

DOWNLOAD UPDATE UPGRADE PROCEDURE FOR PCVUE 16 RELEASE

› CONTENTS

1. I want to download the last PcVue version
2. I want to update or upgrade my PcVue license, and I have just downloaded the last PcVue package
3. I want to update or upgrade my PcVue license without downloading the full PcVue package
4. I have an error code when I try to update/upgrade my PcVue license, how can I fix it?

1 - I want to download the last PcVue version

By following the information below, you will get the complete PcVue package: software, documentation, help, and the necessary tools (License Utility) to update or upgrade your PcVue license.

Download link - PcVue 16 - [Click here to download](#)

How to verify the integrity of downloaded files?

Prior to installing the software, it is important to check the integrity of the file(s) you have downloaded. When you received instructions for download from us, we included the file(s) SHA fingerprint. To ensure a file has not been corrupted, it is necessary to calculate the fingerprint of the file(s) you have downloaded in order to make sure it matches the one provided in the download instructions.



The SHA fingerprint is a hash value, a short text string calculated by a mathematical algorithm. It is a usual technique for creating a file fingerprint. Two files having the same SHA fingerprint can be considered identical.

We use this procedure so that you can make sure the file(s) you downloaded is exactly what we have produced, that it has not been modified by an unauthorized third party or damaged during the delivery.

Several tools are available to calculate the SHA signature of a file, we recommend using the Powershell command described below.

- **Step 1:** Open the Windows startup menu, type "Powershell" and press Enter to open a Powershell terminal.
- **Step 2:** Using the command CD, move to the directory where the downloaded installation media is located.
- **Step 3:** Run the following Powershell command where <filename> is the name of the downloaded file to verify and <hash> is the fingerprint provided separately.
(Get-FileHash -Algorithm SHA256 -path "<filename>").Hash -eq "<hash>"
After a few seconds, you obtain an output indicating *True* if the fingerprint of the downloaded file matches the hash value provided, and *False* otherwise.
For example, the following command to verify the Initial Release 16.0.0 Full iso file returns *True*:
(Get-FileHash -Algorithm SHA256 -path ".\16.0.0_PcVue_FullDVD.iso").Hash -eq "6C4D60CEBB1BE273D5A4F547D711A3E88F50BC220B068A17E6A2997A662F68C9"

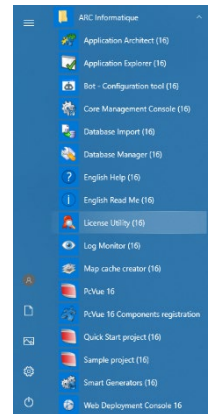
We advise you to never launch an installation package if the fingerprint of the downloaded file does not match our reference. If they are different, we recommend retrying the download to rule out errors that may be due to network issues. If the fingerprints remain different, please inform us as soon as possible so we can take any necessary actions.

2- I want to update or upgrade my PcVue license and I have just downloaded the last PcVue package

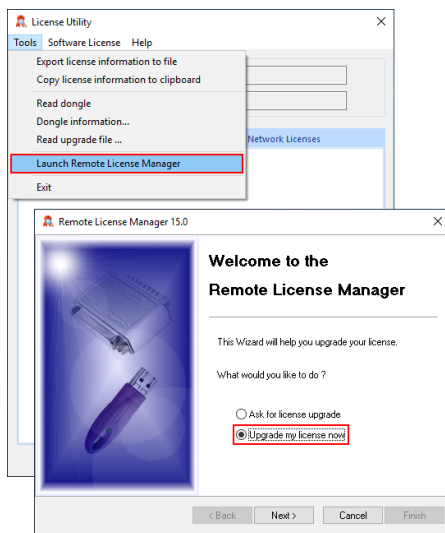
You therefore have already the License Utility tool to perform the PcVue license update/upgrade. You will find the shortcut in the ARC Informatique program folder – see below.

Launch the License Utility and follow the wizard.

If you have any error during the process, please check the Chapter 4 of this document or contact our technical support at services@arcinfo.com



3- I want to update or upgrade my PcVue license without downloading the full PcVue package



It is mandatory to download the last release of the License Utility software.

By following the information below, you will get the last "License Utility software" that allows you to update or upgrade your PcVue license.

Here is a link to get the License Utility standalone package:

[Click here to download](#)

See chapter 1: "How to verify the integrity of downloaded files?" of this document if you need to understand how the Checksum integrity is working.

Once the software installation is done, you could then follow the steps to upgrade the license.

4- I have an error code when I try to update/ upgrade my PcVue license, how can I fix it?

While trying to update a PcVue License through License utility software, following errors could appear:

- **Error 3:** Protection key not found. Check the USB port and make sure the USB key is properly plugged.
- **Error 4:** The protection key cannot be upgraded. It is likely that the USB key will have to be replaced. Please contact your sales representative or our logistic department at license@arcinfo.com
- **Error 12, 18, 59:** Issue with the Sentinel driver. To fix it please download and install the last License Utility package. See chapter 3 and retry the update.
- **Error 200:** The license file is corrupted. Please ask again for a new file.
- **Error 201, 204:** Please use the last License Utility package. See chapter 3