

## MyUpdater – Ensuring a successful update to the latest version

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	METHOD 1 – INSTALL THE LATEST MYUPDATER FROM THE OFFICIAL DOWNLOAD LINK (PREFERRED)



## 1.0 Initiating the Installation

There are two methods for initiating the installation of the MyUpdater tool.

#### Note

If there are any issues with launching this installation, please refer to Section 3.1.

# 1.1. Method 1 – Install the latest MyUpdater from the official download link (preferred)

### 1.1.1. Using Internet Explorer

- Launch Internet Explorer and browse to the following link: <u>http://updater.pscad.com/updater</u>
- You should see the following. Select *Install* to continue.

PSCAD MyUpdater		
Name:	MyUpdater	
Version:	1.0.4.64	
Publisher:	PSCAD	
The following prerequisites are required:		
• • •	Visual C++ 2015 Runtime Libraries (x64) Visual C++ 2015 Runtime Libraries (x86) Windows Installer 4.5 Microsoft .NET Framework 4 (x86 and x64)	
If these com button below	ponents are already installed, you can <u>launch</u> the application now. Otherwise, clic $v$ to install the prerequisites and run the application.	
Install		

.



### 1.1.2. Using Chrome

- Launch Chrome and browse to the following link: <u>http://updater.pscad.com/updater</u>
- You should see the following. Select *Install* to continue.

PSCAD MyUpdater		
Name:	MyUpdater	
Version:	1.0.4.64	
Publisher:	PSCAD	
The following	g prerequisites are required:	
•	Visual C++ 2015 Runtime Libraries (x64)	
•	Visual C++ 2015 Runtime Libraries (x86)	
•	Windows Installer 4.5	
•	Microsoft .NET Framework 4 (x86 and x64)	
If these com button belov	ponents are already installed, you can $\underline{launch}$ the application now. Otherwise, click the v to install the prerequisites and run the application.	
Install		

• You should see the following Chrome's downloads bar, in the lower left



• Select the ^ and then select Open

	Open Always open files of this type
	Show in folder
	Cancel
setup (1).exe	~

• Proceed to Section 2.0, below.



# 1.2. Method 2 – Install the currently installed MyUpdater from the installed Start programs shortcut

### Warning

Do not launch the MyUpdater from the two desktop shortcuts shown below, as they will not check for updates.



- Launch the installed MyUpdater by going *Start* | *Programs* | *PSCAD* | *MyUpdater*
- If you see the following dialog, select OK

Update Ava	ilable	×
Application A new it now	on update version of MyUpdater is available. Do you want to download ?	<b>?</b>
Name: From:	MyUpdater updater.pscad.com	
	<u>o</u> k	<u>S</u> kip

• If you see the following dialog, select Install to continue



• Proceed to Section 2.0, below.



## 2.0 Completing the Installation

Continue the installation as follows (continued from Section 1.0):

• If the following dialog appears, select Run



• If you do not have the correct Visual C++ 2015 Redistributables installed, the following should appear:

UpdateClient Setup	×
The following components will be installed on your machine:	
Visual C++ 2015 Runtime Libraries (x64) Visual C++ 2015 Runtime Libraries (x86)	
Do you wish to install these components?	
If you choose Cancel, setup will exit.	
Install Cancel	

• Select *Install* to continue.



• If the following dialog appears, you must agree to the terms, and then select Install



- If the dialog below displays, this means that:
  - o a better version of Visual C++ 2015 Redistributables (x64) is already installed, or
  - a version of Visual C++ 2017 Redistributables (x64) which supersedes all Visual C++ 2015 Redistributables versions is already installed
- Select *Close* to continue.





• If the following dialog appears, you must agree to the terms, and then select Install



- If the dialog below displays, this means that:
  - $\circ$  a better version of Visual C++ 2015 Redistributables (x86) is already installed, or
  - a version of Visual C++ 2017 Redistributables (x86) which supersedes all Visual C++ 2015 Redistributables versions is already installed.
- Select *Close* to continue.





• Once any required prerequisites are installed, the following should appear. Select Install.



• Once the MyUpdater has installed, if you see the following, select Yes

😌 Use	r Account Control		
1	Do you want to allow the following program from an unknown publisher to make changes to this computer?		
	Program name: Publisher: File origin:	UpdateClient.exe <b>Unknown</b> Hard drive on this computer	
🕑 s	how <u>d</u> etails	Yes No	
		Change when these notifications appear	

- Once the application has launched, you will be prompted to log in with your MyCentre credentials. Enter your:
  - MyCentre username or the email address registered with your MyCentre account, and
  - MyCentre password,



• then select OK.

Login		
Please enter your Username and Password		
Password		
Remember Me		
Forgot Password Register	OK Cancel	

The MyUpdater application should then get your list of authorized products and display them. You should then be able to install, update, and launch them.



## 3.0 Troubleshooting

## 3.1. If unable to install the latest MyUpdater

If you encounter any errors in Section 1.0 above, while launching the latest MyUpdater installation, then perform the following steps:

- Open *Control Panel* | *Programs and Features*, and sort the applications by name.
- For each *MyUpdater* version listed do the following:
  - Right click, and select *Uninstall/Change*
  - If the following dialog appears, select *Remove the application from this computer*, then select *OK*

MyUpdater N	Maintenance
MyUpdater Choose the type of maintenance you need.	
يني ج	<ul> <li>Restore the application to its previous state.</li> <li>Remove the application from this computer.</li> </ul>
	<u>QK</u> <u>Cancel</u> <u>More Information</u>

• Try to re-install the latest MyUpdater from the official download link as described in Sections 1.0 and 2.0.



# 3.2. Receiving "Could not load file or assembly 'CredentialManager.dll'" message"

### Situation

You updated the MyUpdater utility, and whenever it launches, you encounter the following dialog,

IApplication Error	x
Application.ThreadException:	
Caused by	
FileNotFoundException: Cause: Could not load file or assembly 'CredentialManager.dll or one of dependencies. The specified module could not be found. File: CredentialManager.dll Fusion: Target: Void a(System.Object, System.EventArgs)	f its
Select Abort to quit Select Retry or Ignore to continue	
<u>A</u> bort <u>R</u> etry <u>Ig</u> no	re

#### Cause

Updating the UpdateClient from, 1.0.2.62 to 1.0.4.64 did not install the required Visual C++ 2015 Redistributables.

#### **Solution Steps**

- a. Launch the MyUpdater utility again.
- b. If the above dialog appears, select "Ignore".
- c. From the "Prerequisites" menu, select "Install Visual C++ 2015 Prerequisites (x86)".
- d. Follow the instructions to install the prerequisites.
- e. Close the MyUpdater utility.
- f. Re-launch the MyUpdater utility and the MyCentre login dialog should appear.



## DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	12/Jul/2018
1	Added Table of Contents Added new Section 3.0 heading; moved previous Section 3.0 content as new Section 3.1 Added Section 3.2.	13/Jul/2018
2	Update MyUpdater tool version (1.0.4.64)	18/Jul/2018

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