1. **What is the difference between the MeadCo license upgrade and the MeadCo version upgrade?**

    A license is needed for all versions of MeadCo. The newest license will only work with a version of MeadCo ScriptX of 7,7,0,20 or greater. With the current license expiring on April 17, 2022, all users of MeadCo will need to apply the new license. Should the user's version of MeadCo be below the minimum version, then a MeadCo version upgrade will also be required.

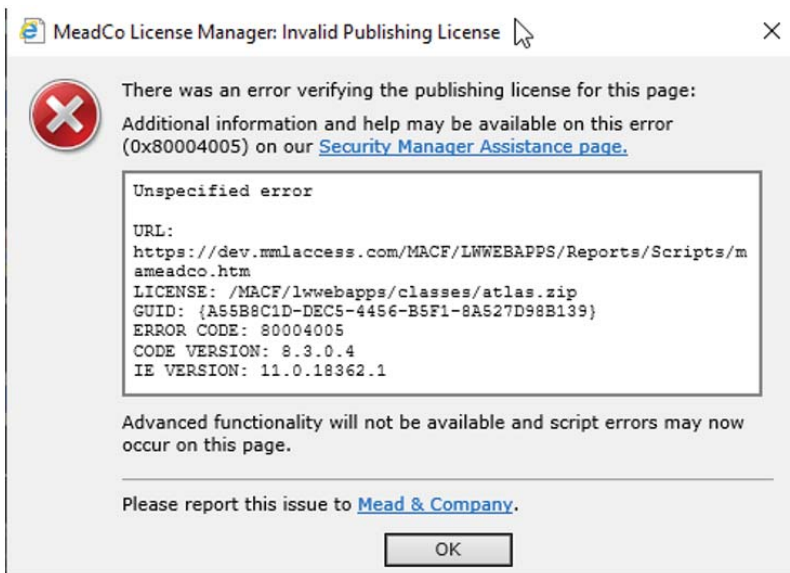2. **Does the MeadCo version update require administrator rights?**

    The MeadCo version upgrade will most likely require the user to have administrator rights.

3. **Why do I need to upgrade my MeadCo license?**

    The current license is expiring on April 17th. All licenses need to be upgraded before April 17th.

4. **What happens if I don't upgrade my MeadCo license by April 17th?**

    Your current license will continue to allow you to use MeadCo up until April 17th. After that date and if no new license is installed, each time you logon to RPS Pathway, you will see the error message **MeadCo License Manager: Invalid Publishing License** shown below, and printouts from RPS Pathway will be unusable:

5. **What should I do if my MeadCo license does not automatically update?**

    If your license does not automatically update by April 17th, this likely means you fall into one of these two categories and you need to contact your IT department:
    - You are using a MeadCo version prior to 7,7,0,20. You will need to upgrade to version 8,3,0,4.

- Your IT department blocks downloads of .zip file types. You will need their help to update the MeadCo license. Your IT department will need to temporarily allow the .zip file type for any workstation that uses RPS Pathway.

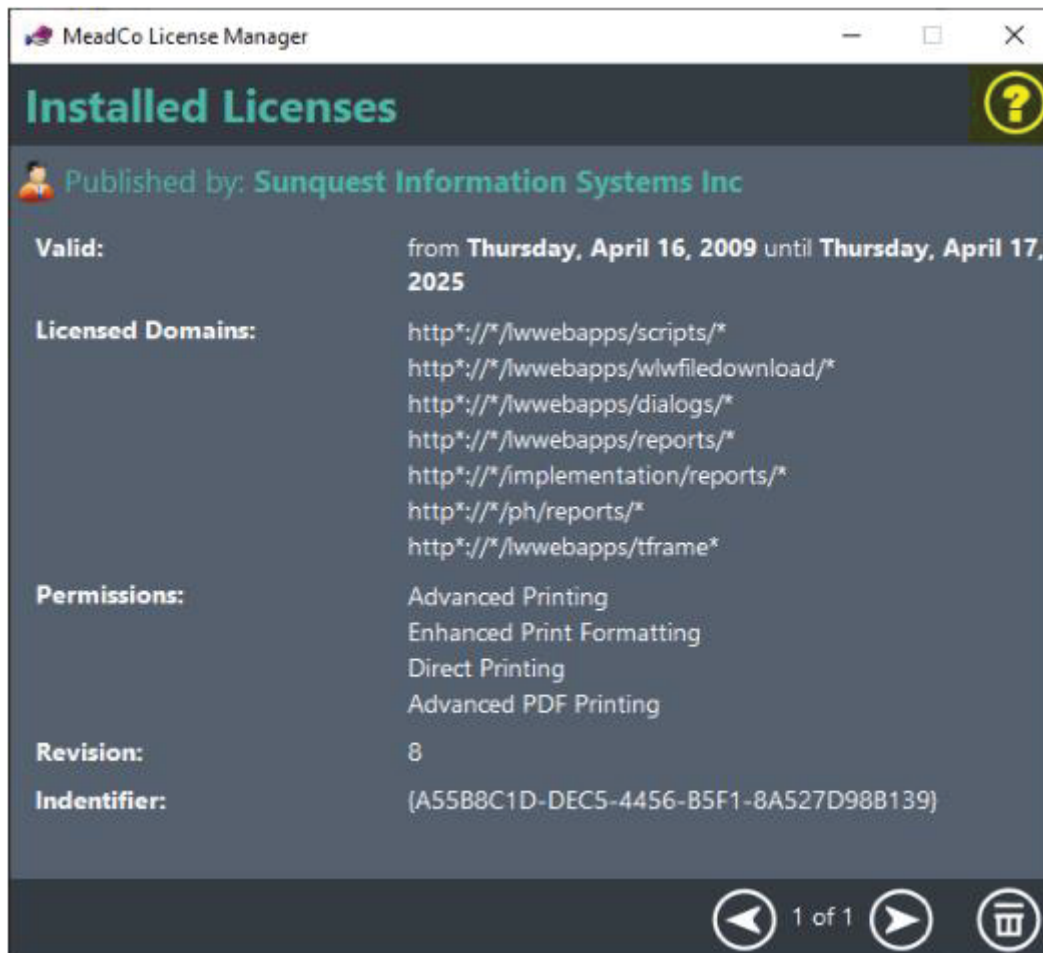## 6. When do I need to upgrade my MeadCo version?

The license is only supported by versions of MeadCo greater than 7,7,0,20. If the current version is below the minimum version supported by the license, then an upgrade is required before April 17th.
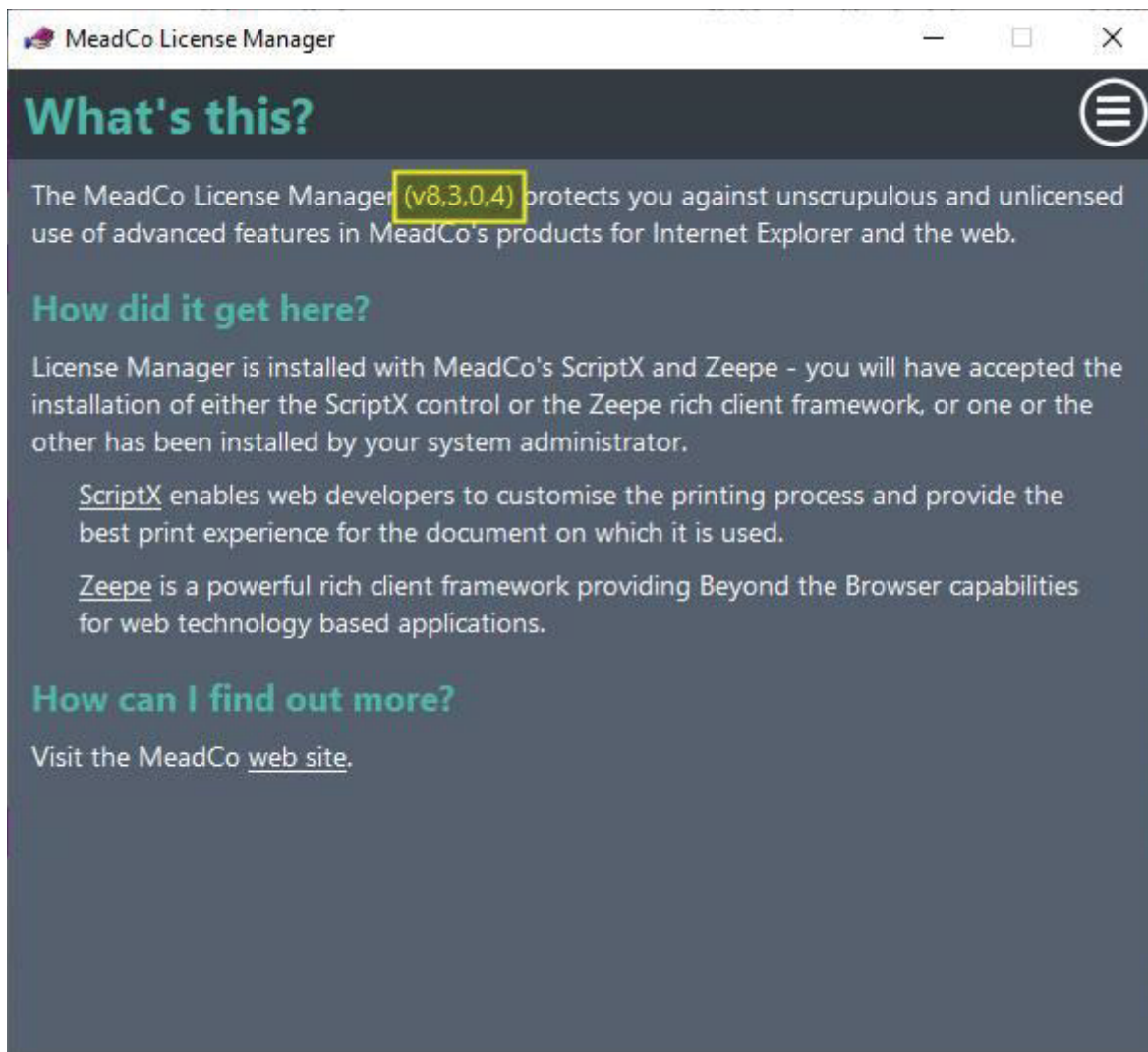
7. What if a workstation does not have MeadCo installed?

MeadCo only needs to be installed if you want to print RPS Pathway specimen labels, result reports, and batch sheets from the workstation.

8. How do I check which MeadCo version (not the license) I have installed?

1. Click **Start** > **Programs** > **Mead & Company** > **License Manager**.
2. Click the question mark to see the second screen, which should show 7,7,0,20 or later.

9. Why would I uninstall MeadCo?

If something should go wrong with your RPS Pathway printing, you may need to uninstall the service and reinstall it.