

File 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 installing/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. Note that accounts that have been specifically created to run 4Matrix updates (such as 4MatrixAdmin) tend not to work and we recommend using a Domain Admin account for your network.
- 3) A Custom Temp folder is 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 have full control over may resolve the problem.

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

- 4) Go to *C:\Program Files (x86)\4Matrix* on the client and right click Launcher.exe.
- 5) Go to *Properties > Details* and check the version number. Make sure that it is **at least 3.9.1.5 (March 2018)**. If it's not, you will need to contact us to ask for the latest version of Launcher.exe and Apply.exe so that you can work through the next steps on a test client.
- 6) Once you are using 3.9.1.5 or above, download a LauncherSettings file [from here](#).
- 7) Place this file in *C:\Program Files (x86)\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, please open the LauncherSettings file with notepad and change the following parameters from false to true, save the changes and run Launcher.exe.

```
<ApplyUseShellExecute>>false</ApplyUseShellExecute>  
<ApplyUseVerbRunAs>>false</ApplyUseVerbRunAs>
```

Please contact us if updates continue to fail at help.4matrix.com

If the above resolves the issue then you will need to update your 4Matrix Network Manager to give you the latest msi for your clients (see page 4).

Download Errors

Message a) 4Matrix cannot download updates at this time

- Make sure that you are running Launcher.exe (not 4matrix.exe)

Message b) 4Matrix failed to download updates

- This error is usually related to proxy settings. Please check the settings in the 4Matrix Network Manager. You can make changes by clicking Run Wizard.
- If the proxy settings are correct and the download still fails, please whitelist *4matrix.com* and try again

Message c) Windows failed to open file as archive

- This message implies that the downloaded update file is not complete. This can be caused by filtering. Please check the default temp folder (%temp%) and drag and drop the file into Notepad. Scroll to the bottom and you should see a line of text which mentions the filter used.

Message d) Checking for Updates has failed

- Make sure that you are running Launcher.exe (not 4matrix.exe)

.Net Framework Error

Message: .net framework environment not installed

- Please install the .net framework environment shown in the error message

Update Process Loops (No Error Displayed)

- 1) Hold CTRL and click close to the prevent the update process from looping. The looping process is usually caused by the fact that there is a software restriction policy in place on the default temp folder (%temp%). Please work through the following steps.
- 2) Go to C:\Program Files (x86)\4Matrix on the client and right click Launcher.exe.
- 3) Go to *Properties > Details* and check the version number. Make sure that it is **at least 3.9.1.5 (March 2018)**. If it's not, you will need to contact us to ask for the latest version of Launcher.exe and Apply.exe so that you can work through the next steps on a test client.
- 4) If you are using 3.9.1.5 or higher and it continues to loop;

- 5) Open the 4Matrix Network Manager on the server and confirm that an Admin user is specified to 'Run Updates As'. If not, click Run Wizard and skip through to the step which asks about a proxy server and enter the details in the 'Do users have permission to install updates' section. Note that accounts that have been specifically created to run 4Matrix updates (such as 4MatrixAdmin) tend not to work so please use a general Admin account for your Network. *If you make a change as a result of this, please finish the wizard and run Launcher.exe on a client to test whether this resolves it (without specifying a custom temp folder).*
- 6) Below the Admin credentials box there is a custom temp folder option. Specify a custom temp folder – this needs to be a UNC path. Both the Admin user specified and the logged in user on the client need full permission over this location. If a custom temp folder has already been set, skip to step 8.
- 7) Once set, finish the wizard and run Launcher.exe on the client.
- 8) If it still loops or you receive an error saying either 'cannot delete output file' or a UAC prompt asking for credentials, download a LauncherSettings file [from here](#)
- 9) Place this file in *C:\Program Files (x86)\4Matrix* on one of the clients and then run Launcher.
- 10) The LauncherSettings file should have resolved the issue in it's default state, however, if it still fails to install updates, please open the LauncherSettings file with notepad and change the following parameters from false to true, save the changes and run Launcher.exe.

```
<ApplyUseShellExecute>>false</ApplyUseShellExecute>  
<ApplyUseVerbRunAs>>false</ApplyUseVerbRunAs>
```

Please contact us if updates continue to fail at help.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. If you see an error saying that the backup has failed, please double check the location of where you have tried to save to for a .bak file because it may have actually worked. This is known glitch on older versions of the Network Manager.
- 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 of on the main panel).
- 8) The new msi will contain the latest version of Launcher.exe which is compatible with a LauncherSettings file. If you place the LauncherSettings file in the same folder, next to the msi and usual Settings file, all files will automatically be copied to clients when rolling out using Group Policy.