

Updating CD Catalog (Offline Computers) Troubleshooting

If there are troubles while updating the CD Catalog at an offline computer, check the following items:

1.) Used CD Catalog version

Start CD Catalog and select "Help" + "Info concerning...".



The CD-ID has to relate to the latest issued version of the IPC CD-ROM. Otherwise an old CD Catalog version is installed and an update is impossible.

In case of doubt please refer to the following website:

http://support.diamond-air.at/ipc_updates+M52087573ab0.html

2.) Check installation of the CD Catalog at the computer

The CD Catalog has to be installed at the computer (not started from CD). I.e. the CD-ROM typically has not to be inserted into the drive while working with the IPC.

3.) Error message "Incomplete Zip-File"

Under certain conditions the error message "Incomplete Zip-File" may occur during the update process. In this case the following steps are to perform:

- Display the website http://support.diamond-air.at/ipc_updates+M52087573ab0.html in the Browser of a computer with connection to the internet
- Download the file **ETK.EXE** from this site
- Locate the installation path of the Diamond-IPC on the computer to be updated
- Replace file **ETK.EXE** at the Diamond-IPC installation path
Note: For this action maybe administrator permissions are required.