



RA_Mobile Update Procedures

The following procedures are used to update the RA_Mobile.Exe file when enhancements or corrections are made to the software. RA_Mobile is unique and requires that the application is registered in Windows for proper operation. The following instructions detail the steps for un-registering the existing version of the RA_Mobile.Exe, copying the new RA_Mobile.Exe file into the proper folder and registering the new file.

Group 1 typically will send enhancements via a compressed zip file. These instructions assume you have copied and “unzipped” the files to the desktop of the system being updated. The instructions also assume that *Remote Access* has been installed in the default C:\Program Files\RA folder.

1. If *Remote Access* is currently running, exit *Remote Access* before completing the following steps.
2. In Windows Explorer, browse to the C:\Program Files\RA\Communicator folder.
3. Highlight the existing RA_Mobile.Exe and right mouse click to open the menu. Select the **Unregister** option from the menu. Click Ok.
4. Highlight the existing RA_Mobile.Exe and right mouse click to open the menu again and select **Rename**. Rename the existing RA_Mobile.Exe to RA_MobileOLD.Exe. This file may be needed if you need to go back to the old version.
5. Copy the new RA_Mobile.Exe file from your desktop into the into the C:\Program Files\RA\Communicator folder
6. Highlight the new RA_Mobile.Exe and right mouse click to open the menu. Select the **Register** option from the menu. Click **Ok**.
7. Restart Remote Access and test the interface.

Should it become necessary to revert to the previous version of the RA_Mobile.Exe file:

1. If *Remote Access* is currently running, exit *Remote Access* before completing the following steps.
2. In Windows Explorer, browse to the C:\Program Files\RA\Communicator folder.
3. Highlight the new RA_Mobile.Exe and right mouse click to open the menu. Select the **Unregister** option from the menu. Click Ok.
4. Highlight the new RA_Mobile.Exe file, right mouse click and select **Delete** from the menu. Confirm the deletion prompt, if prompted
5. Highlight the old RA_Mobile.Exe and right mouse click to open the menu again and select **Rename**. Rename the existing RA_MobileOLD.Exe to RA_Mobile.Exe. This file may be needed if you need to go back to the old version.
6. Highlight the renamed RA_Mobile.Exe and right mouse click to open the menu. Select the **Register** option from the menu. Click Ok.
7. Restart Remote Access and test the interface.