ETKA Update Manager – Troubleshooting

Dear Sir or Madam,

This document gives an overview of the most common errors that could affect the function of the ETKA Update Manager.

If the ETKA Update Manager does not work after implementing these solutions or if you need assistance, please contact our customer support at **service@lexcom.de**.

> **Important:** Before you begin, start your affected workstation and keep it running for at least two hours. This enables the ETKA Update Manager to properly search and install program updates.

1) No ETKA Update Manager file exists at the ETKA Update Manager file path

1. Open the file path:
   "**C:\Program Files (x86)\LexCom\Common\Program\UpdateManager**"

   If this file path does not exist, open the file path:
   "**C:\ProgramData\Lexcom\Common\Program\UpdateManager**"

2. If the file "**UpdateManager.exe**" does not exist, copy it from another workstation into one of these paths or contact the LexCom support.

3. Restart your system. After approximately 12 minutes the ETKA Update Manager checks for new program versions.

2) Check the ETKA Update Manager file path in the Windows Task Scheduler

Note: If you have insufficient rights to manage the Task Scheduler, please contact your system administrator.

1. Open the Windows Task Scheduler by typing "**Tasks**" into the Windows search bar or, for LexCom hardware, by clicking on "**Automated procedures**" > "**ETKA Update Manager**".

2. Click in the Task Manager at the left section on "**Task Scheduler Library**" > "**LexCom**".

3. Check the result of the last run of the task "**ETKA Update Manager**". You can find this message as a column in the task list. If it says that the system could not find the needed file or path, the file path must be edited.

LexCom Support

service@lexcom.de
Phone: +49 (0) 89 547 15-111

ETKA Update Manager – Troubleshooting

1 / 2

LEX COM
Informationssysteme GmbH

4. Right-click on the task "**ETKA Update Manager**" and select "**Properties**". Click on the tab "**Actions**" and there on "**Edit…**". Enter the correct path here:

    C:\ProgramData\Lexcom\Common\Program\UpdateManager\Updatemanager.exe

    or

    C:\Program Files (x86)\LexCom\Common\Program\UpdateManager\UpdateManager.exe

    Close all windows of the task by clicking on "**OK**".

5. To immediately start the ETKA Update Manager, right-click on the task "**ETKA Update Manager**" and click on "**Run**".

3) The ETKA Update Manager displays the error: "environment error: 4 <Update Service not found!>"

1. If this error occurs, log in as local administrator.

2. Enter "**CMD**" in the Windows search bar and start the command prompt.

3. If you are not on C:, enter "**C:**" on the keyboard and confirm with the Enter key.
    Enter the following input and confirm with the Enter key:
    cd C:\Program Files (x86)\LexCom\Common\Program\UpdateService

4. Enter the following input and confirm with the Enter key:
    updateservice.exe -install -autorun

5. The Update Service is now installed.

6. Restart your system. After approximately 12 minutes the ETKA Update Manager checks for new program versions.

4) Problems with the ETKA Server/FatClient systems

1. Check if the ETKA Server is correctly running or is possibly frozen. In this case, restart it. After approximately 12 minutes the ETKA Update Manager checks for new program versions.

2. Check the ETKA user identification on the ETKA Server (user "**serveradmin**"): On the tab "**ETKA**", click on "**ETKA Service programs**" > "**Run**": After ETKA has started go to "**Maintenance**" > "**Settings**" > "**User Identification**". Check if the stored ETKA credentials are correct.