

Peer to Peer Auto-Updates FAQ

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1.) What is Auto-Updates?

Auto-Updates is a feature of Peer to Peer that makes the process of updating the program easy. Users can enroll in Auto-Updates in order to download software patches automatically.

2.) Why do I want Auto-Updates?

There are several reasons to take advantage of Auto-Updates, including the following:

Always Be Up-to-Date – Auto-Updates helps keep you current. Once enrolled, you will automatically have access to the latest software upgrades that Callahan & Associates has to offer. Always having the latest version of Peer to Peer means that you can do your analysis on your own schedule with no hassles or interruptions.

No More Waiting for Downloads – Never wait for updates again! With Auto-Updates, you can move the process of updating Peer to Peer to a time when you are not using your computer. You can now update your system at night when you are not online. This prevents updates and downloads from tying up your system when you need it most.

Improved Stability During the Updating Process – Peer to Peer updates do take time to download. Auto-Updates gives Peer to Peer the system resources and time needed to successfully complete the download, while avoiding potential interruptions that may cause data corruption.

3.) How do I get Auto-Updates?

All you need to do is update to the latest version of Peer to Peer. Once you have installed the latest updates, Peer will prompt you to setup Auto-Updates. If you are on the current version of Peer but still need to setup this feature, go to the **Tools** menu in the top navigation bar and click on **Automatic Updates Settings**. This will open the **Schedule Automatic Updates** window. You can configure your Auto-Updates from that window.

4.) How should I configure my Auto-Updates? / Why do you recommend the “LocalSystem” setting?

The LocalSystem account is a predefined local account used by the service control manager in your machine. It is the recommended account to use if you can access it because of its extensive privileges on the local computer. With this account, the automatic updates will run even if you log off your machine. Additionally, the LocalSystem account does not require a password, so there is no need to update its settings if your company has a policy of changing passwords every few months.

5.) Will my company's firewall/security treat Auto-Updates differently?

Unless your firewall has a specific rule about blocking automatically run .exe files (executable files), Auto-Updates should work the same way that manual updates currently do. The only difference with Auto-Updates is that it uses Windows' own scheduled task engine to execute the .EXE and start the process, rather than requiring you to manually choose to update. If you are not sure about your firewall rules, please contact your IT Department.

6.) My company requires that I change my account password every X number of days. How can I be sure that I will still get updates?

Many companies have this protection, so we recommend using the computer's LocalSystem account. This account does not require a password and thus prevents automatic updates from ever failing due to password changes. If you are not allowed to use the LocalSystem account, please ensure that the password in this task is updated with each password change or ask your IT department to make it so you no longer need to change your passwords.

7.) I set my Auto-Updates, but when I sign into Peer, it still prompts me to download new updates. Why?

This could happen for two different reasons. First, if Callahan & Associates releases a patch before your Auto-Updates is scheduled to run, your program will wait until its scheduled time to download the updates. Second, some updates may have failed during the update process and need to be downloaded again. If this is the case, you can either wait for the next update to run and check whether the updates download correctly, or you can download the updates manually.

8.) How can I tell if my Auto-Updates are working?

In the bottom-right-hand corner of your application, you can see when Auto-Updates last ran successfully. If the date is current and you do not see an update prompt when you open the application, then you can assume everything is working the way it should.

9.) If I download updates manually after setting up Auto-Updates, will that affect the Auto-Updates settings?

Downloading patches manually does not affect the functionality of Auto-Updates. You can always download updates manually at any time, without risk of hurting the Auto-Updates process. Even if you download updates yourself, Auto-Updates will still run at its scheduled time.

10.) What should I do if Peer to Peer does not prompt me to configure Auto-Updates after upgrading to the latest version of the software?

If Peer to Peer does not prompt you to configure Auto-Updates after successfully upgrading Peer to Peer, go to the Tools menu, and click on Automatic Updates Settings. This will open the Schedule Automatic Updates window. You can configure your Auto-Updates from that window. If Peer still did not prompt you to configure Auto-Updates or you do not see Automatic Updates Settings under the Tools menu, please contact software support at (800) 446 – 7453.