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# Parklane Software Update

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User Guide – V 12.0

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August 13<sup>th</sup> 2025

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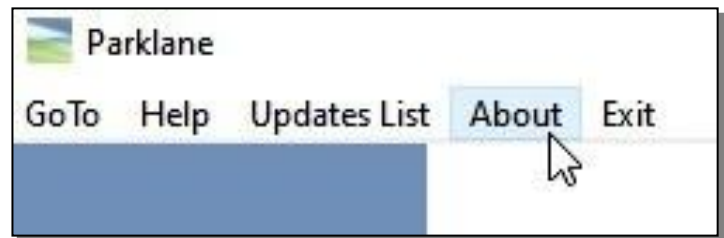
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# Update Overview

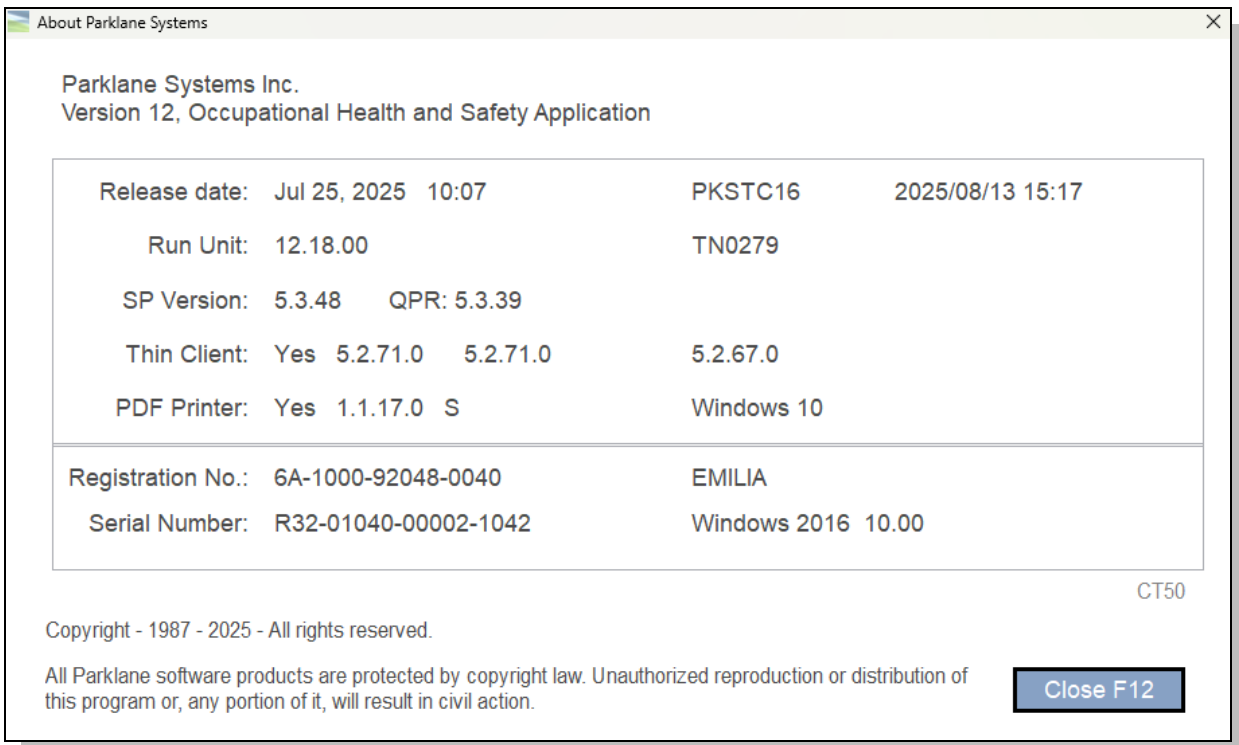
Given that Parklane is continually making enhancements to the application, it is suggested you perform an update on a regular basis (a maximum of 1 month between updates is recommended). Updating Parklane's files is a simple procedure and modifies only the software. Be assured it does not affect your operating environment or your data. The update is run directly on the server and all users are required to be logged out of the application.

## What version am I running now?

To determine the local current version of Parklane software on your system, you can access this information by clicking on the **About** tab on the main menu of the Parklane system.

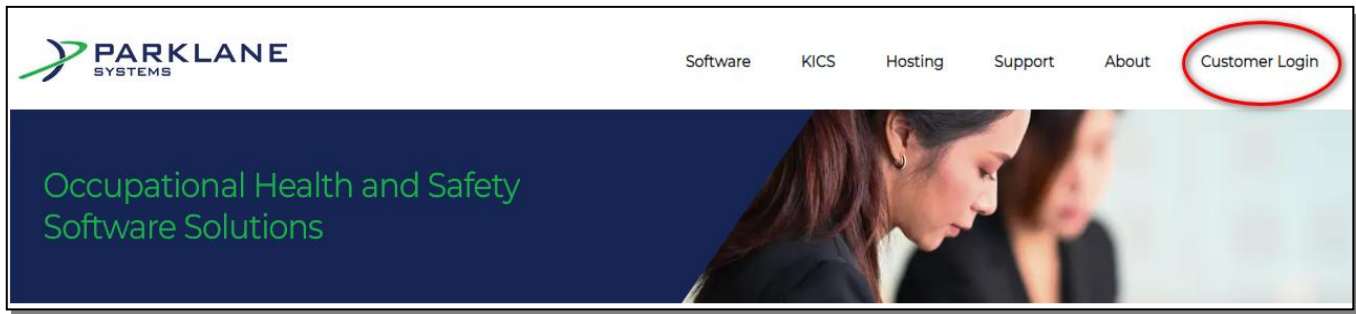


The about screen displays a wide variety of information on the current version of Parklane software residing on your local system. Of most importance is the Release date. This is the date of the last set of files that was updated to your system. If this date is more than 3 months old, it is recommended you continue with a fresh upgrade of the Parklane files. Once again, **the update procedure does not affect any of your stored data.**



# Customer Login

Updates to the Parklane system can be found on Parklane's Downloads Page. You can access this page by clicking on **Customer Login** from our website.



This will bring you to the Customer Login screen.

**PARKLANE SYSTEMS** Customer Login

Email Address

Password

[Forgot password?](#)

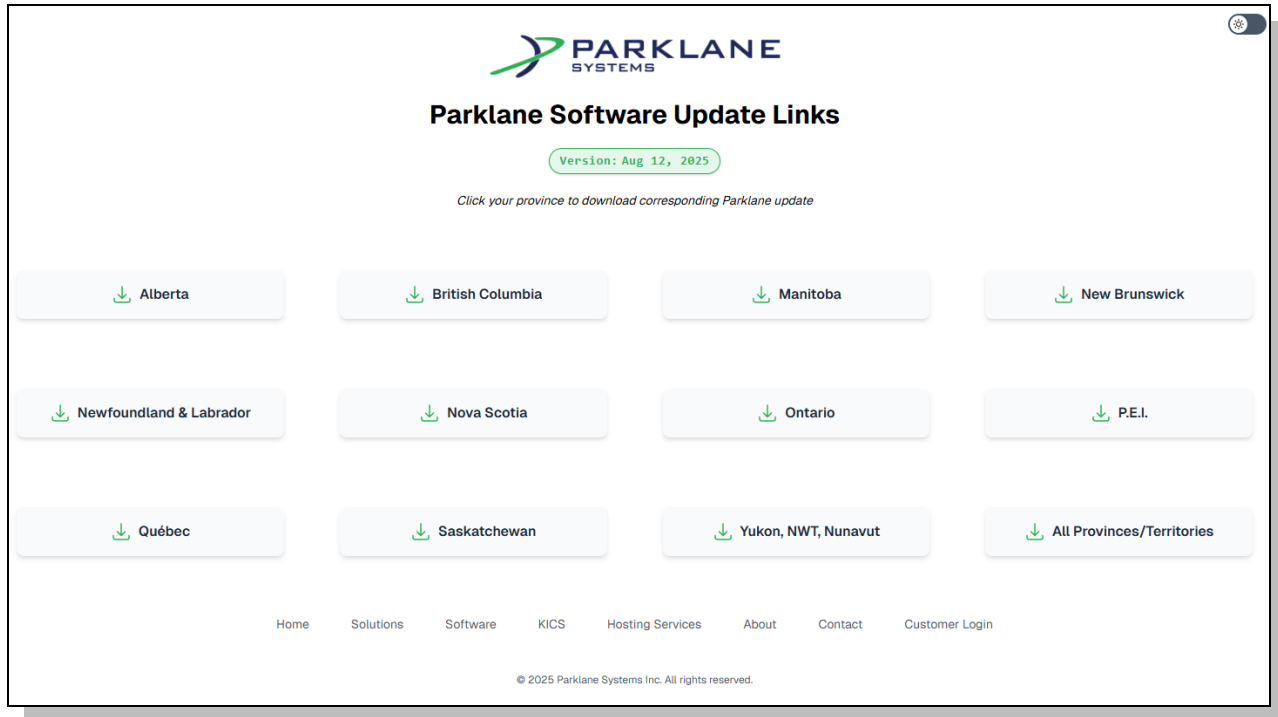
Login

For assistance with creating or accessing your account,  
please contact Parklane Support at  
[support@parklanesys.com](mailto:support@parklanesys.com)  
or 519-657-3386

For security purposes, users will require an account to proceed. To set up the account, users should phone the Parklane support desk at 519.657.3386 and select option 1 (Support) or email **support@parklanesys.com**. Should you ever forget your password there is a handy **Forgot Password?** link for your use.

## Download Site

Once you have successfully logged in, you will arrive at the download links.



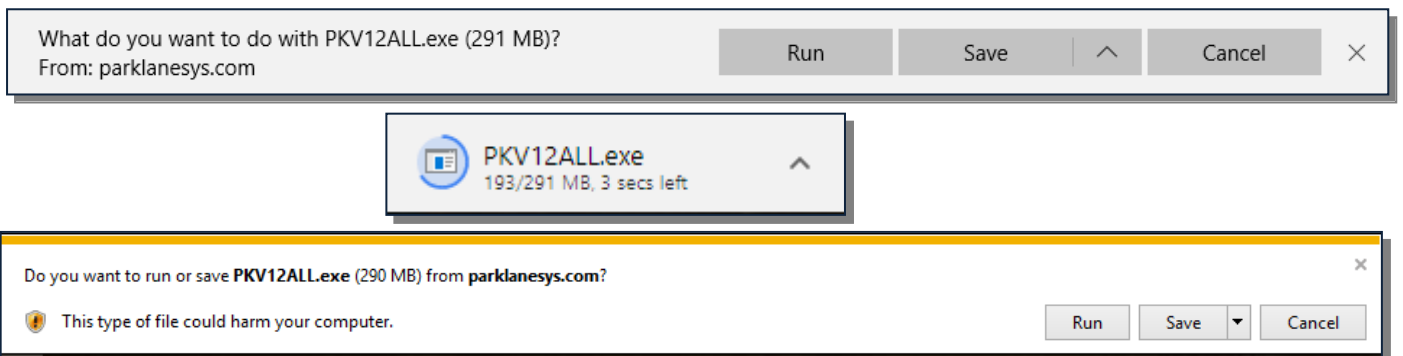
You can see the current version build date under the title where it says **'Version'** When you compare this date to the **About** screen date in Parklane you can easily determine if an update is required.

The updates page provides a wide selection of options, and you can choose between an **'All Provinces/Territories'** update if you are multi-province, or an update to just a particular province.

It is also **recommended that you backup your system before installing updates**. If you are unsure of the backup procedure you can always rely on the support staff for assistance (519.657.3386 x1).

Select the appropriate Provincial choice for your application and click on the link.

Depending upon which web browser you are using (Internet Explorer, Edge, Chrome, etc.) you will required to accept the download by selecting **"Run"** or **"Save"**

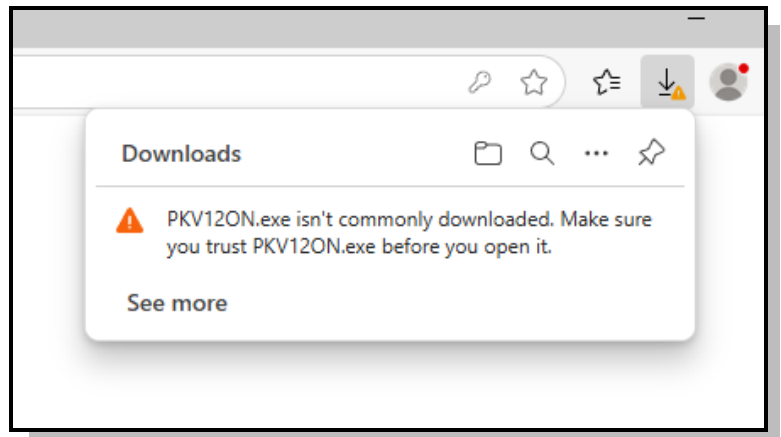


## Anti-Spam / Anti-Virus Software Protection

Depending upon which web browser you are using, and what level of access that you have to your operating system, there are several messages that may require your approval before you can proceed with the update process.

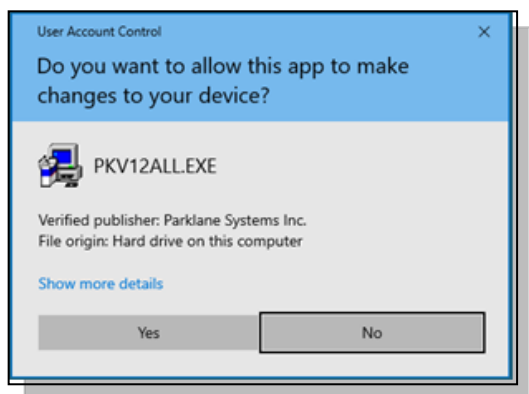
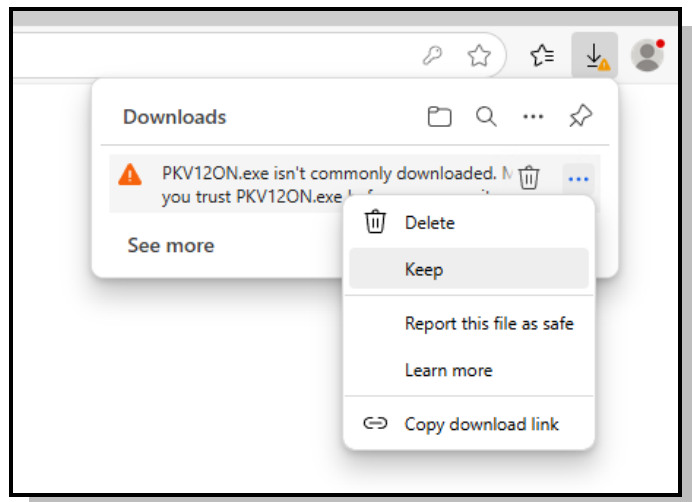
For example, if you used

**Microsoft Edge** as your browser, you may see an additional message that states that the file is not commonly downloaded and you will need to perform an additional step.



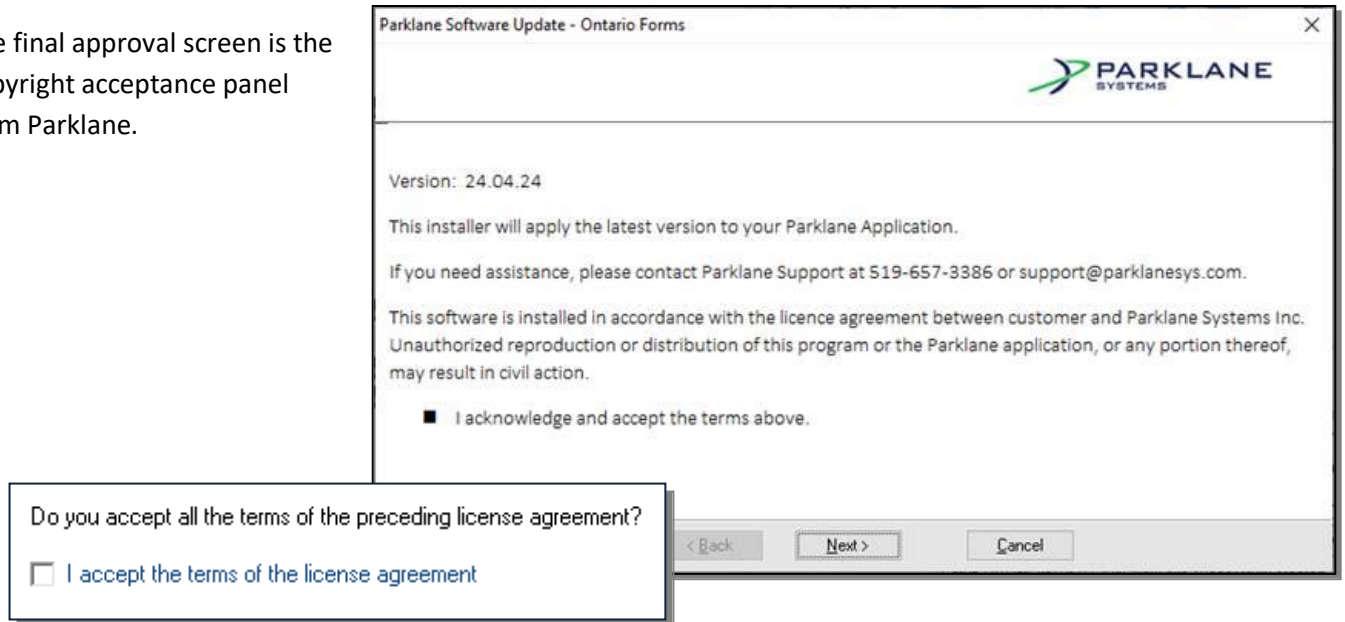
Hover over the PKV12ON.exe download, click the 3 dots that appear, and then click **Keep**.

Microsoft tracks file downloads and over time identifies them as safe / healthy. Since a new installer is generated each week, it does not give Microsoft enough time to produce analytics for the download. This only occurs with **Microsoft Edge**, and with other browsers such as **Google Chrome** you will be able to skip this step.

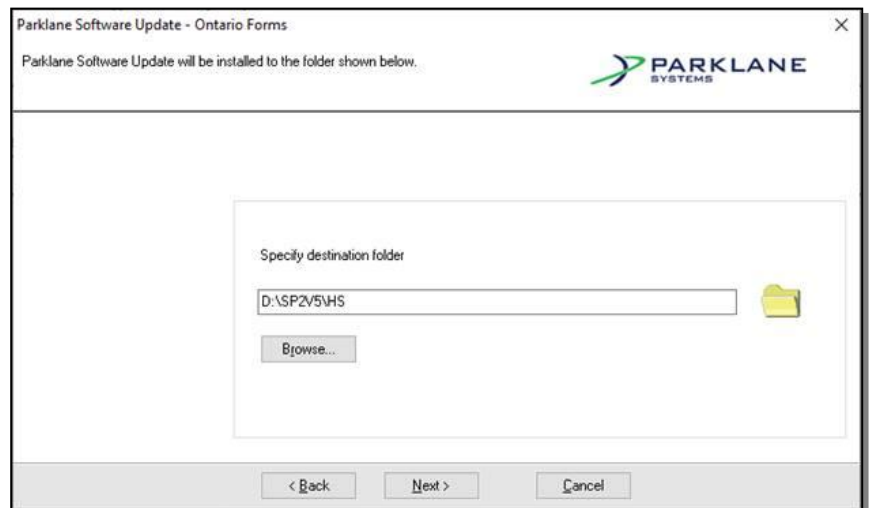


You may also see the standard User Account Control prompt. To continue with the install, please select '**Yes**'.

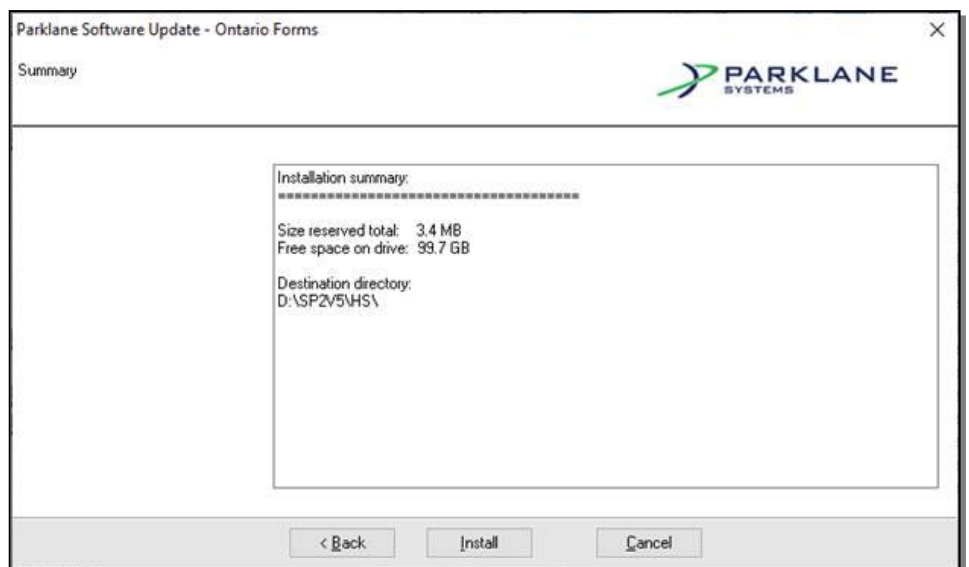
The final approval screen is the copyright acceptance panel from Parklane.



You will then be asked to identify where the Parklane system is installed on your system. The most common location is on the C: drive in the HS folder, however, it is always wise to browse to ensure this is the accurate location.



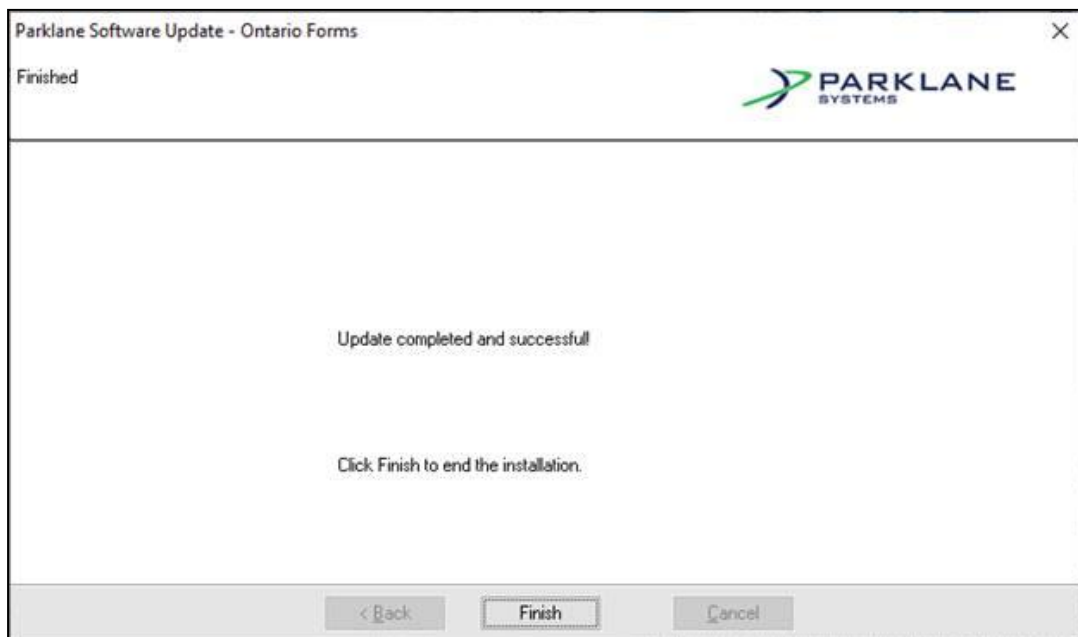
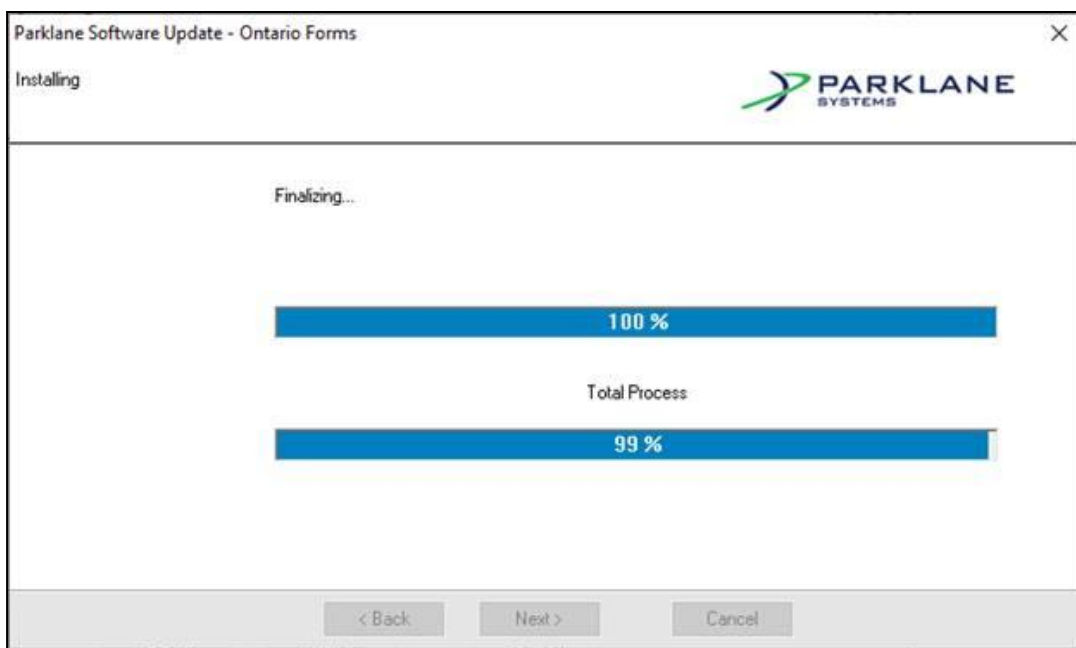
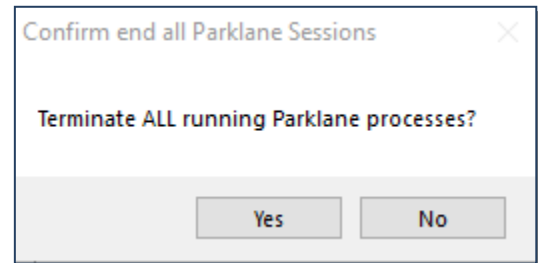
For most applications selection of the “**Typical**” setting will be the one to choose. A summary panel will appear and you can select “**Install**”





**NOTE:**

**All users must be signed out of the Parklane application during the update procedure.** It is best that each user individually log out of the system in order to close records properly and minimize data loss. A final reminder is shown here. Select “Yes” to proceed with the update. Note also that the termination of all Parklane processes is applicable to “Stand Alone” installations and SHARE, and is not applicable to mapped drive installations.



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**PARKLANE SYSTEMS**  
**10-521 Nottingham Road**  
**London, ON N6K 4L4**  
**Canada**  
**519.657.3386**  
**ContactUs@parklanesys.com**

*Access the Parklane web site for more details about Parklane products*

[www.parklanesys.com](http://www.parklanesys.com)