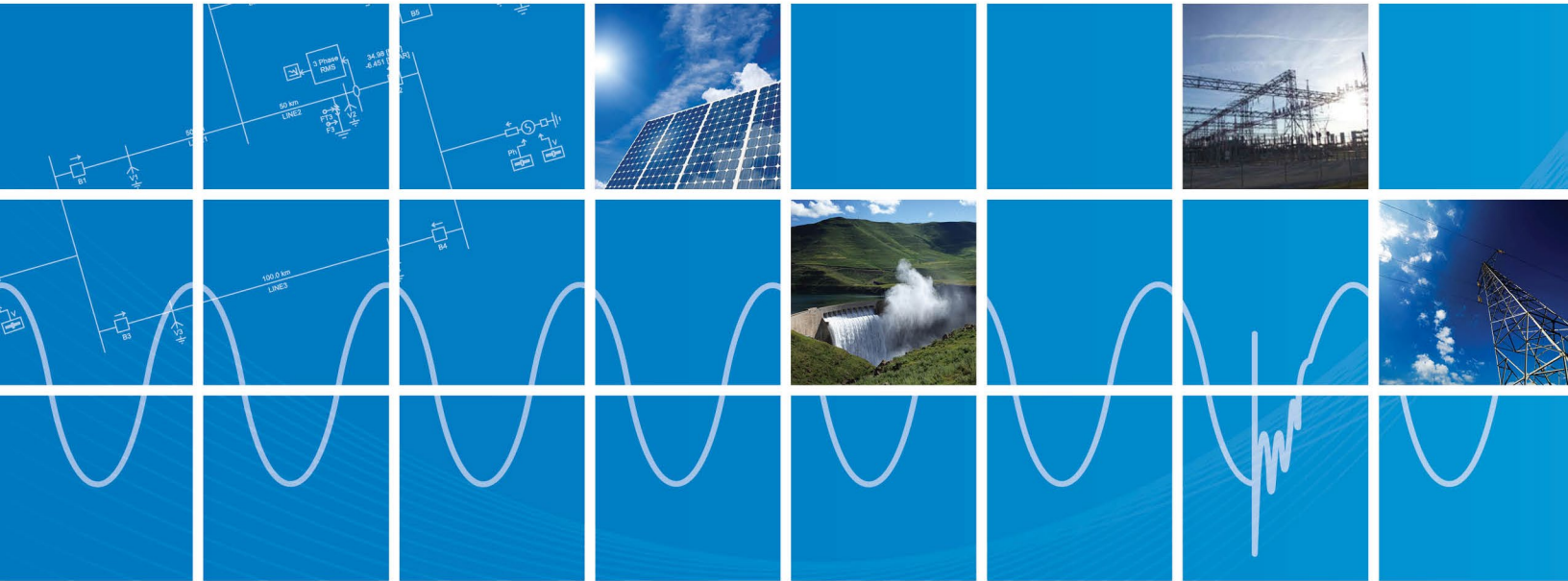


*How to Install and Completely Uninstall the
MyUpdater/UpdateClient Application*

January 24, 2022

Revision 5



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1. General

1.1. Background

The MyUpdater, or UpdateClient, is a ClickOnce application. Each time you start it, it checks its original publication website to see if a newer version has been published. If it detects a newer available version, it will download and install the newer version into a new folder in your user space on your machine and then run it. The older version is retained in its original installation folder. This allows you to uninstall the latest version and revert to a previous version.

Additionally, it is important to note that the UpdateClient is installed on a user-level, meaning that each user on your machine has his/her own versions of the UpdateClient which may or may not be the latest version.

1.2. Current Version

The latest published version of the UpdateClient is 1.0.5.1 or better.

This application is only supported on Windows 7, Windows 10, and Windows 11.

Also note that all published applications do not support installation on Windows XP.

1.3. Current Issue

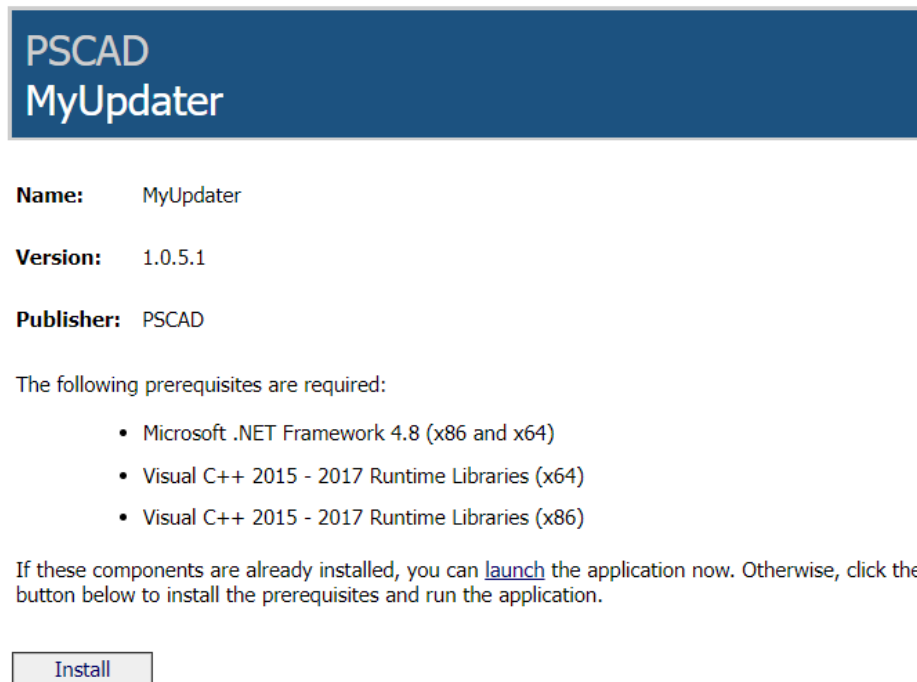
After a previous update of the UpdateClient, some users reported

- That they were unable to upgrade to the latest version, it remained “stuck” at the older version, or
- That they did upgrade to the latest version, but when they restarted the UpdateClient sometime later, that it somehow reverted to, and launched, the older version.

This document is intended to help you uninstall **all** versions of the UpdateClient from your machine so that it contains only the latest published version.

2. Installing the Latest UpdateClient

1. It is a known issue that if you simply click on the UpdateClient (Software Updater) shortcut, the UpdateClient it *might* not update itself if there is a newer published version on our web site.
2. To ensure that you have the latest version, open Internet Explorer to <http://pscad.com/updater/install.html>
3. You should see something similar to the following.



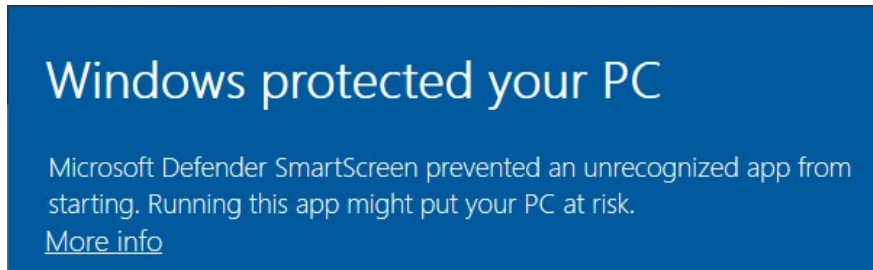
Note: the latest UpdateClient version is 1.0.5.1 or better

5. If you see the following, the proceed as per the following sub-steps. If not, go to Step 6 below.

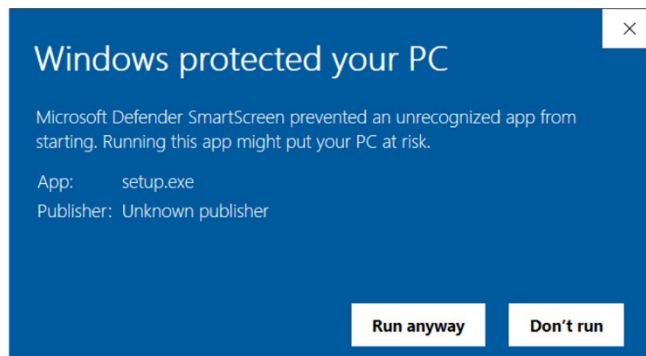


- a. Right click and select *Open*.

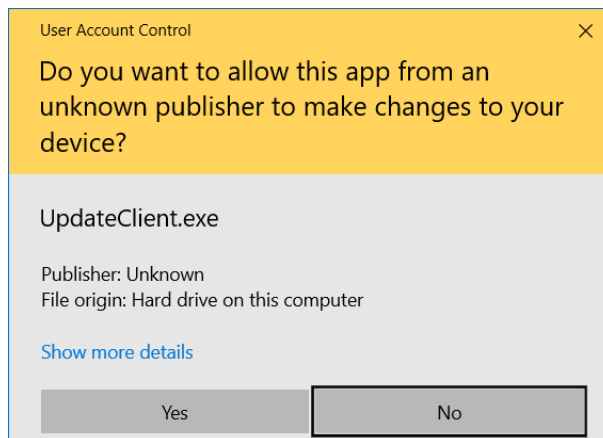
- b. If you see the following, select *More Info*.



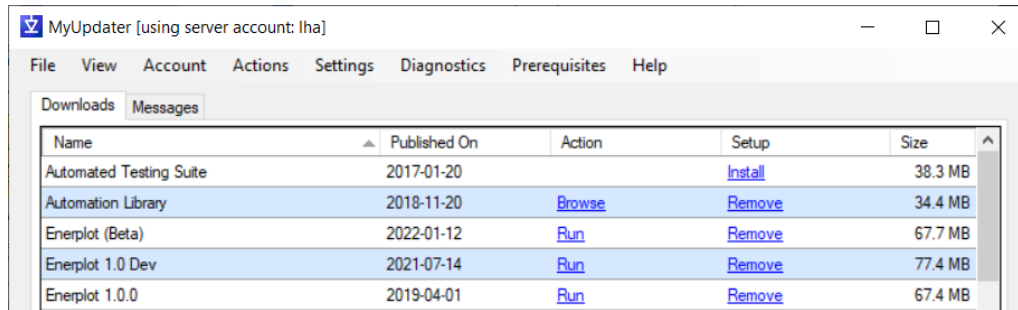
- c. Select *Run anyway*, as shown below.



- d. If you see the following elevation request prompt, select Yes, so the utility can install or update application as needed.

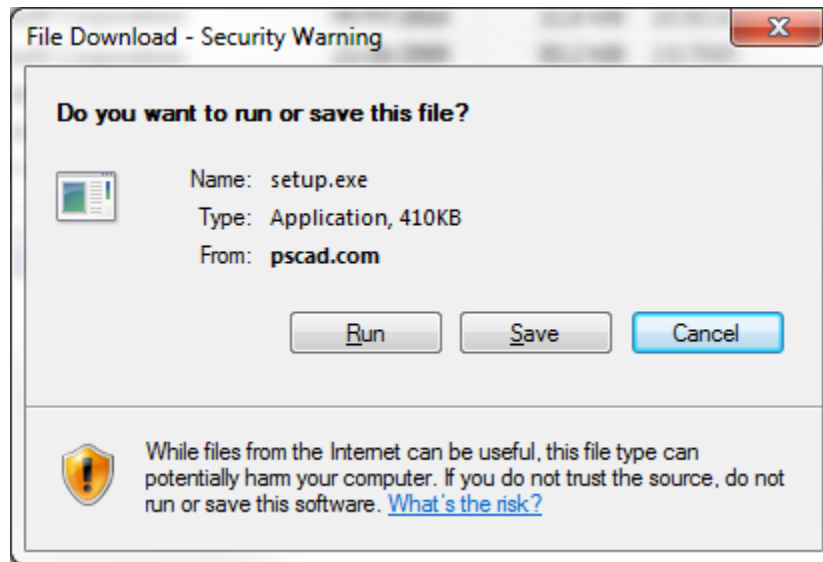


e. After which you should see something similar to the following:

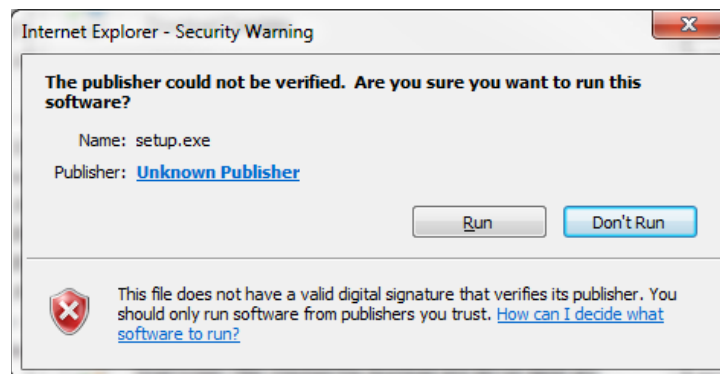


Name	Published On	Action	Setup	Size
Automated Testing Suite	2017-01-20		Install	38.3 MB
Automation Library	2018-11-20	Browse	Remove	34.4 MB
Enerplot (Beta)	2022-01-12	Run	Remove	67.7 MB
Enerplot 1.0 Dev	2021-07-14	Run	Remove	77.4 MB
Enerplot 1.0.0	2019-04-01	Run	Remove	67.4 MB

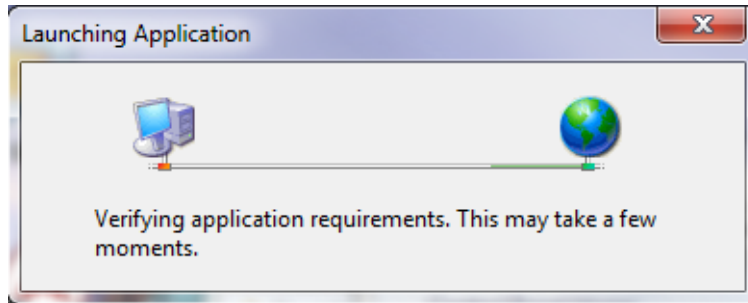
6. If you see the following *File Download* warning, then proceed as follows:



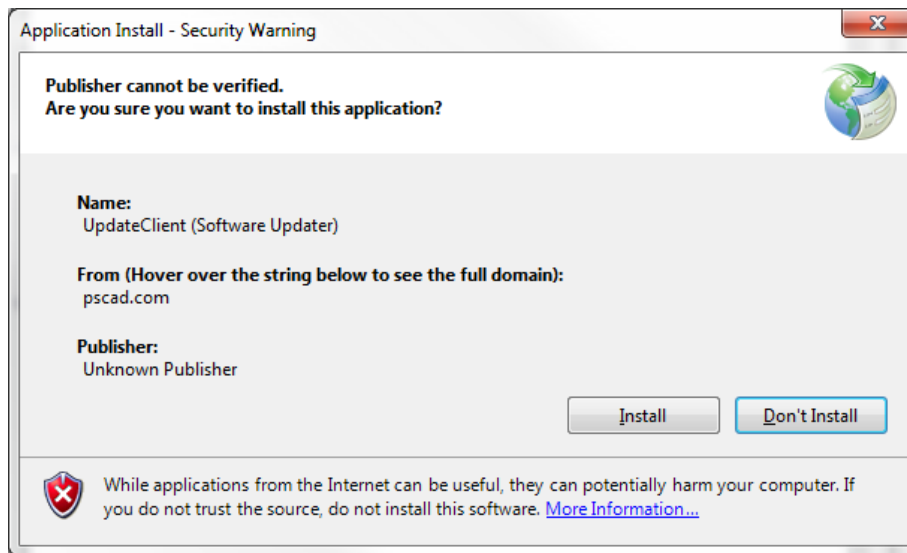
b. If you see the following Internet Explorer warning, select *Run*.



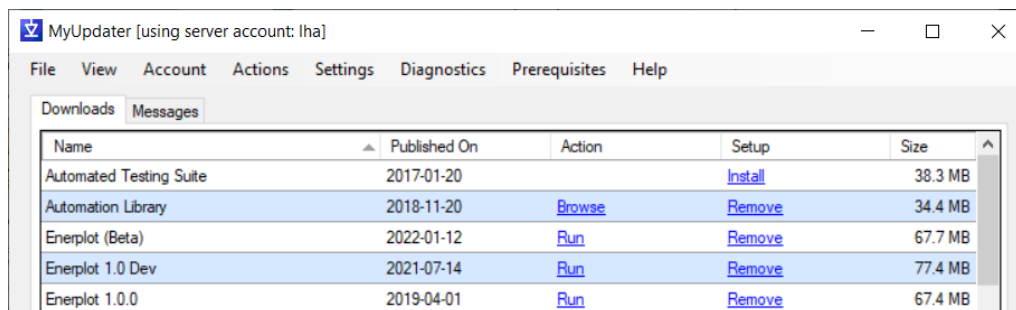
- c. After selecting *Run*, you may see the following notification:



- d. If you see the following Application Installation warning, select *Install*.

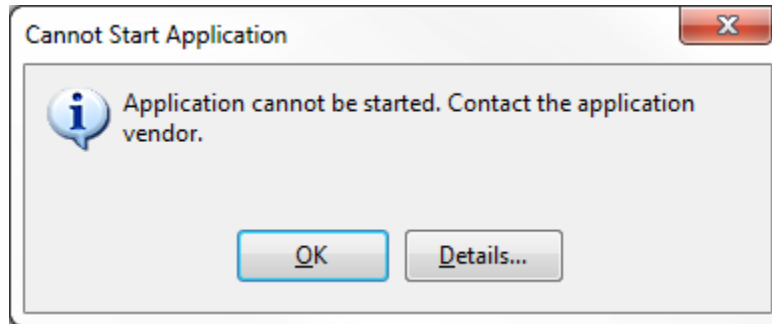


- e. That should install and then launch the latest UpdateClient.



3. What to do if Your Uninstall or Installation Fails

1. If you encounter any errors when attempting to install the latest UpdateClient, please take and save snapshots of any error messages.
2. If you encounter the following dialog,



- a. Then select the *Details...* button.
3. If the previous UpdateClient is still on your machine, then launch it, save the messages log file to the same folder where you saved any snapshots of errors.
 4. Perform the actions in the Manually Uninstalling the Currently Installed Version, followed by Installing the Latest UpdateClient,
 5. If that doesn't work, try Automatically Removing Cached Older Versions, followed by Installing the Latest UpdateClient,
 6. If that doesn't work, try Manually Removing the Cached Older Versions, followed by Installing the Latest UpdateClient,
 7. If that doesn't work, send in all the files saved in Steps 1-3 above, and snapshots of any errors taken in subsequent steps to:

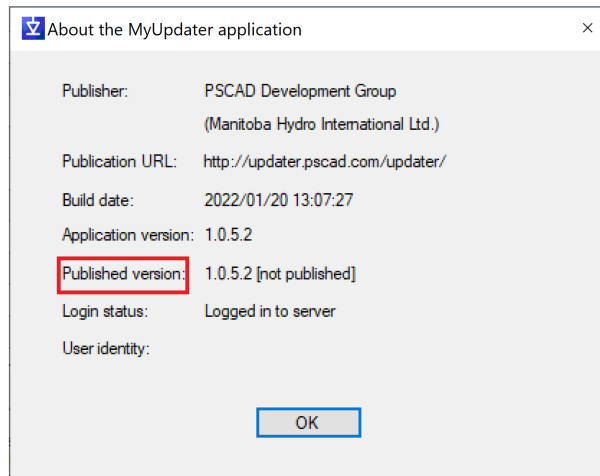
support@mhi.ca

4. Manually Uninstalling the Currently Installed Version

1. Launch the UpdateClient from the *Start | All Programs | PSCAD* shortcut.

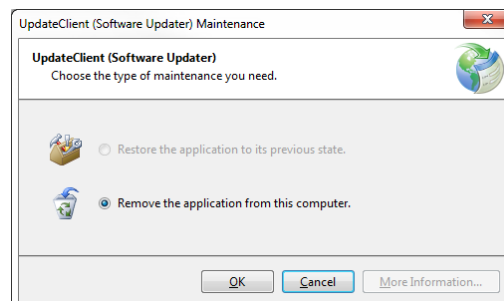
Go Help | About

2. When you see the following version dialog, if the version is 1.0.5.1 or better, then proceed to the next section. If the version is 1.0.4.70 or lower, then proceed to Step 4 below.



Note: your version will most likely be between 1.0.4.68 to 1.0.5.2.

4. Start the *Control Panel* to uninstall the latest installed version of the UpdateClient.
5. Go Start | Control Panel | Programs and Features.
6. Select and delete all listed UpdateClient versions.
7. If you see the *Maintenance* options dialog similar to the one shown below, then select “*Remove the application from my computer*”, then select *OK*.

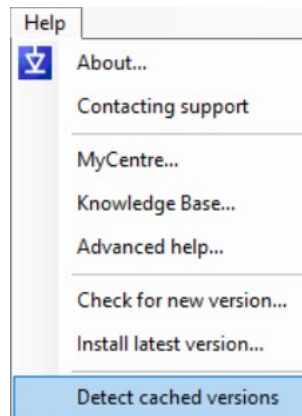


8. Ensure that the Start | Programs | PSCAD | UpdateClient (Software Updater) shortcut is deleted.

5. Automatically Removing Cached Older Versions

Note: In order to do this, you must be running version 1.0.4.49 or better of the UpdateClient, otherwise you will need to do this manually as described in the *Manually Removing Cached Older Versions* section later in this document.

1. Launch the UpdateClient, and select *Help | Detect cached versions*



2. You should see a list containing the currently active (running) version, and all other versions cached on your machine. The active version will not be deleted. A typical report is shown below.

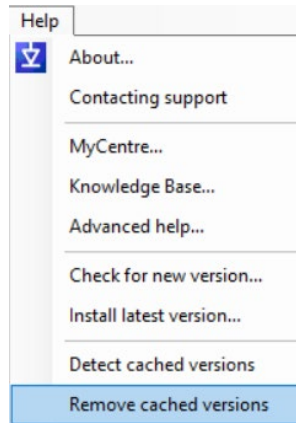
Detecting cached versions of the MyUpdater

```
Executable folder: C:\Users\lha\AppData\Local\Apps\2.0\1JDOLHPP.AB5\YRM88HXM.E8W\upda..tion_620d5c45c421855a
LocalApps folder: C:\Users\lha\AppData\Local
Network Deployed: False
ClickOnce folder: C:\Users\lha\AppData\Local\Apps\2.0\1JDOLHPP.AB5\YRM88HXM.E8W
Processing 30 folders
```

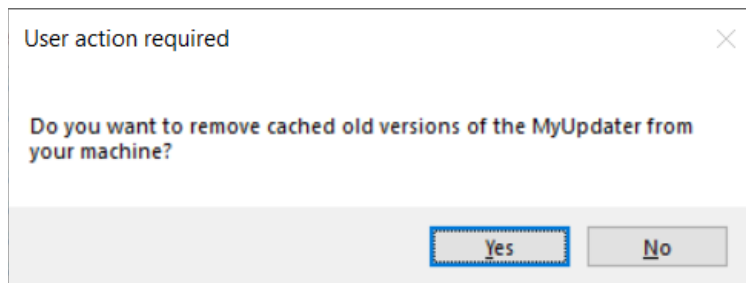
```
Detected UpdateClient.exe 1.0.5.0
Detected UpdateClient.exe 1.0.5.1 [active version, will not be deleted]
```

Done...

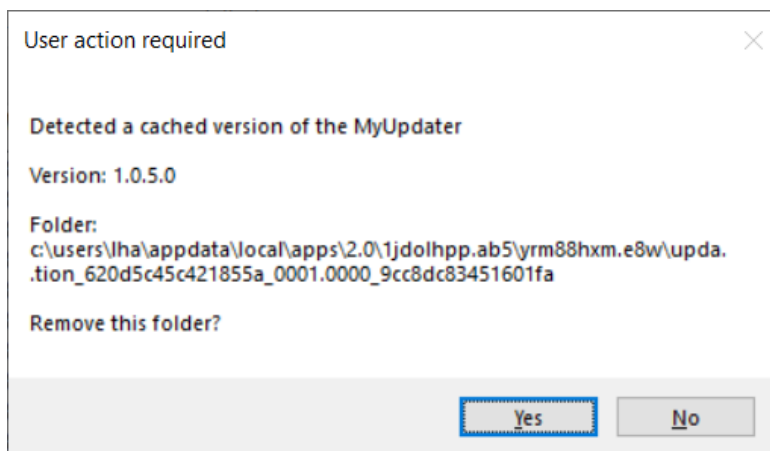
3. If you have more than one version listed, then select *Help | Remove cached versions*.



4. You will be prompted to confirm the selection:



5. You will then be prompted to confirm the deletion of each detected cached version. Note that the currently active version will not be deleted. The prompt will be similar to that shown below.



6. If the listed version is earlier than the current version, then select Yes to confirm the deletion of the installation folder containing the named cached version.

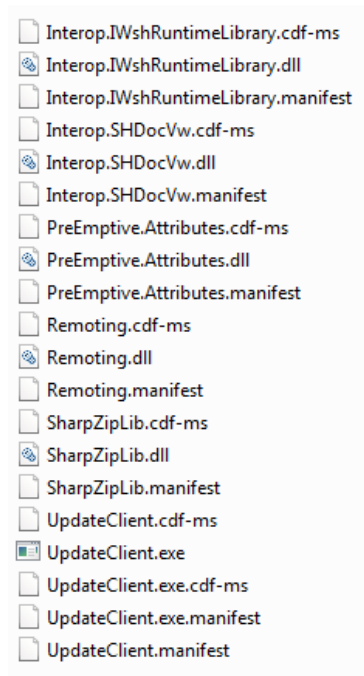
6. Manually Removing Cached Older Versions

This should only be done as a last resort.

1. In the UpdateClient messages file which was previously opened in Notepad, find the *StartupPath:* or the *DirectoryPath:* line. It should look similar to, but won't be the same as, the one shown below

C:\Users\Nha.CENTRE\AppData\Local\Apps\2.0\J78LOG1B.092\VZRA422H.1MD\upda..tion_ba43c5dd766d2440_0001.0000_879896a26357be90

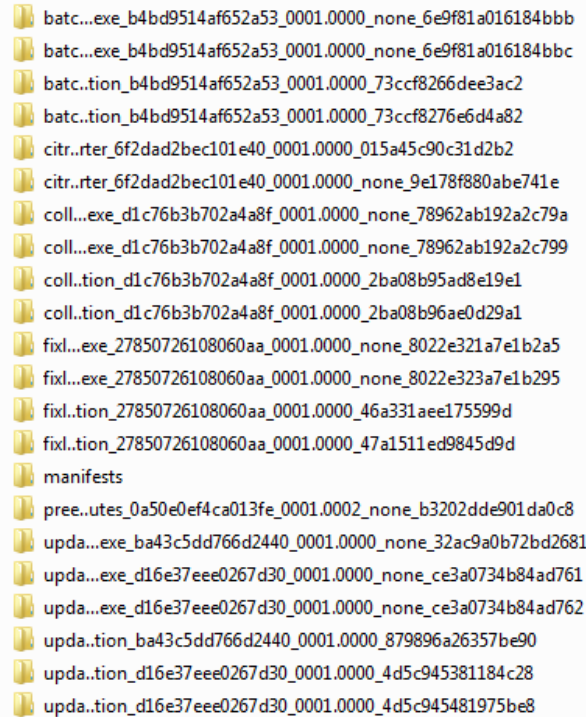
2. Open a file explorer and browse to the listed folder



4. In particular it should contain:
5. If this folder exists, and contains a file called "UpdateClient.exe", then delete this folder.
6. Next, browse to the parent folder of the original DirectoryPath folder. In this example, it is

C:\Users\Nha.CENTRE\AppData\Local\Apps\2.0\J78LOG1B.092\VZRA422H.1MD\

7. This folder may contain multiple folders; each corresponding to various installed ClickOnce applications and cached versions. A snapshot of my ClickOnce folder is shown below. Please note that each folder name is unique to a particular machine. Your folder names may be slightly different.



batc...exe_b4bd9514af652a53_0001.0000_none_6e9f81a016184bbb
batc...exe_b4bd9514af652a53_0001.0000_none_6e9f81a016184bbc
batc..tion_b4bd9514af652a53_0001.0000_73ccf8266dee3ac2
batc..tion_b4bd9514af652a53_0001.0000_73ccf8276e6d4a82
citr...rter_6f2dad2bec101e40_0001.0000_015a45c90c31d2b2
citr...rter_6f2dad2bec101e40_0001.0000_none_9e178f880abe741e
coll...exe_d1c76b3b702a4a8f_0001.0000_none_78962ab192a2c79a
coll...exe_d1c76b3b702a4a8f_0001.0000_none_78962ab192a2c799
coll..tion_d1c76b3b702a4a8f_0001.0000_2ba08b95ad8e19e1
coll..tion_d1c76b3b702a4a8f_0001.0000_2ba08b96ae0d29a1
fixl...exe_27850726108060aa_0001.0000_none_8022e321a7e1b2a5
fixl...exe_27850726108060aa_0001.0000_none_8022e323a7e1b295
fixl..tion_27850726108060aa_0001.0000_46a331aee175599d
fixl..tion_27850726108060aa_0001.0000_47a1511ed9845d9d
manifests
pree..utes_0a50e0ef4ca013fe_0001.0002_none_b3202dde901da0c8
upda...exe_ba43c5dd766d2440_0001.0000_none_32ac9a0b72bd2681
upda...exe_d16e37eee0267d30_0001.0000_none_ce3a0734b84ad761
upda...exe_d16e37eee0267d30_0001.0000_none_ce3a0734b84ad762
upda..tion_ba43c5dd766d2440_0001.0000_879896a26357be90
upda..tion_d16e37eee0267d30_0001.0000_4d5c945381184c28
upda..tion_d16e37eee0267d30_0001.0000_4d5c945481975be8

8. Some of these folders may contain older versions of the UpdateClient, which are no longer valid and should not be run, and those folders should therefore be deleted or renamed.

upda..tion_.....

10. If the folder contains any files which begin with UpdateClient”, then that folder should be renamed by appending a “_old” to the folder name so that the .NET Framework ClickOnce manager will not be able to find it. Alternatively, you can just delete that folder.
11. Repeat all the steps above for all the users on your machine which have installed the UpdateClient tool so that their old versions are also removed.

7. Contacting Support

Please note that all UpdateClient – related correspondence should be sent to:

support@mhi.ca

DOCUMENT TRACKING

Rev.	Description	Date
0	Initial	03/Dec/2010
1	Some corrections	06/Dec/2010
2	Updated for release of version 1.0.1.89 and better	21/Jun/2011
3	Updated for release of version 1.0.5.1 and better. Added Windows 10 install content.	17/Jan/2022
4	Update to Section 4 Step 2	24/Jan/2022