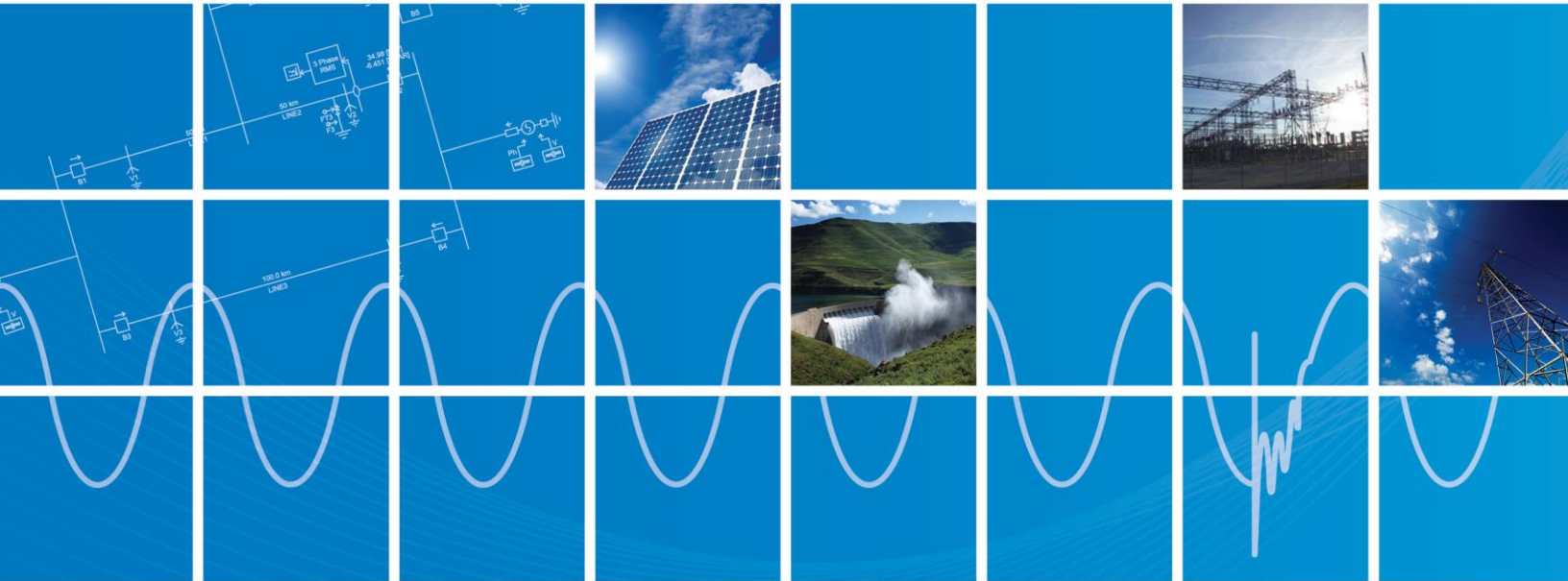




Update Client (MyUpdater) – Common Issues

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1. Introduction

1.1 Purpose

This document describes the most common issues encountered when installing or running the MyCentre Updater utility, also referred to as the Updater, which is supplied by the PSCAD Development Group.

1.2 Audience

- Anyone having difficulty installing the Updater utility from the web site.
- Anyone having difficulty using their installed Updater utility.

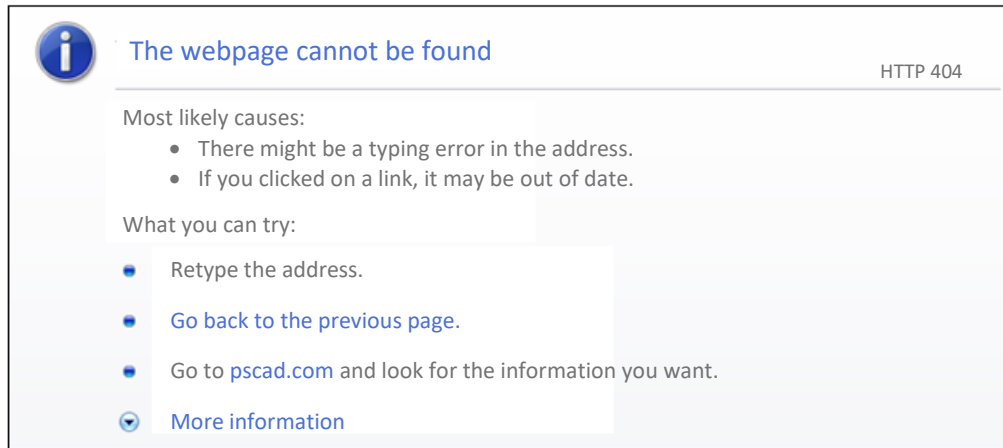
2. Issues Related to Installing or Updating the Update Client (MyUpdater)

2.1 Receiving "HTTP 404 Web Page Not Found" Error

I click on the link to download and install the Updater, but receive an *HTTP 404, web page not found* error.

Detailed Sequence of Events

You attempt to browse to the <http://updater.pscad.com/updater/> web page, and your browser displays something similar to the following.



Cause (1)

You attempted to install the Updater while the published version of the Updater was being updated by the PSCAD Development Group.

Solution (1)

Wait a few moments, and then try again.

Cause (2)

You entered the wrong web address (URL), or mis-typed the URL.

The most common mistake is to type in *htm* instead of *html*. For example, you incorrectly entered the complete URL as: <http://updater.pscad.com/updater/index.htm>

Solution (2)

Type in the correct web address, and try again.

2.2 Receiving "Not Found" Error Message

I click on the link to download and install the Updater, but receive a *Not Found* error.

Detailed Sequence of Events

You attempt to browse to the <http://updater.pscad.com/updater/> web page, and your browser displays something similar to the following.

Not Found

The requested URL /updater/install.htm was not found on this server.

Apache/2.2.3 (CentOS) Server at pscad.com Port 80

Cause

You entered the wrong web address (URL), or mis-typed the URL.

If you are using Firefox, it will display the requested URL which could not be located (similar to that circled in red above).

The most common mistake is to type in *htm* instead of *html*.

Solution

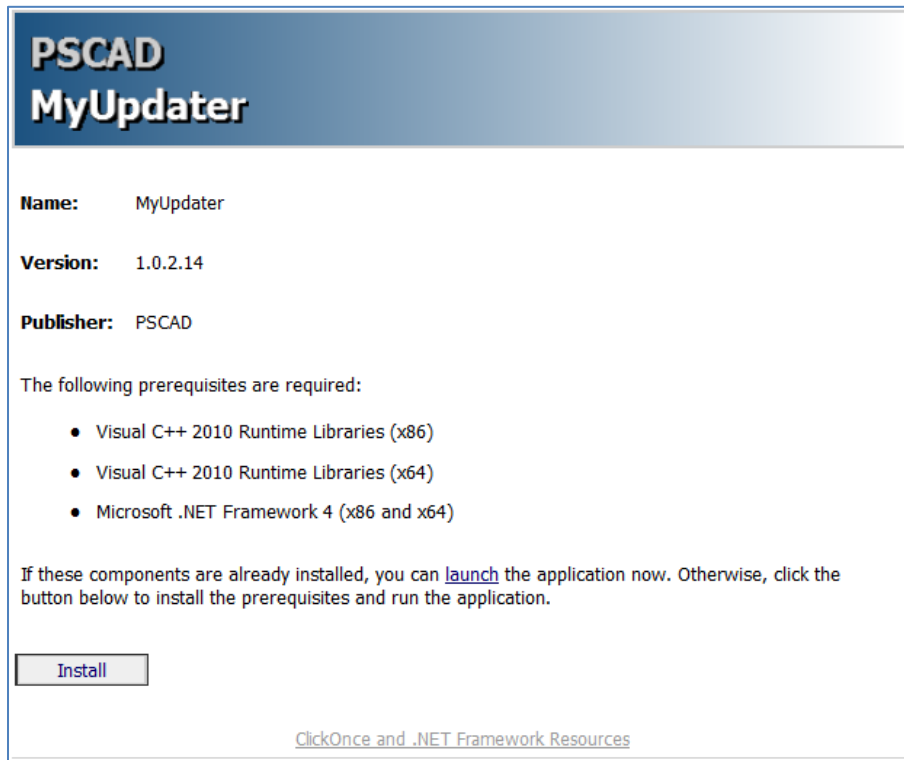
Type in the correct web address, and try again.

2.3 Receiving "Error 407 Authentication" Error Message

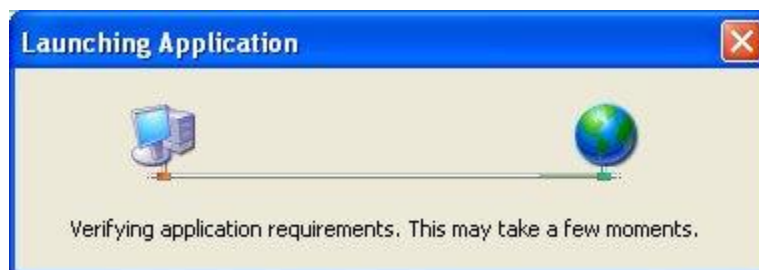
I click on the link to download and install the Updater, but get an *Error 407 Authentication Error*.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

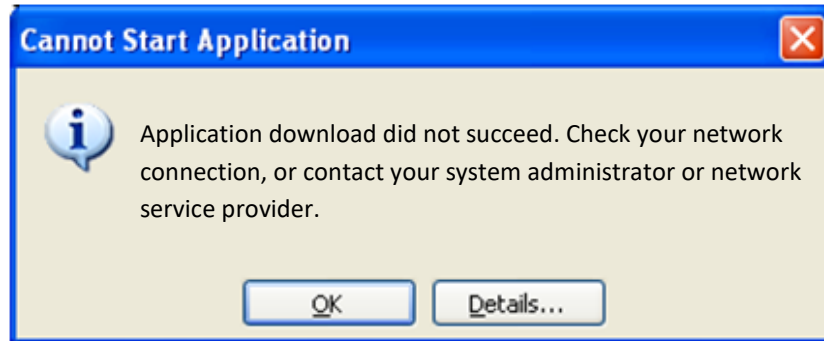


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following:

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in an exception. Following failure messages were detected:

+ Downloading <http://updater.pscad.com/updater/UpdateClient.application> did not succeed.

+ The remote server returned an error: (407) Proxy Authentication Required.

Cause

This is due to a Microsoft .NET Framework issue that occurs only for

- Client machines which are using the Microsoft .NET Framework 2.0, and
- Client networks which are using HTTP proxy servers (and possibly FTP proxy servers).

This is documented at this URL

<http://connect.microsoft.com/VisualStudio/feedback/ViewFeedback.aspx?FeedbackID=115468>

Continued...

Solution

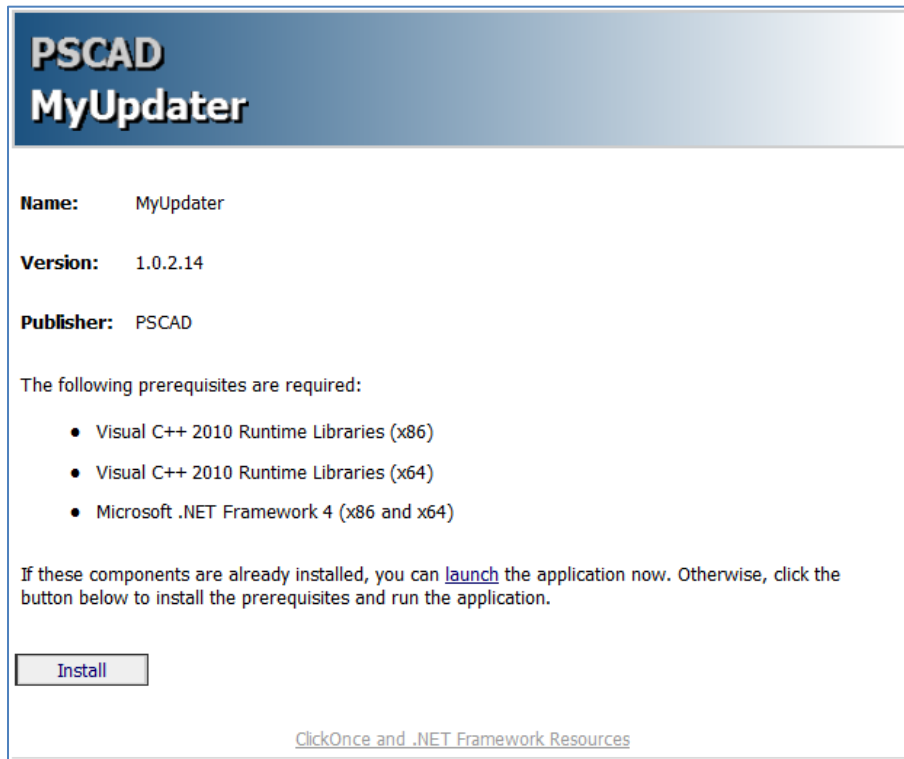
- You need to apply one of the following (Hot Fix, patch, or upgrade) to your installed .NET Framework
 - The Microsoft Hot fix is available at this URL
<http://support.microsoft.com/kb/917952>
 - The Microsoft .NET Framework 2.0 Service Pack 1 patch is available at this URL
<http://support.microsoft.com/kb/945757>
 - The latest Microsoft .NET Framework 3.5 is available at this URL
<http://support.microsoft.com/kb/959209>
- Go to the <http://updater.pscad.com/updater/> to install the Updater again.

2.4 Receiving "Application Download" Error Message

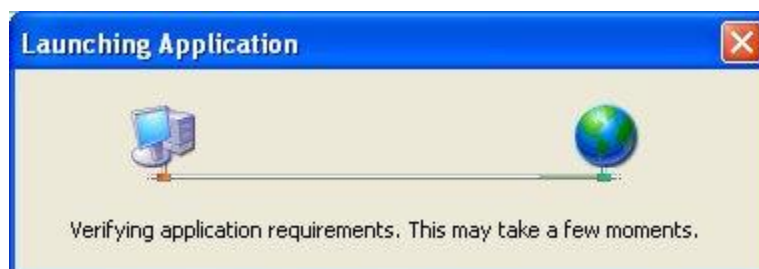
Your machine is using an anonymous, transparent, or other proxy for the purpose of obfuscating or concealing your web browsing or for the purpose of anonymous web browsing, and you are unable to install the Updater, ending up with an "Application download error" message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

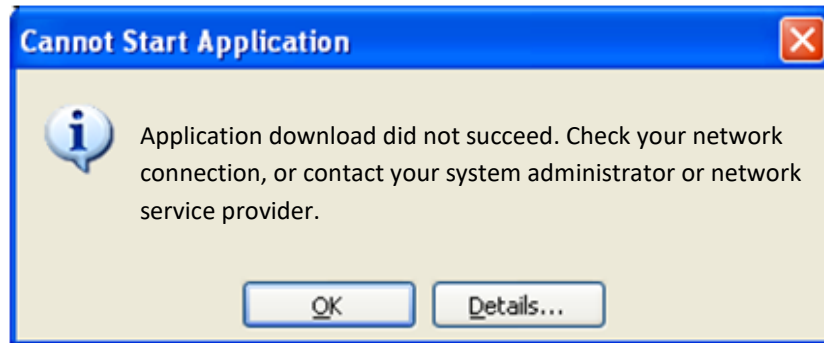


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



Select *Details...* to launch Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of <https://updater.pscad.com/updater/UpdateClient.application> resulted in exception.

Following failure messages were detected:

+ Downloading <https://updater.pscad.com/updater/UpdateClient.application> did not succeed.

+ **Unable to connect to the remote server**

+ **A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond *server_URL***

Cause

The delay introduced by the proxy server is excessive.

This will almost certainly occur if you use anonymous, transparent, or other proxy servers designed to mask your web browsing. For example, most proxy servers listed here,

<http://atomintersoft.com/products/alive-proxy/proxy-list/>

or listed on similar web sites, will cause this error.

Solution

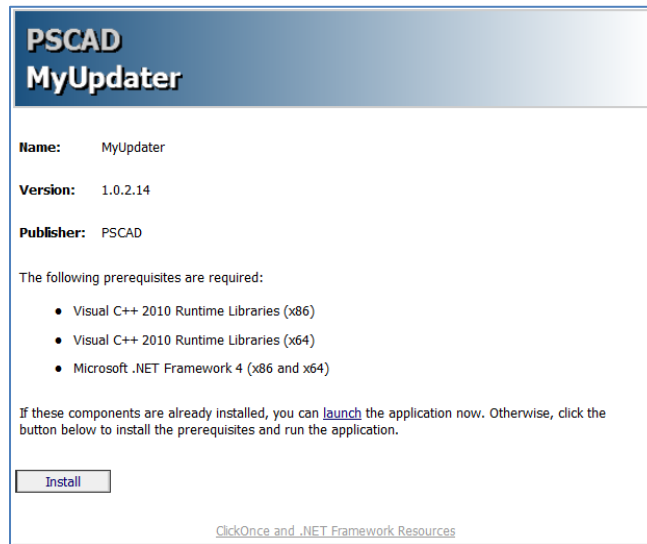
If possible, configure your browser to not use the anonymizing web proxy.

2.5 Unable to Install the Updater When Using FireFox

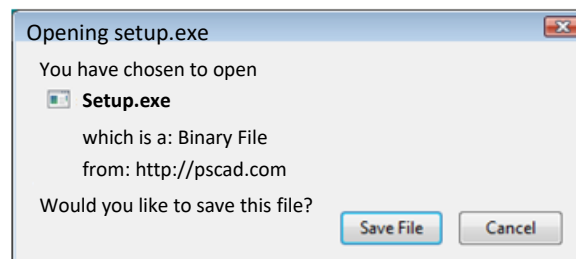
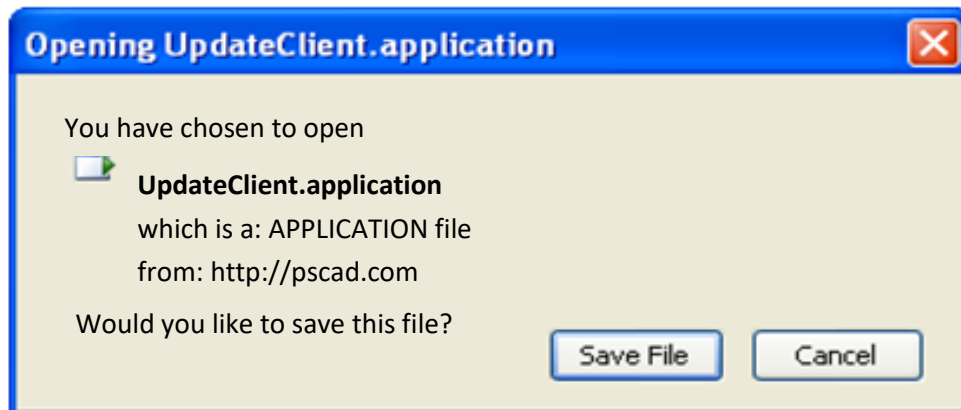
You are using the Firefox web browser and are unable to install the Updater from the web site.

Detailed Sequence of Events

You launch Firefox, and go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



You click *Install* to install the Updater, and one of the two following dialogs appears:



Causes

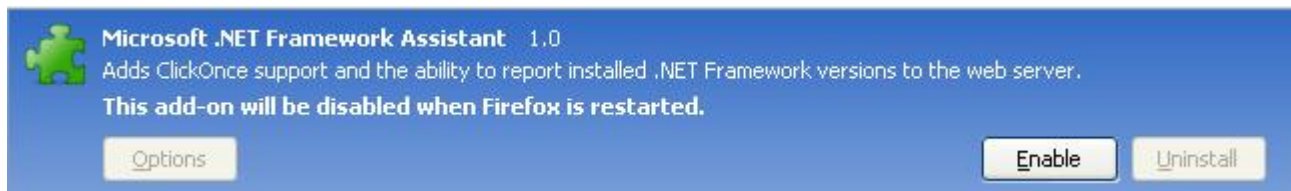
- Your version of Firefox does not have an *enabled* .NET Framework Assistant add-on which supports the launching of ClickOnce applications, or
- Your version of the Microsoft .NET Framework might not support the launching of ClickOnce applications by Firefox, and/or,
- Your version of Firefox does not have an *any* add-on which supports the launching of ClickOnce applications.

Solutions

1. Enable an installed .NET Framework Assistant Add-on to Support Launching ClickOnce Applications

To do this,

- a. Start Firefox
- b. Select Tools | Main
- c. Select Manage Add-ons
- d. Search for the Microsoft .NET Framework Assistant 1.x add-on in the list.
- e. If it is NOT present, you need to use one of the other two approaches.
- f. If it is present, but disabled, you will see something like the following.



-
-
-
-
-
-
- g. If it is present, and enabled, you will see something like the following.



Continued...

2. Upgrade to Microsoft .NET Framework 3.5 SP 1

The Microsoft .NET Framework 3.5 SP 1 will install the Microsoft .NET Framework Assistant add-on for Firefox onto your machine, which provides ClickOnce support for Firefox.

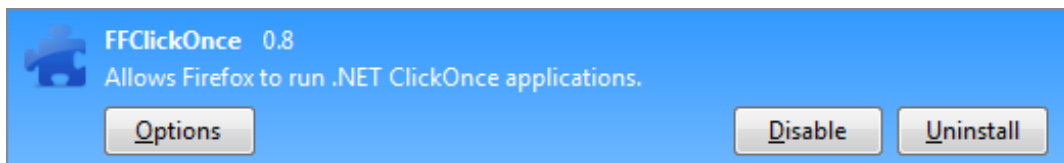
- a. The latest Microsoft .NET Framework 3.5 SP 1 is available at this URL
<http://support.microsoft.com/kb/959209>
- b. Go to the <http://updater.pscad.com/updater/> web page to install the Updater again.
- c. If this solution is implemented, then you should not need to install the FFClickOnce add-on described next.

3. Install The FireFox FFClickOnce Add-on for ClickOnce Support

If you do not have Microsoft .NET Framework 3.0 SP 1 installed, you can install a Firefox add-on to provide ClickOnce support. The latest add-on version is located at this URL

<https://addons.mozilla.org/en-US/firefox/addon/1608>

- a. Ensure that you are running Firefox 3.0.3, or better.
- b. Select to add to Firefox
- c. To verify that the add-on is installed,
 - Restart Firefox
 - Select Tools | Main
 - Select Manage Add-ons
 - In the list of add-ons, you should see something like the following

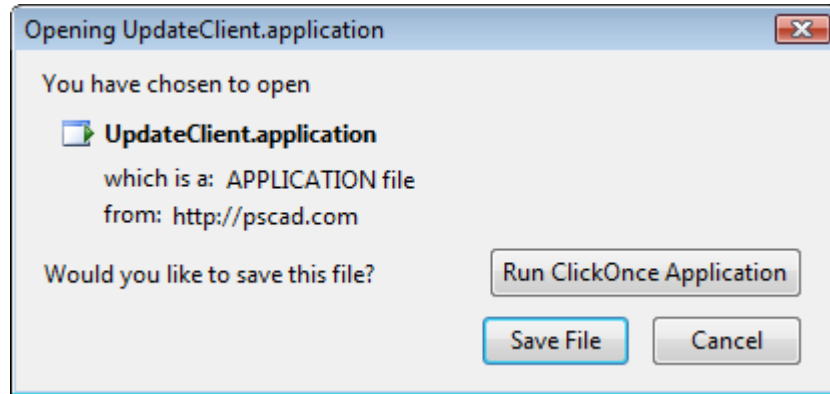


- If you see an *Enable* button (instead of the *Disable* button), select *Enable*, then restart Firefox.

Continued...

To install the Updater,

- a. Go to the <http://updater.pscad.com/updater/> web page to attempt to install the Updater again.
- b. You should now see something similar to the following. Notice that this dialog has an additional button called *Run ClickOnce Application*.



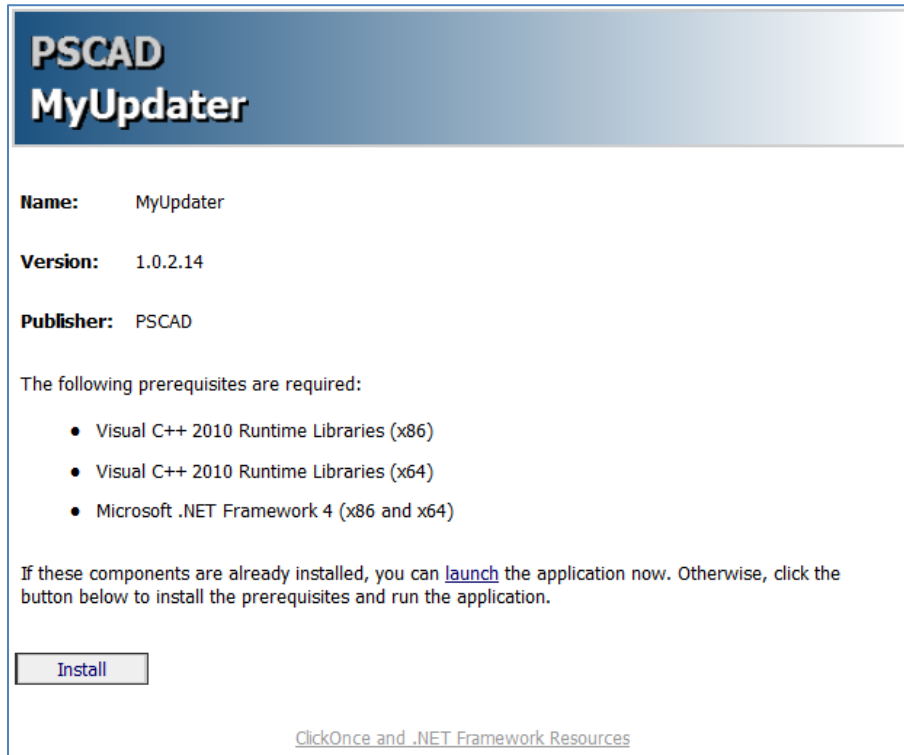
- c. Do NOT select *Save File*
- d. Instead, select *Run ClickOnce Application* to install the Updater.

2.6 Receiving “Deployment identity does not match subscription” Error Message

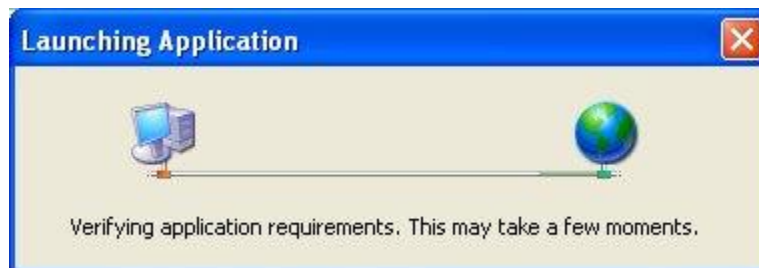
You click on the link to download and install the Updater, but get a *Deployment identity does not match the subscription* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

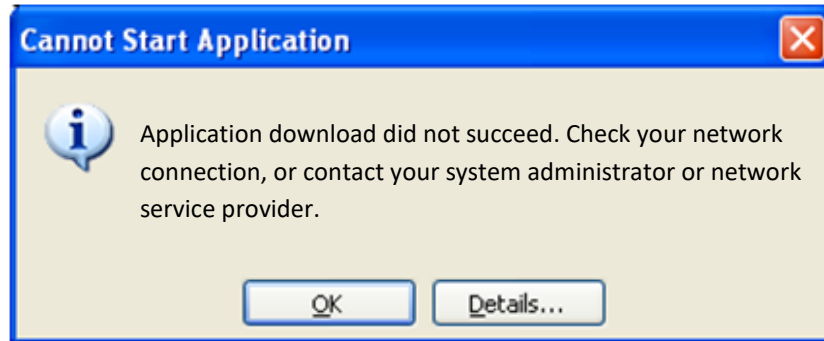


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

- * Activation of C:\Documents and Settings\UserID\Start Menu\Programs\PSCAD\MyCentre Updater.appref-ms resulted in exception. Following failure messages were detected:
 - + The deployment identity does not match the subscription.

Solution

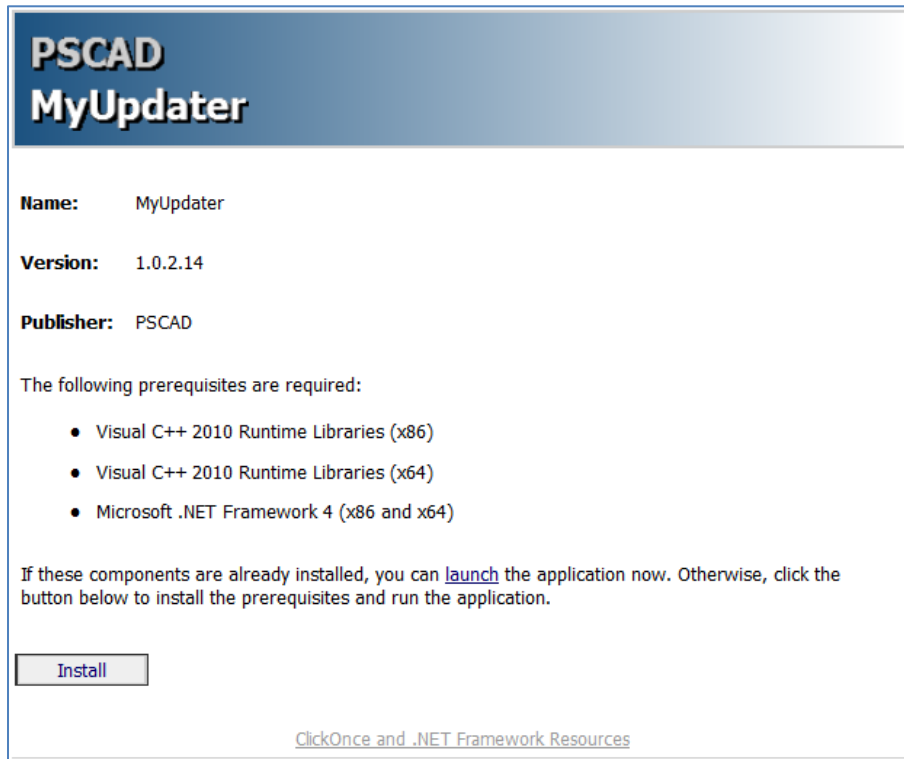
- a. On Windows XP or Vista, go Control Panel | Add/Remove Programs.
- b. On Windows 7, go Control Panel | Programs and Features.
- c. Completely uninstall (do not roll back) the Updater.
- d. Locate and remove all Desktop and Start Menu shortcuts to the Updater.
- e. Go to the <http://updater.pscad.com/updater/> web page to install the Updater again.
- f. Launch the Updater.

2.7 Receiving “Referenced assembly is not installed on your system. (Exception 0x800736B3)” Error Message

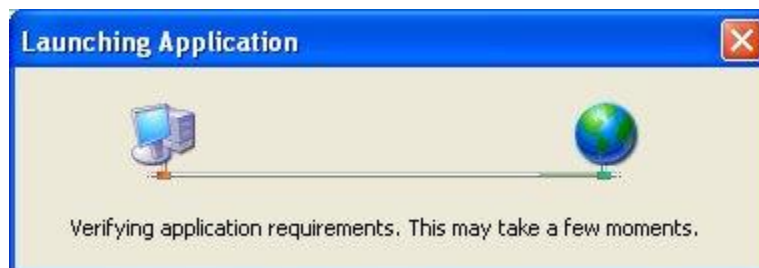
You click on the link to download and install the Updater, but get a *Referenced assembly is not installed on your system. (Exception from HRESULT: 0x800736B3)* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

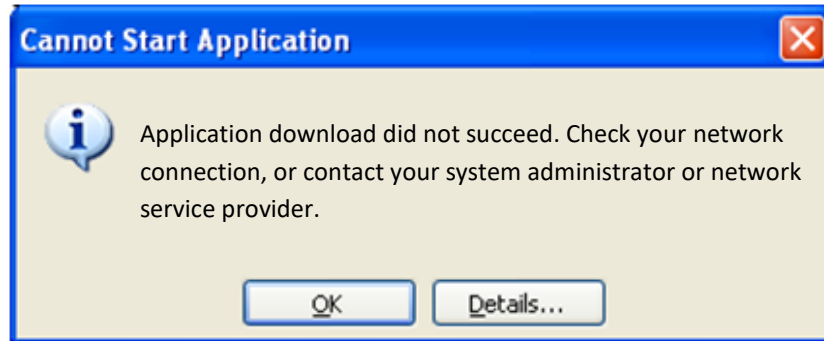


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of file://publicus/tools/UpdateManager/UpdateManager.application resulted in exception. Following failure messages were detected:

+ The referenced assembly is not installed on your system. (Exception from HRESULT: 0x800736B3)

Solution

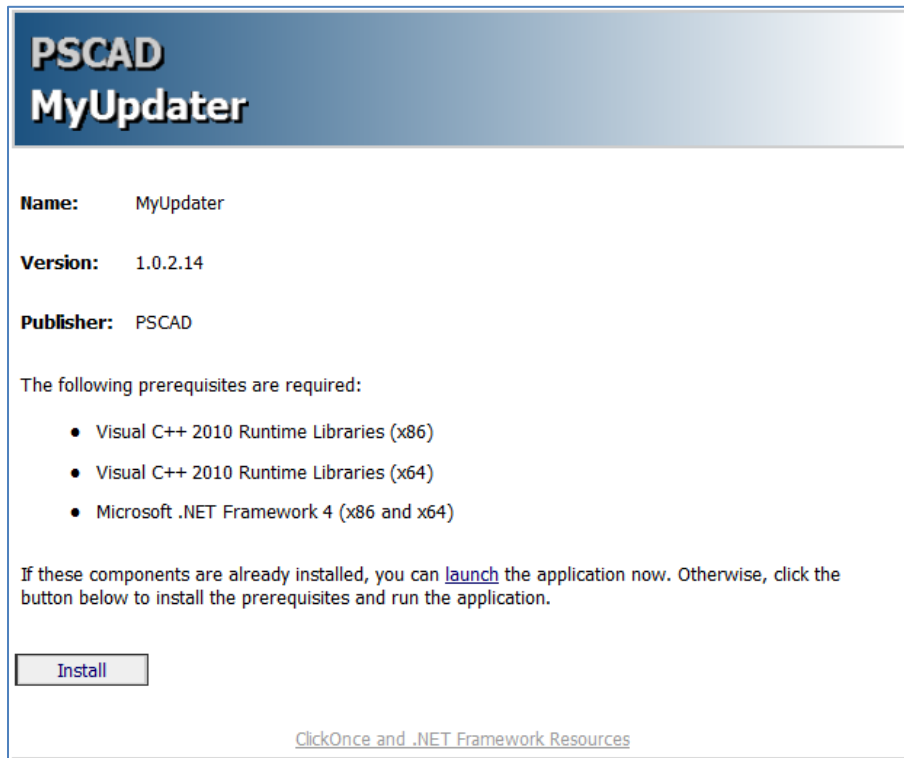
- a. On Windows XP or Vista, go Control Panel | Add/Remove Programs.
- b. On Windows 7, go Control Panel | Programs and Features.
- c. Completely uninstall (do not roll back) the Updater.
- d. If that fails, then the following drastic solution must be done, however, it will delete all other installed ClickOnce applications from other vendors.
- e. On Windows XP or Vista, browse to:
C:\Documents and Settings*<UserID>*\Local Settings\Apps\2.0.
- f. On Windows 7, browse to: C:\Users*<UserID>*\AppData\Local\Apps\2.0
(if the appdata folder is hidden, it may be displayed as per Appendix L).
- g. Delete all sub-folders.
- h. Re-install the Updater from its deployment URL.
- i. Re-install all other ClickOnce applications.

2.8 Receiving an "Operation has timed out" Error Message

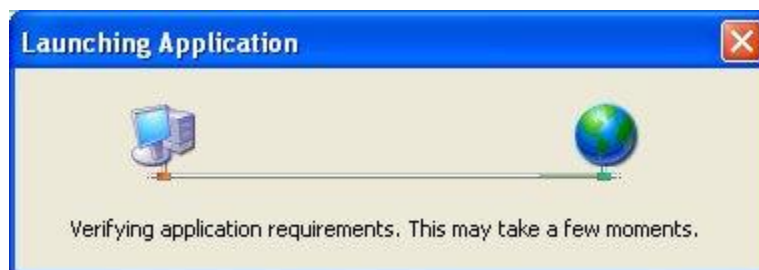
I click on the link to download and install the Updater, but get an *Operation has timed out* error.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

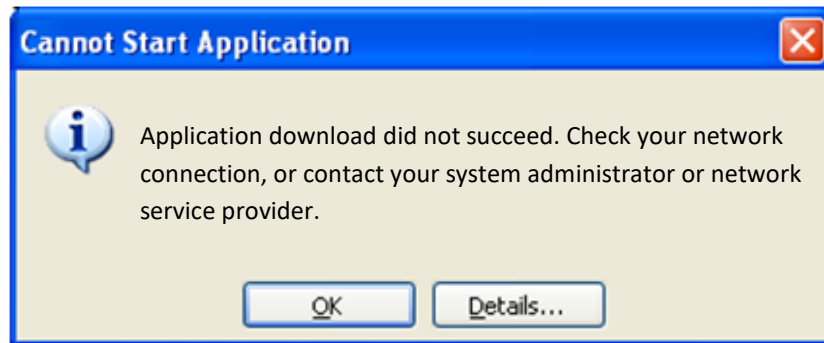


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY and ERROR DETAILS sections you see the following:

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in exception.

Following failure messages were detected:

- + Downloading http://updater.pscad.com/updater/ApplicationFiles/UpdateClient_1_0_2_14/<SomeFileName.Ext> did not succeed.
- + The operation has timed out.

Continued...

ERROR DETAILS

Following errors were detected during this operation.

* [10/14/2013 12:47:26 PM] System.Deployment.Application.DeploymentDownloadException (Unknown subtype)

- Downloading http://updater.pscad.com/updater/Application

Files/UpdateClient_1_0_2_14/Interop.IWshRuntimeLibrary.dll did not succeed.

- Source: System.Deployment

- Stack trace:

at System.Deployment.Application.SystemNetDownloader.DownloadSingleFile(DownloadQueueItem next)

at System.Deployment.Application.SystemNetDownloader.DownloadAllFiles()

at System.Deployment.Application.FileDownloader.Download(SubscriptionState subState)

at System.Deployment.Application.DownloadManager.DownloadDependencies(SubscriptionState subState, AssemblyManifest deployManifest, AssemblyManifest appManifest, Uri sourceUriBase, String targetDirectory, String group, IDownloadNotification notification, DownloadOptions options)

at System.Deployment.Application.ApplicationActivator.DownloadApplication(SubscriptionState subState, ActivationDescription actDesc, Int64 transactionId, TempDirectory& downloadTemp)

at System.Deployment.Application.ApplicationActivator.InstallApplication(SubscriptionState& subState, ActivationDescription actDesc)

at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings browserSettings, String& errorPageUrl)

at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

--- Inner Exception ---

System.Net.WebException

- The operation has timed out.

- Source: System

- Stack trace:

at System.Net.ConnectStream.Read(Byte[] buffer, Int32 offset, Int32 size)

at System.Deployment.Application.SystemNetDownloader.DownloadSingleFile(DownloadQueueItem next)

Cause (1)

Your machine or corporate IT firewalls are blocking the downloading of these file types:

*.dll

*.manifest

*.exe

*.deploy

*.application

*.ico

Continued...

Solution (1)

- a. Configure your firewall or anti-virus to allow the file extensions listed above.
- b. Try disabling your firewall or anti-virus checker.

Cause (2)

An incompatibility with ClickOnce and Windows TCP stacks exists on your Windows machine.

Solution (2)

Turn off the autotuning in the TCP stack. To do this,

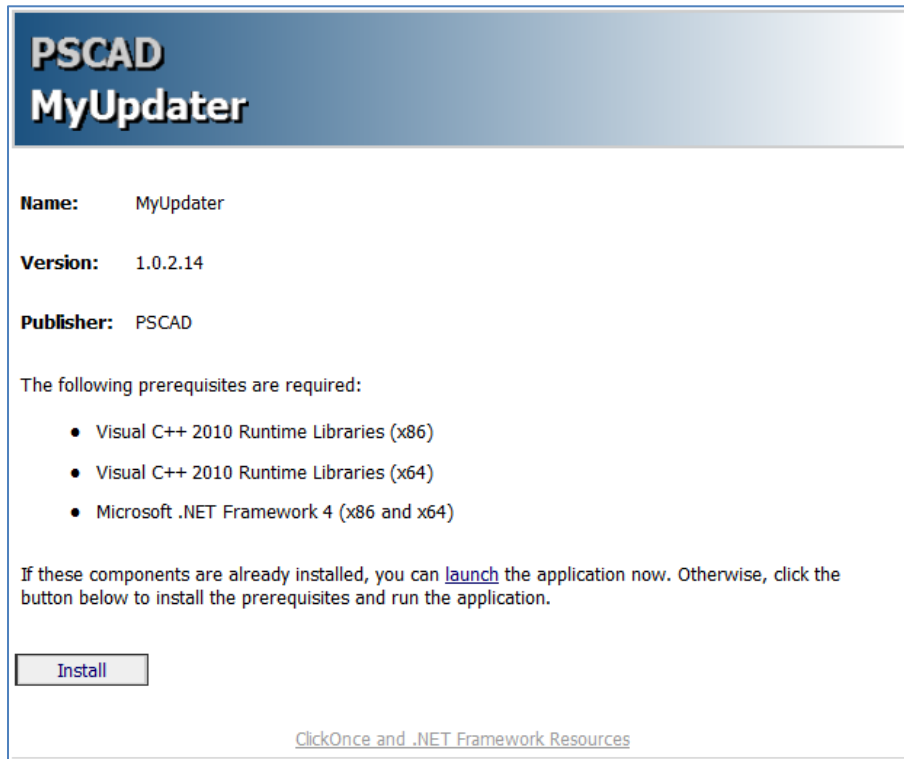
- a. Start a cmd prompt.
- b. Type in the following: `netsh interface tcp set global autotuning=disabled`.
- c. This will de-optimize the stack for the highest speed operation, but it speeds up and de-hangs programs such as ClickOnce and remote desktop.

2.9 Receiving “A device attached to the system is not functioning (Exception 0x8007001F)” Error Message

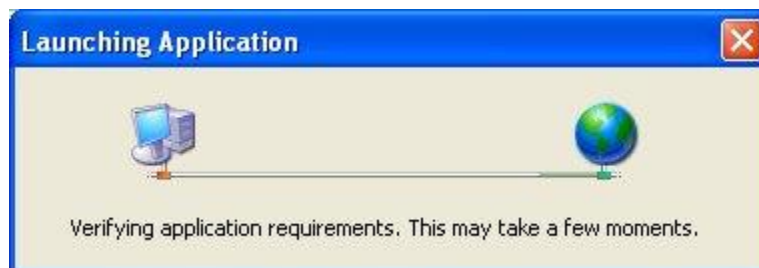
I click on the link to download and install the Updater, but get a *A device attached to the system is not functioning. (Exception from HRESULT: 0x8007001F)* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):

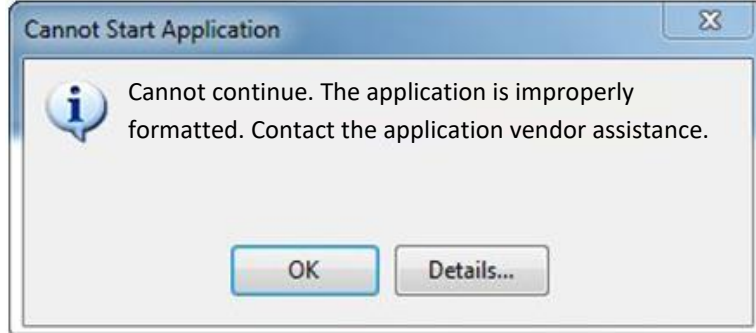


You click *Install* to install the Updater, and the following dialog appears:



Continued...

After some time, the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

- * Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in exception.
Following failure messages were detected:
 - + Exception reading manifest from
<https://sso.scansafe.net/sp/startSSO.ping?PartnerIdId=gefssprd&TargetResource=http%3A%2F%2Fsso.scansafe.net%2Fsp%2FstartSSO.ping%3FPartnerIdId%3Dgefssprd%26TargetResource%3Dhttp%253A%252F%252Fupdater.pscad.com%252Fupdater%252FUpdateClient.application%26hybrid%3D1>:
the manifest may not be valid or the file could not be opened.
 - + Parsing and DOM creation of the manifest resulted in error. Following parsing errors were noticed:
 - HRESULT: 0x8007001f
 - Start line: 0
 - Start column: 0
 - Host file:
- + A device attached to the system is not functioning. (Exception from HRESULT: 0x8007001F)

Continued...

Cause (1)

Your network is using

- a Microsoft Proxy Server, or
- a Cisco Content/Caching Engine, with or without a Checkpoint Firewall, or
- some other firewall or anti-virus software

and they are blocking the downloading of these file types:

- *.dll
- *.manifest
- *.exe
- *.deploy
- *.application
- *.ico

Solutions (1)

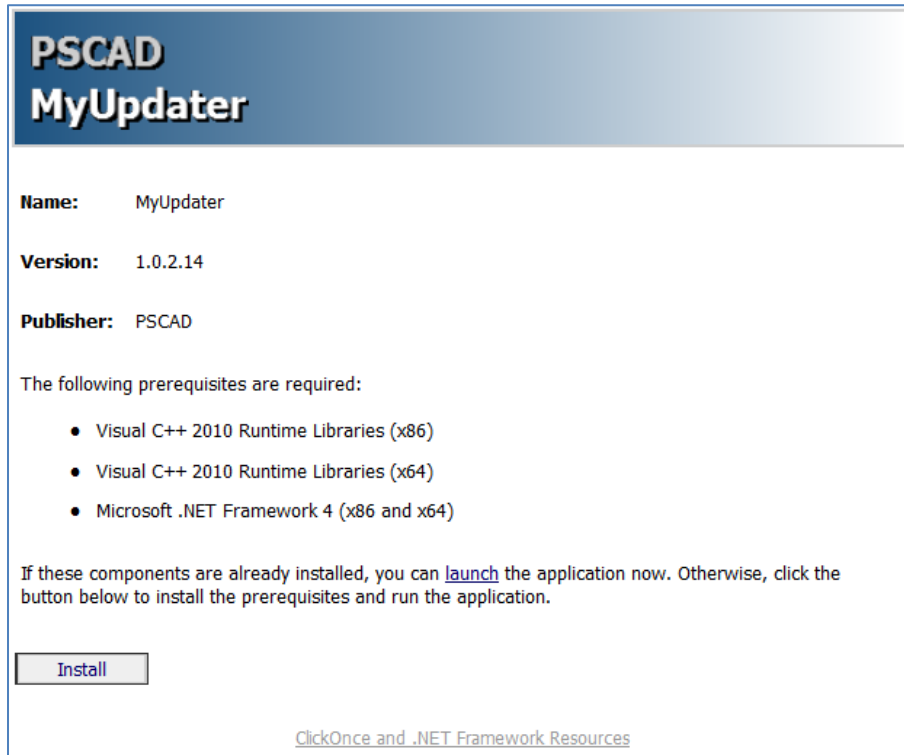
- a. Configure your router, proxy server, firewall, or anti-virus software to allow the file extensions listed above.
- b. Ask your IT to allow you to bypass your institution's proxy server.
- c. Try disabling your firewall or anti-virus checker.
- d. Check your router settings to ensure it is not blocking the file extensions listed above.
- e. Install the Updater from a machine at home or another network which does not use a proxy server.

2.10 Receiving an “Unable to retrieve application files” Error Message

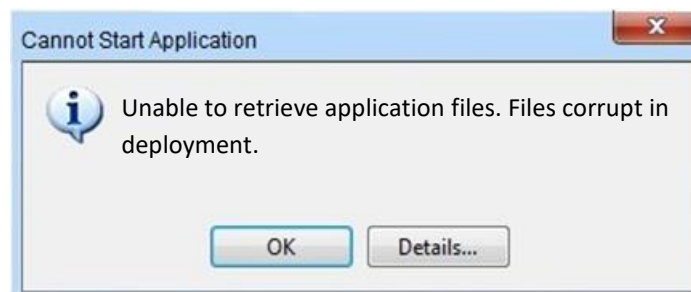
I click on the link to download and install the Updater, but get an *Unable to retrieve application files* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



You click *Install* to install the Updater, and the following dialog appears:



*Continued...***Background**

In order to install and run the Updater utility, the .NET Framework 4.0 Full/Extended (version 4.0 or better, such as 4.5) must be installed.

Causes

- The .NET Framework 4.0 Client is installed on your machine, but not the .NET Framework 4.0 Full/Extended
- The .NET Framework 4.0 is not installed at all on your machine

Solution

Install the .NET Framework 4.0 Full/Extended from the Microsoft site, or from the following URL

http://download.microsoft.com/download/9/5/A/95A9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x64.exe

2.11 Receiving “HTTP redirect is not allowed for application files and assemblies. Cannot download...” Error Message

When attempting to install the Updater, you encounter the following

HTTP redirect is not allowed for application files and assemblies. Cannot download UpdateClient.exe.

In the ERROR SUMMARY section, you see the following:

Below is a summary of the errors, details of these errors are listed later in the log.

Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in exception. Following failure messages were detected:

HTTP redirect is not allowed for application files and assemblies. Cannot download UpdateClient.exe.

- In the ERROR DETAILS section, you see the following:

Following errors were detected during this operation:

[date time] System.Deployment.Application.InvalidDeploymentException (AppFileLocationValidation)

HTTP redirect is not allowed for application files and assemblies. Cannot download UpdateClient.exe.

Source: System.Deployment

Cause (1)

Your network proxy is using HTTP redirection.

Solution (1)

- Ask your IT department to disable or remove the HTTP redirection, or
- Ask your IT department to allow you to bypass all proxies,
- Ensure your Updater is properly configured for the revised proxy or no proxy mode,
- Then attempt to re-install the Updater

Cause (2)

This can occur if your user profile is saved on the network (or a place that is not local to the computer)

Continued...

Solution (2)

- Uninstall the MyCentre Updater using the Control Panel -> Add or Remove Programs if it is listed there,
- Make sure your user's profile is located on the machine on which you are trying to install the Updater,
- Then attempt to re-install the Updater.

Cause (3)

Your anti-virus program may be incorrectly classifying that setup.bin is a virus or trojan and then quarantining it.

Solution (3)

- Disable your anti-virus scanner.
- Check if your anti-virus scanner quarantined setup.bin. Mark this file as not a virus or trojan.
- Uninstall the MyCentre Updater using the Control Panel -> Add or Remove Programs if it is listed there.
- Then attempt to re-install the Updater.

Cause (4)

A ClickOnce installation, such as the Updater, does not require administrative privileges to run, however, if your user's profile is locked down so that you cannot modify folders under your own profile, then issues will occur during installation.

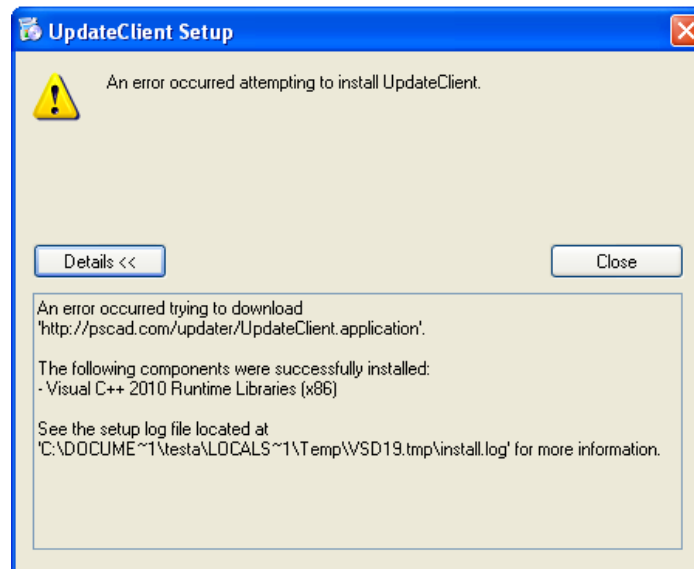
Solution (4)

As you need Administrative privileges (local admin privileges is fine) to install and run PSCAD X4, you should ensure that you have at least local admin privileges on the machine on which you will be installing the Updater. You don't need to be a domain admin user.

2.12 UpdateClient Fails to Update With “Error 0x800C000E” Error Message

Situation

When updating an installed UpdateClient/MyUpdater, the following error occurs:



The named log file contains the following:

```
Running checks for command 'vcredist_x86\vcredist_x86.exe'  
Result of running operator 'ValueGreaterThanEqualTo' on property 'VCRedistInstalled' and value '3': true  
Result of checks for command 'vcredist_x86\vcredist_x86.exe' is 'Bypass'  
'Visual C++ 2010 Runtime Libraries (x86)' RunCheck result: Install Succeeded  
Launching Application.  
URLDownloadToCacheFile failed with HRESULT '-2146697202'  
Error: An error occurred trying to download 'http://pscad.com/updater/UpdateClient.application'.  
Status of package 'Visual C++ 2010 Runtime Libraries (x86)' after install is 'InstallSucceeded'
```

Continued...

Solution

URL: <http://support.microsoft.com/kb/934387>

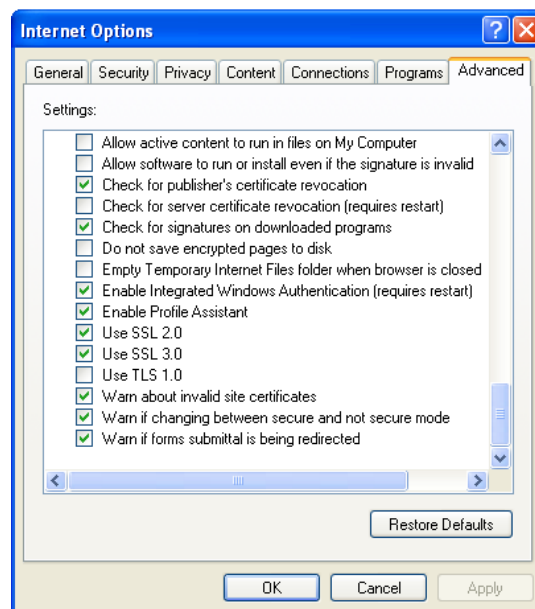
This problem occurs if the following conditions are true:

- In Microsoft Internet Explorer, the “Warn if changing between secure and not secure mode” advanced security option is enabled.
- The setup URL of the ClickOnce application is redirected between a nonsecure (http) Web server and a secure (https) Web server.

This problem occurs because the warning pop-up window interrupts the installation of the ClickOnce application. The Bootstrapper of the ClickOnce application determines whether the program file is available at the specified Web server. When the “Warn if changing between secure and not secure mode” option is enabled, the Bootstrapper cannot handle the redirection between a nonsecure (http) Web server and a secure (https) Web server.

To work around this problem, the end user (PSCAD user) can disable the “Warn if changing between secure and not secure mode” option in Internet Explorer. This is done as follows:

- Open the “Options” dialog.
- Ensure that “Warn if changing between secure and not secure mode” option (see below) is unchecked (disabled).



Continued...

To work around this problem, the *publisher* (Manitoba Hydro International) can use one of the following methods:

- Make sure that the setup URL is not redirected between nonsecure (http) mode and secure (https) mode.
- Do not redirect the setup URL. Directly use the actual setup URL.

Workarounds

- a. Select the Launch button instead of the Install link.
- b. Launch Internet Explorer, and paste in the following URL:
<http://updater.pscad.com/updater>

The latest MyCenter utility will be installed.

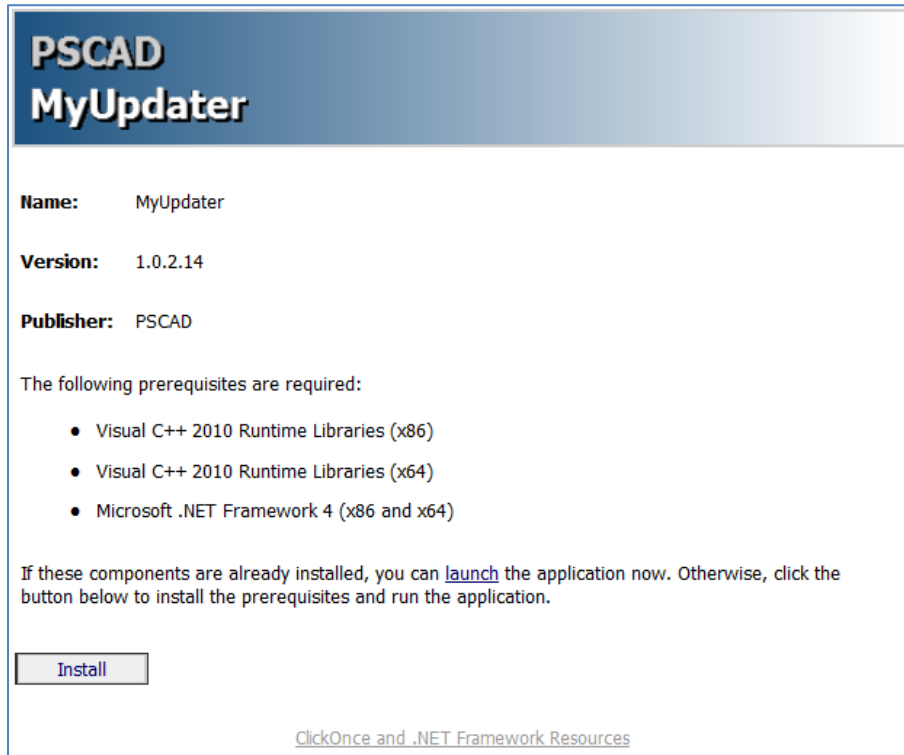
Selecting “Install” again will result in the same error as described above.

2.13 Receiving “System cannot find the file specified (Exception 0x80070002)” Error Message

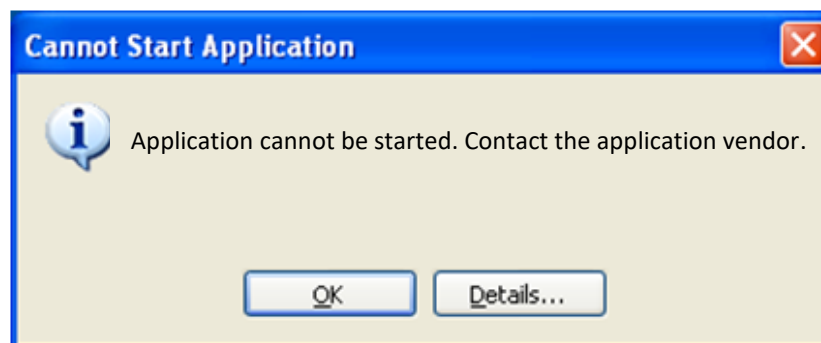
I click on the link to download and install the Updater, but get a *Application cannot be started* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



You click *Install* to install the Updater, and the following dialog appears:



Continued...

You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of `http://updater.pscad.com/updater/UpdateClient.application` resulted in exception.

Following failure messages were detected:

+ The system cannot find the file specified. (Exception from HRESULT: 0x80070002)

COMPONENT STORE TRANSACTION FAILURE SUMMARY

No transaction error was detected.

WARNINGS

There were no warnings during this operation.

OPERATION PROGRESS STATUS

* [2/18/2014 11:30:27 AM] : Activation of `http://updater.pscad.com/updater/UpdateClient.application` has started.

ERROR DETAILS

Following errors were detected during this operation.

* [2/18/2014 11:30:27 AM] System.IO.FileNotFoundException

- The system cannot find the file specified. (Exception from HRESULT: 0x80070002)

- Source: System.Deployment

- Stack trace:

at System.Deployment.Internal.Isolation.IsolationInterop.GetUserStore(UInt32 Flags, IntPtr hToken, Guid& riid)

at System.Deployment.Application.ComponentStore..ctor(ComponentStoreType storeType, SubscriptionStore subStore)

at System.Deployment.Application.SubscriptionStore..ctor(String deployPath, String tempPath, ComponentStoreType storeType)

at System.Deployment.Application.SubscriptionStore.GetCurrentUser()

at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings browserSettings, String& errorPageUrl)

at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

COMPONENT STORE TRANSACTION DETAILS

No transaction information is available.

Continued...

Background

Currently, this error has only occurred twice, and the cause of this error is not known. The error has not been reproduced by PSCAD Support staff, and therefore, the following possible causes and possible solutions are due to Internet searches only.

Possible Cause (1)

Aggressive Firewalls, or anti-virus scanners are preventing the downloading and processing of the MyUpdater installation files.

Solutions (1)

- Disable the Firewalls, anti-virus scanner and try again.
- Try installing on a different network, such as from home.

Possible Cause (2)

The user has insufficient permissions or privileges to install a ClickOnce application.

Solutions (2)

- Log in as another user and try again.
- Try on another machine.
- Ensure the user has permissions to modify the folders in his profile.

Windows XP: C:\Documents and Settings**<OriginalUserID>**\Local Settings

Windows Vista, 7, 8.x: C:\Users**<OriginalUserID>**\AppData\Local
(if the appdata folder is hidden, it may be displayed as per Appendix L)

- Go to Add/Remove Programs and ensure that the MyUpdater is completely removed, then re-install it from the web link:

<http://updater.pscad.com/updater>

- Ensure the user has access permissions to the HKCU\SoftwareClasses registry key. You may need to ask your IT department for assistance.

Continued...

Possible Cause (3)

The user's Local Settings related to the ClickOnce engine may be corrupted.

Solution (3)

- a. Log in as another user with sufficient privileges
- b. Rename the original user's UsrClass.dat file to UsrClass_2.dat. The UsrClass.dat file is located in the following hidden folder:

Windows XP: C:\Documents and Settings**<OriginalUserID>**\Local Settings\Application Data\Microsoft\Windows

Windows Vista, 7, 8: C:\Users**<OriginalUserID>**\AppData\Local\Microsoft\Windows
(if the appdata folder is hidden, it may be displayed as per Appendix L)

- c. Log out.
- d. Log back in as the Original User, which should recreate a new UsrClass.dat file.

Possible Cause (4)

The ClickOnce data and associated downloaded files may be corrupted.

Solution (4)

- a. Go to Add/Remove Programs and remove **all** ClickOnce applications
- b. Delete the ClickOnce cache

Caution

This will remove the files for all ClickOnce applications.

- c. Locate and delete the following folder

Windows XP: C:\Documents and Settings**<UserID>**\Local Settings\Apps\2.0

Windows Vista, 7, 8: C:\Users**<UserID>**\AppData\Local\Apps\2.0

(if the appdata folder is hidden, it may be displayed as per Appendix L)

Continued...

Possible Cause (5)

Your user profile is somehow corrupted.

Solution (5)

- a. Create a new user account and log in as that user.
- b. Recreate your user profile as follows: (Reference: <http://nodexl.codeplex.com/discussions/399297>)
- c. Create a separate account that has local admin privileges.
- d. Log in with this separate admin-privileges account.
- e. Rename the profile directory for the corrupted user from C:\Users\- f. Launch regedit and navigate to: HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList
- g. There should be a bunch of subfolders with labels such as: S-1-5-18, S-1-5-19, S-1-5-20, S-1-5-21-...
- h. Ignore the first three directories (that end in 18, 19, 20), click on the folders for the other directories that have the long numeric names.
- i. Find the folder with a ProfileImagePath that has a data value of C:\Users\- j. Export this folder for archival purposes and then delete it from the registry.
- k. Log back in with the original username and this will force a rebuild of the profile.

Possible Cause (6)

MyUpdater does not have access to the HKEY_CURRENT_USER\Software\Classes section of the registry (required).

Solution (6)

Provide access to this section of the registry.

Continued...

Possible Cause (7)

Any of the following required types of files are blocked by your machine or corporate IT anti-virus checker or firewalls:

- *.dll
- *.manifest
- *.exe
- *.deploy
- *.application
- *.ico

Solution (7)

- Configure your firewall or anti-virus to allow the file extensions listed above.
- Try disabling your firewall or anti-virus checker.

If the Problem Persists

Follow all instructions in Appendix G to:

- Generate and send in a Fortran Medic log file.
- Enable advanced logging.
- Retry the MyUpdater installation and send in the generated error log file.

2.14 Receiving “System cannot find the file specified (Exception 0x80070002) – Activation Failed” Error Message

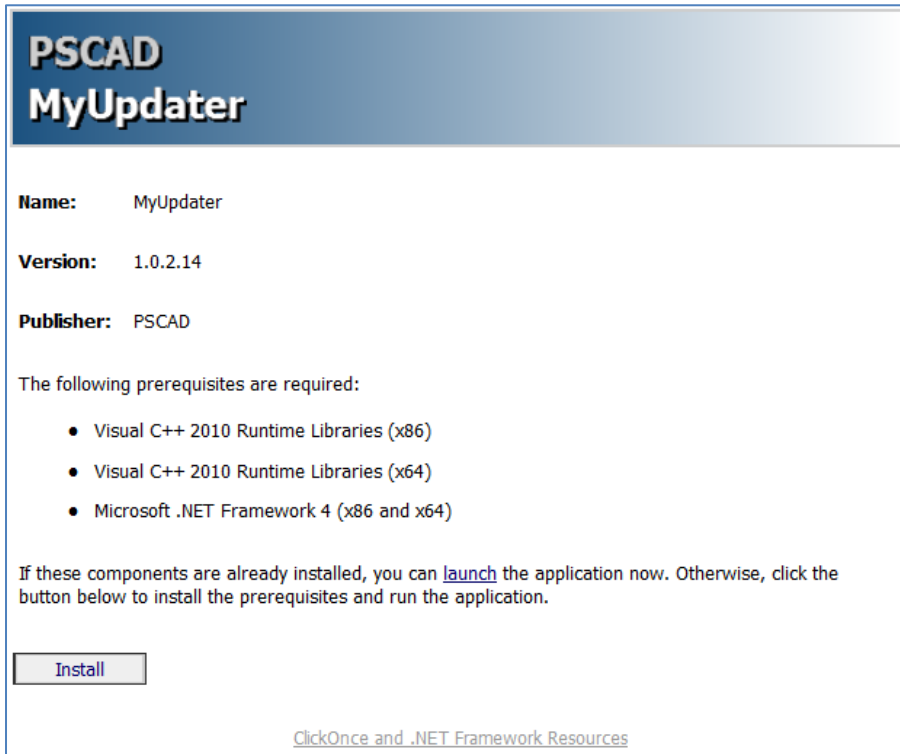
Note

Although similar to Section 3.10, this is a separate issue with distinct differences. These differences are noted in Section 3.10.

I click on the link to download and install the Updater, but get an *Application Cannot be Started* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



The screenshot shows the PSCAD MyUpdater web page. At the top, there is a blue header with the text "PSCAD MyUpdater". Below the header, the page displays the following information:

Name: MyUpdater
Version: 1.0.2.14
Publisher: PSCAD

The following prerequisites are required:

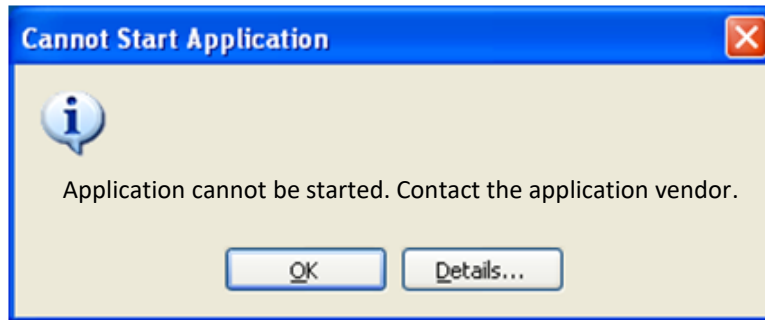
- Visual C++ 2010 Runtime Libraries (x86)
- Visual C++ 2010 Runtime Libraries (x64)
- Microsoft .NET Framework 4 (x86 and x64)

If these components are already installed, you can [launch](#) the application now. Otherwise, click the button below to install the prerequisites and run the application.

[ClickOnce and .NET Framework Resources](#)

Continued...

You click *Install* to install the Updater, and the following dialog appears:



You select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in exception.

Following failure messages were detected:

+ Activation failed.

+ The system cannot find the file specified. (Exception from HRESULT: 0x80070002)

COMPONENT STORE TRANSACTION FAILURE SUMMARY

No transaction error was detected.

WARNINGS

There were no warnings during this operation.

OPERATION PROGRESS STATUS

* [10/21/2014 2:29:25 PM] : Activation of

<http://updater.pscad.com/updater/UpdateClient.application> has started.

* [10/21/2014 2:29:26 PM] : Processing of deployment manifest has successfully completed.

ERROR DETAILS

Following errors were detected during this operation.

* [10/21/2014 2:29:26 PM] System.Deployment.Application.DeploymentException (Activation)

- Activation failed.

- Source: System.Deployment

- Stack trace:

at System.Deployment.Application.ComponentStore.ActivateApplication(DefinitionAppId appId, String activationParameter, Boolean useActivationParameter)

at System.Deployment.Application.SubscriptionStore.ActivateApplication(DefinitionAppId appId, String activationParameter, Boolean useActivationParameter)

at System.Deployment.Application.ApplicationActivator.Activate(DefinitionAppId appId, AssemblyManifest appManifest, String activationParameter, Boolean useActivationParameter)

Continued...

```
at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings browserSettings, String& errorPageUrl)
```

```
at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)
```

--- Inner Exception ---

System.IO.FileNotFoundException

- The system cannot find the file specified. (Exception from HRESULT: 0x80070002)

- Source: System.Deployment

- Stack trace:

```
at System.Deployment.Application.NativeMethods.CorLaunchApplication(UInt32 hostType, String applicationFullName, Int32 manifestPathsCount, String[] manifestPaths, Int32 activationDataCount, String[] activationData, PROCESS_INFORMATION processInformation)
```

```
at System.Deployment.Application.ComponentStore.ActivateApplication(DefinitionAppId appId, String activationParameter, Boolean useActivationParameter)
```

COMPONENT STORE TRANSACTION DETAILS

* Transaction at [10/21/2014 2:29:26 PM]

+ System.Deployment.Internal.Isolation.StoreOperationSetDeploymentMetadata

- Status: Set

- HRESULT: 0x0

+ System.Deployment.Internal.Isolation.StoreTransactionOperationType (27)

- HRESULT: 0x0

Possible Cause (1)

Aggressive Firewalls, or anti-virus scanners are preventing the launching of the MyUpdater. One such culprit is Avast!

Solutions (1)

- Disable the Firewalls, anti-virus scanner and try again or
- Try installing on a different network, such as from home, or
- Download and install a non-updateable version of MyUpdater:
 - Download MyUpdater from the following link:
http://updater.pscad.com/utilities/MyUpdater_1_0_2_42.zip.
 - Extract ALL downloaded files to a local (permanent) folder.
 - Open a Windows file browser to the extracted files, and locate the file “UpdateClient.exe”. Use this file to create a shortcut on your desktop or taskbar.
 - Click on the “UpdateClient.exe” on your desktop or taskbar whenever launching MyUpdater.

Continued...

Possible Cause (2)

Any of the following required types of files are blocked by your machine or corporate IT anti-virus checker or firewalls:

- *.dll
- *.manifest
- *.exe
- *.deploy
- *.application
- *.ico

Solution (2)

- Configure your firewall or anti-virus to allow the file extensions listed above.
- Try disabling your firewall or anti-virus checker.

Possible Cause (3)

The installation has become corrupted due to causes unknown.

Solution (3)

Uninstall completely, then re-install by doing the following:

- On Windows XP or Vista, go Control Panel | Add/Remove Programs, or
On Windows 7, go Control Panel | Programs and Features.
- Completely uninstall (do not roll back) the Updater.
- Locate and remove all Desktop and Start Menu shortcuts to the Updater.
- Go to the <http://updater.pscad.com/updater/> web page to install the Updater again.
- Launch the Updater.

Possible Cause (4)

The user's Local Settings related to the ClickOnce engine may be corrupted.

Continued...

Solution (4)

- Log in as another user with sufficient privileges
- Rename the original user's UsrClass.dat file to UsrClass_2.dat. The UsrClass.dat file is located in the following hidden folder:

Windows XP: C:\Documents and Settings\<<OriginalUserID>\Local Settings\Application Data\Microsoft\Windows

Windows Vista, 7, 8: C:\Users\<<OriginalUserID>\AppData\Local\Microsoft\Windows
(if the appdata folder is hidden, it may be displayed as per Appendix L)

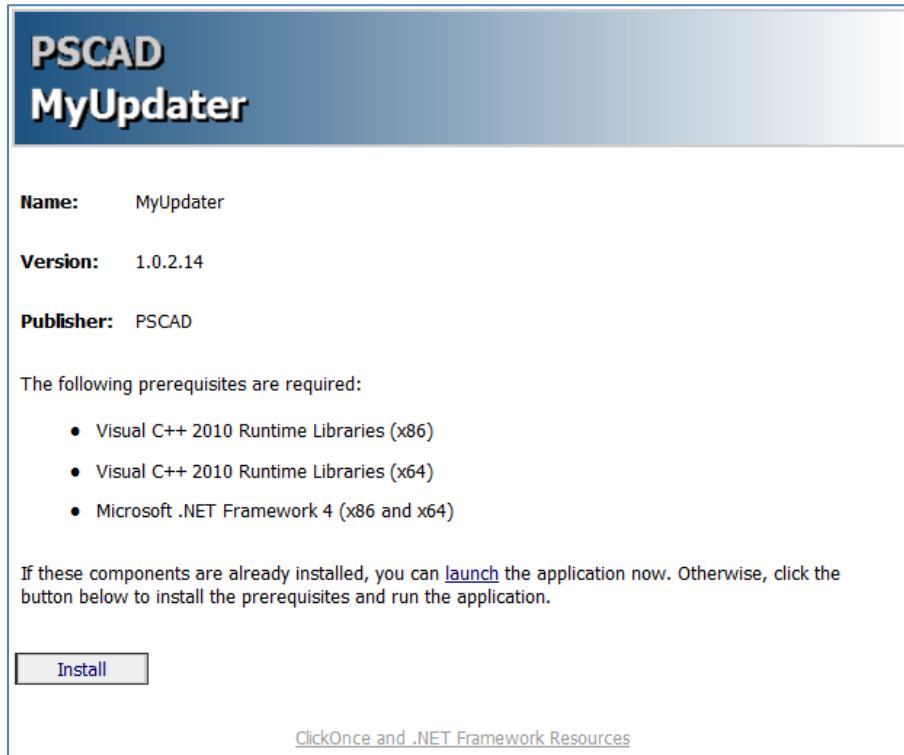
- Log out.
- Log back in as the Original User, which should recreate a new UsrClass.dat file.

2.15 Receiving “Manifest may not be valid or the file could not be opened” Error Message

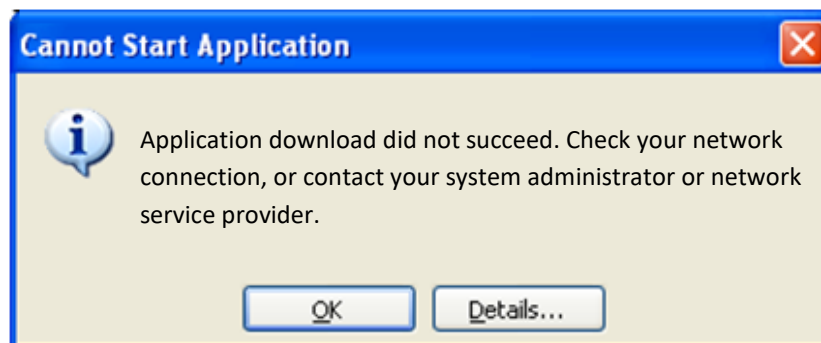
I click on the link to download and install the Updater, but get an *Application download did not succeed* error message.

Detailed Sequence of Events

You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



You click *Install* to install the Updater, and the following dialog appears:



Continued...

You receive an error message and select *Details...* which launches Notepad with a detailed error log.

In the ERROR SUMMARY section, you see the following:

Below is a summary of the errors, details of these errors are listed later in the log.

- * Activation of C:\Users\classroom\AppData\Roaming\Microsoft\Internet Explorer\Quick Launch\User Pinned\TaskBar\MyUpdater.appref-ms| resulted in exception. Following failure messages were detected:
 - + Exception reading manifest from http://updater.pscad.com/updater/UpdateClient.application: **the manifest may not be valid or the file could not be opened.**
 - + The 'META' start tag on line 1 position 194 does not match the end tag of 'HEAD'. Line 1, position 326.

[OR, THE FOLLOWING TEXT MAY BE DISPLAYED INSTEAD]

- + '>' is an unexpected token. The expected token is '"' or "'". Line 1, position 46.

ERROR DETAILS

Following errors were detected during this operation.

- * [28/02/2014 9:29:00 AM] System.Deployment.Application.InvalidDeploymentException (ManifestParse)
 - Exception reading manifest from http://updater.pscad.com/updater/UpdateClient.application: **the manifest may not be valid or the file could not be opened.**
 - Source: System.Deployment
 - Stack trace:
 - at System.Deployment.Application.ManifestReader.FromDocument(String localPath, ManifestType manifestType, Uri sourceUri)
 - at System.Deployment.Application.DownloadManager.DownloadDeploymentManifestDirect(SubscriptionStore subStore, Uri& sourceUri, TempFile& tempFile, IDownloadNotification notification, DownloadOptions options, ServerInformation& serverInformation)
 - at System.Deployment.Application.DownloadManager.DownloadDeploymentManifest(SubscriptionStore subStore, Uri& sourceUri, TempFile& tempFile, IDownloadNotification notification, DownloadOptions options)
 - at System.Deployment.Application.ApplicationActivator.PerformDeploymentUpdate(SubscriptionState& subState, String& errorPageUrl)
 - at System.Deployment.Application.ApplicationActivator.ProcessOrFollowShortcut(String shortcutFile, String& errorPageUrl, TempFile& deployFile)
 - at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings browserSettings, String& errorPageUrl)
 - at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)

Continued...

--- Inner Exception ---

System.Xml.XmlException

- The 'META' start tag on line 1 position 194 does not match the end tag of 'HEAD'. Line 1, position 326.

[OR, THE FOLLOWING TEXT MAY BE DISPLAYED INSTEAD]

- '>' is an unexpected token. The expected token is '"' or "'". Line 1, position 46.

- Source: System.Xml

- Stack trace:

```
at System.Xml.XmlTextReaderImpl.Throw(String res, String[] args)
at System.Xml.XmlTextReaderImpl.ThrowTagMismatch(NodeData startTag)
at System.Xml.XmlTextReaderImpl.ParseEndElement()
at System.Xml.XmlTextReaderImpl.ParseElementContent()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlTextReaderImpl.Skip()
at System.Deployment.Application.ManifestValidatingReader.XmlFilteredReader.Read()
at System.Xml.XmlCharCheckingReader.Read()
at System.Xml.XsdValidatingReader.Read()
at System.Deployment.Application.ManifestReader.FromDocument(String localPath, ManifestType manifestType, Uri sourceUri)
```

Background

The client's network configuration had a wireless guest network which required users to launch a web browser and log in before internet access was granted.

Cause

In this case, the reporting user launched the MyUpdater tool before logging into the guest network as required.

Solution

If the network configuration requires you to log into a guest network, then:

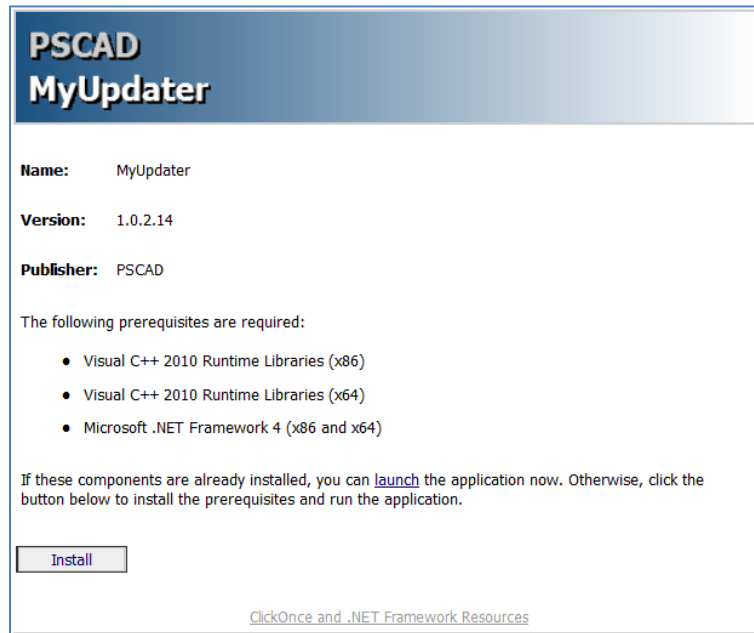
- a. Launch a browser and log into the guest network.
- b. Launch the MyUpdater tool.

2.16 Receiving an “Application Validation did not succeed” Error Message

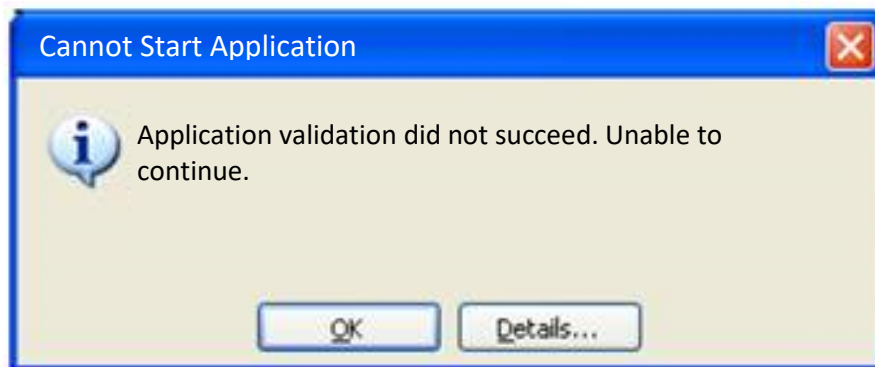
When attempting to install MyUpdater, you get an “Application validation did not succeed” error message.

Detailed Sequence of Events

- You go to the <http://updater.pscad.com/updater/> web page, which will be *similar* to the following (the version number may be different):



- During the installation process, you encounter the following error message:



- You select Details... which launches Notepad with a detailed error log.

Continued...

- In the ERROR SUMMARY section, you see the following:

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of G:\Downloads\UpdateClient.application resulted in exception. Following failure messages were detected:

- + Downloading file:///G:/Downloads/UpdateClient.application did not succeed.
- + Could not find file 'G:\Downloads\UpdateClient.application'.
- + Could not find file 'G:\Downloads\UpdateClient.application'.
- + Could not find file 'G:\Downloads\UpdateClient.application'.

- In the ERROR DETAILS section, you see the following:

Following errors were detected during this operation.

* [14/02/2014 1:50:34 PM] System.Deployment.Application.DeploymentDownloadException (Unknown subtype)

- Downloading file:///G:/Downloads/UpdateClient.application did not succeed.

- Source: System.Deployment

- Stack trace:

```
at System.Deployment.Application.SystemNetDownloader.DownloadSingleFile(DownloadQueueItem next)
at System.Deployment.Application.SystemNetDownloader.DownloadAllFiles()
at System.Deployment.Application.FileDownloader.Download(SubscriptionState subState)
at System.Deployment.Application.DownloadManager.DownloadManifestAsRawFile(Uri& sourceUri, String
targetPath, IDownloadNotification notification, DownloadOptions options, ServerInformation&
serverInformation)
```

at

```
System.Deployment.Application.DownloadManager.DownloadDeploymentManifestDirectBypass(Subscription
Store subStore, Uri& sourceUri, TempFile& tempFile, SubscriptionState& subState, IDownloadNotification
notification, DownloadOptions options, ServerInformation& serverInformation)
```

at

```
System.Deployment.Application.DownloadManager.DownloadDeploymentManifestBypass(SubscriptionStore
subStore, Uri& sourceUri, TempFile& tempFile, SubscriptionState& subState, IDownloadNotification
notification, DownloadOptions options)
```

```
at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri,
Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings
browserSettings, String& errorPageUrl)
```

```
at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)
```

--- Inner Exception ---

System.Net.WebException

- Could not find file 'G:\Downloads\UpdateClient.application'.

- Source: System

Continued...

```
- Stack trace:
  at System.Net.FileWebRequest.EndGetResponse(IAsyncResult asyncResult)
  at System.Net.FileWebRequest.GetResponse()
  at System.Deployment.Application.SystemNetDownloader.DownloadSingleFile(DownloadQueueItem next)
--- Inner Exception ---
System.Net.WebException
- Could not find file 'G:\Downloads\UpdateClient.application'.
- Source: System
- Stack trace:
  at System.Net.FileWebResponse..ctor(FileWebRequest request, Uri uri, FileAccess access, Boolean asyncHint)
  at System.Net.FileWebRequest.GetResponseCallback(Object state)
--- Inner Exception ---
System.IO.FileNotFoundException
- Could not find file 'G:\Downloads\UpdateClient.application'.
- Source: mscorlib
- Stack trace:
  at System.IO.__Error.WinIOError(Int32 errorCode, String maybeFullPath)
  at System.IO.FileStream.Init(String path, FileMode mode, FileAccess access, Int32 rights, Boolean useRights,
    FileShare share, Int32 bufferSize, FileOptions options, SECURITY_ATTRIBUTES secAttrs, String msgPath,
    Boolean bFromProxy, Boolean useLongPath, Boolean checkHost)
  at System.IO.FileStream..ctor(String path, FileMode mode, FileAccess access, FileShare share, Int32 bufferSize,
    FileOptions options, String msgPath, Boolean bFromProxy)
  at System.IO.FileStream..ctor(String path, FileMode mode, FileAccess access, FileShare share, Int32 bufferSize,
    Boolean useAsync)
  at System.Net.FileWebStream..ctor(FileWebRequest request, String path, FileMode mode, FileAccess access,
    FileShare sharing, Int32 length, Boolean async)
  at System.Net.FileWebResponse..ctor(FileWebRequest request, Uri uri, FileAccess access, Boolean asyncHint)
```

Cause

In this case, the user used Firefox or Chrome to browse to the updater installation URL, then selected Save, then attempted to run the “saved” installer.

Solution

Do not select to save the UpdateClient installer, but to run it immediately.

2.17 Downloading of redistributables fails with error codes 0x80070643, 0x800C0006, 1603, or 2203

Background

When installing PSCAD, the MyUpdater will first download and install prerequisite (required) software such as the .NET Framework 4.0 Full and the Visual C++ 2010 Redistributables if they are not already installed.

Problem

The installation of prerequisite software fails with:

Fatal error during installation.
Installation failed with error code: (0x80070643)

or

Fatal error during installation.
Installation failed with error code: (0x800C0006)

or

The installer has encountered an unexpected error installing this package. This may indicate a problem with this package. The error code is 2203 (HRESULT = 0x80070643)

Cause

The installation of the MyUpdater expected to find the required prerequisite redistributable in a certain location, such as:

http://updater.pscad.com/updater/vcredist_x64_SP1/vcredist_x64.exe

however, the deployment server folder name was cased differently:

http://updater.pscad.com/updater/vcredist_x64_sp1/vcredist_x64.exe

This is a deployment issue only, and not a PSCAD client machine issue.

Solution

If this issue occurs, notify support@mhi.ca.

2.18 Installation of Redistributables fails with error code 0x80070659 or 1625

Background

When installing PSCAD, the installer will first download and install prerequisite (required) software such as the .NET Framework 4.0 Full and the Visual C++ 2010 Redistributables if they are not already installed.

Problem

The installation of a prerequisite software fails with:

Error code: 0x80070659

The installation is forbidden by system policy. Please contact the system administrator.

Cause

Some institutions enforce policies which forbid employees from installing any software or certain software. Instead, these programs must be installed by IT staff.

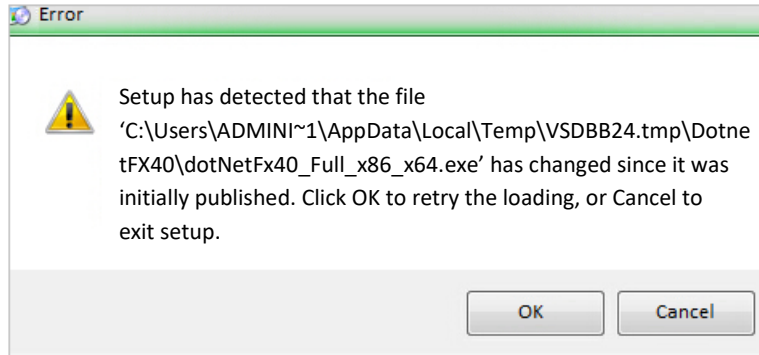
Solutions

- Ask your IT staff for permissions required to install PSCAD and all its prerequisites, or
- Ask your IT staff to install PSCAD and all its prerequisites.

2.19 Receiving a “Setup has detected that the file has changed...” Error Message

Situation

When attempting to install the MyUpdater, you encounter a dialog similar to the following:



Cause

The cause of this issue is currently unknown.

Solution

If this occurs, generate a Fortran Medic log file, and send it in to our Support Desk for our review as per Appendix M.2.

2.20 Receiving a “0x80070005 = Access is denied” Error Message

Problem

The client is encountering error “0x80070005 = Access is denied” when attempting to install the MyUpdater utility.

When the detailed messages are viewed, the following is displayed:

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of <http://updater.pscad.com/updater/UpdateClient.application> resulted in exception.

Following failure messages were detected:

- + Exception occurred during store operation.
- + Access is denied. (Exception from HRESULT: 0x80070005 (E_ACCESSDENIED))

Cause (1)

The MyUpdater tool is not launched with elevated administrator privileges

Solution (1)

- Follow the instructions in Appendix G.
- If the MyUpdater tool prompts you for permission to run, select OK and then continue.

Cause (2)

Your machine or corporate IT firewalls are blocking the downloading of these file types:

- *.dll
- *.manifest
- *.exe
- *.deploy
- *.application
- *.ico

Continued...

Solution (2)

- a. Configure your router, proxy server, firewall, or anti-virus software to allow the file extensions listed above.
- b. Ask your IT to allow you to bypass your institution's proxy server.
- c. Try disabling your firewall or anti-virus checker.
- d. Check your router settings to ensure it is not blocking the file extensions listed above.
- e. Install the Updater from a machine at home or another network which does not use a proxy server.

Cause (3)

The user's Local Settings related to the ClickOnce engine may be corrupted.

Solution (3)

- a. Log in as another user with sufficient privileges.
- b. Rename the original user's UsrClass.dat file to UsrClass_2.dat. The UsrClass.dat file is located in the following hidden folder:

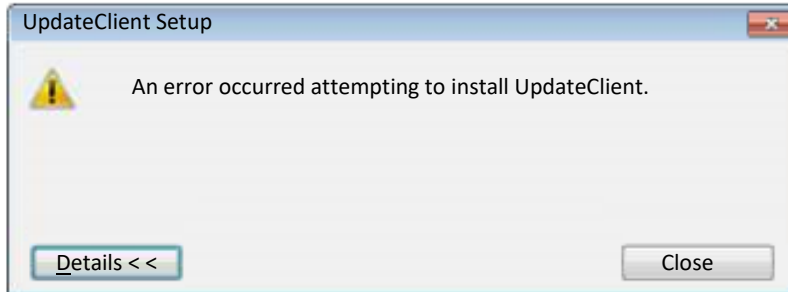
Operating System	Folder Location
Windows XP	C:\Documents and Settings\ <originaluserid>\Local Settings\Application Data\Microsoft\Windows</originaluserid>
Windows Vista, 7, 8	C:\Users\ <originaluserid>\AppData\Local\Microsoft\Windows (if the appdata folder is hidden, it may be displayed as per Appendix L)</originaluserid>

- c. Log out.
- d. Log back in as the Original User, which should recreate a new UsrClass.dat file.

2.21 Receiving a “URLDownloadToCacheFile failed with HRESULT '-2146697213’” Error Message

Problem

The following message displays when the MyUpdater utility is selected for installation:



When the “Details” button is selected, the following error displays in the log file:

```
URLDownloadToCacheFile failed with HRESULT '-2146697213'  
Error: An error occurred trying to download  
'http://updater.pscad.com/updater/UpdateClient.application'.
```

Cause

The Visual C++ 2010 SP1 Redistributables are not installed, which is causing an issue with the launch of MyUpdater.

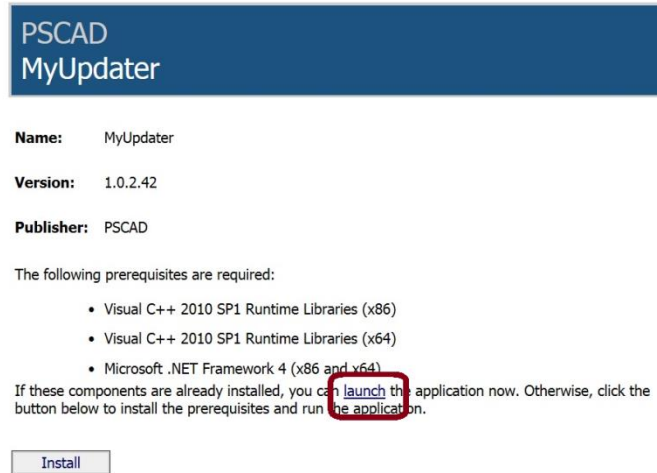
Continued...

Solution

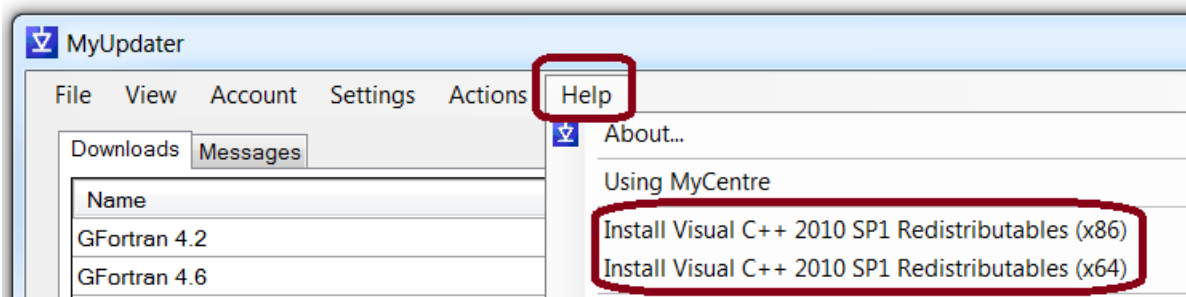
- Open a web browser to the following page:

<http://updater.pscad.com/updater/>

- Select the “Launch” button (not the “Install” button):



- When MyUpdater launches, ensure to select the option to run as administrator if prompted.
- In the MyUpdater utility, perform the following:



- **Windows 32-bit:** Install the Intel Visual C++ 2010 SP1 Redistributables (x86).
- **Windows 64-bit:** Install both the (x86) and (x64) versions of Intel Visual C++ 2010 SP1 Redistributables.

2.22 Receiving an “Application cannot start. Contact application vendor” Error Message

Problem

The following message displays when the MyUpdater utility is selected for installation:

Application cannot start. Contact application vendor” Error Message

Cause

Protection software (anti-virus or firewall) is preventing the installation from launching.

Solution

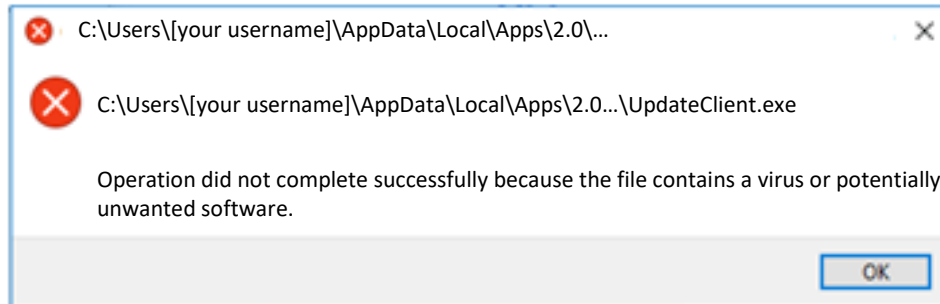
Try installing MyUpdater using the alternative method of installation as specified in Appendix N.

2.23 Error when Installing or Launching MyUpdater on Windows 10

Problem

An error displays when attempting to install or launch MyUpdater:

- If MyUpdater was previously installed, an error displays when attempting to launch it.
- Or, when the MyUpdater installation is launched, the following error displays:



System

Windows 10 with Windows Defender

Cause

Windows Defender is blocking the installation or running of MyUpdater because it is incorrectly flagging MyUpdater as containing a Trojan.

Specifically, Windows Defender removes and quarantines the executable files associated with installing or running MyUpdater.

Solution

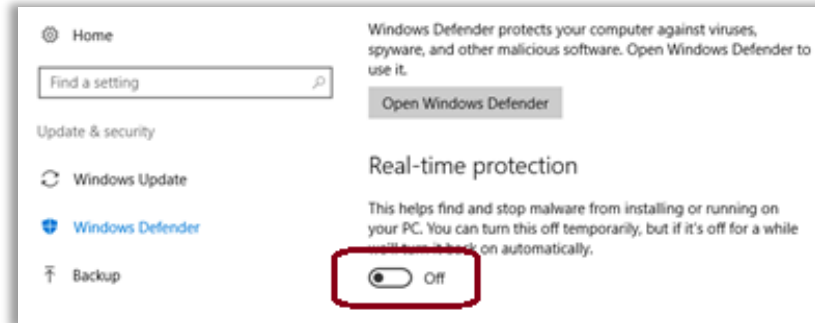
The steps for resolving this are as follows (see next page for details):

- Turn off Windows Defender Real-time protection
- Install MyUpdater
- Add the MyUpdater installation folder to the Windows Defender exclusions
- Turn the Windows Defender Real-time protection back on.

Continued...

Here are detailed steps for performing this:

1. From the Windows Start menu, browse to the Windows Defender settings, and turn the “Real-time protection” to “Off”.



2. Install MyUpdater:

- Download the MyUpdater installation files from the following link:

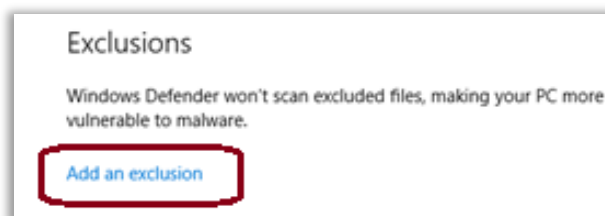
<http://updater.pscad.com/utilities/MyUpdater.zip>

- Extract the files and save them to a local drive.
- Right-click on the extracted “UpdateClient.exe” file and select “Run as administrator”. When prompted by the Windows User Account Control whether to allow this program to run, select Yes.

MyUpdater will be installed, and will automatically launch.

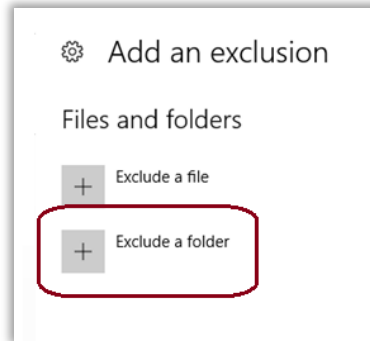
3. Exclude the MyUpdater installation folder as follows:

- Select “Add an exclusion”:



Continued...

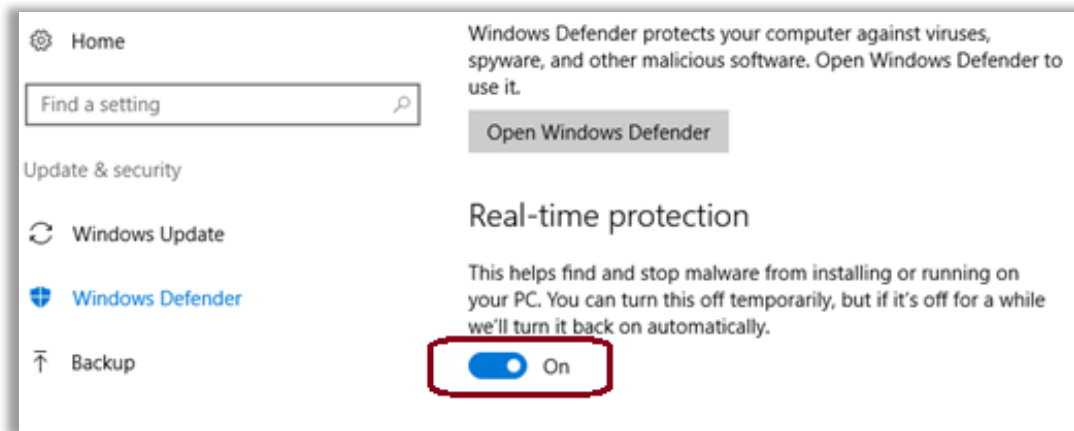
- Go Add an exclusion | Exclude a folder:



- Add the following folder as an exclusion:

C:\Users\[your username]\AppData\Local\Apps\2.0

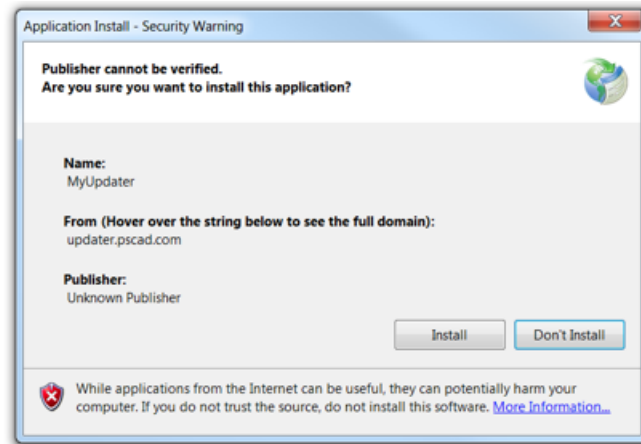
4. Return the “Real-time protection” setting back to “On”.



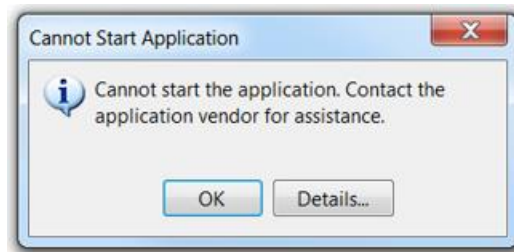
2.24 Receiving a “0x80070020 – file being used by another process” error message

Problem

An error displays when attempting to update the MyUpdater:



When “Install” is selected in above view, the following message displays:



When “Details” is selected in the above view, Notepad is launched with a detailed error log. In the ERROR SUMMARY section, the following is displayed:

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of C:\ProgramData\Microsoft\Windows\Start Menu\Programs\PSCAD\MyUpdater.appref-ms| resulted in exception. Following failure messages were detected:

+ Exception occurred during store operation.

+ The process cannot access the file because it is being used by another process. (Exception from HRESULT: 0x80070020)

In the ERROR DETAILS section the following is displayed:

ERROR DETAILS

Following errors were detected during this operation.

System.IO.FileLoadException

- The process cannot access the file because it is being used by another process. (Exception from HRESULT: 0x80070020)

Cause

You clicked on a Desktop or Task Bar shortcut to launch your current MyUpdater, after which you then attempted to update the MyUpdater. Since a MyUpdater was already running, the update failed as all MyUpdater files were in use.

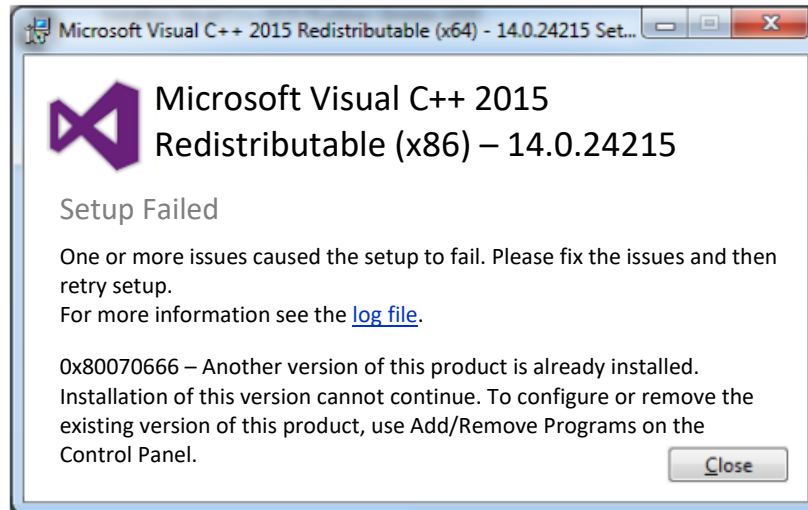
Solution Steps

1. Find and close all active MyUpdater instances.
2. Attempt to update the MyUpdater.

2.25 Visual C++ 2015 Redistributables fails to install with Error Code 0x80070666

Problem

During the installation of MyUpdater, you are prompted to install Microsoft Visual C++ 2015 Redistributable. When you try to install Visual C++ 2015 Redistributables, the following error displays:



Cause

This error occurs because Microsoft Visual C++ 2017 Redistributable is already installed.

Background

The MyUpdater installation checks whether Visual C++ 2015 Redistributable is installed. If this software is not detected, then the MyUpdater installation will attempt to install it.

However, if Visual C++ 2017 Redistributables is installed, then Visual C++ 2015 Redistributables is prevented from being installed, and the error messages shown above display.

The above issue occurs because Visual C++ 2017 Redistributables and Visual C++ 2015 Redistributables may not be installed on the same machine.

Notes

1. In previous versions, multiple versions of Visual C++ Redistributables could be installed on the same machine. In the 2017 version, this software will replace Visual C++ 2015 Redistributables during an installation.
2. MyUpdater can use either the 2015 or 2017 version of Visual C++ Redistributables.

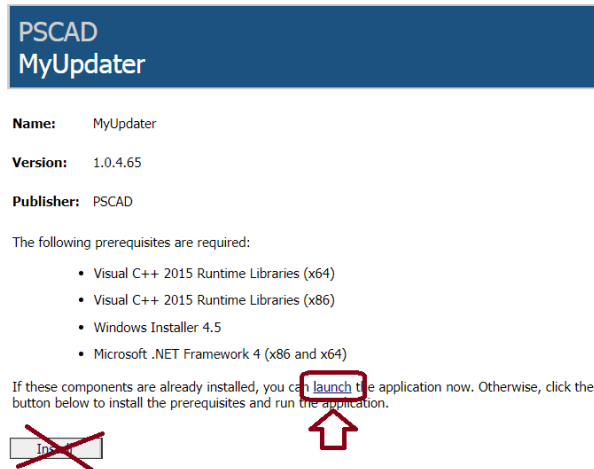
Solution

Install MyUpdater in a different manner that does not require the installation of Visual C++ 2015 Redistributables. Here are some steps for this:

- Go to this link:

<http://updater.pscad.com/updater>

- Select “Launch”, and the MyUpdater tool will be installed.



Note

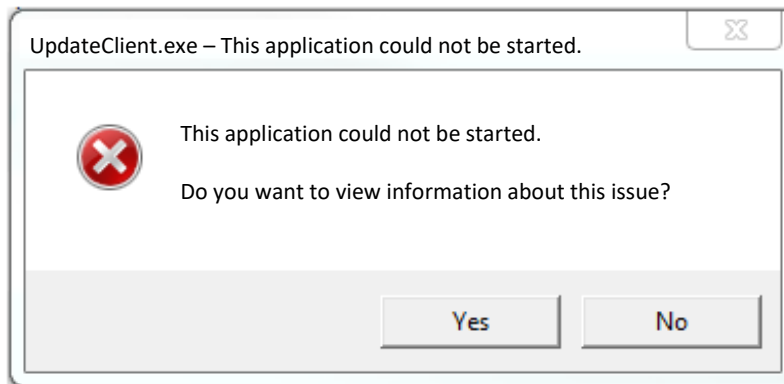
Do not select “Install” in the above view, as this will launch the installation of Visual C++ 2015 Redistributables.

- When prompted by the Windows User Account Control to launch this installation, select Yes.
- The MyUpdater tool will be installed, and should then display.
- When prompted to log in, enter your MyCentre login credentials.
- Your authorized products should be listed within MyUpdater.

2.26 MyUpdater cannot be installed

Problem

User attempts to download MyUpdater from <http://updater.pscad.com/updater/>, but the installation fails, and the following error displays:



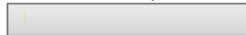
Selecting “Yes” in the above dialog displays the following web page:



This page can't be displayed

- Make sure the web address [some address] is correct.
- Look for the page in your search engine.
- Refresh the page in a few minutes.

Fix connection problems



Cause

A link has somehow become corrupted.

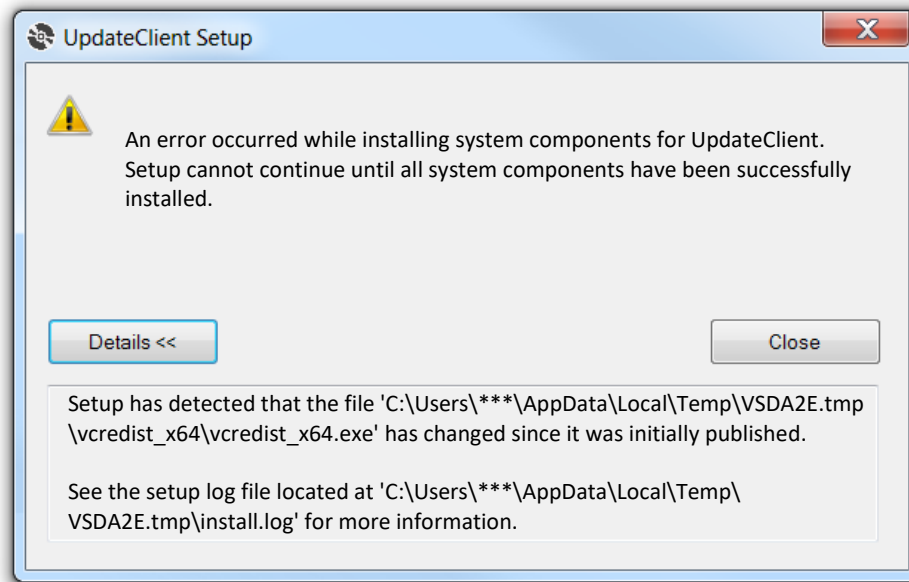
Solution

See Appendix N for instructions on properly downloading and installing MyUpdater.

2.27 MyUpdater Cannot be Installed

Problem

User attempts to install MyUpdater, but the installation fails, and the following error displays:



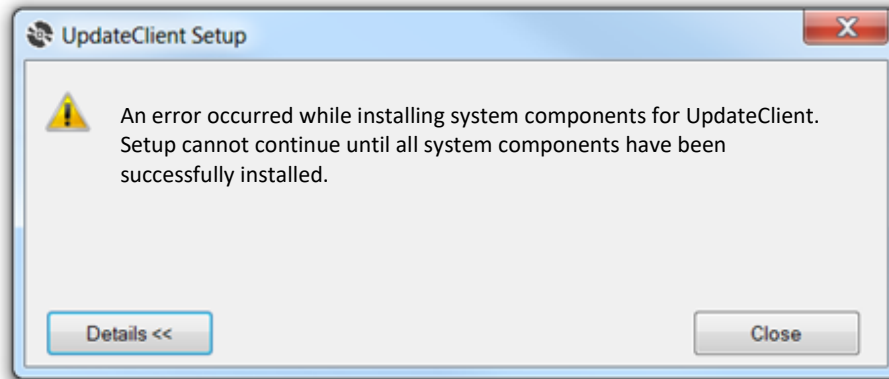
Solution

Download and install MyUpdater as per Appendix N.

2.28 Receiving “Setup cannot continue until all system components have been successfully installed” Error Message

Problem

User attempts to install MyUpdater, but the installation fails, and the following error displays:



Cause

User is attempting to install an older version of MyUpdater.

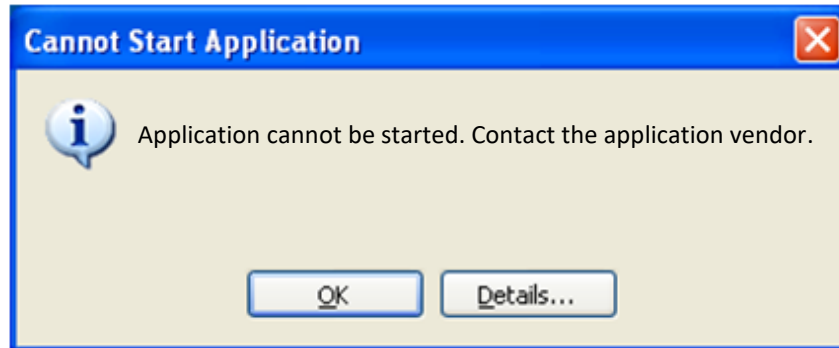
Solution

Download and install the latest MyUpdater utility as per Appendix N.

3. Issues Related to Launching the Updater

3.1 Launching from Desktop Icon Results in "Application Cannot be Started" Error Message

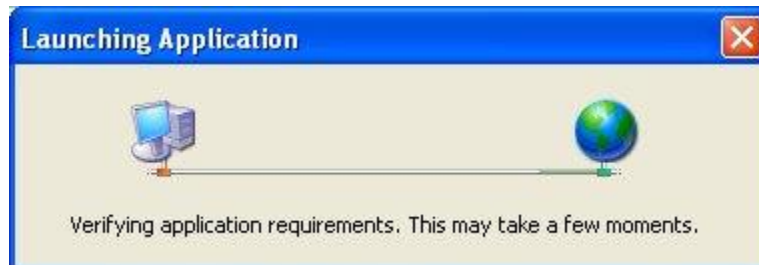
When you click the Desktop Updater icon, you get the following message:



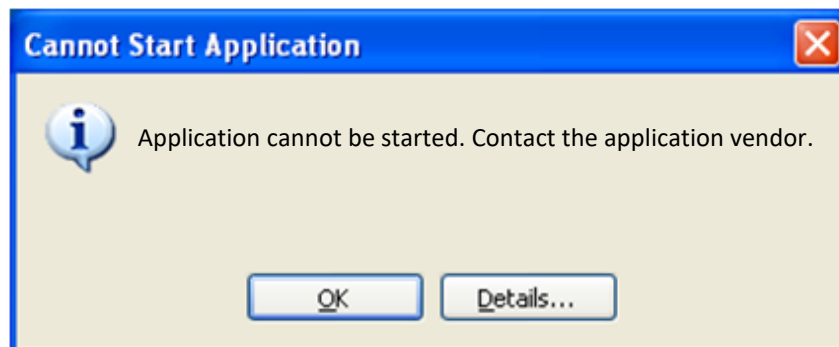
Detailed Sequence of Events

I click on the Desktop | MyCentre Updater.application shortcut.

This is followed by a dialog similar to the following:



The Updater starts up, and after a delay, displays the following dialog:



Continued...

Causes

The Desktop | MyCentre Updater.application file refers to an old, out-of-date version of the Updater.

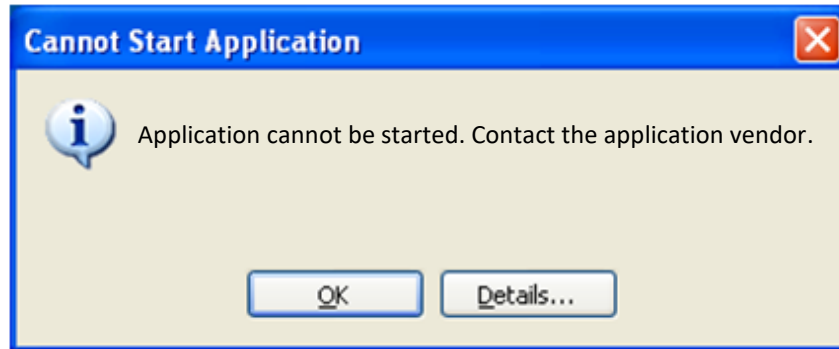
Solution Steps

- a. Go Start | All Programs | PSCAD | MyCentre Updater, OR
- b. Launch the Control Panel | Add/Remove Programs utility and uninstall the MyCentre Updater, then go to the <http://updater.pscad.com/updater/> web page to re-install it.

3.2 UpdateClient – Shortcut Format is Not Valid

Problem

I created my own shortcut to the MyUpdater utility; however, when I try to use the shortcut to launch the utility, I see the following error message.



If I select *Details...*, I see the following error messages in the ERROR SUMMARY and ERROR DETAILS sections:

SOURCES

Deployment url:

```
file:///C:/Users/< YourUserID  
>/AppData/Roaming/Microsoft/Windows/Start%20Menu/Programs/PSCAD/MyUpdater.appref-  
ms%7C
```

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of C:\Users\<YourUserID>\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\PSCAD\MyUpdater.appref-ms| resulted in exception. Following failure messages were detected:

+ **Shortcut format is not valid.**

ERROR DETAILS

Following errors were detected during this operation.

* [28/10/2013 12:26:44 PM] System.Deployment.Application.DeploymentException (InvalidShortcut)

- **Shortcut format is not valid.**

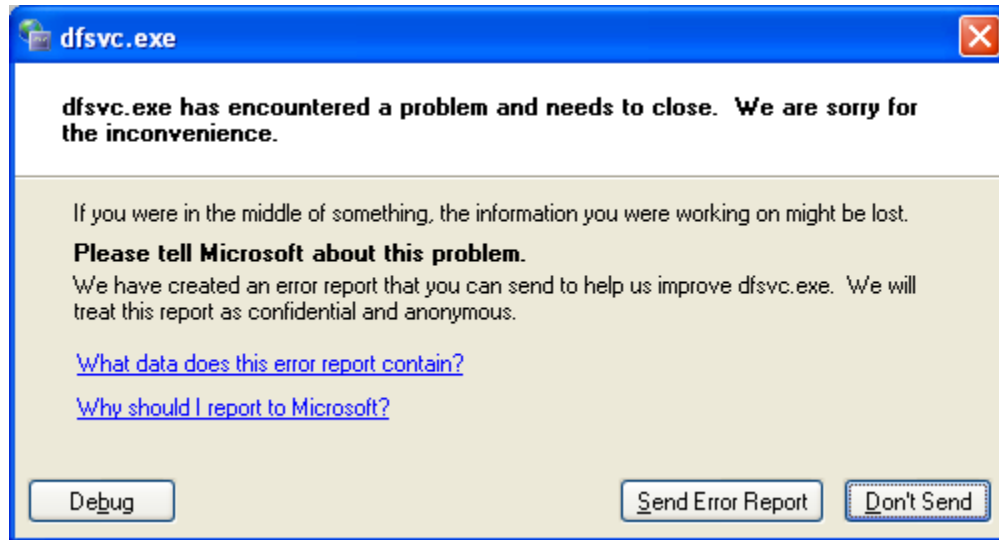
- Source: System.Deployment

Cause

The user created a shortcut, probably in Notepad, and saved it in ANSI text format instead of Unicode format. It is important to note that ClickOnce shortcuts must be in Unicode format.

3.3 Launching the Update Client Causes "dfsvc.exe" Errors

When you attempt to launch the Updater, you encounter the following message:



Causes

This occurs if a normal User with only User-level privileges attempts to launch the Updater from either

- the Start | All Programs | PSCAD | MyCentre Updater shortcut, or
- the Desktop | MyCentre Updater shortcut.

Due to the restricted User-level privileges, the .NET framework is unable to load or modify registry keys associated with the ClickOnce launch procedure.

Solution Steps

Ensure that you have either Power User or Administrator level privileges, and then try to launch the *Updater* again.

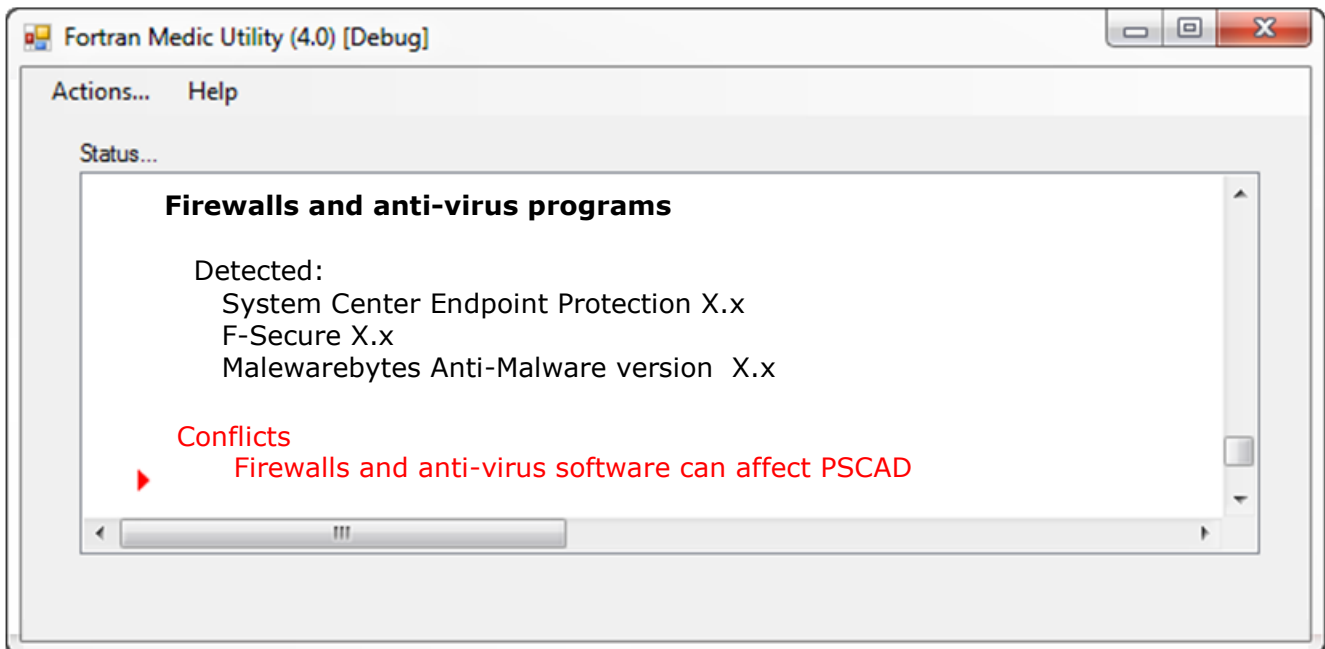
3.4 Receiving a “This application failed to start due to an internal error” Message

Problem

When launching MyUpdater, the following error message displays:

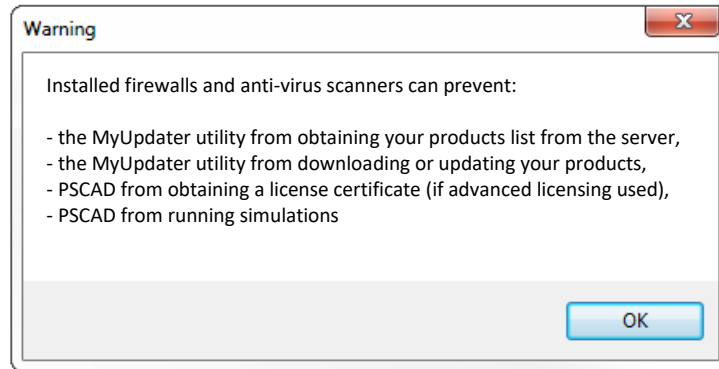


Then, when the Fortran Medic utility is run per Appendix M.1, the utility indicates that firewalls and anti-virus software can prevent MyUpdater from launching:



Continued...

Right-clicking on this error displays the following dialog box:



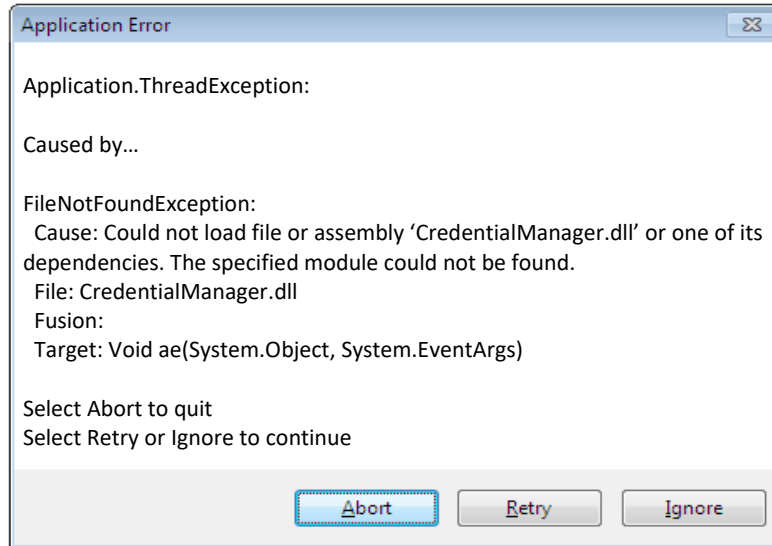
Solution

Turn off your firewall or anti-virus scanner, then retry launching MyUpdater from the Windows Start menu (go All Programs | PSCAD | MyUpdater).

3.5 Receiving an “Application.ThreadException” Error Message

Problem

When MyUpdater is first installed, the application is launched automatically. However, during the launch, the following error displays:



Cause 1

This error displays if the .NET Framework **Full** is not installed. This is required for both the MyUpdater utility and PSCAD.

Note

The .Net Framework **Client Profile** is **not** sufficient for the MyUpdater or for PSCAD.

Solution 1

Download and install .NET 4.0 Framework **Full** (or better). The following are instructions for installing the .NET 4.0 Framework Full:

- Download the .NET 4.0 Framework Full from either of these links, and run the installation.

http://download.microsoft.com/download/9/5/A/95A9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x64.exe

http://updater.pscad.com/updater/DotNetFX40/dotNetFx40_Full_x86_x64.exe

Continued...

Cause 2

This error displays if the Visual Studio C++ 2010 Redistributables are not installed.

Solution 2

Install the Visual Studio C++ 2010 redistributables, available from www.microsoft.com. The most recent links are as follows:

- For 64-bit machines,

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=BD512D9E-43C8-4655-81BF-9350143D5867>

- For 32-bit machines,

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=A7B7A05E-6DE6-4D3A-A423-37BF0912DB84>

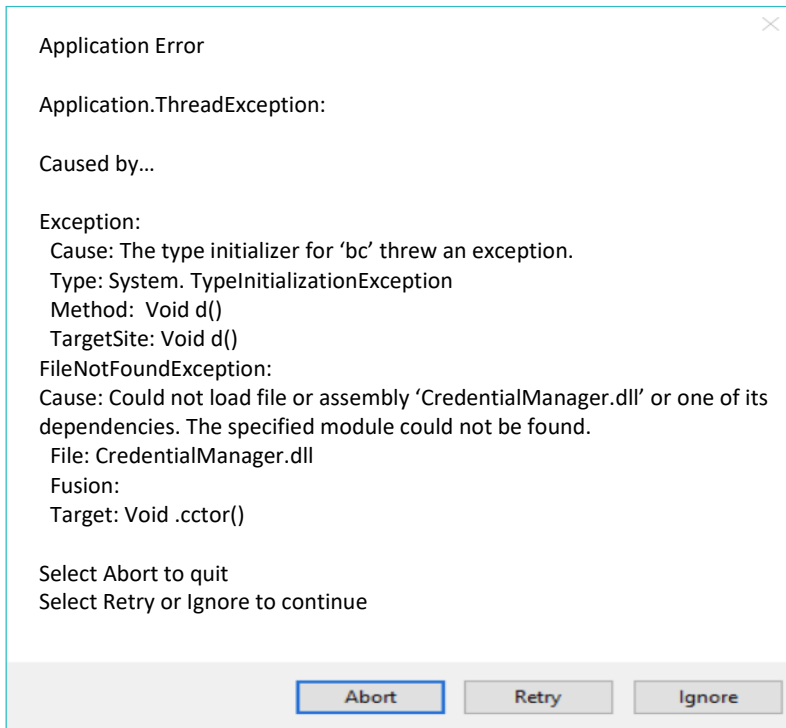
Continued...

Cause 3

A file related to MyUpdater login authorization is missing.

Note

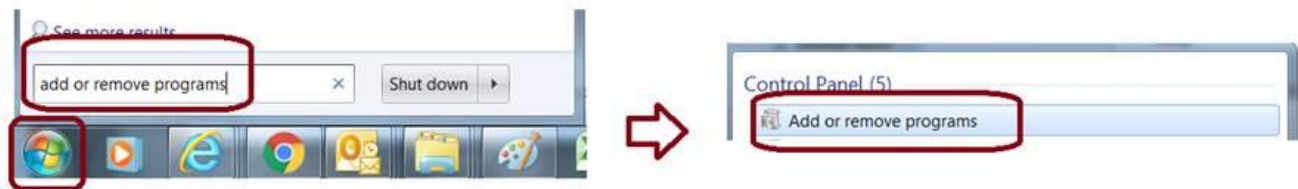
Selecting Abort in the screenshot on the previous page results in the dialog box below being displayed. Select “Abort”.



Solution 3

Uninstall and re-install MyUpdater as follows:

- Display your Windows Programs and Features dialog box:



Continued...

- Uninstall MyUpdater (right-click on MyUpdater in Programs and Features, and select “Uninstall/Change”):



- Check “Remove the application...”, then select “OK”:



- Open a web browser to the following link:

<http://updater.pscad.com/updater/>

- Select “Install”.

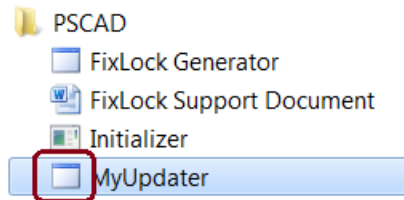


- MyUpdater will be installed, and will automatically be launched.

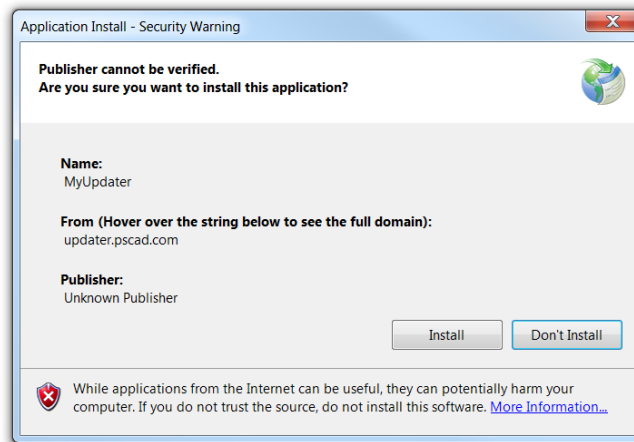
3.6 The Updater shortcut in the Windows Start menu has been lost

The Updater has previously been installed on your machine. However, when attempting to launch the Updater from the shortcut in the Windows Start menu:

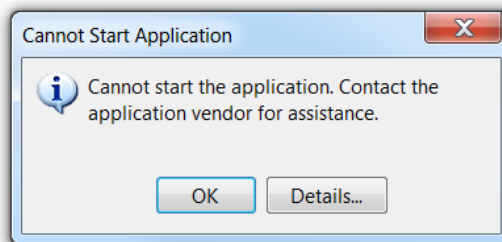
- You notice that the Start menu launch icon is incorrectly displayed,



- and when you click on the shortcut, you are prompted to install the Updater,



- and the following error message displays:



Continued...

- and selecting “Details” in the above dialog box displays a log file containing the following text:

ERROR SUMMARY

Below is a summary of the errors, details of these errors are listed later in the log.

* Activation of C:\ProgramData\Microsoft\Windows\Start Menu\Programs\PSCAD\MyUpdater.appref-ms| resulted in exception.

Following failure messages were detected:

+ Exception occurred during store operation.

+ **The process cannot access the file because it is being used by another process. (Exception from HRESULT: 0x80070020)**

COMPONENT STORE TRANSACTION FAILURE SUMMARY

* Transaction at [19/02/2016 11:43:03 AM]

- Staging of a component file (*File1.dll*) did not succeed.

- Staging of a component (*File1.dll.genman*) did not succeed.

:

- Installation of deployment ([http://updater.pscad.com/updater/UpdateClient.application#UpdateClient.application,Version=1.0.2.42, Culture=neutral, PublicKeyToken=8ecebada93258a602, processorArchitecture=x86](http://updater.pscad.com/updater/UpdateClient.application#UpdateClient.application,Version=1.0.2.42,Culture=neutral,PublicKeyToken=8ecebada93258a602,processorArchitecture=x86)) did not succeed.

- **Setting one or more of the deployment metadata did not succeed.**

ERROR DETAILS

Following errors were detected during this operation.

* [19/02/2016 11:43:03 AM] System.Deployment.Application.DeploymentException (ComponentStore)

- **Exception occurred during store operation.**

:

--- Inner Exception ---

System.IO.FileLoadException

- **The process cannot access the file because it is being used by another process. (Exception from HRESULT: 0x80070020)**

- Source: System.Deployment

- Stack trace:

at System.Deployment.Internal.Isolation.IStore.Transact(IntPtr cOperation, StoreTransactionOperation[] rgOperations, UInt32[] rgDispositions, Int32[] rgResults)

at System.Deployment.Internal.Isolation.Store.Transact(StoreTransactionOperation[] operations, UInt32[] rgDispositions, Int32[] rgResults)

at System.Deployment.Application.ComponentStore.SubmitStoreTransaction(StoreTransactionContext storeTxn, SubscriptionState subState)

Cause

This issue is due to both of the following reasons, occurring in combination:

- You are attempting to launch an application that is already running, and
- Your computer's PATH variables are excessively long, therefore your computer does not recognize that MyUpdater is already installed. This may be due to the presence of orphan PATH segments, in which some of the the named folders do not exist, and/or they are duplicated PATH segments.

Continued...

Solution

1. Run the Fortran Medic utility to detect any orphan or duplicated segments:

- Launch the Fortran Medic tool as per Appendix M.1.
- After the utility is done retrieving information, scroll down to the conflicts listed in the PATH (Machine) Environment variable. For example, the following excerpt from a Medic log file lists two duplicated and two orphaned segments:

PATH (Machine) Environment Variable

Conflicts

- ▶ The PATH variable is excessively long and you may lose your shortcuts to Notepad and other system programs.

Duplicated segments

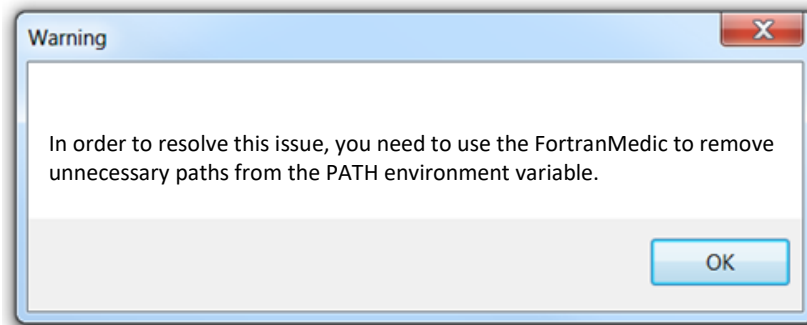
- ▶ C:\Program Files (x86)***

Orphan segments (the named folder does not exist)

- ▶ C:\Program Files (x86)***

Note

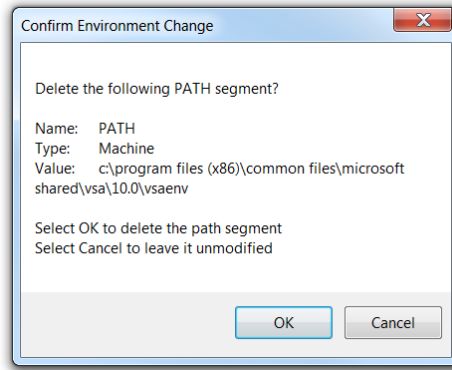
Clicking on the error “The PATH variable is excessively long...” in the Fortran Medic utility will display the following warning:



Continued...

2. Delete any orphaned segments using the Fortran Medic utility:

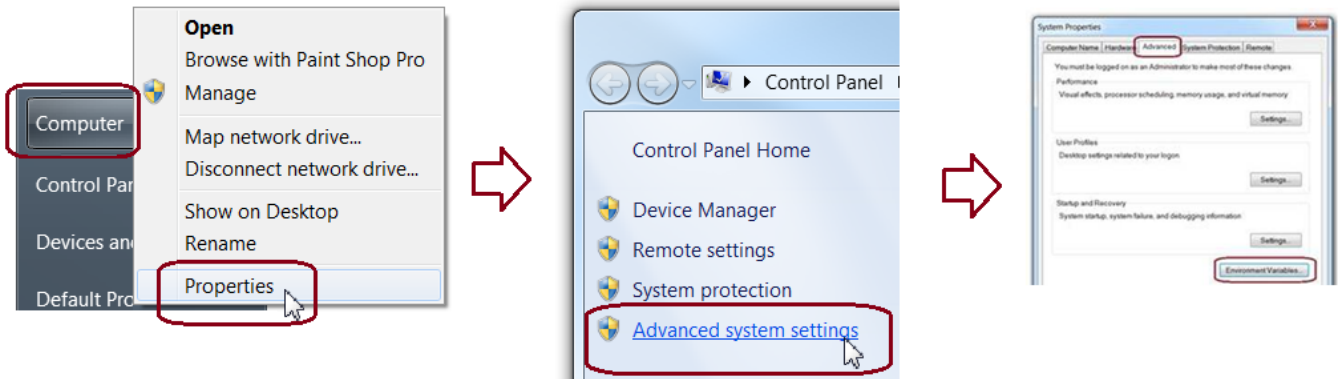
- Right-click on the error to display the following dialog box:



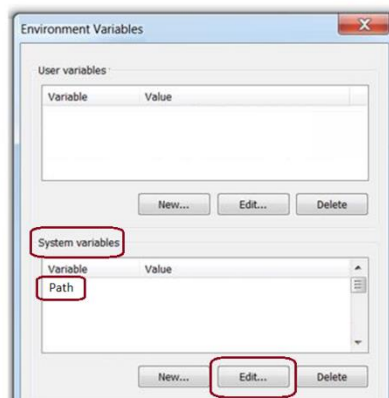
- Select “OK” to allow the Medic to delete the segment.

3. Delete any duplicated segments through your Windows control panel:

- Display your Windows Environment Variables (from the Windows Start menu, right-click on “Computer”, and go Properties | Advanced system settings | Environment Variables).



- Highlight the Path, then double-click “Edit”:



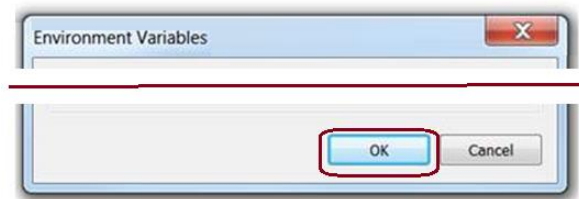
Continued...

- The “Edit System Variable” dialog box will display. In the “Variable value” field, locate each of the duplicated segments, and delete this text. Select “OK” when done.

**WARNING**

Be very careful that you are only deleting the duplicated segments! Do not delete or alter any other segments, or else some software may not work!

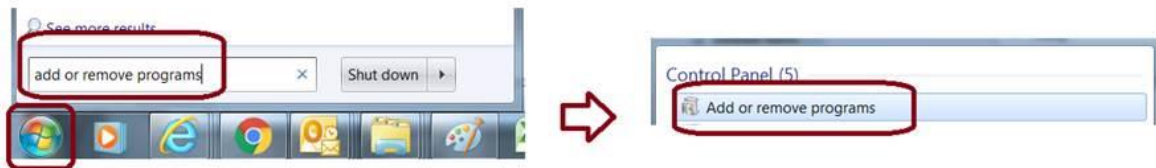
- Select “OK”:



- Log out then log back in on your machine (or restart it) to apply these changes.

4. Uninstall MyUpdater:

- Display your Windows Programs and Features dialog box:



- Uninstall MyUpdater (right-click on MyUpdater, and select “Uninstall/Change”):

Continued...



- Check “Remove the application...”, then select “OK”:



5. Reinstall MyUpdater:

- Open a web browser to the following link:
<http://updater.pscad.com/updater/>
- Select “Install”.



- MyUpdater should install, launch automatically, and display PSCAD and GFortran for your installation.

3.7 Receiving a “Cannot Start Application” Error Message

When launching MyUpdater, the following error message displays:



Cause

You are attempting to launch MyUpdater on a computer which is connected on a guest network requiring login credentials and/or that you accept their network policy before you can access the internet. For example, a guest wifi network in a commercial facility, such as a hotel or café.

Solution (1)

Download and set up a new shortcut for launching MyUpdater as follows:

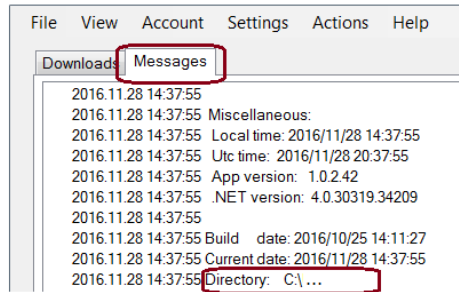
- Download MyUpdater from the following link:
http://updater.pscad.com/utilities/MyUpdater_1_0_2_42.zip
- Extract ALL files to a local (permanent) folder.
- Open a Windows file browser to the extracted files, and locate the file “UpdateClient.exe”. Use this file to create a shortcut on your desktop or taskbar.
- Always launch MyUpdater from this shortcut when you are connected to a Guest Network requiring login credentials and/or that you accept their network policy before you can access the internet (e.g. using a café or hotel wi-fi).
- When you are not on a Guest Network (e.g. if you are at home, work), you may launch the MyUpdater normally (Windows Start menu), or by using either of these solutions.

Continued...

Solution (2)

Create a new shortcut for launching MyUpdater as follows:

- Launch MyUpdater from the Windows Start menu (All Programs | PSCAD | MyUpdater).
- View the Messages tab, and take note of the path in the “Directory:



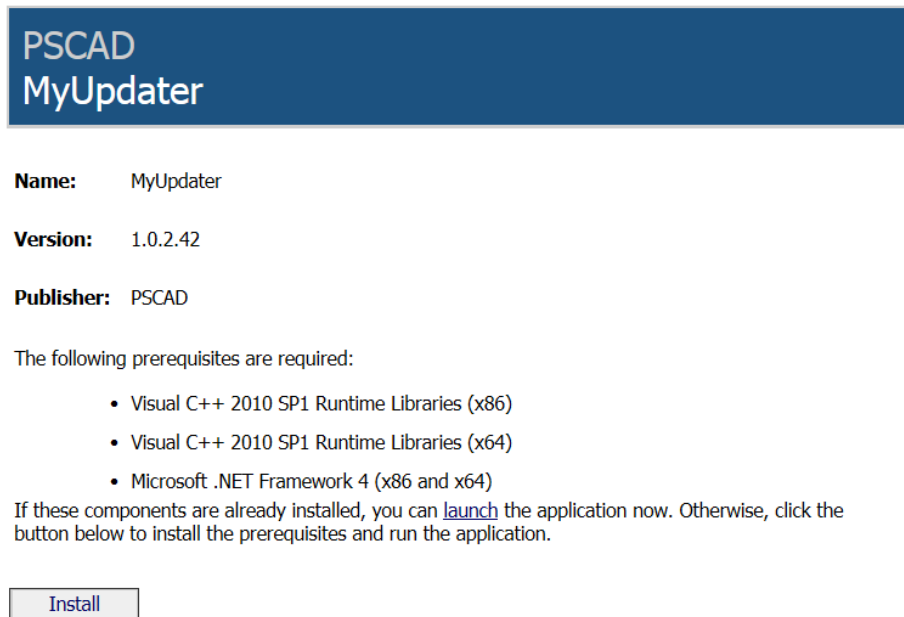
- Open a Windows file browser to this path, and locate the file “UpdateClient.exe”. Use this file to create a shortcut on your desktop or taskbar.
- Always launch MyUpdater from this shortcut when you are connected to a Guest Network requiring login credentials and/or that you accept their network policy before you can access the internet (e.g. using a café or hotel wi-fi).
- When you are not on a Guest Network (e.g. if you are at home, work), you may launch the MyUpdater normally (Windows Start menu), or by using either of these solutions.

3.8 A .NET 4.0 Framework Error displays when launching the MyUpdater Installation

Problem

When launching the MyUpdater installation from the following link:

<http://updater.pscad.com/updater/>



PSCAD
MyUpdater

Name: MyUpdater

Version: 1.0.2.42

Publisher: PSCAD

The following prerequisites are required:

- Visual C++ 2010 SP1 Runtime Libraries (x86)
- Visual C++ 2010 SP1 Runtime Libraries (x64)
- Microsoft .NET Framework 4 (x86 and x64)

If these components are already installed, you can [launch](#) the application now. Otherwise, click the button below to install the prerequisites and run the application.

An error message related to the .NET Framework displays, and the installation fails.

You then install MyUpdater using the separate download, from the link below, and are then able to install PSCAD using MyUpdater.

http://updater.pscad.com/utilities/MyUpdater_1_0_2_42.zip

However, when trying to run PSCAD v4.6.0 or v4.6.1 64-bit from the link in MyUpdater, a dialog displays indicating that this software may not run, and “Error Code 80131700” displays in the MyUpdater Messages tab.

Note

PSCAD 32-bit does run.

Continued...

Cause

MyUpdater has detected that there is a problem with the .NET Framework installation, and notifies the user that this should be resolved before the installation may proceed.

When the user is able to install MyUpdater using the second method, PSCAD 64-bit is unable to launch because the issue with the .NET Framework persists.

Solution

Resolve the .NET Framework software installation (e.g. re-install fresh, or install the patches/updates), or run PSCAD on a different machine.

3.9 Error when Installing or Launching MyUpdater on Windows 10

Problem

An error displays when attempting to install or launch MyUpdater.

See Section 2.23 for details.

3.10 Receiving “System cannot find the file specified (Exception 0x80070002) – Activation Failed” error message on Windows 10

Note

Although similar to Section 2.14, this is a separate issue with distinct differences. These differences are documented using [blue text in the messages](#), below.

Problem

User is unable to launch MyUpdater. The launch halts, and messages similar to the following display:

```
PLATFORM VERSION INFO
  Windows                : 10.0.14393.0 (Win32NT)
  Common Language Runtime : 4.0.30319.42000
  System.Deployment.dll   : 4.6.1586.0 built by: NETFXREL2
  clr.dll: 4.6.1637.0 built by : NETFXREL3STAGE
  dfdll.dll: 4.6.1586.0 built by : NETFXREL2
  dfshim.dll              : 10.0.14393.0 (rs1_release.160715-1616)
SOURCES
  Deployment url:
  file:///C:/Users/[USERNAME]/AppData/Roaming/Microsoft/Windows/Start%20Menu/Programs/PSCAD/MyUpdater.appref-ms%7C
  Server        : AmazonS3
  Deployment Provider url      : http://updater.pscad.com/updater/UpdateClient.application
ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of C:\Users\USERID\AppData\Roaming\Microsoft\Windows\Start Menu\Programs\PSCAD\MyUpdater.appref-ms| resulted in
  exception. Following failure messages were detected:
    + Activation failed.
    + The system cannot find the file specified. (Exception from HRESULT: 0x80070002)
COMPONENT STORE TRANSACTION FAILURE SUMMARY
  No transaction error was detected.
WARNINGS
  There were no warnings during this operation.
OPERATION PROGRESS STATUS
  * [1/5/2018 9:16:44 AM] : Activation of C:\Users\[USERNAME]\AppData\Roaming\Microsoft\Windows\Start
  Menu\Programs\PSCAD\MyUpdater.appref-ms| has started.
  * [1/5/2018 9:16:44 AM] : Performing necessary update check as specified by the deployment.
ERROR DETAILS
  Following errors were detected during this operation.
  * [1/5/2018 9:16:45 AM] System.Deployment.Application.DeploymentException (Activation)
    - Activation failed.
    - Source: System.Deployment
    - Stack trace:
      at System.Deployment.Application.ComponentStore.ActivateApplication(DefinitionAppId appId, String activationParameter,
      Boolean useActivationParameter)
      at System.Deployment.Application.SubscriptionStore.ActivateApplication(DefinitionAppId appId, String activationParameter,
      Boolean useActivationParameter)
      at System.Deployment.Application.ApplicationActivator.Activate(DefinitionAppId appId, AssemblyManifest appManifest, String
      activationParameter, Boolean useActivationParameter)
      at System.Deployment.Application.ApplicationActivator.ProcessOrFollowShortcut(String shortcutFile, String& errorPageUrl,
      TempFile& deployFile)
      at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation(Uri activationUri, Boolean isShortcut,
      String textualSubId, String deploymentProviderUrlFromExtension, BrowserSettings browserSettings, String& errorPageUrl)
      at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker(Object state)
    --- Inner Exception ---
    System.IO.FileNotFoundException
    - The system cannot find the file specified. (Exception from HRESULT: 0x80070002)
    - Source: System.Deployment
    - Stack trace:
      at System.Deployment.Application.NativeMethods.CorLaunchApplication(UInt32 hostType, String applicationFullName, Int32
      manifestPathsCount, String[] manifestPaths, Int32 activationDataCount, String[] activationData, PROCESS_INFORMATION
      processInformation)
```

```
at System.Deployment.Application.ComponentStore.ActivateApplication(DefinitionAppId appId, String activationParameter, Boolean useActivationParameter)  
COMPONENT STORE TRANSACTION DETAILS  
No transaction information is available.
```

Cause

Windows Defender or some other anti-virus or Firewall removed the MyUpdater.exe file, so the application will not launch.

Solution

- Configure Windows Defender or other anti-virus or Firewall to exclude the following path:
C:\Users\[YOUR USERNAME]\AppData\Local\Apps\2.0
- Start Windows “Program and Features”, and completely uninstall MyUpdater.
- Launch a web browser, and browse to:
<http://updater.pscad.com/updater>
- Select “Install”.

4. Unable to Contact the Server

4.1 Receiving “Unable to connect to remote server” Error Message

After launching the Updater, you encounter the following *Unable to connect to remote server* message:

Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...

Cause: Unable to connect to the remote server

Cause: no connection to remote server, the remote server is active or not running this service, or the wrong port is specified

***NOTE: port 50244 (UDP and TCP) needs to be unblocked in your Firewalls ***

Actions: verify that you are connected to the network, verify your firewall and server settings

Status: ConnectFailureCause: No connection could be made because the target machine actively refused it

207.54.114.141:50244

Unable to get server info – Not connected to a network...

Causes

This normally occurs if:

- your computer or your network Firewalls are blocking TCP and UDP port 80,
- your network requires you to use an HTTP proxy, but the Updater has not yet been configured to use that proxy.

Solution Steps

- a. Ensure that your computer and your network are not blocking UDP and TCP port 80.
- b. Follow the steps in Appendix A to determine if your network is using an HTTP proxy, and then configure the Updater to also use that HTTP proxy.

4.2 Receiving "The requested URL could not be retrieved...(113) No route to host" Error Message

The Updater fails to connect to the Update Server, logging the following error messages:

The requested URL could not be retrieved...(113) No route to host

Detailed Sequence of Events

You launch the Updater but it is not able to connect to the Update Server, and the error messages similar to the following are logged in the *Messages* tab:

Unable to get your list of authorized products from the UpdateServer on <64.4.91.20>...

Remoting Error [Note: the following line might be in html]

Cause: <!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.01 Transitional//EN"

"http://www.w3.org/TR/html4/loose.dtd">

<HTML><HEAD><META HTTP-EQUIV="Content-Type" CONTENT="text/html; charset=iso-8859-1">

<TITLE>ERROR: The requested URL could not be retrieved</TITLE>

<STYLE type="text/css"><!--BODY{background-color:#ffffff;font-family:verdana,sans-serif}PRE{font-family:sans-serif}--></STYLE>

</HEAD><BODY>

<H1>ERROR</H1>

<H2>The requested URL could not be retrieved</H2>

<HR noshade size="1px">

<P>

While trying to retrieve the URL:

http://64.4.91.20:80/UpdatePortal.soap

<P>

The following error was encountered:

Connection to 64.4.91.20 Failed

<P>

The system returned:

<PRE><I> (113) No route to host</I></PRE>

<P>

The remote host or network may be down. Please try the request again.

Cause

This message was logged by an Updater after a lightning storm temporarily brought down our DNS server which is used to route Internet messages from the Updater to the machine running the Update Server.

The fault is purely on the Update Server side, and not the Updater side.

Continued...

Solution

- a. Try running the Updater again at a later time.
- b. Notify support@mhi.ca of this situation

Alternative View

In pure HTML, the error message would appear as follows:

ERROR

The requested URL could not be retrieved

While trying to retrieve the URL: <http://64.4.91.20:80/UpdatePortal.soap>

The following error was encountered:

Connection to 64.4.91.20 Failed

The system returned:

(113) No route to host

The remote host or network may be down. Please try the request again.

4.3 Receiving "(417) Expectation" Error Message

You start the Updater and attempt to register with the server or to update your product list and the following error messages are logged:

Cause: The remote server returned an error: (417) Expectation.
Status: ProtocolError
Server: ScanSafe, or Squid (or some other server name...)
ResponseUri: http://64.4.91.20:50244/UpdatePortal.soap
ResponseCode: ExpectationFailed (417)

Explanation

When the Updater communicates with the Update Server, it first sends connection information which contains a list of expected HTTP response codes, which indicates that particular HTTP server behaviors are required, usually "100-Continue, and then it sends the data content on the next request. This is to avoid having to resend data if authentication or redirection occurs. Many older HTTP servers do not understand or support the Expectation control headers.

Causes

This error *can* occur:

- If your network is using a Microsoft Proxy Server (e.g. Scansafe or Squid),

Warning

Operation through Squid proxies is not guaranteed to work.

- If your network is using a Cisco Content/Caching Engine, with or without a Checkpoint Firewall,
- If your server cannot meet the listed expectation(s) in the current request,
- If your server has unambiguous evidence that the listed expectation(s) cannot be met by the next-hop server, and/or
- Due to your Firewall settings, Windows operating system systems, Internet Security Firewall settings, modem or router settings, or your Internet Service Provider settings.

Continued...

Solution

- a. Try to directly connect to the Update Server without using a proxy. Ask your IT to allow you to bypass your institution's proxy server, or use the Updater from a machine at home.
- b. If your institution is using a proxy server, have your IT staff check your proxy server settings. They may need to enable support for the Expected/Expectation field or header. They may need to also update the proxy service.
- c. Check your Firewall settings.
- d. Check your modem and/or router settings.
- e. Select Settings | HTTP Proxy... Check the Expect 100-Continue responses from proxy if that option is enabled.
- f. Select Settings | FTP Proxy... Check the Expect 100-Continue responses from proxy if that option is enabled.
- g. Connect your computer to a different network, one that does not have a proxy server. On this network, install the software, and launch and license the software. The computer may then be moved back to the original network.

4.4 Receiving an "ArgumentNullException" Error Message

I successfully installed the MyUpdater utility, but when it starts up, or when I press F5 to refresh my downloads list, the utility reports an *ArgumentNullException* error.

Detailed Sequence of Events

When the MyUpdater utility starts up or your press F5, the following messages are logged:

Reading server product info...

```
Unable to get your list of authorized downloads from the UpdateServer on <UpdateServer.pscad.com:80>...  
ArgumentNullException error  
Cause: <Value cannot be null.  
Parameter name: ip>  
Method: System.String GetMachineIp()  
Param: ip
```

Cause

In order for the MyUpdater to contact the server, at least one of your network adapters must be configured to support IPv4.

Solution

Ensure that at least one of your machine's active network adapters is configured to support IPv4.

4.5 Receiving “RemotingException...<[BrowserSafeguard] ReadResponse() fails:...” Error Message

I successfully installed the MyUpdater utility, but when it starts up, or when I press F5 to refresh my downloads list, the utility reports that it is unable to log into my account.

Possible Error Messages

Unable to log in to your account.

RemotingException error [Note: the following line might be in html]

Cause: <[BrowserSafeguard] ReadResponse() failed: The server did not return a response for this quest. ... >

Failed to log in to server. Communication with the server failed.

Background

BrowserSafeguard is provided from Adknowledge Inc which claims that:

BrowserSafeguard is a program that scans your web connections for threats and blocks them if detected. BrowserSafeguard is able to do this by configuring your web browser to use the program as a proxy server. This allows all traffic to be inspected as it is passed through the program.

However,

- It is an ad-supported application. It will certainly display ads and most likely redirect you to the rockettab.com search engine.
- While it is not a virus or a Trojan horse, at least 10 anti-virus scanners, such as AVG, McAfee, Malwarebytes, Panda, Symantec, Trendmicro and others have flagged it as suspicious, adware, or as Trj/Genetic.gen.
- Symantec detects this application as WS.Reputation.1 which means it may use unethical distribution tactics. And indeed, most of the users who had this malware installed on their computers could not tell where it had come from. But the answer is pretty simple, this application comes bundled with other unwanted programs and adware. Once installed, BrowserSafeguard.exe is configured to run automatically when Windows starts. What is more, it may change your proxy settings, so it would be better to uninstall this application via the Control Panel. We recommend removing BrowserSafeguard.exe and related malware from your computer. Scan your computer with recommended anti-malware software.

Continued...

In summary, BrowserSafeguard is a browser hijacker which should be removed from your computer.

Removing BrowserSafeGuard

For information on how to remove it:

<http://www.youtube.com/watch?v=-lCJNq0wKQ8>

For more information about it:

<http://www.shouldiremoveit.com/BrowserSafeguard-72381-program.aspx>

4.6 Unable to Log in to MyCentre via MyUpdater

Note

For additional documented MyCentre login issues, refer to this article:
<https://www.pscad.com/knowledge-base/topic-332/v->

Problem 1

Attempt to log in to MyUpdater fails, with the following error message displayed in the MyUpdater log file:

Exception:

Caller: Contact error

Cause: Error on the remote server: **(417) Expectation failed.**

Type: System.Net.WebException

Method: Void HandleReturnMessage(System.Runtime.Remoting.Messaging.IMessage,
System.Runtime.Remoting.Messaging.IMessage)

TargetSite: Void HandleReturnMessage(System.Runtime.Remoting.Messaging.IMessage,
System.Runtime.Remoting.Messaging.IMessage)

IsConnected failed. Unable to contact server.

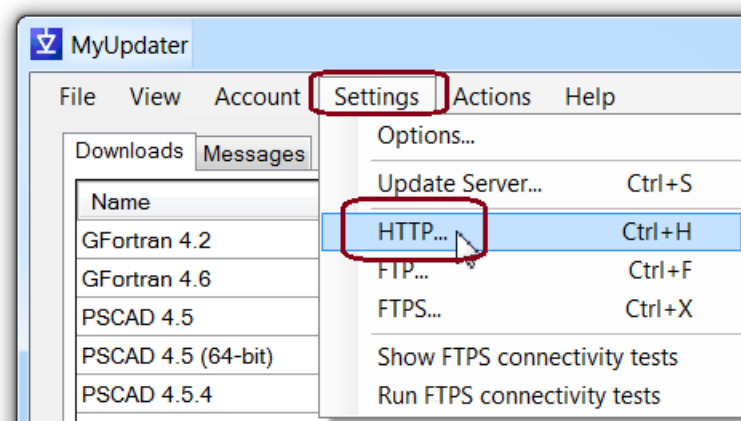
Not logged in. Specified local account not found.

Cause 1

A connection setting in MyUpdater is set incorrectly.

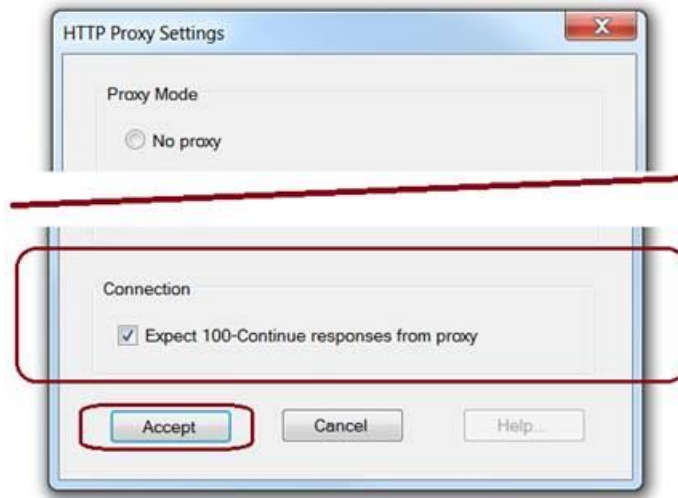
Solution 1

- Run MyUpdater.
- Launch the HTTP Proxy Settings utility:



Continued...

- Switch the “Connection” field to its opposite setting:



- If it is check-marked, remove the checkmark;
 - Or, if there is no checkmark, add a checkmark.
 - Select “Accept”
- Retry logging in.
 - If this does not resolve the issue, please send in some information to our support team (support@mhi.ca) so that we may assist you further:
 - Describe the issue, including any steps you have taken so far to resolve it.
 - Send in your MyUpdater log file following a failed login:

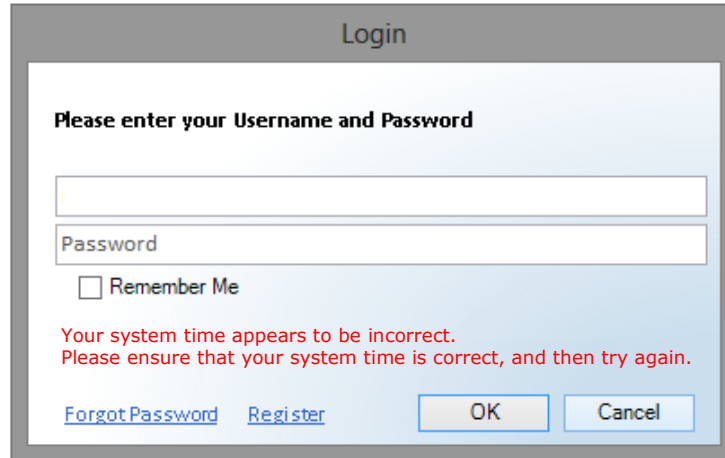


- Run the Proxy Detector as per Appendix D, and send us the generated log file from this process.

Continued...

Problem 2

When MyUpdater is launched, the user is unable to log in, and the following error displays:



Login

Please enter your Username and Password

Password

Remember Me

Your system time appears to be incorrect.
Please ensure that your system time is correct, and then try again.

[Forgot Password](#) [Register](#)

Cause 2

MyUpdater has detected that the computer time zone, time or date is set incorrectly. This must be corrected.

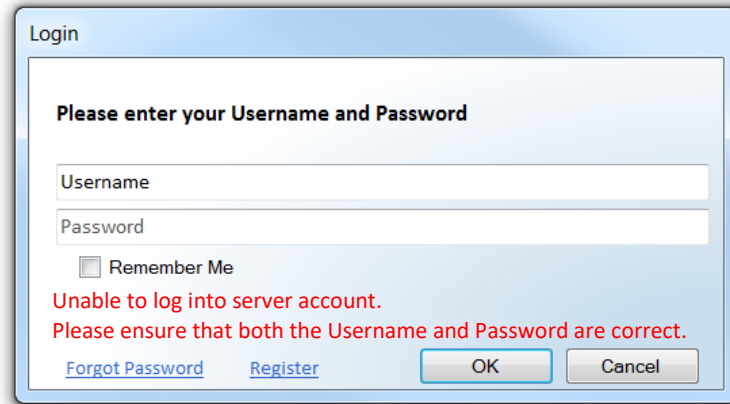
Solution 2

Follow instructions in Appendix H to correctly set your system time, date and time zone.

Continued...

Problem 3

When MyUpdater is launched, the user is unable to log in, and the following error displays:



Cause 3

Something in the customer's network is blocking communication with our login server. There are two possible solutions, below.

Solution 3.1 - Switch to a Different Network (Not Blocked)

If you are attempting to run PSCAD on a laptop, you could simply set up the software on a different network (e.g. at home), and it would then be available on both networks.

Log in to MyUpdater from your home network, and ensure to select "Remember me" in the login dialog. Once logged in, use the MyUpdater tool to install the software, and then run and license it. Ensure that you select "Retain your license certificate" when prompted upon exit, in case your original network blocks certificate licensing (unknown at this point, although some testing in Solution 3.2 would determine this). You may now use the software on either network through the MyUpdater tool.

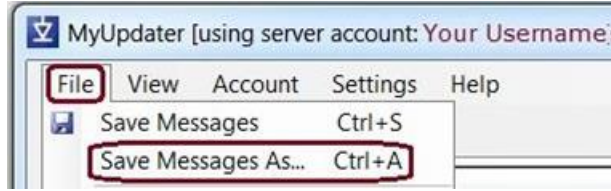
If your original network blocks certificate licensing, your certificate license will eventually expire (normally within 28 days). If eligible, it will be refreshed to a further 28 days by simply launching PSCAD from your home network.

Some software posted in MyUpdater might have updates. You could check for these updates on your home network: simply log in to MyUpdater, and click on the "Update" link.

Continued...

Solution 3.2 – Configure MyUpdater to use this Network (Blocked)

- Launch MyUpdater, retry logging in, and save your messages as a log file:



- Run the testing as listed in Appendix D. A log file will be generated.
- Run the testing as listed in Appendix J. A log file will be generated.
- Send in the above three generated log files to support@mhi.ca. We will review your setup, and assist with configuring MyUpdater to communicate through your network to our server.

Continued...

Problem 4

When MyUpdater is launched, the user is unable to log in, and an error similar to the following is listed in the MyUpdater “Messages” tab:

IsConnected failed.

Exception:

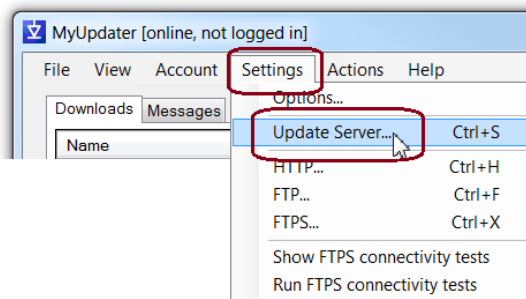
Cause: The requested name is valid, but could find no data of the requested type

Cause 4

MyUpdater is not properly detecting the MyUpdater server IP address, which is 198.163.208.35:80.

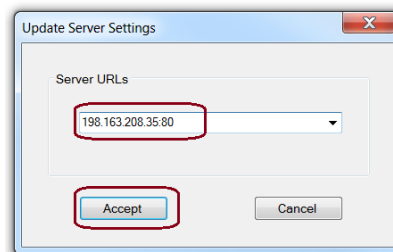
Solution 4

- Launch MyUpdater from the Windows Start menu (Programs | PSCAD | MyUpdater).
- Display the Update Server Settings dialog box:



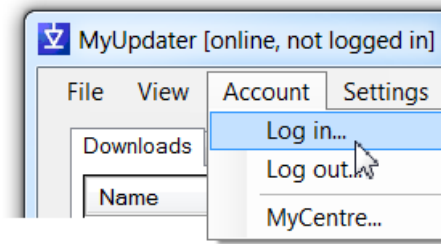
- Enter the following text in the “Server URLs” field, then select “Accept”:

198.163.208.35:80



Continued...

- Retry logging in to MyUpdater:

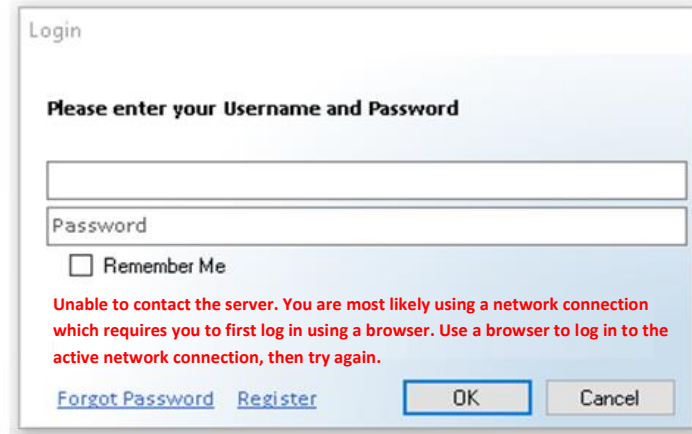


- If the above steps do not resolve the login issue, please generate and send in the log file to our support desk for further analysis as specified in Appendix K.

Continued...

Problem 5

When MyUpdater is launched, the user is unable to log in, and an error similar to the following is shown:



The error shown above is also displayed in the MyUpdater messages.

Cause 5-1

Customer is trying to launch MyUpdater on a guest network.

Solution 5-1

First launch the web browser, and log in to the guest network using the guest login credentials. Then, launch MyUpdater and try to log in.

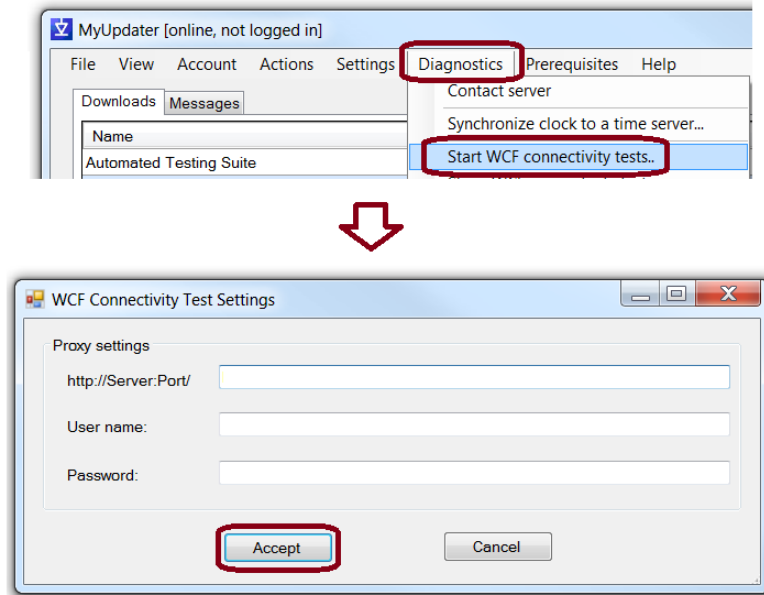
Continued...

Cause 5-2

There is a proxy server in the network that is blocking communication with our server.

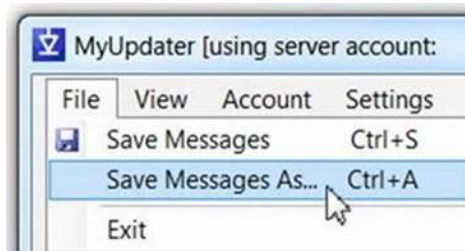
Solution 5-2

Run the WCF Connectivity Tests:



The results will be listed in the MyUpdater messages. Please feel free to send this log file in to our Support Desk for our review:

- Save the MyUpdater log file to your machine:



- Send this it to support@mhi.ca, with a description of the issue.

5. Unable to get Product List

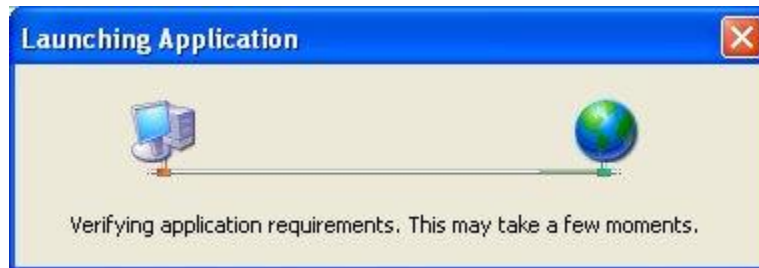
5.1 Internet Explorer Proxy Settings Have Changed

The Internet Explorer proxy settings have changed since the Updater was first installed.

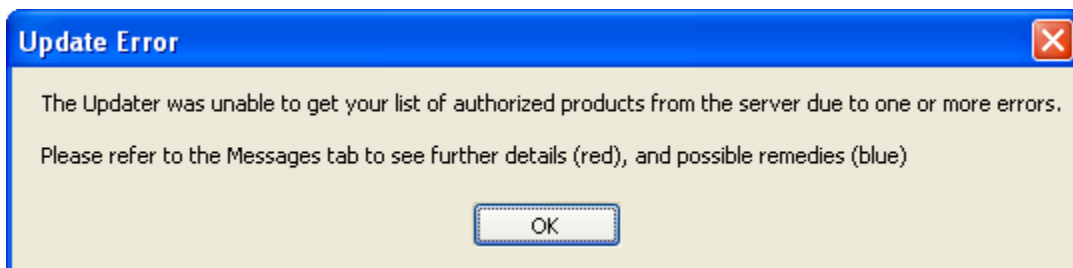
Detailed Sequence of Events

I click on the Start Programs | PSCAD | MyCentre Updater link

This is followed by a dialog similar to the following



The Updater starts up, and after a delay, displays the following dialog



Select *OK* to dismiss the warning message, then select the *Messages* tab, you see something like the following,

Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...
Cause: Unable to connect to the remote server
Cause: no connection to remote server, the remote server is active or not running this service, or the wrong port is specified
Actions: verify that you are connected to the network, verify your server settings
Cause: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond

Continued...

Cause

This is due to the introduction of an HTTP proxy server on your network (or machine) since the Updater was first installed on your machine.

Solution

- Select *Tools | HTTP Proxy Settings* and ensure that you have the correct proxy settings.
- Then try the action again.

5.2 Receiving "Proxy Authentication Required" Error Message

Your Updater is generating a *Proxy Authentication Required* error message.

Possible Error Messages

When you first start the Updater, or when you press F5 to refresh your product list, you see messages similar to any of the following,

```
Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...  
Cause: The remote server returned an error: (407) Proxy Authentication Required.  
Server: FreeProxy/4.0  
ResponseUri: http://207.54.114.141:50244/UpdatePortal.soap  
ResponseCode: ProxyAuthenticationRequired
```

```
Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...  
Cause: The remote server returned an error: (407) Proxy Authentication Required.
```

Cause

Your network is routing HTTP and possibly FTP traffic through a proxy service which requires user authentication. Most proxy servers require your Windows login credentials (username and password). Some proxy servers may be configured to require you to login with a different username and password.

The Updater attempts to use your Internet Explorer proxy settings by default. However, if this fails, or if you are using a different browser, then you may need to change the Updater proxy settings.

Solution

Launch the Updater, and press Ctrl + H, or on the menu, select *Tools | HTTP Proxy Settings*.

Configure the Updater to auto-detect the proxy server, or specify the proxy server address.

Configure the Updater to use the correct credentials mode and the correct credentials.

5.3 Receiving "Use Proxy" Error Message

Your Updater is generating a *Use Proxy* error message.

Possible Error Messages

When you first start the Updater, or when you press F5 to refresh your product list, you see a message dialog, or logged messages in the Messages tab, referring to *Use Proxy*.

Causes

You need to configure the Updater to use the correct proxy server.

Most likely, the Updater is specified to use *No Proxy mode* or it is specified to use *Specified Proxy* but the proxy server address is incorrect.

Solution

Launch the Updater, and press Ctrl + H, or on the menu, select *Tools | HTTP Proxy Settings*.

Enter the correct proxy server address. You may need to contact your network administrator for the correct address.

Select OK to use the corrected proxy server address. If the error still occurs, select *File | Save Message Log*, and then e-mail the saved log file to support@mhi.ca.

5.4 Receiving "Proxy Name Resolution" Error Message

Your Updater is generating a *Proxy Name Resolution* error message.

Possible Error Messages

When you first start the Updater, or when you press F5 to refresh your product list, you see messages similar to any of the following,

```
Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...  
Cause: The proxy name could be resolved: '**'  
Status: ProxyNameResolutionFailure
```

Causes

You have specified the wrong machine as the proxy server, or the specified proxy machine does not exist.

Solution

Launch the Updater, and press Ctrl + H, or on the menu, select *Tools | HTTP Proxy Settings*.

Enter the correct proxy server address. You may need to contact your network administrator for the correct address.

5.5 Receiving "Request Prohibited by Proxy" Error Message

Your Updater is generating a *Request Prohibited by Proxy* error message.

Possible Error Messages

When you first start the Updater, or when you press F5 to refresh your product list, you see a message dialog, or logged messages in the Messages tab referring to *Request Prohibited by Proxy*.

Causes

The machine currently specified as proxy server is rejecting HTTP requests made by the Updater. Most likely, you have specified the wrong machine as the proxy server.

Solution

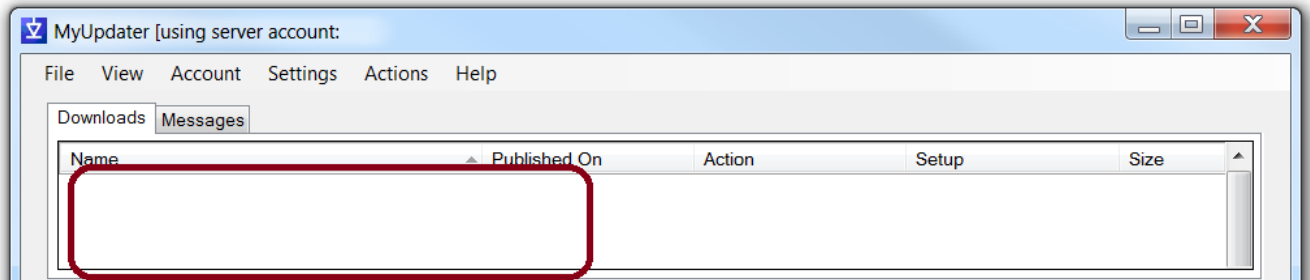
Launch the Updater, and press Ctrl + H, or on the menu, select *Tools / HTTP Proxy Settings*.

Enter the correct proxy machine URL. You may need assistance from your network administrator.

Select OK to use the corrected proxy URL. If the error still occurs, select *File / Save Message Log*, and then e-mail the saved log file to support@mhi.ca.

5.6 Receiving "Unable to encrypt" Error Message

When you log in to MyUpdater, your products are not displayed:



Also, the MyUpdater messages (these may be viewed on the Messages tab) display the following error message:

Unable to encrypt. This implementation is not part of the Windows Platform FIPS validated cryptographic algorithms.

Causes

A setting on your computer is not allowing a required encryption algorithm.

Solution

This issue may be fixed using the Fortran Medic utility as follows:

- Download and launch the latest Medic as per Appendix M.1.

Continued...

- When the utility has finished gathering information, scroll down to the “**Licensing**” heading (towards the bottom of the utility). One of the following three messages will be displayed:

Use only FIPS compliant algorithms
Value: 1 (Enabled)
Conflicts
This computer is not configured to support a required algorithm

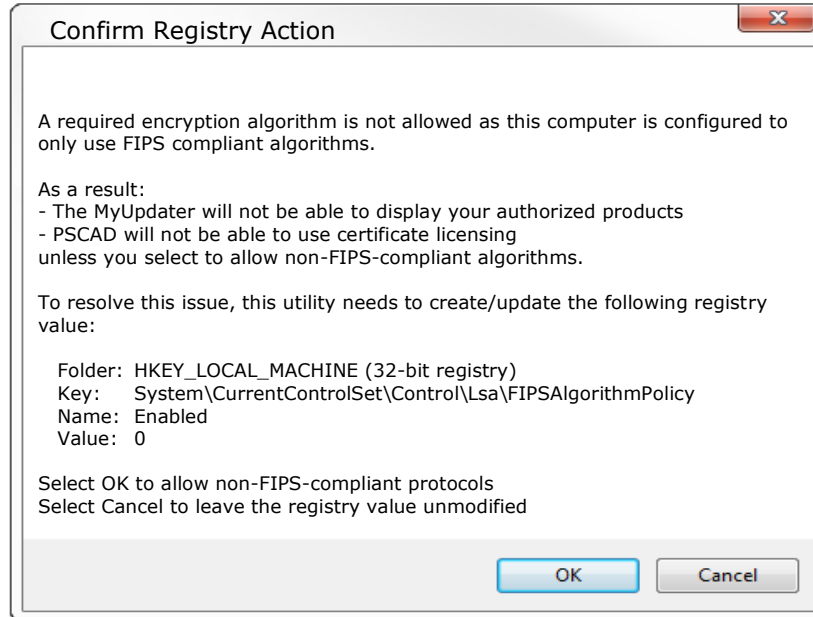
Or

Use only FIPS compliant algorithms
Status: <Registry value not found>
Conflicts
This computer is not configured to support a required algorithm

Or

Use only FIPS compliant algorithms
Value: 5
Status: <Registry value is invalid>
Conflicts
This computer is not configured to support a required algorithm

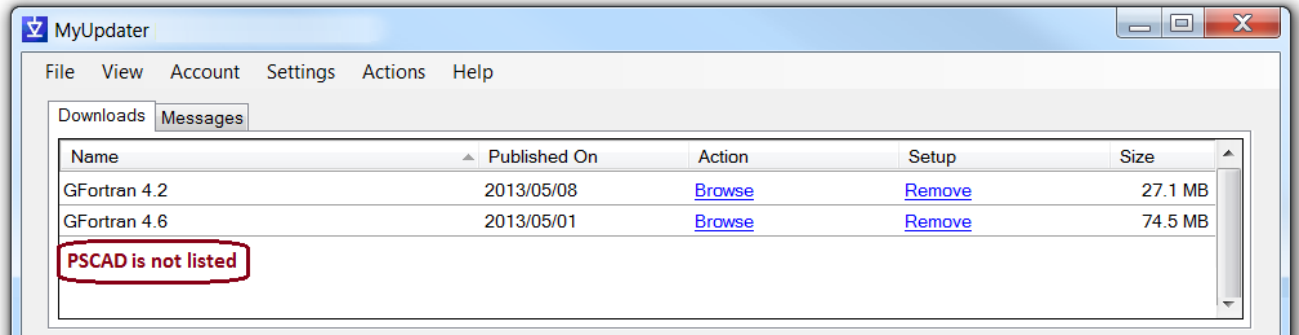
- Right-click on the error message, and the following dialog box will display:



- Select “OK” to allow the Fortran Medic utility to make the change.
- Restart your MyUpdater utility, and check whether the products are now listed.

5.7 PSCAD is not Available in MyUpdater

When you install MyUpdater and log in, only GFortran is listed in MyUpdater: PSCAD is not listed in MyUpdater, and therefore PSCAD may not be installed:



Causes

The PSCAD Free Edition and PSCAD 4.6.0 and later are not supported on Windows XP.

Solution

We recommend updating your Windows operating system to Windows 7 (SP1) to run the Free Edition or PSCAD 4.6.0 and later.

5.8 Receiving a “Unable to get your list of authorized downloads” Error Message

Problem

When a user has launched MyUpdater and logged in, the user’s authorized products are not listed in MyUpdater, and the following error message displayed in the MyUpdater log file:

Exception:

Caller: Unable to get your list of authorized downloads from the Updateserver on
<UpdateServer.pscad.com:80>...

Cause: (unknown)

Type: System.Runtime.Remoting.RemotingException

Invoking Type: System.Runtime.Remoting.Proxies.RealProxy

Method: Void HandleReturnmessage(System.Runtime.Remoting.Messaging.IMessage,
System.Runtime.Remoting.Messaging.IMessage)

Cause

A proxy server in the user’s network is blocking MyUpdater from accessing the user’s list of authorized products.

Solution

To work around this issue, try installing the software on a different machine/network.

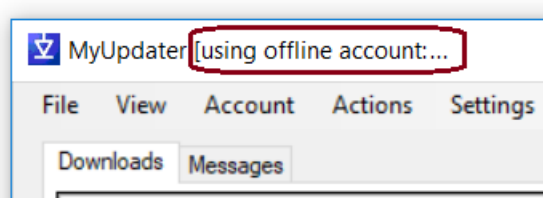
Or, contact our Support Desk (support@mhi.ca) for other options.

5.9 Authorized Products are not Listed when User is Logged in to MyUpdater

Problem

When a user has is logged in to MyUpdater and logged in, the user's authorized products are not listed in MyUpdater.

Also, even though the machine is connected to the Internet, MyUpdater appears to be offline, as determined by the words “using offline account”, in the upper task bar:



Cause

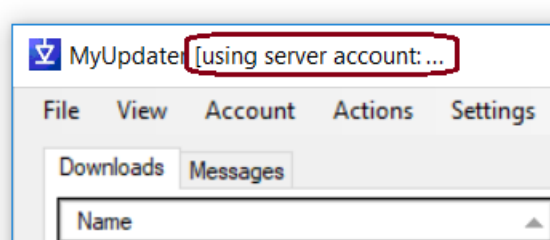
An older version of MyUpdater is installed. This version cannot detect the new publication server, therefore, MyUpdater status is assumed to be offline, and the user's products are not listed.

Solution

Update the MyUpdater utility as per instructions in the following manual:

https://hvdc.ca/uploads/knowledge_base/myupdater_ensuring_a_successful_update_to_the_latest_version.pdf?t=1531928660

Launch MyUpdater, and ensure that MyUpdater is online, as determined by the wording “using server account” in the upper task bar:



If the issue is not resolved, please contact our support desk (support@mhi.ca).

6. Unable to Download or Install Products

6.1 Receiving "Wrong Local Header Signature" Error Message

Your Updater is unable to install or update any products, and is logging the following message

Unable to extract <...>: Wrong Local Header signature: 0XXXXXXXXX.

Causes

The ZIP files downloaded by the Updater are being modified by whatever FTP Proxy service your corporation is using, and as a result, appear to be corrupted, and cannot be unzipped. This prevents the specified product from being installed or updated.

Solution Steps

- a. Launch the Updater, and press Ctrl + F, or on the menu, select *Tools | FTP Proxy Settings*.
- b. Change the FTP proxy mode to another mode.
- c. Try to install or update a product.
- d. Repeat from steps 2 and 3 until you are able to install or update a product.

Additional Notes

The first client to encounter this issue changed his proxy settings to the following:

- HTTP Proxy mode: None
- FTP Proxy mode: None

in order to be able to install or update.

6.2 Receiving “Unable to use FTP to download...” Error Message

When attempting to run the Updater to install or update a product, you encounter the following

```
Downloading***.zip Error: Unable to use FTP to download  
ftp://ftp.hvdc.ca/.../\*\*\*.zip. The remote name could not be resolved: ftp.hvdc.ca
```

See the example image below.

```
... Downloading updated files from server  
... Downloading to: C:\Program Files (x86)\PscadBeta\ZIPs\Root.zip  
... Downloading Root.zip Error: Unable to use FTP to download ftp://ftp.hvdc.ca/PscadBeta/2010_02_24_10_22_32/Root.zip.  
... The remote name could not be resolved: 'ftp.hvdc.ca'  
... Cause: The remote server name is incorrect, or the remote server is not connected or not responding  
... Actions: verify that you are connected to the network, verify your server settings
```

Background

When your machine accesses any ftp or http resource on the Internet, the actual IP address associated with that resource is provided by some DNS server, and then that IP address is cached on your machine for about 48 hours. The next time your machine accesses that resource, it will use the cached IP address instead of getting it from a DNS server.

Causes

This error can occur if the IP address of the ftp site changes and your machine is still caching the old IP address.

Solution Steps

- a. Go Start | All Programs | Accessories.
- b. On the Command prompt, right click, select *Run As*.
- c. This will launch the Command prompt with elevated privileges required to do the next step.
- d. Inside the Command Prompt, type in the following: `ipconfig /flushdns`.
- e. Press the *Enter* key and close the Command prompt.
- f. Close all other applications and reboot.
- g. You should now be able to use the Updater to install or update your authorized products.

6.3 Unable to Download Products

When attempting to run the Updater to install or update a product, you encounter any one of the following error messages:

Error Message:

```
Downloading via FTPS: <somefile>.zip
System.Exception:
  Cause: Unable to connect to FTP site
  :
  Cause: No such host is known
```

Error Message:

```
Downloading via FTP: <somefile>.zip
Error: Unable to use FTP to download
Unable to read data from the transport connection: A connection attempt failed because the connected
party did not properly respond after a period of time, or established connection failed because
connected host has failed to respond.
```

Error Message:

```
Downloading via FTPS: <somefile>.zip
FtpException:
  Cause: Timeout exceeded.
  Status: Timeout
  Transferred: 0
```

Error Message:

```
Downloading via FTP: <somefile>.zip
FtpException:
  Cause: The server has closed the connection.
  Status: ConnectionClosed
  Transferred: 0
```

Continued...

Error Message:

Downloading via FTP: <somefile>.zip

System.Exception:

Cause: Unable to connect to FTP site.

:

Cause: An existing connection was forcibly closed by the remote host.

Error Message:

Downloading via FTP: <somefile>.zip

Unable to use FTP to download <somefile>.zip

Cause: The underlying connection was closed: An unexpected error occurred on a receive.

Error Message:

Downloading via FTPS: <somefile>.zip

System.Exception:

Cause: Unable to connect to FTP site.

FtpException:

Cause: The requested name is valid, but no data of the requested type was found

Status: UnknownHost

Transferred: 0

ProxySocketException:

Cause: The requested name is valid, but no data of the requested type was found

Status: UnknownHost

Code: 0

ProxySocketException:

Cause: The requested name is valid, but no data of the requested type was found

Status: UnknownHost

Code: 0

System.Net.Sockets.SocketException:

Cause: The requested name is valid, but no data of the requested type was found

Please review and ensure that the FTPS proxy settings are correctly specified.

Continued...

Cause (1)

Your institution or network provider is using Firewalls or anti-virus tools which are blocking the use of FTPS to download your product files.

Solutions(1)

- Ask your institution or network provider to allow FTPS traffic, or
- Update your products from another site, or from home.

Cause (2)

FTPS is blocked by a government proxy.

Solution (2)

Ask your friends how to circumvent the restrictive government proxy.

Cause (3)

Your institution or network provider is using an FTP or FTPS proxy.

Solutions(3)

- Try to auto detect the proxy settings using the *Settings | Run FTP Proxy Tests*, or
- Ask your IT staff for assistance in configuring the MyUpdater utility to work with your proxy. See also Appendices B, C and D, or
- Update your products from another site, or from home.

6.4 The FTPS Proxy Settings Dialog Box does not Display

Problem

When attempting to modify the FTPS proxy settings, the settings dialog never appears, and the following error messages are logged in the Messages window:

Unable to modify FTPS proxy settings

Could not load file or assembly 'MFCMIFC80, Version 1.0.0.0, Culture=neutral, PublicKeyToken=...

Solution

- a. Download the missing DLL from here:

<http://updater.pscad.com/utilities/mfcmifc80.zip>

- b. Extract the mfcmifc80.dll from the ZIP file and save it in a temporary folder.
- c. Launch the MyUpdater utility.
- d. Select the “Messages” tab.
- e. Scroll down to the following 2 lines:

Environment Info:

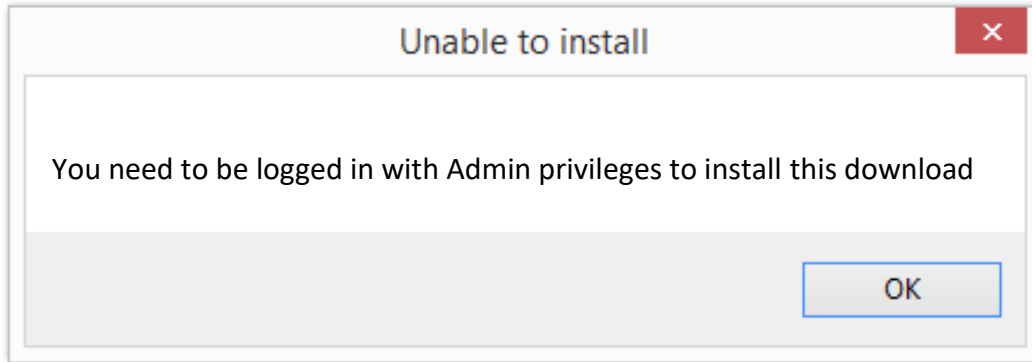
CurrentDirectory: <Some Folder Path>

- f. Save the mfcmifc80.dll file into the <Some Folder Path>.
- g. Close the MyUpdater utility.
- h. Restart the MyUpdater utility.
- i. From the “Settings” menu, launch “FTPS Proxy”. Verify that dialog box displays, and that the error messages are not present in the “Messages” tab.

6.5 Receiving a “You need to be logged in with Admin privileges ” Error Message

Problem

You click on the “Install” link to install a product from the MyUpdater utility, such as PSCAD Free, and the following error displays:



Cause

This installation requires permission to write to C:\Program Files, C:\Windows, or the system registry. To provide this permission, MyUpdater must be launched with administrator privileges.

Solution

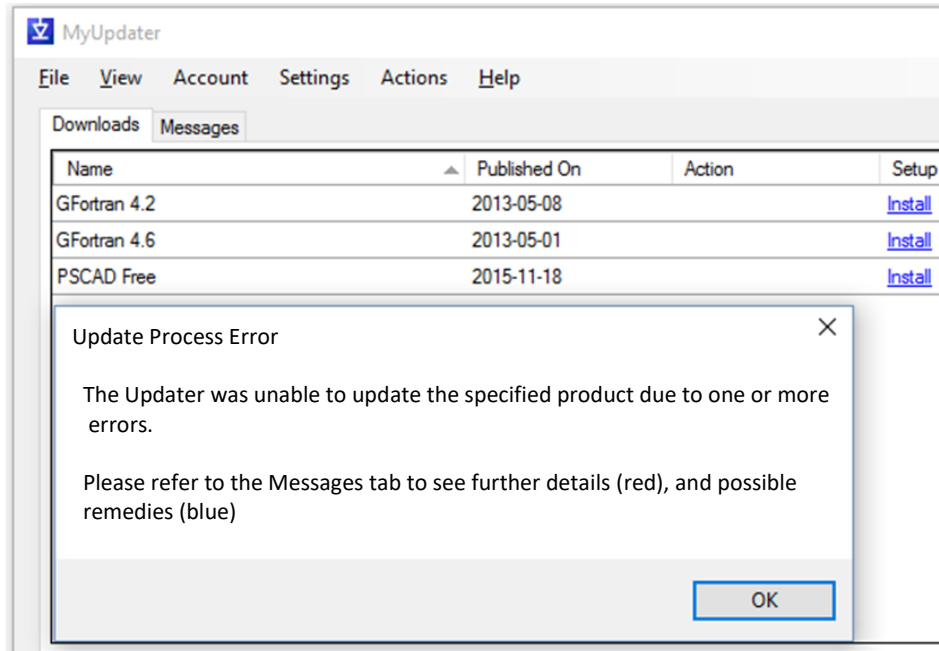
Launch MyUpdater with administrator privileges as follows:

- Close out of MyUpdater.
- Launch MyUpdater (from the Windows Start menu, browse to Programs | PSCAD | MyUpdater).
- When the Windows User Account Control dialog box displays, select the option to run as administrator.

6.6 Receiving a “The Updater was unable to update the specified product...” Error Message

Problem

When a product is selected for installation in MyUpdater, the following error message displays:



When the Messages tab is displayed, messages similar to the following may be viewed:

Downloading updated files from server

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\bin.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\doc.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\include.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\lib.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\libexec.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\mingw32.zip

Downloading via FTPS: C:\Program Files (x86)\GFortran\4.6\ZIPs\share.zip

Extracting updated files...

bin to C:\Program Files (x86)\GFortran\4.6\bin.new

Error: Extracting files from C:\Program Files (x86)\GFortran\4.6\ZIPs\bin.Zip caused System.IO.IOException due to The process cannot access the file 'C:\Program Files (x86)\GFortran\4.6\bin.new\addr2line.exe' because it is being used by another process.

Error: Unable to extract files for module bin

Restoring previous install...

Continued...

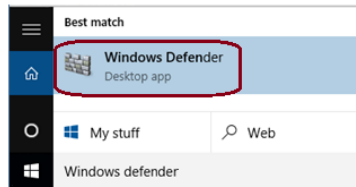
Cause

An anti-virus is halting the installation, as it is detecting the executable files. Specifically, we have seen this with Windows Defender, which comes with Windows 10.

Solution

Disable the anti-virus during the installation as follows:

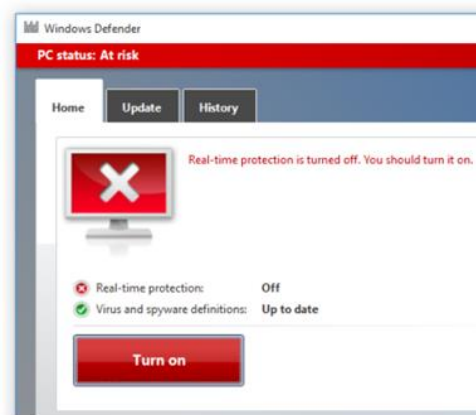
- From the Start menu, open Windows Defender.



- In the Windows Defender dialog box, select “Settings”.



- Turn off Windows Defender, otherwise known as “Real-time protection”:



- Restart the computer.
- Retry the installation from MyUpdater.
- If the installation is successful, display the Windows Defender settings, and turn the anti-virus protection back on.

6.7 Unable to install a Product

Problem

When a product is selected for installation in MyUpdater, the installation fails.

When the Messages tab is displayed, messages similar to the following are displayed:

Unable to connect to FTP site.

Timeout: -1

Value cannot be null.

Parameter name: host

Unable to download file.

Unable to connect to FTP site.

Error System.Exception:

Cause: Unable to connect to FTP site.

System.ArgumentNullException:

Cause: Value cannot be null.

Parameter name: host

Unable to fully and correctly install the latest product files.

Failed to update the product.

Uninstall this product if possible, then re-install it

If still unsuccessful, then save the messages and and e-mail to support@mhi.ca

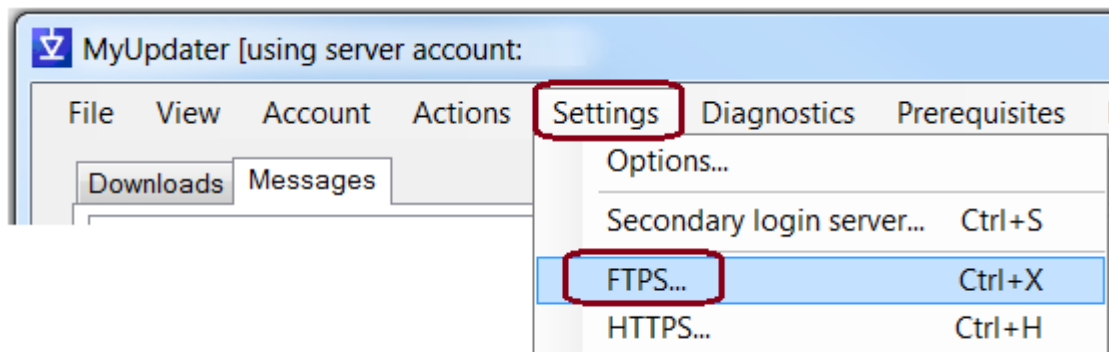
Cause

A MyUpdater setting is set incorrectly.

Solution

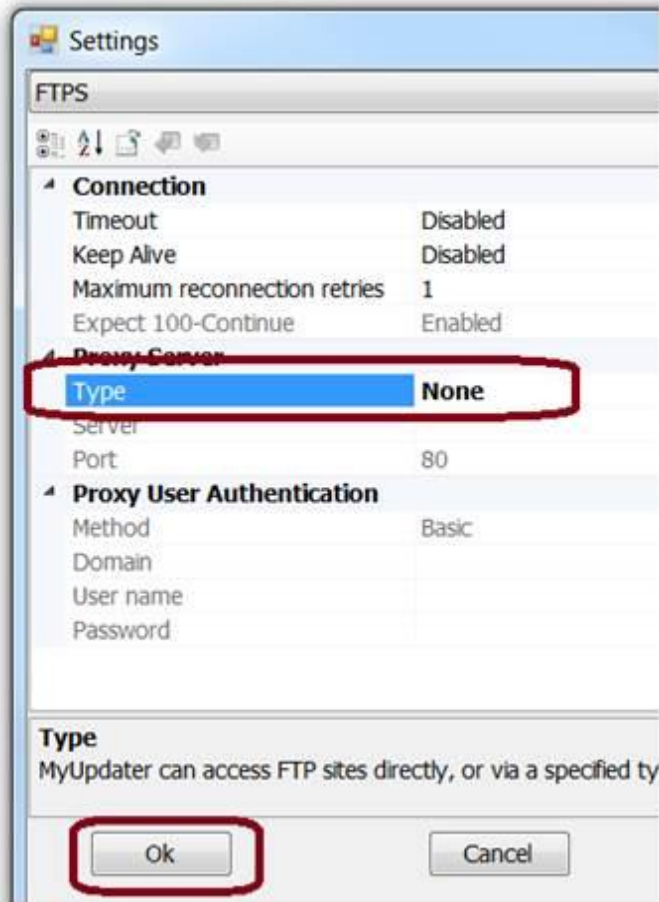
Correct the MyUpdater setting as follows:

- Launch MyUpdater and log in.
- On your “Settings” menu, select “FTPS”:



Continued...

- Set “Type” to “None”, then select “OK” to apply the change:



6.8 MyUpdater crashes whenever a user attempts to install a Product using MyUpdater on a Windows 10 machine

Problem

When a product is selected for installation in MyUpdater on a Windows 10 machine, MyUpdater crashes.

Cause

Unknown.

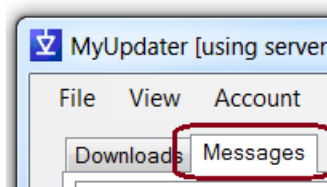
Solution

Launch MyUpdater in compatibility mode with Windows 7, then retry the installation.

MyUpdater may be launched in compatibility mode by changing the properties of the MyUpdater executable file, “UpdateClient.exe” to compatible mode.

Here are the steps:

- Launch MyUpdater.
- Display the Messages tab:



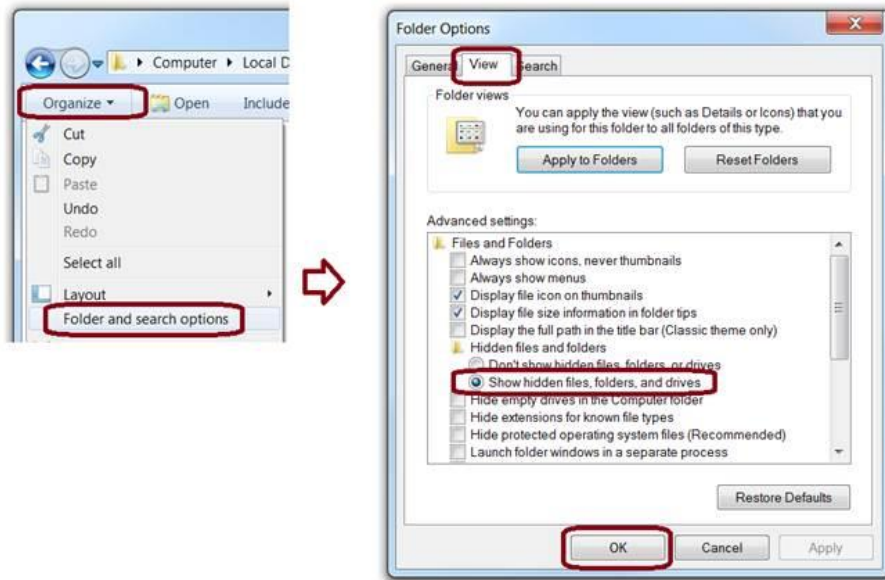
- Scroll down in the Messages to the file path ending in “UpdateClient.exe”.

Notes

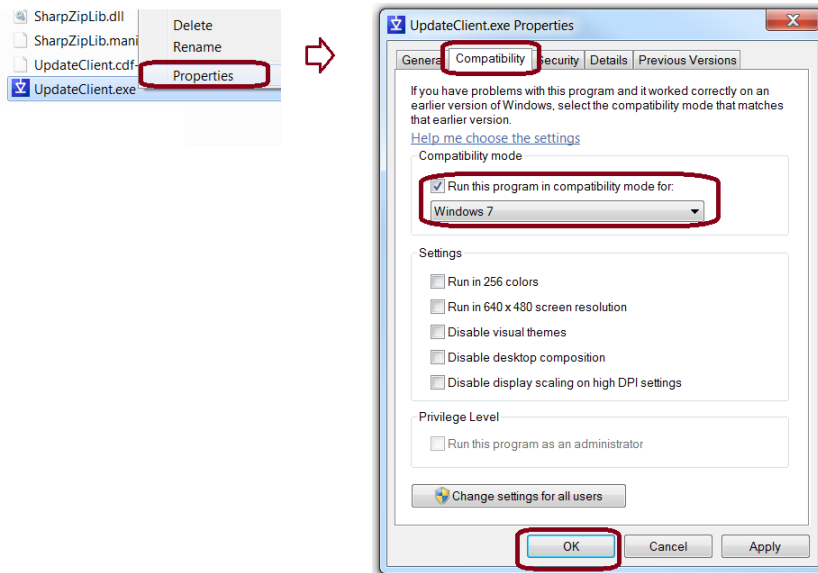
1. For every machine, this will be a different path.
2. This path is usually a hidden path.

Continued...

- Ensure your file paths are not hidden:



- Open a Windows browser to the identified path.
- Right-click on UpdateClient.exe, select “Properties”, and in the “Compatibility” tab select “Run this program in compatibility mode for Windows 7”. Then select OK to apply the changes.



Launch MyUpdater and install your products.

6.9 Downloading via MyUpdater seems to take forever

Problem

When attempting to download files to install or update a product, the download appears to take forever.

Cause

The Visual C++ 2015 Redistributables (x64) might or might not be installed, however, the Visual C++ 2015 Redistributables (x86) are definitely missing.

Solution Steps

1. Launch the MyUpdater utility.
2. Select Prerequisites | Install Visual C++ 2015 Redistributables (x86), and follow the prompts to install this software.
3. Exit all instances of the MyUpdater utility.
4. Re-launch the MyUpdater utility and try to install or update the product.

6.10 Receiving a “Failed to contact server” Error Message in MyUpdater Messages

Problem

When attempting to install a product using MyUpdater, the following messages are listed in the MyUpdater “Messages” tab:

Cause: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond

ErrorCode: 10060

SocketErrorCode: TimedOut

...

Aborting...

Failed to contact server

Failed to contact the server. Timed out waiting for a response from the server.

No response was received during the time-out period for a request.

Please try again.

Unable to create Product table from Xml. No xml supplied.

Cause

Communication between MyUpdater and the Products Server is being blocked.

Solution

- Obtain permissions from your IT Department to allow communication between MyUpdater and our Products Server. Requirements are available on the webpage below, or <https://hvdc.ca/knowledge-base/topic:111/v:>
- Try installing the software on a different machine/network, or
- Try installing the software using a different installer (contact support@mhi.ca).

7. Unable to Execute/Launch Downloaded Products

7.1 Selecting to Run an Installed Product does nothing due to an "Ordinal not found" Error Message

You click on the Run link to launch an installed product, such as PSCAD Beta or PSCAD Free, and nothing appears to happen. The Updater logs the following message on the Messages tab:

Process terminated with error: C0000138. Ordinal not found

Cause

This application you are trying to launch is using a newer Microsoft Windows system DLL than which currently installed on your machine.

Solution

You need to update your version of the installed MFC distributables.

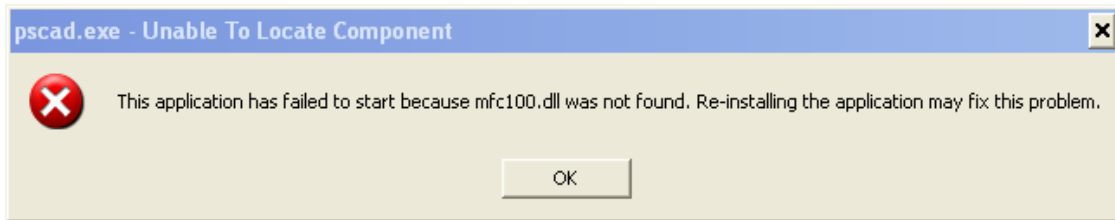
Contact support@mhi.ca for further instructions.

7.2 Selecting to Run an Installed Product does nothing due to a "DLL was not found" Error Message

You click on the Run link to launch an installed product, such as PSCAD Beta or PSCAD Free, and nothing appears to happen. The Updater logs the following message on the Messages tab:

-- 2010.09.17 14:44:07 Process terminated with error: C0000135. A required DLL was not found

Additionally, you might also see the following dialog



Cause

This application you are trying to launch was compiled with Visual Studio 2010, and your machine does not have the Visual Studio C++ 2010 redistributables installed on it.

Solution

Install the Visual Studio C++ 2010 redistributables on your machine. These are available from www.microsoft.com. The most recent links are given below.

- For 64-bit machines,

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=BD512D9E-43C8-4655-81BF-9350143D5867>

- For 32-bit machines,

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=A7B7A05E-6DE6-4D3A-A423-37BF0912DB84>

7.3 You are unable to launch PSCAD from the Start Programs shortcuts after installation

Background

When installing PSCAD, the installer will first download and install prerequisite (required) software such as the .NET Framework 4.0 Full and the Visual C++ 2010 Redistributables if they are not already installed.

Problem

When downloading the .NET Framework 4.0 Full, the installer informs you that:

The Microsoft .NET Framework 4.0 Full failed to install

The files for installation requirement Microsoft.net Framework 4.0 Full could not be found.

The following path is invalid:

http://download.microsoft.com/download/9/5/A/95A/9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x_64.exe

You are then allowed to *Cancel* the installation, or select *OK* to continue with installing PSCAD.

You select *OK* to continue, but once the installation is done, if you go *Start | All Programs | PSCAD | X4 | PSCAD*, nothing happens; PSCAD does not launch.

Cause

The correct path for the .NET Framework 4.0 Full is:

http://download.microsoft.com/download/9/5/A/95A/9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x64.exe

and not this:

http://download.microsoft.com/download/9/5/A/95A/9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x_64.exe

Continued...

Solution Steps

- Cancel the PSCAD installation and uninstall PSCAD if you had selected *OK* to install it anyways.
- Browse to the link below and install the .NET Framework 4.0 Full

http://download.microsoft.com/download/9/5/A/95A9616B-7A37-4AF6-BC36-D6EA96C8DAAE/dotNetFx40_Full_x86_x64.exe

- Now launch the PSCAD installer. It should detect that the .NET Framework 4.0 is already installed on your machine and will skip that step which appears to want to download a non-existent installer file.

Comments

This error was only reported once, by a user operating on Windows XP (32-Bits).

7.4 Receiving a “0000000A. InitInstance() failed or the environment is incorrect” Error

Problem

When launching the PSCAD Free Edition from MyUpdater, the launch fails:

- The following messages display in the MyUpdater messages tab:

```
Reading server product info...
Reading server product info...
Attempting to run PSCAD Free
Attempting to upload <PSCAD Free> usage file(s)
No files to upload...
Attempting to start <PSCAD Free>
Launching <PSCADFree.exe>
Using elevated privileges.
Path: C:\Program Files (x86)\PSCADFree\bin\win\PSCADFree.exe
Running...
Process terminated with error: 0000000A. InitInstance() failed or the environment is incorrect
```

Cause

Anti-virus software on the user’s machine is blocking PSCAD from launching.

Solution (1)

Uninstall the anti-virus software or white list PSCAD.

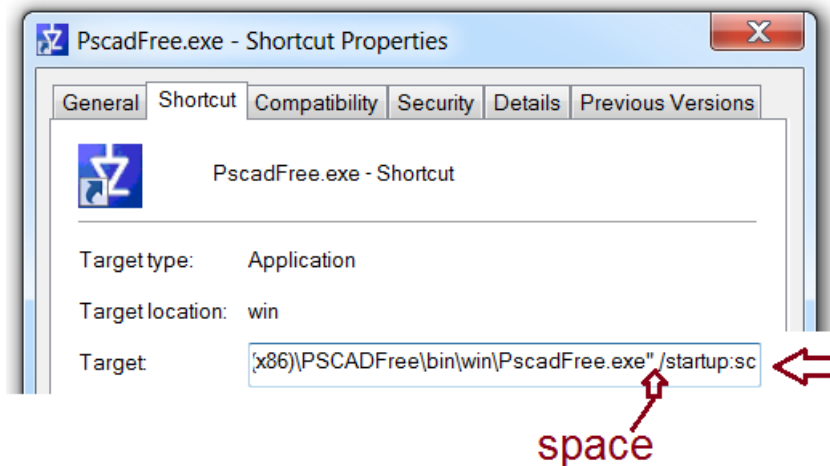
Continued...

Solution (2)

Create and use a shortcut for launching the PSCAD Free Edition:

- Open a Windows file browser to the following folder:
`C:\Program Files (x86)\PSCADFree\bin\win\`
- Use the file “PscadFree.exe” to create a shortcut on your desktop.
- Open a Windows file browser to the new shortcut on your desktop, and display the properties (right-click on the shortcut, and when the menu displays, select “Properties”).
- In the “Shortcut” page, add the following text at the end of the “Target” field:

`/startup:sc`

**Note**

There is a space before the backslash.

- Click on the “PscadFree.exe” desktop shortcut whenever launching this product.

7.5 Unable to run the PSCAD Free Edition

Problem

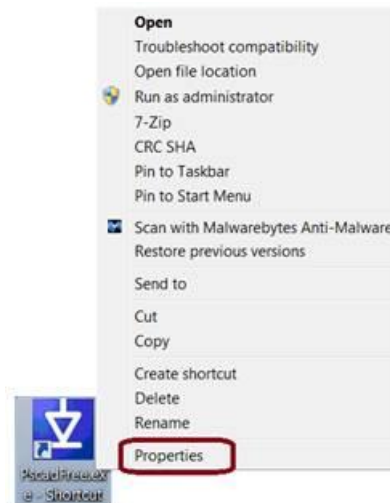
When launching the PSCAD Free Edition from MyUpdater, the Free Edition fails to launch, and the following messages display in the MyUpdater messages tab:

This build must be started from a valid client software to execute. Please restart using the client tool provided by the installer.

Solution

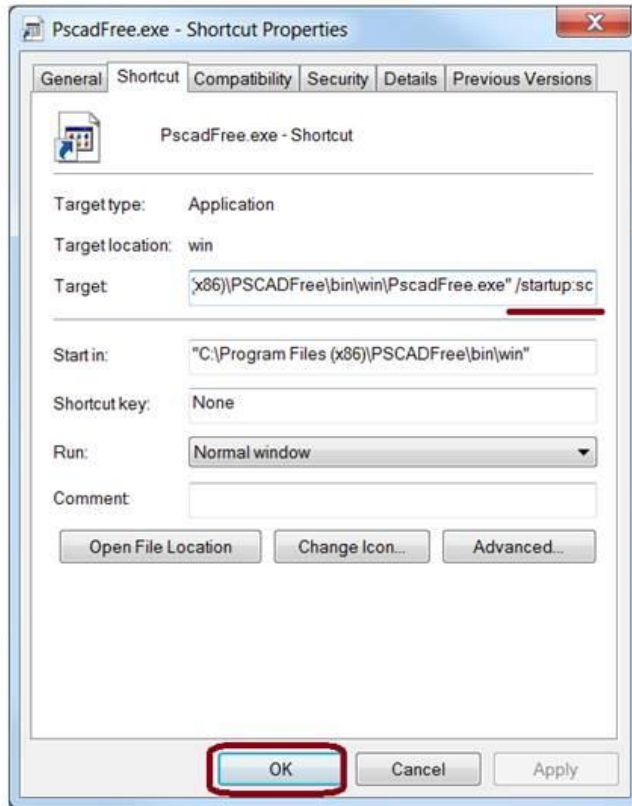
Create a shortcut for running the Free Edition as follows:

- Open a Windows file browser to the following path:
C:\Program Files (x86)\PSCADFree\bin\win\
 - Right-click on the file PSCADFree.exe, and select “Create shortcut”. Move this shortcut to your Desktop.
 - Display the properties for the shortcut (open a Windows file browser to your desktop, right-click on PscadFree.exe – Shortcut”, and select “Properties”).



Continued...

- Display the “Shortcut” tab, and in the “Target” field, add the text <SPACE>/startup:sc (as shown below), then select “OK”:

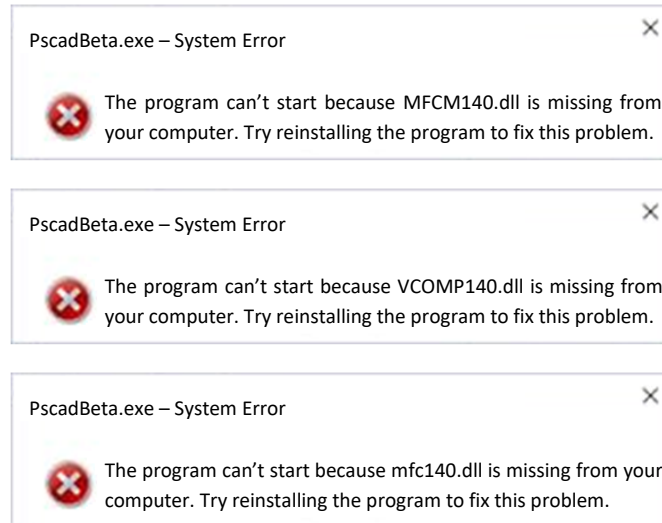


- PSCAD Free Edition may now be launched using the desktop shortcut.

7.6 Unable to run the PSCAD BETA Edition

Problem

When launching the PSCAD BETA Edition from MyUpdater, the launch fails. Messages similar to the following will display:



Messages similar to the following will display in the MyUpdater messages tab:

```
Attempting to start <PSCAD Beta x64>  
Launching <PSCAD Beta.exe>  
Using elevated privileges...  
Path: *  
Running...  
Process terminated with error: C0000135. A required DLL was not found
```

Cause

The Microsoft Visual C++ 2015 Redistributables pre-requisite software is missing.

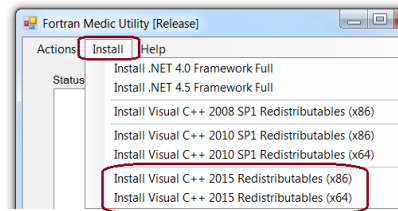
Continued...

Solution

Two methods for installing the Microsoft Visual C++ 2015 Redistributables are as follows:

1. Using the menu in the Fortran Medic tool:

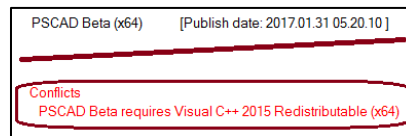
- Launch the Fortran Medic tool as per Appendix M.1.
- Install the Microsoft Visual C++ 2015 Redistributables from the “Install” tab:



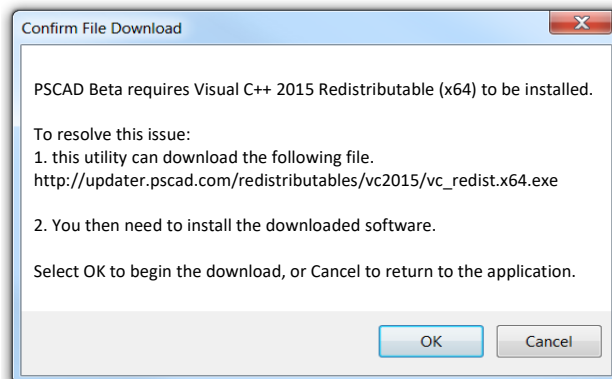
- Install the software from the downloaded link.

2. Using the Fortran Medic tool:

- Launch the Fortran Medic tool as per Appendix M.1.
- Scroll down to the software installation information, and an error similar to the following will display:



- Right-click on the message to display the following dialog box:

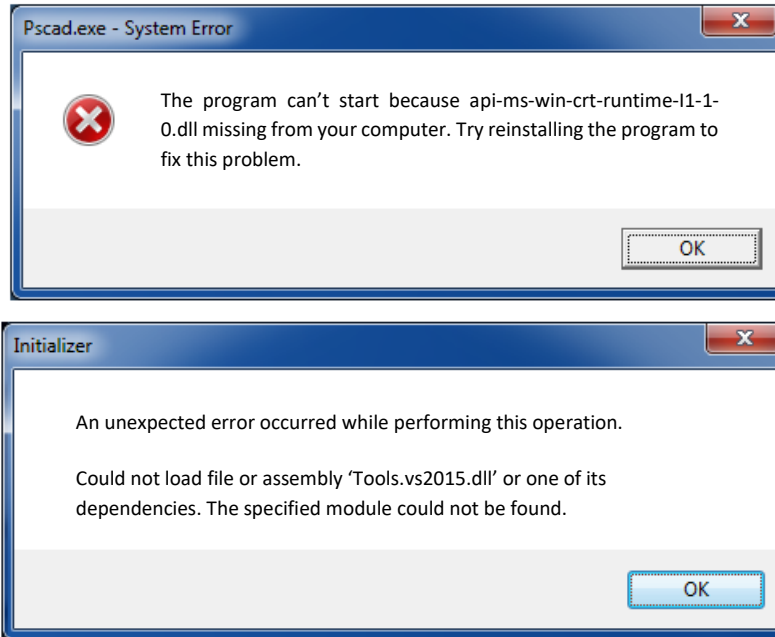


- Select “OK” in the above dialog to download the pre-requisite software for your installation. Then install the software from the downloaded link.

7.7 Unable to launch PSCAD due to “api-ms-win-crt-runtime-l1-1-0.dll missing from your computer” Error Message

Problem

Products may be installed or updated; however, when launching some products, the following error messages display:



Cause

It appears that this issue is caused by the following conditions

- The latest Visual C++ 2015 Redistributables (14.0.24215.1) are installed, and
- Update KB2999226 is not installed or not correctly installed, and
- Visual Studio 2015 is not installed, and
- No Windows Kits are installed

Continued...

If the Fortran Medic would be run on such a machine, it would show the following information:

Folder Info

Windows Kits:

None detected

Microsoft Visual C++ Redistributables

Visual C++ 2015 Redistributable (x86) **14.0.24215.1** [score: F index: 1]

Visual C++ 2015 Redistributable (x64) **14.0.24215.1** [score: F index: 1]

Detecting Visual Studio Versions

Rejected: **VS2015 [scored 0 of 6]**

Solution 1

Uninstall the Visual C++ 2015 Redistributable (x86) 14.0.24215.1

Uninstall the Visual C++ 2015 Redistributable (x64) 14.0.24215.1

Download and install the original redistributables, 14.0.23026.0 from here:

<https://www.microsoft.com/en-us/download/details.aspx?id=48145>

or from here:

http://updater.pscad.com/redistributables/vc2015/vc_redist.x64.exe

http://updater.pscad.com/redistributables/vc2015/vc_redist.x86.exe

Solution 2

Ensure that the KB2999226 update is installed on your computer. The update is available at the link below, and you need to download the x86 and x64 targeted for your Windows operating system version.

<https://support.microsoft.com/en-us/help/2999226/update-for-universal-c-runtime-in-windows>

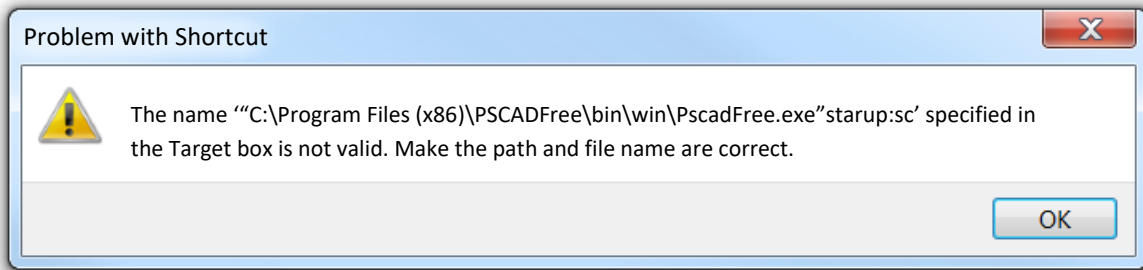
Solution 3

Ensure that Windows Update is enabled to install all available updates. After all updates are installed, restart your machine.

7.8 Receiving a “Problem with Shortcut” Error Message when trying to create a Shortcut for the Free Edition

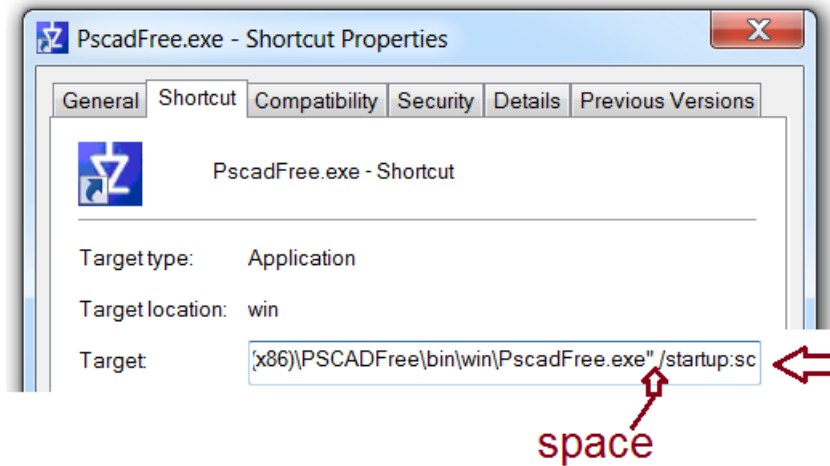
Problem

When creating a shortcut to launch the Free Edition (instructions for this are listed in Sections 7.4 and 7.5), the following error message displays:



Cause

The “space” character is missing from the shortcut:



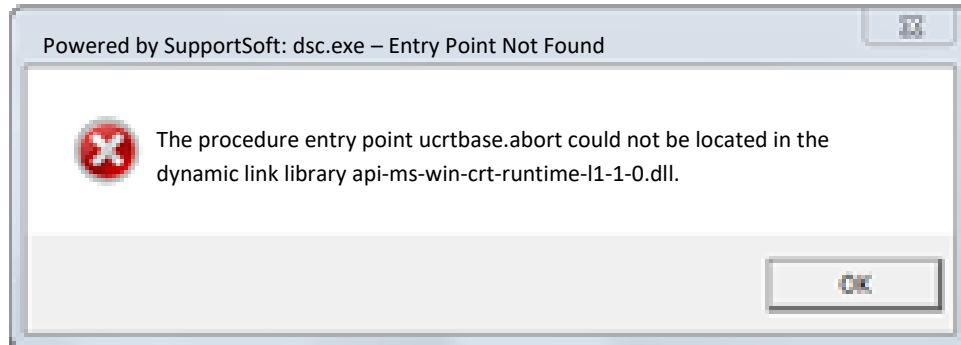
Solution

Display the properties of the shortcut, and insert the space.

7.9 Receiving an “Entry Point Not Found” Error Message when trying to run software

Problem

When trying to run software from MyUpdater, the following error message displays:



Cause

This error occurs when Windows 7 Service Pack 1 is missing. Windows Service Pack 1 is the minimum required software.

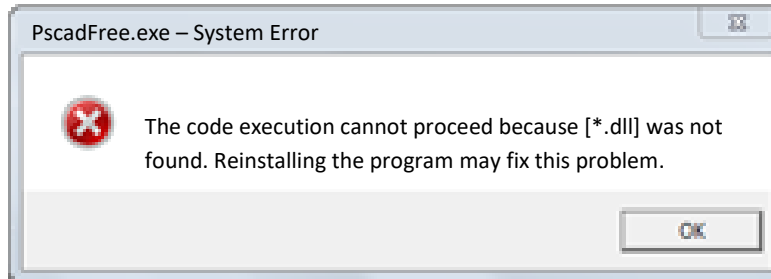
Solution

Install Windows 7 Service Pack 1.

7.10 Receiving a “The code execution cannot proceed...” Error Message when trying to run the PSCAD Free Edition from MyUpdater

Problem

When trying to run the PSCAD Free Edition from MyUpdater, a message similar to the following displays:



Note

*.dll in the above screenshot has included the following items: “VCOMP140.dll” and “mfc140.dll”

Cause

This error occurs when Microsoft Visual C++ Redistributable for Visual Studio 2019 is not installed.

Applicability

This is applicable for the PSCAD Free Edition, at v4.6.3.

Solution

Try rebooting your machine, then try launching the software. If the same error still occurs, then proceed as follows to install Microsoft Visual C++ Redistributable for Visual Studio 2019:

- Browse to the following: <https://visualstudio.microsoft.com/downloads/>
- Scroll down to and open: Other Tools and Frameworks
- Scroll down to: Microsoft Visual C++ Redistributable for Visual Studio 2019
- Download: x64 and x86
- Install both x64 and x86 redistributables
- Reboot your machine
- Try to launch PSCAD Free

If the error persists, please contact support@mhi.ca, and provide the following:

- Reference to this solution
- A Medic log file (per Appendix M.2)
- Your MyUpdater log file (following a failed launch, select File | Save Messages as)

7.11 Receiving a “Process terminated with error: C0000409” Error Message in MyUpdater Messages

Problem

When attempting to install a product using MyUpdater, messages similar to the following will be listed in the MyUpdater “Messages” tab:

```
Attempting to launch <product>  
Checking if product needs to be updated  
Getting installed manifest for <product>  
Checking if required dependencies are installed  
Checking required launch permissions...  
Resolving required install paths..  
Launching <product.exe>  
Using elevated privileges = <answer>  
Path: C:\Program Files (x86)\...\<product.exe>  
Running...
```

Process terminated with error: C0000409

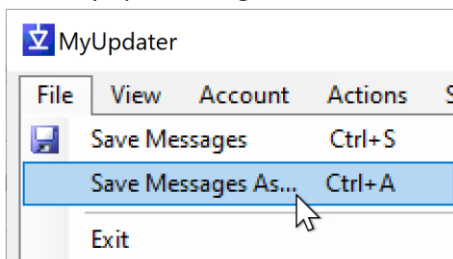
Solution

Try re-installing the software:

- Close MyUpdater.
- Re-install MyUpdater from this [link](#).
- When the MyUpdater tool restarts: Log in, uninstall the product, then re-install the product.
- Log out of your machine, then log back in.
- Launch MyUpdater, log in, and retry running the software.

If the matter is not resolved, please contact the MHI support desk (support@mhi.ca), and provide:

- A description of the issue, including the product you are attempting to run (e.g. PSCAD Free Edition),
- Your MyUpdater log file,

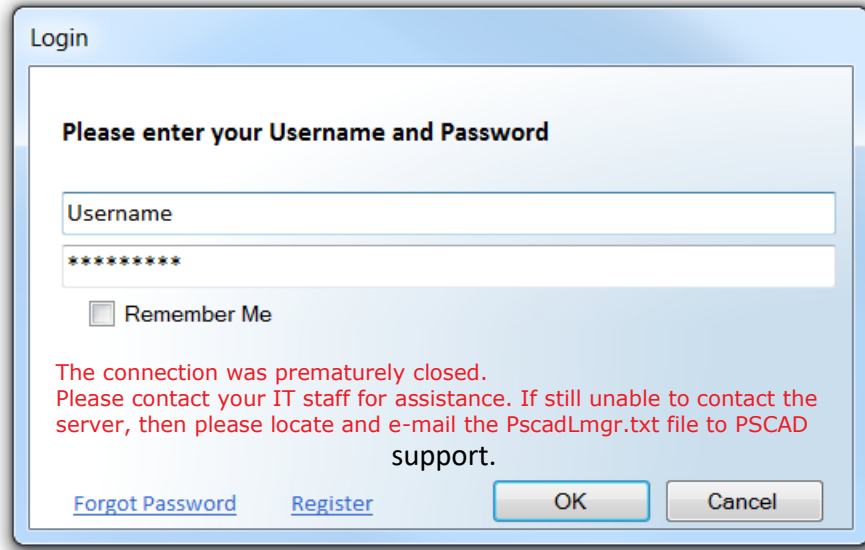


- Your Fortran Medic log file as per Appendix M.2.

8. Unable to Log in to MyCentre

8.1 Receiving a “The connection was prematurely closed” Error Message

When MyUpdater is launched, the following error message displays when login information is entered:



Possible Causes

Installation is incomplete or corrupted due to security software, or

Launch is blocked by security software.

Solution 1

If this occurred when using MyUpdater:

- Save the messages file:



- Send the file to our Support Desk (support@mhi.ca). This will help us to determine the cause of this issue and provide a solution.

Continued...

Solution 2

If this occurred when using PSCAD:

- Locate your PscadLmgr.txt file/s:

On Windows XP:

- C:\Documents and Settings\All Users\Application Data\Manitoba HVDC Research Centre\LicenseManager

On Windows Vista, Win7, Win8 (send all as available):

- C:\Users\All Users\Manitoba HVDC Research Centre\LicenseManager\PscadLmgr.txt
 - C:\Users\\AppData\Local\Manitoba HVDC Research Centre\LicenseManager\PscadLmgr.txt
(if the appdata folder is hidden, it may be displayed as per Appendix L)
 - C:\ProgramData\Manitoba HVDC Research Centre\LicenseManager\PscadLmgr.txt
- Send the file/s to our Support Desk (support@mhi.ca). This will help us to determine the cause of this issue and provide a solution.

9. Issues with the Troubleshooting Tools

9.1 Receiving an “Error constructing proxy configuration list” Error Message

Problem

The following error is saved to a log file when running the Proxy Detector Utility (Appendix D):

```
Error constructing proxy configuration list  
Error: Could not load file or assembly 'ComponentPro.Ftp, Version=6.1.40.41005, Culture=neutral,  
PublicKeyToken=0efede2d78b28dff' or one of its dependencies.
```

```
The system cannot find the file specified.
```

Possible Causes

The Proxy Detector Utility was not saved and launched correctly.

Solution

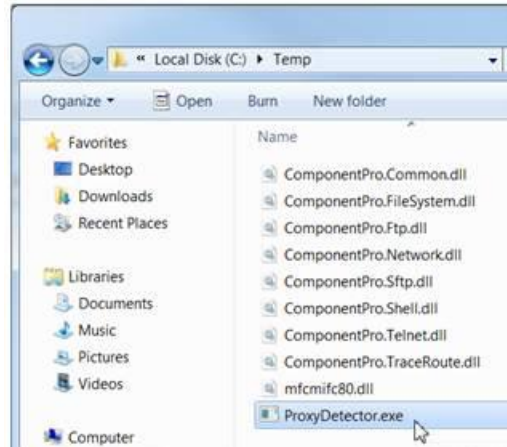
The following steps will resolve this issue:

- Download the proxy detection utility from the following address:
<http://updater.pscad.com/utilities/ProxyDetector.zip>
- Extract and save **all** of the zipped files into a different (local) folder, for example:

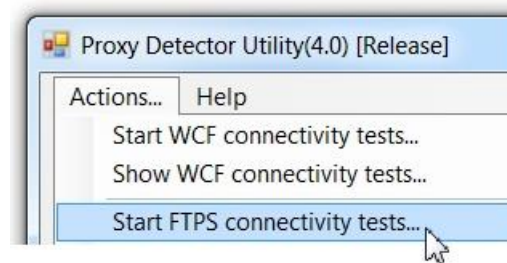
```
C:\Temp
```

Continued...

- Run the ProxyDetector.exe file to launch the utility:



- Go Actions | Start FTPS connectivity tests.



- Continue to follow the instructions in Appendix D.
- This should allow the full messaging. Once the messages have been generated, please feel free to send in this log file so that we can assist further.

Appendix A Configuring the HTTP Updater Proxy Settings

Purpose

This document describes how to configure the Updater utility to use the proxy server settings required to operate on your network.

Audience

Anyone who is required to configure the Updater's proxy server settings.

Background Information on Network Proxies

Some corporate networks route HTTP, and possibly FTP, traffic through proxy servers which can be used to provide

- a single point to log all web traffic,
- a single point for content filtering,
- protection against some externally originating web attacks, and
- possibly other benefits.

For the most part, the operation of a proxy server on a user's network is completely transparent, and most users may not be aware of them.

Some proxy servers may require user credentials (username and password) for user authentication purposes prior to allowing that user to access resources beyond the proxy server. The proxy server may require the client applications, such as a web browser,

- To not provide any credentials,
- To provide the Windows login credentials (also known as Network Credentials), or
- To provide specific credentials which are not the Windows login credentials.

Continued...

If the proxy server requires specific user credentials, when you first access an external web resource, your web browser may launch a dialog similar to the one below, asking you to provide a username and password required by the proxy server.



How the Updater Handles Proxy Servers

The Updater automatically attempts to use your Internet Explorer proxy settings by default. However, if this fails, or if you are using a different browser, then you may need to manually change the Updater proxy settings. Any changes in proxy settings are retained in the UpdateClient.xml settings file in XML format. This file is automatically generated, and should NOT be manually edited or modified. If a specific username and password are required, they are encrypted before they are saved to the file.

If the Updater encounters any proxy –related errors

- While communicating with the server to update your authorized list of products, or
- While retrieving any product revisions file, or
- While performing any other action,

It will notify you of the errors, suggest some possible remedial actions, and then allow you to modify or correct the proxy settings.

If you choose to specify a specific proxy server address (Note: *address* is also known as *URL*), you can fully test that address before accepting the proxy settings.

Continued...

Obtaining Your Current Proxy Settings

In order to set the Updater proxy settings, you need to know the current proxy settings used by your network. You can obtain this information using any of the following methods.

- Using the Updater automatic proxy detection feature,
- Using the Internet Explorer proxy settings, or
- Using the Firefox proxy settings, or
- Contact your network administrator.

1. Contact Your Network Administrator

If you are unable to determine your network's proxy server settings using any of the first 3 methods listed above, or if you use a different browser than Internet Explorer or Firefox, contact your network administrator for the correct proxy server information and for any other required assistance.

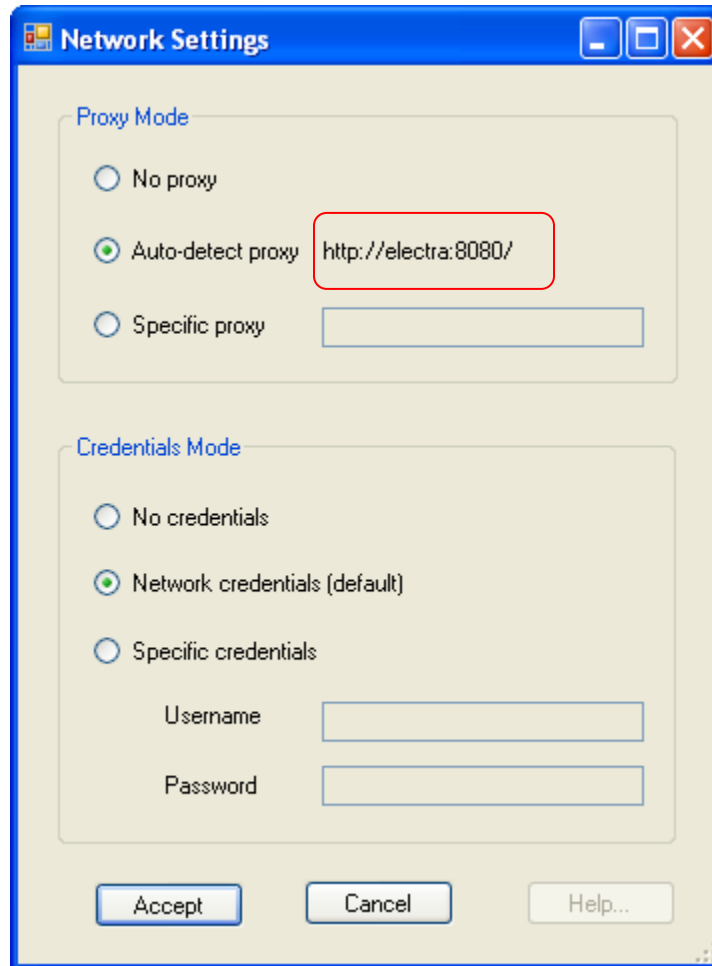
2. Using the Updater Automatic Proxy Detection Feature

To use the Updater to auto-detect the proxy server address currently being used,

- a. Start the Updater
- b. Press *Ctrl + H*, or select *Tools | HTTP Proxy Settings* to display the following dialog.

Continued...

- c. The auto-detected proxy address (URL) is highlighted below.

**Important Note**

The auto-detection feature can only detect the address of the proxy server. It cannot detect what the required *username* or *password* is, if they are required by the proxy server. You will need to contact your network administrator for assistance if specific credentials (username and password) need to be supplied.

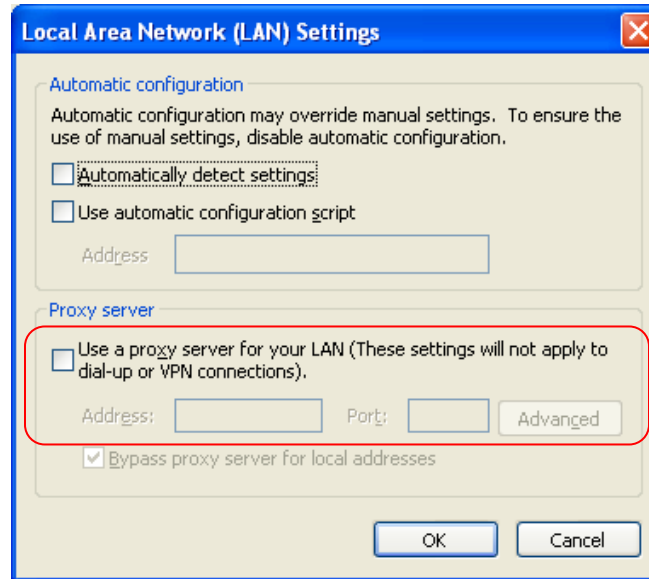
3. Using the Internet Explorer Proxy Settings

To determine the proxy settings used by Internet Explorer,

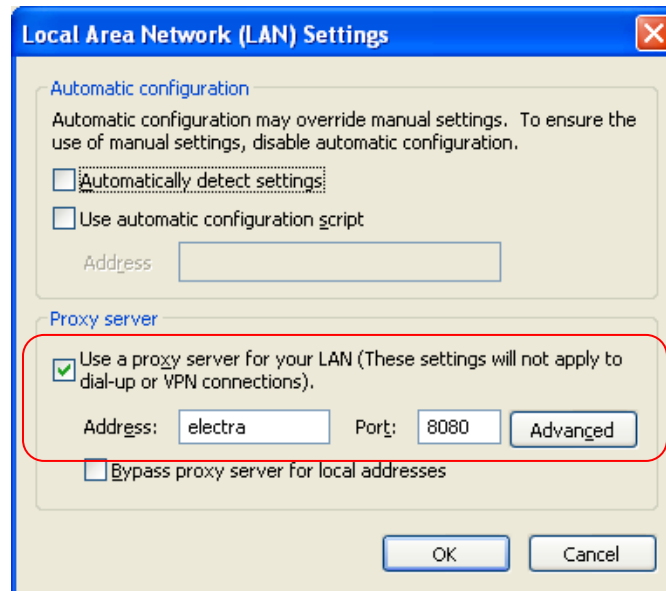
- a. Launch Internet Explorer
- b. Select Tools | Internet Options | Connections
- c. Select LAN Settings

Continued...

- d. If Internet Explorer does not have any proxy server settings, the dialog will look similar to the following.



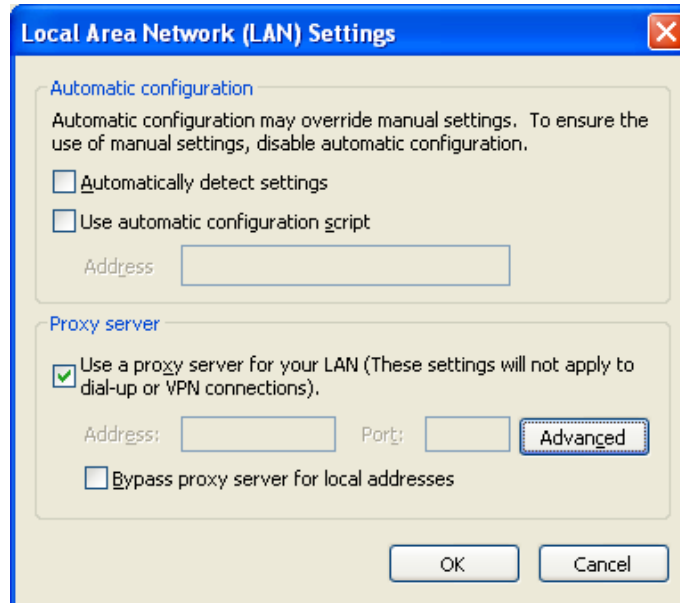
- e. If Internet Explorer is using the same proxy server for all protocols, the dialog will look similar to the following.



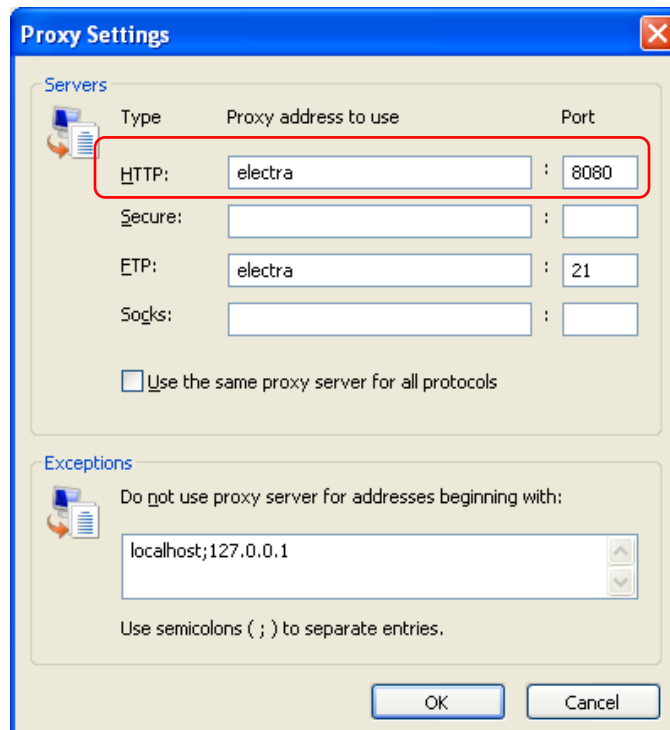
- In this case, the proxy server address is: electra:8080

Continued...

- f. If Internet Explorer is using multiple proxy servers, for its various protocols, the dialog will look similar to the following.



- Select *Advanced*, to see a dialog similar to the following.



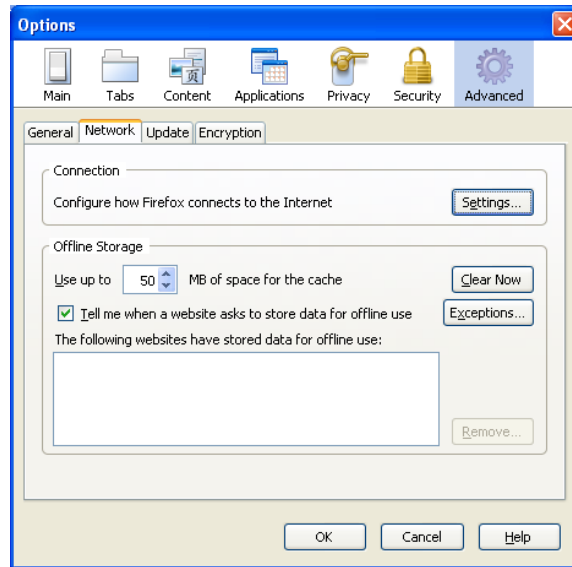
- In this case the proxy server address is: electra:8080

Continued...

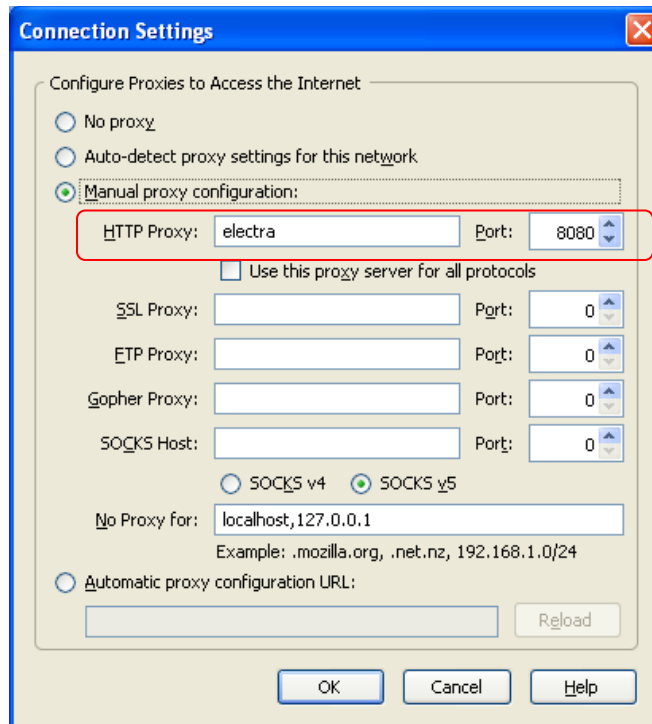
4. Using the Firefox Proxy Settings

To determine the proxy settings used by Firefox,

- a. Launch Firefox
- b. Select Tools | Advanced | Options | Network



- c. Select Settings:



- d. In this case the proxy server address is: electra:8080

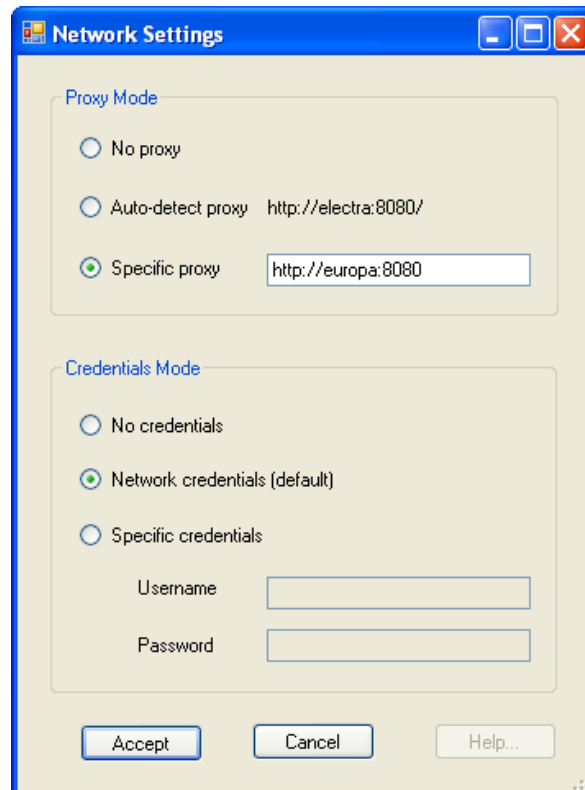
Continued...

Changing the Updater Proxy Settings

In the Updater, press *Ctrl + H*, or on the menu, select *Tools | HTTP Proxy Settings*.

Either action will bring up the following *HTTP Proxy Settings* dialog which allows you to configure the proxy and credentials to be used by the Updater.

If you need to enter a specific proxy other than the detected default, or no proxy was detected, then select *Specific proxy* and enter a proxy server address in the edit box. You may need to contact your network administrator for the correct address.



The two valid proxy server address formats are:

<http://machine:port>

or

machine:port

Continued...

Examples of valid specified proxy addresses:

http://europa:8080

europa:8080

Note

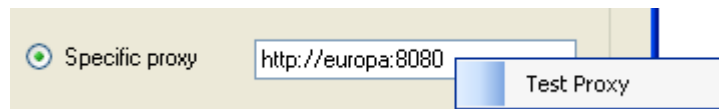
You also need to select the proper credentials mode required by the active proxy server.

Note

You may need to contact your network administrator for the required credentials mode, and the required username and password settings.

Testing the Proxy Settings

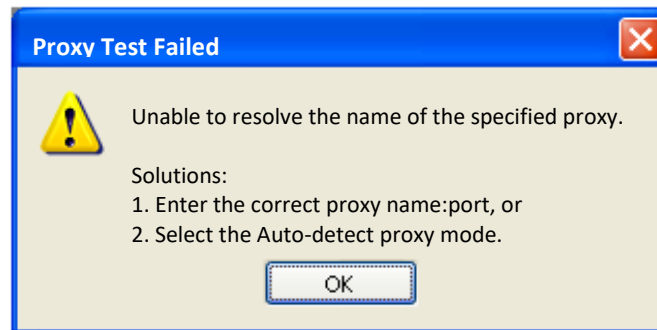
If you selected *Specific proxy*, and want to test the entered proxy address, right-click on the entered proxy address, (in the figure below, you would right click on *http://europa:8080*), and you should see a *Test Proxy* popup menu, as shown below.



Select the *Test Proxy* menu item.

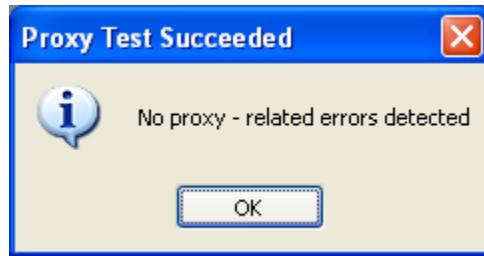
The Updater will attempt to use the specified proxy server address, and the specified credentials, to retrieve a web page, (which it then discarded).

If any errors are encountered, they will be displayed, so that you can correct the specified proxy address. A typical error message is shown below.



Continued...

If no errors are detected, you should see something similar to the following.



Typical Proxy Address Errors

If you fail to enter a port number, or enter the wrong port number, you may see messages similar to:

Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...
Remoting Error [Note: the following line might be in html]
Cause: <HTML><HEAD><TITLE>Moved Permanently</TITLE></HEAD><BODY><H2>Moved Permanently</H2>

Status: ConnectFailure
Cause: The requested address is not valid in its context 192.168.100.51:0

Status: ConnectFailure
Cause: No connection could be made because the target machine actively refused it 192.168.100.51:100

If you specify a wrong machine as the proxy server, you may see messages similar to:

Unable to get your list of authorized products from the UpdateServer on <207.54.114.141>...
Cause: The proxy name could not be resolved: 'europa'
Status: ProxyNameResolutionFailure

If the specified proxy server is active, but not running a proxy service, you may see messages similar to:

Status: ConnectFailure
Cause: No connection could be made because the target machine actively refused it 192.168.100.51:8080

If the specified proxy server response time is excessively long, you may see messages similar to:

Status: ConnectFailure
Cause: A connection attempt failed because the connected party did not properly respond after a period of time or established connection failed because connected host has failed to respond 68.148.128.208:8080

If the specified proxy server has gone offline, you may see messages similar to:

Unable to get your list of authorized products from the UpdateServer on <UpdateServer>...
Remoting Error [Note: the following line might be in html]
Cause: The request timed out.
Cause: The request was aborted: The operation has timed out.

Appendix B Configuring the Updater FTPS Proxy Settings

Purpose

This document describes how to configure the Updater utility to use the FTPS proxy server settings required to operate on your network.

Audience

This document applies to PSCAD users who use the MyUpdater tool (formerly known as the UpdateClient), and have previously encountered and reported proxy-related issues, or are known to use FTP proxies.

Background

The MyUpdater tool uses FTP to download product updates and product files. The FTP site hosting product updates requires the MyUpdater tool to be updated. The latest update (MyUpdater version 1.0.1.14 and better) supports more FTP proxy server configurations, allowing it to be used in alternate network configurations.

FTP Migration Details

Until version 1.0.2.14, only the *Settings | FTP Proxy* settings are used. The *Settings | FTPS Proxy settings* are required for using the MyUpdater utility (1.0.2.14 and better) with the updated FTP site and updated proxy server support. It is best to configure the new proxy support now to avoid future product update issues.

Continued...

Required Proxy Information

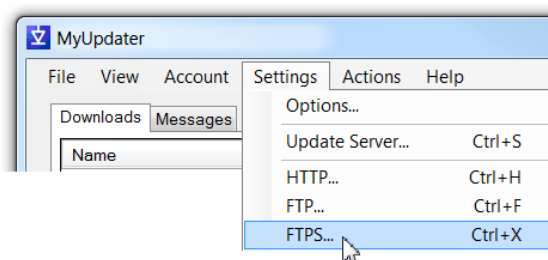
Before you configure the new FTPS proxy server settings, you will need to determine the following information. This may be done in consultation with your IT department and/or as per Appendix C (using the detector utility in MyUpdater), Appendix D (automatic connectivity testing and proxy settings detection) or Appendix E (manual connectivity testing).

Required FTP Proxy Information	Available Options	Your configuration
Type of FTP proxy server used?	None, Socks4, Socks4A, Socks5, HttpConnect, SITE, USER, OPEN	
Host name of the proxy server?		
Port used by the proxy server?		
Does the proxy server support Expect 100-Continue behaviour?	Enabled, Disabled	(If uncertain, leave as Enabled)
If you have an HttpConnect proxy, what authentication method does it use?	Basic, NTLM	
If you have an HttpConnect proxy server which uses NTLM authentication, what domain does it require?		
If you are using a proxy server which requires a username, what username is required?		
If you are using a proxy server which requires a password, what password is required?		

Note: The Expect 100-Continue behaviour must be specified, but is currently not supported.

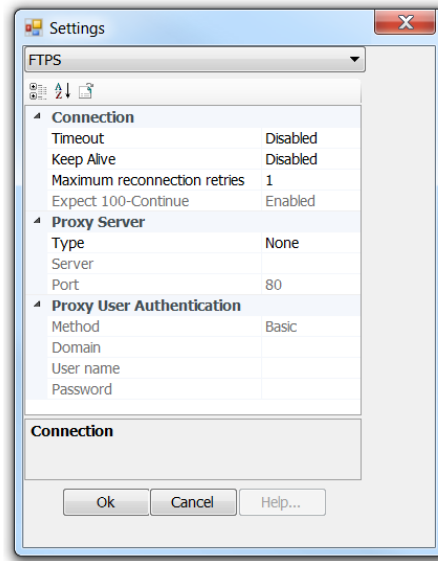
Configuring Your FTPS Proxy

- a. Launch the MyUpdater Utility
- b. Select Settings | FTPS.



Continued...

- c. The FTPS Proxy Settings will initially have the following default values:



- d. In the *Type* field, select one of the following supported FTP proxy server types.

Proxy Choice	Description
None	No FTP proxy is used.
Socks4	A Socks4 proxy is used.
Socks4A	A Socks4A proxy is used, capable of resolving domain names.
Socks5	A Socks5 proxy is used.
HttpConnect	An HttpConnect proxy is used. It sends a <i>CONNECT</i> command to an HTTP proxy to connect to the FTP server.
SITE	An FTP SITE proxy is used, which sends a <i>SITE site</i> command to connect to the FTP server.
USER	An FTP USER proxy is used, which sends a <i>USER user@site</i> command to connect to the FTP server.
OPEN	An FTP OPEN proxy is used, which sends an <i>OPEN site</i> command to connect to the FTP server.

Continued...

e. In the *Server* field, enter your FTP proxy server address, in hostname or IP format, as shown in the examples below:

- Hostname format:

http://SomeNet.com

or

ftp://SomeNet.com

- IP format:

http://10.1.1.1

or

ftp://10.1.1.1

f. In the *Port* field, enter your FTP proxy server port.

g. Set the *Expect 100-Continue* field to *Enabled* (default) or *Disabled*. If unsure, leave as *Enabled*.

h. If you are using an *HttpConnect* proxy, then you must specify the authentication *Method: Basic* or *NTLM*.

i. If *NTLM* authentication is used, then you must specify the *Domain*.

j. If any FTP proxy is used, and a username is required, then enter it into the *User name* field.

k. If any FTP proxy is used, and a password is required, then enter it into the *Password* field.

l. When completed, select *OK*, which will save your proxy settings.

Continued...

Handling Proxy-Related Issues

If you have any issues in configuring the FTPS Proxy settings, then perform the following:

- a. Select File | Save Messages As...
- b. Locate and then e-mail the saved file to support@mhi.ca

If you encounter any FTPS proxy-related messages in the *Messages* window, indicated by the following message:

Please review and ensure that the FTPS proxy settings are correctly specified.

then you need to have your IT department ensure that your FTPS proxy settings are correctly configured.

If your proxy server type is not listed, then you need to contact support@mhi.ca with the proxy server information.

Appendix C Troubleshooting FTP/FTPS Connectivity (MyUpdater Utility)

Purpose

If you are experiencing FTP or FTPS connectivity or proxy issues, the built-in proxy detection feature may be used for troubleshooting. The proxy detection feature performs a series of tests to verify connection to our FTP/FTPS server, using your proxy server if so configured. This utility also assists with detecting your proxy server settings, which will then be used to configure MyUpdater.

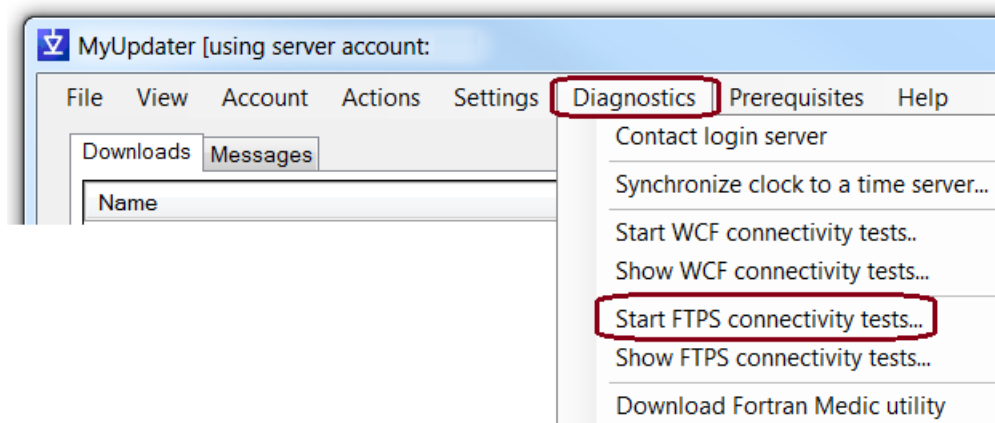
Notes

1. Alternatively, refer to Appendix D to use the automated connectivity testing and proxy settings detection, or to Appendix E for manual connectivity testing.
2. Refer to Appendix F for known requirements for FTP operation.

Procedure

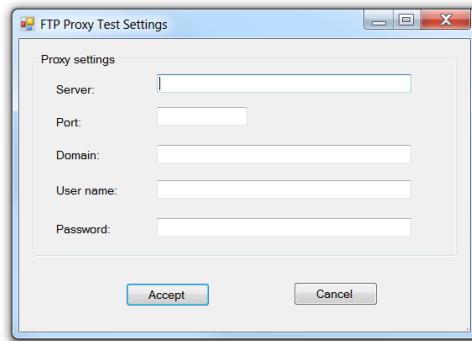
Proceed as follows:

- From the “Diagnostics” tab, select “Start FTPS connectivity tests”:



Continued...

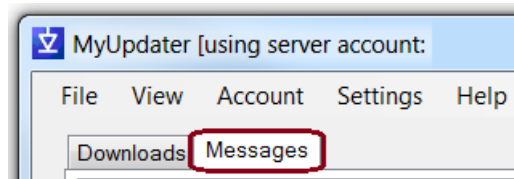
- If you have an FTP or FTPS proxy server, then the IP address or name of that server must be specified. Provide as much other information as possible in the following dialog, then select “Accept”



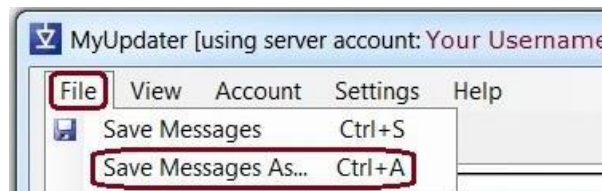
Note

Tool tips will appear when hovering over an input field.

- Once the tests are complete, the results may be displayed by viewing the “Messages” tab:



- Save the messages into a log file as shown:



- Please send the log file to our support desk (support@mhi.ca) so that we may assist further.

Appendix D Troubleshooting FTP/FTPS Connectivity (Proxy Detection Utility)

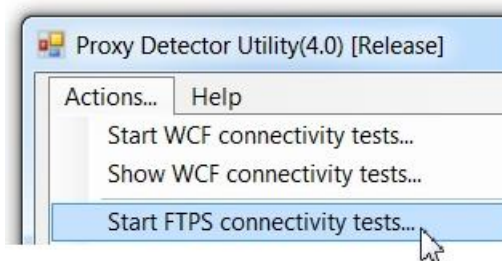
If you are experiencing FTP or FTPS connectivity or proxy issues, the Proxy Detection utility may be used for troubleshooting. The Proxy Detection utility performs a series of tests to verify connection to our server through your proxy server if you so configured. This utility also assists with detecting your proxy server settings, which will then be used to configure MyUpdater.

Notes

1. Alternatively, refer to Appendix C for testing using the MyUpdater utility, or to Appendix E for manual connectivity testing.
2. Refer to Appendix F for known requirements for FTP operation.

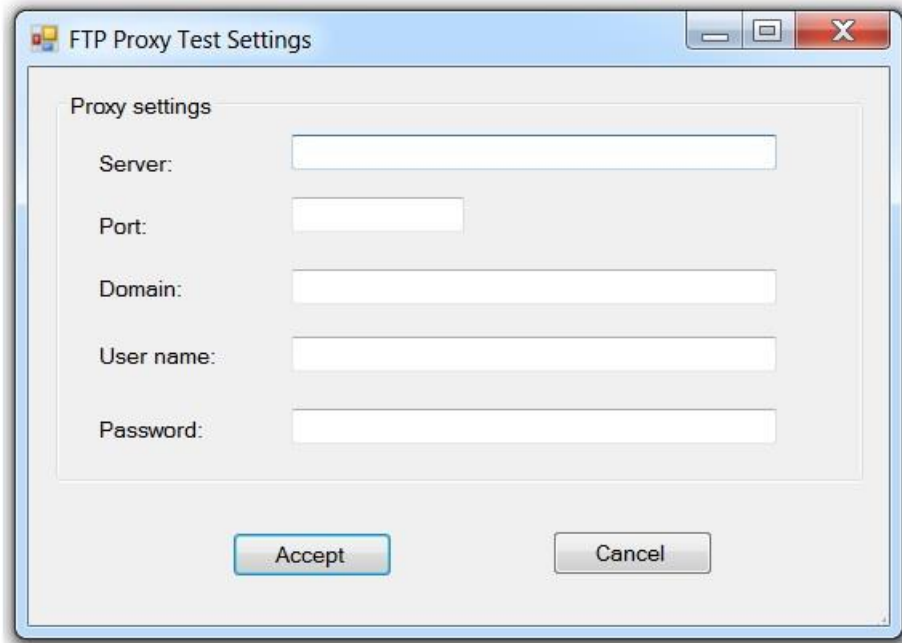
The Proxy Detection utility is run as follows:

- Download the following ZIP file:
<http://updater.pscad.com/utilities/ProxyDetector.zip>
- Extract ALL FILES to a temporary folder.
- Run the “ProxyDetector.exe” file from the new temporary folder.
- In the utility, click on Actions / Start FTPS connectivity tests.



Continued...

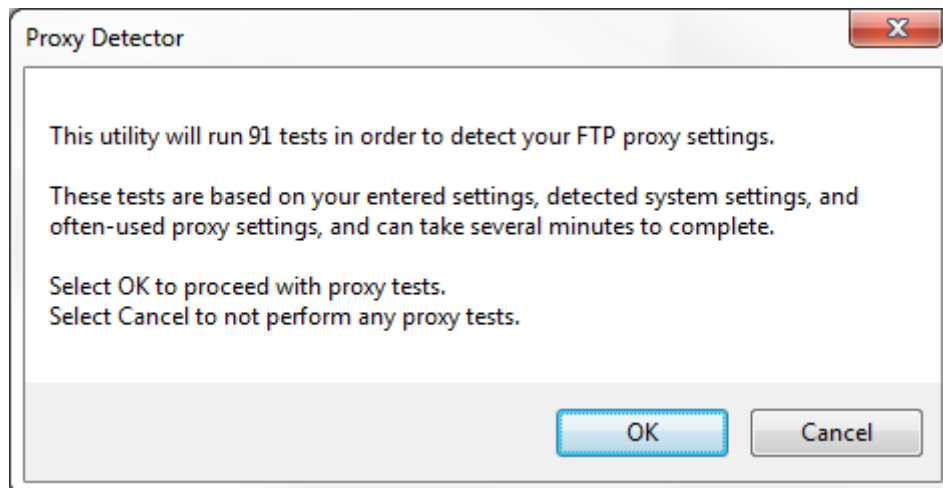
- Provide as much information as possible in the following dialog, then select “Accept”.



The screenshot shows a dialog box titled "FTP Proxy Test Settings". It has a standard Windows window title bar with minimize, maximize, and close buttons. The main area contains a section titled "Proxy settings" with five input fields: "Server:", "Port:", "Domain:", "User name:", and "Password:". Below the input fields are two buttons: "Accept" and "Cancel".

Notes

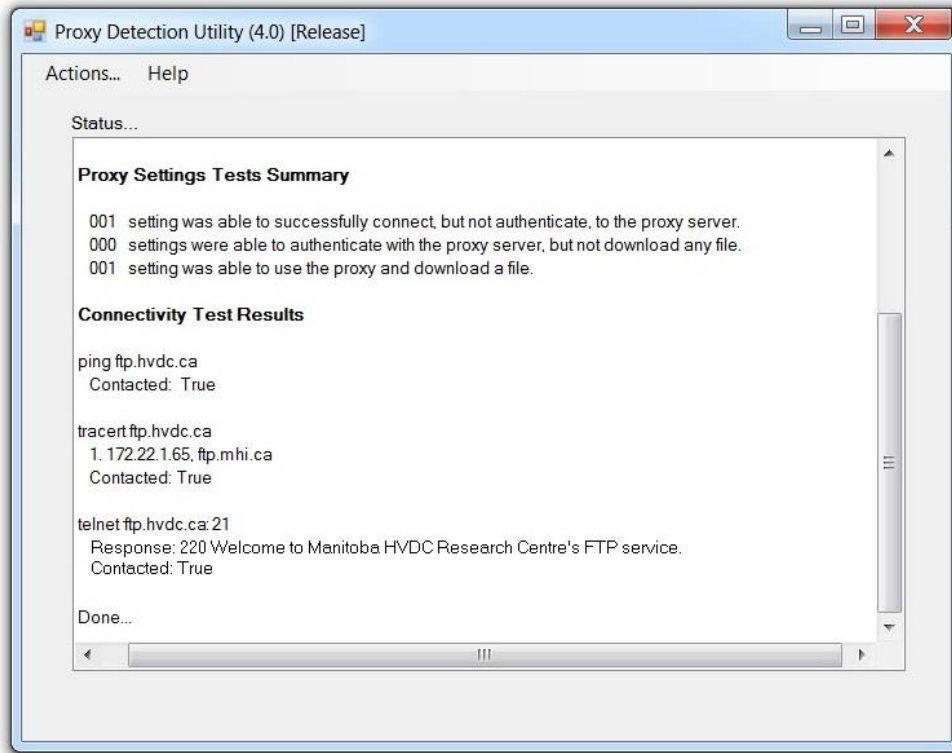
1. If you must leave all fields blank, simply select “Accept”, and the testing will proceed.
 2. Tool tips will appear when hovering over an input field.
- You may then be asked to confirm the intent to run the test by a message similar to the following. If prompted, select “OK”.



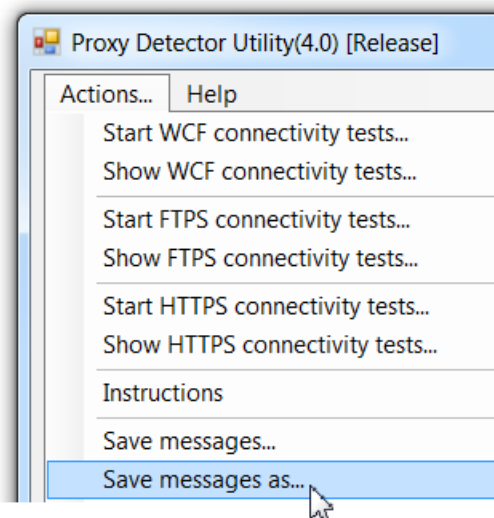
The screenshot shows a dialog box titled "Proxy Detector". It has a standard Windows window title bar with a close button. The main area contains the following text:
This utility will run 91 tests in order to detect your FTP proxy settings.
These tests are based on your entered settings, detected system settings, and often-used proxy settings, and can take several minutes to complete.
Select OK to proceed with proxy tests.
Select Cancel to not perform any proxy tests.
At the bottom of the dialog are two buttons: "OK" and "Cancel".

Continued...

- Once the tests are complete, the results will be displayed in the utility, similar to the following:



- Save the messages and send them to us so that we can identify the problem.



- If the utility failed to connect to our server or failed to detect your proxy settings, then your IT department should assist you with providing the correct settings, and correct username and passwords if they are required.

Appendix E Troubleshooting FTP/FTPS Connectivity (Manual Detection)

Purpose

This appendix describes how to manually troubleshoot your connection to our FTP/FTPS server in the event that your MyUpdater utility is unable to download any product ZIP files from our FTP/FTPS server.

Notes

1. Alternatively, refer instead to Appendix C to use the detector utility in MyUpdater, or to Appendix D to use the automated connectivity testing and proxy settings detection.
2. Refer to Appendix F for known requirements for FTP operation.

Audience

This appendix applies to PSCAD users who use the MyUpdater utility (formerly known as the UpdateClient), and have previously encountered and reported FTP or FTPS file download-related issues.

Background

The MyUpdater utility uses FTP to download product updates and product files. If the MyUpdater utility is unable to connect to our FTP/FTPS servers then your products will not be installed or updated.

Typical Connectivity Errors

If your MyUpdater utility is unable to contact or FTP or FTPS to download files from our FTPS server, it will log error messages similar to the following:

Downloading updated files from server

Downloading via FTP: C:\Program Files\PscadFree\ZIPs\Root.zip

Downloading via FTP: Root.zip

System.Exception:

Cause: Unable to connect to FTP site.

FtpException:

Cause: A connection attempt failed because the connected party did not properly respond after a period of time, or established connection failed because connected host has failed to respond.

Status: ConnectionFailed

Transferred: 0

Continued...

Your MyUpdater may be unable to access our FTP or FTPS servers due to any of the following reasons:

- Aggressive firewalls or anti-virus scanners on your machine,
- Aggressive firewalls or anti-virus scanners implemented centrally by the your institution's IT department, often located on some FTP or FTPS proxy server,
- You are blocked from accessing ANY FTP/FTPS site as part of your corporate IT policy.
- You are blocked from accessing our FTP/FTPS site as part of your corporate IT policy.
- Outgoing FTP/FTPS requests are using a corporate proxy server, but you do not have the correct information from IT required to configure the MyUpdater utility to use that proxy.

Verifying FTP and FTPS Connectivity

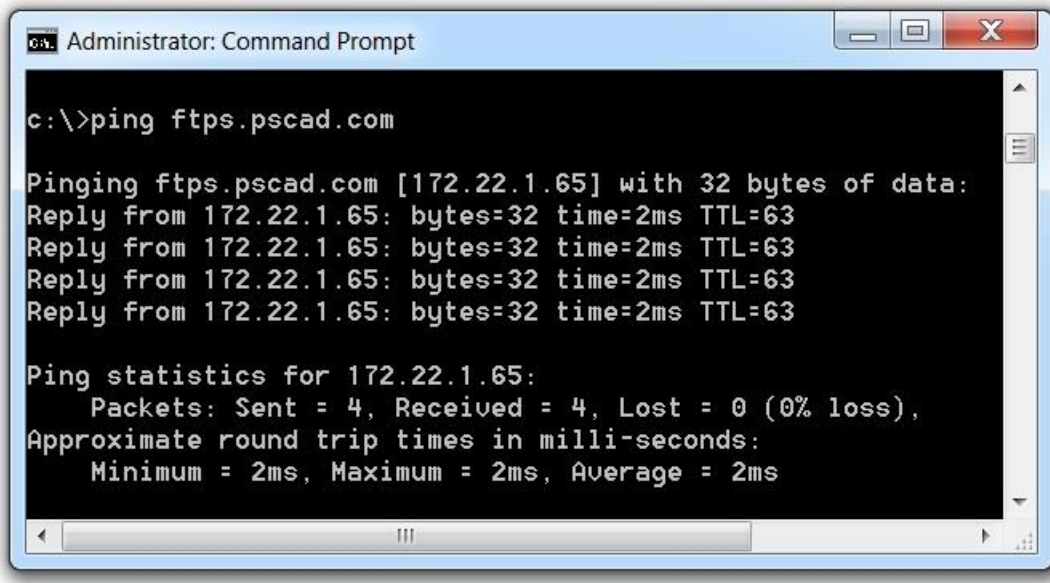
You can verify if your machine is able to contact our FTP or FTPS servers by performing the following tests.

Test FTP Connectivity using the Ping Utility

- a. Open up a command prompt; the following are two different methods to do this:
 - Windows Key + R, then type in 'cmd' and hit enter
 - Select All Programs | Accessories | Command prompt
- b. Type the following:
ping ftps.pscad.com

Continued...

If you see something along the lines of 'Reply from ftp.pscad.com' then it is working. See the following snapshot.



```
Administrator: Command Prompt

c:\>ping ftp.pscad.com

Pinging ftp.pscad.com [172.22.1.65] with 32 bytes of data:
Reply from 172.22.1.65: bytes=32 time=2ms TTL=63
Reply from 172.22.1.65: bytes=32 time=2ms TTL=63
Reply from 172.22.1.65: bytes=32 time=2ms TTL=63
Reply from 172.22.1.65: bytes=32 time=2ms TTL=63

Ping statistics for 172.22.1.65:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 2ms, Maximum = 2ms, Average = 2ms
```

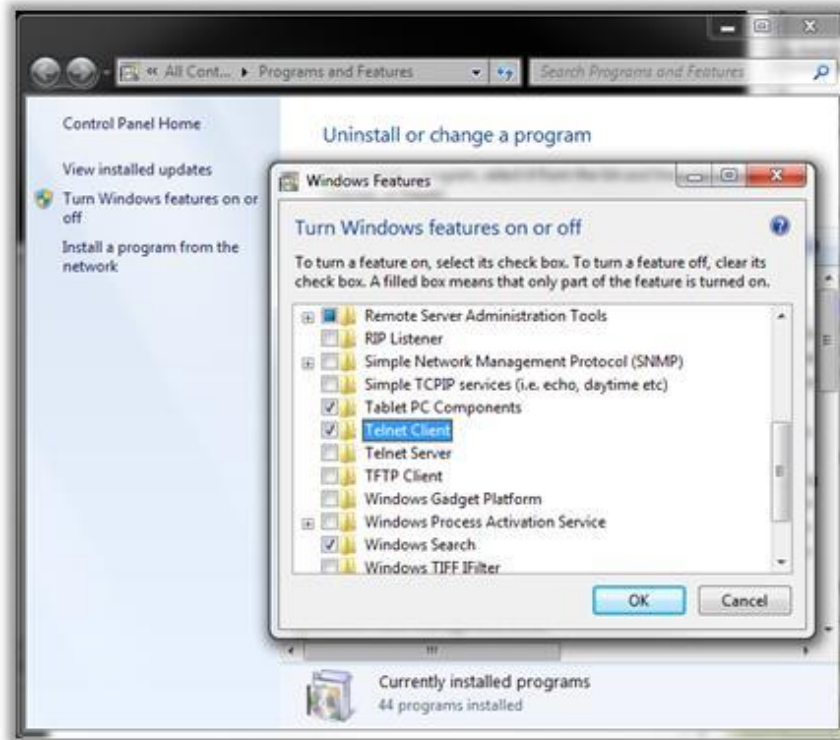
Test FTP connectivity using Telnet

- a. Open up a command prompt; the following are two different methods to do this:
 - Windows Key + R, then type in 'cmd' and hit enter)
 - Select All Programs | Accessories | Command prompt
- b. Type

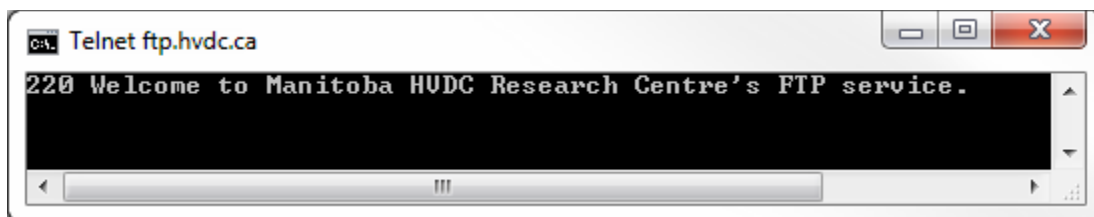
telnet ftp.hvdc.ca 21

Continued...

- c. If you get an error message telling you that telnet is not installed, you need to enable the telnet client. This can be done by opening the Add/Remove Programs → Turn Windows Features On or Off and then scrolling down and selecting Telnet Client. Click OK. See the following snapshot for an example.



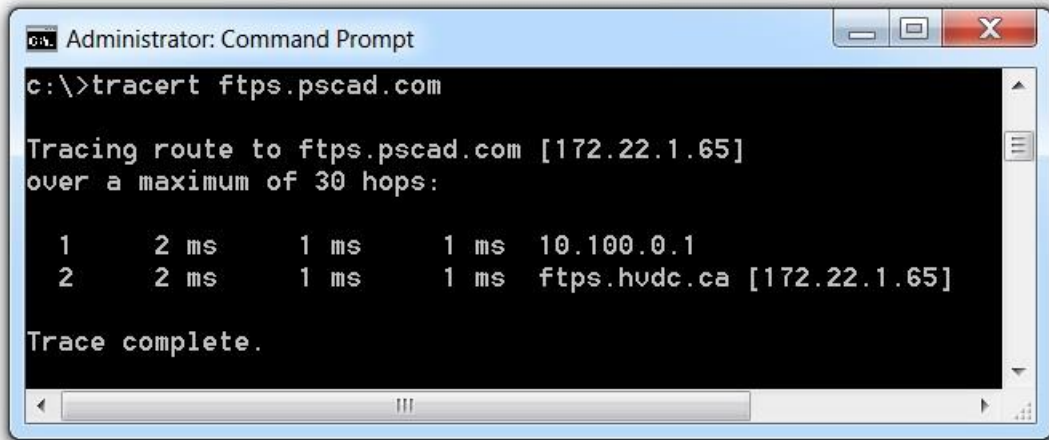
- d. Repeat step 2.b above.
- e. If you see the FTP site banner then you are successful, see the following snapshot. If not, then you are unable to connect to our FTP site.



Continued...

Check the routing of packets to our FTP/FTPS servers

- a. Open up a command prompt; the following are two different methods to do this:
 - Windows Key + R, then type in 'cmd' and hit enter
 - Select All Programs | Accessories | Command prompt
- b. Type tracert ftp.pscad.com.
- c. Results should be similar to the following snapshot.



```
Administrator: Command Prompt
c:\>tracert ftp.pscad.com

Tracing route to ftp.pscad.com [172.22.1.65]
over a maximum of 30 hops:

  1     2 ms    1 ms    1 ms  10.100.0.1
  2     2 ms    1 ms    1 ms  ftps.hvdc.ca [172.22.1.65]

Trace complete.
```

- d. This should tell you to which machines/routers the packets are routed to on their way to our FTP/FTPS site.
- e. This information can be used by your IT staff to determine the cause of any connection issues.

Appendix F Known Requirements for FTPS Operation

Purpose

This appendix provides the required information related to permitting communication between a client machine and our server. This communication is required for downloading software installation files from our server to the client machine.

This information is required when troubleshooting FTP/FTPS connectivity as per Appendix C, Appendix D, or Appendix E.

Known Requirements for FTPS Operation

- Clients need to be able to access our server located here:
ftps.pscad.com on port 990
- Additionally, the following passive port range needs to be unblocked:
55000 - 55500

Appendix G Enabling and Using ClickOnce Advanced Logging

Purpose

In order to assist our Support Desk with MyUpdater ClickOnce installation issues, the Fortran Medic may now be used to turn on the ClickOnce advanced logging feature. This will improve error logging information, thereby providing additional data pertinent to our analysis.

- a. Uninstall MyUpdater (from the Windows Control Panel, Programs and Features, right-click on “MyUpdater” and select the option to uninstall it).



- b. Send in a Fortran Medic log file to our Support Desk as per Appendix M.2.
- c. Still in the Fortran Medic utility, if the ClickOnce advanced logging is **disabled**, you will see the following in the Medic (under the “MyUpdater” heading):

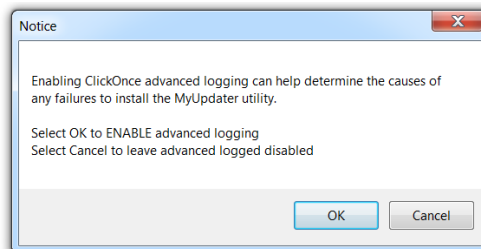
ClickOnce folder:

Install folder: C:\Users\lha.CENTRE\AppData\Local\Apps\2.0
Folder exists

Advanced logging

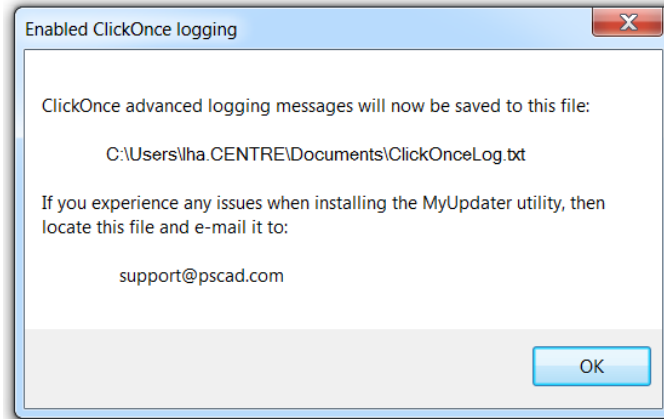
- ▶ LogFilePath: <not set>
- ▶ LogVerbosityLevel: <not set>

- a. Right-click on either of the two green icons in the above view, and you will be asked to confirm enabling the advanced logging. Select OK.

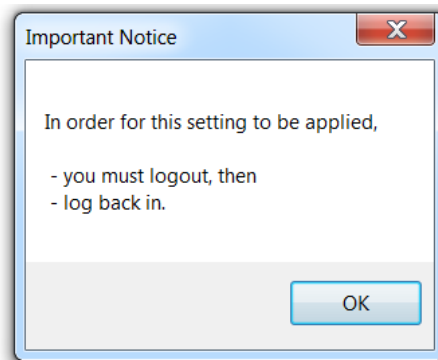


Continued...

- b. If the action succeeds, you will see the following. Attach this file to your draft e-mail, to be sent to us at a later step.



- c. Select "OK".



- d. Log out and log back in on your machine for the changes to be applied.
- e. Retry the MyUpdater installation from the following webpage:
<http://updater.pscad.com/updater/>
- f. When an error message is displayed, attach a snapshot of the error message to your draft e-mail. Select "Details" in the error message, and save the generated log file to your draft e-mail.
- g. Send the e-mail containing the following to support@mhi.ca:
- Your Fortran Medic log file (attached at Step (b)).
 - Your ClickOnce advanced log file (attached at Step (e)).
 - Your snapshot and "Details" log file from the error message (attached at Step (i)).

Appendix H Setting the Correct Time and Date

Purpose

This appendix provides instructions for setting your computer to the correct time zone, time and date. This will permit you to log in to MyUpdater and use certificate-based licensing.

Reference

Follow these instructions if either of the following issues occurred:

- You are unable to log in to MyUpdater, and an incorrect system time error displays. See Section 4.6, Problem #2.
- You are unable to license PSCAD using certificate licensing. For more information, see “Resolving PSCAD Issues”, available on this webpage:

<https://hvdc.ca/knowledge-library/reference-material>

Procedure

1. Determine the correct time zone, date and time in either of the following two manners:

a. Use the “worldtimeserver” website as follows:

- Go to the following website:

http://www.worldtimeserver.com/current_time_in_utc.aspx

- Browse to your region using the “Countries” browser:



- The time zone, date and time in your region will be displayed. For example:



Location → **Tasmania, Australia**

The current time and date right now

Current Time → **3:18:09 PM**

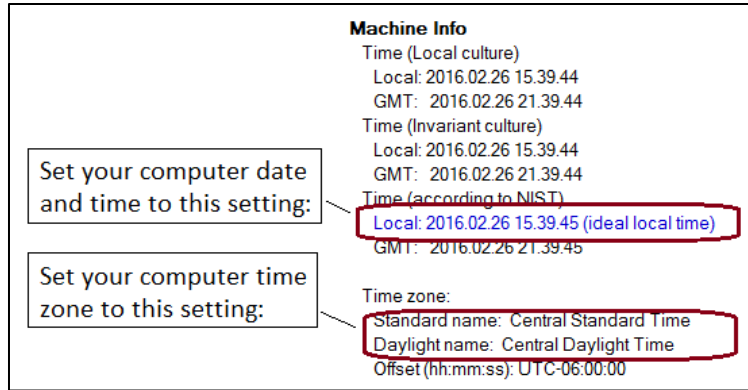
Date → February 2, 2016

Time Zone → Australian Eastern Daylight Time (AEDT) +1100 UTC

Continued...

b. Use the Fortran Medic utility as follows:

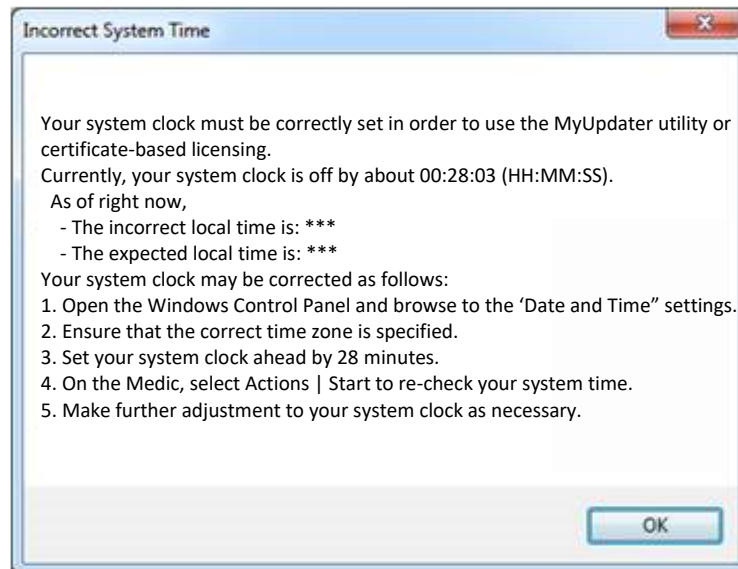
- Download and run the latest Medic as per Appendix M.1.
- After the utility is done retrieving information, scroll down to “Machine Info”, and note the time zone, date and time that the computer should be set to:



- If your computer time is different from the global time by more than three minutes, you will see the following error in the conflicts section:

Your system clock is not synchronized to global network time.

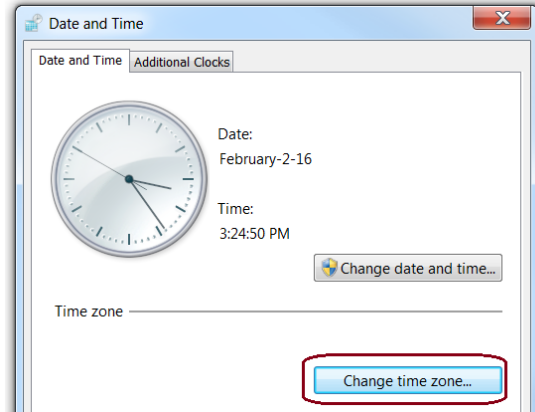
- Right-clicking on the error will display instructions on setting the correct time, date and time zone. An example is shown in the following screenshot; more detailed instructions are below, in Steps (2) and (3):



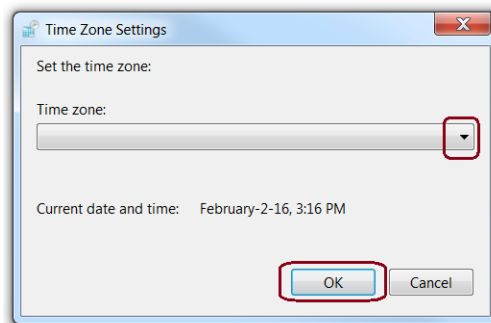
Continued...

2. Configure the correct time zone, date and time on your computer as follows:

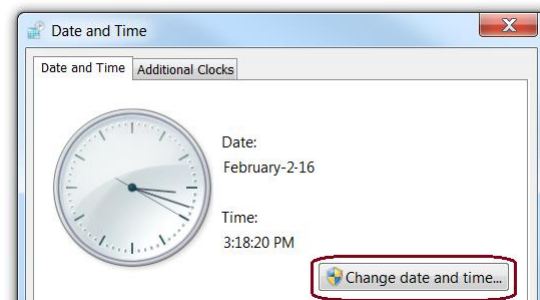
- a. From your Windows Start menu, browse to: Control Panel | Clock, Language and Region | Date and Time, then select “Change time zone”.



- b. Select the correct time zone from the drop-down menu (as determined in Step (1)), then select “OK”.

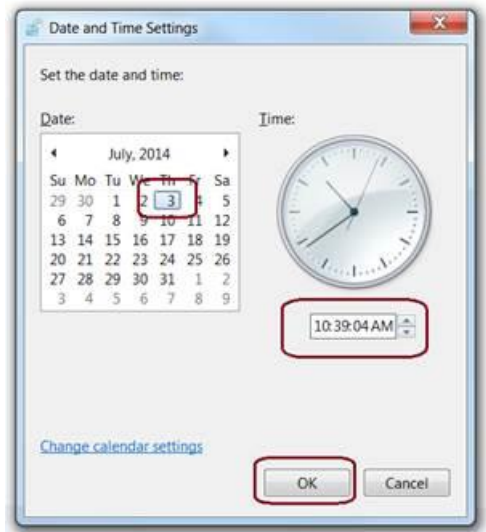


- c. Select “Change date and time”:



Continued...

- d. Select the correct date and time (as determined in Step 1), then select “OK”:



3. If you are unable to log in to MyUpdater or activate a certificate license, repeat Steps (1) and (2) to further refine and correct the time.

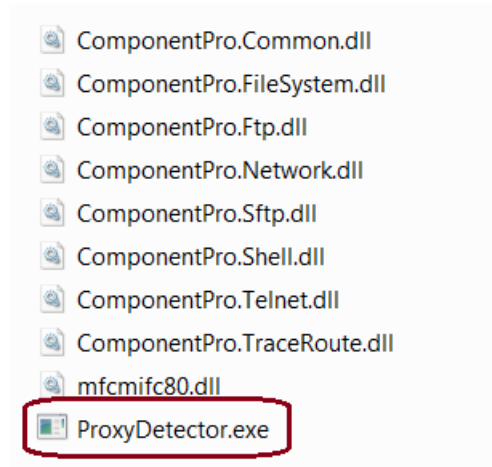
Appendix I Troubleshooting WCF Over HTTP

Purpose

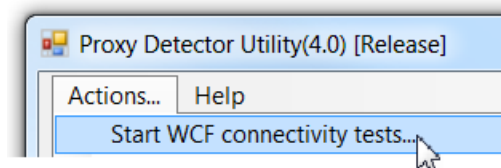
This appendix provides instructions for testing the connectivity between PSCAD on your machine and our Certificate Licensing Server. A utility called the Proxy Detector is used during this test, and will help to determine the cause of certificate licensing issues. The results may be forwarded to our support desk for further assistance.

Procedure

- Download the following ZIP file:
<http://updater.pscad.com/utilities/ProxyDetector.zip>
- Extract ALL FILES to a temporary folder.
- Run the “ProxyDetector.exe” file from the new temporary folder:

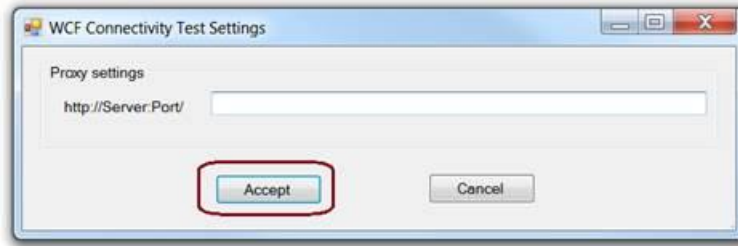


- In the utility, click on Actions | Start WCF connectivity tests.

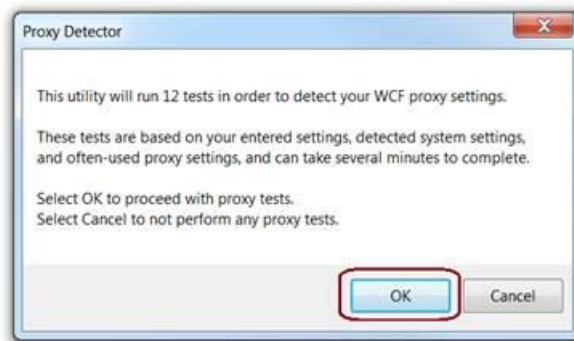


Continued...

- When the following dialog box displays, do not enter any text; simply select “Accept”:



- The utility will perform some tests, and after a short delay, you should see something like the following image. Note that the actual number of tests might be different.

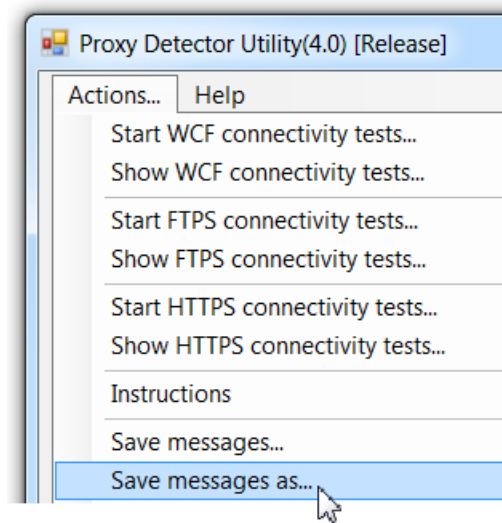


- Wait for the utility to complete its testing. This might take several minutes.
- When the testing is complete, a summary will be displayed. The following screenshot is an example of a summary. Select “OK”:



Continued...

- From the Actions menu, select “Save messages as...”. The results will be saved to a log file, and the utility message window will display the location of the saved file.



- Send the log file in to support@mhi.ca.

Appendix J Troubleshooting HTTP Connectivity (Proxy Detection Utility)

If you are experiencing HTTP connectivity or proxy issues, the Proxy Detection utility may be used for troubleshooting. The Proxy Detection utility performs a series of tests to verify connection to our server through your proxy server if you so configured. This utility also assists with detecting your proxy server settings, which will then be used to configure MyUpdater. The results may be forwarded to our support desk for further assistance.

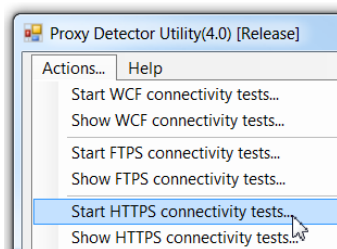
This utility may be run when resolving the issue at Section 4.6, Problem #3, Solution #3.2.

The Proxy Detection utility is run as follows:

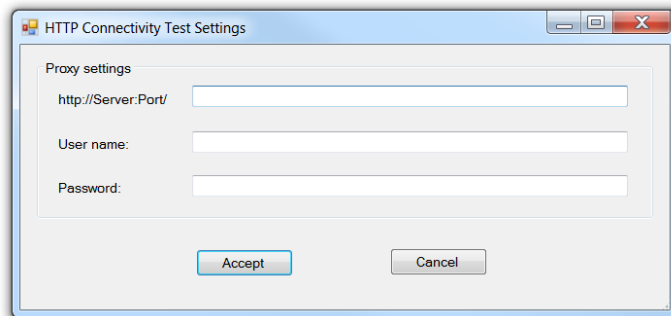
- Download the following ZIP file:

<http://updater.pscad.com/utilities/ProxyDetector.zip>

- Extract ALL FILES to a temporary folder.
- Run the “ProxyDetector.exe” file from the new temporary folder.
- In the utility, click on Actions / Start HTTPS connectivity tests.

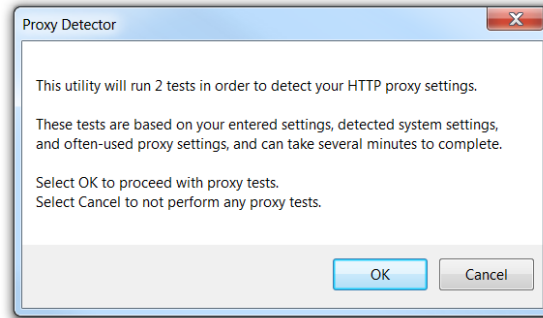


- You may leave this dialog blank if you do not know this information, and select “Accept”

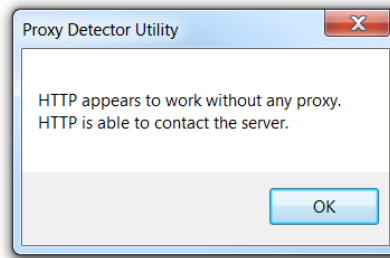


Continued...

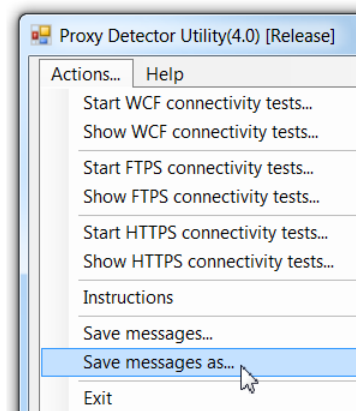
- Select “OK” to continue.



- The utility will perform some connectivity tests. When it is done, a summary will be displayed. For example, the following message may be displayed:



- Save the messages as a log file, and send this in to support@mhi.ca.



Appendix K Troubleshooting MyUpdater Connectivity (Proxy Detection Utility)

If you are experiencing MyUpdater connectivity issues, the Proxy Detection utility may be used for troubleshooting this. The Proxy Detection utility performs a series of tests to verify connection to our server. The results may be forwarded to our support desk for further assistance.

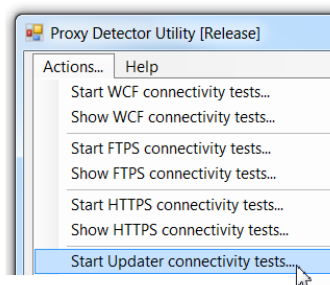
This utility may be run when resolving the issue at Section 4.6, Problem #4.

The Proxy Detection utility is run as follows:

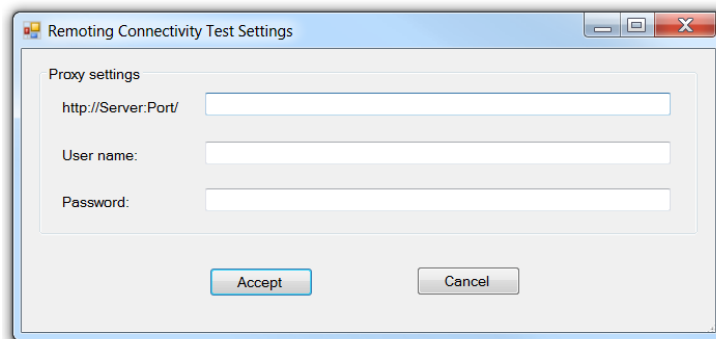
- Download the following zipped file:

<http://updater.pscad.com/utilities/ProxyDetector.zip>

- Extract ALL FILES to a temporary folder.
- Run the “ProxyDetector.exe” file from the new temporary folder.
- In the utility, click on Actions / Start Updater connectivity tests.

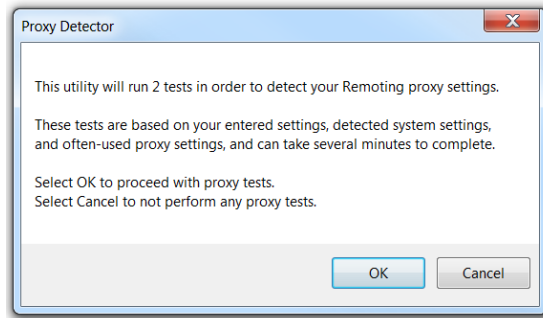


- Enter any proxy information as known (or, simply leave blank if not known), then select “Accept”.



Continued...

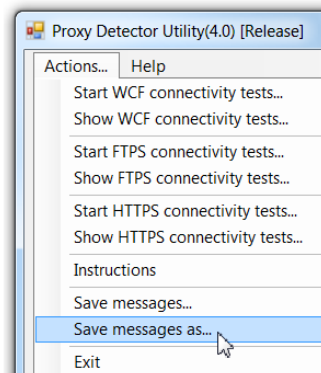
- Select “OK” to continue.



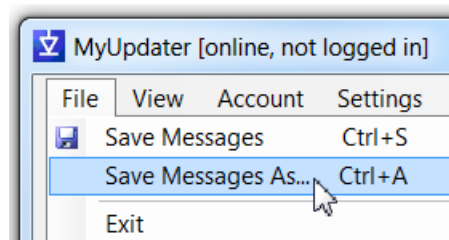
- The utility will perform some connectivity tests. When it is done, a summary will be displayed. For example, the following message may be displayed:



- Save the messages as a log file, and send this in to support@mhi.ca.

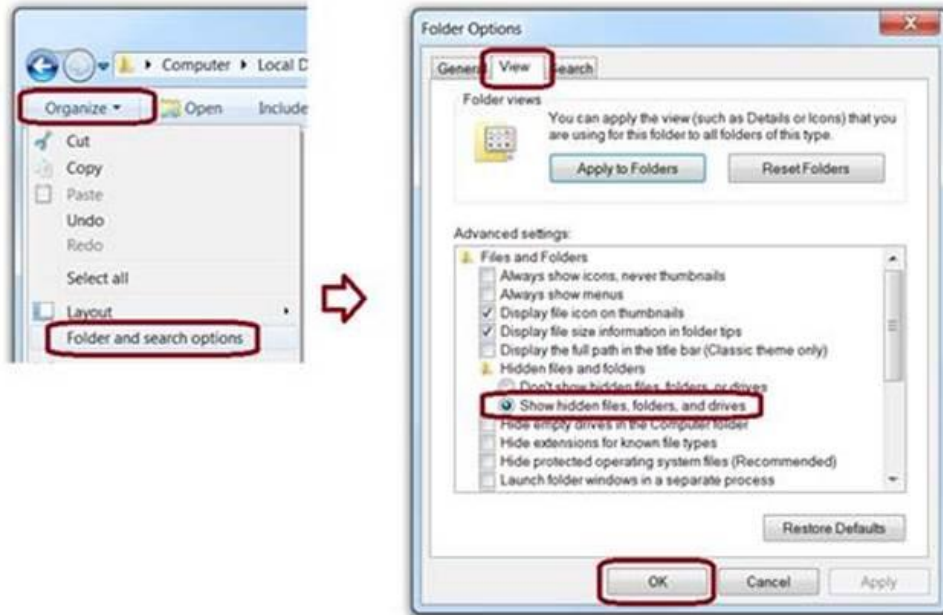


- Also, please send in your MyUpdater log file to support@mhi.ca:



Appendix L How to display a Hidden Folder

In many issues in this document, there is reference to a folder that may be hidden, called AppData. If this folder is hidden, it may be displayed as shown:



Appendix M How to run the Fortran Medic Utility

In many issues in this document, there is reference to running the latest version of the Fortran Medic utility. The Medic may be run and used as follows:

M.1 Running the Fortran Medic Utility

The utility may be run as follows:

- a. Download the latest “FortranMedic” from our website:
<http://updater.pscad.com/utilities/FortranMedic.zip>
- b. In the downloaded .zip file, run the “FortranMedic.exe” file.
- c. Click on the “Actions” menu and select “Start”. The utility will retrieve information about your computer.

M.2 Generating the Log File

The utility log file may be generated as follows:

- a. Run the utility as per Appendix M.1.
- b. Click on the “Actions” menu and select “Save Messages”. The FortranMedic message window will display the location of the saved messages text file on your computer.
- c. Send this log file to support@mhi.ca, along with any other relevant details.

M.3 Fixing Issues using the Utility

The utility may be used to fix issues as follows:

- a. Run the utility as per Appendix M.1.
- b. Right-click on any red arrow to display a menu to fix it.
- c. Right-click on any green arrow to optionally perform additional actions only if instructed by support@mhi.ca.

Appendix N Alternative MyUpdater Installation

MyUpdater is normally installed through a link in [MyCentre](#). However, on some machines, this installation is blocked, for example by protection software.

In these situations, a user could try an alternative method for installing MyUpdater, as follows:

Note

If installed using this method, the user is not prompted to update MyUpdater whenever an update to this tool is available. It is therefore recommended that this installation be performed periodically, to ensure that the latest version is always installed (e.g. every 3 months).

- Download the MyUpdater installation files from the following link:

<http://updater.pscad.com/utilities/MyUpdater.zip>

- Extract the files and save them to a local drive.
- Right-click on the extracted “UpdateClient.exe” file and select “Run as administrator”. When prompted by the Windows User Account Control whether to allow this program to run, select Yes.
- MyUpdater will be installed, and will automatically launch.

Appendix O Requirements for using MyUpdater

The following URLs are required for using MyUpdater. These URLs must be unblocked, or whitelisted.

To install the MyUpdater tool (normal installation):

<http://updater.pscad.com/updater>

To download the MyUpdater tool (alternative method, see Appendix N for details):

<http://updater.pscad.com/utilities/MyUpdater.zip>

To obtain your list of products in MyUpdater:

HTTP: publisher.pscad.com ports 80, 443

To download and install your products via MyUpdater, either of the following is required:

FTPS: ftps.pscad.com port 990, passive ports 55,000 to 55,500

(or)

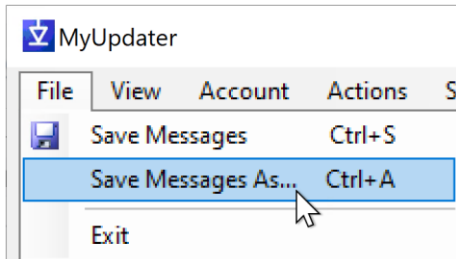
HTTP: http://products.pscad.com port 443 (and)

HTTPS: https://products.pscad.com port 443

Appendix P Sending in your MyUpdater Log File to the MHI Support Desk

For any issues with logging in to MyUpdater, or using MyUpdater to install, update, run or uninstall software, the log file may be generated and sent in to the MHI support desk:

- Attempt to perform the MyUpdater action (install/update/run/uninstall).
- When the action fails, save the MyUpdater log file to your machine as shown in the following screenshot:



- Send in the MyUpdater log file along with a description in to our support desk (support@mhi.ca).

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	01/Jan/2013
1	Added docs about Firefox and ClickOnce issues.	20/Jan/2009
2	Added docs on Error 404, wrong or mis-typed URL.	21/Jan/2009
3	Network Settings menu item is now called HTTP Proxy Settings.	11/Feb/2009
4	Added docs on the effects of non-admin rights.	04/May/2009
5	Added docs about Unable to connect to server error.	05/May/2009
6	HTTP proxy dialog is invoked by Ctrl + H, not Ctrl + S.	23/July/2009
7	Added 2 nd solution to issue 12, <i>Application cannot be started</i>	28/Oct/2009
8	HTTP redirect is not allowed for application files and assemblies. Cannot download...	23/Feb/2010
9	Receiving Unable to use FTP to download... Error Message.	10/Mar/2010
10	Receiving Deployment identity does not match subscription Error Message.	10/Mar/2010
11	Corrected Deployment identity summary text.	29/Apr/2010
12	Added The requested URL could not be retrieved...(113) No route to host.	25/May/2010
13	Added Selecting to <i>Run</i> an installed product does nothing due to an <i>Ordinal not found</i> error.	17/Sep/2010
14	Added Selecting to <i>Run</i> an installed product does nothing due to a <i>DLL was not found</i> error.	17/Sep/2010
15	Added Receiving (417) <i>Expectation</i> Error Message.	31/Mar/2011
16	Updated document for MyCentre Updater.	03/Oct/2012
17	Added Referenced assembly is not installed on your system. (Exception 0x800736B3) Error Message.	11/Oct/2012
18	Added Appendix C – FTPS proxy settings.	26/Mar/2013
19	Added Appendix D – Troubleshooting FTP/FTPS connections.	30/Jul/2013
20	Added Issues 23 and 24; updated index to include Appendices, updated issues to include issue#.	25/Oct/2013
21	Added Issue 25.	28/Oct/2013
22	Correction (updated index to include Appendix D).	28/Oct/2013
23	Update to document title and index.	19/Nov/2013
24	Reformatted entire document, updated title page, updated snapshot of MyUpdater launch page.	03/Dec/2013
25	New Section 2.9; updated font	30/Jan/2014
26	Minor corrections in Section 2.9.	04/Feb/2014
27	New Section 2.10	04/Feb/2014

Rev.	Description	Date
28	Section 6.2 moved to Section 2.11; Section 6.3 moved to Section 6.2; New Section 2.12; New Section 2.13, New Section 6.3, New Section 4.5	27/Feb/2014
29	New Section 2.14	28/Feb/2014
30	New Section 6.4; Correction to error dialog box in Section 2.13	12/Mar/2014
31	New Appendix D (ClickOnce); Update to Section 2.13	18/Mar/2014
32	Corrections to proxy addresses (Appendix C), corrections to updater install web address	26/Mar/2014
33	Added *.ico file requirement to Sections 2.8, 2.9, 2.13	12/May/2014
34	Renumbered Appendices: C→D, and D→E; New Appendix C (proxy detection utility)	21/May/2014
35	Added snapshot p. 82	25/May/2014
36	Renumbered Appendices C to E as D to F; New Appendices C and G; Updated Appendix F (formerly E)	18/Sep/2014
37	Renumbered Appendices F-G as G-H; New Appendix F	26/Sep/2014
38	Renumbered Section 2.13 to 2.14; New Section 2.13; Minor corrections	23/Oct/2014
39	New Sections 2.16, 2.17, 2.18, 3.4, 7.3; Update to Section 2.11	28/Nov/2014
40	New Section 2.19	24/Dec/2014
41	New Section 2.20	12/Jan/2014
42	Update to Appendix G	15/Feb/2015
43	New Sections 8/8.1/6.5	20/Apr/2015
44	Update to Appendix D screenshots; New Section 3.5	28/May/2015
45	New Sections 2.1, 4.6, 9.1	10/Jun/2015
46	Update to Section 2.15	29/Jun/2015
47	Added Note to Appendix D; New Appendix I; Updated images of Proxy Detector utility	28/Jul/2015
48	Update to Section 4.3	07/Aug/2015
49	Added new Section 5.6	22/Sep/2015
50	Added new Section 5.7	02/Nov/2015
51	Added new Section 6.6	21/Jan/2016
52	Added new Solution 2 to Section 3.5 Added new Solutions 2 and 3 to Section 4.6 Added new Section 3.6; Updated Appendix H Added new Appendix J	29/Feb/2016

Rev.	Description	Date
53	Added new Problem 4 at Section 4.6; Added new Appendix K; Updated Screenshots in Appendix B; Update to Section 3.5 Cause 2	31/Mar/2016
54	Updated Section 2.14 Added new Sections 3.7 and 7.4	30/Nov/2016
55	Updated Section 3.7	01/Dec/2016
56	Added new Sections 7.5 and 7.6, and Appendices L and M	03/Feb/2017
57	Added new Sections 3.8 and 7.7 Update to Appendix C	07/Apr/2017
58	Added new Sections 6.7 and 7.8	29/May/2017
59	Added new Section 6.8 Update to Section 2.20	02/Oct/2017
60	Added new Section 2.22 Added new Cause 2 to Section 3.5 Added new Appendix N	31/Oct/2017
61	Added new Sections 2.23 and 3.9; Update to Section 2.20	30/Nov/2017
62	Added new Section 3.10	05/Jan/2018
63	Minor correction (Table of Contents)	06/Jan/2018
64	Added new Section 5.8 and Appendix O	08/Jan/2018
65	Update to New Brand Guidelines Update to Section 7.6	02/May/2018
66	Added new Section 7.9	10/Jul/2018
67	Added new Sections 2.24 and 6.9 Update to Section 2 heading Update to branding	20/Jul/2018
68	Added new Section 2.25	21/Aug/2018
69	Update to Appendix O	16/Oct/2018
70	Added new Section 2.26, and new Problem #5 to Section 4.6 Update to Appendices N and O	12/Nov/2018
71	Added new Sections 2.27, 2.28, 5.9, 6.10, and 7.10 Update to Section 4.6	04/May/2020
72	Added new Section 7.11 and Appendix P	20/Aug/2020