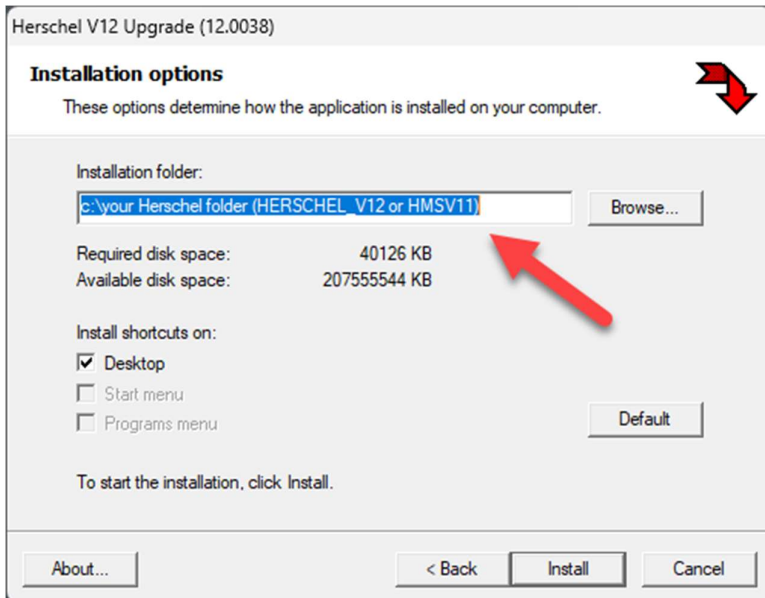To install the latest upgrade, you need to download and install the 12.0038 upgrade from here:
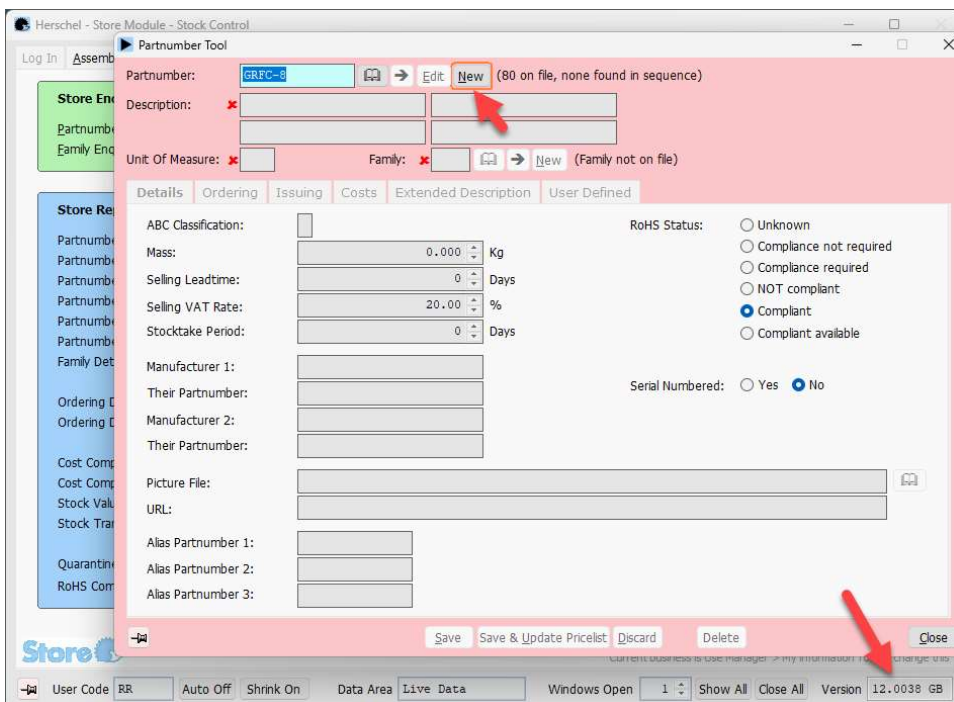
https://herschel.freshdesk.com/support/solutions/articles/6000071128-upgrading-your-herschel-software-to-the-latest-version

Everyone needs to be out of Herschel when applying the upgrade, but the process only takes a few minutes.

You need to make sure you enter your top-level Herschel folder correctly during the install process e.g., usually G:\HMSV11 or G:\HERSCHEL_V12 or similar.

If you're not sure about the location of your top-level folder, right-click your Herschel shortcut and look at its properties. Once you've installed the upgrade, you can check it has worked by looking at the bottom right-hand corner of the Herschel main window:

Let us know if you have any problems.