

How to Update the K9 Koordinator

Only clients with an up-to-date paid maintenance agreement should update their software. K9 Bytes can't help with problems occurring due to updates for clients without a current maintenance agreement. For more information in technical support and maintenance agreement programs please visit <http://www.k9bytessoftware.com/tech-support.shtml>

1. Click on your 'Updater' icon in your desktop. If you don't see that icon in your desktop perhaps the 'K9 Bytes Updater' needs to be installed. The download set up file for the 'Updater' is located here:

<http://www.k9bytessoftware.com/update/setup-updater.exe>



2. Wait until the program loads. At this point the 'Updater' is retrieving information about the latest version available in K9 Bytes servers. The speed of this step depends on the speed of your internet connection.



3. Click 'Update.'



4. While updating (i.e. after clicking 'Update'), **DO NOT DO ANYTHING ELSE IN YOUR COMPUTER**. A progress bar will indicate when the system has been properly updated.



5. The K9 Koordinator will launch automatically after the update has been completed.



Troubleshooting Updates

If a problem occurs with an update try the following:

1. Close the 'K9 Bytes Updater.'
2. Open the 'K9 Bytes Updater' once again.
3. Enable the 'Updater' option 'Force Update.'
4. Click 'Update.'
5. While updating (i.e. after clicking 'Update'), **DO NOT DO ANYTHING ELSE IN YOUR COMPUTER**. This means: do not open any screens, browse the Internet, listen to music, etc. **Not even click anywhere on the screen!** Just let the application run to ensure the update will be done properly.

 If this troubleshooting fails contact Technical Support for additional help.