# Audatex<sup>®</sup>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 <u>New User or New</u> 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 <u>MySupportGarage.com</u> library.

- Installation requirements
  - Full Administrative rights are required.
  - Broadband connection (cable / DSL, cellular air card, etc.)
  - o 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 <u>http://download.audatexsolutions.com/adx/AdxeAdmin.exe</u> 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.

<b>A</b> v3.0.0.4	×
	Advanced Option
Download and Install Programs & Vehicl	es
This process will download the files and run the installations	necessary for Audatex Estimating and AudaUpdate.
Please select Language and Login User ID, then click Next	t.
Language for this Installation:	
English ~	
Enter User Login ID:	
Next Cancel	

- 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.

nce F00				
Net	a .			
				Browse
gram Files (x86)\ad	pe\Data	Vehicle		Browse
Available	R	equired	Dif	ference
GB 118.01 GB	20.	2228 G	B 97	.79 GB
	Dec Dec 3.2. ect another folder ogram Files (x86)lad ogram Files (x86)lad	ogram Files (x86)\adpe ogram Files (x86)\adpe\Data ace Available Ri	Dec 2017 Dec 2017 Dec 2017 3.2.1.179 ect another folder ogram Files (x86)\adpe ogram Files (x86)\adpe\Data\Vehicle acc Available Required	Dec 2017 Dec 2017 Dec 2017 3.2.1.179 ect another folder ogram Files (x86)\adpe ogram Files (x86)\adpe\Data\Vehicle

- 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.

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

etup and Installation		
User Login ID		
Company Name Falcor	Insurance F00	
Country United		
elect Item(s) to Download		
	New	
Audatex Estimating	8.0.414	
Parts, Labor and 2D Gra 3D Graphics	aphics Dec 2017 Dec 2017	
V Frame Dimensions	Dec 2017	
AudaUpdate	3.2.1.179	
Application Install Path	C:\Program Files (x86)\adpe Browse	
Data Install Path	C:\Program Files (x86)\adpe\Data\Vehicle Browse	
ee Disk Space		
	Disk Space Available Required Difference	
	256.06 GB 118.01 GB 20.2228 GB 97.79 GB	
Volume D	256.06 GB 118.01 GB 20.2228 GB 97.79 GB	
Volume D	256.06 GB 118.01 GB 20.2228 GB 97.79 GB	
Volume D Download/Install C: 2	256.06 GB 118.01 GB 20.2228 GB 97.79 GB	
Volume E Download/Install C: 2 elect Update Scheduler		
Volume E Download/Install C: 2 elect Update Scheduler	256.06 GB 118.01 GB 20.2228 GB 97.79 GB	

- 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.

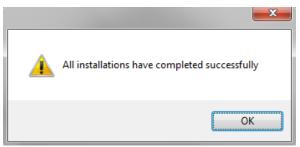
<u> </u>	The time required to complete the download and installation is approximately [ 03 hours : 59 minutes ].
	Do you want to continue?
	Yes No

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

	New	
Audatex Estimating	8.0.414	- Completed
Parts, Labor and 2D Graphics	Dec 2017	- Completed
/ 3D Graphics	Dec 2017	- Downloading 1.3070%
Frame Dimensions	Dec 2017	
AudaUpdate	3.2.1.179	



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



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

🚺 First Use - Audatex Estimatir	g/Autosource					- 0	x
Welcome,Robert Greipel			Logout	My Settings	Resources	Show Me	Help
Estimating/Autosource							
	Welcome to Audatex Estim we need to download any pr Next>>>			g this applic:	ation on this	a machine,	4

## 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

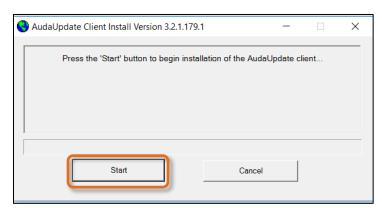
- 1. Click the **Run** button on **AUINSTALL.exe**.
- 2. Click the Yes button on the User Account Control window.
- 3. The WinZip Self-Extractor window opens and remains active throughout installation.

WinZip Self-Extractor - AUINSTALL.exe	
AudaUpdate is preparing to install	Setup
Ť	Cancel
	About

**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.

Setup Status	
AudaUpdate Client Setup is performing the requested operations.	
InstallShield	
	Cancel



The AudaUpdate Scheduler opens.

AudaUpdate Scheduler
The suggested schedule below represents the best time to download and install updates with AudaUpdate.
Scheduled Day Saturday
9 • : 00 • AM • Weekly •
Do Not Schedule AudaUpdate
Accept

- 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.

AudaUpdate Client Install Version 3.2.1.179.1 -			×
Performing pre-installation functions for AudaUpdate Please wait as this may take a few seconds	;		
Start Cancel			
Copy Existing Vehicle Data to Seed AudaUpdate			$\times$
Processing: P631W12.d3d			
8,602 MB / 11,196 MB		Cancel	



9. Click the **OK** button.

AudaUpdate Client Install Version 3.2.1.179.1	—	×
AudaUpdate Install is now complete!		 
ок		

## **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.
- 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.

0	AudaUpdate Client 3.2.1 (build 179) —								
File	e Options	Help							
	Available	Updates						? ? ?	
	Product		Size / Version	Status / Progress					
	Please click	on the 'Refresh' button to di	splay the produc	ts list.				?	
						Refresh	▶ <u>S</u> tar	t	
	0%	6							

AudaUpdate connects and searches for available updates.



9. Click the Start button.

Available Updates	(premisit), stymot	heduler: At 9:00:00 AM every Saturday of every week, starting 12/20/2017 7, 03-52C8-B950-44) -> http://audaupdate.com.edgesuite.net
Product	Size / Version	Status / Progress
V Audupdate Addons         V Audupdate Support Programs         V Audupdate Support Programs         V 20 Vehicle Graphics         V 20 Vehicle Graphics         V 30 Vehicle Graphics         V Other Parts and Prices         V Aftermarket Parts and Prices         V Aftermarket Parts and Prices         V Vehicle Support Files         V Vehicle Support Files         V Vehicle Support Files         V Vehicle Support Files         V Installation of Updates         V Verify and Finish Update	<ul> <li>20171202</li> <li>20171201</li> <li>20171201</li> <li>20171201</li> <li>20171201</li> </ul>	Ready (C:\Program Files (x86)\adpe\Data\AudaUpdate\DATA\ Ready (C:\Program Files (x86)\adpe\Data\AudaUpdate\DATA\
Select products and click on start butt	on to launch the up	date. [winnet] SOAP: no IE LAN settings, HTTP: no IE LAN settings Que Refresh Start

Updates are downloaded and installed

10. 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.

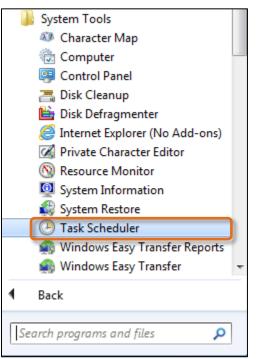
Available Updates		Scheduler: At 9:00:00 AM every 7, 03-52C8-8950-		
Product	Size / Version	Status / Progress		
AudaUpdate Addons     AudaUpdate Support Programs     Valdated Exerptort Programs     ZD Vehicle Graphics     JD Vehicle Graphics     Oth Parts and Prices     Aftermarket Parts and Prices     Frame_Dimension     Vehicle Option Files     Vehicle Support Files     Software acches     Installation of Updates     Venty and Finish Update		Update successful Update successful Update successful Update already installed Update already installed Update already installed Update already installed Update successful Update successful Update successful Update successful Update successful		
Update of selected products is finished. Select products and click on start button	ıpdate.	[wininet] SOAP: n	io IE LAN settings, HTTP no IE LAN setting	

# **Schedule Updates**

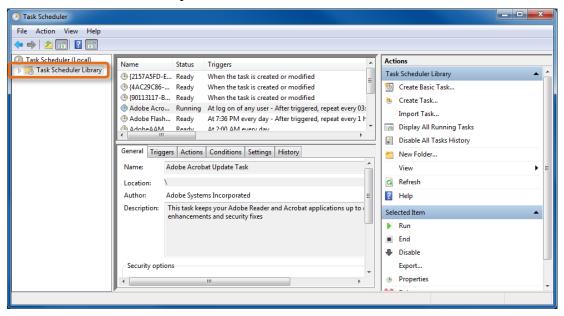
#### Create an AudaUpdate Schedule

- 1. Click 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.





7. Right click the AudaUpdt Client task and click Delete.

Task Scheduler								- • ×
File Action View Help								
						_		
Task Scheduler (Local)     Task Scheduler Library		Status	Triggers		^		ions	
( Ad	be Flash Player Updater			very day - After triggered, re			k Scheduler Library	<b>•</b>
	beAAMUpdater-1.0-N.,	-	At 2:00 AM e			0	Create Basic Task	
	aUpdt Client	Ready Run	Δ+11-15 PM	every Thursday of every wee ers defined		•	Create Task	
	gleUpdateTaskMachin. gleUpdateTaskMachin.			ers defined ery day - After triggered, re	=		Import Task	
	-Feed_Synchronizatio	Disabl	le	ery day - Trigger expires at			Display All Running Tasks	
• • • • • • • • • • • • • • • • • • •		Export	-				Disable All Tasks History	
Gener	Triggers Actions	Prope		tory	-		New Folder	
		Delete	e				View	▶ =
Nam	AudaUpdt Clie	-		1		a	Refresh	
Loca						2	Help	
Auth	or: AudaUpdate In	stall			=	-		
Desc	iption: Downloads Da	ta Updates f	from Audatex				ected Item	<b>^</b>
							Run	
							End	
							Disable	
	-1						Export	
	rity options	11		Þ	Ť	٩	Properties	
				_				•

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

Task Scheduler		
File Action View Help		
⑦ Task Scheduler (Local) ▶ ⑦ Task Scheduler Library	Name       Status       Triggers                @ (2157A5FD-E981-4E54-A32 @ (4AC29C86-EC7C-4EEE-8A @ (4AC29C86-EC7C-4EEE-8A @ (30113117-BE78-4F46-A86 @ Adobe Acrobat Update Task Running       When the task is created or modified When the task is created or modified @ Adobe Acrobat Update Task Running       Triggers Atiogram       Triggers Create Basic Task @ Create Basic Task         @ Adobe Acrobat Updater Task @ Adobe Acrobat Updater 1.0-N @ Adobe Adobe Acrobat Updater 1.0-N @ Adobe Acrobat Updater 1.0-N @ Actions       Triggers Ations Task Scheduler Library         @ Create Task       Import Task       Import Task         @ Adobe Acrobat Updater 1.0-N       Ready       At 2:00 AM every day         @ Create Task       Display All Running Tasks         @ Display All Tasks History       Import Tasks History	▲ ▲ ■ ■
	Name:     AdobeAAMUpdater-1.0-NA-ALeDuc       Location:     Image: Construction of the co	

- 10. Type AudaUpdt Client in the Name field.
- 11. Click the **Next** button.
- 12. 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.

Create Basic Task Wizard		×
1 Weekly		
Create a Basic Task Trigger	Start: 4/26/2016 T11:04:03 PM 📄 🖪 Synchronize across time zones	
Weekly Action	Recur every: 1 weeks on:	
Finish	📄 Sunday 📄 Monday 📄 Tuesday 📄 Wednesday	
	🗹 Thursday 🔲 Friday 📄 Saturday	
	< Back Next >	Cancel

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

Create Basic Task Wizard	x and a second se
Action	
Create a Basic Task Trigger Weekly	What action do you want the task to perform?
Action Finish	<ul> <li>Start a program</li> <li>Send an e-mail</li> </ul>
	Display a message
	< Back Next > Cancel

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.

Create Basic Task Wizard			×
5 Start a Program			
Create a Basic Task			
Trigger	Program/script:		
Weekly	C:\ProgramFiles(x86)\Audatex\AudaUpdate\AudaUpdt.exe		Browse
Action Start a Program	Add arguments (optional):	/u	
Finish	Start in (optional):		
	< Back	Next >	Cancel

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

Task Scheduler	
File Action View Help	
🗢 🄿 🖄 🖬 🚺 🖬	
Task Scheduler (Local)	Name       Status       Triggers                @ (2157A5FD-E981-4E54 @ (2157A5FD-E981-4E54 @ Ready       When the task is created or modified @ (4AC29C86-EC7C-4EE Ready       When the task is created or modified @ (90113117-BE78-4F46 @ Adobe Acrobat Updat @ Naming A tops Acrobat Updat @ Adobe Flash Player U @ Adobe Flash Player U @ Ready At 17:36 PM every day - After triggered, repeat every 1 hour for a duration of 1 day. @ Adobe Advised AdVIndete-1 @ GoogleUpdateTaskM Ready At 11:03 PM every day - After triggered, repeat every 1 hour for a duration of 1 day. /////////////////////////



### 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.

🕒 AudaUpdt Clien	t Properties (Local Computer)		×
General Trigger	s Actions Conditions Settings History		
When you creat	e a task, you can specify the conditions that will trigger the task.		
Trigger	Details	Status	
Weekly	At 11:03 PM every Thursday of every week, starting 4/26/2016	Enabled	
New	Edit Delete		
	ОК	Canc	el

- 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**.

Task Scheduler				×
File Action View Help				
⑦ Task Scheduler (Local) ▶ not start to the second sec	<ul> <li>(2157A5FD-E</li> <li>(4AC29C86</li> <li>(40013117-8</li> <li>Adobe Acro</li> <li>Adobe Flash</li> <li>Adobe Acro</li> <li>GoogleUpda</li> <li>User_Feed_S</li> </ul>	Ready Ready Running Ready Ready Ready Ready Ready	Triggers When the task is created or modified At log on of any user - After triggered, repeat every 03:30:00 indefinitely. Trigger expires at 5/2/2027 8:00:00 AM. At 7:36 PM every day At 11:03 PM every day At 11:03 PM every da End Very 1 hour for a duration of 1 day. At 4:47 PM every da Export Properties Delete	Nex 4/26 4/27 4/26 4/26 4/26
		daUpdt Cl		
	Location: \			-

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.

Audatex Estimating/Autosource Information Webpage Dialog		8				
IMPORTAN	T! Please read.					
Audatex Estimating — April 2016 Highlights AudaUpdate Status The electronic download was successful Start: 04/20/2016 12:20:42 Completed: 13:19:08		~				
Data updates Click the links below for this month's data updates.	Current release information  • For information on the latest release, click here.					
Autos and Light Duty Trucks <u>3D</u> Autos and Light Duty Trucks <u>Motorcycles</u> <u>PXN Suppliers</u>						
New user information	Training					
<ul> <li>New and existing users who want to see general release information, click <u>here</u>.</li> </ul>	<ul> <li>If you are connected to the Internet and want more training from the Audatex Online Training Center, click <u>here</u>.</li> </ul>					
NAGS® IS A REGISTERED TRADEMARK OWNED BY MITCHELL INTERNATIONAL, INC. THE NAGS DATA AND ALL RELATED OEM AND AFTERMARKET INFORMATION ARE PROVIDED UNDER LICENSE FROM MITCHELL INTERNATIONAL, INC. AS SUCH, USER SHALL NOT OBTAIN ANY OWNERSHIP TO THE NAGS DATA OR THE LICENSED DATABASE, WHETHER IN PART OR IN TOTAL.						
Do not show this dialog again	Close					

When the total time shown in the status exceeds more than four hours, check the antivirus / security software settings. See <u>Software Exclusions</u>.

#### **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} ß 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} ß 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} ß 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} ß 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.
  - o 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 <u>Audatex is already installed</u> or <u>Audatex is not</u> <u>installed</u> 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 <u>Audatex Estimating Admin as mentioned in the New User or New</u> <u>Computer Setup – Audatex Estimating is Not Installed</u> 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.

<b>A</b> v3.0.0.4	-		$\times$
	Adv	vanced (	Options
	_		
Download and Install Programs & Vehicles			
This process will download the files and run the installations necessary for Audatex Estimating and	l AudaUp	odate.	
Please select Language and Login User ID, then click Next.			
Language for this Installation:			
English ~			
Enter User Login ID:			
Next Cancel			



#### **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 existir	na user defin	ed proxy se	rver settings	. These	e can be	
removed, ovenidden or server is in use.						огоху
Make changes and clic	k OK to save	e. Click Car	ncel to keep	these v	values.	
Proxy Address:						
Proxy UserID:				]		
Proxy Password:						
	_					
OK Cancel						

**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.

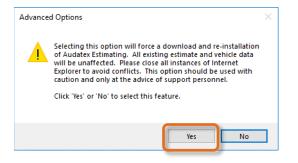
🗛 v3.0.0.4 —		□ ×	
	Adva	inced Options	
		Proxy Settings	
	~	Reinstall Auda	atex Estimating
Download and Install Programs & Vehicles	~	Reinstall Vehi	cle Data
This process will download the files and run the installations necessary for Audatex Estimating and Au	Idaopu	System Stagin	ng
Please select Language and Login User ID, then click Next.			
Language for this Installation:			
English ~			
Enter User Login ID:			
Next Cancel			

#### Add the Reinstall Feature

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

A v3.0.0.4 -	
	Advanced Options
	Browy Sottings
	Reinstall Audatex Estimating
Download and Install Programs & Vehicles	Reinstall Venicle Data
This process will download the files and run the installations necessary for Audatex Estimating and Aud	System Staging
Please select Language and Login User ID, then click Next.	
Language for this Installation:	
English ~	
Enter User Login ID:	
Next Cancel	

3. Click the Yes button to select the feature.





4. Click the Reinstall Vehicle Data link.

<b>A</b> v3.0.0.4 -			
	Advar	nced Options	
		Proxy Setting	5
	~	Reinstall Aud	atex Estimating
Download and Install Programs & Vehicles		Reinstall Vehi	icle Data
This process will download the files and run the installations necessary for Audatex Estimating and Au	daopu	System Stagin	ng
Please select Language and Login User ID, then click Next.			
Language for this Installation:			
English ~			
Enter User Login ID:			
Next Cancel			

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

Advance	ed Options	×
	Selecting this option will force a re-installation of the last AudaUpdate vehicle data download. All existing estimate data will be unaffected. Please close Audatex Estimating before proceeding. This option should be used with caution and only at the advice of support personnel.	
	Click 'Yes' or 'No' to select this feature.	
	Yes No	



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.

	all Audatex Estin nstall Vehicle Da		
Setup and Installation			
User Login ID: AKOLeduc			
Company Name: Client Services Ins	surance		
Country: United States			
Select Item(s) to Download:			
	New	Current	
Audatex Estimating	8.0.414		Download Reinstall
Parts, Labor and 2D Graphics 3D Graphics	Mar 2018 Mar 2018		Reinstall Reinstall
To install to a different folder click Browse and select an			
			Browse
To install to a different folder click Browse and select an Application Install Path: C:\Program		ata\Vehicle	Browse
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program	Files (x86)\adpe	ata\Vehicle	
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program	Files (x86)\adpe	ata\Vehicle Required	
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program	n Files (x86)\adpe n Files (x86)\adpe\Da		Browse
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space	n Files (x86)\adpe n Files (x86)\adpe\Da Available	Required	Browse
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space	n Files (x86)\adpe n Files (x86)\adpe\Da Available	Required	Browse
To install to a different folder click Browse and select an Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space	n Files (x86)\adpe n Files (x86)\adpe\Da Available	Required	Difference
To install to a different folder click Browse and select ar Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space Download/Install C: 509.24 GB	n Files (x86)\adpe n Files (x86)\adpe\Da Available	Required	Browse
To install to a different folder click Browse and select ar Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space Download/Install C: 509.24 GB	n Files (x86)\adpe n Files (x86)\adpe\D Available 270.21 GB	Required .5420 GB	Browse Difference 269.67 GB
To install to a different folder click Browse and select ar Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space Download/Install C: 509.24 GB Select Update Scheduler:	n Files (x86)\adpe n Files (x86)\adpe\D Available 270.21 GB	Required .5420 GB	Browse Difference 269.67 GB
To install to a different folder click Browse and select ar Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space Download/Install C: 509.24 GB Select Update Scheduler:	n Files (x86)\adpe n Files (x86)\adpe\D Available 270.21 GB	Required .5420 GB	Browse Difference 269.67 GB
Application Install Path: C:\Program Data Install Path: C:\Program Free Disk Space: Volume Disk Space Download/Install C: 509.24 GB Select Update Scheduler:	n Files (x86)\adpe n Files (x86)\adpe\D Available 270.21 GB	Required .5420 GB	Browse Difference 269.67 GB

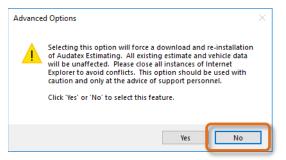
#### **Deselect these features:**

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

🗛 v3.0.0.4	- 🗆 🛛	
	Advanced Options	
	Proxy Settin	ngs
	Reinstall Au	udatex Estimating
Download and Install Programs & Vehicles	✓ Reinstall Ve	shicle Data
This process will download the files and run the installations necessary for Audatex Estimating and	System Sta	ging
Please select Language and Login User ID, then click Next.		
Language for this Installation:		
English ~		
Enter User Login ID:		
Next Cancel		



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



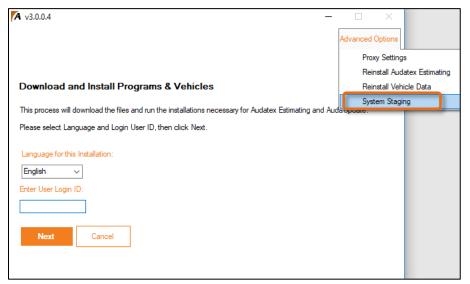
## **System Staging**

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.

<b>A</b> v3.0.0.4 -	
	Advanced Options
	Proxy Settings
	Reinstall Audatex Estimating
Download and Install Programs & Vehicles	Reinstall Vehicle Data
This process will download the files and run the installations necessary for Audatex Estimating and Au	System Staging
Please select Language and Login User ID, then click Next.	
Language for this Installation:	
English ~	
Enter User Login ID:	
Next Cancel	

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

Advance	d Options	×
	This option is used to stage new computer systems by performing a download-only of the current application and vehicle data versions. An automatic installation of the downloaded items will not be performed. Click 'Yes' or 'No' to select this feature.	
	Yes No	



# 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 Auda Update are located in the <u>Installation Prerequisites</u> 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.

## **Contact Us**

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