



How to install an update from the website

Close AgStar:

1. Restart the server computer (the computer that hosts AgStar).
2. Close AgStar and the SQLBase engine (if they are running). If you have the multi-user version of AgStar, the AgStar program must be closed on all workstations.

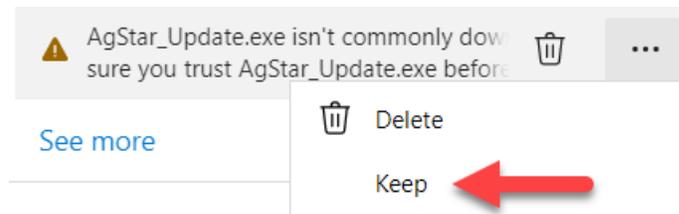
IMPORTANT:

If you *do not* have Internet access on your AgStar computer, you can download the update on *any* computer that has Internet access, then copy it to a USB drive or CD, and install it from there to your AgStar computer.

Download the update:

1. Open an Internet browser
Note: Microsoft Edge or Google Chrome are recommended. Internet Explorer is no longer supported.
2. In the address line, type: <https://agstarsoftware.com/update-download-page>
3. Click on **Go**, or press the **Enter** key
4. After the web page opens, add the page to Favorites (or Bookmark it if you use another browser)
5. Click on the **Download** link, located to the right of the update name.
6. Depending on your browser, the download will start immediately or will prompt you for a location to save it. If prompted for a save location, choose the Desktop.
7. Depending on the browser, you may encounter some security warnings when downloading the update. If prompted, choose to "Keep" the file. We assure you that the file has been thoroughly tested and is safe to install on your computer.

Microsoft Edge



 **Make sure you trust AgStar_Update.exe before you open it**

Microsoft Defender SmartScreen couldn't verify if this file is safe because it isn't commonly downloaded. Make sure you trust the file you're downloading or its source before you open it.

Name: AgStar_Update.exe
Publisher: Unknown

Show less ^

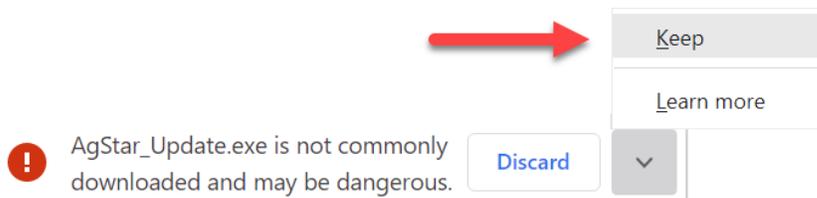
[Keep anyway](#) 

[Report this app as safe](#)

[Learn more](#)



Google Chrome



The download will show progress until it completes.

Install the update:

NOTE: For the **multi-user version** of AgStar, the update must be installed on the **server**. You should not install it on each workstation.

1. Turn off all antivirus programs and/or security programs that may block the install.
2. Locate the AgStar_Update file. If saved directly in the browser, it will appear at the bottom left or top right of the browser window. If saved to a different location, such as the Desktop or an external drive/CD, navigate to it.
3. Double click on the AgStar_Update file to launch it.

NOTE: If *nothing* happens when you double click on the icon, *right* click on it, then choose Properties. At the bottom of the Properties window, look for the Security warning (“This file came from another computer and might be blocked to help protect this computer”). Click on **Unblock**, then on OK. Double click again on the AgStar_Update icon – this time, it should start correctly.

NOTE: On Windows 10 or 11, you may get a blue warning window that says “Windows protected your PC”. If you encounter that, click on **More info**. On the next screen choose **Run anyway**



4. The Open File – Security Warning window will open. Click on **Run**
5. The Setup window will open. Click on **Next**
6. In the User Information window, click on **Next**.
7. The **Choose Destination Location** window will open and default to the location where AgStar was last installed. If the AgStar folder is located on a different drive click on **BROWSE** to locate the AgStar folder.
8. After the correct location has been set, click on **Next**.
9. When the installation has been completed, the **Setup** window will open. Click on **Finish**.

Verify the installation:

1. **Start the Sqlbase Engine**
2. Open AgStar
3. To determine if the files were installed correctly, click on **Help**, and then **About**. The version should be 10.12.0.01
4. If you have the **multi-user version** of AgStar, **verify the version on the server and on each workstation**. If a workstation does not display the correct version, this indicates the AgStar Client was not installed correctly on the workstation. Please contact AgStar Support for assistance in correcting the installation.

Clean up:

1. Delete the AgStar_Update icon from your desktop if it was saved there.

Frequently Asked Questions

I get an error message saying that a file cannot be written:

First, ensure that all AgStar windows are completely closed on ALL client computers. If they all are, and you still get this error, then the server computer where AgStar is located must be restarted before the installation can be complete.

What if the computer that has AgStar installed does NOT have Internet Access?

You can download the file on any computer that has Internet access, and save the file to a USB flash drive or CD. You can do this if:

- a. Both computers have a USB port, and you have a USB flash drive **OR**
- b. The computer with Internet access has a CD-RW drive, and the AgStar computer has a CD drive.

How to Find the Location of the AgStar folder

Single User environment

Use the AgStar shortcut on your Desktop

1. *Right* mouse click on the icon.
2. Left click on Properties (at the bottom of the pop-up menu).
3. Choose the Shortcut tab.
4. Look at the Target field. If you have the “single-user” version of AgStar, the first letter in the line is the drive letter where the program was installed.

Single User target field example:

C:\Program Files\AgStar\AgStar.exe



Multi-User environment

From either a workstation or the server

1. On the Desktop, *right* mouse click on the AgStar shortcut
2. Left click on Properties (at the bottom of the pop-up menu)
3. Choose the Shortcut tab

Multi-User target field example:

\\server1\D:\Program Files\AgStar

Both environments

If there is NO AgStar shortcut on your Desktop

1. Click on Start
2. Select Programs or All Programs
3. Select AgStar
4. *Right* mouse click on the AgStar icon.
5. On the pop-up menu, click on Properties
6. Choose the Shortcut tab.
7. Look at the Target field as described above