

Appendix 2 – Version 6.3.14.3 Auto Upgrade and Installation Guide

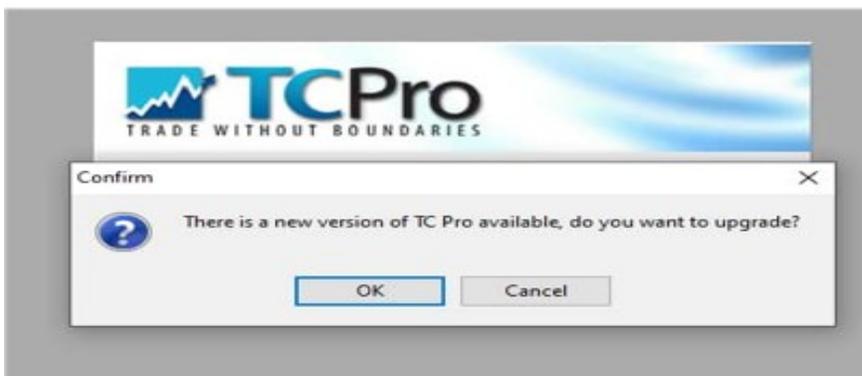
Step 1 - Upgrade Prompt

Users will receive an upgrade prompt under the following conditions:

- TCGlobal has started
- When user attempts to Login TCGlobal

The user will receive a prompt for an upgrade:

- **Force Upgrade:** Only has the option **'Ok'**
- **Soft Upgrade:** Has the options **'Ok'** and **'Cancel'**



Step 2 - Downloading Latest Version

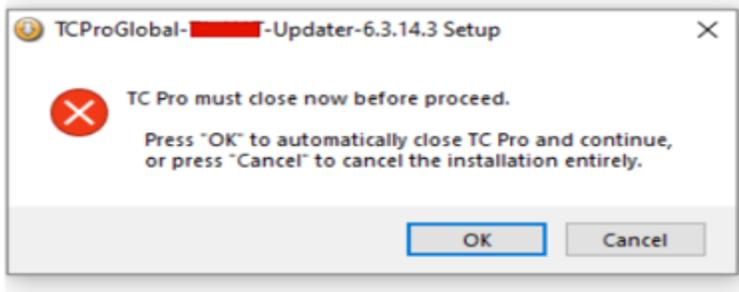
When an upgrade takes place, the system will download the latest TCGlobal version 6.3.14.3. Note: It is highly recommended to perform this upgrade after trading hours or during weekends to avoid disruptions.



Step 3 - Detected TCGlobal is Open

If the installer detects that TCGlobal is currently running, a prompt will instruct the user to close the application.

If the user presses **'Cancel'** while a **'Force Upgrade'** is taking place, the user will be brought back to the same prompt upon launching TCPro Global, as the system does not allow any version below the minimum version to run.

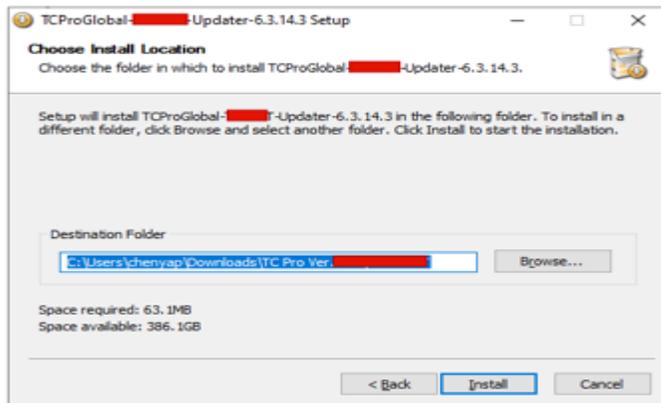


Step 4 - Select Installer Destination (Applicable to v6.5 Below Only)

If the user is upgrading from a TCPro Global version below v6.3.14.3, the following prompt will appear where the 'Destination Folder' is changeable. The system will auto-detect the desired folder and fill up the desired destination.

Please do **NOT** change the file path, as issues will occur, and the upgrade process needs to be restarted. Users are advised not to make changes and press 'Install' to proceed.

If the user is upgrading from TCPro Global versions above v6.3.14.3, the installer will not allow users to make changes to the destination folder. Users are advised to press 'Install' to continue.

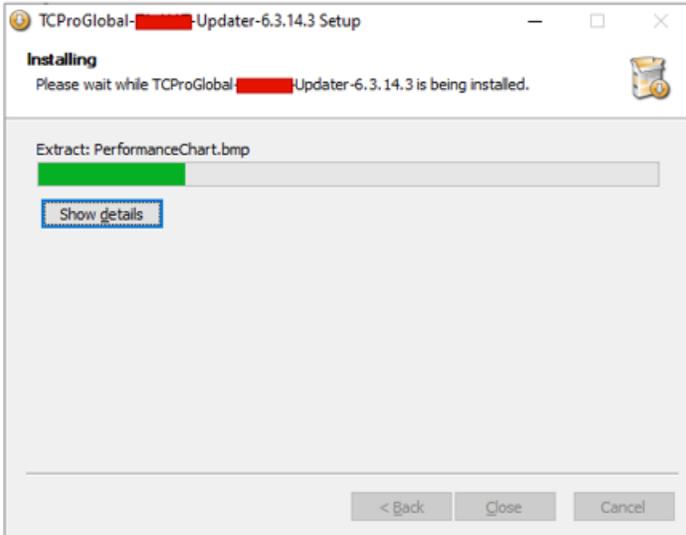


Step 5 - Installation In Progress

The installation is taking place. Please ensure the Laptop/Desktop is:

- Sufficiently powered
- Not interrupted by Windows Power Plan (eg. Auto Sleep)
- Not Powered Off during Installation

Disruptions during the installation process will result in issues, or the upgrade process having to restart.



Step 6 - Installation Complete

When Installation is complete, users are advised to verify the new version by logging in and conducting basic checks.

