

## Downloading Crossroads Production New Version 1.15.2.2

On Monday, September, 2017 Crossroads Production will be upgraded to version 1.15.2.2. The upgrade is automatic, but will need to download local files to each user PC profile. This might pose an issue with bandwidth if all users in a site are attempting to download Crossroads at the same time. The Nutrition Services Branch (NSB) technical team will be monitoring network bandwidth on the server side to gauge performance. Since Crossroads release installations tend to use a lot of your local or county bandwidth, we strongly encourage you to communicate with your local or county IT about this Crossroads release installation.

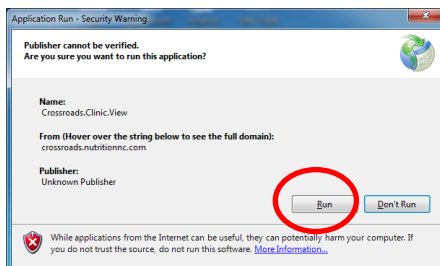
The following are some reminders about installing the release to your workstation:

- It is very important that your local IT staff be available Monday morning September 11 for technical assistance.
- Stagger the download so that not all users download the new version at the same time. This is strongly recommended, especially for large sites.
- If you do not have clinic on Monday, September 11, please wait to install the release until the next time you have clinic.
- If you have machines that are not being used, they do not need to be updated on Monday, September 11. Wait to update them until the next time they are used.

### INSTRUCTIONS

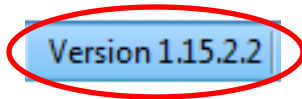
Crossroads Release 1.15.2.2 will immediately install the first time you log into Crossroads on or after September 11, 2017. To ensure successful installation take the following steps:

1. Start your computer. All other applications **MUST** be closed before opening and logging into Crossroads.
2. Open Crossroads by double-clicking the Crossroads shortcut on your desktop.
3. An **Application Run – Security Warning** pop-up will appear. Select “Run.”



4. The new release automatically downloads. Let it fully download until a logon screen is displayed. **NOTE:** Depending on the speed of your Local Agency connection and the number of other Crossroads users also downloading this release at the same time, the amount of time it takes to download can vary greatly!

5. **VERIFY** that the current version in the bottom left of the Internet Explorer windows shows **1.15.2.2**.



IF this is correct, you are done.

At this point users can log into the system, but if you do not need to be in Crossroads right away, please refrain from logging in. This will help free up bandwidth for users in other agencies/sites to download the new version.

**IF YOU DO NOT SEE THE CORRECT VERSION OR IF YOU GET AN ERROR:**

Please contact the NSB Customer Service Desk.

Extended Hours (9/11/17 only):	Monday	7:00 am – 5:30 pm
Normal Hours (9/11/17 and after):	Tuesday – Friday	7:30 am – 5:30 pm

Telephone: (919) 707 – 5795

Email (for non-urgent issues): [NSB.CustomerService@DHHS.nc.gov](mailto:NSB.CustomerService@DHHS.nc.gov)