

Upgrading PDF Sign&Seal

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How can I reinstall PDF Sign&Seal?

You can reinstall PDF Sign&Seal as required. For this, you need to perform the following steps:

1. Uninstall PDF Sign&Seal from your machine.
2. Go to the installation path, i.e. "C:\Users\peter.kavin\AppData\Roaming\Ascertia" and delete the "PDF Sign&Seal" folder from there.
3. Now install the PDF Sign&Seal application again.

Can I upgrade to the latest version available while I am running a trial version of PDF Sign&Seal?

No, you cannot upgrade to the latest version of the PDF Sign&Seal, as the "Check for upgrade" link is disabled whilst in trial mode. This feature is available for only those user(s) who are running registered version of PDF Sign&Seal. Also note that the upgrade feature is available from PDF Sign&Seal v4.2.0 onwards.

How often should I check for PDF Sign&Seal updates?

You may check regularly (e.g. monthly) for the presence of any available update of PDF Sign&Seal.

I see errors when trying to upgrade PDF Sign&Seal what should I do?

There can be multiple reasons behind the failure to upgrade PDF Sign&Seal:

1. Error code "202" or "203" or "207" or "211". This means the update facility is not yet configured for you. Please consult your local vendor to enable this feature.
2. Error code "208" "209" and "212". This means that an error occurred when communicating with the Ascertia server, please try again after 10 minutes and if the issue persists please contact Ascertia or your local supplier with the PDF Sign&Seal log files.
3. Error code "213" or "214". This means that your system is unable to communicate with the Ascertia Upgrade server. Ensure you are connected to the internet and if applicable proxy settings are configured properly within PDF Sign&Seal Preferences > Connection pane).
4. Error code "215". This indicates an error occurred whilst downloading the upgrade patch of PDF Sign&Seal. Try again after 10 minutes and if the issue persists please contact Ascertia or your local supplier with the PDF Sign&Seal log files.
5. Error code "216". This means that the download patch of the PDF Sign&Seal is corrupted. Please contact Ascertia or your local supplier with the PDF Sign&Seal log files.
6. Error code "500". This means that the upgrade process failed with the downloaded patch of PDF Sign&Seal. Please contact Ascertia or your local supplier with the PDF Sign&Seal log files.
7. Error code "505". This means that the upgrade process didn't complete properly and you need to revert back to original settings. Try the upgrade process again after 30 minutes and if the issue is still remains contact Ascertia or your local supplier with the PDF Sign&Seal log files.