



Quarterly Coding Update Download Frequently Asked Questions (FAQs)

- **Do all batches need to be closed before loading the update?**

No. The Unicor update will not affect any batches in process.

- **What if the website is blocked?**

Check with your IT provider and ensure that you have permission to access our website - <http://www.whiteplume.com>

- **Can I download the Unicor update using Mozilla Firefox?**

Yes, you can use Firefox to download the Unicor update. However, the download instructions will vary from those that have been published for Internet Explorer. With Firefox, after the file has downloaded, it should automatically take you to the download manager screen, where you can simply double click the Unicor update. If this does not occur, click Tools, then Downloads to open the download manager, and then double-click on the Unicor update. If you need more detailed instructions, contact White Plume support (877-633-7226 x 114 or support@whiteplume.com) for assistance.

- **Which of my workstations need the Unicor update?**

Any workstation running CodeScan or AccelaSMART needs the update. The Unicor coding content is not used by any other White Plume application. Workstations that only run CodeScan Tablet Edition, AccelaCAPTURE, or Message Manager do not need the Unicor update.

- **What if the installation program will not run?**

Make sure you are logged on with a Windows user ID that has local administrator privileges. If not, log on with an account that does, and try the installation again.

- **What if I receive an error 1721 during the install?**

Make sure your workstation has the latest Windows Installer update. This should be version 3.1 for Windows XP and version 4.5 for Windows Vista. You can check the version by navigating to the Control Panel, clicking Add/Remove Programs, and looking for Windows Installer in the list of installed programs.

- **What if I receive an error 1316 during the install?**

This error usually indicates that a previous Windows Installer function has not been successfully completed. This incompleteness can interrupt any subsequent attempts to run an installation. To attempt to fix this problem, reboot the workstation and try the install again. If you continue to receive the error 1316, please contact White Plume support.

- **How do I install the update?**

Refer to the original email with instructions.