

Peer to Peer Auto-Update FAQ

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How do I get Auto-Updates?

All you need to do is update your current software. Once you have installed the latest updates you should be prompted to set an account and time to install your updates.

How should I configure my Auto-Updates? / Why do you recommend the “local system” 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 have access to it because of its extensive privileges on the local computer. With this account, the automatic updates will run even if you are logged off from the machine. Another benefit is it does not require a password, so there is no need to update it if your company has a policy of changing passwords every few months.

Will Auto-Updates be treated differently by my company’s firewall/security?

Unless your firewall has a specific rule about blocking automatically run EXEs, it should work the same way it currently does when you start the process automatically. If you are not sure about your firewall rules, please contact your IT Department. The only difference in the auto-updates is it uses Windows’ own scheduled task engine to execute the EXE and start the process, rather than requiring you to manually choose to update.

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 either 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.

I set my Auto-Updates, but when I sign into Peer I still get prompted to download new updates, what is wrong?

This could happen for two different reasons. First, if we release a patch earlier in the day, your program will wait to download it when it updates later that night. Second, some updates may have failed during the auto-update process and need to be downloaded again. You can wait for the next update to run and see if the upgrades download correctly or you can try and download them when you see the prompt. If you see an error during the update, please contact us with the error message and we will solve the problem right away.

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

At the bottom right hand corner of your application you can see when the updates were last checked. If the date is current and you don’t see an update prompt when you open the application, then you can assume everything is working the way it should.

What should I do if I am not prompted to configure Auto-Updates after upgrading to the latest version of Peer?

If you are not prompted to configure Auto-Updates after successfully upgrading your Peer to Peer software, go to ‘Tools’ -> ‘Automatic Updates Settings.’ That should bring up the “Schedule Automatic Updates” window. You can configure your Auto-Updates from that screen. If you were not prompted to configure Auto-Updates and you do not see ‘Automatic Updates Settings’ under the ‘Tools’ menu, please contact software support at (800) 446 – 7453.