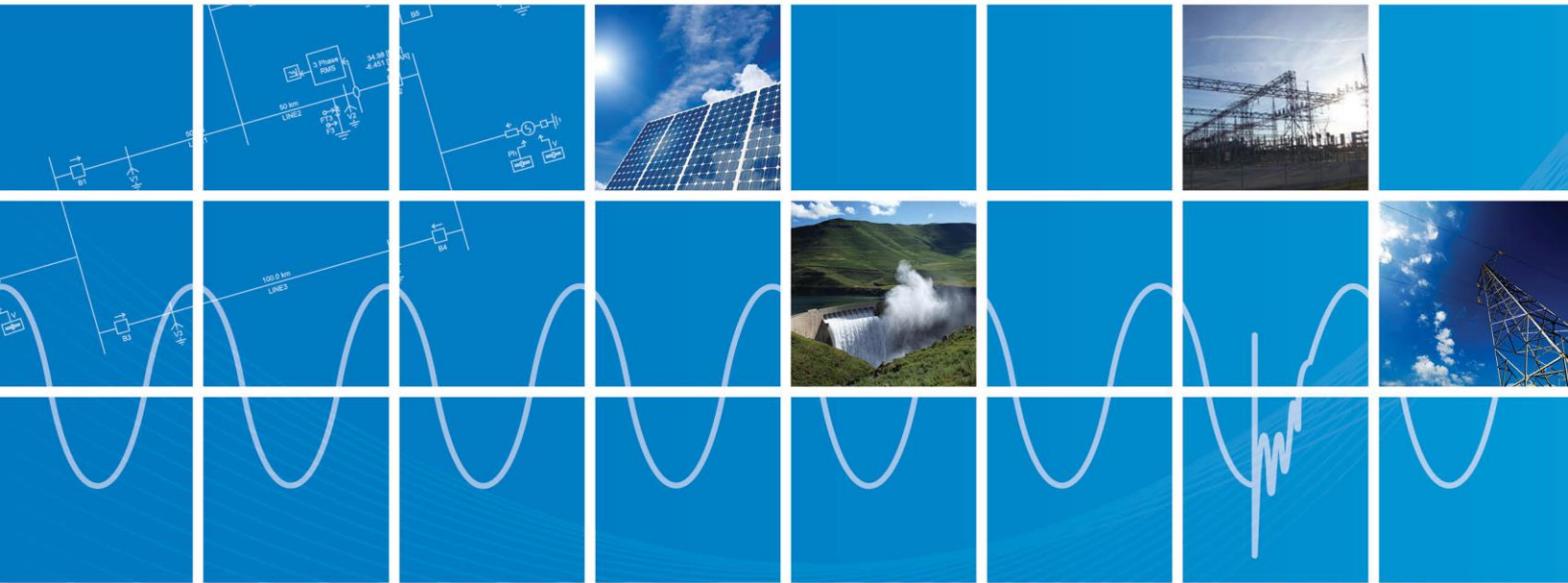




MyUpdater – Ensuring a successful update to the latest version

July 18, 2018

Revision 2





Contents

1.1.	METHOD 1 – INSTALL THE LATEST MYUPDATER FROM THE OFFICIAL DOWNLOAD LINK (PREFERRED).....	1
1.1.1.	Using Internet Explorer.....	1
1.1.2.	Using Chrome.....	2
1.2.	METHOD 2 – INSTALL THE CURRENTLY INSTALLED MYUPDATER FROM THE INSTALLED START PROGRAMS SHORTCUT	3
3.1.	IF UNABLE TO INSTALL THE LATEST MYUPDATER.....	9
3.2.	RECEIVING “COULD NOT LOAD FILE OR ASSEMBLY ‘CREDENTIALMANAGER.DLL’” MESSAGE”	10



1.0 Initiating the Installation

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

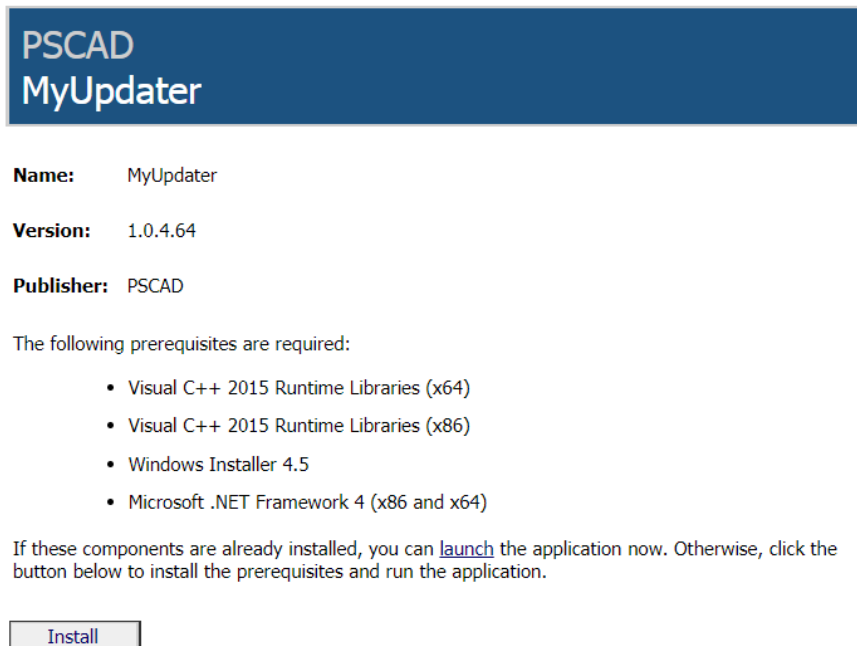
Note

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

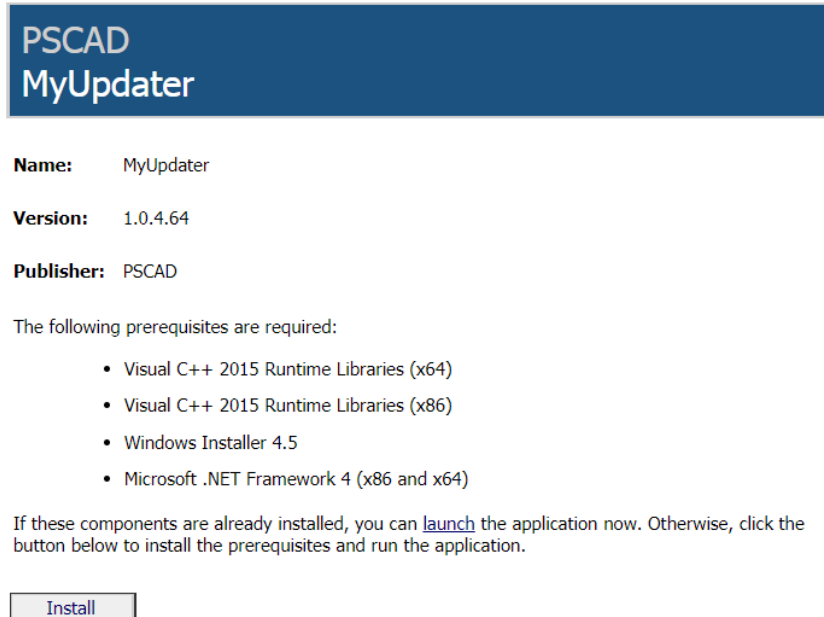
- Launch Internet Explorer and browse to the following link:
<http://updater.pscad.com/updater>
- You should see the following. Select *Install* to continue.



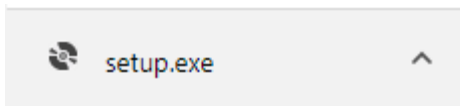
- Proceed to Section 2.0, below.

1.1.2. Using Chrome

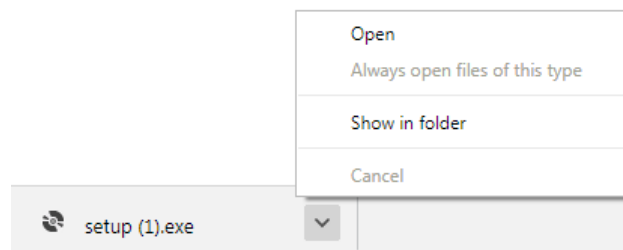
- Launch Chrome and browse to the following link: <http://updater.pscad.com/updater>
- You should see the following. Select *Install* to continue.



- You should see the following Chrome’s downloads bar, in the lower left



- Select the ^ and then select *Open*

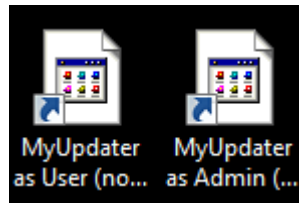


- Proceed to Section 2.0, below.

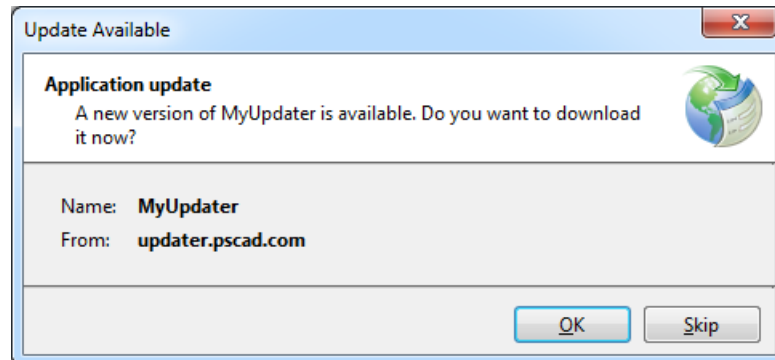
1.2. Method 2 – Install the currently installed MyUpdater from the installed Start programs shortcut

Warning

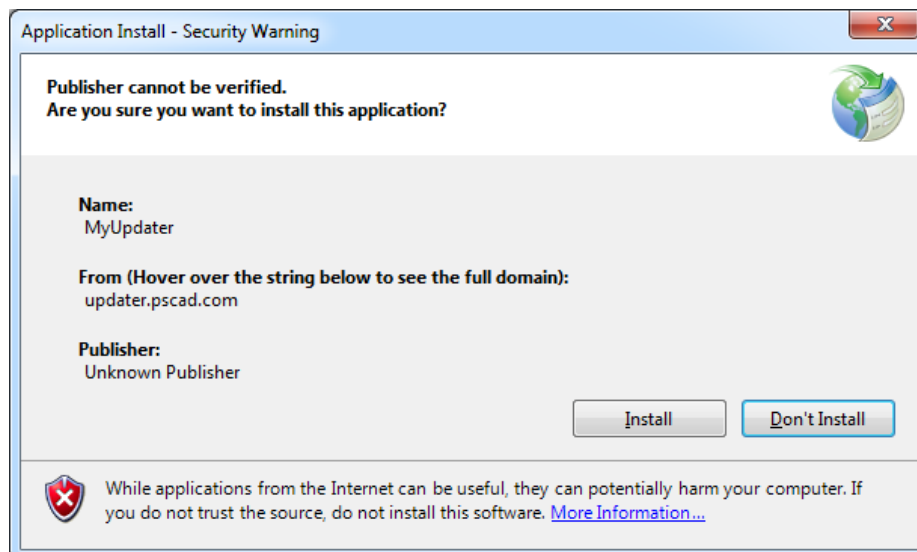
Do not launch the MyUpdater from the two desktop shortcuts shown below, as they will not check for updates.



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



- If you see the following dialog, select *Install* to continue

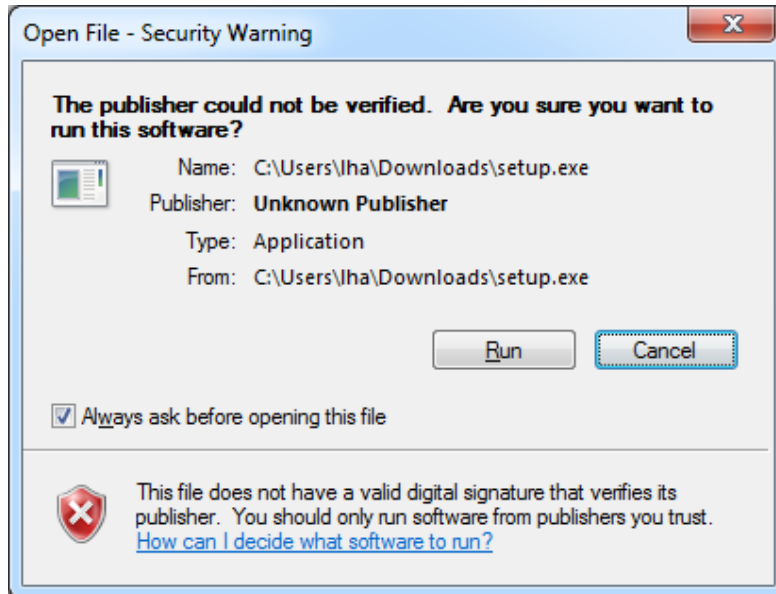


- Proceed to Section 2.0, below.

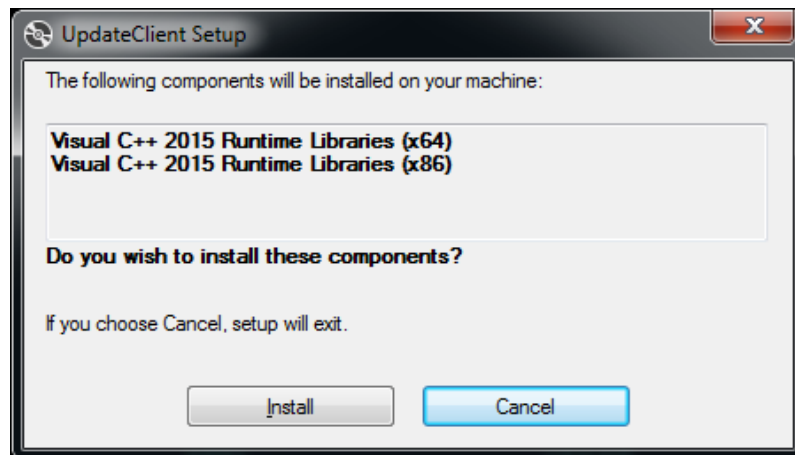
2.0 Completing the Installation

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

- If the following dialog appears, select *Run*

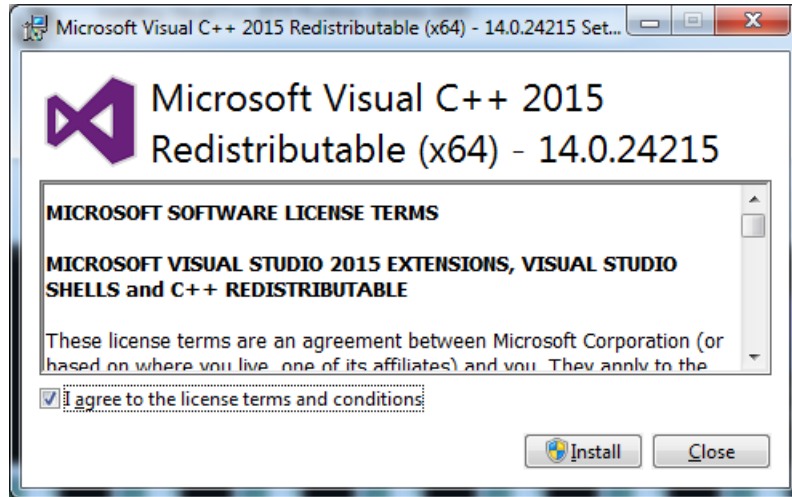


- If you do not have the correct Visual C++ 2015 Redistributables installed, the following should appear:

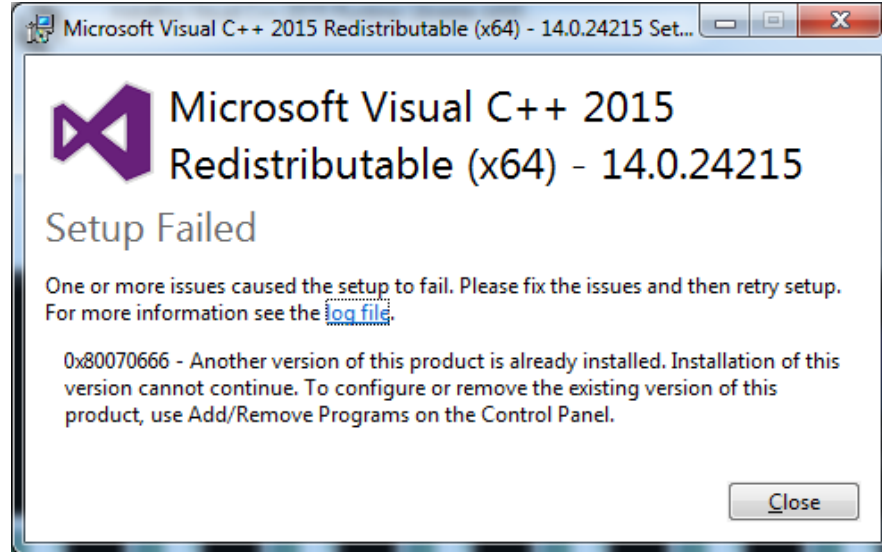


- Select *Install* to continue.

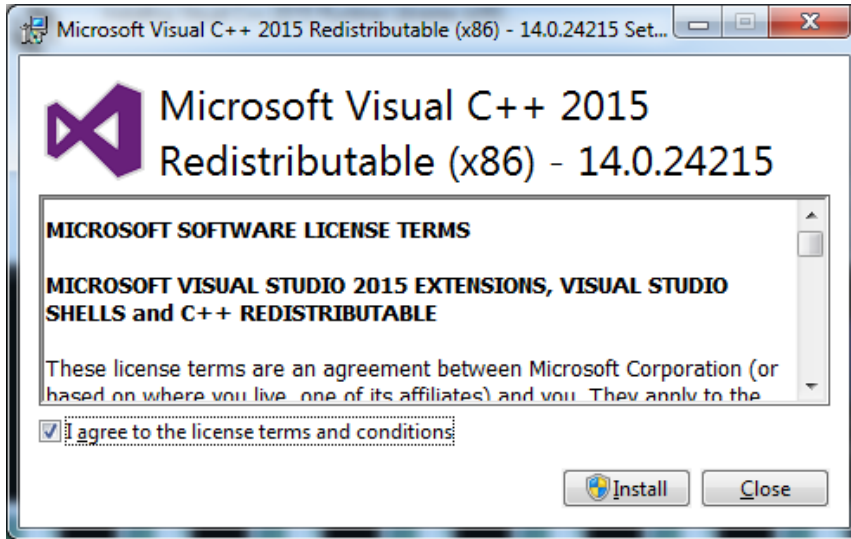
- If the following dialog appears, you must agree to the terms, and then select *Install*



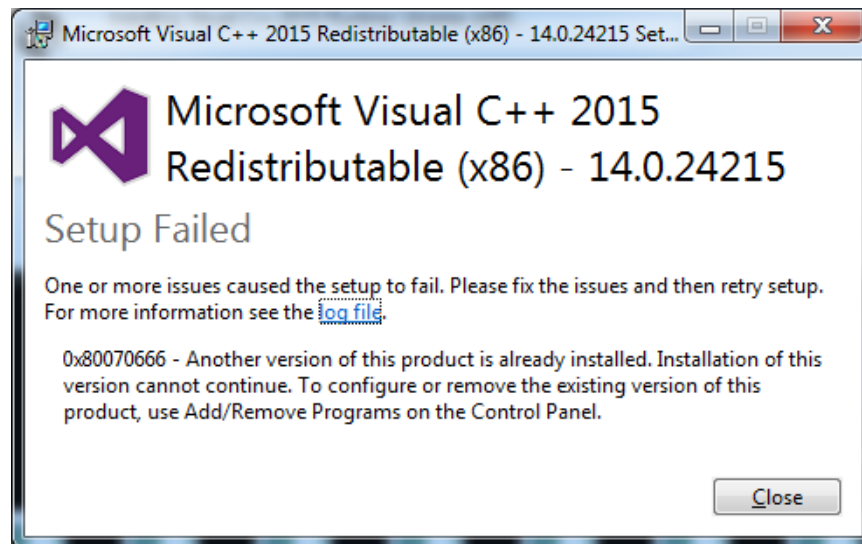
- If the dialog below displays, this means that:
 - a better version of Visual C++ 2015 Redistributables (x64) is already installed, or
 - a version of Visual C++ 2017 Redistributables (x64) which supersedes all Visual C++ 2015 Redistributables versions is already installed
- Select *Close* to continue.



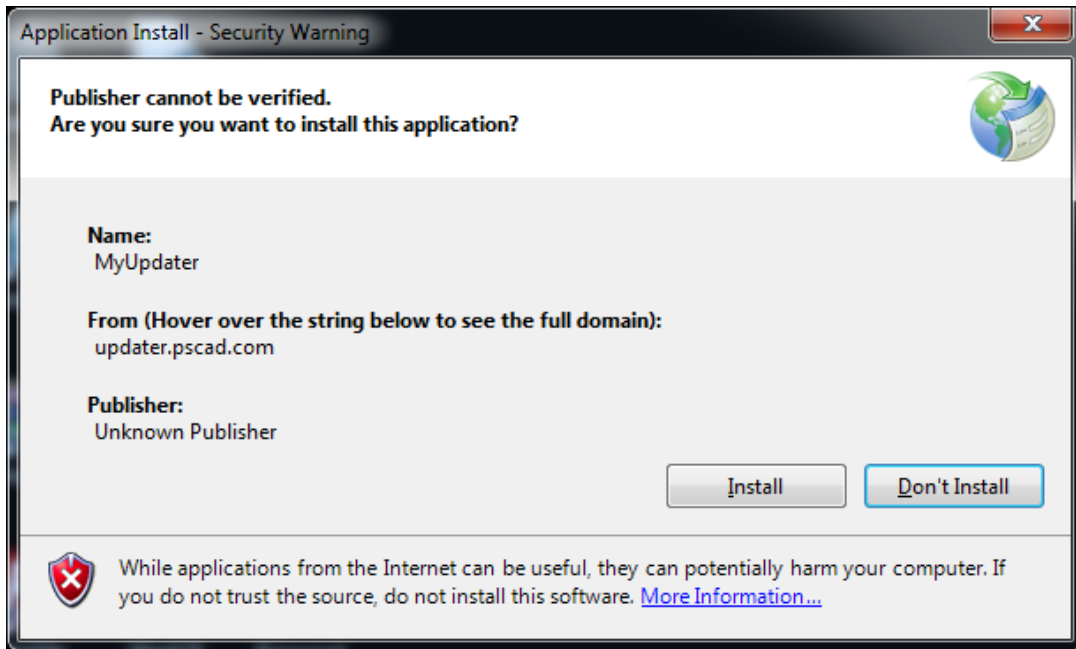
- If the following dialog appears, you must agree to the terms, and then select *Install*



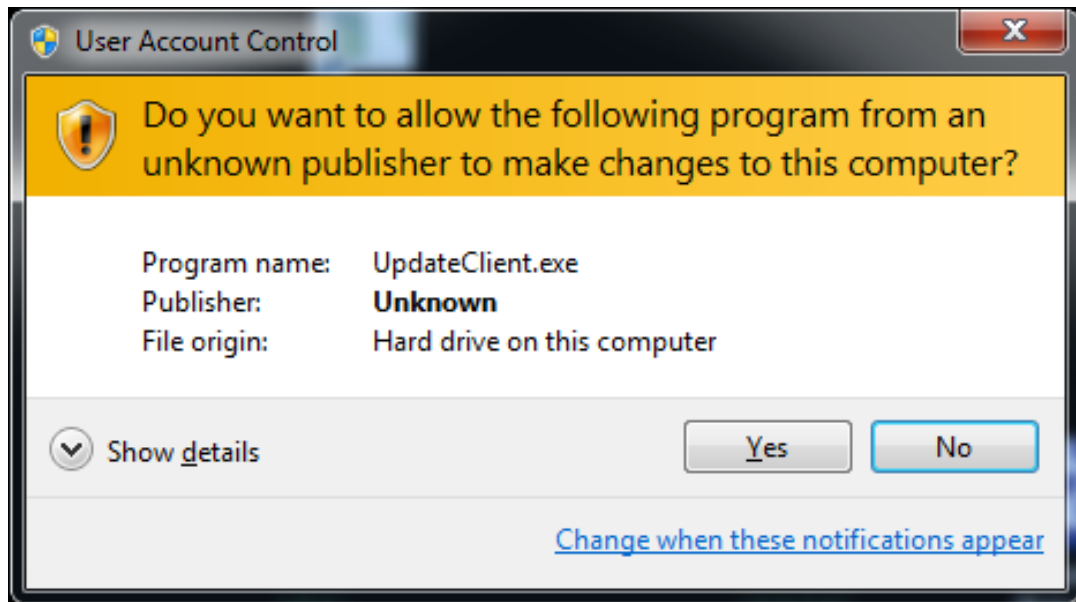
- If the dialog below displays, this means that:
 - a better version of Visual C++ 2015 Redistributables (x86) is already installed, or
 - a version of Visual C++ 2017 Redistributables (x86) which supersedes all Visual C++ 2015 Redistributables versions is already installed.
- Select *Close* to continue.



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



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



- 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.

A screenshot of a 'Login' dialog box. The title bar says 'Login'. Inside the dialog, there is a prompt: 'Please enter your Username and Password'. Below this are two text input fields. The first field is empty. The second field is labeled 'Password'. Below the password field is a checkbox labeled 'Remember Me'. At the bottom left, there are two blue hyperlinks: 'Forgot Password' and 'Register'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

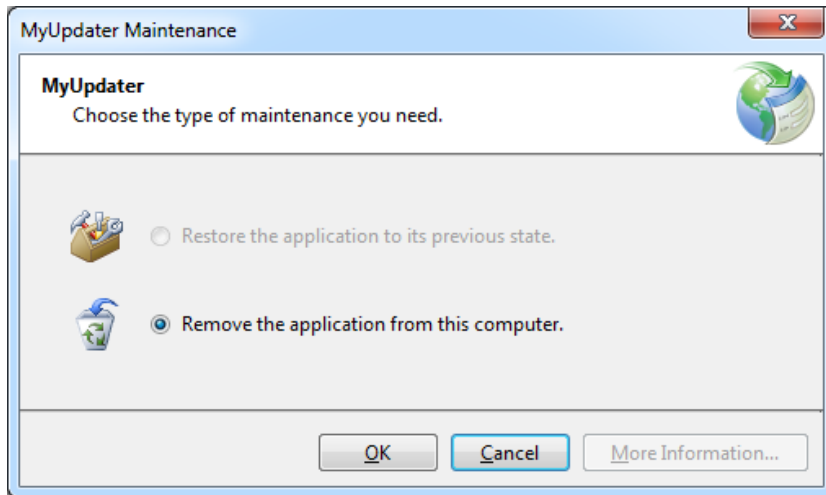
The MyUpdater application should then get your list of authorized products and display them. You should then be able to install, update, and launch them.

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*

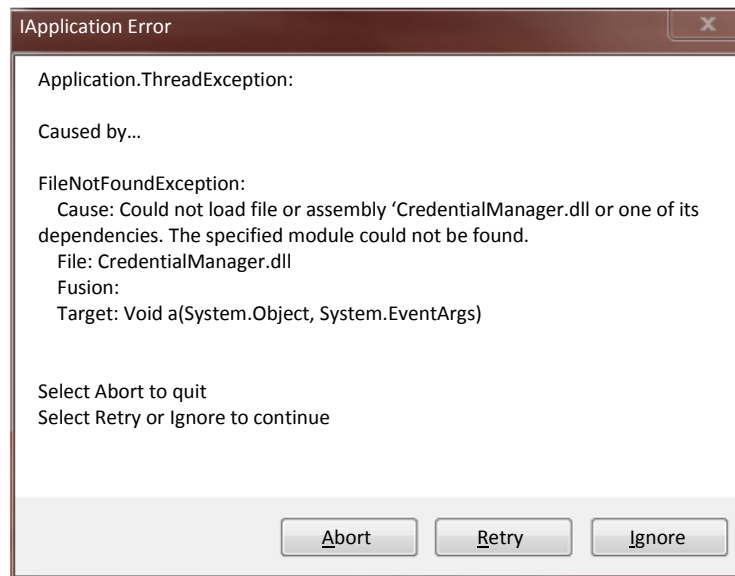


- Try to re-install the latest MyUpdater from the official download link as described in Sections 1.0 and 2.0.

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,



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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