

Audatex[®] *Estimating*

Audatex Estimating Installer and AudaUpdate User Guide Version 4.0

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Overview

AudaUpdate replaces the delivery of data via DVD and allows the user to schedule online vehicle updates. Using AudaUpdate eliminates the need to receive monthly DVD updates by providing vehicle data changes over the Internet.

This decision has been driven by our commitment to deliver the highest quality data in the timeliest manner. Users may have noticed; hardware manufacturers have been producing more systems without a DVD drive. Additionally, Audatex now has the fastest download speeds ever.

So, what does this mean for Audatex Estimating DVD users?

- All Audatex Estimating DVD users will receive their final DVD with the new release of version 8.05, in February of 2018.
- Moving forward all updates to the application as well as the database will be provided electronically via AudaUpdate.
- Audatex will deliver part and labor times to market faster than ever.
- Data downloads can run unattended.
- For new Audatex Estimating users, installations will be accomplished via a download and AudaUpdate, details will follow.

AudaUpdate supports three main scenarios.

- 1) A new user needs to install ADXE software and data for the first time.
- 2) An existing user needs to install ADXE on a new machine or a fresh install on an existing machine.
- 3) Ongoing weekly updates for software and or data.

Installation Prerequisites

AudaUpdate must run on the computer where Audatex Estimating vehicle data is installed. Install Audatex Estimating prior to the installation of AudaUpdate, see [New User or New Computer Setup](#).

The following are required to install AudaUpdate:

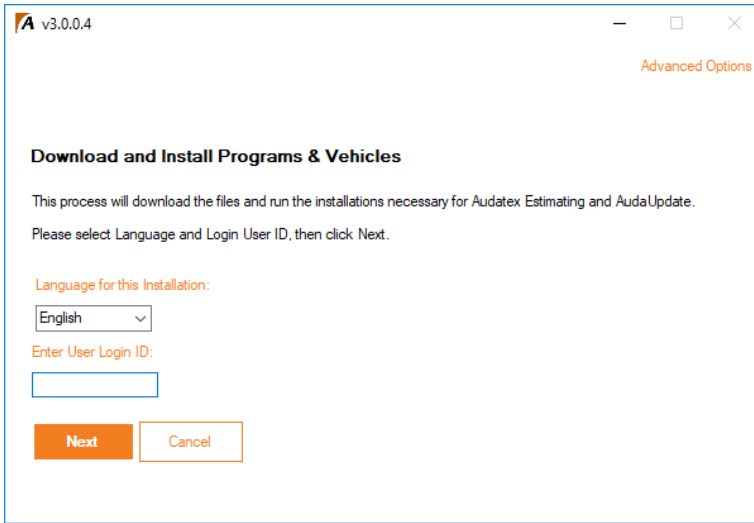
- **Hardware and software requirements**
Ensure the installation meets the minimum hardware and software requirements for Audatex Estimating. For more information, refer to the System Requirements document. Access the document in the [MySupportGarage.com](#) library.
- **Installation requirements**
 - Full Administrative rights are required.
 - Broadband connection (cable / DSL, cellular air card, etc.)
 - 20GB of free hard disk space
- **Access to Audatex Estimating**
Log into Audatex Estimating and synchronize prior to installation of AudaUpdate.

New User or New Computer Setup – Audatex Estimating is Not Installed

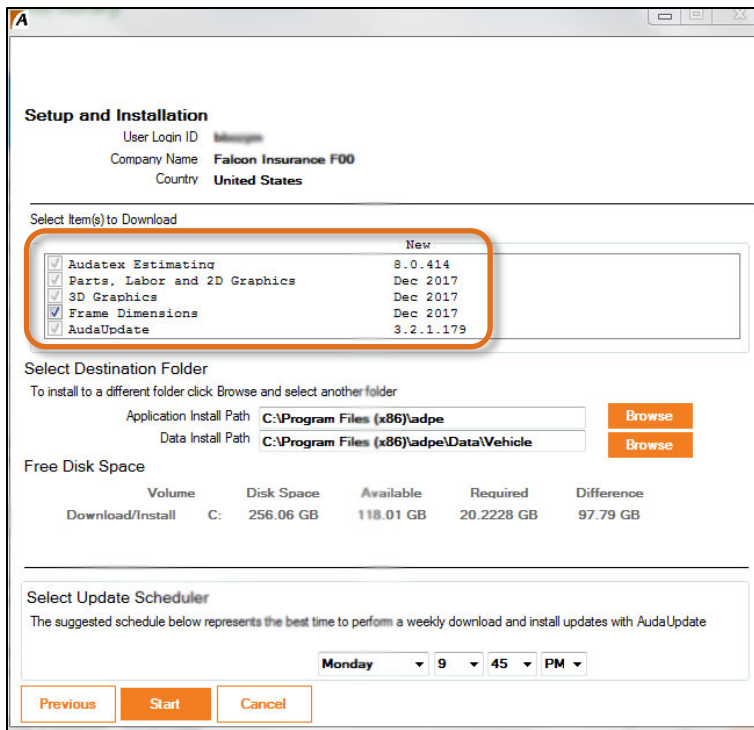
These instructions are for users that need to install Audatex Estimating on a new machine or re-install Audatex Estimating.

1. Navigate to <http://download.audatexsolutions.com/adx/AdxeAdmin.exe> and click the link to download the application.
2. The browser downloads the application to **c:\users\username\downloads**.
3. Click the download folder.

4. Double click the application.
The program launches.

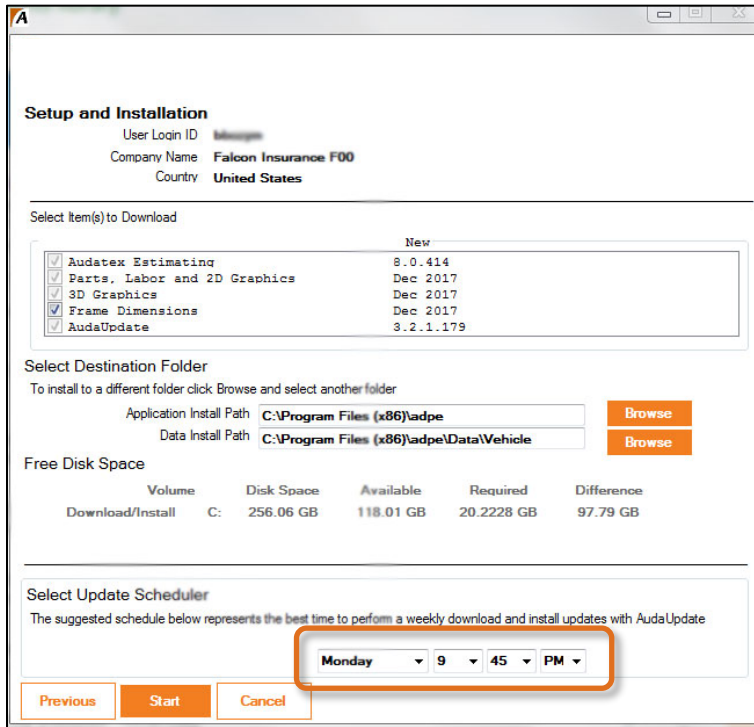


5. **Optional:** Click the **Language** drop-down list to select French rather than English.
6. Type the **User ID** in the field.
7. Click the **Next** button.
The Setup and Installation window opens.



8. **Optional:** Select the check box for the application(s).
9. **Optional:** Click the **Browse** button to select a different designation folder.
10. Click the **Scheduled Day** drop-down list and select a day of the week.
Note: *The install cannot take place while Audatex Estimating is running. The computer must be on with an internet connection. Install may take several minutes to install the monthly update.*

11. Use the drop-down lists to select the best time for download.



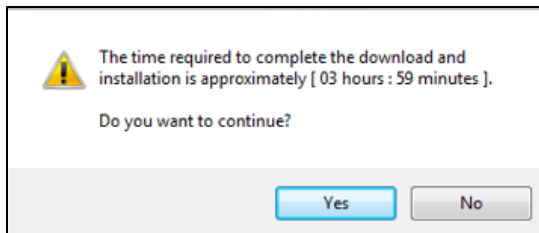
12. Click the **Start** button.

13. A message appears with the calculated time to download and install the selected application(s).

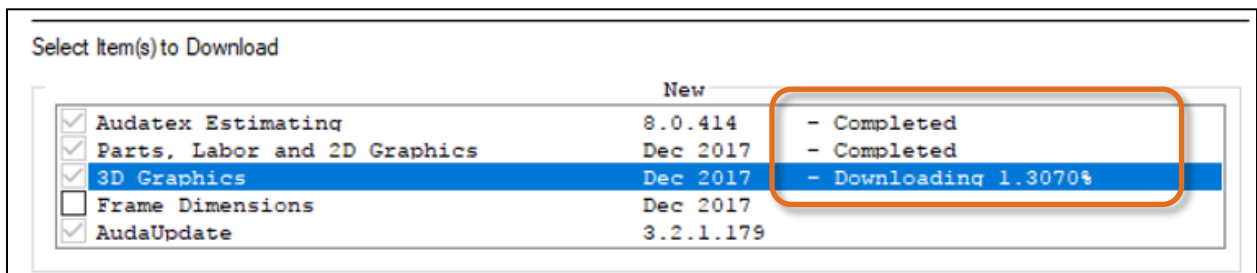
14. Click the **Yes** button to continue with the download.

~OR~

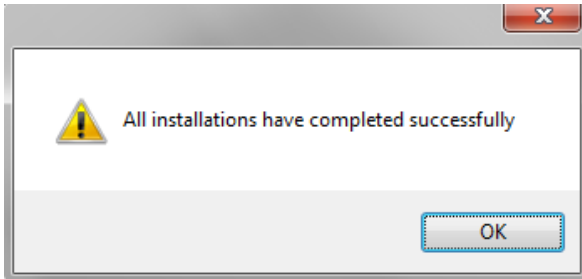
Click the **No** button to cancel the download.



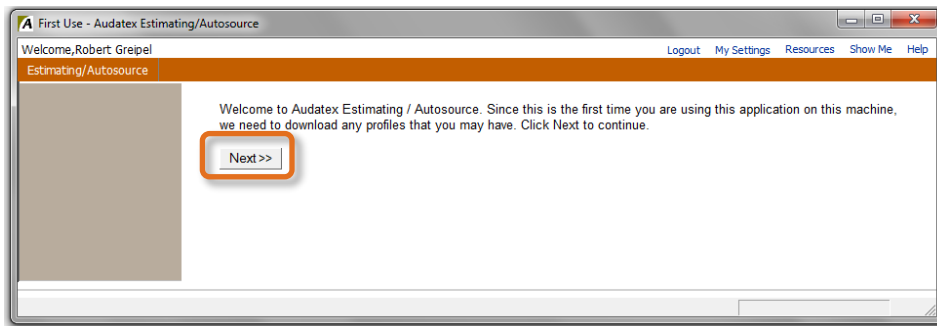
Note: While downloading the Setup Installation screen indicates the percentage and completed items of the install.



- Click the **OK** button once the install is complete.



- Double click the **Audatex** desktop icon.
- Login to the application.
A Welcome message appears.
- Click the **Next** button to download profiles.



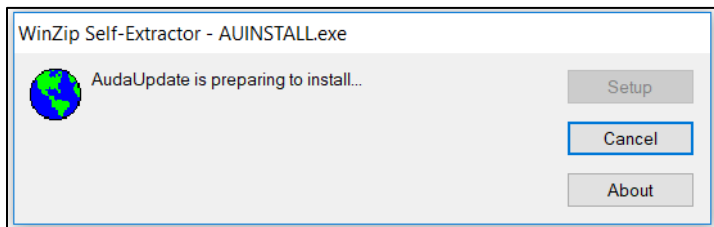
Install AudaUpdate – Audatex Estimating is Already Installed

Note: Log all users out of Audatex Estimating before installing AudaUpdate.

Download AudaUpdate to the PC:

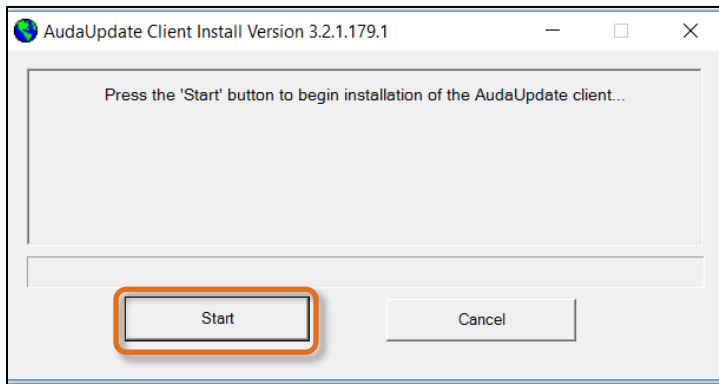
<http://download.audatexsolutions.com/adx/AdxeAdmin.exe>

- Click the **Run** button on **AUINSTALL.exe**.
- Click the **Yes** button on the **User Account Control** window.
- The **WinZip Self-Extractor** window opens and remains active throughout installation.

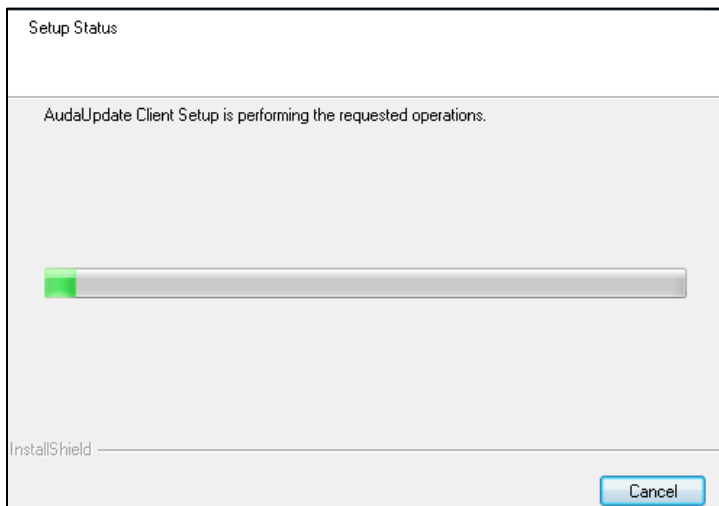


Note: When Audatex Estimating is not installed prior to the installation of AudaUpdate, this message appears: **Audatex Estimating (or some of the components) are not installed on this machine; Audatex Estimating is required to install AudaUpdate.**

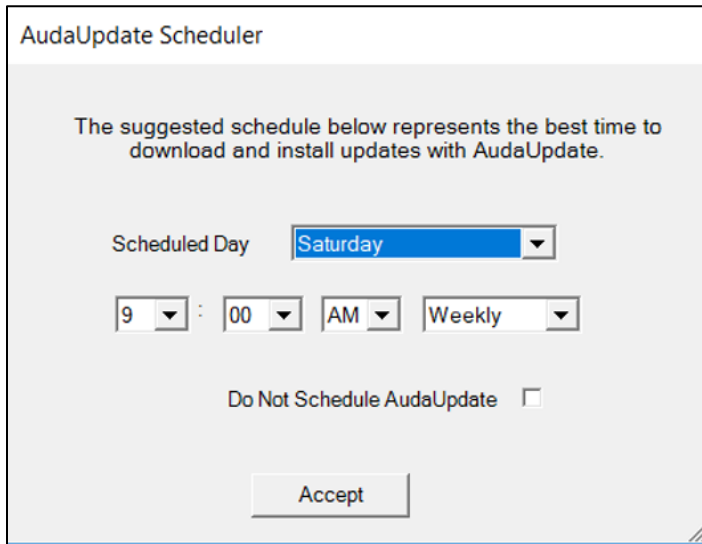
4. Click the **Start** button.



AudaUpdate installation starts.

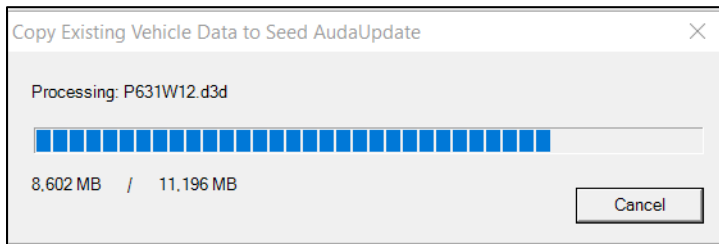
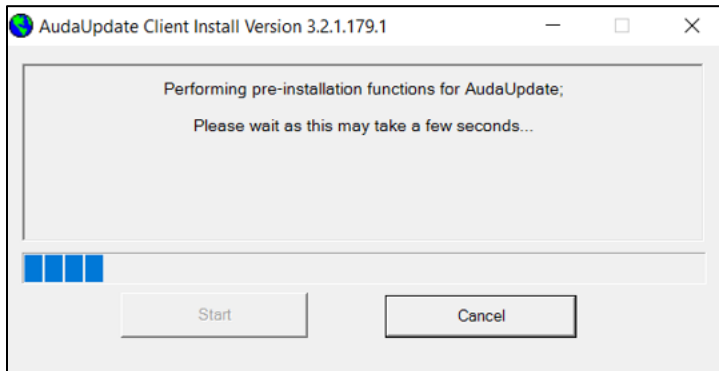


The AudaUpdate Scheduler opens.

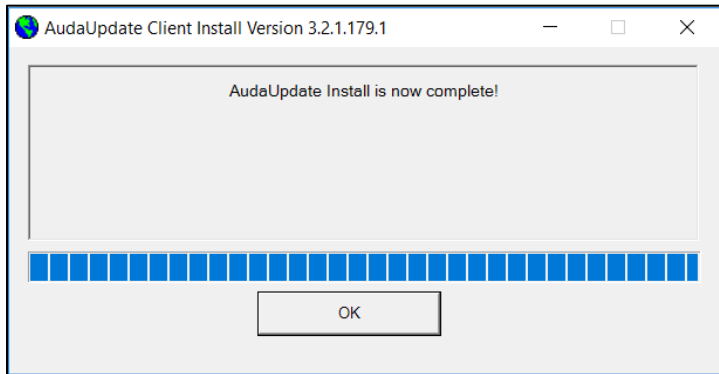


5. Review the suggested schedule.
6. Click the drop-down lists to adjust the schedule as needed.
7. Select the **Do not schedule AudaUpdate** check box to run AudaUpdate without a schedule.
Recommended: *Run AudaUpdate with a schedule to avoid manually checking for updates.*
8. Click the **Accept** button.

The Data Copy window opens. This process takes up to 20 minutes to complete.



- Click the **OK** button.



Software Exclusions

Audatex pre-scans all files before release. For AudaUpdate to operate as quickly and efficiently as possible the following exceptions to the antivirus and/or other security software are highly recommended.

Exclude the following folder and executable from all virus file and process scanning.

Windows 7, 8, 10

Exclude the following folders from virus scanning:

- C:\Program Files (x86)\adpe
- C:\Program Files (x86)\adpe\Data
- C:\ProgramData\Audatex\AudaUpdate

Exclude the following applications from on-access process scanning:

- C:\Program Files (x86)\Audatex\AudaUpdate\AudaUpdt.exe
- C:\ProgramData\Audatex\AudaUpdate\au_addons\Vehicle_Graphics_3D\D3DCompression.exe

Run AudaUpdate

Run AudaUpdate using a pre-defined schedule or by running it manually.

Note: When running AudaUpdate using a schedule verify the computer will remain active during the scheduled time to allow it to run commands.

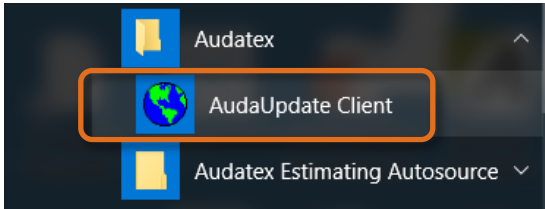
Run AudaUpdate with a Schedule

Perform these steps to update vehicle data with AudaUpdate via a schedule:

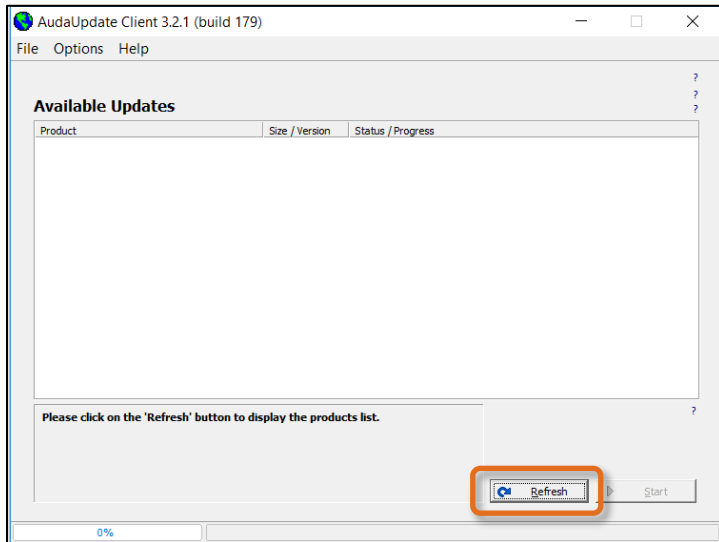
1. Turn on the server or PC with vehicle data.
2. Log the user into **Microsoft Windows**.
3. Log off and close **Audatex Estimating** for all users.
AudaUpdate automatically runs during the scheduled time and downloads and installs vehicle updates. There is no user action needed during a scheduled AudaUpdate run.
Note: For multi-user installations, logoff all users by clicking on the **Logout** link on the top right of the Audatex Estimating application in Internet Explorer.
An AudaUpdate icon appears in the bottom right of the monitor with an exclamation point indicating that the process has completed.
4. Double click the icon to view the results from the last AudaUpdate run.

Run AudaUpdate Manually

1. Verify that the Audatex Estimating server or standalone computer with vehicle data is turned on and the user is logged into **Microsoft Windows**.
2. Logoff and close **Audatex Estimating** for all users.
3. Click **Start**.
4. Click **All Programs**.
5. Click **Audatex**.
6. Click **AudaUpdate Client**.
7. Click **AudaUpdate**.

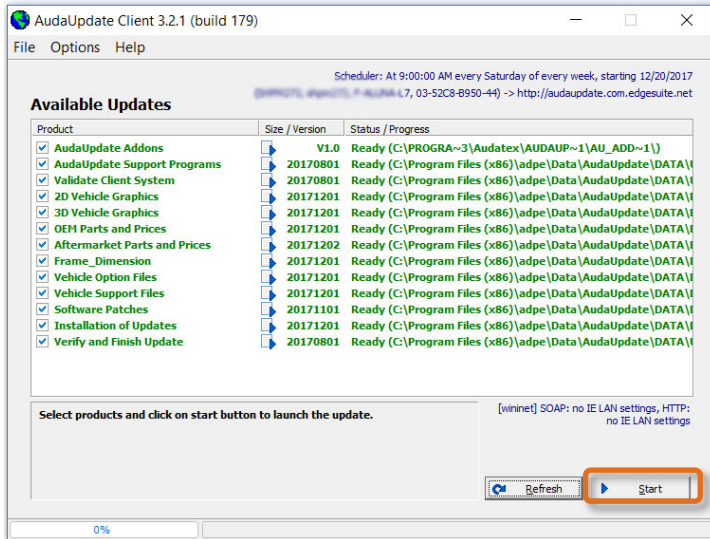


8. Click the **Refresh** button.



AudaUpdate connects and searches for available updates.

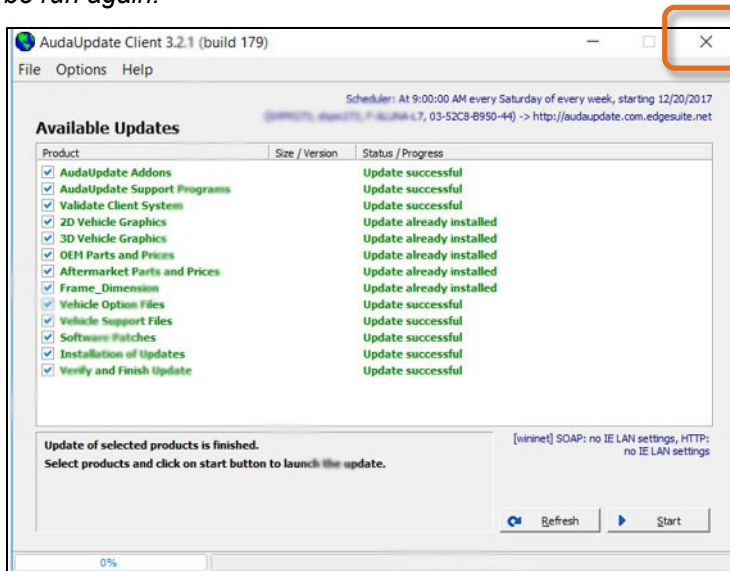
- Click the **Start** button.



Updates are downloaded and installed

- Click the X to close **AudaUpdate**, when updates have completed.

Note: Do not close AudaUpdate until all updates are complete and show **Update Successful**. Closing AudaUpdate prior to completion causes updates to fail and requires AudaUpdate to be run again.

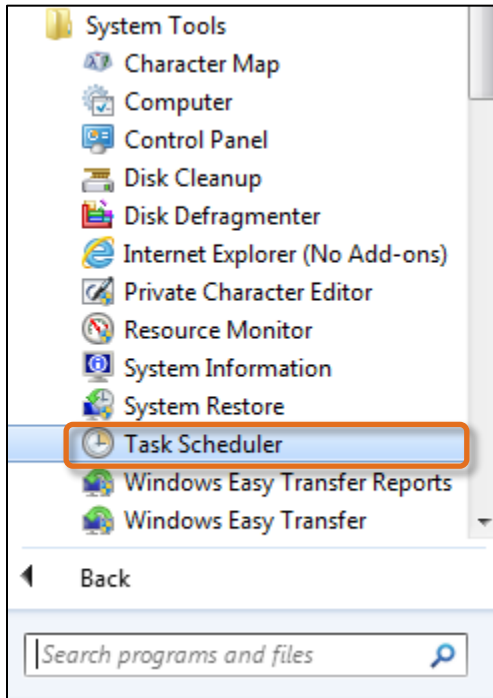


Schedule Updates

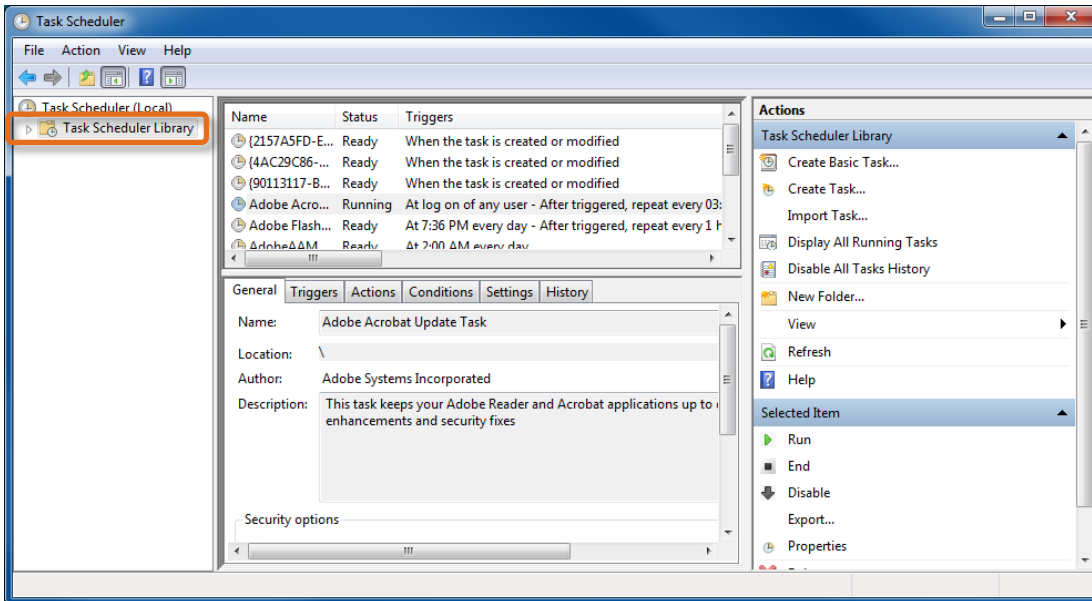
Create an AudaUpdate Schedule

- Click **Start**.
- Click **All Programs**.
- Click **Accessories**.
- Click **System Tools**.

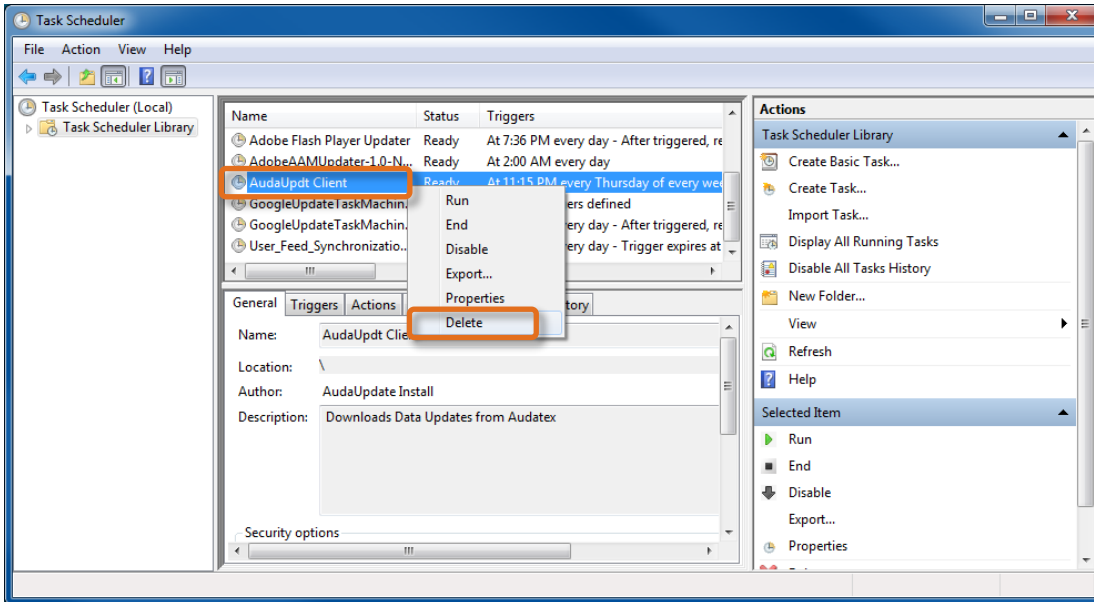
- 5. Click **Task Scheduler**.



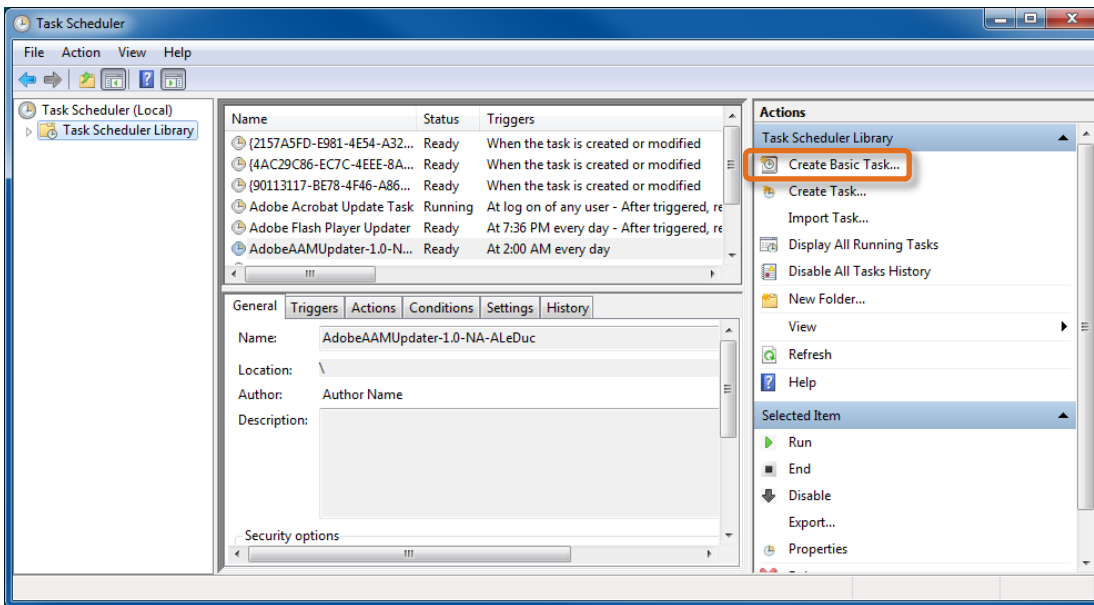
- 6. Click **Task Scheduler Library** on the left side.



- Right click the **AudaUpdt Client** task and click **Delete**.



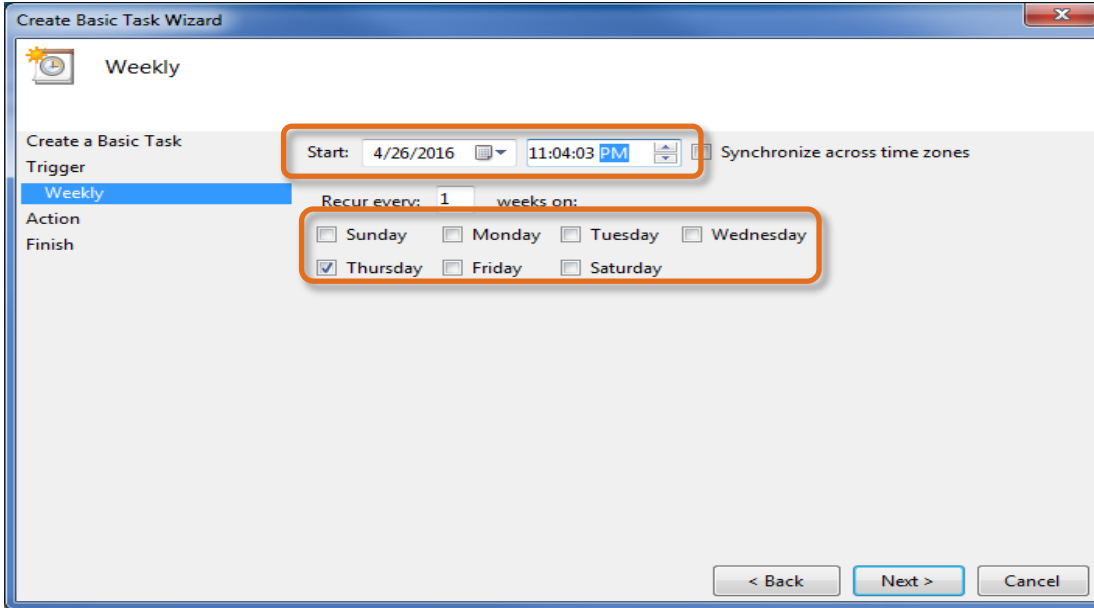
- Click the **Yes** button on the confirmation window.
- Click **Create Basic Task** from the **Actions** section.



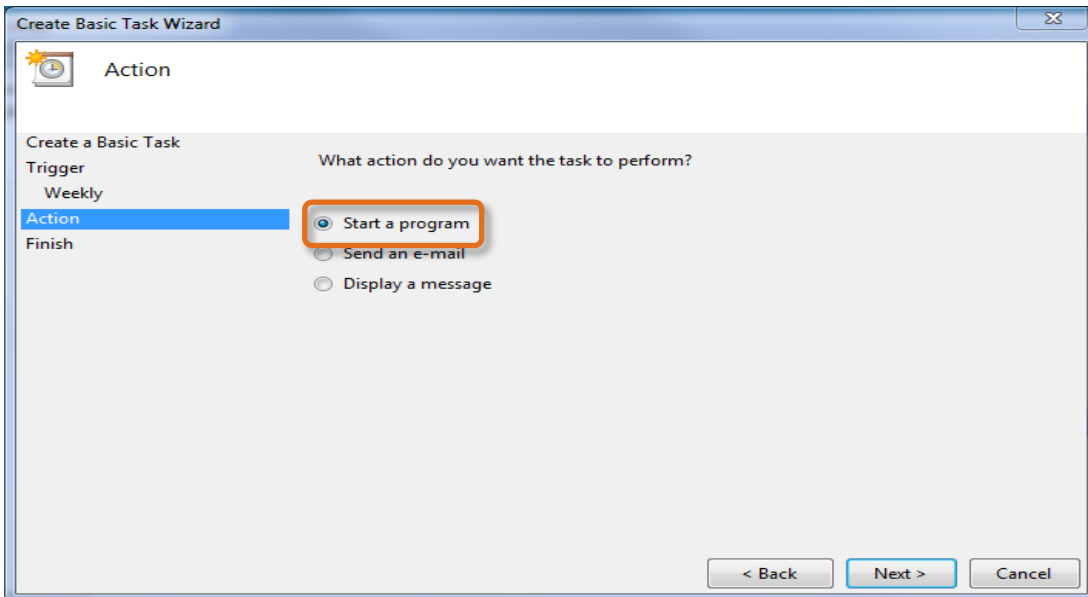
- Type **AudaUpdt Client** in the **Name** field.
- Click the **Next** button.
- Select the frequency for checking updates (daily, weekly, monthly, etc.).
Recommended: *Schedule weekly updates.*

13. Click the **Next** button.
14. Choose the start time and day of the week to run AudaUpdate.
Recommended: Schedule updates after hours and/or over the weekend.

! Important: The computer needs to be on and connected to the internet for AudaUpdate to run.

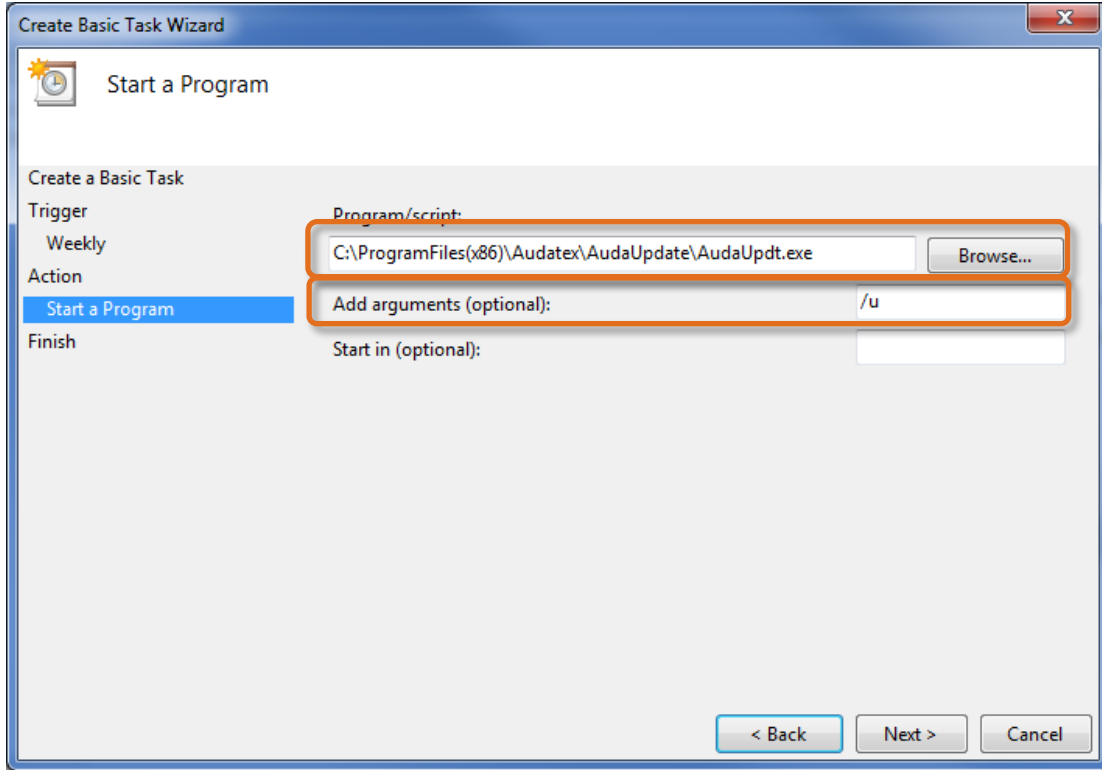


15. Click the **Next** button.
16. Select the **Start a program** radio button.

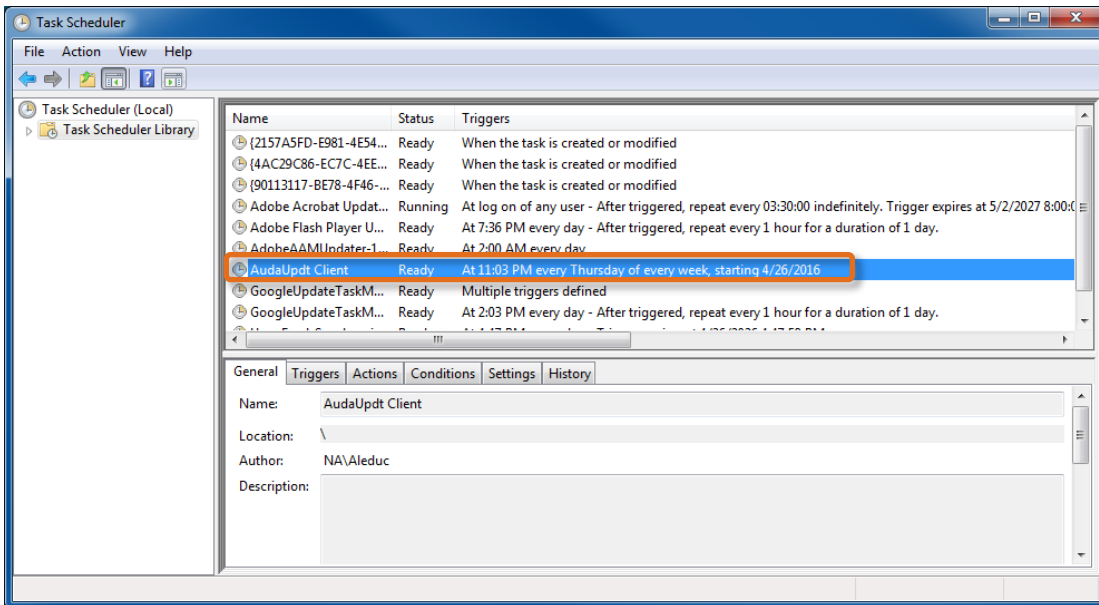


17. Click the **Next** button.

18. Type **C:\ProgramFiles(x86)\Audatex\AudaUpdate\AudaUpdt.exe** in the **Program/script** field next to the **Browse** button.
19. Type **/u** in the **Add arguments (optional)** field.

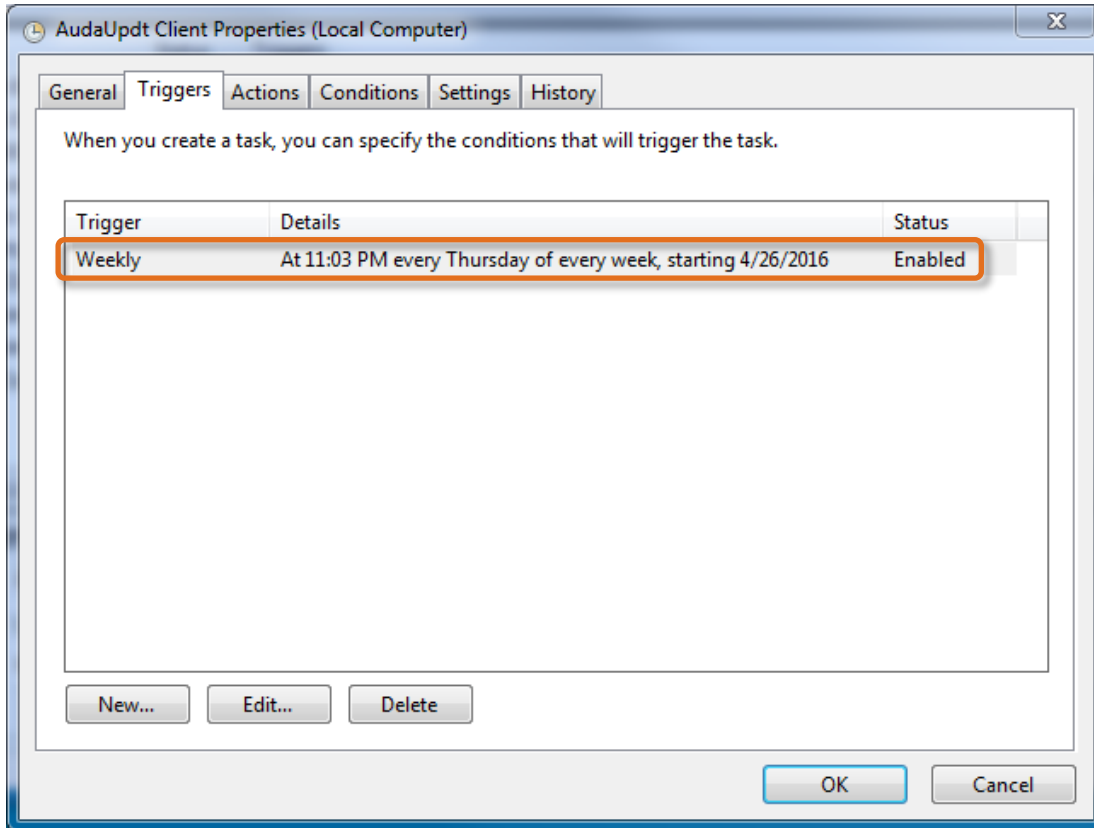


20. Click the **Next** button.
21. Click the **Finish** button.
22. Verify the schedule has been set in the **Task Scheduler Library** section.



Modify an AudaUpdate Schedule

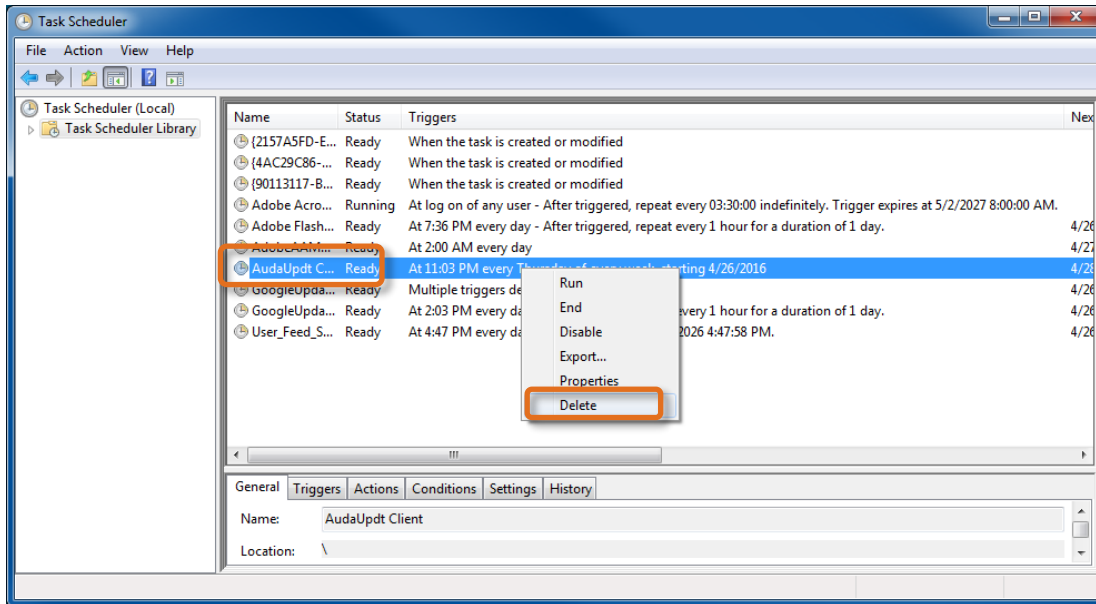
1. Click **Start**.
2. Click **All Programs**.
3. Click **Accessories**.
4. Click **System Tools**.
5. Click **Task Scheduler**.
6. Click the **Task Scheduler Library** on the left side.
7. Double-click the **AudaUpdate Client** scheduled task.
8. Click the **Triggers** tab.
9. Select the trigger.



10. Click the **Edit** button.
11. Make changes to the trigger.
12. Click the **OK** button.
13. Click the **OK** button to close the **AudaUpdt Client Properties** window.
14. Exit out of the **Task Scheduler** window.

Delete an AudaUpdate Schedule

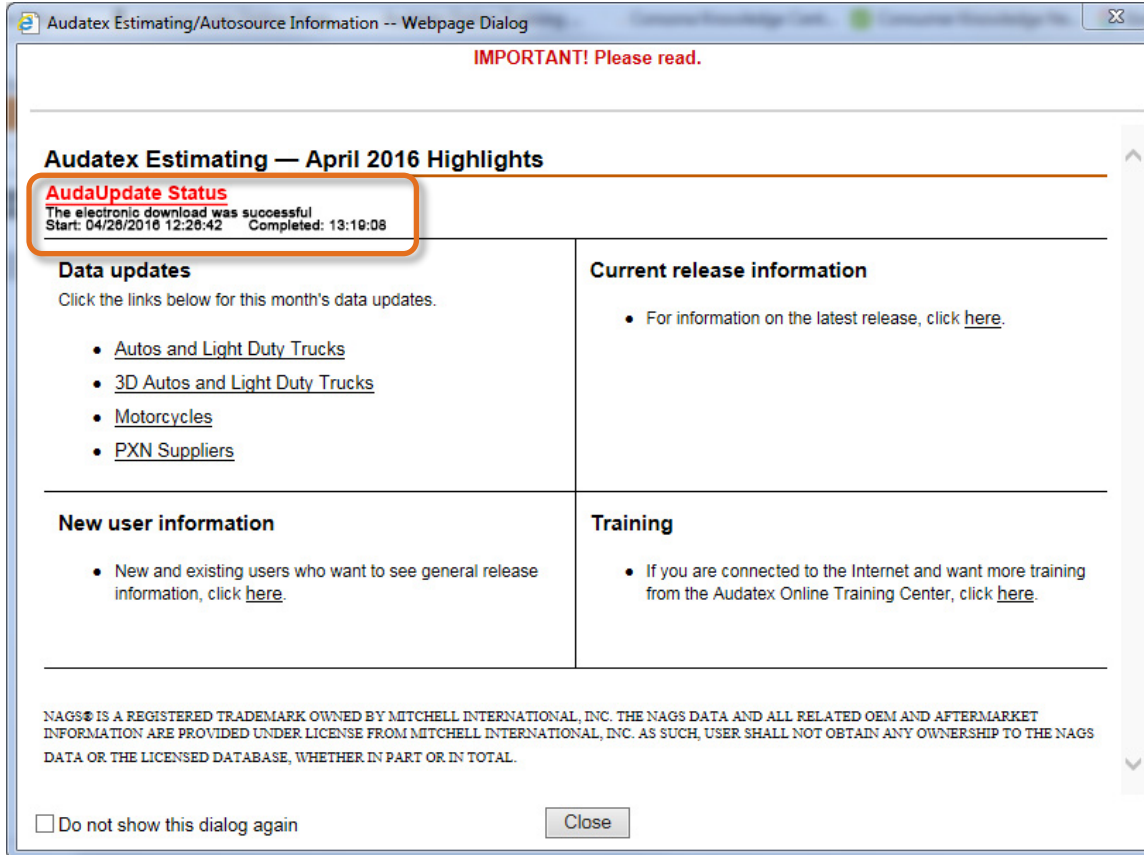
1. Select **Start**.
2. Click **All Programs**.
3. Click **Accessories**.
4. Click **System Tools**.
5. Click **Task Scheduler**.
6. Click **Task Scheduler Library** on the left side navigation.
7. Right click the **AudaUpdt Client** task.
8. Click **Delete**.



9. Click **Yes** to confirm.

AudaUpdate Status Messages

The Audatex Estimating/Autosource Information window shows the AudaUpdate update results. When a software update is downloaded by AudaUpdate, the system prompts for installation when Audatex Estimating is first launched.



When the total time shown in the status exceeds more than four hours, check the antivirus / security software settings. See [Software Exclusions](#).

Messages and Recommendations

The following are status messages that may be on the Audatex Estimating splash screen and the actions recommended to resolve errors:

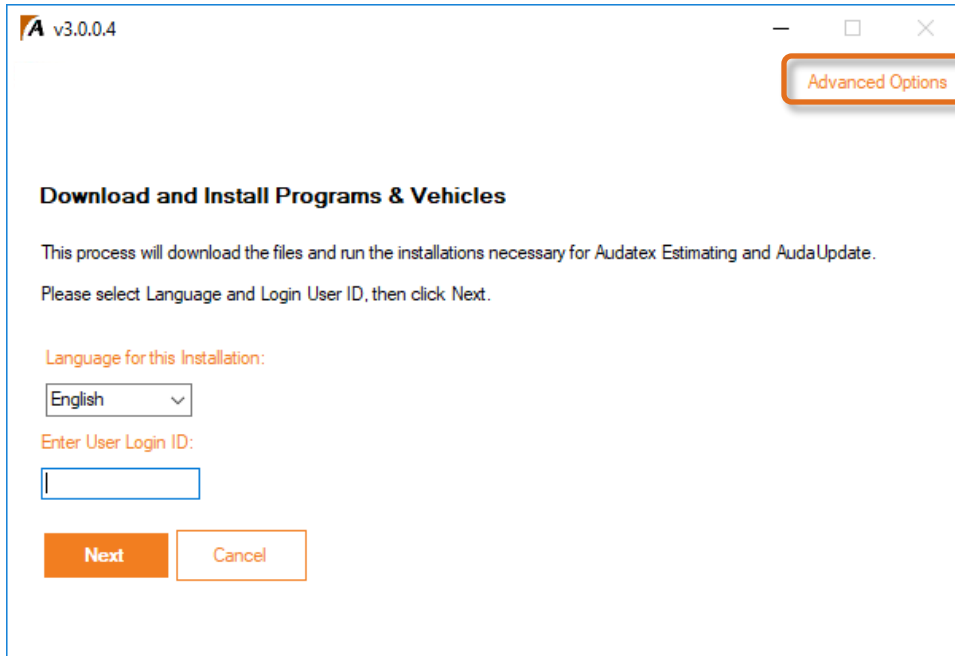
- **Some required downloads failed: {0} & the name of a data product.**
 - **Meaning:** An error occurred and not all files successfully downloaded.
 - **Recommendation:** Manually download or wait for the next scheduled operation. When the error continues, write down the error message and call Client Services.
- **The electronic download was aborted - the data install program timed out.**
 - **Meaning:** The installation of the new data to the Audatex Estimating folders encountered an error and quit.
 - **Recommendation:** Partially installed vehicle data cannot be used. Call Client Services immediately.
- **The electronic download was aborted - the data install program threw an exception.**
 - **Meaning:** The installation of the new data to the Audatex Estimating folders encountered an error and quit.

- **Recommendation:** Partially installed vehicle data cannot be used. Call Client Services immediately.
- **The electronic download was aborted - the data install failed - unknown error = {0} & some numeric error code.**
 - **Meaning:** The install of the new data to the Audatex Estimating folders encountered an error and quit.
 - **Recommendation:** Partially installed vehicle data cannot be used. Call Client Services immediately.
- **The electronic download was aborted - {0} & some system error message.**
 - **Meaning:** There was an error and not all files successfully downloaded.
 - **Recommendation:** Manually download or wait for the next scheduled operation. When the error continues, write down the error message and call Client Services.
- **The electronic download failed, and no data files were transferred.**
 - **Meaning:** There was an error and not all of the files successfully downloaded.
 - **Recommendation:** Manually download or wait for the next scheduled operation. When the error continues, write down the error message and call Client Services.
- **The electronic download failed. The last completed task was {0} & the name of a data product.**
 - **Meaning:** There was an error and not all of the files successfully downloaded.
 - **Recommendation:** Manually download or wait for the next scheduled operation. When the error continues, write down the error message and call Client Services.
- **The electronic download was aborted - someone is using the estimating system.**
 - **Meaning:** AudaUpdate detected that a user is using the estimating system and cannot perform the update.
 - **Recommendation:** Log all users out of Audatex Estimating and quit the application. When the message persists, wait at least one hour and then re-run AudaUpdate.
- **The electronic download was aborted - an exception occurred in IsAdxeRunning().**
 - **Meaning:** There was error checking for AudaUpdate prerequisites and the program quit.
 - **Recommendation:** Manually download or wait for the next scheduled operation. When the error continues, write down the error message and call Client Services.
- **The electronic download was aborted - failed in determining ADXE paths.**
 - **Meaning:** There was error checking for AudaUpdate prerequisites and the program quit.
 - **Recommendation:** There was a problem detecting a valid installation of the estimating system. Write down the error message and call Client Services.
- **The electronic download was aborted - ADXE data install not found.**
 - **Meaning:** There was error checking for AudaUpdate prerequisites and the program quit.
 - **Recommendation:** There was a problem detecting a valid installation of the estimating system. Write down the error message and call Client Services.
- **The electronic download was aborted - Audatex Estimating data is 90 days or older. Please contact Client Services at (800) 546-5237.**
 - **Meaning:** AudaUpdate determined that the existing vehicle data is too old to be updated electronically.
 - **Recommendation:** Update the data, see Setup [Audatex is already installed](#) or [Audatex is not installed](#) or call Client Services.
- **The electronic download was aborted - failed in creating the seed folders.**
 - **Meaning:** AudaUpdate failed to create the folders needed for updating data.
 - **Recommendation:** Write down the error message and call Client Services.
- **The electronic download was aborted - failed in copying the seed data.**
 - **Meaning:** AudaUpdate failed to create the folders needed for updating data.
 - **Recommendation:** Write down the error message and call Client Services.
- **The electronic download was aborted - an error occurred validating the seed data.**
 - **Meaning:** AudaUpdate failed to create the folders needed for updating data.
 - **Recommendation:** Write down the error message and call Client Services.

Advanced Options

The Advanced Options are part of [Audatex Estimating Admin as mentioned in the New User or New Computer Setup – Audatex Estimating is Not Installed](#) section. These features are maintenance related and should only be used as directed by support personnel. Do not use the Advanced Option features for normal upgrade and install procedures.

Note: Select Advanced Options before entering the User Login ID.



Proxy Settings

Proxy server settings are defined by network IT personnel and only apply when the network environment uses a proxy server to oversee network connections. The Login function of the application attempts to automatically apply proxy settings when found in **Internet Options-Connections**.

The Proxy Settings feature should only be used when the automatic detection of proxy fails, and the user ID cannot connect.

Displayed are the existing user defined proxy server settings. These can be removed, overridden or added as necessary. Leave the entries empty if no proxy server is in use.

Make changes and click OK to save. Click Cancel to keep these values.

Proxy Address:

Proxy UserID:

Proxy Password:

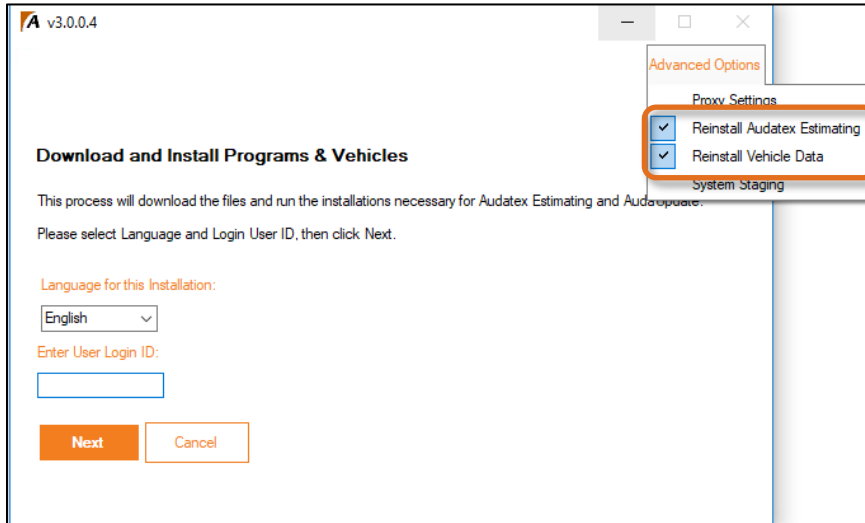
Proxy Address: The URL of the proxy server. Include a specific port designation when applicable. Example: proxy.business.com:4000. This entry is mandatory when proxy settings are being added.

Proxy UserID: The login ID of the proxy server when required. This entry is optional and requires the proxy Password also be defined.

Proxy Password: The login password of the proxy server. This entry is optional and requires the proxy UserID also be defined.

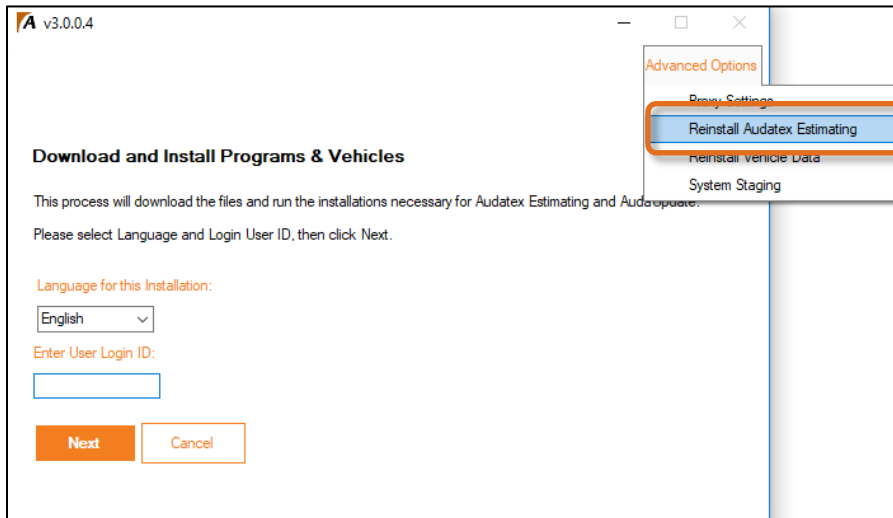
Reinstall Audatex Estimating

Select these features to reinstall Audatex Estimating and/or Vehicle Data.

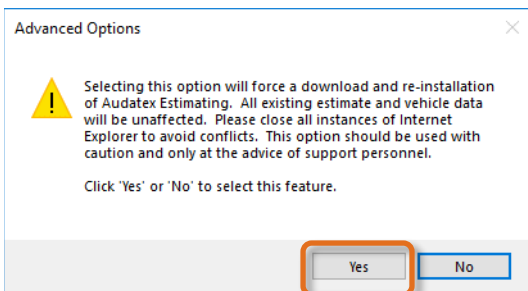


Add the Reinstall Feature

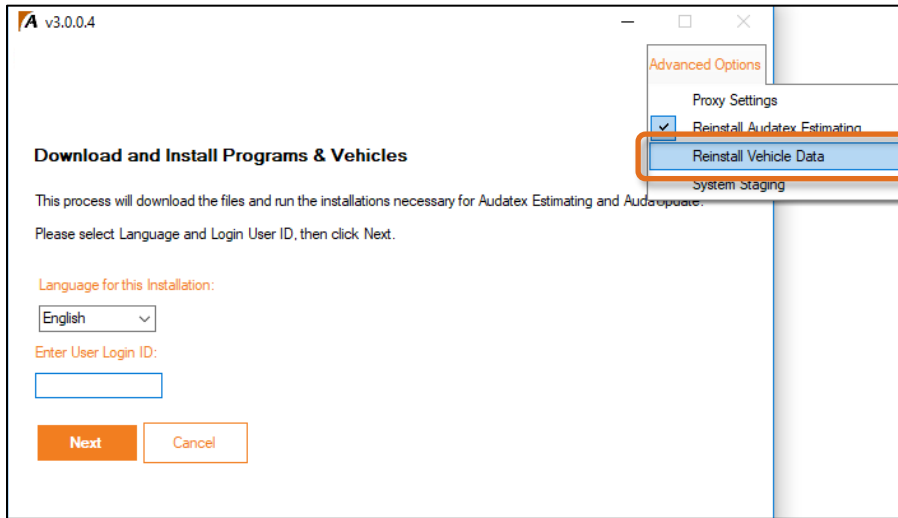
1. Click the **Advanced Options** link.
2. Click the **Reinstall Audatex Estimating** link.



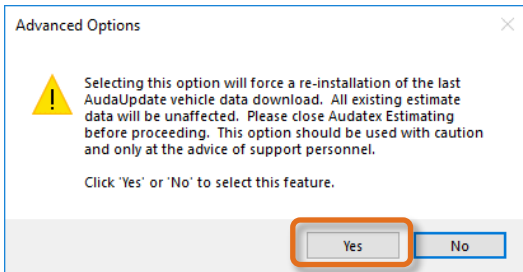
3. Click the **Yes** button to select the feature.



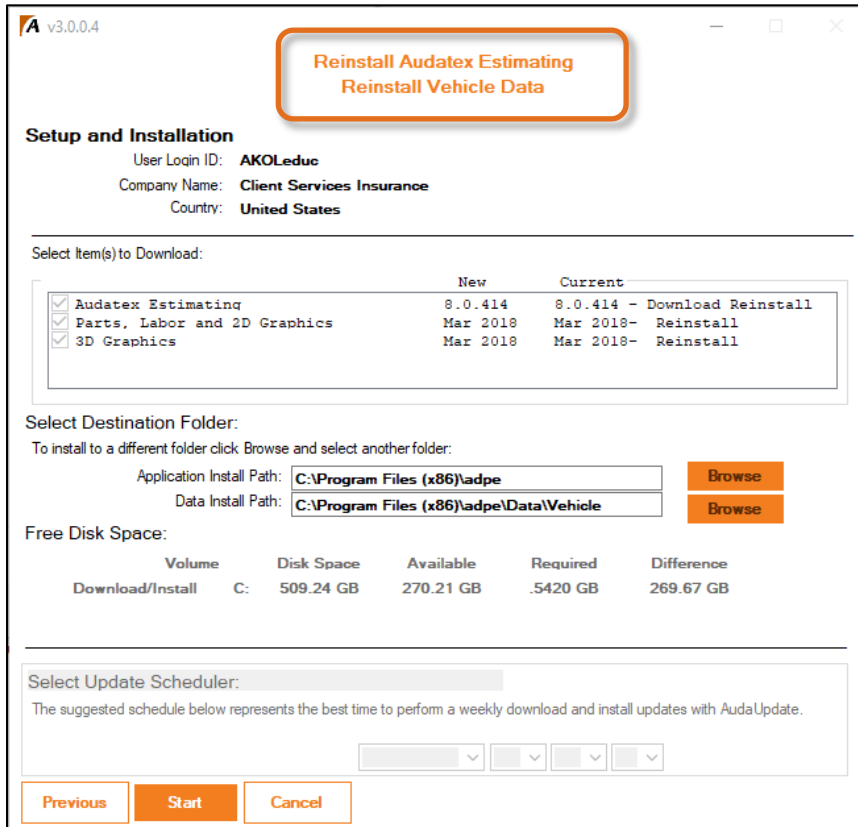
4. Click the **Reinstall Vehicle Data** link.



5. Click the **Yes** button to select the feature.

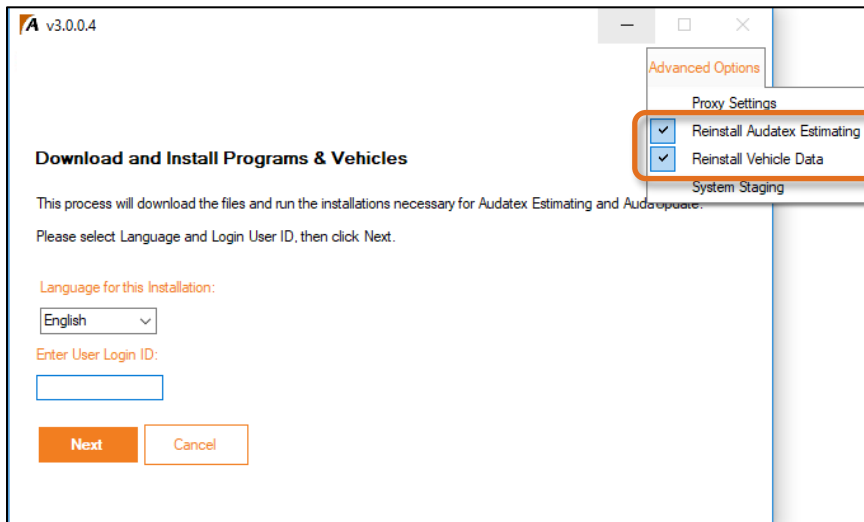


The Advanced Options that have been selected will be reflected on the main processing screen after entering the Login ID and clicking the **Next** button.

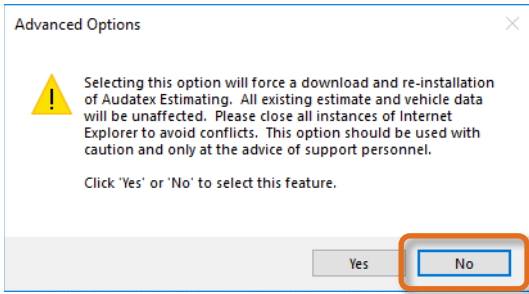


Deselect these features:

1. Click the **Advanced Options** link.
2. Click the **Reinstall Audatex Estimating** or **Reinstall Vehicle Data** link.



3. Click the **No** button to remove the Reinstall feature.



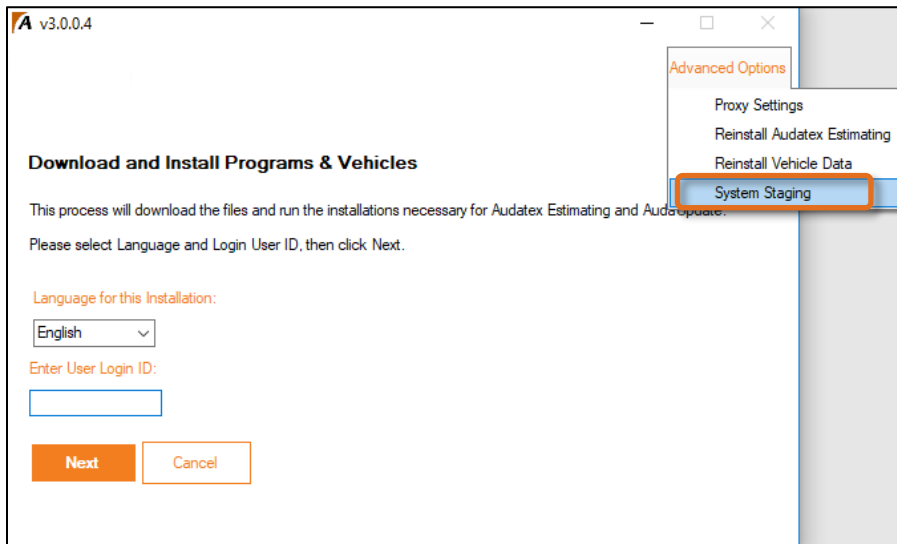
System Staging

Select System Staging to stage a new computer. This involves preloading the bulk of application and data on the system as well as simplifying the configuration of the end user's credentials.

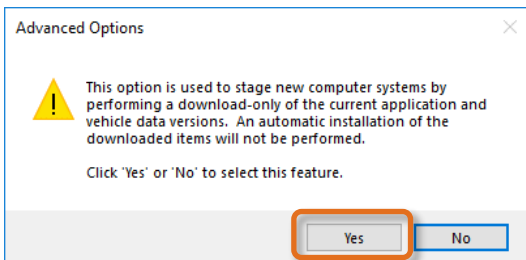
Note: When selecting System Staging, the Reinstall features will be deselected.

Add System Staging

1. Click the **Advanced Options** link.
2. Select **System Staging** from the list.

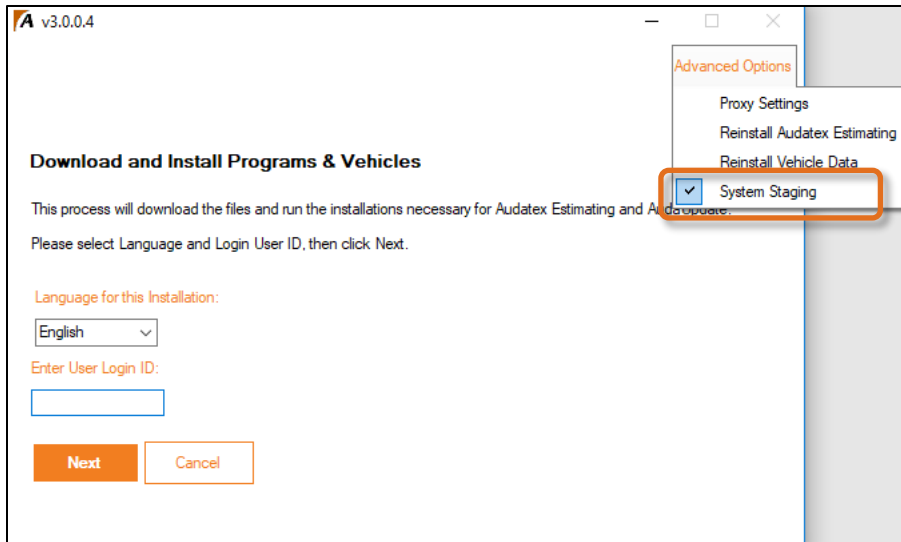


3. Click the **Yes** button to select the feature.

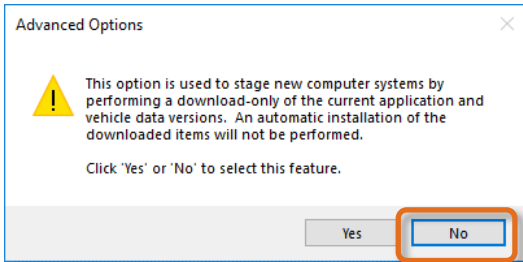


Deselect the System Staging Features

1. Click the **Advanced Options** link.
2. Select **System Staging** from the list.



3. Click the **No** button to remove the feature.



Frequently Asked Questions (FAQs)

Run AudaUpdate

Question: How long does AudaUpdate take to update the vehicle data?

Answer: Depending on the broadband internet connection, AudaUpdate normally updates the vehicle data in two to four hours.

Question: How much data downloads each time AudaUpdate is run?

Answer: Each month is different as new vehicles are released and existing models are updated. On average, month-to-month changes are approximately 200MB to 400MB.

Question: How often should AudaUpdate run?

Answer: Although AudaUpdate can be run manually at any time, Audatex recommends a weekly schedule in the evening or over the weekend when Audatex Estimating is not in use.

Question: Why does Audatex Estimating need to be closed to run AudaUpdate?

Answer: AudaUpdate needs to check all vehicle files for the latest update. When Audatex Estimating is in use, some files may not be able to be updated.

Costs

Question: What is the monthly cost to receive Audatex Estimating vehicle updates through AudaUpdate?

Answer: There is no monthly cost to receive updates through AudaUpdate.

Computer Requirements and Installation

Question: What is needed to run AudaUpdate?

Answer: Requirements for running AudaUpdate are located in the [Installation Prerequisites](#) section of this guide.

Question: Is AudaUpdate part of Audatex Estimating or a separate application?

Answer: AudaUpdate is a separate application and runs outside of Audatex Estimating.

Question: Why does AudaUpdate require 20GB of free hard drive space?

Answer: AudaUpdate creates a copy of Audatex Estimating data in a separate folder on the computer's internal hard drive. When updates are downloaded and installed, they are first downloaded to this copied data and updated. This is done to ensure that the data is complete and correct prior to installing into the Audatex Estimating data folder. Because of this copied data, additional space is needed.

Question: Why does AudaUpdate require a broadband connection?

Answer: Due to the amount of data that is downloaded and installed each month. A dial-up connection is prone to disconnecting and would require AudaUpdate to be re-run each time the internet connection failed.

Question: Are changes needed in the environment (firewall, anti-virus, etc.) to use AudaUpdate?

Answer: AudaUpdate downloads files based on vehicle data changes from month-to-month. To prevent firewall or anti-virus software from blocking AudaUpdate, ensure that AudaUpdate is a trusted application and that the AudaUpdate directory is excluded from real-time scanning. Consult the software documentation or IT support for assistance.

Question: Does AudaUpdate need to be installed on every standalone computer?

Answer: Install AudaUpdate on the workstation with vehicle data on it. For multi-user installations, install AudaUpdate on the server.

How it Works

Question: What information does AudaUpdate update?

Answer: AudaUpdate updates all Audatex Estimating vehicle data (graphics, OEM / PXN part numbers and prices) based on monthly changes received from OEM and aftermarket manufacturers as well as all software updates.

Question: Does AudaUpdate replace the Receive Database Updates feature in the Audatex Estimating synchronization window?

Answer: Weekly part price updates that occur between monthly updates are still available through the Receive Database Updates feature within the Audatex Estimating synchronization window.

Question: Does AudaUpdate download the entire DVD each time?

Answer: No, AudaUpdate downloads only the changes in vehicle files. For example, if the only change for a 2014 Honda Accord is the price of an OEM bumper cover, AudaUpdate would only download and install that change. This allows AudaUpdate to only download changes that need to be current.

Question: Why does AudaUpdate show available updates after updating to the current month's data?

Answer: AudaUpdate always shows the latest updates available even when they are already installed. When the latest data is already on the system, the Audatex Estimating splash screen indicates there was nothing to download (for example, when the latest data is already installed).

Troubleshooting

Question: When AudaUpdate does not update correctly, what steps should the user take?

Answer: In most cases, re-running AudaUpdate corrects the issue. Before re-running, confirm that all users are logged out of Audatex Estimating and that Audatex Estimating is closed, and that the internet connection is currently up. When AudaUpdate continues to abort, contact Client Services for assistance.

Question: Why does the Audatex Estimating splash screen state that the electronic download was aborted because someone is using the estimating system?

Answer: This message appears because, at the time AudaUpdate was run, someone was logged into Audatex Estimating. Logging out all users and closing Audatex Estimating prior to re-running AudaUpdate will resolve this issue. This can also occur in multi-user installations when Internet Explorer is closed without clicking on the Logout link within Audatex Estimating. Ensure users click the Logout link prior to closing Internet Explorer and they re-run AudaUpdate.

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