

Governance, Risk & Compliance

# Index Update Instructions

ComplianceOne® Solution

## Governance, Risk & Compliance

Index Update Instructions

Date February 2019

Version: 2018.4 and greater

Document Version 5.0

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# ComplianceOne Index Update

## Overview

### Index History Update

Wolters Kluwer provides updates for the variable rate index histories used in ComplianceOne. This download, once installed, will update the index histories with the most current rates available as of the month and year indicated on the filename.

Please note that we update the rates as they become available to use. Some rates are published only on a quarterly basis

### Supported Indexes

- 6 Month LIBOR Index - WSJ
- 26-Week T-Bill Rate
- 1 Year LIBOR Index – WSJ
- 1-Year Treasury Index
- 3-Year Treasury Index
- 5-Year Treasury Index
- 10-Year Treasury Index
- 11th District FHLB Cost of Funds
- JP Morgan Chase Bank Prime
- National Average Contract Rate
- Wall Street Journal U.S. Prime Rate

# Obtaining the Index Update

The installation file is available for download from our Product Download Site (PDS).

1. Go to the PDS website at  
<https://admin.wolterskluwerfs.com/STS/login?signin=b2f3d38381f14c5575d1a2d783d61410>
2. Login:



Username

Password

[Forgot password?](#)

Log In

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3. Select the desired Index Update and select Download:



4. When prompted to open or save, select **Save** to save the file to your downloads folder. Or select **Save As** to save the file to an alternate location.
5. After the download is complete, navigate to the folder and double-click to run the **ComplianceOneIndexUpdate\_Month\_Year.ZIP file**.
6. Follow the instructions below to complete the installation.

# Installation Instructions

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## Note

This update must be run on the application server where the ComplianceOne executables are installed.

Also, verify you have administrative rights to the location where the ComplianceOne application is installed. If you are unsure of whether or not you have appropriate rights, contact your network administrator or technical consultant.

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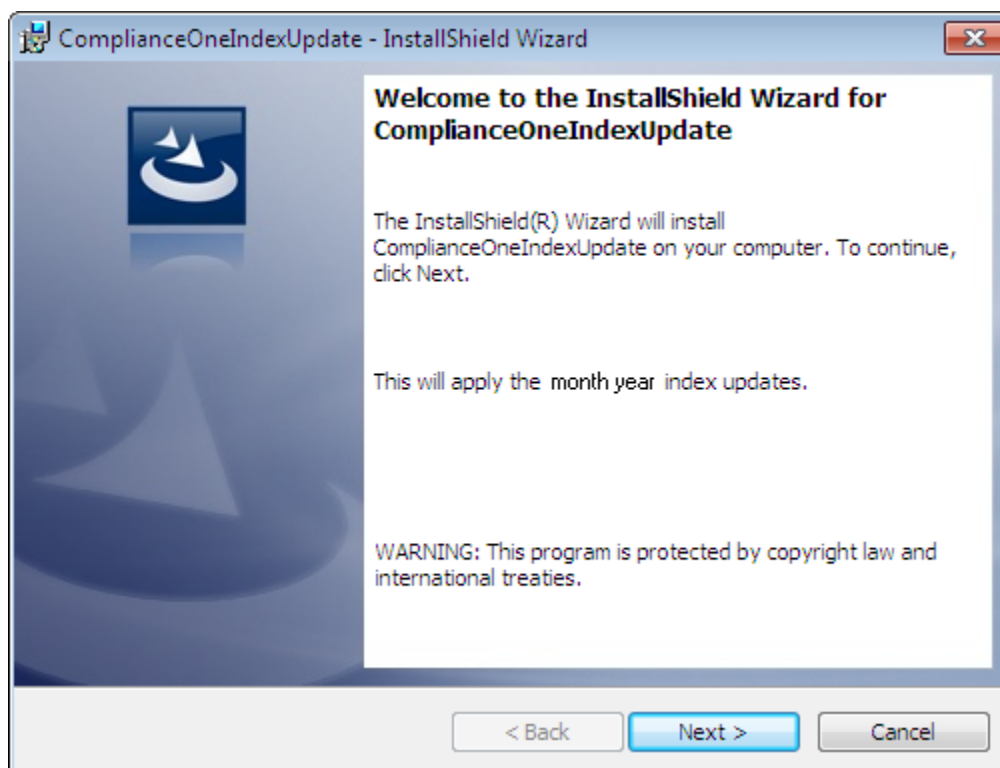
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## Important

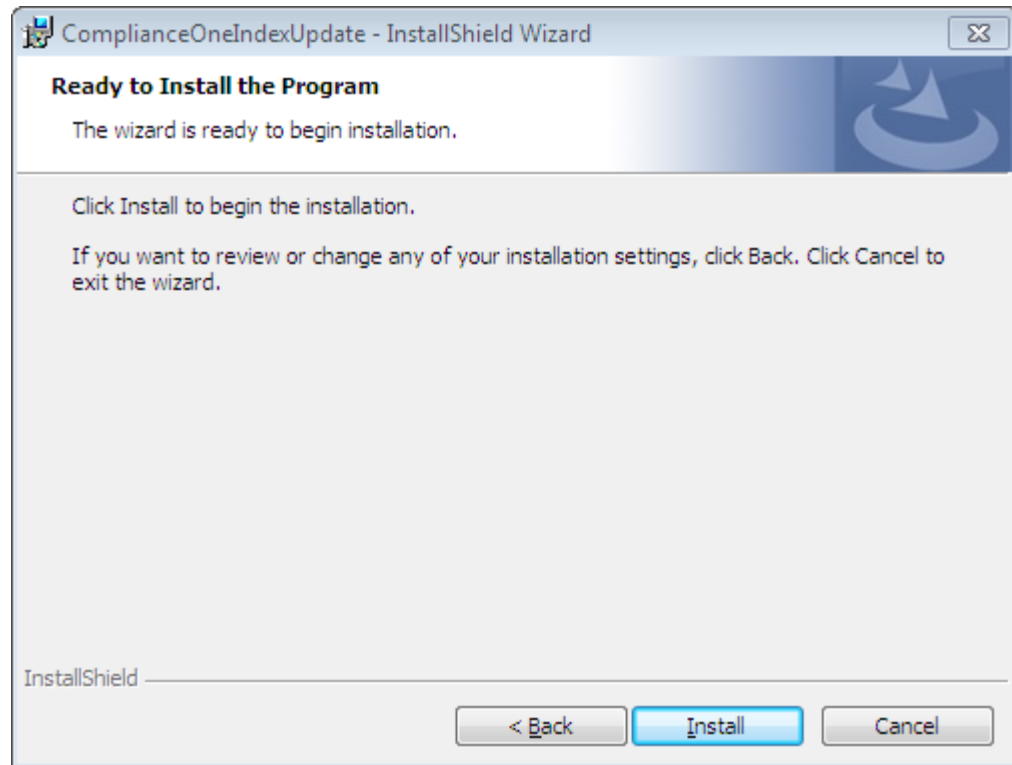
If you have file replication enabled on our ComplianceOne server(s), you will need to disable the file replication before performing the index update. Once the update has successfully completed, you can re-enable file replication.

---

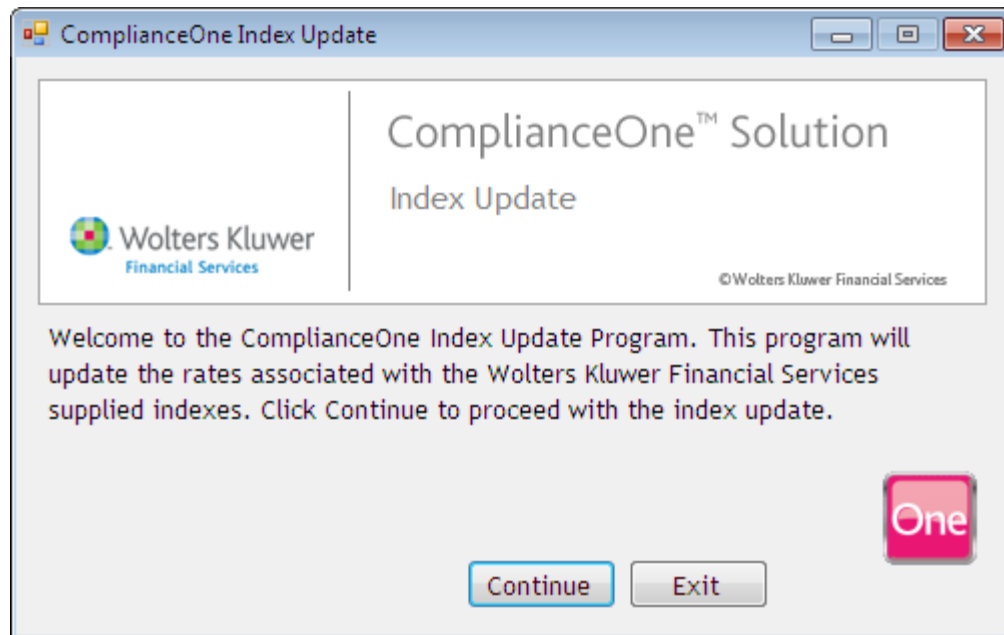
1. Exit ComplianceOne and verify that all users have exited from the program.
2. Navigate to the folder and double-click the index history update EXE file to begin the installation.
3. The Welcome page displays. Review the message displayed and select **Next** to continue.



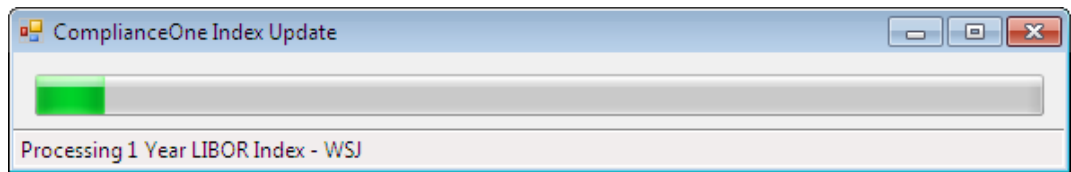
4. On the Ready to Install the Program page, select **Install** to begin the installation.



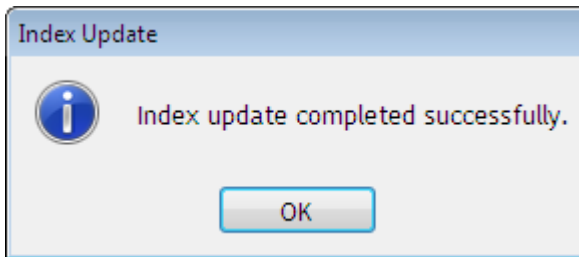
5. On the ComplianceOne Index Update Program page, select **Continue**.



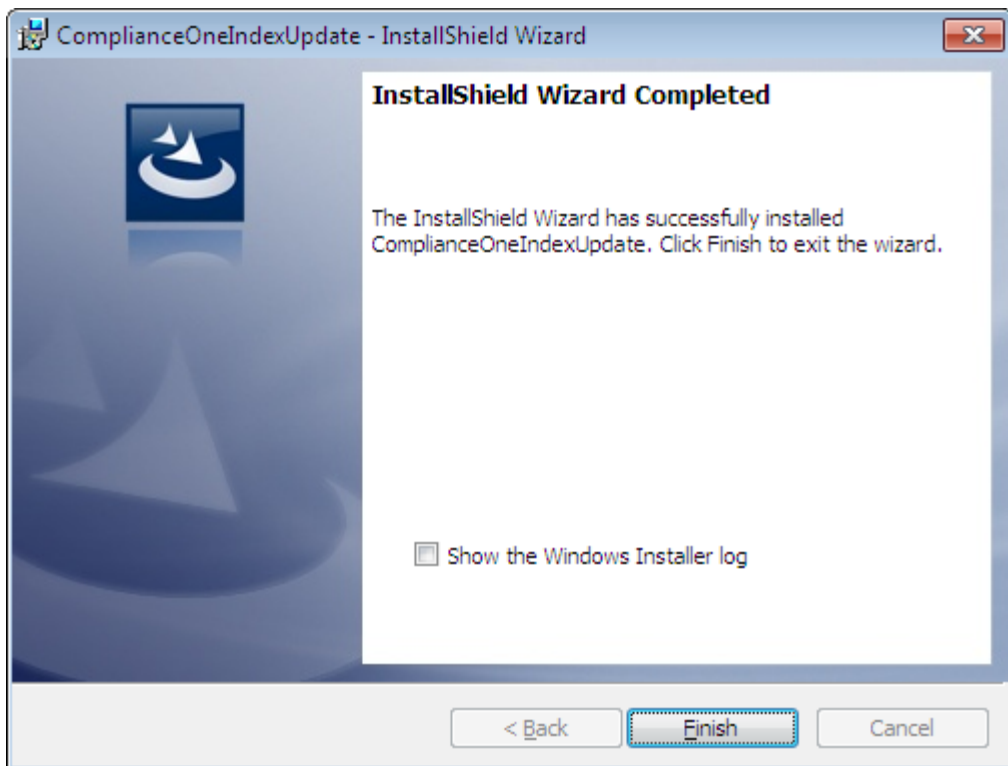
6. A progress bar displays as the files are copied to the ComplianceOne installation.



7. A confirmation window displays when the files copy has completed. Select **OK**.



8. On the InstallShield Wizard Completed page, click **Finish** to close the installation.



## What's Next?

We will continue to provide monthly index updates on our website. Please note that we update the rates as they become available to us; some rates are only published on a quarterly basis.

# How to Contact Us

There may be situations where you provide or are asked to provide data to Wolters Kluwer for assistance in troubleshooting, implementation, or the delivery of professional services. When doing so, do not provide actual live data of your customers. Provide sample, fake data that is representative of the issue you are experiencing.

## Solution Notification Service Now Available

Customers who subscribe to the Solution Notification Service will receive notifications for many of our software products when updates are made available on our Software Support Web site at

<http://www.WoltersKluwerFS.com/Support>.

To subscribe to this service, visit <http://global.WoltersKluwerFS.com/SNS> and enter your valid e-mail address. A link to your personal profile page is then e-mailed to you allowing you to specify your profile information and subscription preferences.

To ensure you receive this e-mail as well as future communications, make sure to add **@wolterskluwer.com** and **@wolterskluwerfs.com** to your safe senders list.

## Support Web Site

Visit our Software Support Web site for documentation, downloads, frequently asked questions, training, or support information at the following location: <http://www.WoltersKluwerFS.com/Support>

## Internet

Also, you can visit us on the Internet at [www.WoltersKluwerFS.com](http://www.WoltersKluwerFS.com).

## E-Mail

E-mail questions or issues to: [ComplianceOneSupport@wolterskluwer.com](mailto:ComplianceOneSupport@wolterskluwer.com).

Questions related to the installation process may be sent to [technicalsupport@wolterskluwer.com](mailto:technicalsupport@wolterskluwer.com).

## Phone

You can telephone our SupportLine technicians at 1-800-274-2711, ext. 1123660. Our support staff is available Monday through Friday, 7 A.M. to 7 P.M. CST. Voice mail operates continually, allowing you to leave us a message after hours and on weekends. To help us handle your question as quickly as possible, have these items available before you call:

- product name and version number
- customer number
- operating system and version number; service pack numbers, if installed

## Fax

You may fax us at (320) 323-4848.