

Important Content Update Message

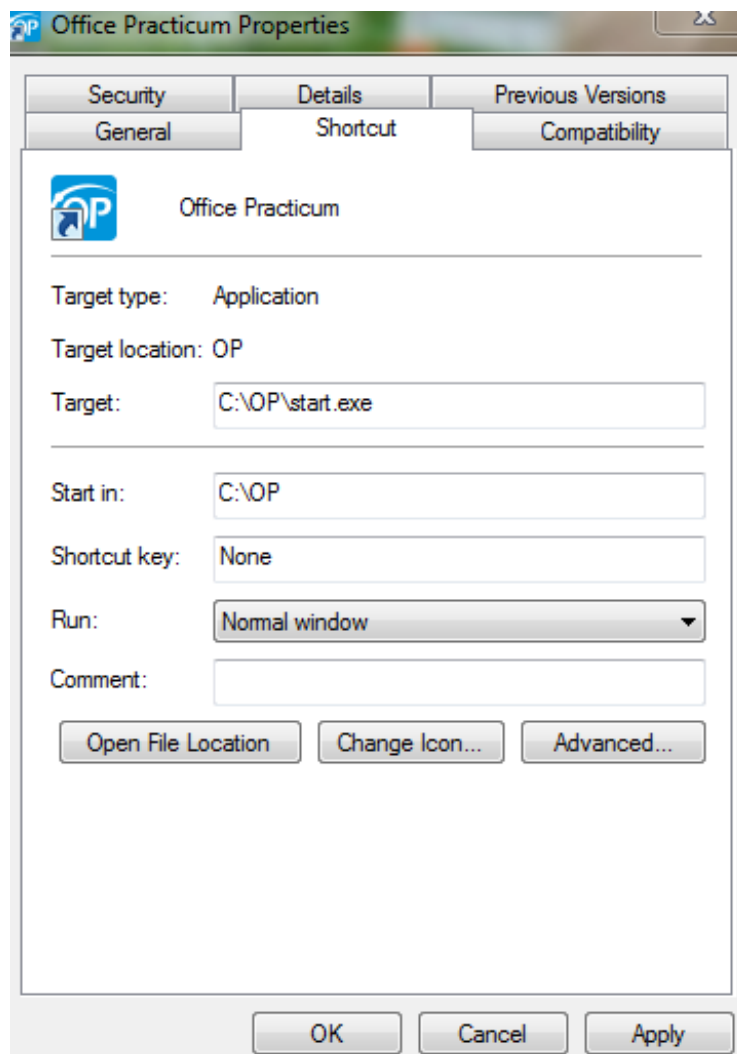
We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

Workstations are Not Updating Following an OP Update

Last Modified on 12/23/2019 10:52 am EST

Workstation items to check:

1. Verify that the desktop shortcut has a target ending with start.exe (example:c:\op\start.exe)
You can check this by right-clicking on the shortcut and selecting properties.



2. Verify that the mapped network drive for the gdb_common is there and connected properly.



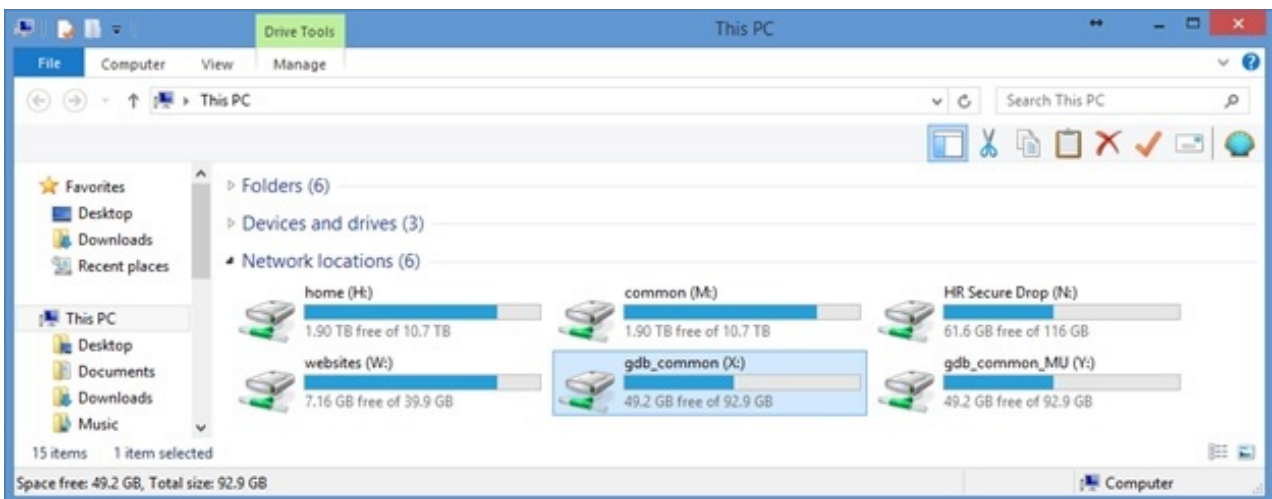
Note: If both of those items are correct then check the permissions to the update folders.

If you can see the gdb_common share folder and the subfolders of the updates folder, then check to see that you have full permissions for the users to each folder. As a general rule, you should:

1. Right click on the gdb_common folder on the server.
2. Set full permissions to Everyone.
3. Click on the Advanced button in the Security tab.
4. Click the check box that says Replace permission entries of all child objects with entries shown here that apply to child objects.
5. If you then log into OP from the workstations, the new update files will pass over.



Note: If the gdb_common folder is shared out properly, ensure that the workstation itself has an active connection to the server via a mapped network drive. With all workstations maintaining a connection to your practice's server, it requires that connection remain in order to update properly. If it is not connected (see image below), then the workstation(s) in question will not be aware of an update being available and will not process the update.



If a workstation has an active connection, but it's still not updating, a manual update can take place. To do so, access that mapped gdb_common folder, and enter the updates folder, accessing that most recent folder. Once in that folder, copy all files within that folder, and paste them into the OP folder locally housed on that workstation.

For example, 00009662 is the most recent updates folder. After copying all files within that folder,

they have been pasted into C:\OP (on the workstation in question). Once OP is opened, it will complete the manual update process.

