and then click ok.

The system will extract the files from the ZIP file.