
Troubleshoot: The Check for Updates function doesn't download the latest version

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GoFiler contains a feature to automatically check for software updates. There are different reasons why the software may fail to update, which are covered in this article. If you do not see

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In order to download and install the latest version of your software (whether it's GoFiler Complete, GoXBRL, GoFormD or any other software in the GoFiler suite), you must first be current with support. For licensed software, this means your license must currently be covered by the Automatic Upgrades Program (AUP). For subscription software such as Go13, your subscription must be currently active. If your software license is not covered by the AUP or your subscription has expired, using the Check for Updates feature will cause the following message to appear:

The new version requires an Automatic Upgrade subscription.

This license is currently not covered by the Automatic Upgrades Program. Contact your sales representative for more information.

Contact your account executive to re-enroll in the AUP or to reactivate your subscription.

GoFiler_Updater.exe Is Missing

To update the software successfully the **Check for Updates** function requires the GoFiler_Update.exe file to be located in the installation folder. This file can be removed by a user or removed or quarantined by antivirus software running on your computer. If this file has been removed from the installation folder, you must repair your installation by downloading and reinstalling the software. Additionally, the Check for Updates function will close the software when attempting to run the updater, which may make it seem as though the software has crashed when checking for updates if this file is missing.

Installation links for your software can be found by logging into your account at www.novaworks.com or in the table below:

GoFiler Complete	https://www.novaworkssoftware.com/Files/GoFiler_Install.exe
GoFiler	https://www.novaworkssoftware.com/Files/GoFilerDocs_Install.exe
GoFiler Lite	https://www.novaworkssoftware.com/Files/GoFilerLite_Install.exe
Go13	http://www.novaworkssoftware.com/Files/Go13_Install.exe
Go16 Complete	http://www.novaworkssoftware.com/Files/Go16Complete_Install.exe
Go16	http://www.novaworkssoftware.com/Files/Go16_Install.exe
GoFormD	http://www.novaworkssoftware.com/Files/GoFormD_Install.exe
GoXBRL	http://www.novaworkssoftware.com/Files/GoXBRL_Install.exe

GoFiler_Updater.exe Fails to Launch

If the GoFiler_Update.exe file has not been removed from the installation folder and the Check for Updates function does not download the latest version of the software, then it is possible that the updater is being blocked by antivirus software or by firewall settings on your system or network. Because the updater will connect to the internet to check the software version and download any updates, it can be blocked by outside programs.

You can temporarily disable any antivirus software you have running before attempting to use the Check for Updates function. If the function runs and updates the software, then you can re-enable your antivirus software and add an exception to it to allow GoFiler to download files.

If there is no change when you disable your antivirus program, you can check your firewall settings to see if GoFiler is being blocked.
