

Updating CD Catalog (Online Computers) Troubleshooting

If there are troubles while updating the CD Catalog at an online 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.) Connection to the Internet

A connection to the internet has to be established. If necessary start the Internet Explorer (or another browser) and check the connection.

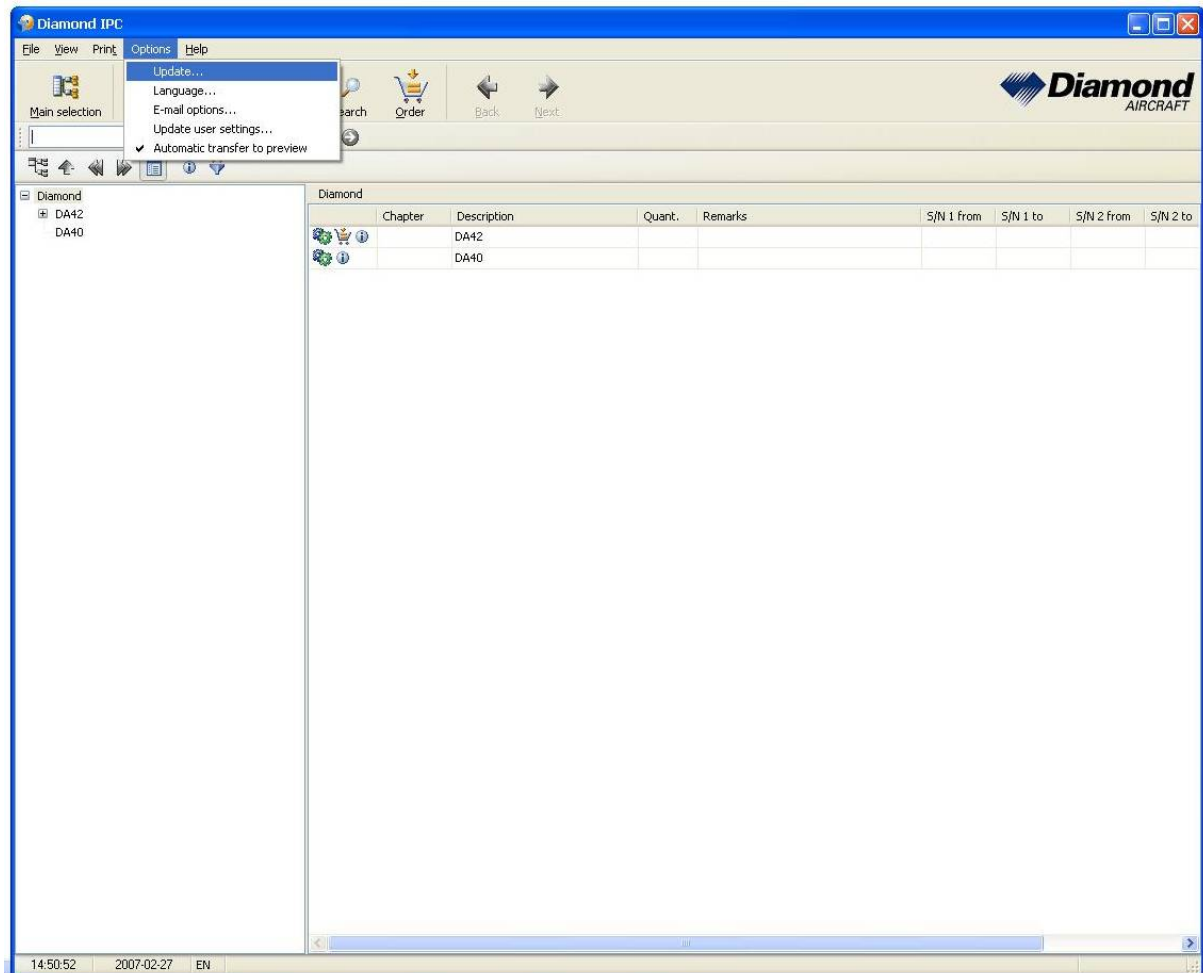
When requesting the URL <http://ipc.diamond-air.at/ipp/webupdate/>, at least the file **update.txt** and the latest update file (**update_XXXXX.zip**) must be available for download.

In case of doubt please refer to the following website:

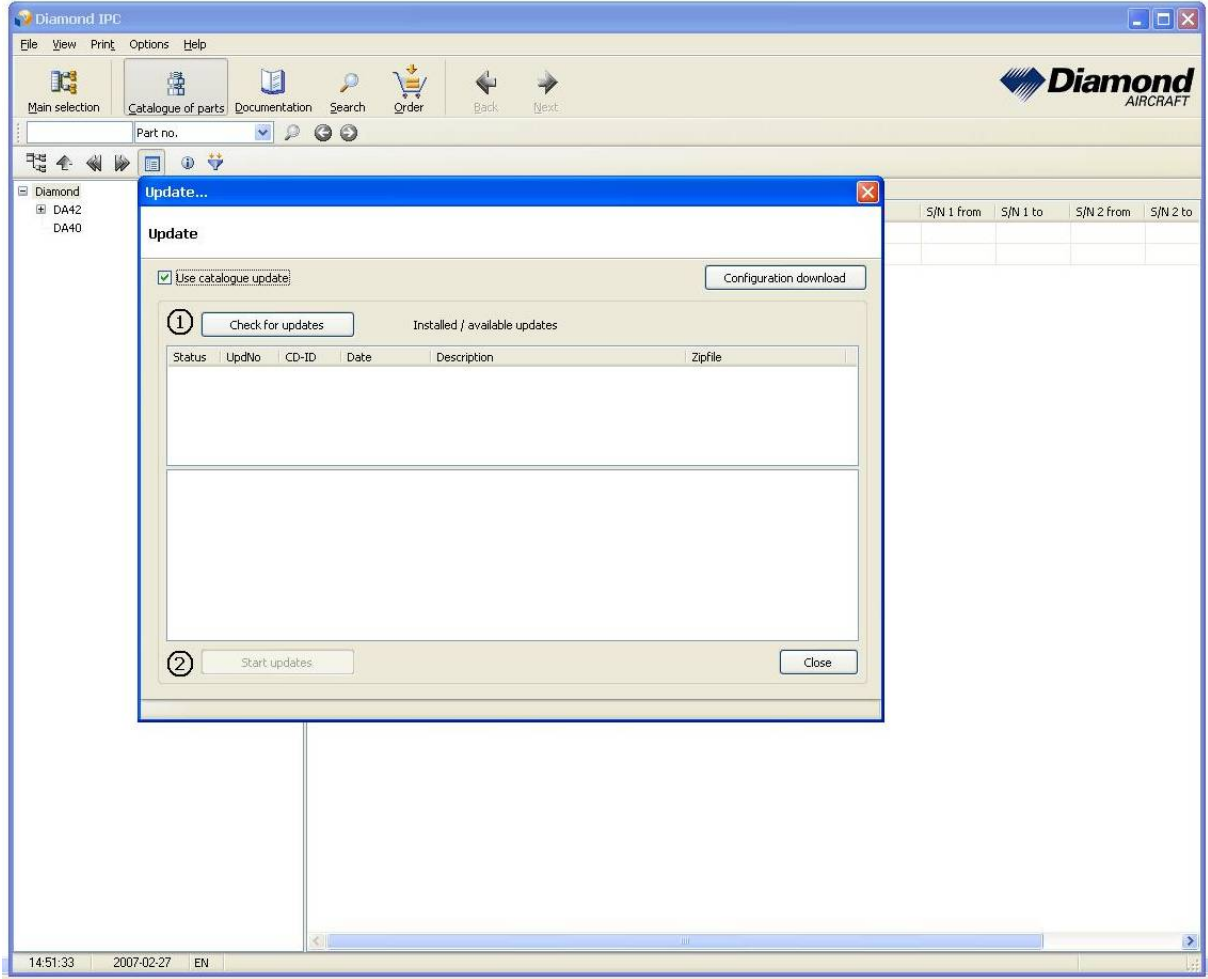
http://support.diamond-air.at/ipc_updates+M52087573ab0.html

4.) Download Configuration

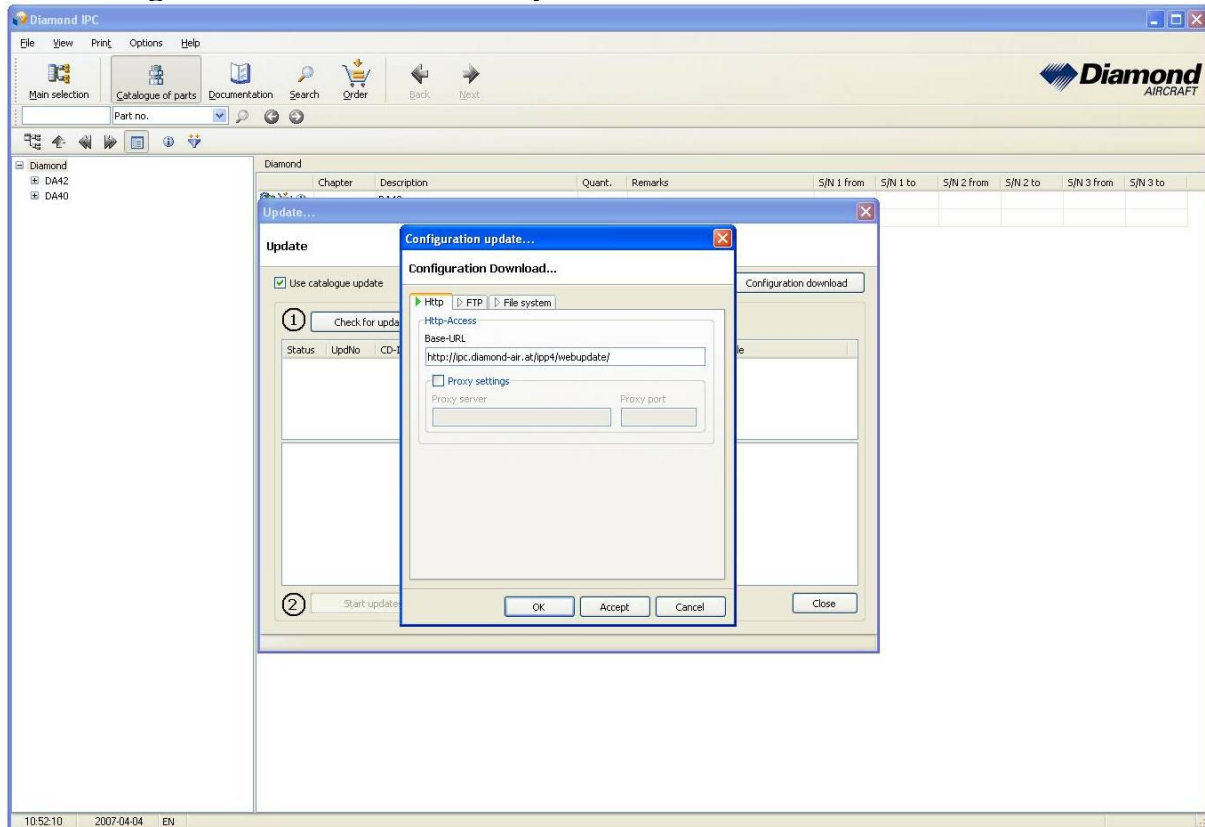
Start CD Catalog and select "Options" + "Update...".



Click at button "Configuration download".



At "Configuration Download" **Http** has to be selected.



For "Base-URL" <http://ipc.diamond-air.at/ipp/webupdate/> has to be entered.

Attention: In certain cases due to an older installation a part of this entry might be **ipp4** or **IPP5** instead of **ipp** (note upper and lower case).

If necessary the "Proxy settings" have to be chosen here according to the corresponding settings at the Internet Explorer (resp. another browser used at this computer).

This depends on the local IT conditions.

5.) 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
- Download the file **ETK.EXE** from this site
- Locate the installation path of the Diamond-IPC on the computer
- Replace file **ETK.EXE** at the Diamond-IPC installation path
Note: For this action maybe administrator permissions are required.