

# How to update Sage UBS via online update?

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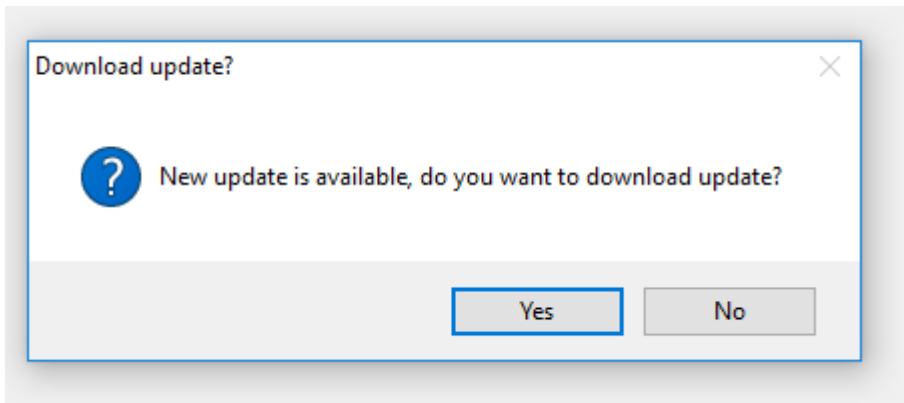
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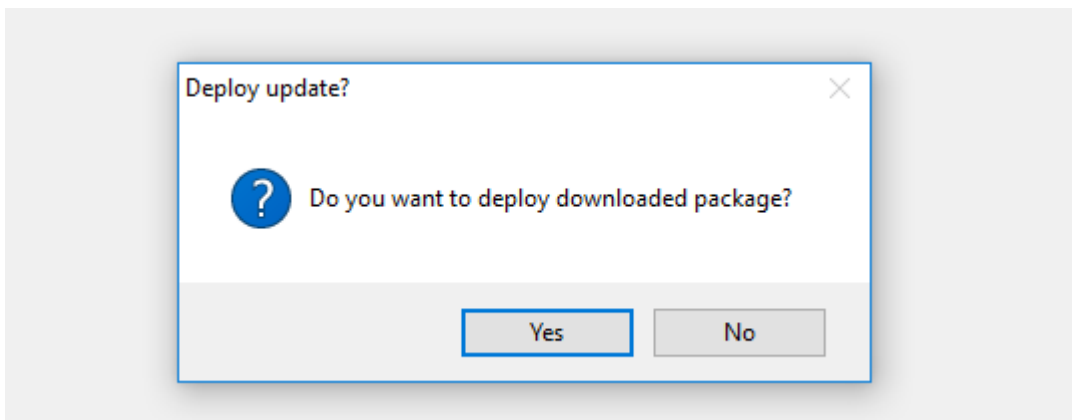
## Document Change Control

Version	Date	Author	Summary of Changes
1.1	20/06/2018	Steven	Initial Creation

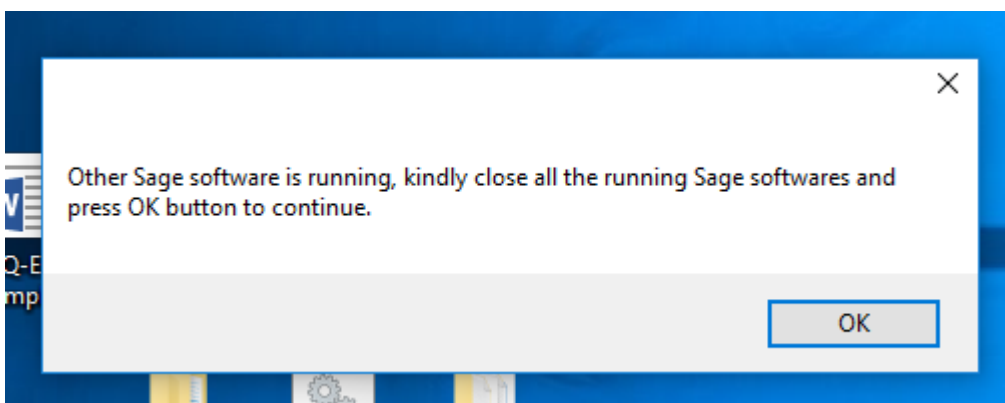
**How to update Sage UBS via online update:**



When this appears please click 'Yes' to update. A second prompt will appear after downloading is completed, please click 'Yes':



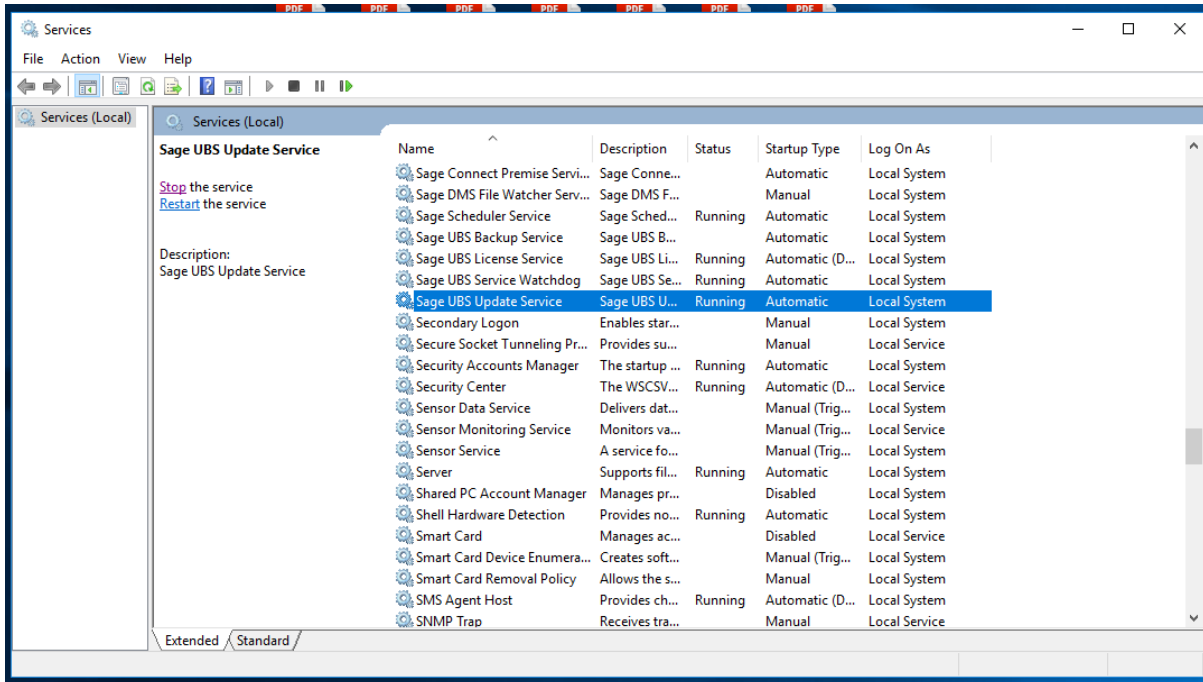
When another message appears while running the update like this:



Close all Sage applications and click 'Ok'. The system will then run the update and complete. Login and open your database. The system will prompt:

“Upgrade Database”, please click ‘Yes/Ok’. After upgrading is completed, you can use the new version.

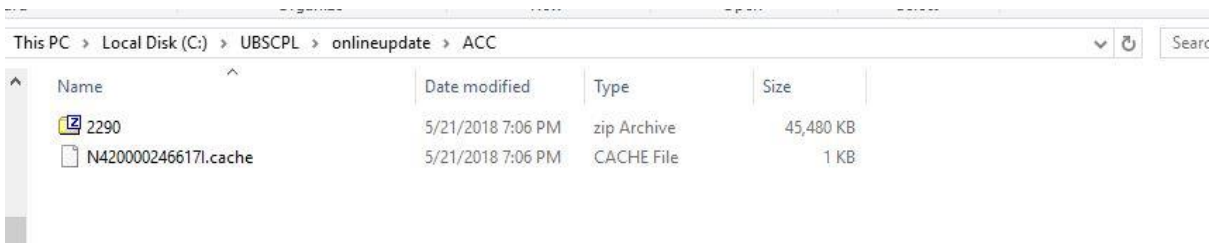
When the prompt to upgrade online is not available please check in:



You can open function in Control Panel > View by: (use large/small Icon)

Administrative Tools > Services | Then look for Sage UBS Update Service and make sure it is in Running Status. If not, please right – click the service | click Start.

Alternatively, please check in:



Make sure the above folder is empty, in the sample above it has 2 files delete them. Location of this folder is:

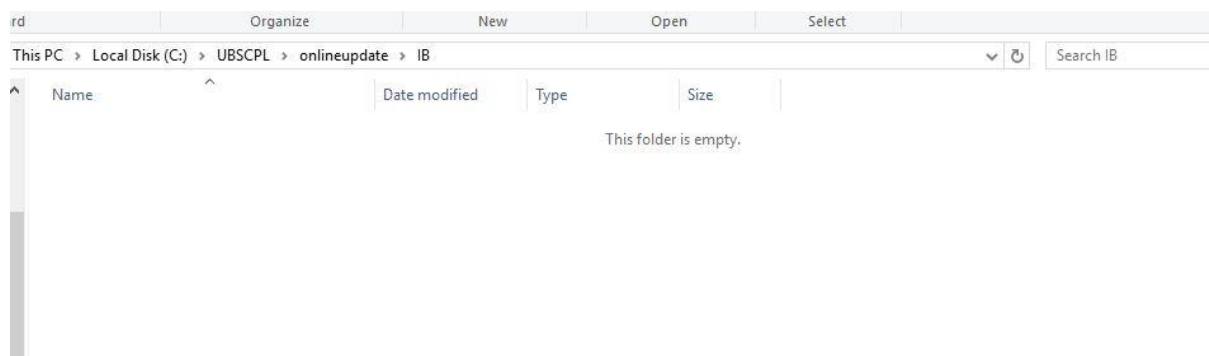
C:\UBSCPL\onlineupdate\ACC

Please see the next picture which has an empty folder. Location:

C:\UBSCPL\onlineupdate\IB

Both these folders must be empty, they have Cache files that are no longer valid for online update function.

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Once all these has been checked, there should be no problem in updating the system using the online updater automatically.

If this fail as well, you can download the software setup in:

<http://download.sage.my/>

Uninstall the current version and reinstall the latest version. No further settings are required.