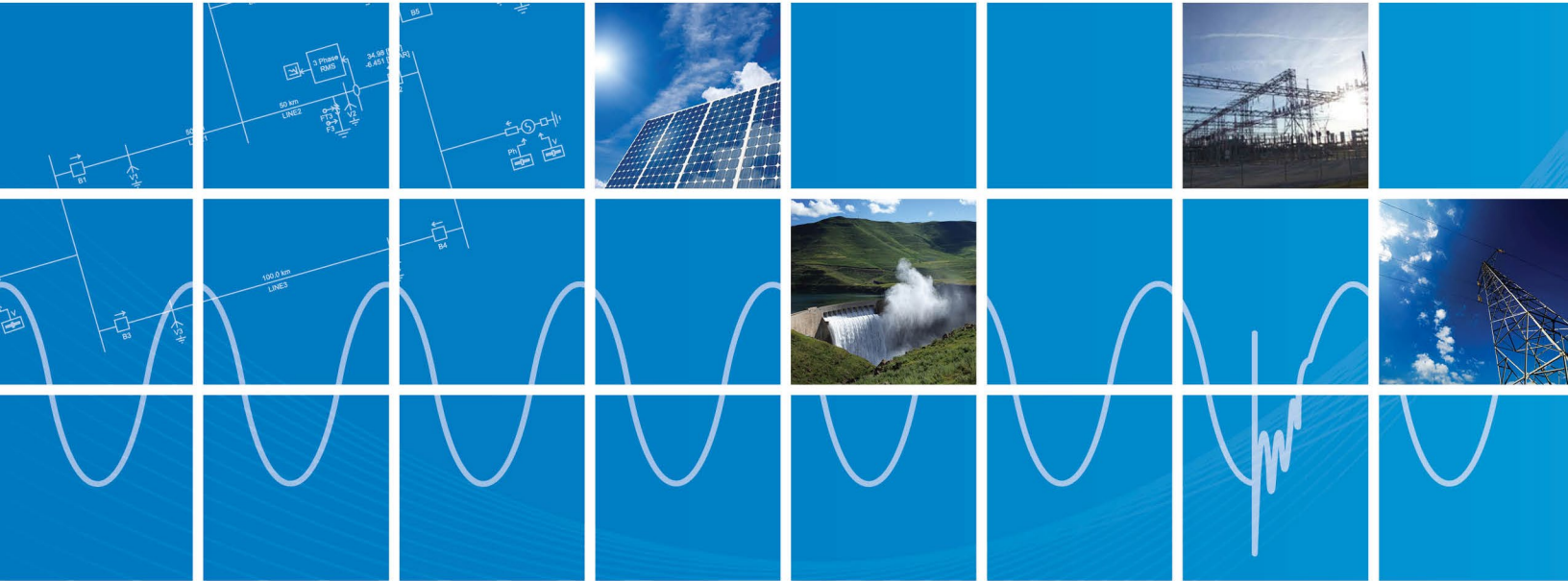




MyUpdater – Ensuring a Successful Update to the Latest Version

January 24, 2022
Revision 3



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1.0 Initiating the Installation

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

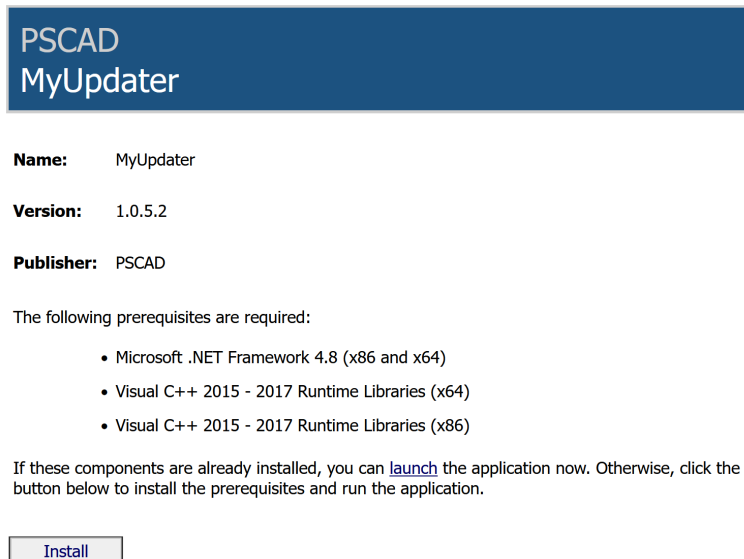
Note

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.



The screenshot shows the MyUpdater installation window. At the top, there is a dark blue header with the text "PSCAD MyUpdater" in white. Below the header, the following information is displayed:

Name: MyUpdater
Version: 1.0.5.2
Publisher: PSCAD

The following prerequisites are required:

- Microsoft .NET Framework 4.8 (x86 and x64)
- Visual C++ 2015 - 2017 Runtime Libraries (x64)
- Visual C++ 2015 - 2017 Runtime Libraries (x86)

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.

At the bottom of the window, there is a button labeled "Install".

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.



Name: MyUpdater

Version: 1.0.5.2

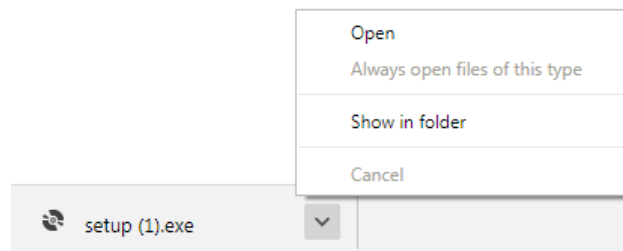
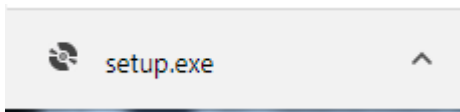
Publisher: PSCAD

The following prerequisites are required:

- Microsoft .NET Framework 4.8 (x86 and x64)
- Visual C++ 2015 - 2017 Runtime Libraries (x64)
- Visual C++ 2015 - 2017 Runtime Libraries (x86)

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.

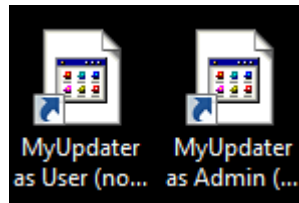
Install



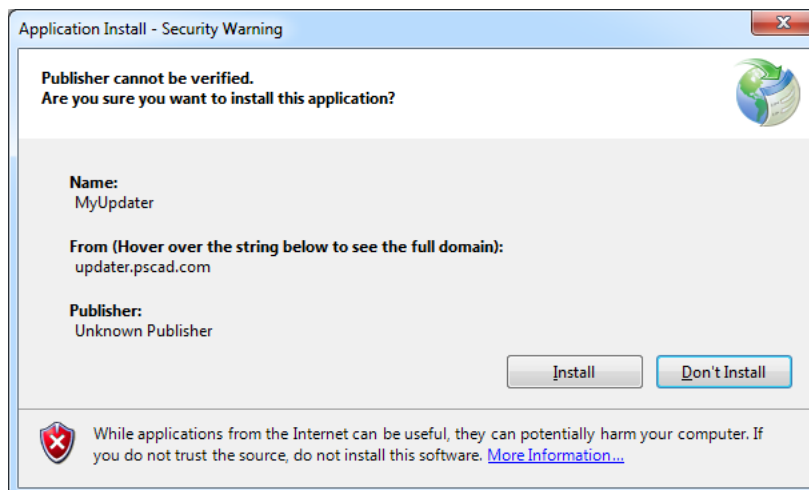
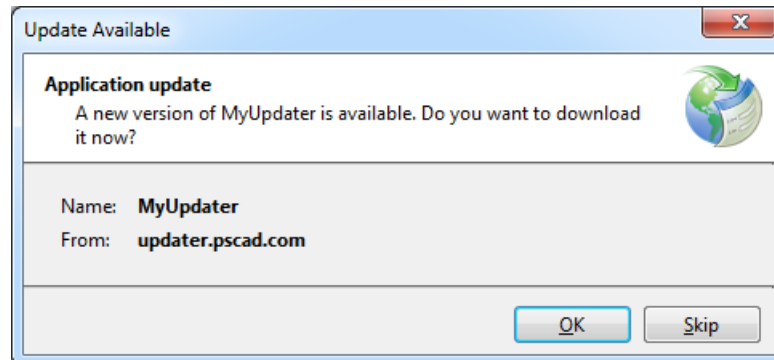
1.2. Method 2 – Install the Currently Installed MyUpdater from the Installed Start Programs Shortcut

Warning

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



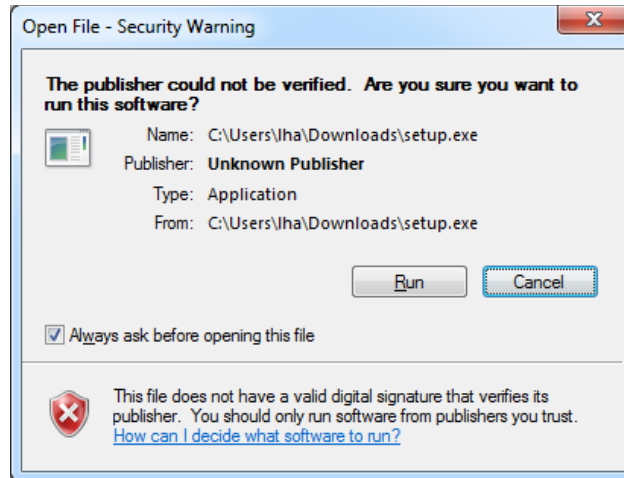
- If you see the following dialog, select *OK*



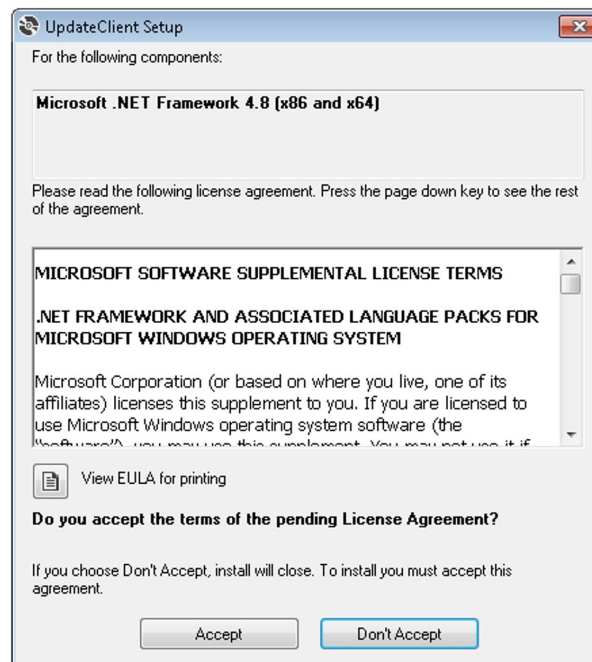
2.0 Completing the Installation

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

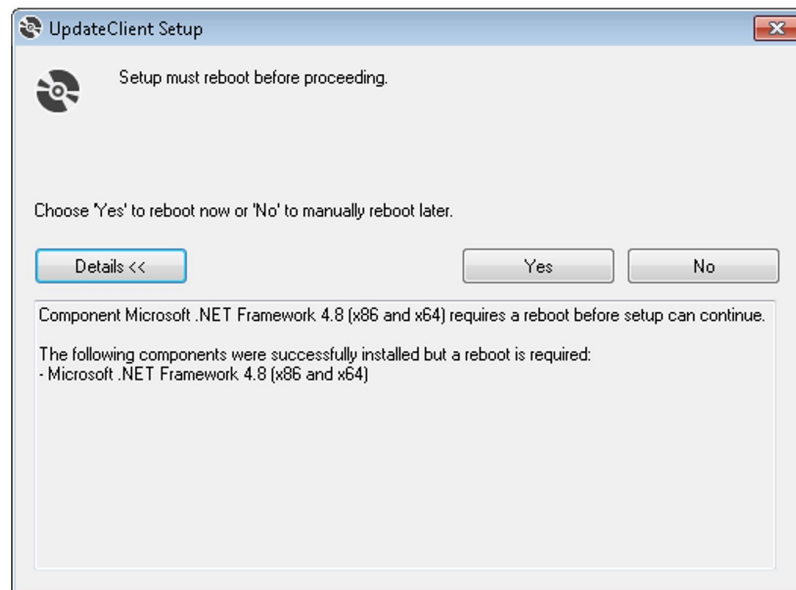
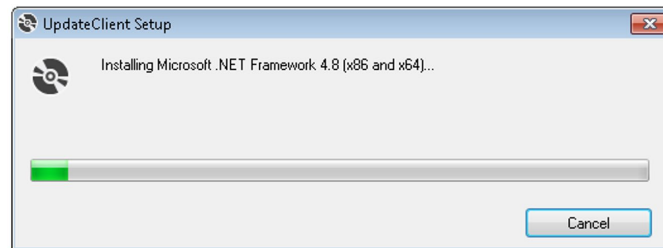
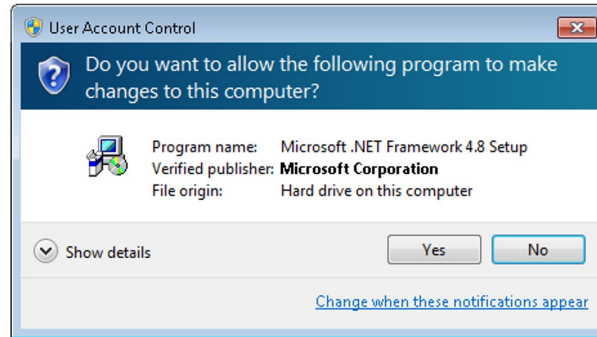
- If a dialog similar to the following displays, select *Run* to proceed with the MyUpdater installation.



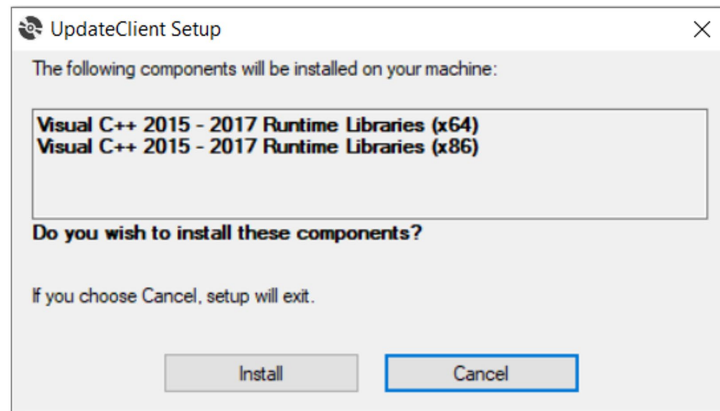
- Select *Accept* if you accept the terms and this installation will proceed:



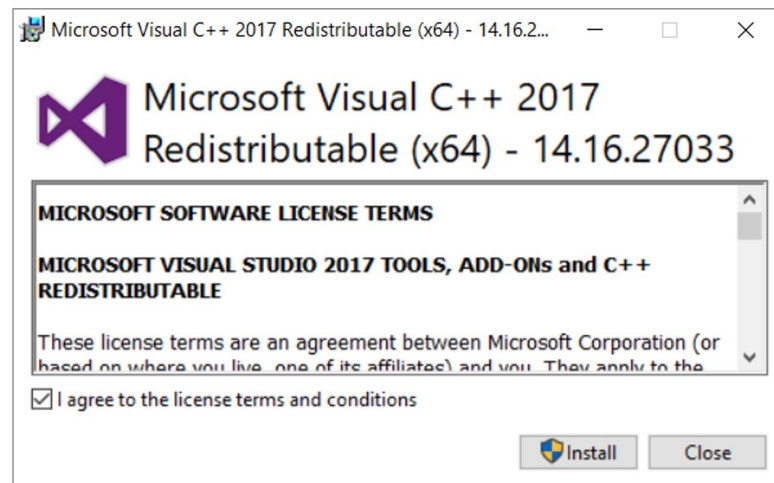
- If the following dialog appears, select Yes to proceed with the installation:



- If it has been detected that the required Visual C++ Redistributables are not installed, the following should appear:

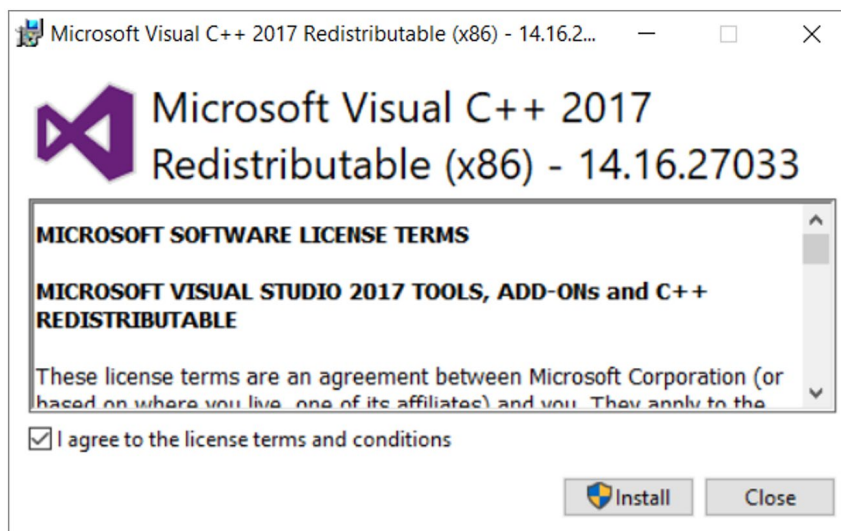


- If the following dialog appears, select the option to agree if you agree to the terms, then select *Install*.



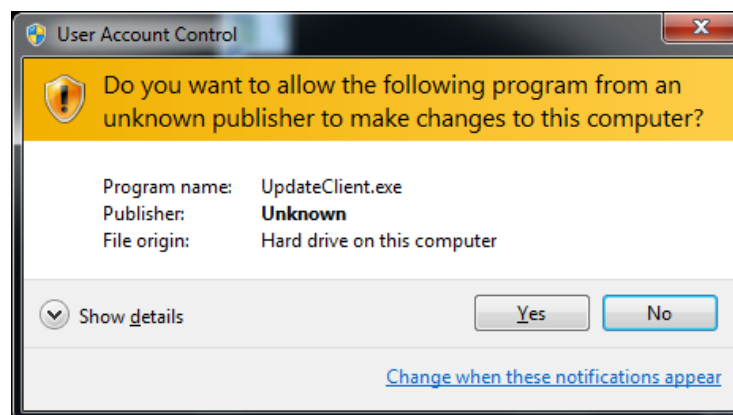
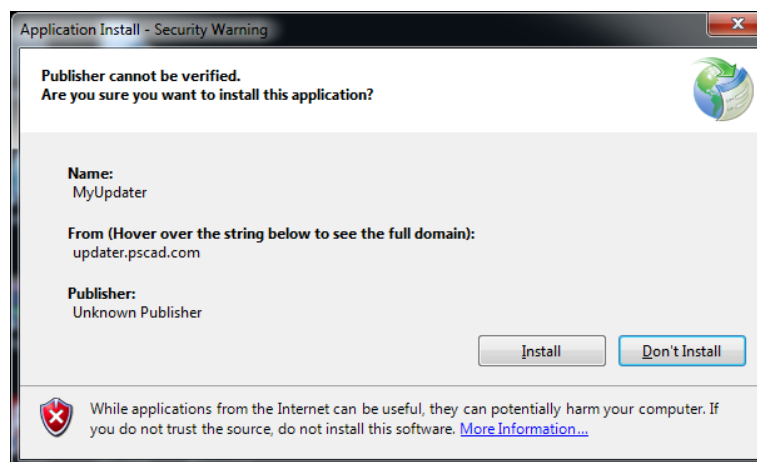
- a better version of Visual C++ 2015 Redistributables (x64) is already installed, or
- a version of Visual C++ 2017 Redistributables (x64) which supersedes all Visual C++ 2015 Redistributables versions is already installed.

- Select *Close* to continue.

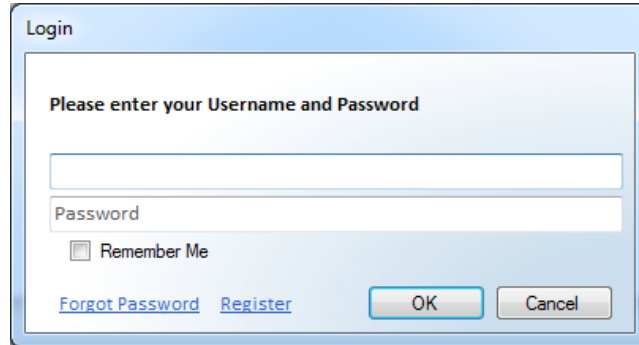


- a better version of Visual C++ 2015 Redistributables (x86) is already installed, or
- a version of Visual C++ 2017 Redistributables (x86) which supersedes all Visual C++ 2015 Redistributables versions is already installed.

- Select *Close* to continue.



- Once 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.



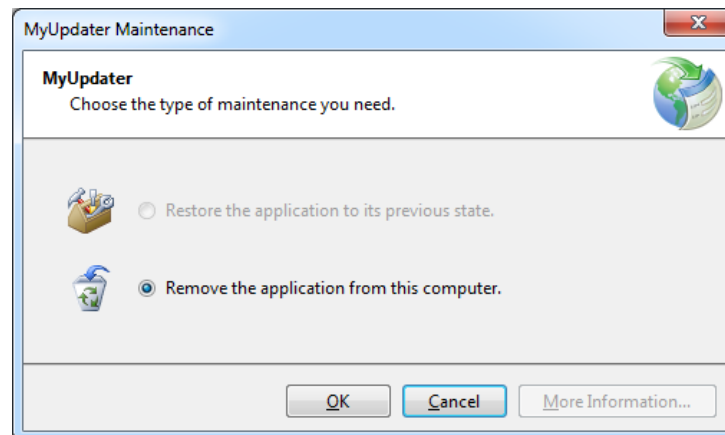
The image shows a 'Login' dialog box with a light blue header and a white body. The title bar reads 'Login'. Inside the dialog, the text 'Please enter your Username and Password' is centered. Below this text are two input fields: the first is empty, and the second is labeled 'Password'. Under the password field is a checkbox labeled 'Remember Me'. At the bottom left, there are two blue links: 'Forgot Password' and 'Register'. At the bottom right, there are two buttons: 'OK' and 'Cancel'.

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:

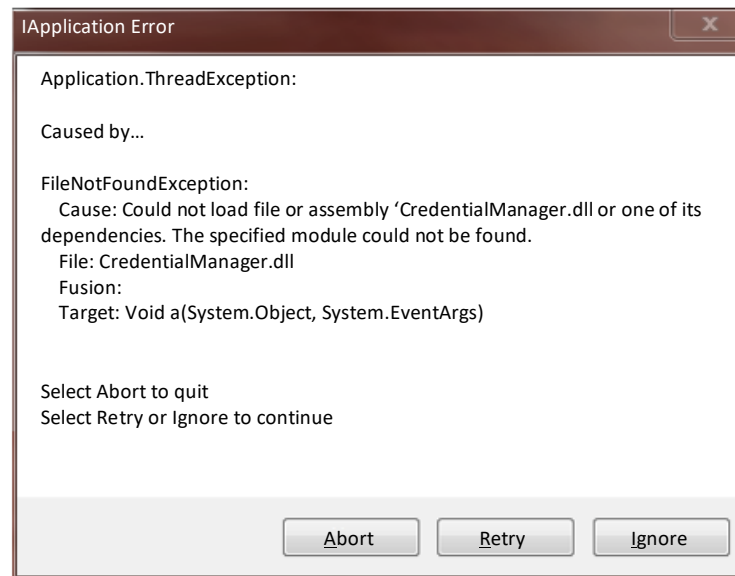
- Open *Control Panel* | *Programs and Features*, and sort the applications by name.
- For each *MyUpdater* version listed do the following:
 - Right click, and select *Uninstall/Change*
 - If the following dialog appears, select *Remove the application from this computer*, then select *OK*



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,



Updating the UpdateClient to 1.0.5.2 or better did not install the required Visual C++ 2017 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++ 2017 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
3	Update MyUpdater tool version (1.0.5.2) Add information on Microsoft .NET Framework 4.8 Update Microsoft Visual C++ Version (2017)	24/Jan/2022

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