



EasternGraphics Product Documents
User Manual pCon.update DataClient

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1. Introduction

Welcome to the manual of the pCon.update DataClient!

The basic function of this user manual is to support the user when working with the pCon.update DataClient.

If you use the DataClient for the first time, we recommend to start with the section [First Steps](#). If you are already well versed and just looking for certain information and/or a specific chapter, so please use the Table of contents.

We wish you further success with this software!

2. First steps

Function of the DataClient

The pCon.update DataClient supports you in updating your system. Depending on the components your version of the DataClient is equipped with, following files can be updated:

- OFML product data
- pCon.application programs
- documents (e.g. price lists, presentations)

The DataClient perceives essentially the following tasks:

- verification, which files shall be updated
- download of required files
- installation

All steps are nearly completely automated, so that the actualisation of your system with the pCon.update becomes a child's play. Furthermore, the DataClient offers a row of additional functions, which are explained in the following sections.

System requirements

It is advisable to have at least the minimum requirements mentioned in section [system requirements](#) to maintain an accurate operating procedure when using the pCon.update DataClient.

Using the assistant

The configuration of the graphical user interface and the basically handling are explained in the section [using the assistant](#).

Configuring the DataClient

Mostly, using the DataClient does not require any special configuration. You just have to

enter user name and password of the update server when first executing the update. If you are not yet registered for pCon.update, the DataClient provides you a link at the necessary point, which brings you to a website where you can comfortably and easily register.

In some cases, a special configuration of the DataClient is required or desired. The configuration possibilities are explained in the paragraph [program settings](#).

Installing updates

You can update your system by successively executing the steps in the DataClient Assistant. You can thus control which updates are to be installed and view information on the individual updates before installing them. The individual steps are explained in the paragraph [installing updates](#).

Furthermore, pCon.update offers you the possibility to regularly and automatically check for new available updates. If new updates are available, you can opt for only getting notified or for having the new updates automatically installed. These functions are explained in the paragraph [planning updates](#).

DataClient update

The DataClient is continuously being further developed. If a new DataClient version is available, you are notified of it and can have it automatically installed. This procedure is explained in the paragraph [DataClient update](#).

3. System requirements

It is advisable to have at least the following hardware to maintain an accurate operating procedure when using the pCon.update DataClient:

Processor:	x86-64 at 1 GHz or more
System memory:	2 GB or more
Operating system:	Windows 8.1 or higher (64 bit) Windows Server 2012 or higher (64 bit)
Available disc space:	200 MB
Graphics board:	Any
Screen resolution:	1024 x 768 pixels or more
Internet access:	Minimally: 5 Mbit/s Recommended: 50 Mbit/s or more
Security software (firewall etc.):	Usually DataClient and DataPool operate in conjunction with security software without any difficulty. In case of very restrictive security software, it must be ensured that access to *.easterngraphics.com and *.pcon-solutions.com (each

port 80 and 443, respectively) is enabled and download and installation of any files from these servers is possible. If the automatic installation is used, this also applies to the user account used for this purpose (the SYSTEM account by default).

PDF Viewer: Recommended (For viewing update information)
pCon.login: [pCon.login](#) user account is needed
Exception: use of local data source (like local file server)

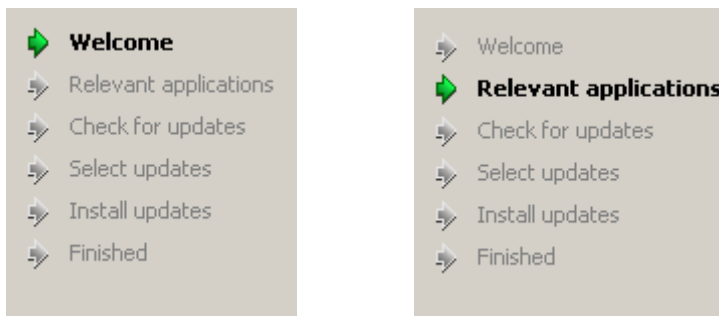
Please note, that the installation packages are stored during the update process within the directory for temporary files on your system. Accordingly, much free disk space should be available there.

Further disk space is required for the applications to be installed, OFML data and documents in the respective installation directories.

4. Using the assistant

The program leads you step by step through the individual tasks. The upper left area provides you an overview over the steps required to update your system. The current step is highlighted in bold print.

Every step allows you to get support by pressing the F1 key.



Steps in the assistant

You navigate through the Assistant by clicking the buttons in the lower area. The buttons *Next* and *Back* bring you to the next respectively previous step. By clicking the button *Cancel*, you exit the Assistant. Some steps do not provide all the above mentioned buttons.

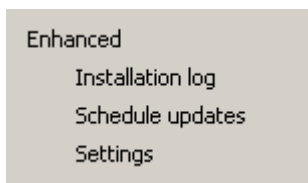
By clicking the button *More on the Web*, you can view a website containing current information about pCon.update. Your standard web browser is therefore used.



Buttons of the assistant

Using the enhanced functions

The lower left area provides you advanced functions such as program settings. To call the functions of the *Enhanced* menu, just click on the desired entry.



Enhanced functions area

When having selected one of the entries in the *Advanced* area, other buttons appear in the lower area. The button *Back* allows you to leave the *Advanced* area. The buttons *Accept* and *Discard* allow you to store the settings or to undo the modifications.



Buttons of the enhanced settings

5. Installing updates

Installing updates on your system is very easy with the pCon.update DataClient. All tasks are executed automatically. However, you have the possibility to view and customize the selection of the updates to be installed.

The installation is executed in the following steps:

- [Welcome](#)
- [Relevant applications](#)
- [Check for updates](#)
- [Select updates](#)
- [Install updates](#)
- [Finished](#)

Click on one of the steps to obtain detailed information on the respective step.

5.1 Welcome

When launching the pCon.update DataClient, the Welcome page is displayed. This page contains some explanations concerning the function of the DataClient.



Welcome page

When you have read the information or if you have used the DataClient already more frequently, you can directly start the installation by clicking *Next*.

Alternatively, you have the possibility to use additional functions or modify the program settings in the *Enhanced* menu. Please note that the functions of the Enhanced menu are no longer available when exiting the Welcome step.

Next step:

[Relevant applications](#)

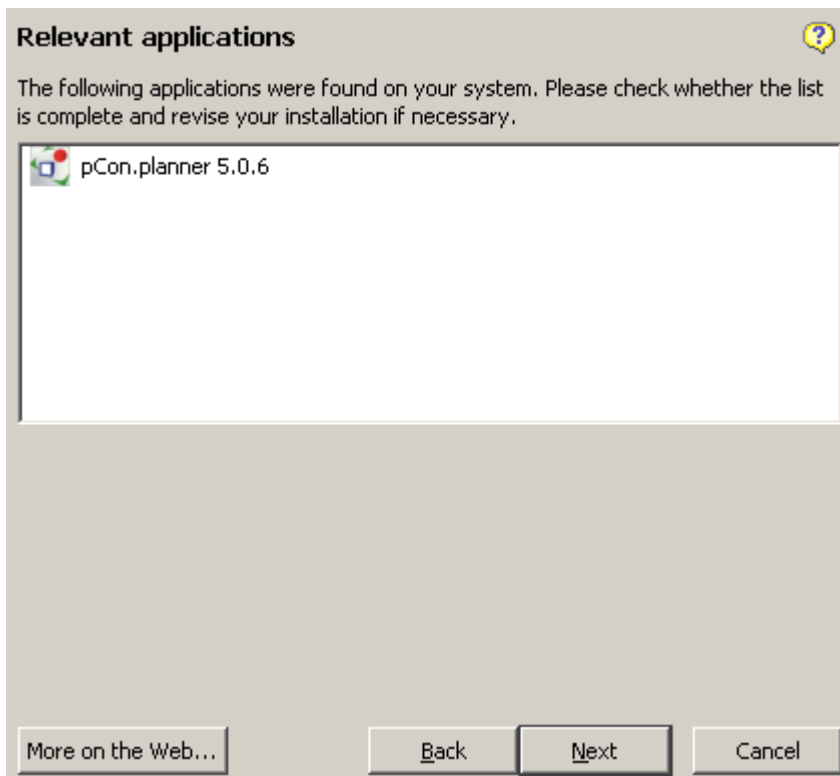
Advanced functions:

[Schedule updates](#)

[Program settings](#)

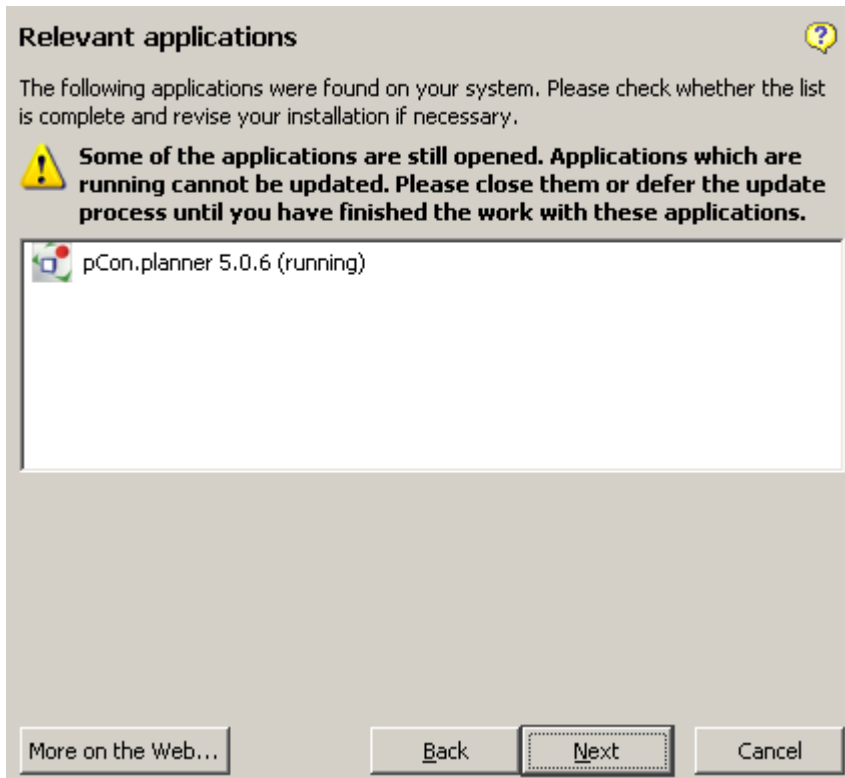
5.2 Relevant applications

This step displays all applications available on your system, which are supported by pCon.update. This list is for information purposes. If application program should not be listed, it is recommended to first check the application installations before using pCon.update. Otherwise, pCon.update might not be able to update your system completely.



Page Relevant applications

Additionally, it is checked whether the applications are still open. If this should be the case you are prompted to exit the applications because open applications cannot be updated.



Notification of open applications

Note: The step *Relevant applications* is not displayed if your pCon.update version is only used to transmit documents. In this case, verifying application programs is not necessary.

Next step:

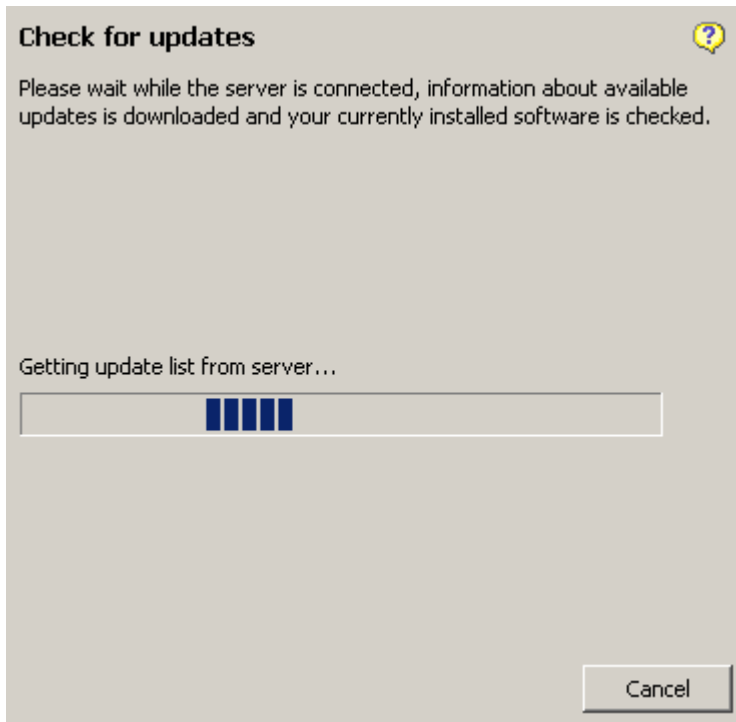
[Check for updates](#)

5.3 Check for updates

In the next step, the pCon.update DataClient executes the following processes:

- Establishing the connection to the server and downloading a list of all updates available on the server.
- Synchronization of the versions available on the server with the versions already installed on your system.

These processes are executed automatically and usually take a few seconds only.



Page Searching updates

According to the result of the checking, you are automatically forwarded:

[The connection to the server has failed](#)

[An update for pCon.update DataClient is available](#)

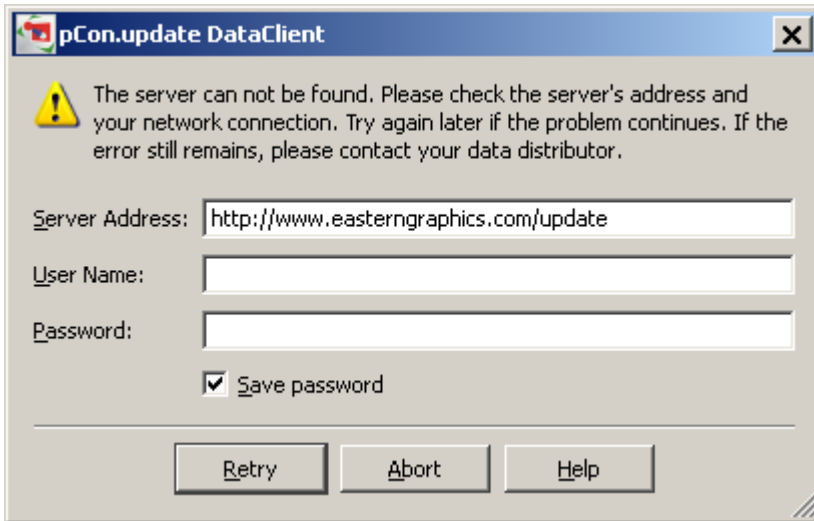
[New updates are available](#)

[No new updates are available](#)

The connection to the server has failed

The connection to the server can fail for different reasons. The most frequent reasons are:

Server not found

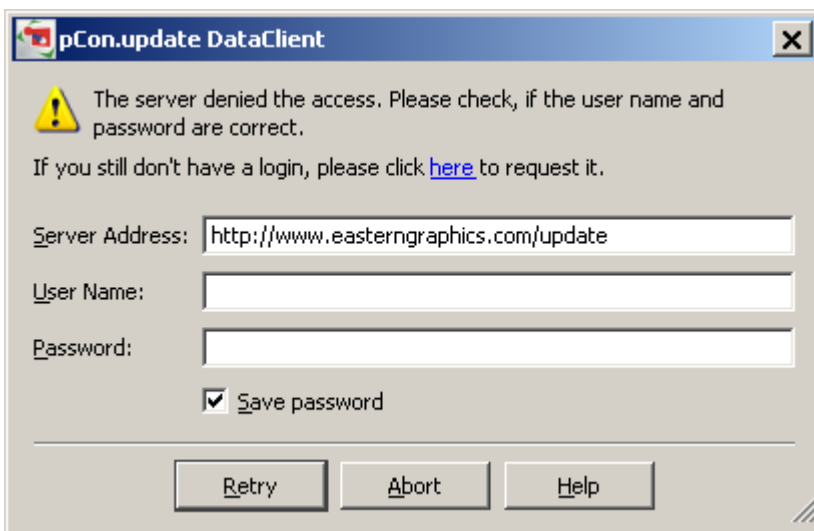


Message Server not found

Typical reasons for this error are:

- You have entered a wrong server address. Please verify the address and try again.
- Your internet connection is not available. To exclude this error, use a web browser to verify whether the connection is working properly.
- You have entered a wrong proxy server. Please click Cancel and go back to the Welcome step. Do then check your proxy settings under Network settings. Verify that the specified proxy is working in your web browser.

Access denied



Message access denied

Typical reasons for this error are:

- You have entered a wrong user name or a wrong password. Please verify the entries and try again. If you forgot your password, please click the link [here](#) to call the access administration. You then have the possibility to request a new password.
- Your access has not yet been granted or it has been disabled again. Please click the link [here](#) to call the access administration. If you cannot solve the problem with the access administration, please contact your data distributor.

An update for the pCon.update DataClient is available

The pCon.update DataClient has the option to update itself automatically via internet. As soon as there is a new client version available on the server, you are automatically led step by step through the installation. Further information is available in the paragraph [DataClient update](#).

New updates are available

If the DataClient found that your system should be updated, you are automatically forwarded to the next step:

[Select updates](#)

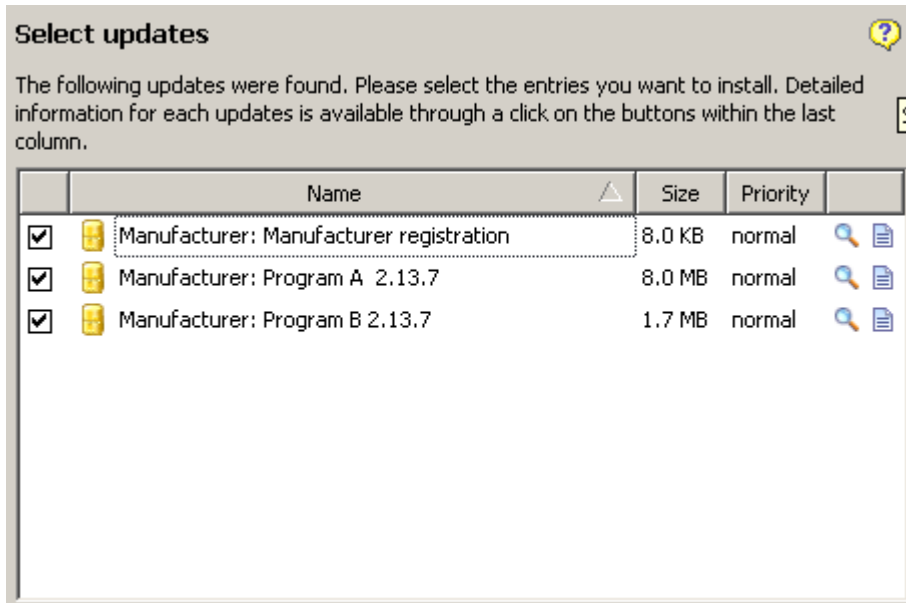
No new updates are available

If no new updates should be available, the final page of the Assistant is displayed informing you that your system is absolutely up to date.

[Finish](#)

5.4 Select updates

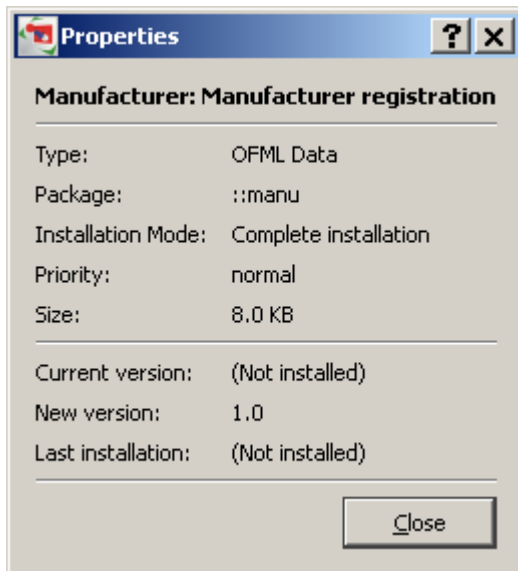
If new updates are available for your system, the pCon.update DataClient displays them in a list. You now have the possibility to individually select the packages to be installed. If you select a package which requires other packages, the necessary packages are automatically selected, too. A note in the lower area informs you if this is the case.




Page Selecting updates

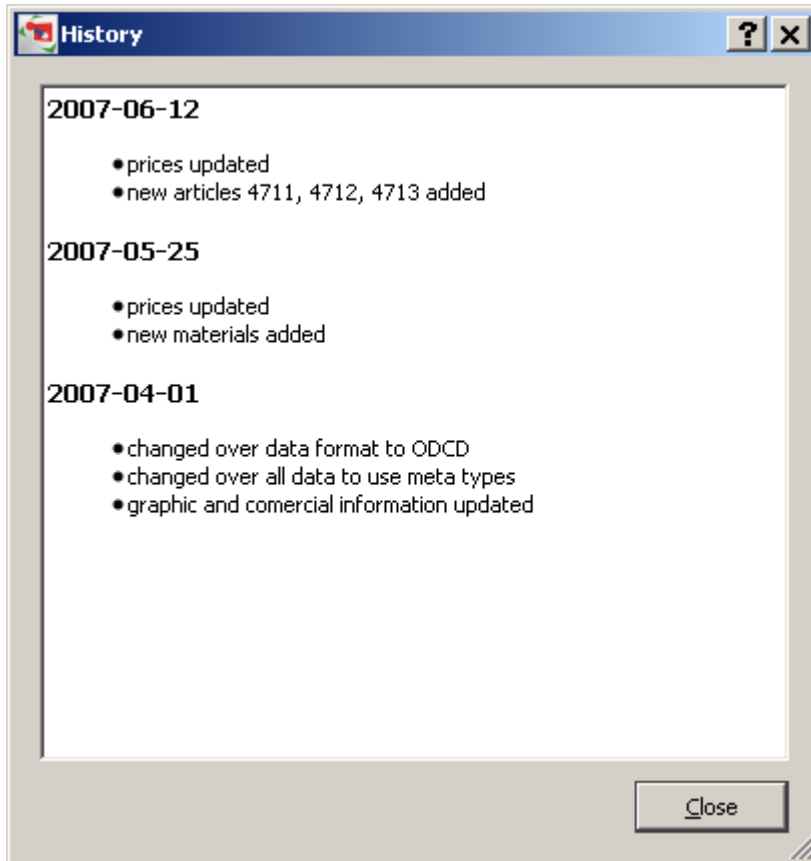
Additionally, you have the possibility to retrieve information on the packages. Therefore, click both icons in the last column.

This symbol allows you to call up the package properties.



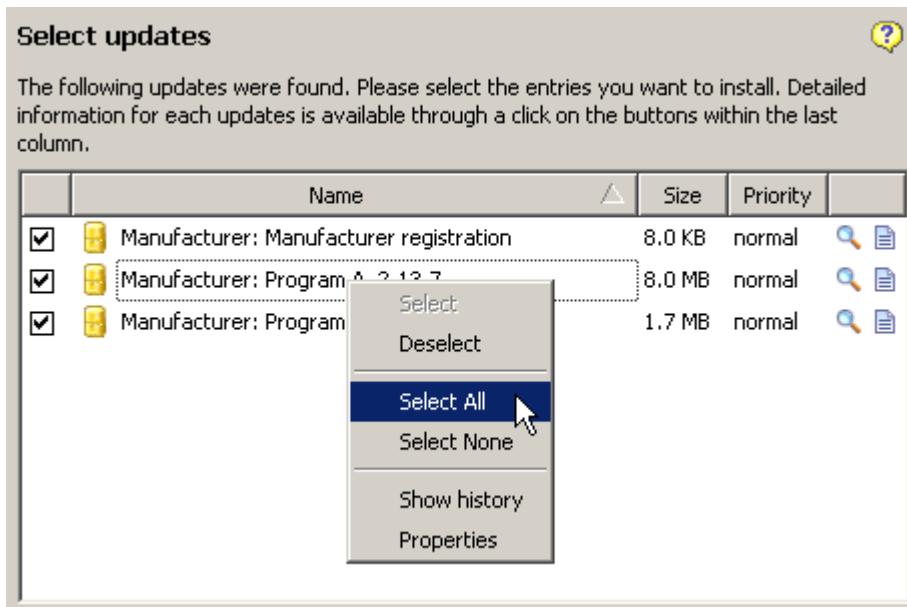
Properties of a package

This symbol  allows you to call up the history of the package. This provides you an overview over the last modifications of the package.



History of a package

You can select or deselect all packages in one step by right-clicking the package list and thus calling up the context menu. There, you can select the desired menu point.



Context menu of the package list

A filter function is available below the package list. In case of a longer list of update, this provides you the possibility to limit the number of the packages listed. Just enter a word or a partword, which is included in the package names you want to select, into the filter entry field. After that, only those packages are displayed which contain the respective word or partword. You can also enter several words or partwords separated by a space. Then all those packages are displayed which contain the respective words/partwords; the words/partwords can be contained in any order and separated by any other characters in the package name.

The entry of wildcards or regular expressions as a filter is not supported.

You can reset the filter to display all packages available by clicking the Delete button right to the filter entry field.

Please note: all checked packages will be installed even though these packages might be hidden by the filter function. The filter function only affects the packages displayed but not their installation.



Filter function

If you have decided which packages you want to install, just click the Install button in the lower area in order to start the download and the installation of the packages.

Next step:

[Install updates](#)

5.5 Install updates

In this step, the pCon.update DataClient executes the following processes:

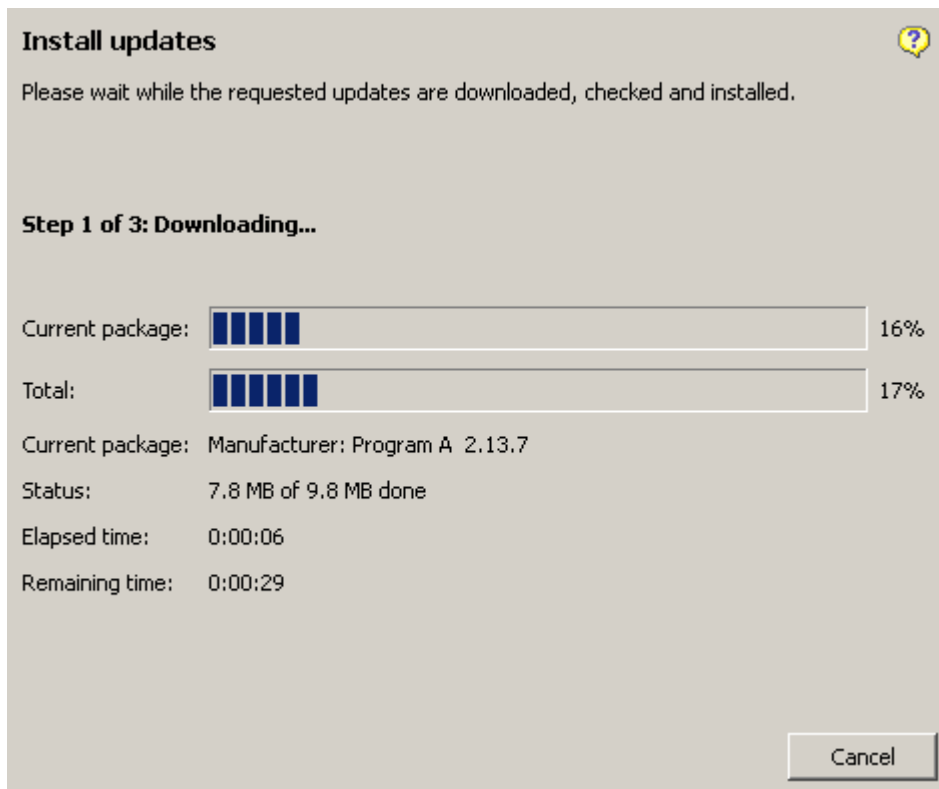
- Download of the required installation packages
- Verification of the packages
- Installation of the packages

These processes are executed fully automatically and usually don't require your intervention. The detailed progress indicator informs you which process is just taking place and what is the approximate remaining time of the current step.

Step 1: Download

In the first step, the packages you selected are downloaded. The progress indication informs you which package is just being downloaded, how fast the download is, and what is the approximate remaining time until the download will be finished.

You can abort the download at any time. Please note that in this case you have to download again all packages already downloaded, if you decide later to install them.

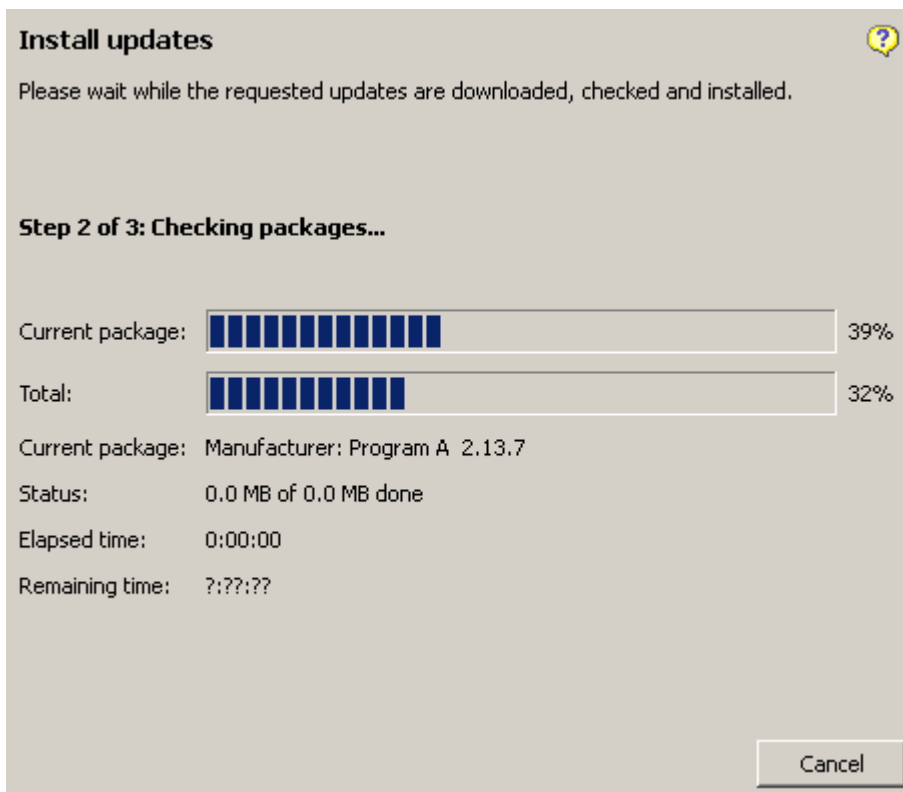


Step 1: Download

Step 2: Verification of the installation packages

Afterwards, the installation packages are verified. This ensures to recognize transmission errors as well as defective packages and the installation is aborted, if necessary. In case of very few packages, it is possible that the package verification is executed so fast that this step is not displayed. This is no error.

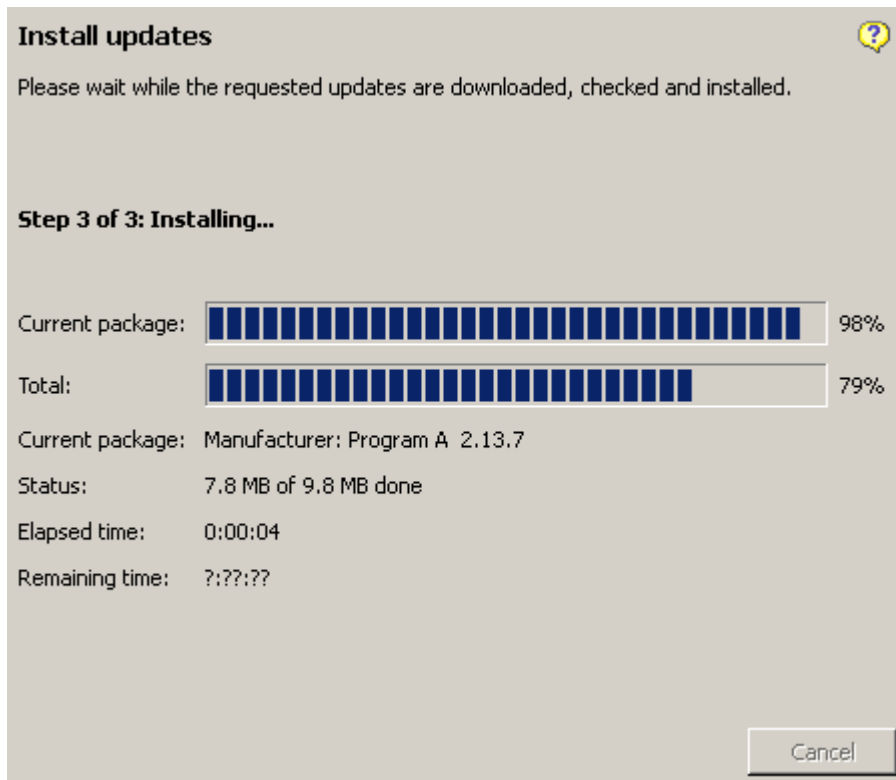
You can also abort the package verification, if necessary. Please note that this case also requires a new download of all packages, if you still want to install these packages later.



Step 2: Verification of the installation packages

Step 3: Installation

As soon as download and package verification have been successfully completed, the installation is automatically launched. Please note that you cannot abort this process any more because partly installed packages are frequently inconsistent and would result in the fact that your applications would not work correctly any longer.



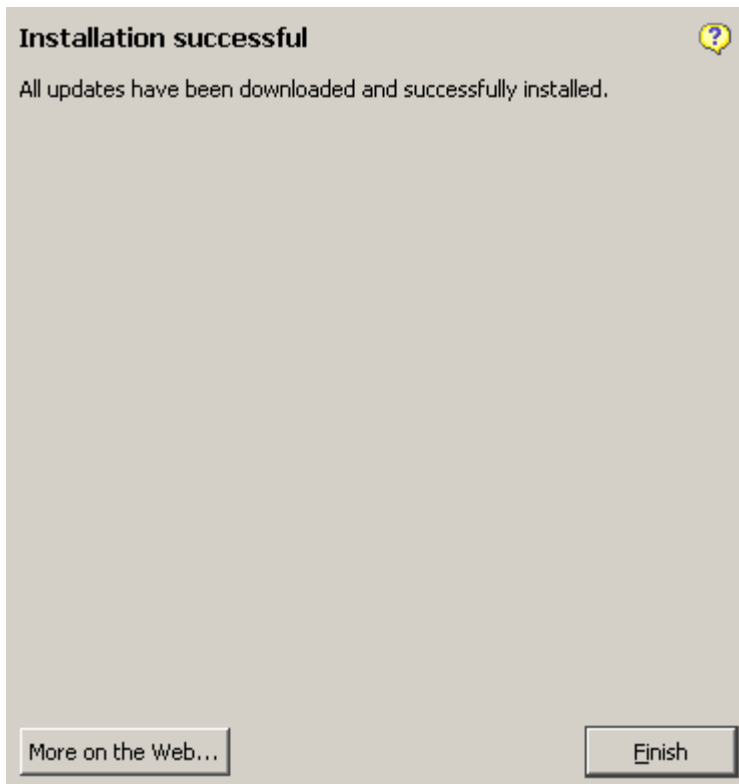
Step 3: Installation

Next Step:

[Finish](#)

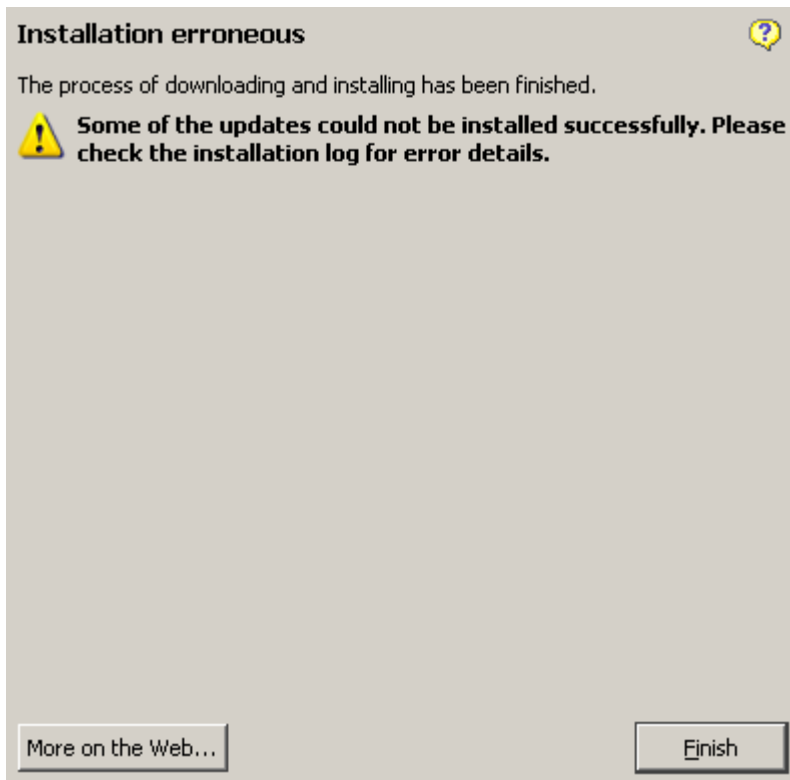
5.6 Finish

The pCon.update DataClient informs you as soon as the installation has been successfully completed. Additionally, you can view the installation log in the *Advanced* menu.



Notification of successful installation

In case warnings or errors occurred during the installation, you will also receive a respective note. Details concerning the warnings or errors are also contained in the installation log.



Notification of erroneous installation

Finally, please click *Finish* in order to close the DataClient.

You can relaunch the DataClient at any time to check whether new updates are available.

6. DataClient update

The pCon.update DataClient is continuously being further developed. This includes both the implementation of new functions and the improvement of existing functions. The DataClient updates itself, if necessary, allowing you to always work with the most recent version without having to carry out manual installations. During each update, the DataClient checks automatically the availability of an update for the program itself and automatically notifies you of it. You can then have the self-update function of the program executed automatically.

The self-update is done in three steps:

[Preparation](#)

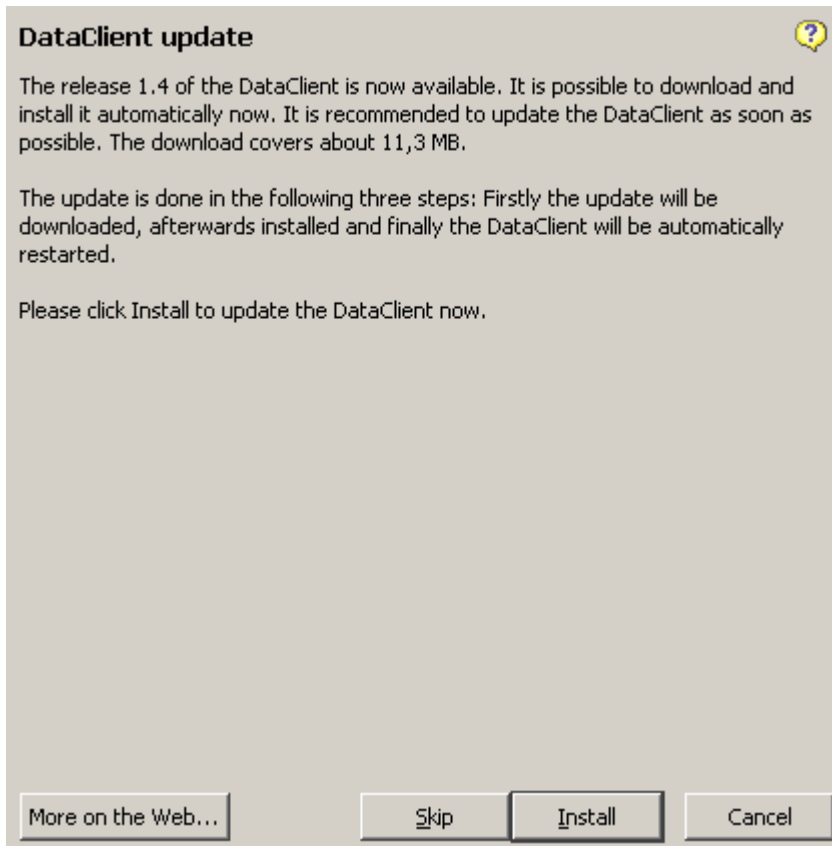
[Installation](#)

[Finished](#)

Click on one of the steps to obtain detailed information on the respective step.

6.1 Preparation

If an update is available for the DataClient, you are automatically notified of it. General information is available in the paragraph [DataClient update](#).



Notification of DataClient update

It is recommended to directly install the DataClient update. Click therefore on the respective button. You can also skip the DataClient update and proceed with displaying the remaining updates. If you do not update the DataClient, you are notified again of the DataClient update upon each following update.

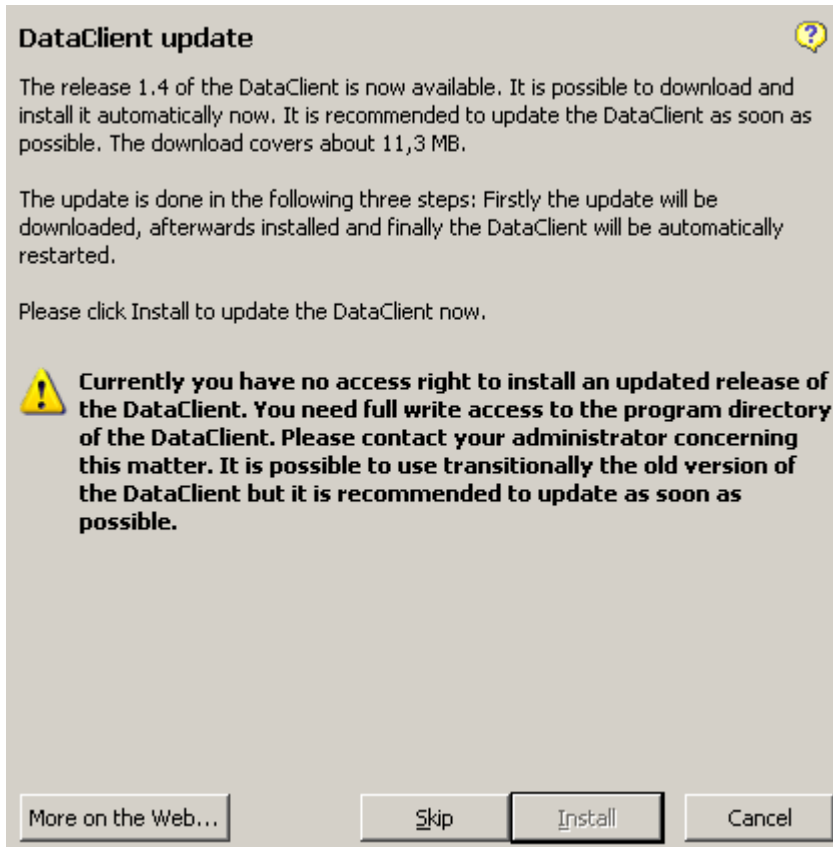
Next step:

[Installation](#)

Potential nonconformities

If a DataClient update is available, it is automatically checked whether the installation is possible. If you are not entitled for this, a corresponding error message is shown. In this

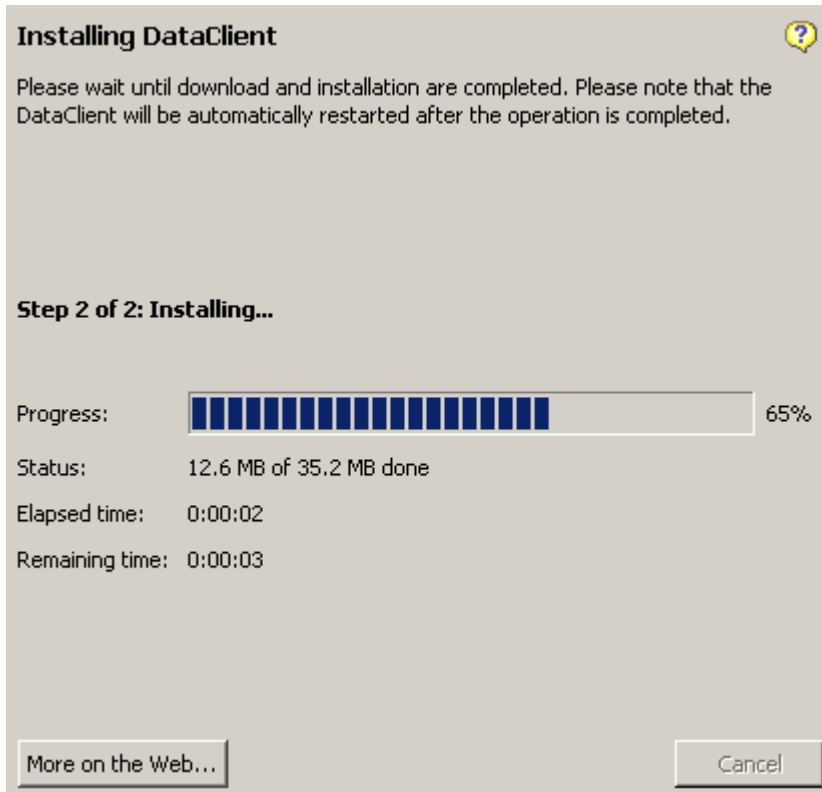
case you should contact your administrator to install the DataClient-Update. Here you have the possibility too, to skip the DataClient update first.



Error when preparing the DataClient update

6.2 Installation

During this step the DataClient update is downloaded and installed. These processes are realized completely automatically. At the end of the operation, the DataClient update is closed automatically and started in the new version. You will get a confirmation, if the installation was successful and then you can continue with the update as usual.



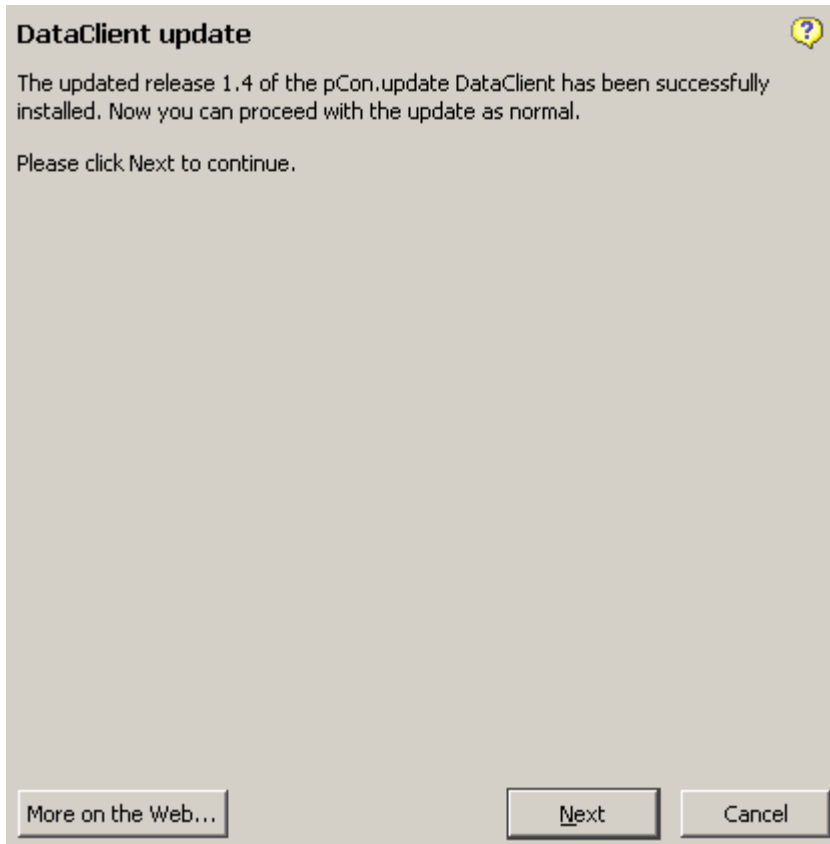
Installation of DataClient updates

Next step:

[Finished](#)

6.3 Finished

After the DataClient update has been updated successfully you get a confirmation message.



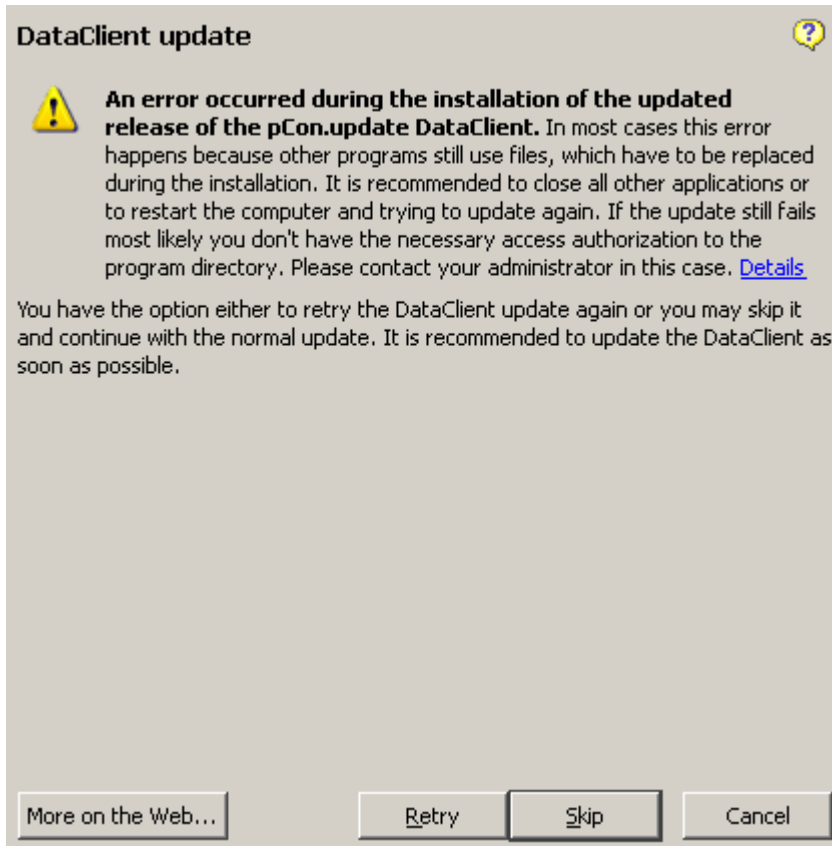
Confirmation for the successful realization of the DataClient update

Potential nonconformities

If an error occurs during the update of the DataClient, all edits concerning the DataClient installation are reversed automatically and the old version starts again. You will get an error message. In the majority of cases the cause of error is that a file or a directory could not be copied or deleted. In this case the error message contains specifics which file or which directory is concerned.

Potential causes are:

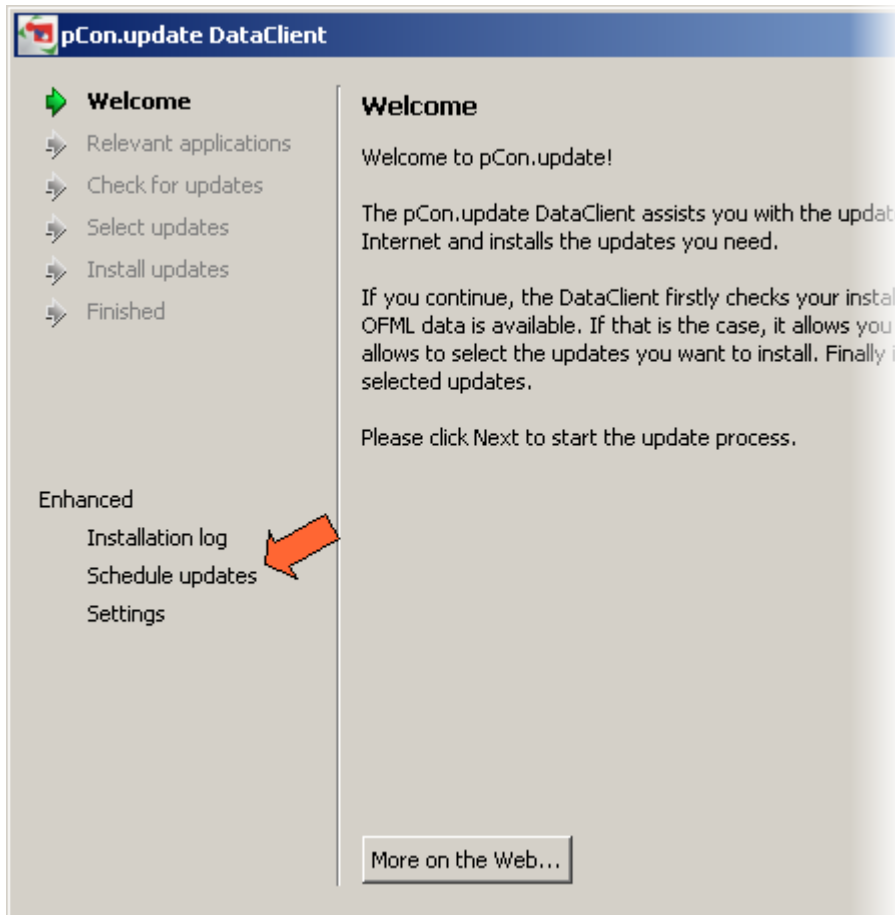
- File or directory is still open (close all the programs and try again; restart your system and try again)
- No sufficient rights of access (contact your administrator)



Error message if DataClient update has not been accomplished

7. Schedule updates

The DataClient allows you to regularly and automatically check whether new updates are available. You can either set to only get a notification in case of new available update or you can have the updates installed fully automatically. Therefore, please call up the settings *Schedule updates* in the *Enhanced* options on the *DataClient Welcome* page.



Calling of the function Schedule updates

Now, the settings of the function *Schedule updates* are displayed.

Settings of the function Planning updates

Please select the desired function:

- [Notification of new available updates](#)
- [Automatic installation of new updates](#)

7.1 Update notification

The function Update notification allows you to configure the DataClient to automatically check in regular specified intervals whether new updates are available and to notify you of them. You then can install the updates with the help of the Assistant as usual.

Please note that the update notification can always be activated for one system user only. This should always be that user who is responsible for the system update. The notification is always activated for that user who enables the function in the DataClient. If a different user is logged in at the time of the notification, the notification will be delayed as long as the original user will log in again.

Activating the update notification

To be able to activate the update notification, the update server, a user name, and the corresponding password have to be stored. If you have already updated your system with the DataClient, these settings are already available, unless you explicitly prevented the password from being stored. You can check and modify the above mentioned data in the category [server](#) of the [program settings](#).

To be notified of new available updates, you proceed as follows:

1. Call up the settings [Schedule updates](#).
2. Activate the option *Notify if new updates are available*

Schedule updates ?

Here you may set up a notification for new updates or enable an automatic installation of new updates.

Automatic updates

Disable automatic updates

 Notify if new updates are available

On the points specified below automatically a check for new updates will be done. If so, a notification message will be shown. The notification will only be performed, if the user cbroesch is logged in.

Automatically install new updates

Update schedule


Next check on: 3/18/09 ▼

Repeat periodically every: 1 ▼ week ▼

Execute update: at specified time: ▼ 5:44 PM ▼

Activating the update notification

3. Define when and how often you want to check for new available updates:
 - Enter a date for *Next check on*
 - Select the interval for checking for updates
 - Select one of the options *after User logon* or *at specified time* and enter the desired time, if applicable.

Schedule updates 

Here you may set up a notification for new updates or enable an automatic installation of new updates.

Automatic updates

Disable automatic updates

Notify if new updates are available

On the points specified below automatically a check for new updates will be done. If so, a notification message will be shown. The notification will only be performed, if the user cbroesch is logged in.


Automatically install new updates

Update schedule

Next check on:

Repeat periodically every:

Execute update:



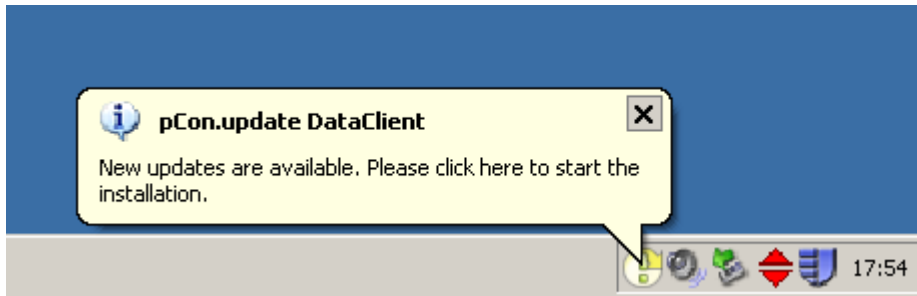
Defining the update plan

4. Click on the *Accept* button to store the modified settings. If the settings are incorrect or if it is not possible to activate the update notification, an error message will be displayed.

Form of the update notification

When the specified time is reached, the DataClient is launched in the background and checks automatically whether new updates are available. You can see that the DataClient is active by an additional icon in the notification area of the system tray (beside the Windows clock). If no updates are available, the DataClient closes automatically. If new updates are available, the user is notified of them. The DataClient symbol in the notification area is only displayed when the DataClient is active. Otherwise, it is hidden.

As soon as new updates are available, a speech bubble (see picture) is displayed. A click on the speech bubble calls up the DataClient. The new updates are displayed in detail and you can start the installation as usual. The paragraph [Notification mode](#) contains detailed information on using the DataClient in case of an update notification.



Form of the update notification

Further notes

Hibernation

If you have enabled the option *Notification after User logon* and if you use hibernation, please note that no user login takes place when reactivating the system and continuing your last session. In case you regularly use hibernation instead of shutting down your system, it is recommended to check for new updates at a specified time and not upon user login. Otherwise, it is possible that the desired update notification is strongly delayed.

Behavior in different cases

If an update is not possible at the specified time (e.g. because the system is shut off), the DataClient will try later to execute the update. The exact behavior of the DataClient in different cases is listed in the table below:

System state at the planned time	Option: execution upon user login	Option: execution at specified time
System is shut off	-	As soon as the system is switched on again and the respective user logs in, the update will be executed within one hour.
System is hibernating	-	As soon as the system awakes from hibernation, the update will be executed within one hour.
Another user is logged in	-	The update is not executed as long as another user is logged in. As soon as the respective user logs in, the update will be executed within one hour.
The respective user does not log in on the specified day	The update will be executed as soon as the user logs in again. This can also be days or weeks later.	As soon as the user logs in again, the update will be executed within one hour. This can also be days or weeks later.
No internet connection is available	The DataClient remains active in background and retries the update	The DataClient remains active in background and retries the update

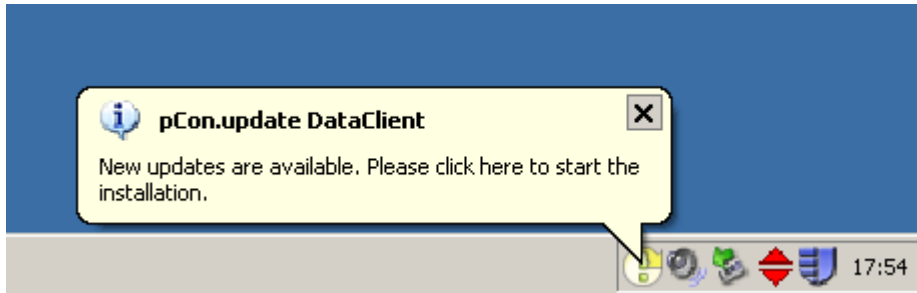
	<p>later. This is usefully especially if a WLAN connection is used, because the WLAN connection often needs some minutes to setup after user login.</p> <p>The time intervalls, after whose the the update is retried, are:</p> <p>2nd try after 5 minutes 3rd try after 15 minutes 4th try after 30 minutes 5th try after 60 minutes</p> <p>Even if the update server can not be connected after 60 minutes, an error message is showed and the update is stopped. The update is tried again after one day.</p>	<p>later.</p> <p>The time intervalls, after whose the the update is retried, are:</p> <p>2nd try after 5 minutes 3rd try after 15 minutes 4th try after 30 minutes 5th try after 60 minutes</p> <p>Even if the update server can not be connected after 60 minutes, an error message is showed and the update is stopped. The update is tried again after one day.</p>
No new updates are available	The time of the next update will be postponed by the specified interval. The user doesn't get a notification.	The time of the next update will be postponed by the specified interval. The user doesn't get a notification.
Updates are available and the user installs them	The time of the next update will be postponed by the specified interval.	The time of the next update will be postponed by the specified interval.
Updates are available, the user ignores the notification or aborts the Assistant	The DataClient remains active in notification mode and notifies the user one hour later again.	The DataClient remains active in notification mode and notifies the user one hour later again.
Updates are available, but the user fully aborts the DataClient (including the icon in the notification area of the system tray)	The time of the next update will be postponed by one day.	The time of the next update will be postponed by one day.

Technical information

For using the update notification, the system service "Task Scheduler" has to be activated. This service is available by default and activated on all supported systems. If this service should not be available or not be enabled, you will receive an error message when activating the update notification. The system service "Task Scheduler" is used to automatically launch the DataClient in the background at the specified points of time.

7.2 Notification mode

If you have activated the [update notification](#), the DataClient starts at the specified time in notification mode. An additional symbol in the Notification Area of the Windows system tray (see picture) indicates the notification mode of the DataClient. In notification mode, the DataClient program window is at first not displayed. It will only be opened when calling up the update installation.



DataClient in notification mode with notification by speech bubble

Symbols in the notification area

The DataClient symbol in the notification area of the system tray is only displayed when the time for a notification is reached. It is hidden again if the search found no updates available or when the new updates have been installed.

The symbol in the notification area informs you on the background activities taking place:

- 🔄 (rotating arrow)
The availability of new updates is being checked.
- 📄 New updates are available for installation.
- 🚫 An error has occurred.
- 🛑 The DataClient is inactive at the moment. This happens when a process has been aborted.

Notifications

The DataClient informs the user of new available updates or of an error occurred. If no updates are available at the specified time, the user is not notified.

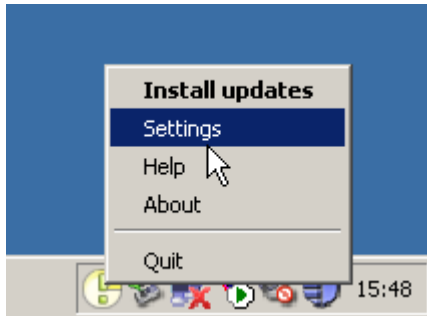
By clicking the speech bubble, you can trigger different actions:

- If new updates are available, a click on the speech bubble opens the Assistant for the update installation.
- If an error has occurred, a mouse click on the speech bubble opens a dialog window with detailed information on the error.

If the speech bubble is no longer displayed, a double-click on the DataClient icon in the Windows system tray can trigger the same action as a click on the speech bubble.

Context menu

By right-clicking the DataClient symbol in the Windows system tray, you can call further functions:



Context menu of the DataClient in notification mode

- **The first menu item** always contains that function which would be triggered by double-clicking the symbol or clicking the speech bubble. Additionally, the first menu item allows you to abort the update check while the check is taking place.
- **Settings** opens the settings of the function [schedule updates](#).
- **Help** opens the program help.
- **About** opens a dialog containing program name, program version, and copyright information.
- **Quit** closes the DataClient notification mode. If the program window is opened, it will also be closed. Usually, this function is not needed because the notifications mode stops automatically if no new updates are available or when the new updates have been installed. You can use the menu item Exit if you want to abort the update checking taking place in the background or if you don't want to install the available updates at that point of time.

7.3 Automatic installation

You can configure the DataClient to install all available updates automatically without any user interaction. You can define a schedule for the DataClient to check for available updates and to download and install them. It is recommended to specify a time when the system is usually not being used, e.g. at night or during lunch break. If applications are still opened at the time of the automatic update, they cannot be updated.

The automatic installation works independently from the fact whether a or which user is logged in. It is sufficient that the system is switched on. The automatic installation can also be executed if a user without sufficient rights is logged in because the installation is executed independently from the user logged in. The configuration of the automatic installation requires administrator rights.

Activating the automatic installation

To be able to activate the automatic installation, the update server, a user name, and

the corresponding password have to be stored. If you have already updated your system with the DataClient, these settings are already available, unless you explicitly prevented the password from being stored. You can check and modify the above mentioned data in the category [server](#) of the [program settings](#).

To activate the automatic installation of new updates, you proceed as follows:

1. Call up the settings [Schedule updates](#) auf.
2. Activate the option *Automatically install new updates*.

Schedule updates ?

Here you may set up a notification for new updates or enable an automatic installation of new updates.

Automatic updates

Disable automatic updates

Notify if new updates are available

Automatically install new updates

A system service will be installed, which automatically checks for new updates at the points specified below. If so, the updates will be installed automatically. The feature works independently whether if a user or which user is logged on.

Update schedule

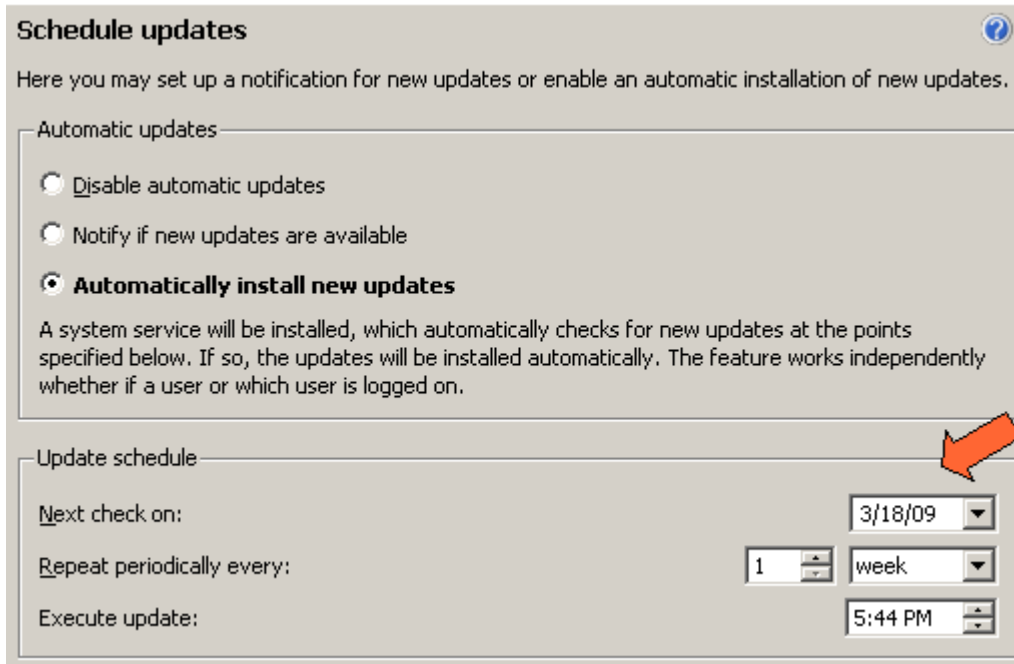
Next check on:

Repeat periodically every:

Execute update:

Activating the automatic installation

3. Define when and how often you want to check for new available updates:
 - Enter a date for next check on
 - Select the interval for checking for updates
 - Enter the time when the updates are to be checked and installed



Defining the update plan

4. Click on the *Accept* button to store the modified settings. If the settings are incorrect or if it is not possible to activate the update notification, an error message will be displayed.

Executing the automatic installation

Using a system service

The automatic installation is executed by a system service. When activating the automatic installation, that system service is automatically installed and launched. When deactivating the automatic installation, it is automatically stopped and uninstalled. The system service works independently from the user logged in.

Logging

The activities of the system service are logged at different points:

- **Event log of the operating system:** records the state of the installation during each update
- **Installation log of the DataClient:** logs each installed package with installation date and version number
- **Application protocol of the pCon.update system service:** contains the partial steps executed during an update. It is located by default in the directory `c:\ProgramData\EasternGraphics\pCon.update\DataClient\log`.

Behavior of the application programs during an automatic update

While checking for new updates, downloading, and package verification, the application

programs can be used as usual. As soon as the installation starts, the user is prompted to exit the concerned application programs.

While the installation of new updates is taking place, the concerned application programs cannot be launched. An error message is displayed. You should wait for the automatic installation to finish before using the application program again. In case of need, you can abort the automatic installation.

Behavior of the DataClient during an automatic update

You cannot launch the DataClient during the entire process of the automatic update (checking for updates, download, package verification, and installation). A corresponding error message is displayed. You should restart the DataClient Assistant only when the update process is finished. In case of need, you can abort the process.

Aborting the automatic installation

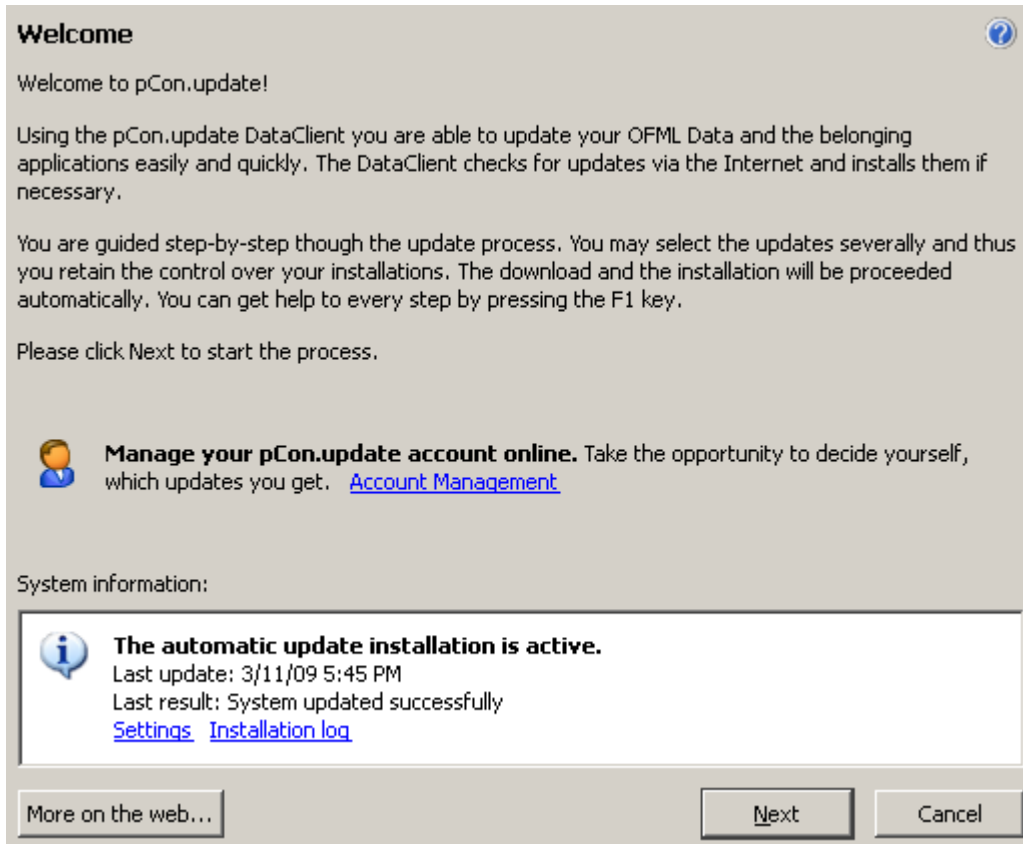
Normally, you should not abort the automatic installation. If you want to disable the automatic installation, launch the DataClient Assistant and select the respective function (see above).

If it should be necessary to abort the automatic installation, use the function of your operating system for the administration of system services. There, you can abort the service pCon.update. Usually, you can exit the service risklessly. This usually does not result in an inconsistent installation state of your system. If you abort the update process while the download or the package verification are taking place, you then have to download all updates again later. When aborting an installation, the installation of the begun package will still be finished and all other packages will be discarded. The discarded packages need to be downloaded again later. Since the updates are installed according to their dependencies (i.e. a package is only installed if all required packages have already been installed), the abortion after the ongoing package results in a consistent state.

You can restart the aborted system service later either by using the operating system function or by activating the automatic updates in the DataClient.

Checking the state of the automatic installation

Once the the automatic installation is activated, on the DataClient's *Welcome* page the current state of the automatic installation is displayed. Thereby you always have the opportunity the determine, when the last update was done and whether it was successful or not.



State of the automatic installation

Behavior in different cases

If an update is not possible at the specified time (e.g. because the system is shut off), the DataClient will try later to execute the update. The exact behavior of the DataClient in different cases is listed in the table below:

System state at the planned time	Behavior of the automatic update
New updates are available	The new updates are installed and a corresponding message is entered in the event log of the operating system. The time of the next update will be postponed by the specified interval.
No new updates are available	A corresponding note is entered in the event log of the operating system. The time of the next update will be postponed by the specified interval.
System is shut off	The update will be executed as soon as the system is switched on again.
System is hibernating	The update will be executed as soon as the system is switched on again.
Another user is logged in	The update will still be executed at the specified time.

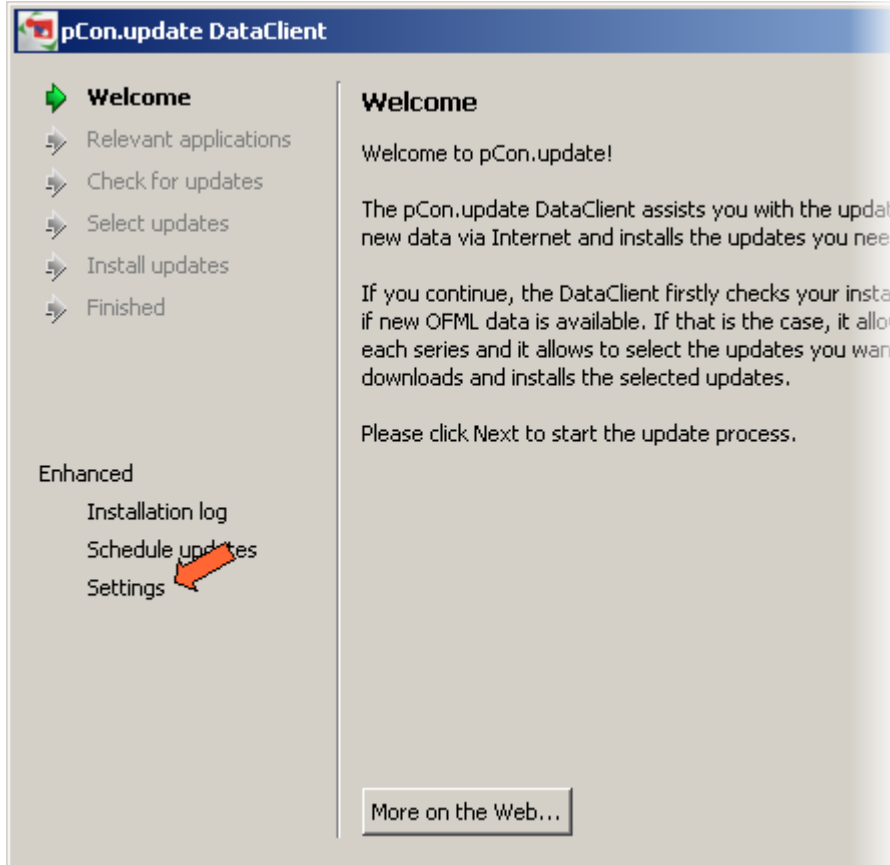
or no user is logged in	
No internet connection is available	<p>The update is retried again after some minutes. This is usefully especially if the update is started directly after system startup, but the network connection needs still some time to setup. This happens most notably if a WLAN connection is used.</p> <p>The time intervalls, after whose the the update is retried, are:</p> <p>2nd try after 5 minutes 3rd try after 15 minutes 4th try after 30 minutes 5th try after 60 minutes</p> <p>Even if the update server can not be connected after 60 minutes, a corresponding message is entered in the event log of the operating system, the update is stopped and tried again after one day. The error counter (see below) is incremented only in the last mentioned case.</p>
Updates are supposed to be installed, but applications are still open	<p>A dialog will be displayed prompting the user to close the applications. If the user refuses, the update will be paused. By default, this pause lasts 30 minutes. At its end, the user will be prompted again to exit the application. The default settings allow such pauses up to five times, after that the update will be aborted and postponed by one day.</p>
An interactive update is available (updates requiring a user interaction)	<p>A dialog is displayed indicating the user the availability of an interactive update and prompting him to install it with the DataClient Assistant. No updates will be installed (no non-interactive ones either). The time of the next automatic update will be postponed by one day. If the user should not have installed the interactive update by then, he will be prompted again to do so.</p>
A DataClient update is available	<p>The DataClient update is automatically installed, too, without a user interaction being necessary. The system service is automatically updated as well.</p>
The operating system is shut down during an automatic update	<p>Shutting down the operating system during the download results in an abortion of the download. All updates need to be downloaded again later. When shutting down the system during the installation, the installation of the package already begun will still be completed and all other packages will be discarded. The discarded packages need to be downloaded again later. Since the updates are installed according to their dependencies (i.e. a package is only installed if all required packages have already been installed), the abortion after an ongoing package results in a consistent state.</p>
Errors have repeatedly occurred during the update	<p>If errors occur repeatedly (e.g. no internet connection available), an error counter is incremented. In case of successful installations, the error counter is set to zero. If the error counter passes a maximum limit (default value is five), an error dialog will be displayed and the automatic updates will be deactivated. This is to make user that the user is informed in any case if the error state persists.</p>

8. Program settings

The DataClient offers a lot of possibilities for configuration. For example:

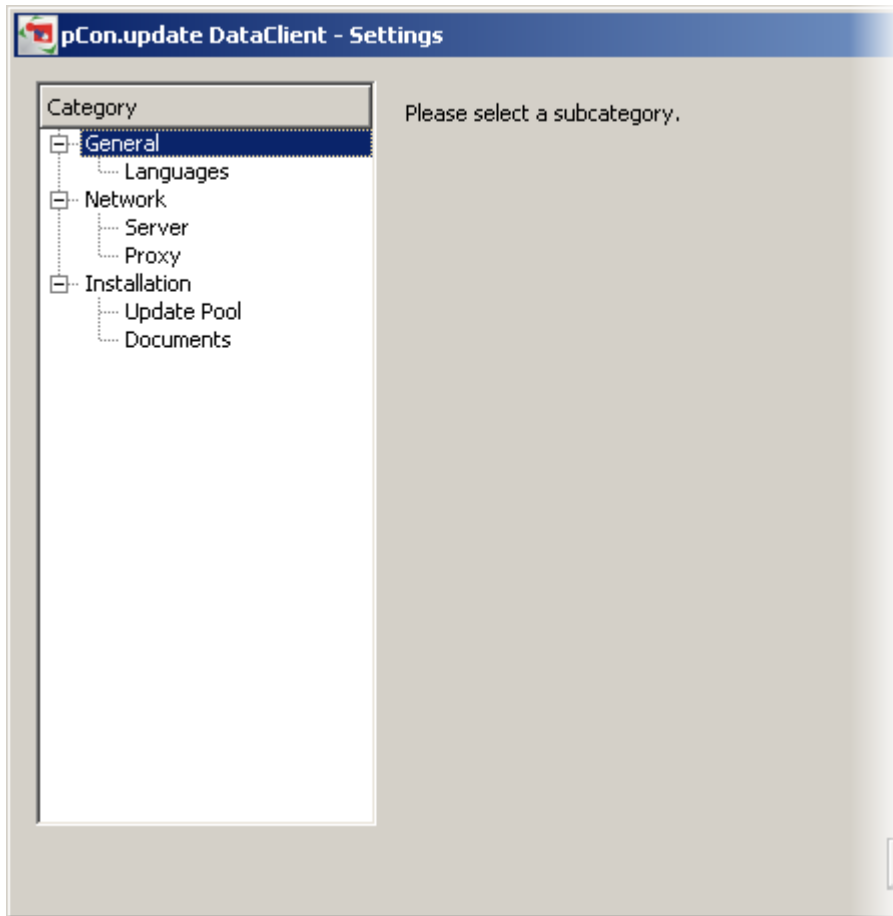
- Languages of program surfaces and installation packets
- Access data of the update server
- Internet-Proxy

The setting dialog can be called up on the DataClient page *Welcome* via clicking on the item *Settings* in the area *Enhanced*.



Call up the program settings

The setting dialog is divided: On the left side you can find a categorized overview of the subject areas, for which one you can make settings. Via a click on a category you can call up the corresponding setting options. The corresponding options are shown in the right part.



Setting dialog

Information about several program settings:

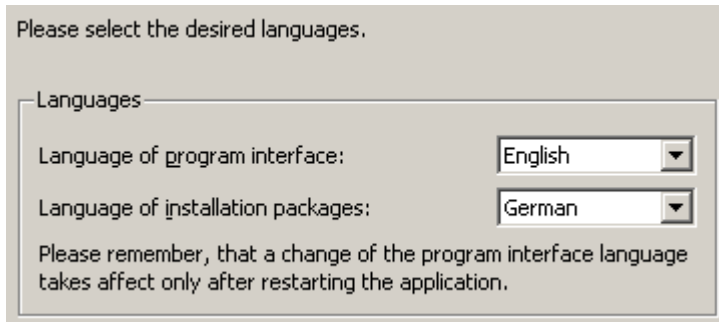
[Languages](#)

[Update server](#)

[Internet proxy](#)

8.1 Languages

The [settings dialog](#) allows you to call the program language settings by selecting the category *Languages*.



Language settings

Following settings are possible:

Language of the program interface

Here you can fix the language of the program interface of the DataClient. That the change of the language becomes operative a restart of the DataClient is necessary. The program help is not offered for every possible application language. If there is no help available in the language you have chosen, the help is shown in English.

Language of the installation packages

This language is used for the announcement of the installation packages. Usually there are more languages available than in the program surface. However, you have to consider that not all installation packages are available in all languages. If you choose a language which is not supported by some installation packages, these installation packages use an alternative language (mostly English). In which languages an installation package is offered and which alternative languages are used depends on the provider of the respective installation package. Please contact the provider of the installation package if you wish additional language support.


If the DataClient starts extern program setups, the setup will use the language of the installation package. Even in this case it is possible to fix an alternative language through the provider of the installation package.

8.2 Update server

The [settings dialog](#) allows you to call the program server settings by selecting the entry *Server* in the category *Network*.

Please enter address, user name and password of the update server. If you don't have a login then enter only the server's address and invoke the account management below to request a login.

Server Settings

Server Address: 


User Name:

Password:

Save password

Ask me on every update

Account Management

 Please click [here](#) to request a login or to manage your account.

Show Account Management on Welcome Page

Server settings

Server Address

The preset default address is the server which EasternGraphics GmbH is looking after:

`https://update.EasternGraphics.com`

In most cases, this address can be maintained.

If you want to use another pCon.update DataServer, you should enter the respective address.

It is also possible to use local paths (e.g. `C:\Updates`) or UNC paths (e.g. `\Server\Share`) as server address. The updates will then be read from this directory. However, this requires an additional DataClient license. Please contact your software sales partner to acquire this license.

User Name and Password

The use of a pCon.update DataServer requires user name and password to be entered. If you use local paths or UNC paths as server address, the fields for user name and password are disabled.

If you are not yet registered as user, you can call the server account management in the area below where you can request an access fast and easily.

If you don't enter any access data at this point, you will be asked for them when executing the update. If you don't mark the option *Save password*, the password will be deleted upon exiting the program.

If you want to enable the update notification or the automatic installation of updates, it

is necessary to enter the access data and to save the password. Otherwise you cannot enable these functions.

Account Management

By clicking the blue link in the *Account Management* area, the account management of the set server is called up. This starts your standard web browser and brings you to the pCon.update registration page. You there can first register as user. According to your access configuration, further functions are provided. For instance, you can administer your selected data providers.

8.3 Internet proxy

The [settings dialog](#) allows you to call the program proxy settings by selecting the entry *Proxy* in the category *Network*.

The DataClient uses only the HTTP protocol to transfer data via internet. The following dialog allows you to set customized HTTP proxy settings.

Please enter the proxy settings. If you want to use a proxy without authentication then leave User Name and Password simply empty.

Proxy settings

Use system settings [Help](#)

Direct connection to the Internet

Use the following HTTP proxy:

Proxy: Port:

User Name:

Password:

Save password

Proxy settings

Use system settings

If you select this option the proxy settings of Windows will be used. The actual settings used depend on the installation type:

Manual installation

If you manually perform an update the proxy settings of the currently logged-in user are used.

Automatic installation

Since the automatic installation is performed by a system service, the proxy settings for

system services are applied. These settings are also used by Windows Update, for example. These settings can be changed on the command prompt as follows:

- Show settings: `netsh winhttp show proxy`
- Change settings: `netsh winhttp set proxy`
- Transfer settings from current user: `netsh winhttp import proxy source=ie`

Direct connection to the Internet

All connections to the pCon servers are made established directly, i.e. without using a proxy.

Use the following HTTP proxy

All connections to the pCon servers are established via an individual proxy. Please enter the proxy settings in the following fields. If your proxy server does not require user name and password, please leave these two fields blank.

8.4 Automatic Installation

The [setting dialog](#) allows you to performed a number of settings for the automatic update by selecting the entry Automatic Installation. More information about these settings you can find on the following pages. General information are available in the paragraphs [Schedule updates](#) and [Automatic Installation](#).

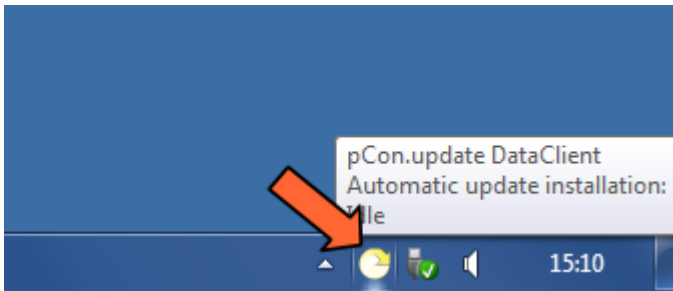
8.4.1 Tray Icon

In the settings dialog [settings dialog](#) you are able to change the settings for the symbol in the taskbar of the automatic installation by selecting the entry Tray icon in the category Automatic installation.

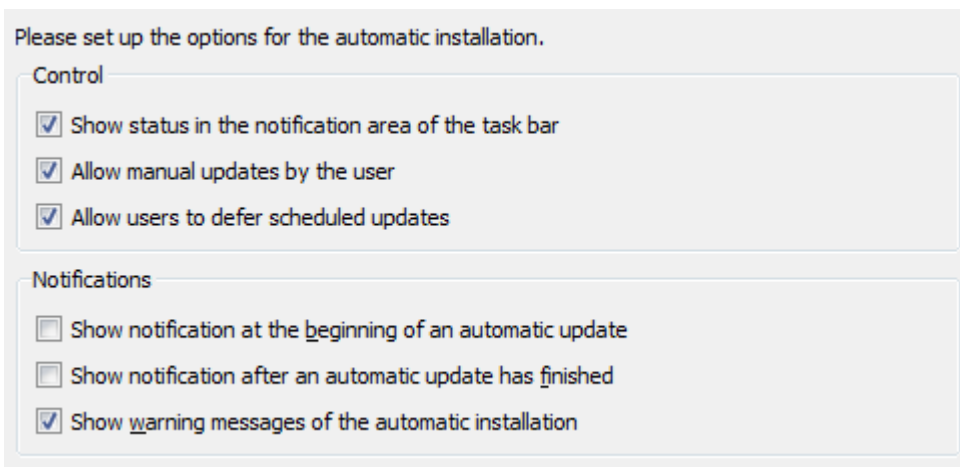
Introduction

If the automatic installation has been activated, an icon appears in the notification area of the operation systems (next to the system clock) that indicates the status of the automatic installation. If the mouse cursor is moved over the icon, further comments are displayed to the current status. Under certain circumstances, messages are displayed. A dialog which allows to influence the automatic installation, can be opened by a double click on the Icon.

The behavior of the icon can be adjusted in the setting dialog as required.



Tray icon of the automatic installation



Settings for the Tray icon

Show status in the notification area of the task bar

This option enables to completely switch off the tray icon. If the icon is switch-off, no notification will be longer indicated and the dialog to influence the automatic installation is not available.

Allow manual updates by the user

If this option is activated, the user may at any time also initiate a manual update on the scheduled automatic updates. This option is useful, if the user expects urgent updates and don't want to wait until the scheduled time for the next automatic update.

These manual updates can be performed without administrator's rights

Allow users to defer scheduled updates

If this option is activated, the user can defer scheduled automatic updates. For example, this option is useful when the user urgently needs to work with the pCon-applications and the OFML-data but a running update would interrupt the current working process.

Defer the automatic update is also useful, if the user has only one limited internet connection at the moment (e.g. via mobile cell network), in which an automatic update would cause high costs or take a long time. If a user defer an automatic update, so a retry is performed out not later than 24 hours later. If required, the user can defer this once more. Defer the automatic update is possible without administrator rights.

Show messages at the beginning/after finishing of an automatic update

If these options are activate, a message is shown in the notification area of the operating system at the beginning and respectively after finishing of an automatic update. The message is shown for a restricted time and must not be confirmed.

Show warning message of the automatic installation

If this option is activated, the warning messages of the automatic installation are shown. Critical messages are shown in form of a dialog and need to be confirmed by the user. Less critical messages are shown within the notification area for a restricted time and must not to be confirmed.

8.4.2 E-Mail Notification

In the [settings dialog](#) you can specify the settings for sending of status e-mails for the automatic installation after selecting the entry e-mail notification within the section Automatic installation.

Introduction

This function provides the possibility to send status information of the automatic installation per e-mail to any address. For example, an e-mail with the result of the installation (successful or faulty) and a list of the installed updates, can be sent after every performed update. Alternatively, the e-mail can only be sent in that case, if an error is occurred during the automatic installation or the automatic update is overdue. Moreover, there exist a possibility to send a status e-mail with information about the installation status at regular intervals. If the installation status of multiple computers should be monitored, the information of all computers are summarized into such a status e-mail. Thus, this function should allows the administrator to monitor the update status of a large number of computer or of a server with little efforts.

General functionality

If this function is activated, the DataClient register itself with the corresponding settings at the server. Then, the server sends e-mails, depending on the defined settings. The use of the server is required, so that e-mails can also be sent in that case, if the concerning computer is not able to do this itself (for example due to the missing internet access or if the system service of the automatic installation is crashed). Furthermore, the usage of the server offers the possibility, to summarize the information of all computers in one e-mail. The function of notification can be used only in combination with the automatic installation. No e-mails will sent for manual update and also no monitoring is possible.

Monitor installation status

If required the state of the automatic installation can be monitored by the pCon.update server and information is sent via e-mail.

Send e-mail on the following events:

- Update performed
- Update overdue [Help](#)
- On errors or when manual intervention is necessary

Regularly send summarized status mail:

The status mail contains the pCon.update status of all computers registered for the same e-mail address.

Send period: day Only send on status changes

An update is considered overdue if the deadline is exceeded by days.

Computer name: (contained in e-mail)

E-mail address:

Settings of the E-Mail Notification

E-Mail-Verification

If you activate this function for the first time or if you insert a new E-mail address, so first of all you have to confirm your E-mail address. You will receive an e-mail with a confirmation link, immediately after these activation. So please call the link directly or copy the address into the address bar of your browser. Now you should receive a confirmation of the e-mail verification in your browser. Immediately afterwards, the notification function is activate.

Please note, that the e-mail verification is necessary to prevent any form of abuse.

Option *Send e-mail on the following events:*

With activation of this function, an e-mail will be sent in definite events of the automatic installation. A separate e-mail will be sent for every event.

Sub option *Update performed*

If this field is activated, an e-mail will sent after every performed update. This e-mail includes a list of the installed updates. The e-mail will also sent in that case, if no new updates are available. If you have configured daily updates, you will receive a daily e-mail, as long as the update process is not compromised.

Sub option *Update overdue*

If this option is activated, an e-mail is sent in the case, that an update was not performed in time. An update is defined as overdue, if it could not be performed in the scheduled time plus an adjustable tolerance period.

For example: You have configured the update for Monday 8 o'clock and the tolerance period is 2 days. So, the update would be considered as overdue from Wednesday 8 clock. If up to this time, no update was performed, you will receive an information e-mail within one hour with a corresponding notice regarding the overdue update.

For example, the reasons for an overdue update, could be the following:

- The computer was switch off within the time period
- The computer was not connected with the internet within the time period (If the updates are loaded from a data pool, the according data pool was unavailable.)
- The update was repeatedly interrupted (e.g. by using the function "Updates temporarily switch off" in the Info-Icon of the automatic installation)
- The system service, that is responsible for the automatic installation, is crashed.

The tolerance period can be defined within the settings dialog. Please note by determining the tolerance period, that in many cases the delay of an update is normal. For example, if the computer is configured to daily updates and will be switch off at weekend, so the tolerance period should amount at least 2 - 3 days. Also for field staff, who are only connected irregularly with the Internet, the time period should be configured much longer.

Sub option *On errors or when manual intervention is necessary*

If this option is activated, an e-mail is sent in that case, if an automatic update could not be successfully completed.

Reasons for this, could be the following:

- For example, an installation package is faulty due to an error while transferring
- There is an interactive update, that has to be installed manually with the DataClient assistant
- The update could not be performed also after several attempts due to running pCon-Applications.

Option *Regularly send summarized status mail*

If this option is activated, an status e-mail with information about the current status of the automatic installation is sent in regular intervals (e.g. daily). This includes the date of the last update and also the result of the update (successfully or the type of the error) . This e-mail does not contain the list of the recently installed updates. You will find these list within the mail for performed updates. If you want to monitor the status of several computers and specify the same e-mail address on all these computers, so all machines are summarized in one status mail. So it is easier to keep the overview.

Sub setting Send period

With this option you can define how often the status mail should be sent, for example, daily or weekly.

Sub option *Only send on status changes*

If this option is define, a status e-mail is only sent when the status of the computer has changed. A status change is for example:

- An update was performed (the date of the last update has changed)
- An update was overdue
- An error is occurred during the last update (If the same error occurs again, this is no longer considered as a status change.)

Input field An update is considered overdue if the deadline is exceeded by ... day(s)

This option specified, how many days an update must be exceeded, until the computer is valid as overdue and the corresponding event mail or status mail will be initiated. For more information, please read the notes within the [sub option Update overdue](#).

Input field *Computer name*

A computer name can be specified in this field, which appears in the notification e-mails. If you monitor several computers, you can ascertained in such way, on which computer refers in the notification e-mail. Any text can be specified. The host name is predefined as computer name during the first use of the function. Nevertheless, this is only a suggestion. Please note, the computer name is not automatically update if the host name will changed later. So user-defined computer name cannot be overwritten.

Input field *E-mail-address*

An e-mail address must be specified in this field, to which the notification should be sent. Also several e-mail addresses, separated by commas, can be specified.

Button *Test*

This button allows you to send a test e-mail.

Frequently Asked Questions

What happen, when the computer is switched off or has no network connection?

Also in this case, a corresponding e-mail notification is send, if the update is overdue. As soon as the e-mail notification and the automatic installation are activated, the time for the next scheduled automatic update as well as the accepted tolerance period is transfer to the server. An internet connection is necessary at this time, otherwise an error message appears. If an automatic update is performed, so the new due date will transfer

to the server.

The server checks in regular intervals, whether the last reported due date plus tolerance period has expired and if an e-mail was sent if needed. This check is independent of the computer on which the Data Client is running. So it is also possible to still send a hint by e-mail, even if the computer has no internet connection or is switched off.

Which server is used?

For the notification function a server is used, which is provided by the EasternGraphics GmbH. This server is independent of the update server you configured.

Does the e-mail notification also work, if a data pool is used as a data source?

The notification function is also available, when a data pool (or a local data directory) is used as an update source. These notification function works independently from pCon.update server.

Which updates are considered by the e-mail notification?

Be considered:

- Updates of the automatic installation, which are running after the specified schedule
- Updates of the automatic installation, which are triggered by the icon within the notification area (beside the windows clock) and the associated application.
- Updates with the command line DataClient (This is only possible in connection with the pCon.Configurator Online on servers)

Be not considered:

- Updates, which are carried out with the DataClient-Assistant.

8.4.3 User account

In the [settings dialog](#) you can configure a user account for the system service that performs the automatic updates by selecting the entry user account in the section Automatic installation.

Here you can configure a dedicated user for the system service. This may be necessary in order to avoid conflicts or security concerns with other applications in case the system service is configured to access network resources that require authentication.

Login

Local system

This account:

User Name:

Password:

Settings for the user account of the system service

Introduction

For installation of an automatic update, a system service is used. With activation of the function, the system service is automatically installed and started. By default, the system service is running under the user SYSTEM ("local system"). In the most cases it is not necessary to change this setting.

A modification can be useful in the following cases:

- The updates are loaded by a network path (UNC path). If in this case the user account SYSTEM is used for the DataClient, all other system services will also receive access to that network path. If this behaviour should be avoided for safety reasons, a separate user must be create for the Data-Client system service.
- When installing updates, a specific user environment is required (e.g. access to specific directories or network paths, access to proxy settings etc.). In this case, the system service can be run under another user account.

The system service can be run in every user account with administrator right.

9. Information about installation

The pCon.update DataClient can be used for the update of different files. In this chapter you can find information about specifics of different installation packages.

Currently it is possible to transfer and install the following files with pCon.update:

- [Installing OFML data](#)
- [Distributing documents](#)
- [Installing applications](#)

9.1 Installing OFML data

The pCon.update DataClient can be used for the installation and the update of OFML Data. The DataClient determines automatically which files need an update and only loads down the actual needed files. During the installation the dependences of the OFML series are regarded.

That the DataClient can identify and update correctly existing OFML Data some specifics has to be noted:

Before first installing OFML Data with pCon.update

Before being able to update your OFML Data with pCon.update, please check the following points:

- There must be at least one application which can process OFML Data, otherwise the pCon.update DataClient refuses to install the OFML Data.
- If there are no OFML Data on your system yet, you can now directly install OFML Data with the DataClient. If necessary, the DataClient requests the directory in which to install the OFML Data. This request is done only once, the directory cannot be modified later any more.
- If OFML Data are already available on your system, you have to run the program pCon.update Migration once before using the pCon.update DataClient. This program prepares your installations for pCon.update. (On some rare occasions, using pCon.update Migration is not necessary. Your OFML Data installation program provider informs you of these exceptions.)

Using other installations for OFML Data

If you want to use pCon.update to update your OFML Data, you can continue to install OFML Data with CDs. Please note, however, that these CD installations are only compatible with pCon.update if they carry the Web Enabled logo.



Web Enabled logo

If you use installations without this logo, your system will not be compatible with pCon.update any more. In many cases, compatibility can be restored by executing pCon.update again. However, some cases require manual intervention.

Furthermore, it is recommended not to install OFML Data manually because pCon.update does not recognize manually installed data.

Technical informationen

The following paragraph provides technical information on how to install OFML Data with pCon.update. This information is intended for advanced users and can, for example, facilitate troubleshooting.

When using pCon.update, OFML Data are installed as follows:

Central OFML Data directory

All OFML Data are located in a central directory which is collectively used by all applications. The directory can be either located locally or on a network drive. Excluded are OFML libraries of the namespaces `::egr` and `::ofml`, which are further located in the application directories.

Installation database

The installation database serves to recognize which OFML libraries are installed in which version. If no or an incomplete installation database is available, existing OFML Data are not recognized. The installation database is located in the file `install.db` in the data

directory.

DLMs

All data licenses (DLMs) are located in the subdirectory `d1m` in the data directory. Excluded therefrom are only program-specific DLMs such as `obk*.d1m` as well as DLMs of the libraries with the namespaces `::egr` and `::ofml`.

Data profiles (registration of the series)

All data profiles are located in the subdirectory `profiles` in the data directory. For each manufacturer exactly one data profile must exist. The data profiles are to be named with the file extension `.cfg` like the DSR key `manufacturer`.

The data profiles are collectively used by all applications. If individual series should be loaded in certain applications only, this can be implemented by using the DSR key `visibility` (from DSR version 2.16.0 on).

The `[libdef:]` section is not to be used any more in the data profiles. The `[libdef:]` section is obsolete, if the dependencies of the packages are sufficiently maintained.

Excluded are the data profiles of the namespaces `::egr` and `::ofml`, too. These data profiles are located in the application directories and are also allowed to use the `[libdef:]` section.

Registering the manufacturers

The data profiles are registered within the file `default.profiles`, which is located in the subdirectory `profiles` in the data directory. The file `default.profiles` contains only the key `app.gf.data.profile`, which lists the data profiles to be loaded. Within the file `etc/startup.cfg` in the particular application directories the file `default.profiles` is referenced within the key `app.gf.data.profile.registration`.

According to that, the registration of the data profiles is done concertedly for all applications. If a manufacturer should not be loaded in all applications, the DSR key `visibility` has to be used.

Excluded are the data profiles of the namespaces `::egr` and `::ofml`, too. Since these libraries are located within the application directories, their data profiles have to be registered in the file `etc/startup.cfg` of the particular application within the key `app.gf.data.profile`.

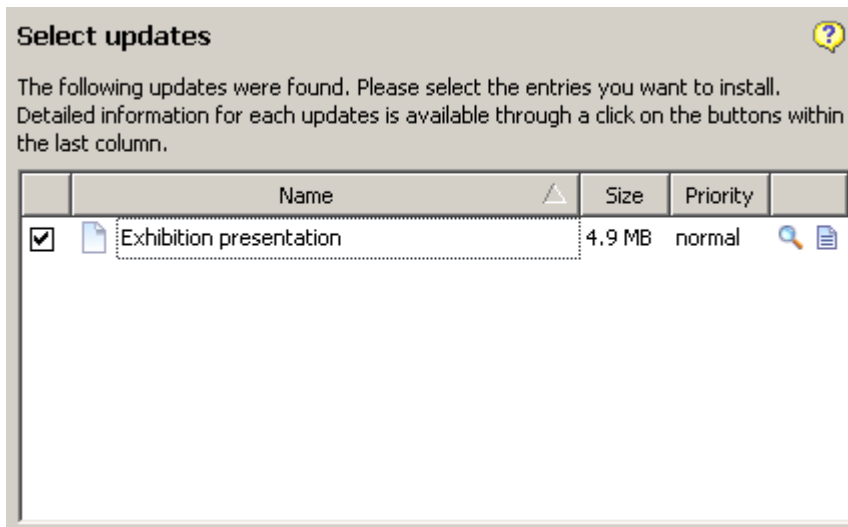
Applications

It has to be made sure in the applications by respective entries in the file `etc/startup.cfg` that the OFML Data in the central data directory are used.

9.2 Distributing documents

pCon.update can also be used to distribute documents such as PDF files, presentations, or spreadsheet files. As soon as new documents are available on the server, they are provided for download in the pCon.update DataClient just as normal installation

packages. Such an installation package can contain any number of documents.



Installation package with document(s)

All documents you receive over pCon.update are first of all stored in a central directory. This directory is by default located in the common documents folder is named *pCon.update Documents Inbox*. A shortcut to this directory on the desktop is created for your convenience. The directory is automatically created when you first receive documents over pCon.update. If desired, you can also define another directory for incoming documents in the [program settings](#).

The documents don't have to remain in the directory where the DataClient stored them automatically. You can move the documents to any other directory or delete them, if you don't need them any more. Please note that the DataClient downloads each document only once. When you have received a document once, the DataClient doesn't provide it for download any more.

9.3 Installing applications

pCon.update also allows you to install and update the EasternGraphics application programs. Please note that the installation of application updates always requires administrator rights.

When installing applications, the DataClient also checks automatically which applications in which versions are already available on your system. It only suggests those updates to be installed which are useful for your system. For example, it is possible that both a complete installation and an update for the last version of a certain application are available on the server. If the last version of the application is already installed on your system, the update is suggested for installation. If your system still contains an older version of the application or if the application is not yet installed at all, the complete installation is proposed.

Interactive installation

In many cases, the installation of applications requires to request several information from the user. For instance, when installing an application for the first time, it has to be requested in which directory the application is to be installed. For such cases, the DataClient offers the so-called interactive installation. The installation package is downloaded as usually and verified. The DataClient program interface is hidden during the actual installation, instead the program interface of the installation program is displayed. The user is lead step by step through the installation. Upon completion of the installation program, the DataClient interface is displayed.

Please note that the [automatic installation](#) does not support any interactive installations. If the automatic installation is enabled and if an interactive installation is required, the user will obtain a respective notification and the automatic installation is being suspended until the interactive installation will have been executed.

Usually, the interactive installation is used during the initial installation.

Standard installation

In many cases, application updates can be directly executed by the DataClient without calling up the external installation program. In this case, the user does not need to additionally execute the external installation program. Furthermore, this allows to update applications by using the [automatic installation](#).

Usually, the standard installation is used for updating applications already installed.

10. Technical information

Administrator rights

For using the DataClient administrator rights are required. According to the specification of Microsoft, changes on the system (e.g Installation of applications) are feasible only by the administrators. The DataClient considers this specification.

As a rule, also for the installation of OFML Data administrator rights are required. The OFML data are shared for all users. For mutual protection of the user against unexpected changes in the OFML data, such changes in the OFML data are normally allowed only for administrators. A separate installation of OFML data for each user is normally not useful. Often all users use the same data. Furthermore, a separate installation would cause unnecessary disk space consumption and unnecessary downloads.

Used directories and registry path

The following table contains a detailed listing of those directories and registry path for which the DataClient needs access rights. For the installation or uninstallation of the EGR applications, further access rights are required to other directories or registry paths,

depending on the respective application.

Directory/ Registry path	Default value on Windows Vista, Windows 7 and 8, 64 Bit	Kind of authorizations
DataClient program directory	c:\Program Files\EasternGraphics\ pCon.update\DataClient In older installations: c:\Program Files (x86)\EasternGraphics\ pCon.update\DataClient	read permission; write permission for DataClient update
System settings directory	c:\ProgramData\EasternGraphics\ pCon.update\DataClient\	write permission
User settings directory	c:\Users\<<username>\AppData\ Roaming\EasternGraphics\pCon.update\ DataClient\	write permission
OFML Data directory	c:\EasternGraphics	write permission
Directories of EGR applications	c:\Program Files\EasternGraphics\ and c:\Program Files (x86)\EasternGraphics\	read permission; write permission in sub directory etc/ for installing OFML Data; write permission in the whole program directory for the actualization of the application
Temporary directory	determined by Windows function GetTempPath()	write permission, enough free disk space for temporary

Directory/ Registry path	Default value on Windows Vista, Windows 7 and 8, 64 Bit	Kind of authorizations
		storage of the downloaded installation packages
Registry entries for installing of EGR applications and OFML Data	HKEY_LOCAL_MACHINE\SOFTWARE\ EasternGraphics und HKEY_LOCAL_MACHINE\SOFTWARE\ Wow6432Node\EasternGraphics	write permission for installing of OFML Data and/or applications
Registry entry for uninstall process	HKEY_LOCAL_MACHINE\SOFTWARE\ Microsoft\Windows\ CurrentVersion\Uninstall und HKEY_LOCAL_MACHINE\SOFTWARE\ Wow6432Node\Microsoft\Windows\ CurrentVersion\Uninstall	write permission just for installing and uninstalling of the DataClient and/or applications

11. Contact

Have you still got any questions regarding our software?

We put a lot of effort in testing and developing of our products. But errors or questions may occur rarely during the operating procedure. In this case don't hesitate to contact our support-team.

E-Mail: support@EasternGraphics.com

Phone: +49-3677-6782-33

We are pleased about annotations and desires regarding our products and service.

In order to simplify and fasten up the support process please keep the following information ready:

- version number of your application,
- detailed description of the problem or the error,
- if an error arose, the detailed process caused this error,
- the occurred error message,
- as well as the system information.



For further information about this product and our support have a look at our webpage:

<https://pcon-solutions.com>

<http://www.EasternGraphics.com>