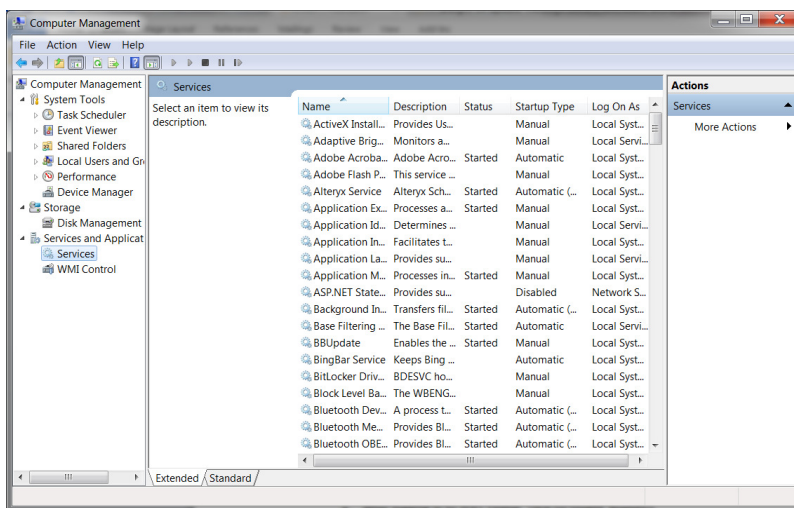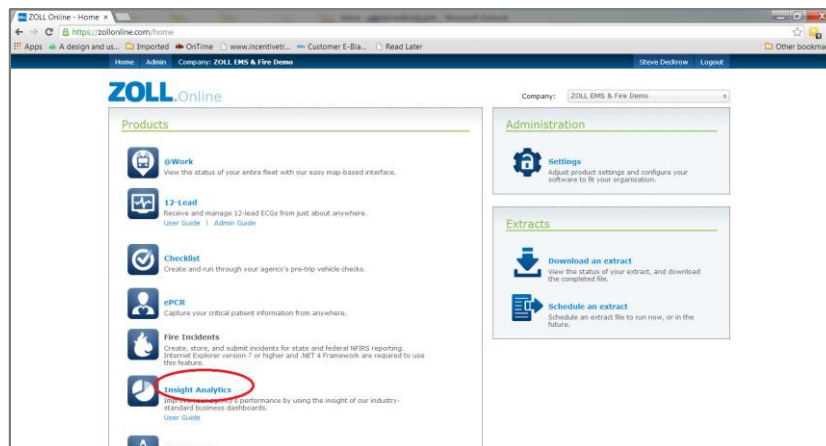# How to Upgrade the Insight Analytics Synchronization Service

When you first started using Insight Analytics, someone from ZOLL installed the ZOLL Synchronization Service on a server on your network. This document will walk you through the steps to download and upgrade the Synchronization Service to work with the latest update to ZOLL Online.
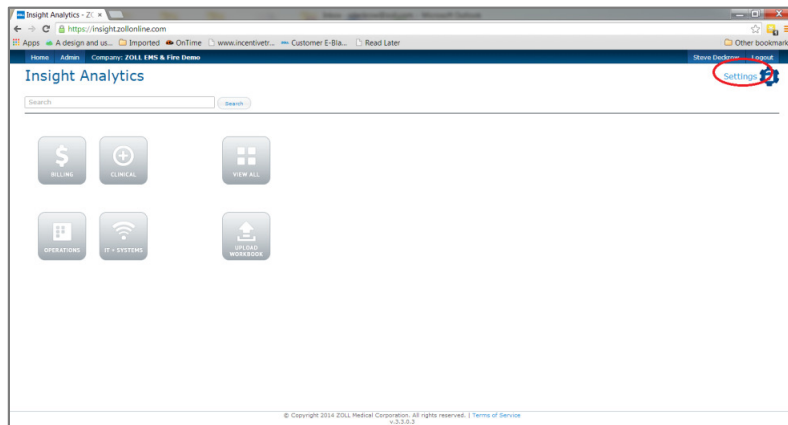
1) Identify the server running the Synchronization Service: on the server where you think ZOLL installed the Synchronization Service, open Windows Computer Management and go to the list of Services. Look for the service called "ZOLL Online Synchronization Service".
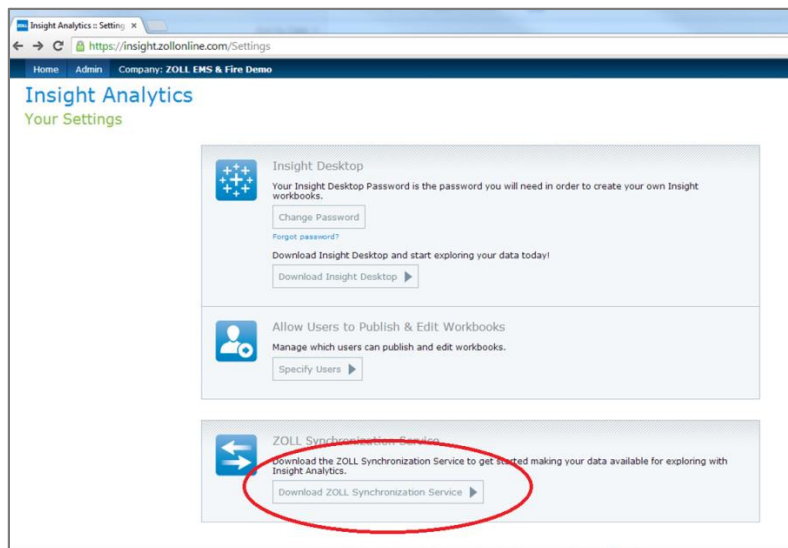

2) As a ZOLL Online user, you will receive an email notification when the maintenance to ZOLL Online is complete. After receiving this email, login to ZOLL Online to download the new Synchronization Service.

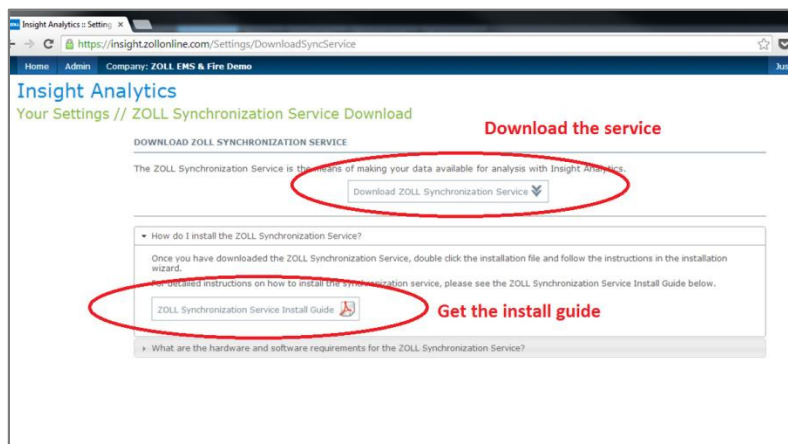   a. After logging in to ZOLL Online, click on Insight Analytics.

b. In Insight Analytics, click on Settings.

c. Click on "Download ZOLL Synchronization Service".

d. Download the ZOLL Synchronization Service and the Install Guide.

3. Make sure that you downloaded version 3.4 (or later) of the Synchronization Service. Verify that the file you downloaded is named "ZOLLOnlineSynchronizationService_3.4.xxx". The important part is the 3.4 – the build numbers may vary after that.
4. Follow the instructions in the "ZOLL Synchronization Service Install Guide" to complete the installation on the machine you identified in Step 1.