

Download Errors

Message a) 4Matrix failed to download updates

Message b) Windows failed to open file as archive

Message c) Checking for Updates has failed

- 1) This is usually related to proxy settings – please check the settings in the 4Matrix Network Manager. You can make changes by clicking Run Wizard.
- 2) If the proxy settings are correct and the download still fails, please whitelist *4matrix.com*
- 3) Please contact us if updates continue to fail at support@4matrix.com

Permission Errors

Message a) Cannot delete output file - followed by list of files (**hold ctrl and click close to prevent this from looping**)

Message b) There was an error applying updates, 4Matrix will now close

Message c) Update appears to work but user receives UAC prompt asking for admin credentials

- 1) The 4Matrix Network Manager on the server allows users to specify an Admin user account to 'run updates as' if users do not have permission to write to the C drive.
- 2) Please check that the details supplied for this admin account are correct. You can make changes by clicking Run Wizard in the Network Manager. If you have supplied a domain, please ensure that it is the **FULLY QUALIFIED** domain i.e. school.org\Admin.
- 3) We recommend leaving the Custom Temp folder option blank - it's not usually required unless you're an RM school, but you should check if there's a software restriction policy in place that prevents users from running .exes from the default temp folder (%temp%). If there is, specifying a custom temp folder in the Network Manager that both the admin user and client can see and write to may resolve the problem. We recommend using a UNC path where possible.

Steps 2 and 3 highlight the most common mistakes and if you have made any adjustments as a result of this then please try launching 4Matrix again now. If updates continue to fail move on to step 4.

- 4) Go to C:\Program Files\4Matrix on the client and right click Launcher.exe.

Permission Errors cont./

- 5) Go to *Properties > Details* and check the version number. Make sure that it is **at least 3.4.6.3**. If it's not, you will need to update the Network Manager in order to generate the latest msi - see Updating the 4Matrix Network Manager on page 3. This is because older versions will not be compatible with the latest version of the LauncherSettings file;
- 6) If you are using 3.4.6.3 or above, download a LauncherSettings file [from here](#).
- 7) Place this file in C:\Program Files\4Matrix on one of the clients and then run Launcher.exe
- 8) The LauncherSettings file should have resolved the issue in it's default state, however, if it still fails to install updates, you can tweak the following parameters from true to false, in any combination. Save any changes that you make and run Launcher.exe.

```
<UseShellExecute>>false</UseShellExecute>  
<UseVerbRunAs>>true</UseVerbRunAs>  
<ApplyUseShellExecute>>false</ApplyUseShellExecute>  
<ApplyUseVerbRunAs>>false</ApplyUseVerbRunAs>
```

- 9) Please contact us if updates continue to fail at support@4matrix.com

.Net Framework Error

Message: .net framework environment not installed

- 1) Users should see a prompt asking them to install the .net framework

Generic Error

Message: Error installing updates

- 1) The first thing to check is whether or not you are using a custom temp folder to download updates to (using the 4Matrix Network Manager). Usually, this is only required by RM schools unless you are sure that there is a software restriction policy in place that prevents users from running .exes from the default temp folder (%temp%). Please ensure that the custom folder can be seen by both the admin user specified to run the updates and the client, and that both have permission to write to that folder.
- 2) Permissions could also be the problem and working through the Permission Errors topic may resolve this.
- 3) Please contact us if updates continue to fail at support@4matrix.com

Updating the 4Matrix Network Manager

This is a relatively simple process:

- 1) Open the 4Matrix Network Manager and create a backup of the database (using *Databases > Backup*). This is precautionary and you should not need to use this backup file
- 2) Close the Network Manager and make a note of where it's installed i.e. C:\4Matrix
- 3) Uninstall it using *Control Panel > Programs and Features*
- 4) Download the latest full installer from www.4matrix.com/downloads
- 5) Begin the installation and install it in exactly the same place as before. All of your settings will be recalled automatically.
- 6) Once in the Network Manager click Re-Copy Files
- 7) This will generate the latest msi in your client files folder (which you will have created and the Network Manager will show the location on the main panel).
- 8) The new msi will contain the latest version of Launcher.exe which is compatible with a LauncherSettings file. Please go back to step 6 in the Permission Errors topic if you need to.