

Automatic update fails to install hotfix 2015-1-11.

Technical Support FAQ

Category: Technical Services->Service release, hotfix
Programs: Allplan 2015
Document ID: 20151104115225
Internet: <https://connect.allplan.com/en/faqid/20151104115225.html>

Question:

An error occurs during installation of hotfix 2015-1-11. What can I do?

Answer:

To install this and future Allplan 2015 hotfixes using auto-update, you must update the installation service.
Requirement: Allplan 2015-1-10 is installed.

1. You can find a batch file attached to this FAQ. Save and extract this file and execute it on every Allplan workstation. The batch file looks for the "InstallAULService.exe" file in the local PRG folder of the Allplan installation and runs it as the administrator. This updates the installation service.
Important: this requires administrator privileges.

If your e-mail program blocks this file, you can also download it from our FTP server.
Enter the following address in Windows Explorer (do not use Internet Explorer!):

<ftp://nem hotline:ha37jvg8f@ftp.nemetschek.de/download/Allplan/2015/Hotfix/2015-1/UpdAUL.bat>

2. Auto-update should now work as usual.

Note:

As an alternative, you can also install the full version of Allplan 2015-1-11. This also updates the installation service.

You can download the full version from <https://connect.allplan.com/de> or from our FTP server:

To access our FTP server, you require a current Windows operating system. Do the following:
Enter the following address in Windows Explorer (do not use Internet Explorer!):

<ftp://hotadmin@ftp.entw.nemetschek.de/download/Allplan/2015/CD/DoWn-allplan2015-1-11-cad.zip>
<ftp://nem hotline:ha37jvg8f@ftp.nemetschek.de/download/Allplan/2015/CD/DoWn-allplan2015-1-11-cad.zip>

Download the corresponding ZIP file and extract it. Right-click the exe file and start it using "Run as administrator".
Install the update.

Allplan GmbH and affiliated sales organizations not assume any responsibility or liability for the reliability and usefulness of the articles offered and any information provided. You assume sole responsibility for use of the articles offered and the information provided. Terms and conditions of license of Allplan GmbH and / or the general terms and conditions of the sales organizations rendering the service apply.

© 2015 Allplan GmbH. All rights reserved.