

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

Technical Support FAQ

Category: Technical Services->Service release, hotfix
Programs: Allplan 2015
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Question:

An error occurs during installation of hotfix 2015-1-11 or later. 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 (**right-click this file -> select "Run as administrator" on the shortcut menu...**). 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.

Be careful: 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 WindowsExplorer (do not use Internet Explorer!):

<ftp://nemhotline: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 1/12/2015. 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://nemhotline:ha37jvg8f@ftp.nemetschek.de/download/Allplan/2015/CD/DoWn-allplan2015-1-12-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.

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