



Obtaining Color Manager install set

- 1. On computer that synchronizes CM via Internet**
- 2. On any computer connected to Internet**
- 3. On computer not connected to Internet**

*This document may refer to some files that are published on our online website: Customer Service Portal (CSP), address: <http://my.anaac.net/>
If you are not familiar with Customer Service Portal (CSP) you can read more about it in a separate document "Using CSP Downloads section".*

1. On computer that synchronizes CM via Internet

Using InstallData folder

General information

During Color Manager synchronization via Internet the copy of Color Manager install set is placed in hidden directory InstallData. This Color Manager install set can be used later for troubleshooting or to have an update set to update other computers.

There are a few points to remember when talking about InstallData folder:

- This folder is created during Color Manager synchronization via Internet. When there was no synchronization, there will be no folder.
- If the computer was previously updated by synchronization then later updated by flash drive or other manual installation, the InstallData folder is not created and any previous InstallData folder is deleted.
- This folder has attribute "hidden", so it will not be visible when browsing My Computer unless you have activated Windows option "Show hidden files and folders".
- Since this folder is removed in case of any manual Color Manager installation this means that prior to running manual update you may want to copy Color Manager install set from InstallData folder to some kind of temporary folder (for example C:\Temp) if you consider necessity to use the previous version again on the same computer.
- Usually there is only one Color Manager install set in InstallData folder, but sometimes there might be more. Chose the latest one in this case (it is safe to remove remaining ones if you are sure they are not needed).
- This Color Manager install set is not meant for new, initial installations, but only for updating existing Mixit Pro computers.

Accessing InstallData folder using a script

An easier alternative for locating the InstallData files is using the script published on "Downloads" section of Customer Service Portal (CSP): <http://my.anaac.net/>. The script file name is "Detect InstallData folder" and this is what the script does: it detects if folder InstallData is present or not; if folder InstallData is present the script opens it and sets its attributes to "visible", so you can see the content despite your Windows settings.

The procedure

Here is the procedure you should follow when using this script:

1. Go to "Downloads" section of Customer Service Portal (CSP): <http://my.anaac.net/>
2. Download script "Detect InstallData folder".
3. Run script "Detect InstallData folder" (accept any security warnings).
4. Running the script ends up with:
 - a. The message "Folder InstallData does not exist.". This means that there has been no synchronization on this computer or that the folder InstallData has been removed manually. You cannot use this method in this case, check other methods described in this document.

- b. Opening InstallData folder and showing its content. Go to point 5 below in this case.
5. Start actions that you needed the Color Manager install set for: this can be running the Repair Tool or copying Color Manager Install set to USB drive to bring it to another computer.

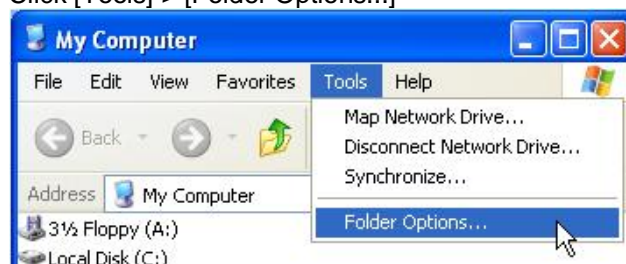
Accessing InstallData folder browsing My Computer

This alternative method directs you to InstallData folder manually, just by browsing My Computer.

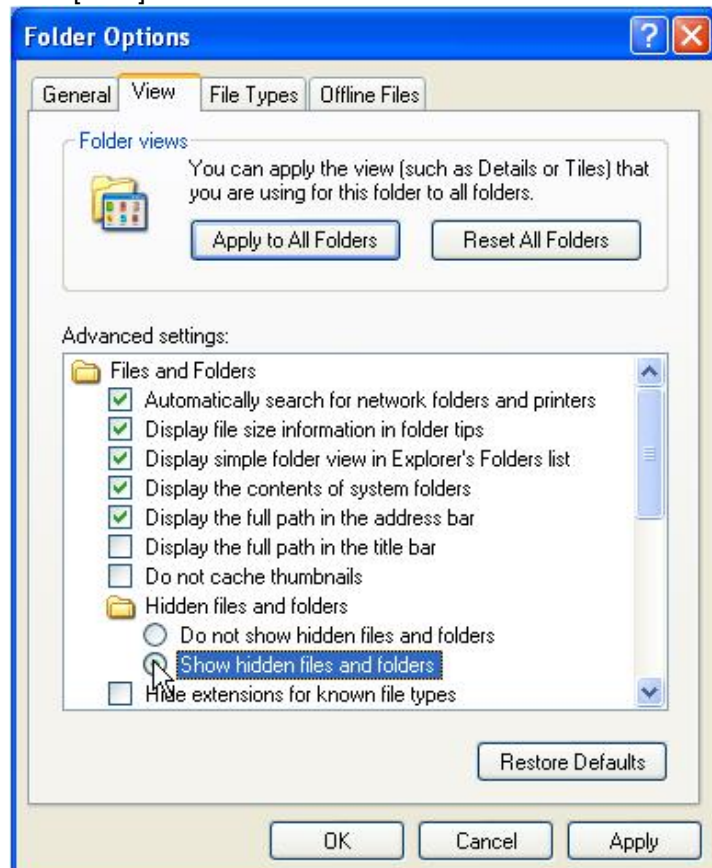
The procedure

Here is the procedure you should follow when browsing My Computer:

1. Verify that target Windows system is set to show hidden files and folders.
 - a. How to do that on Windows XP?
 - i. Click [Start] > [My Computer]
 - ii. Click [Tools] > [Folder Options...]

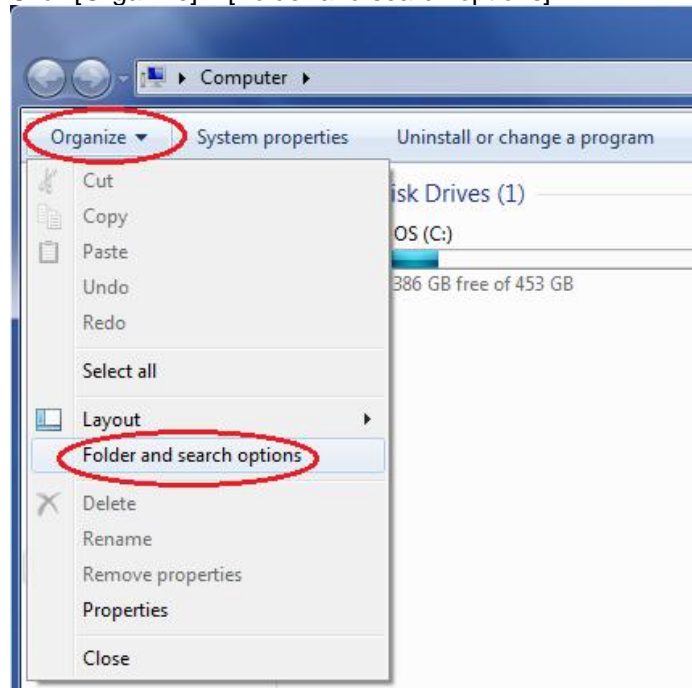


- iii. Click [View] tab. In the list select "Show hidden files and folders"

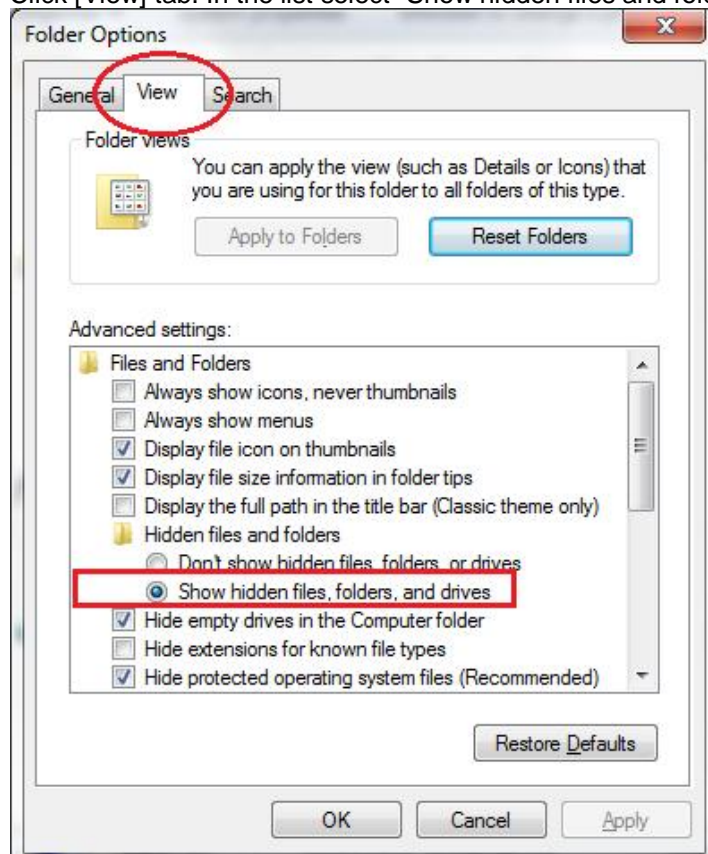


- iv. Click [OK]

- b. How to do that on Windows 7
 - i. Explore your computer
 - ii. Click [Organize] > [Folder and search options]



- iii. Click [View] tab. In the list select "Show hidden files and folders"



- iv. Click [OK]

2. Start browsing My Computer.
3. Follow the path that is different depending on Windows version:
 - a. For Windows XP systems:
C:\Documents and Settings\All Users\Application Data\MixLogic\MixLogic\InstallData\
 - b. For Windows systems newer than Windows XP:
C:\ProgramData\MixLogic\MixLogic\InstallData\
4. Start actions that you needed the Color Manager install set for: this can be running the Repair Tool or copying Color Manager Install set to USB drive to bring it to another computer.

Forcing Color Manager to synchronize the latest database again

General information

When you need the latest Color Manager install set you may want to force Color Manager to synchronize it again for you. Normally Color Manager would not synchronize the same database again, because it knows this is the latest one, so there is no point doing this. However when you need Color Manager install set for troubleshooting or to distribute it to another computer you might be interested in method explained below. The synchronized Color Manager install set will be placed to Updates folder.

There are a few points to remember when forcing Color Manager synchronization:

- Color Manager has to be configured as "Offline with sync" with correct CR_CUST account and password.
- Synchronization is downloading only the database (market) assigned to this CR_CUST account.
- The computer must be connected to Internet.
- Folder Updates is created during Color Manager synchronization via Internet. When there was no synchronization, there will be no folder.
- This folder is removed after Color Manager update. This means that you should copy Color Manager install set from Updates folder to some kind of temporary folder (for example C:\Temp) before running Color Manager update.
- Usually there is only one Color Manager install set in Updates folder, but sometimes there might be more. Chose the latest one in this case (it is safe to remove remaining ones if you are sure they are not needed).
- In case your current Color Manager installation is malfunctioning it might happen that the synchronization will not occur.
- The synchronization that you have forced will ask to be installed on synchronizing computer when Color Manager is started.
- This Color Manager install set is not meant for new, initial installations.

The procedure

Here is the procedure you should follow to force Color Manager synchronization:

1. Go to "Downloads" section of Customer Service Portal (CSP): <http://my.anaac.net/>
2. Download script "Register old database 32bits" or "Register old database 64bits".
 - a. Download script version matching target Windows system.
 - b. If you are not sure what your target Windows system is, run another script from the same location that will check it for you: "Detect Color Manager version".
3. Run script "Register old database (...)bits" (accept any security warnings).
4. Reboot target PC.

5. Start browsing My Computer.
6. Follow the path that is different depending on Windows version:
 - a. For Windows 7 32 bits and older systems:
C:\Program Files\AkzoNobel\AkzoNobel CR Color Manager\shared\
 - b. For Windows 7 64 bits and newer systems:
C:\Program Files (x86)\AkzoNobel\AkzoNobel CR Color Manager\shared\
7. One of the folders you will see when following this path will be Updates folder*.
8. Inside Updates folder there is database folder (sometimes there might be more).
9. Inside database folder you will see many small files appearing one by one:
 - a. The download takes about 45 minutes.
 - b. There are less than 1000 files downloaded.
10. When download completes the Color Manager install set is compiled automatically:
 - a. The Color Manager install set is compiled to UpdateFiles folder.
11. Copy the content of the folder UpdateFiles to some kind of temporary folder, for example C:\Temp. This is just to let you have this Color Manager install set for the future use if needed.
12. Start actions that you needed the Color Manager install set for: this can be running the Repair Tool or copying Color Manager Install set to USB drive to bring it to another computer.

* In case your current Color Manager installation is malfunctioning it might happen that the synchronization will not occur. In this case you will not see Updates folder (check also Internet connection just in case). You may still try clicking [Start] > [All Programs] > [Color Manager] > [Check for Updates] to see if synchronization can be initiated manually.

2. On any computer connected to Internet

Downloading Color Manager install set from CSP

General information

Color Manager install set can be downloaded from Customer Service Portal (CSP).

There are a few points to remember when downloading Color Manager install set:

- You should download Color Manager install set that is meant for your region / continent / country. You can get correct one by changing country selection drop down list on the main page of Customer Service Portal (CSP) to the value that is the closest definition of your location.
- You should understand the differences between Color Manager install sets:
 - o **Updates:** this is self-extracting file that extracts all information to temporary directory and starts Color Manager update automatically for you. This file is meant to update existing, functioning Color Manager installations. This file will not work for new installations.
 - o **New Installations:** this is *.zip file that keeps all necessary files in a compressed way. It can be open by browsing the computer and then copied to any place on hard drive or to external media. Please note that all content needs to be copied and the folder structure must stay the same. This file is meant to start new, initial Color Manager installations. However this file may also update existing, functioning installations.
- Which set should you download and use? This all depends what your goal is:
 - o If you need to update existing, functioning Color Manager installation.
 - § Download and use **Updates** set.

- If you need to do new, initial Color Manager installation.
 - § Download and use **New Installations** set.
- If you need to troubleshoot existing, malfunctioning Color Manager installation.
 - § Download and use **New Installations** set, because you will be able to easily copy its content somewhere to your hard drive and run Repair Tool later.
 - § In theory you can do the same with Updates set, but you would need WinZip to extract *.exe file to your hard drive. This might be too complex for some users.

The procedure

Here is the procedure you should follow to download Color Manager install set from CSP:

1. Go to “Downloads” section of Customer Service Portal (CSP): <http://my.anaac.net/>
 - a. Note that you need to switch to your region / continent / country first to be sure that you download correct database.
2. Download the set that you need: **Updates** or **New Installations**.
 - a. For troubleshooting purposes it will be easier for you to download **New Installations** set.
3. Extract downloaded set or copy its content somewhere to your hard drive, for example to C:\Temp.
4. Start actions that you needed the Color Manager install set for: this can be running the Repair Tool or copying Color Manager Install set to USB drive to bring it to another computer.

3. On computer not connected to Internet

Contacting local AkzoNobel representative

General information

After following the instructions in the previous sections you will have a copy of Color Manager install set which can then be used to update computers which are not connected to the Internet. However if you do not have any computer available that is connected to the Internet then you should contact your local AkzoNobel representative and ask to deliver Color Manager install set.