Aircalc Online Update – Quick Guide

1. **IMPORTANT**! We recommend to update your Windows version to Windows 10, for Windows 7 and 8 or older versions Aircalc won't be officially supported by the Windows operating system.

2. **IMPORTANT!** Before starting the installation we recommend to stop the antivirus / Anti malware
   If the antivirus to avoid problems with the Aercalc software
   In the APPENDIX A you'll find the link with instructions on how to disable the most common antivirus.
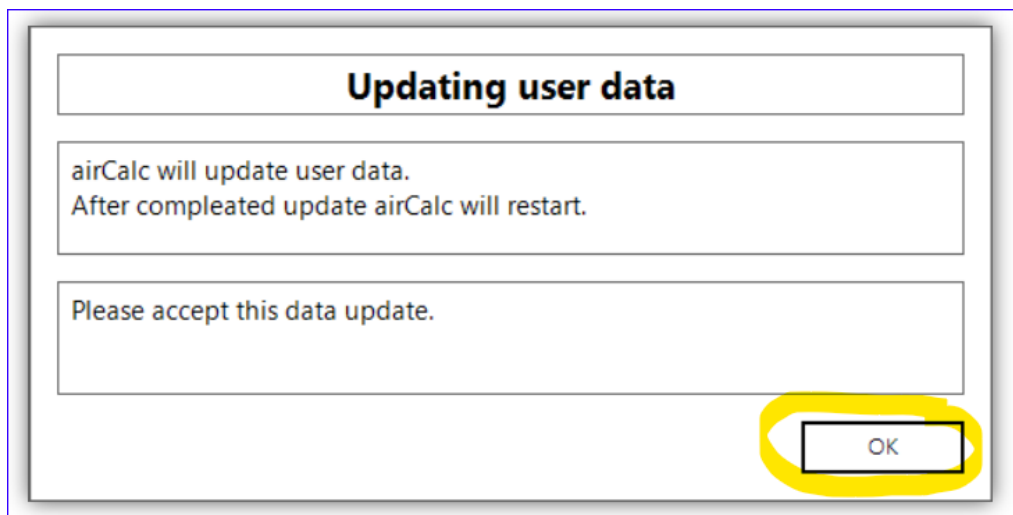
Summary

A. UPDATE

1. Please open Aircalc++ and make sure your PC connected to the internet > Double click on the icon

2. Login with your Login data > OK


3. In case the Updating user data window appears (see the picture below), accept the update (this is the only possible solution) > OK

The procedure will update the login data (name, address, email, telephone number, etc.) of your user and office; In case you need to change or add data, please let us know, the modifications will be available with the next update.

4. Please login again with your login data (or with the new one, in case you requested us to create a new user ID) > OK

5. For future Aercalc updates you'll see the following window, with the changelog name in the first field:
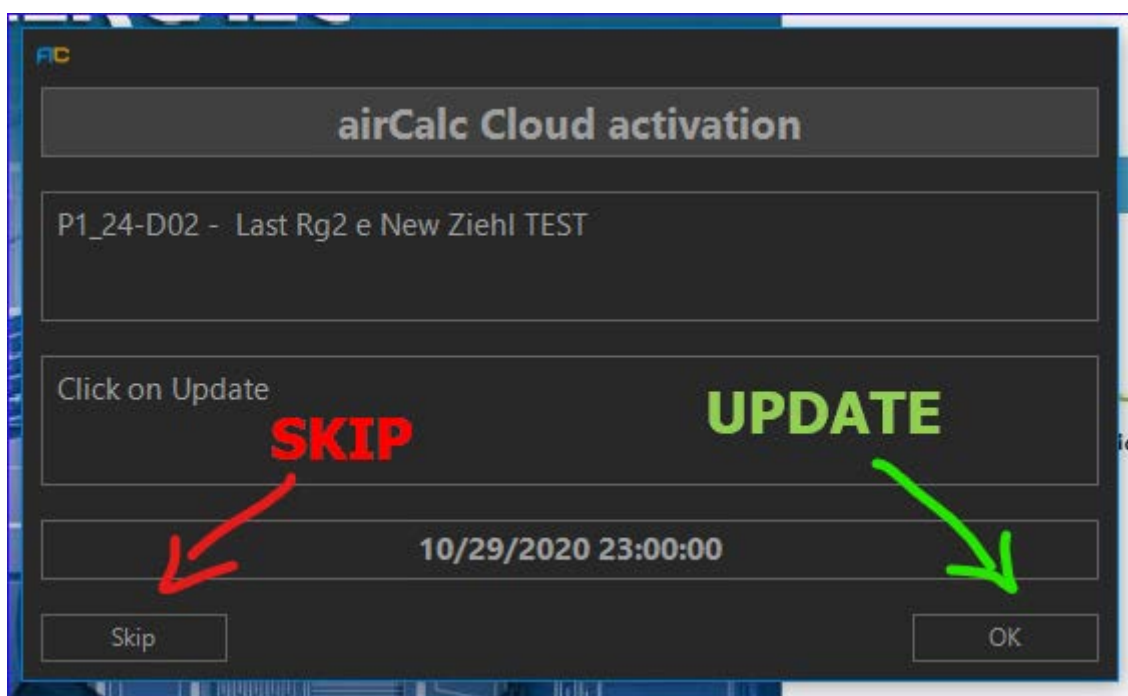
SKIP   To postpone the update
OK   To install the update (recommended)

It will be possible to postpone the update only for a certain time. After that the only possible choice will be to execute the update with the button "OK".
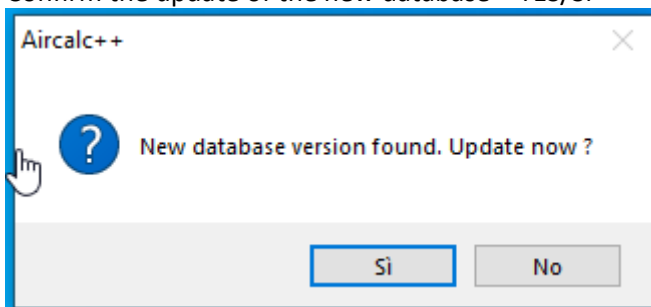
6. The updating procedure after confirming with "OK" starts with the automatic download of the new files and their installation (for minor updates the procedure will be very quick).
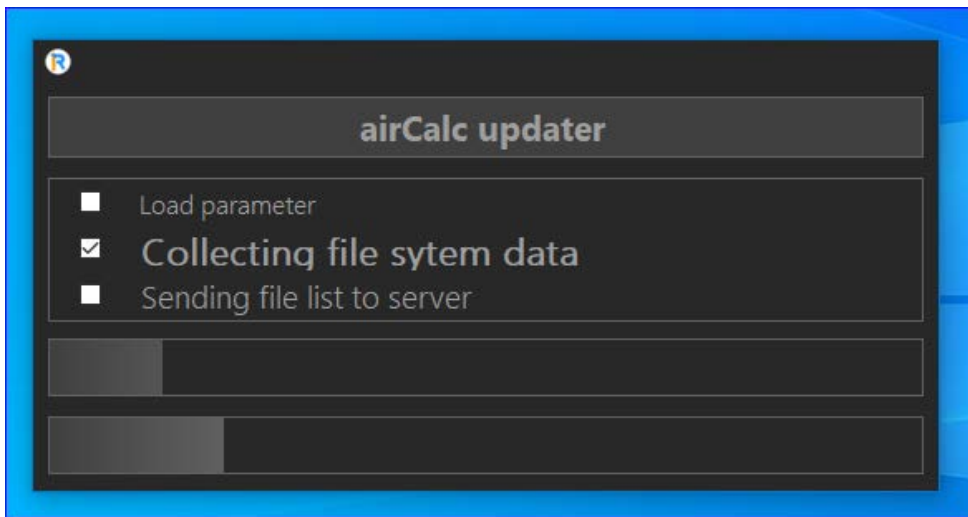
7. After the installation, confirm with Yes (Sì in Italian) on the window that automatically appears:

8. Login again > OK

9. Confirm the update of the new database > YES/Sì

10. Login again > OK
11. COMPLETED – Your Aercalc is updated to the new available version

B. NEW INSTALL

In case you are installing Aircalc for the first time on your device, the installation procedure remains the same as in previous versions.

1. Download installation files from the link received by email from your sales manager
2. Turn off antivirus/anti-malware as per Warnings at the beginning of the document
3. Start the installation as PC Administrator: Right-click the installation EXE file you just downloaded and click "Run as Administrator"
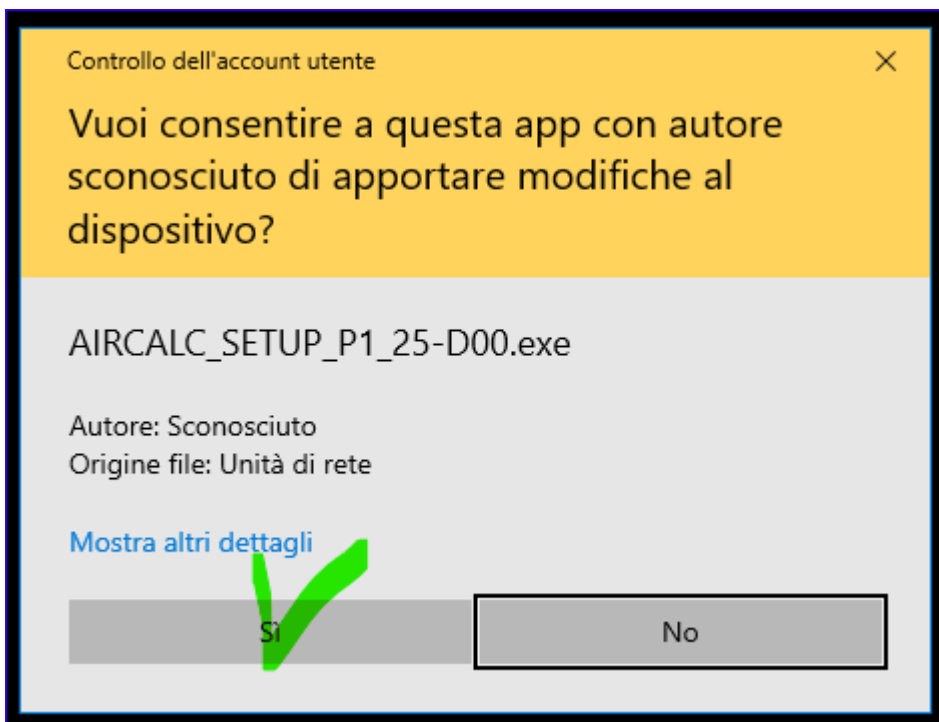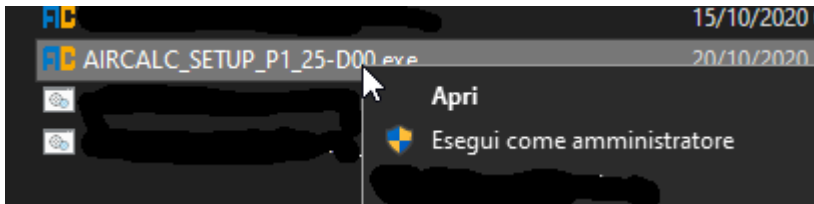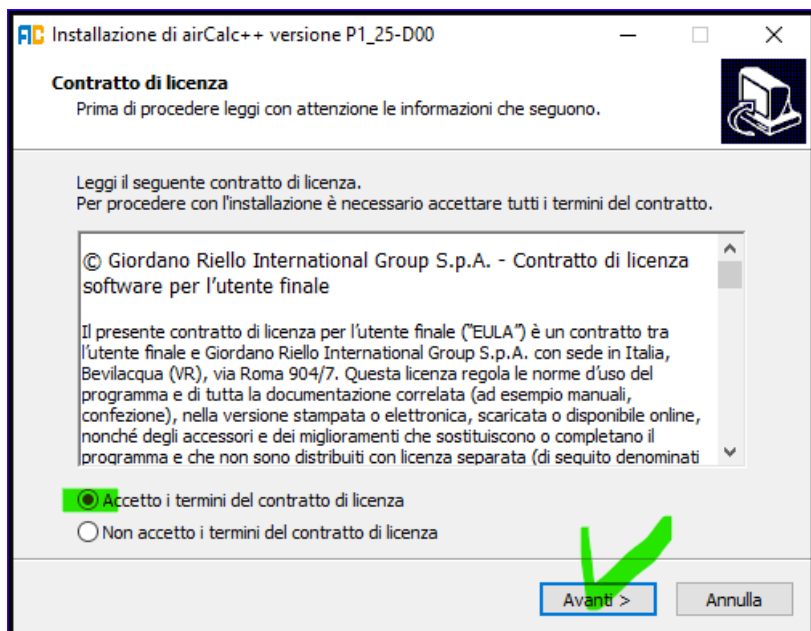

4. Proceed with the usual installation steps:
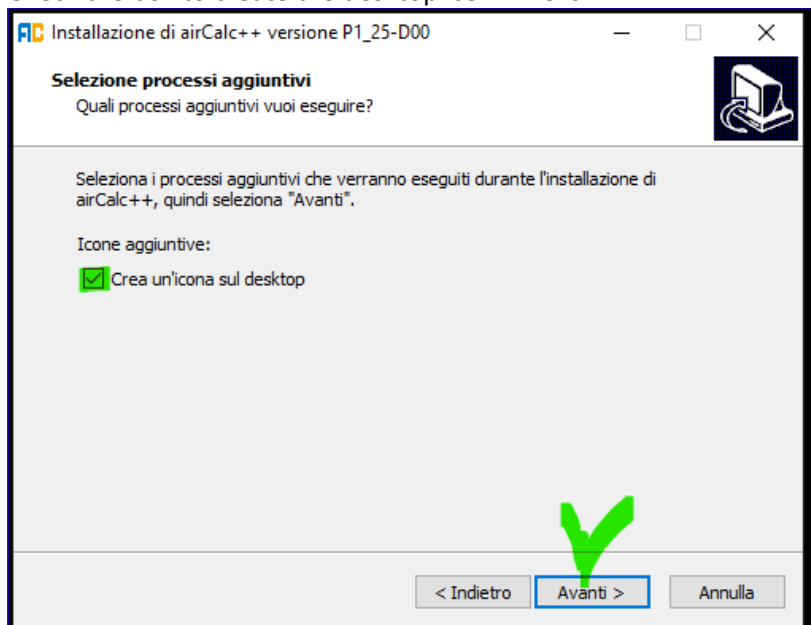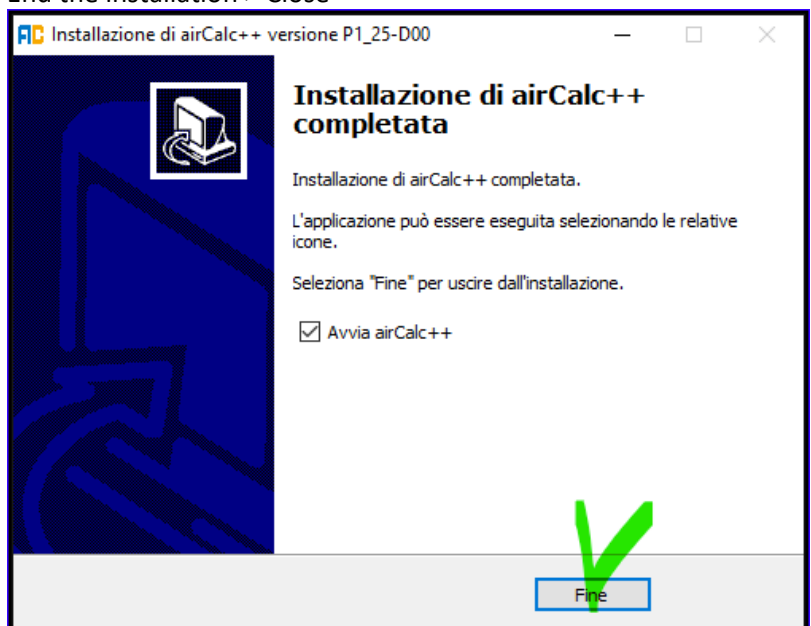
Select the install language > OK
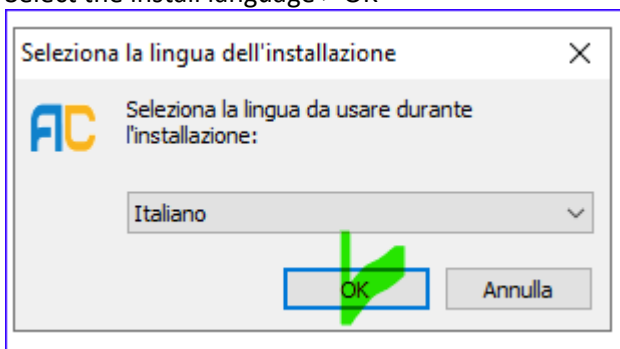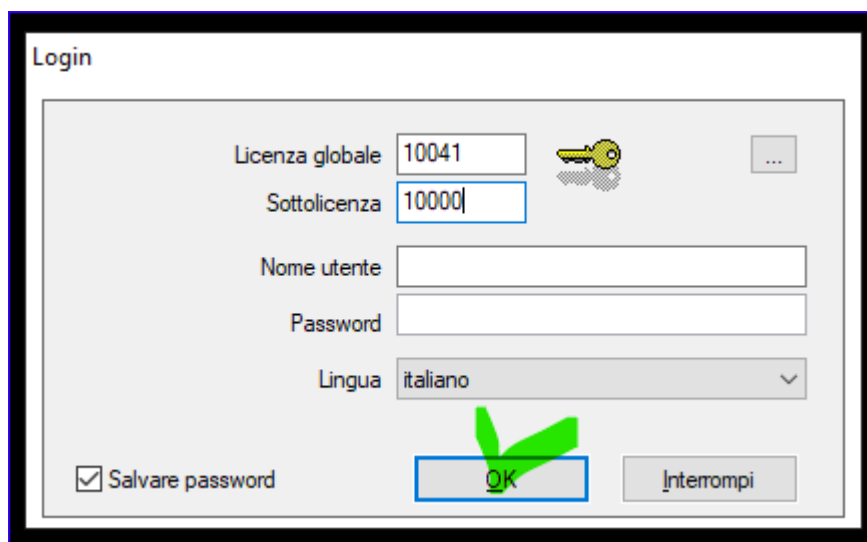

Sign the terms of the contract > Next

Check the box to create the desktop icon > Next

End the installation > Close

5. Start Aircalc for the first time with the login credentials you received by Email from your sales manager

6. ATTENTION! On the first start you will be asked to update your version to the latest available ONLINE!

   To update follow the instructions in the previous chapter

C. FORCE THE INSTALLATION OF THE LAST UPDATE

In some cases, for errors during the upgrade or only for reset your Aircalc installation, you may need to want to restore the latest available Aircalc update.

The procedure is very simple:

1. Stop the antivirus / Anti malware!
2. Close Aircalc if open
3. Go to the forlder "C:\Users\<PCUSER>\AppData\Roaming\isc.aircalc\10041" (where <PCUSER> is the name of the MS Windows User in use on your PC)
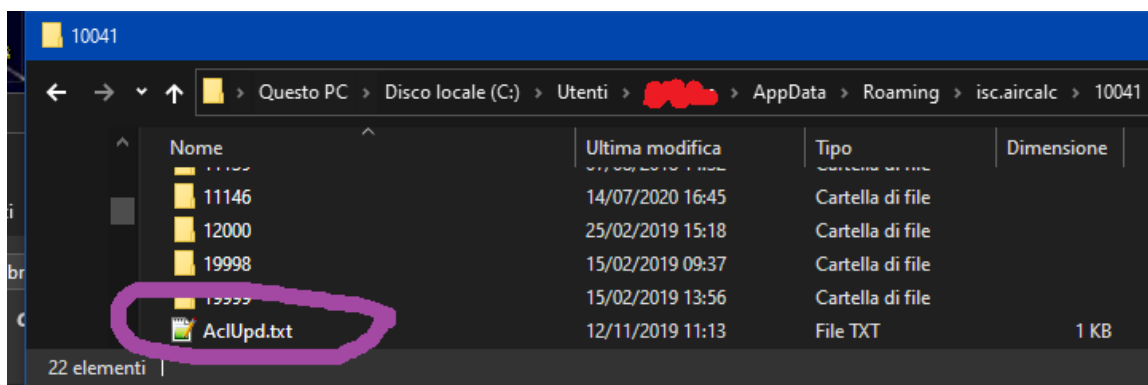
4. If you cannot access/view the "AppData" folder, you must enable the display of hidden files. To do this just tick the option below:
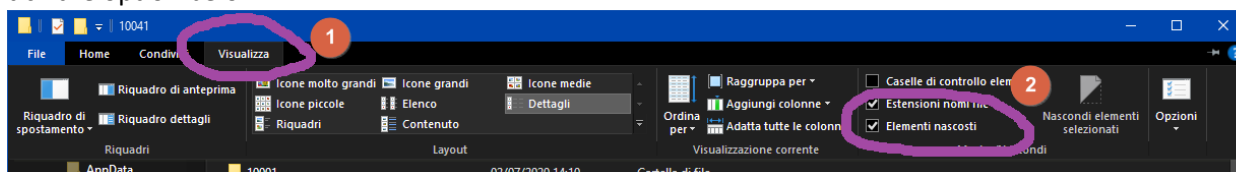

5. Open the file "AclUpd.txt" that contains the number of the latest Aircalc update: "NewVer=26" means the 26th updated.
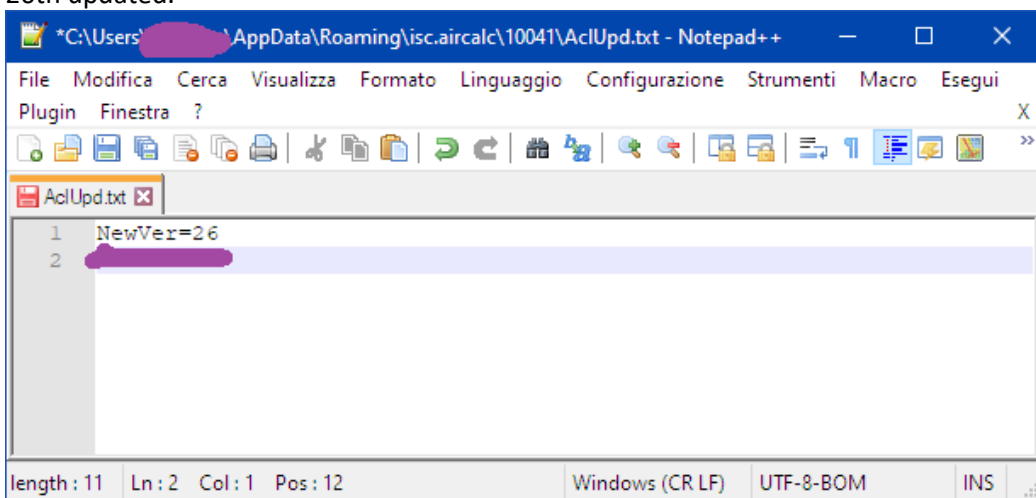
6. To force the last update, you must set a number version less than the one in the file (For example, change NewVer=26 to NewVer=25) and save the TXT file.
7. On next opening of Aircalc the program will propose again the update.

D. TROUBLESHOOTING MAJOR KNOWN ISSUES

- **"Error to open connection: ……. Cannot open database" or " …: 3706 Provider cannot be found. It may not be properly installed"**
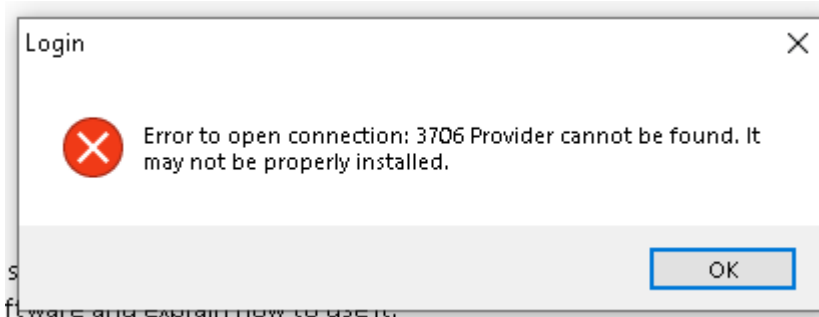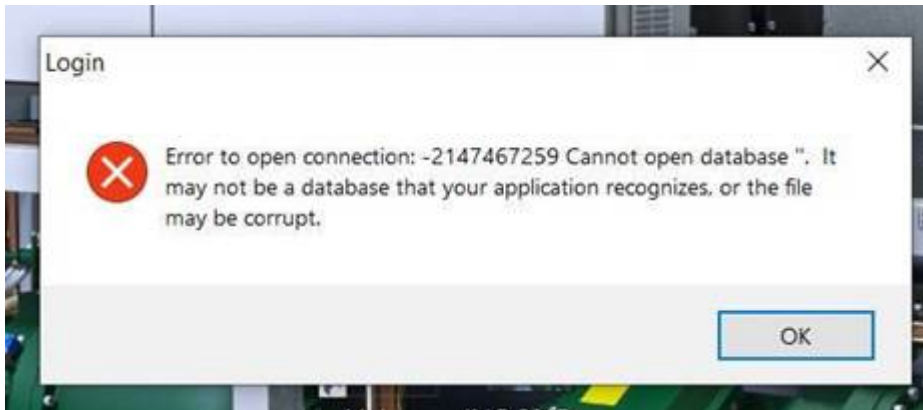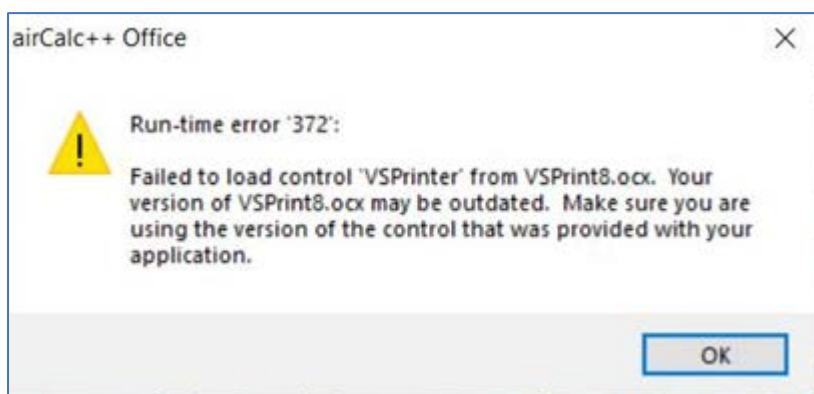

Solution:

Download and install the Microsoft access database from the link below:

http://prg.fastaer.com/_Tools/AccessDatabaseEngine2010.exe

After open the Aircalc program whitout restart the PC.

- **"Run-time error '372'"**

The first installation was performed on a protected folder (for example, on "Programs" or "Programs (x86)") or antivirus prevented the new installation files from being copied.

Solution:

Stop the Antivirus / Antimalware system and repeat the installation.
In last chance, contact your sales manager to get in touch with software technical support.

- **"Error on execute macro: PrepareUpd."**

The error occurs in some cases on PC where has been installed non-complete versions of the Aircalc program for Testing or to cover particular problems.

Solution:

You must simply delete the file: "Microsoft.WindowsAzure.Storage.dll" in the folder "C:\configurator\aircalc2" and open again Aircalc and proceed with the usual upgrade.

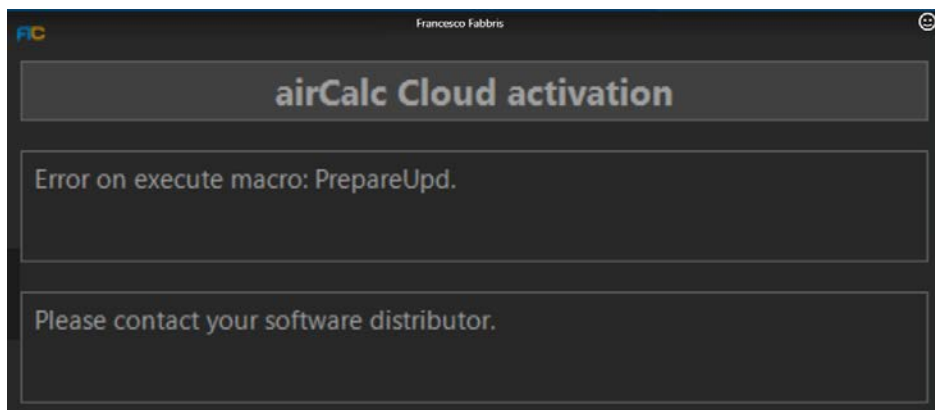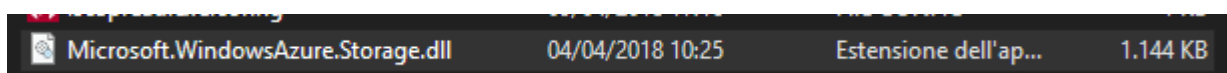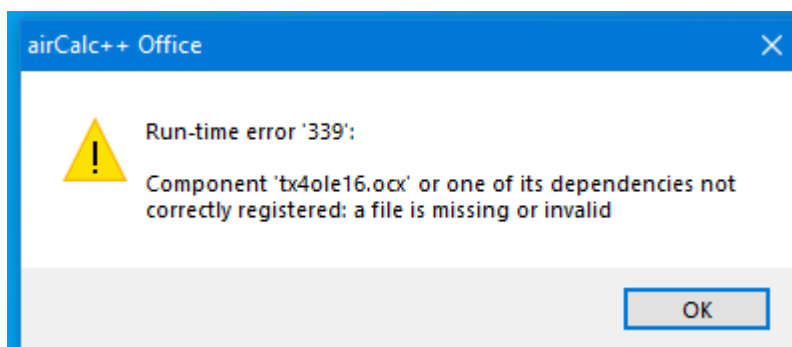- **Run-time error '339' – Component 'tx4ole16.ocx' … "**

The first installation was performed on a protected folder (for example, on "Programs" or "Programs (x86)") or antivirus prevented the new installation files from being copied.

Solution:

1. Stop the antivirus / Anti malware!
2. Close Aircalc if open
3. Go to the forlder "C:\configurator\aircalc2"
4. Start the script "AclRegAll.cmd" as PC Administrator: Right-click the CMD file and click "Run as Administrator"
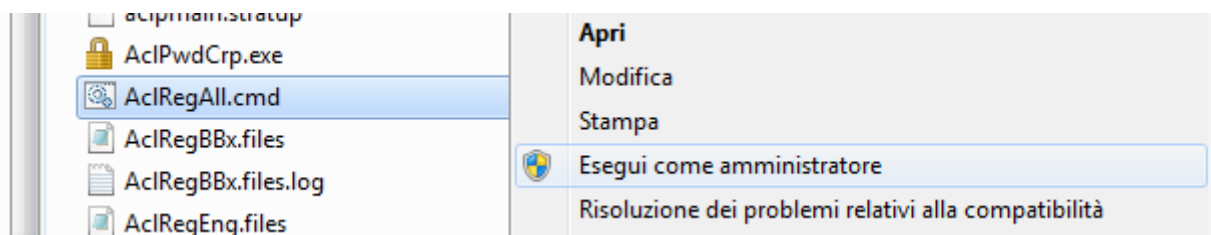
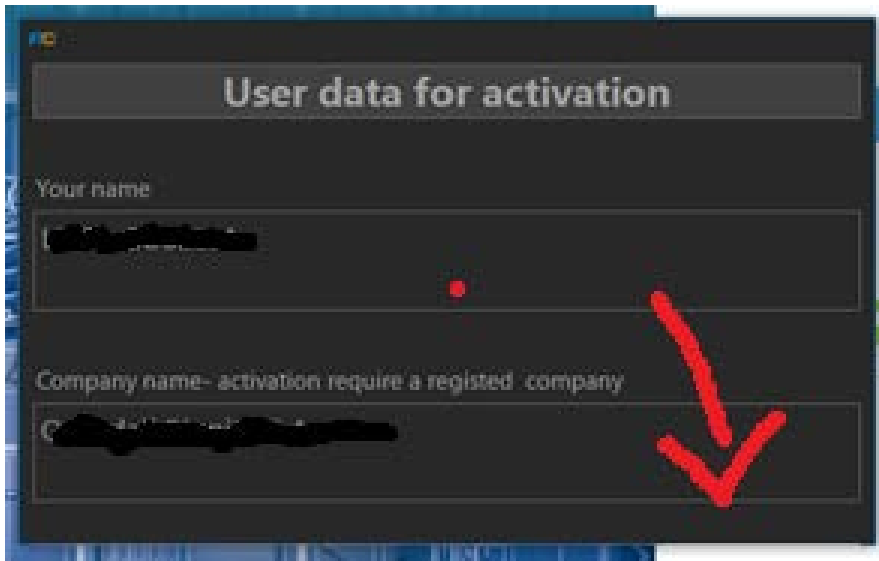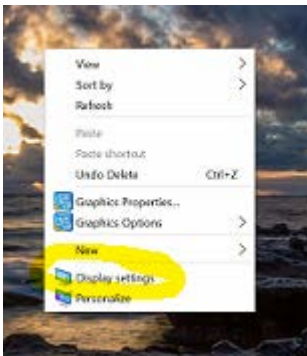5. Wait for the installation windows to close
6. Open Aircalc

- **Botton "OK" on the screen "User data for activation" not visible!**
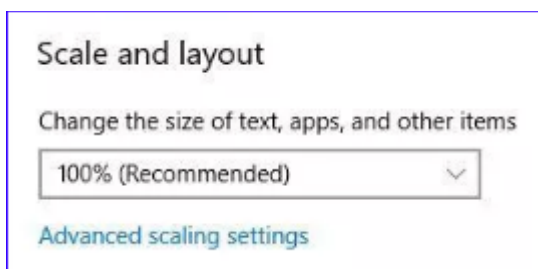

The system font dimension is too high.

Solution:

Right-click in the middle of the desktop and click on "Display setting"

On "Scale and layout, …" set 100% or the Recommended option

After Aircalc activation, you can reset the value before the operation done .

APPENDIX A: LINKS ON HOW TO TEMPORARILY DISABLE THE ANTIVIRUS

TREND MICRO
https://www.youtube.com/watch?v=ADhR9UO52lc&ab_channel=TrendMicro

MCAFEE
https://service.mcafee.com/webcenter/portal/oracle/webcenter/page/scopedMD/s55728c97_466d_4ddb_952d_05484ea932c6/Page29.jspx?wc.contextURL=%2Fspaces%2Fcp&articleId=TS101322&_afrLoop=947344616648455&leftWidth=0%25&showFooter=false&showHeader=false&rightWidth=0%25&centerWidth=100%25#!%40%40%3FshowFooter%3Dfalse%26_afrLoop%3D947344616648455%26articleId%3DTS101322%26leftWidth%3D0%2525%26showHeader%3Dfalse%26wc.contextURL%3D%252Fspaces%252Fcp%26rightWidth%3D0%2525%26centerWidth%3D100%2525%26_adf.ctrl-state%3Ddzrqahygi_9

KASPERSKY
https://www.youtube.com/watch?v=hOBY9q_z6pk&ab_channel=HOWZA

AVAST
https://www.youtube.com/watch?v=QIVD4Q7mhkA&ab_channel=Windows10Fix

AVG
https://www.youtube.com/watch?v=_qP5T1E-aWw&ab_channel=MDTechVideos

NOD32
https://support.eset.com/en/kb548-disable-protection-in-eset-windows-home-products

NORTON
https://www.youtube.com/watch?v=DyUZy8_RqDQ&ab_channel=HOWZA