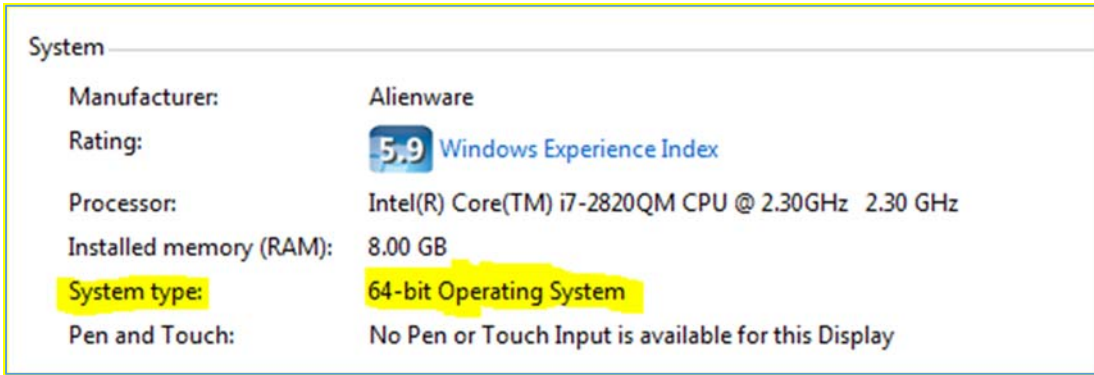


## **Applying a Batch Update to Response Manager**

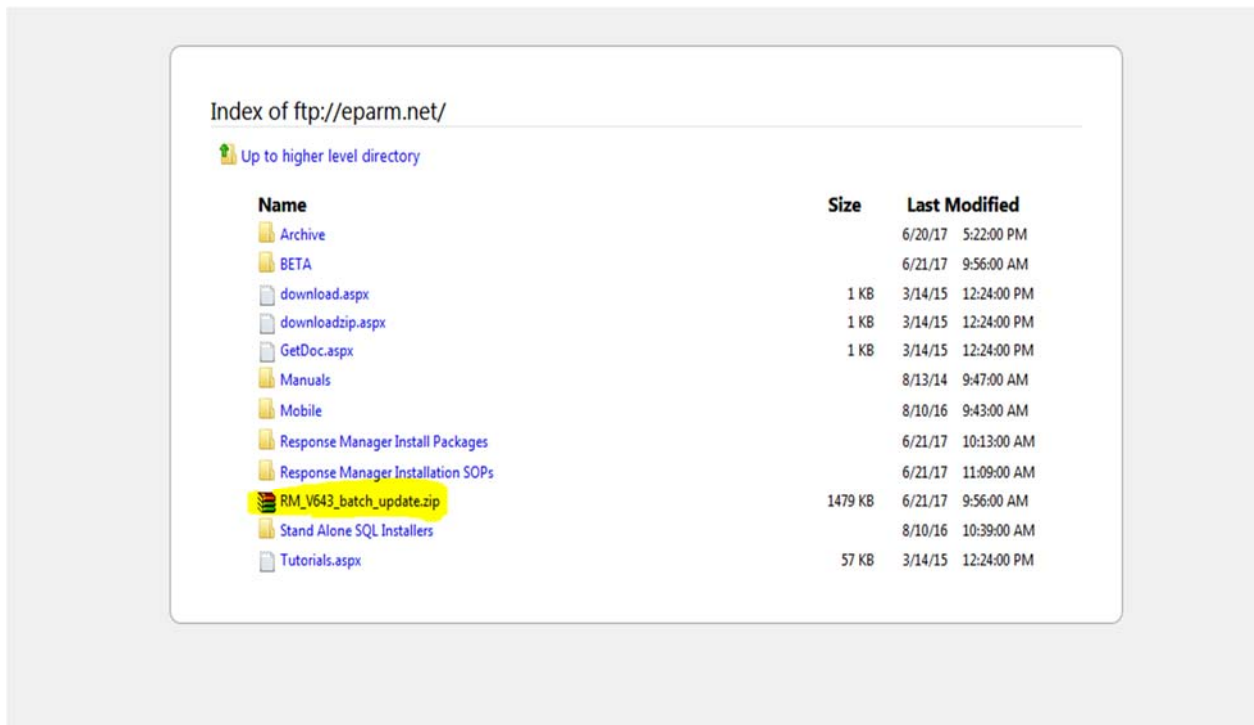
**June 2017**

To apply a batch update to Response Manager,

1. Ensure your Windows login has Administrator rights
2. Determine if the machine is 64-bit or 32-bit
  - a. Click the Start button and right-click on Computer
  - b. Select Properties
  - c. Half way down the window, it will list the version



3. Download the Installation files from FTP site or NDOW.net website
  - a. Go to ftp://eparm.net
  - b. Username: rminstall
  - c. Password: Waterfall8
  - d. Click and download "RM\_V643\_batch\_update.zip" file



4. After download, unzip all the contents to a folder of your choosing.
5. Make sure Response Manager is closed. If you have a 32-bit operating system, double click the "UpdateRM – 32.bat" file. If you have a 64-bit operating system, double click the "UpdateRM – 64.bat" file.

6. Open Response Manager. The latest version should be installed.

