Unity Client – Upgrade

To ensure that the Unity Client automatically executes the upgrade procedure, please use the following instructions:

1 – In the system tray (usually found in the bottom right hand corner of your screen), find the OnBase service icon (circled in blue). You may have to select the up arrow icon (circled in red). Refer to the diagram below for explanation:

2 – Right click on the OnBase icon and select “Exit OnBase” as shown in the diagram below:

3 – On the dialog box that appears following step 2, select the “Yes” button as shown in the diagram below:
4 – To execute the upgrade procedure, login to OnBase. You can do this by opening your Start Menu and selecting “All Programs” and then selecting “Hyland” and then selecting the “Hyland Unity Client [Prod]” as shown in the diagram below:

4 – The “Launching Application” dialog box should appear followed by the “Required update for Hyland Unity Client [Prod]” dialog box as shown below:
5 – After completion, the OnBase login screen will appear as shown below and upon logging in, you should be accessing the upgraded client: