

PAINTMANAGER®

Internet Update Software



User Manual

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What is Internet Update

Internet Update is a PAINTMANAGER® software extension that takes care of keeping all components automatically updated: software, color formulas and satellite applications.

New color formulas are available each month. This let Internet Update be the ideal solution to be always aligned with PPG latest informaiton.

Alongside the automatic upgarde, it is possible to make also manual downloads of the entire *PaintManager* Software CD or documentation.

To use Internet Update application, users need to obtain valid credential from PPG Customer Service: CTS Number and PIN that can be obtained at the end of a Web page registration process.

Chapter 1 : Registration

Color formulas and softwares are sensible information and property of PPG.

For this reason a user that wants to retrieve these information needs to be authorized by PPG Customer Services.

To access Color formulas and PAINTMANAGER® software latest versions, follow the Registration process to receive the correct credential.

Access the registration Web page from :

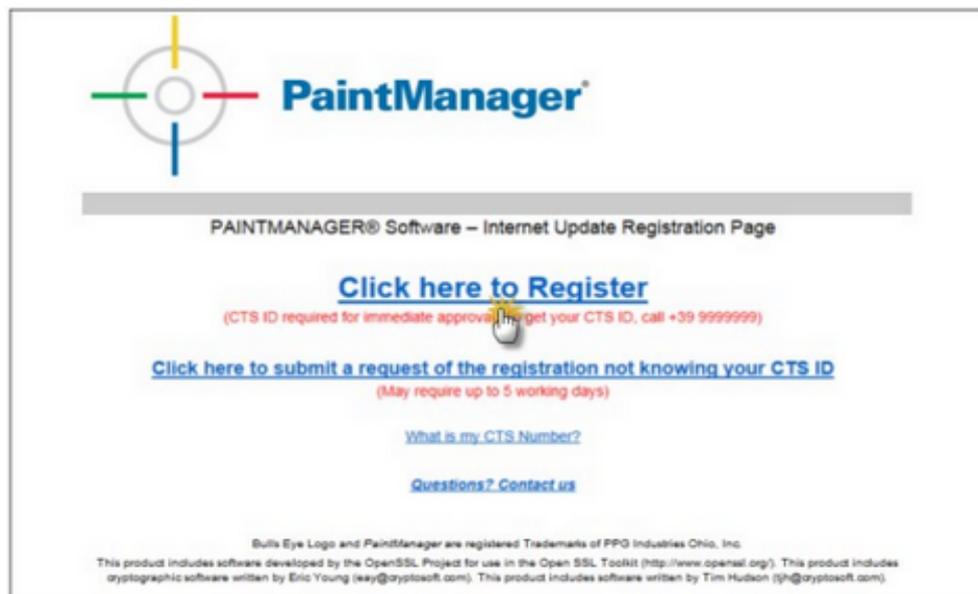
- The icon created on the computer desktop by Update CD installation :



- Directly from Eu.internetupdate.ppg.com

Section 1 : Register using CTS number

- Once the main page appears, select **Click here to Register**. This is the way to have the PIN number after few steps, and immediately start using Internet Update. The CTS number information is required prior to continue with the registration process.



- Enter your CTS number, postal code and contact email address. The email address entered will be used by the system to communicate with you.

The red *(asterisk) indicates a Required Field

PaintManager®

PAINTMANAGER® Software - Internet Update Registration Page

Requirements:

To register for Internet Update, you must be a current user of PPG paint products and a subscriber to PAINTMANAGER® software. Note: The TOUCHMAN® hardware must have a high-speed Internet connection available for use.

For Quick and Easy Registration, please enter the following information (all fields required):

CTS ID * 999999

Zip/Postal Code * ABC-123

Email Address * You_emailaddress@e

Confirm Email Address * You_emailaddress@e

[Submit](#) [Cancel](#) [Questions? Contact us](#)

- Click **Submit** to progress.
- Read carefully the agreement and sign it using a '/' before and after your name.

PaintManager®

Internet Update - Customer Consent Agreement

Dear Business Owner / Manager:

The Internet Update utility will provide you with new paint formulas, product and pricing information on a routine basis. The Internet Update utility will also allow PPG to upload information from your computer. This uploaded information will focus on the color selection and mixing process in addition to product usage. The purpose of this upload is to allow PPG to better understand the paint colors and formulas being used by PPG customers and may provide back to you information to improve your business and paint processes. All uploaded information will be encrypted in transmission and will be kept CONFIDENTIAL by PPG.

The information will be collected and analyzed across a general customer base for internal analytical purposes. Personally identifiable information (PI) or non-public information about a particular individual will not be uploaded unless you expressly consent to upload such PI.

PPG provides the Internet Update utility "AS IS" without warranty of any kind, either express or implied, and accepts no responsibility for any results arising from your participation in the Internet Update program. By participating in the Internet Update, you agree to forever release PPG from any and all claims arising from its use by you.

We look forward to providing you quality service and support through this new Internet feature. If you would like to begin receiving the latest color information through the Internet and consent to the upload of information from your computer, please electronically sign this letter below by typing your name between two slashes (e.g. /Jane Doe/) in the Signature Box below. By signing below, you acknowledge that you are authorized to complete this application on behalf of your business.

Electronic Signature Required * /John Smith/

Print Friendly Version [Print](#)

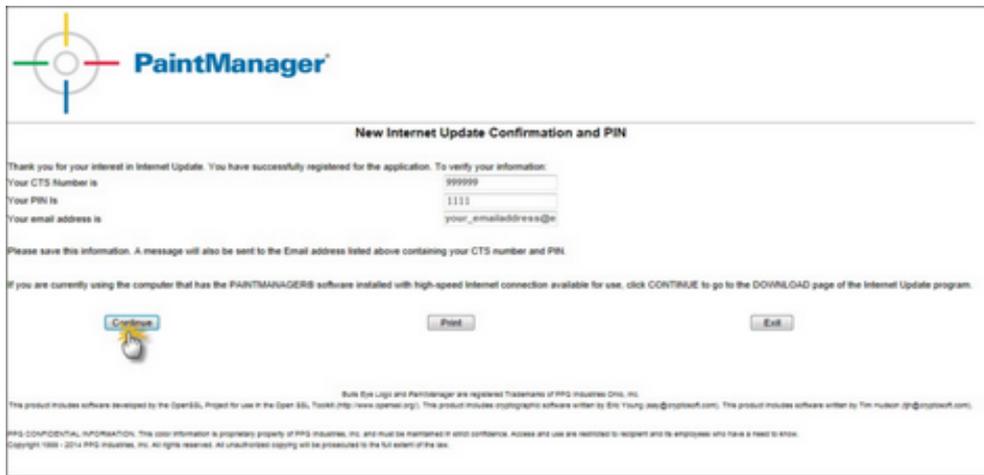
[Submit](#) [Cancel](#)

By clicking the SUBMIT button, an electronic message will be sent to your Email address in the next 1 - 3 business days. This message will contain your CTS (Customer Tracking System) Number and PIN with further instructions to proceed with the Internet Update Registration.

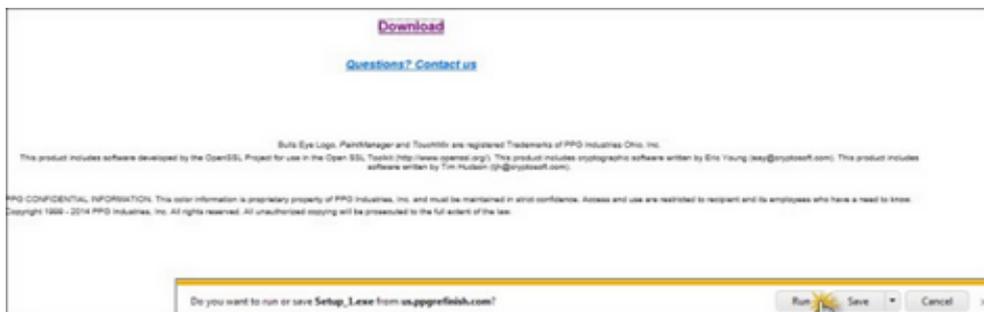
[Questions? CONTACT us](#)

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This product includes software developed by the OpenSSL Project for use in the Open SSL Toolkit (http://www.openssl.org). This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).
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- Click 'Submit' to progress.
- The Registration is concluded: take note of your CTS number and PIN. They will be required during the first Internet Update run.



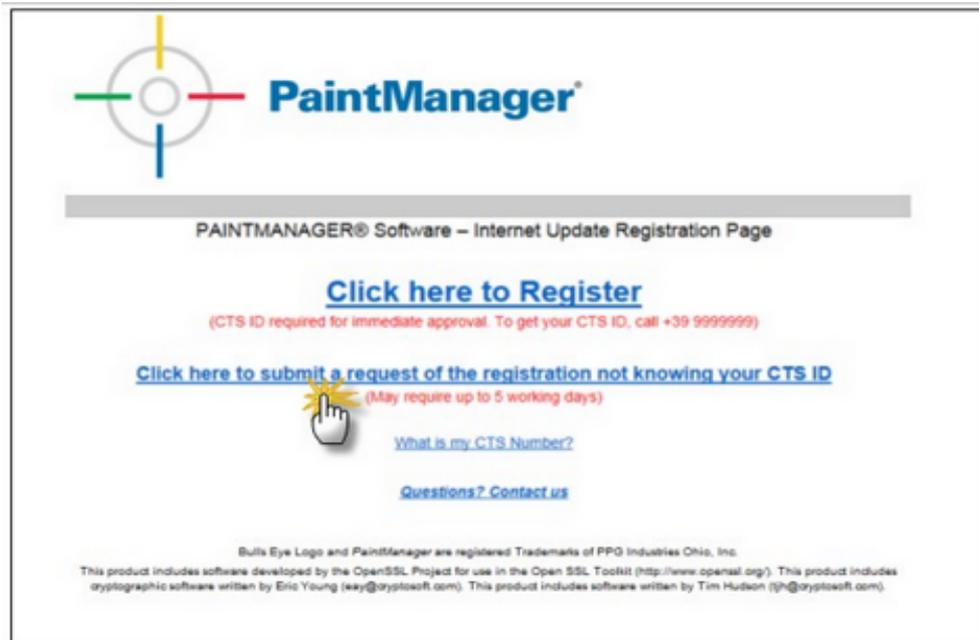
- Click Continue
- Internet Update application is already installed by PAINTMANAGER® software installation through the CD. If not present on the Personal Computer, the setup package is available even as last step of the registration process.



- Click on **Run** to start the installation process or **Save** to store the setup.exe application for later use.

Section 2 : Submit a request not knowing CTS number

- Once the main page appears, select **Click here to submit a request of the registration not knowing your CTS ID.**



- Fill the registration form with detailed information. These information will be used to identify you as a active PPG customer.

The red *(asterisk) indicates a Required Field



- Click 'Submit'

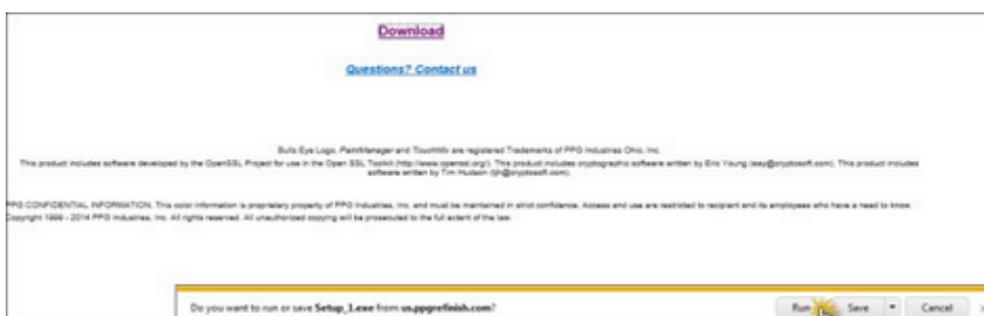
- Read carefully the agreement and sign it using a '/' before and after your name.

- Click 'Submit' to progress.
- The request of registration is completed. PPG associate will validate your request and provide you access. If you do not receive an email from PPG after 3 working day, contact your customer service.

- After form information verification by PPG Customer Service your, if the request will be accepted an automatic email will be sent including all the information needed to start using Internet.

- Take note of your CTS Number and PIN to be used later during the first Internet Update setup.

- Internet Update application is already installed by PAINTMANAGER® Software installation through the CD. If not present on the Personal Computer, the setup package is available even as last step of the registration process.



- Click on **Run** to start the installation process or **Save** to store the setup.exe application for later use.

Chapter 2 : First Run & Setting

After having completed the registration process, it is time to start using Internet Update application.

Once it has been correctly configured the first time, it can be left running hidden on the computer and leave it automatically update PAINTMANAGER® program.

Section 1 : Installation

Internet Update needs to be installed on the PAINTMANAGER® Software Personal Computer, TOUCHMIX® machine or EasyMix Connect.

- Personal Computer : the application is already installed by *PaintManager* installation through the CD. Check that the following icon is present on the Personal Computer desktop :

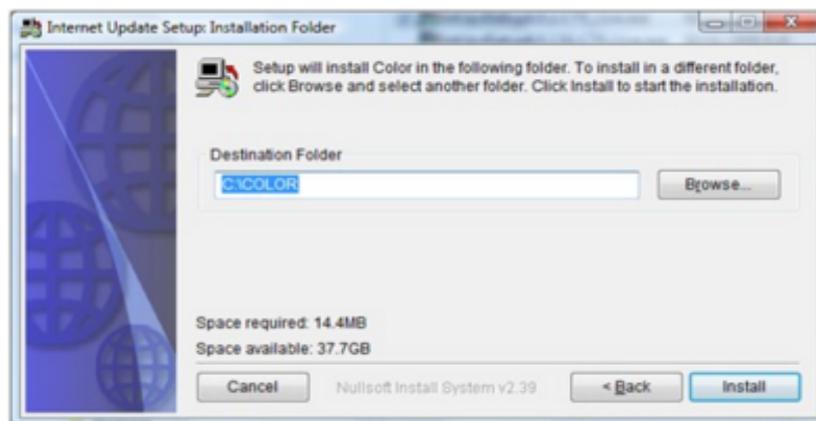


If Internet Update is not yet present on the Personal Computer, install it through the download link present in the registration confirmation email, or browse the *PaintManager* CD into the "**Utilities/InternetUpdate**" folder and launch the "**Setup**" program.

The process will guide you through the correct installation.

If you have already installed *PaintManager*, the best thing is to install the Internet Update application in the same folder.

Do not change the installation folder unless you are an expert user. Click on Install to proceed.

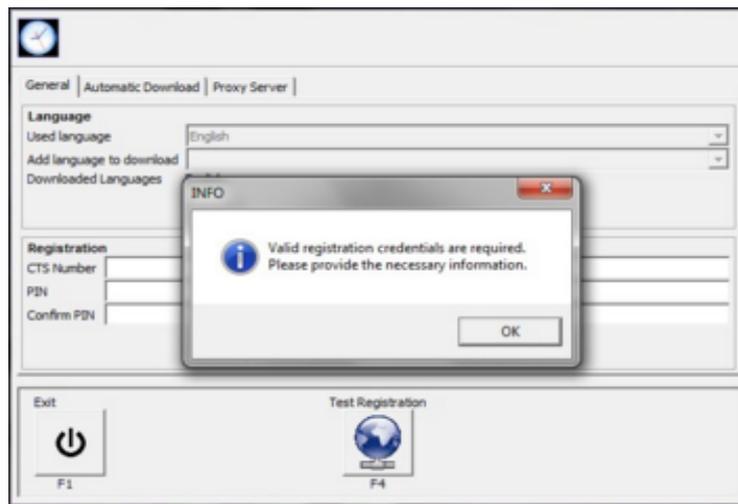


When installation is completed the links on the PC desktop will be created. It will be included also in the **Start/Programs/Color** and in the **Start/Programs/Startup** folders. This last especially for let the program starting immediately when the Personal Computer is turned on.

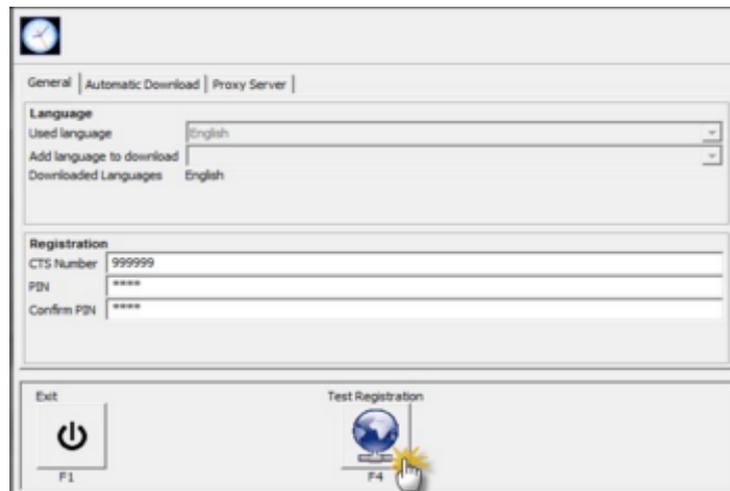
- TouchMix machine : The application is already pre-installed on the device. The same "**ColorUpdate**" icon is present on the desktop. Also the links to **Start/Programs/Color** and **Start/Programs/Startup** folders are already created.
- EasyMix Connect : The application is already pre-installed on the device, but not enabled by default. To start using it, enter in the **Maintenance** section, **Application on startup** and select Internet Update to be launched when the machine is started. Please, refer to the EasyMix Connect manual for a further information.

Section 2 : First time Run

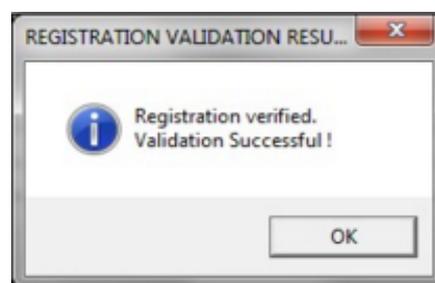
The first time Internet Update is launched, it will ask immediately for credentials to be entered.



- Insert CTS and PIN received from the Registration Process



- Click on **Test Registration** button
- A confirmation message appears if the CTS and PIN has been correctly inserted and verified by the system.



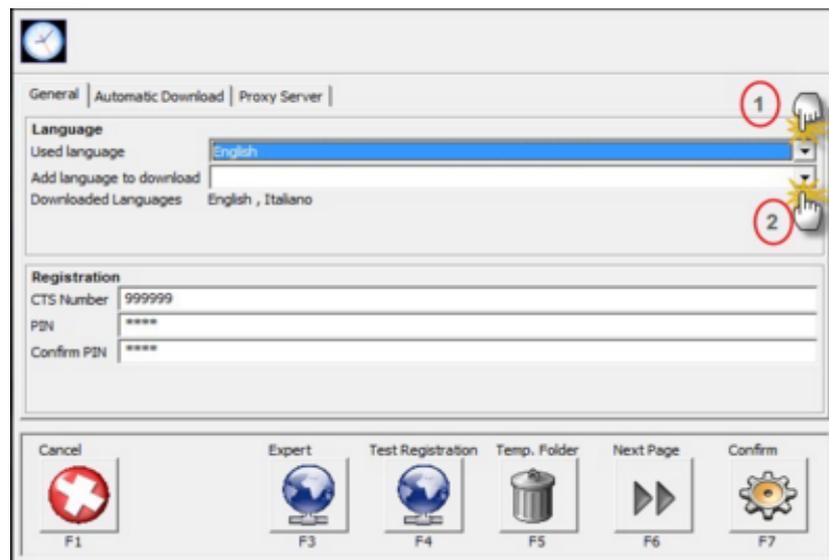
IMPORTANT : Internet Update is a PAINTMANAGER® software extension, and uses the same Installation Code. If you are not yet using *PaintManager* program, please contact the PPG Customer Service.

Section 3 : First Time setting

After the credential validation, please check the Option settings set by default for a correct applicaiton run.

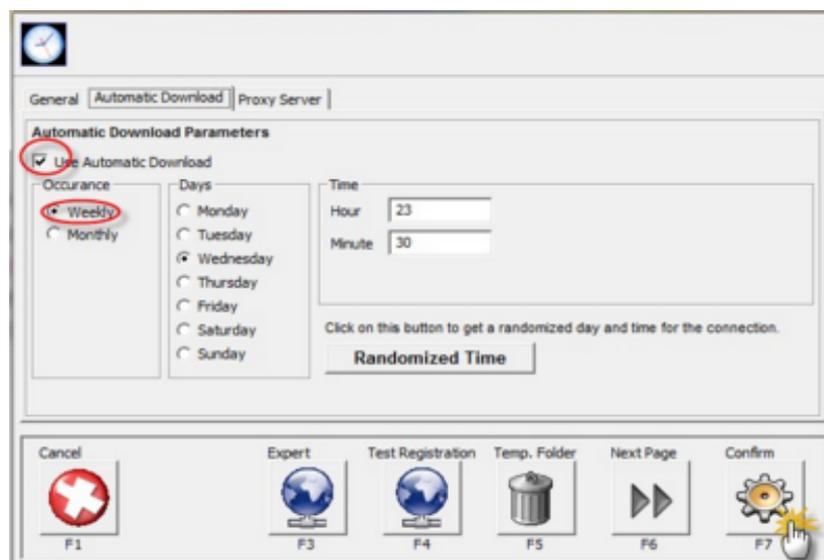
General page :

1. Check the preferred language for the application. It will be used to display buttons, sentences ... in the selected langauge. It is linked to PAINTMANAGER® software , so changing the langaueg here it will be changed also in *PaintManager* applicaiton and vice-versa.
2. Add or change the language to download. Some items are language depending and are downloaded differently based on the lanbguage(s) selected in this box. I.e., the Report Viewer templates : the dedicated file for English or Italian will be downaloded just if those languages are selected in this field. By default English is the one already present



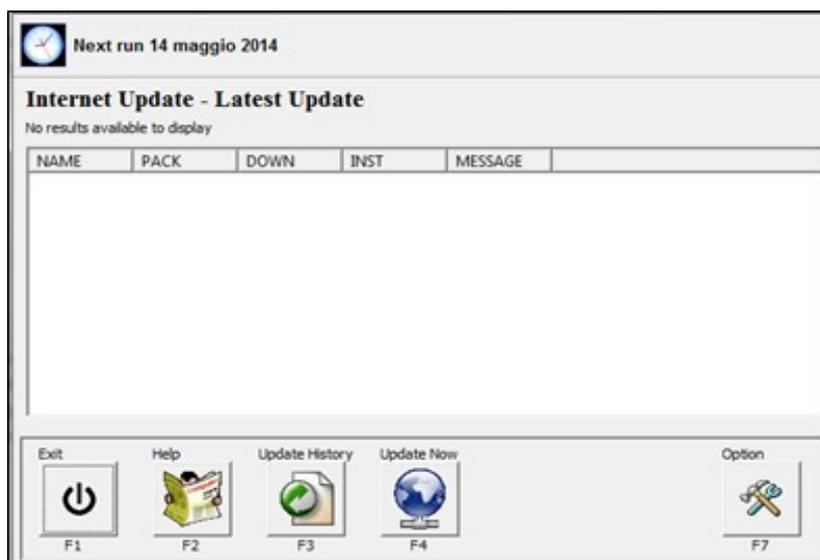
Automatic Download page

- By default the Automatic Download option is enabled
- And Internet Update is set to check the availability of a new update each week.



- The Day of the week and the Time during the day the automatic download will start are randomly set. If needed, change the Day and Time accordingly with the best for you. Sugestion is to select a time outside the normal working hours.

- Click on **Confirm** to start using Internet Update. The main page will be presented :



- Click on **Exit**. The program cannot be closed, but it will be minimized . It will be visible in the System Track :



Now Internet Update is running "hidden" and automatically checking and upgrading the system following the settings in the Option

IMPORTANT : the application will start automatically at the computer startup in the same minimized way.

Chapter 3 : How to Upgrade

Internet Update operates in two different ways :

3. Automatic download : the application run hidden and checks periodically for available upgrades on predefined items
4. Update Now : run a manual update to force a PAINTMANAGER® Software upgrade or to select other items not included in a usual automatic activity.

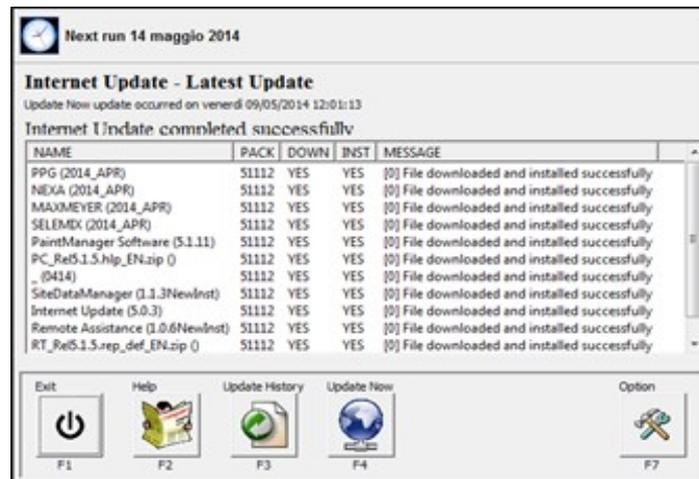
The entire upgrade process is composed by two phases

- Download phase : when the items are downloaded from the PPG server in any of the two ways above. During this action *PaintManager* program and other satellite programs can still run.
- Update applying phase : the update just retrieved needs to be installed. All the *PaintManager* programs needs to be closed

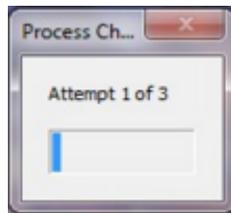
Section 1 : Automatic Download

- If the update time in the Option has been correctly set, the automatic update will not happen during the usual working hours.

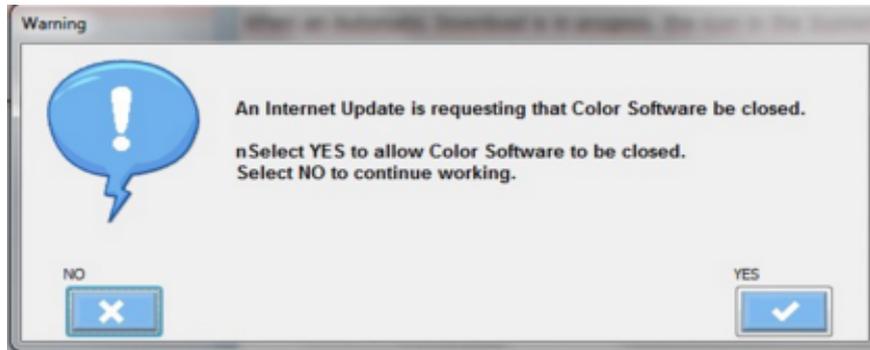
The Download report will be displayed on the screen at the end to inform the user :



- NAME: Name of the file downloaded.
 - PACK: Software indicator.
 - DOWN: Did the file download - YES/NO.
 - INST: Did the file install - YES/NO.
 - MESSAGE: Did the file download and install successfully?
- In case the Automatic Download is running when the Personal Computer is in use, here some information to know about this activity.
 1. When an Automatic Download is in progress, the icon in the System Tray is presented in a different way :
 
 2. When an Automatic Download is in progress, it is still possible using PAINTMANAGER® application
 3. When the download activity is finished, Internet Update will need to apply the changes just downloaded. An "Attempt" message is visible on the screen. The application will start waiting for these attempts before forcing the *PaintManager* program shut down

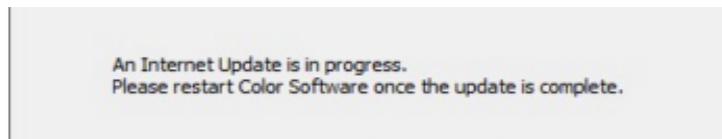


4. During these attempts, Internet Update is checking if *PaintManager* program is running on the Personal Computer, including the entire networking environment if present. If there are application instances left open, the Automatic Update informs about the need of closing them :



Selecting **No** the upgrade activity will be deferred with the possibility to manually run it later.

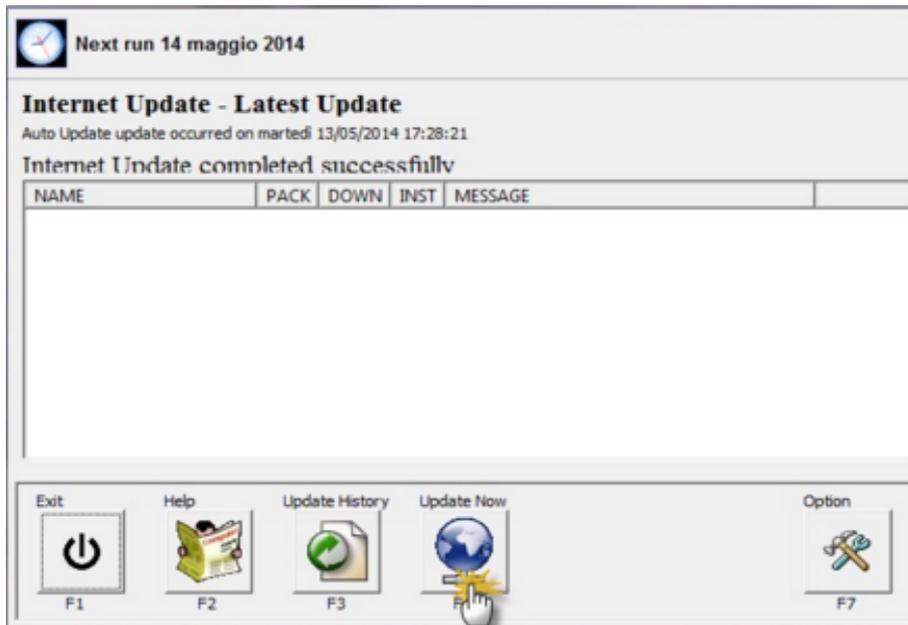
5. If the Automatic upgrade activity is in place showing the Attempts window, it is not possible to run *PaintManager* program until the process will end. In this case the user try opening the application a warning message is shown on the screen.



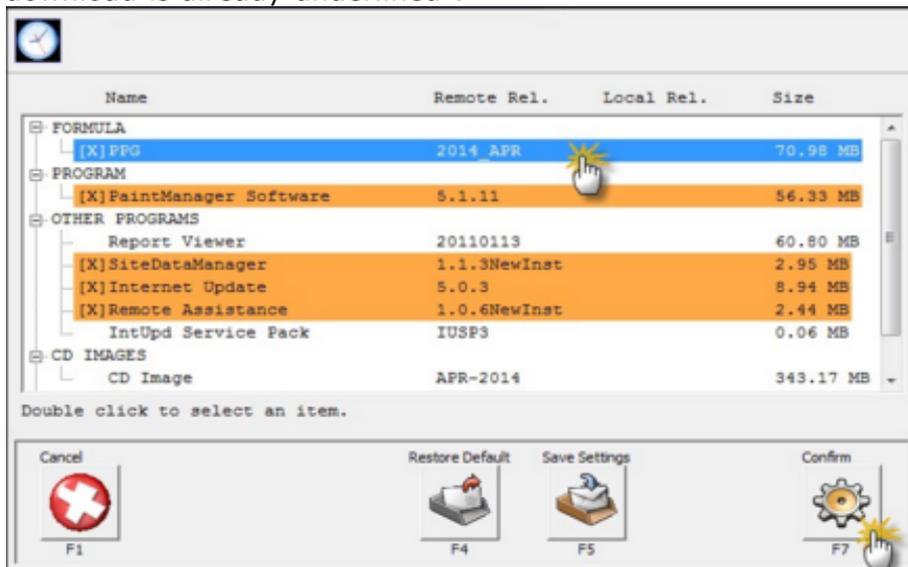
Section 2 : Update Now

Download phase

- From the Internet Update Main Page click on **Update Now**



- The system will check the connection and at the end present the list of available items. What is part of an Automatic download is already underlined :



- Name: The item name.
- Remote Release: the latest version present on the PPG server.
- Local Release: the latest version correctly applied on the local machine through Internet Update.
- Size: an indication of the file size. Useful to understand if it could take more or less time in downloading
- The items are grouped by types :
 - Formula : this is the list of all the branded Color formulation.
 - Program and Other Program : available software, like PAINTMANAGER® program, Report Viewer, Internet Update....
 - CD Image : PaintManager software CD image
 - Documentation : contains the documents and manuals

If a red row is displayed instead of the orange, it indicated that the Local version is older than

what is present on the PPG server. An upgrade is needed for the item in red :



- To select different items double click on what is needed. The [X] indicate what has been selected. Deselect the non desired item by a double click on it.

Click on **Restore Default** to restore the original selection as defined for the Automatic Download
Click on **Save Settings** to save the current selection. It will remain the new default selection until it will not be restored to the original

IMPORTANT : selecting or deselecting an item, it is possible also other ones will be selected by the system. This is happening when some items are related by a PACK id (like formulas with the correct program version)

- Click on **Confirm**. The download activity begins. It indicates the item that is downloaded in that moment and the progress status.



By clicking on **Cancel** the download can be suspended.

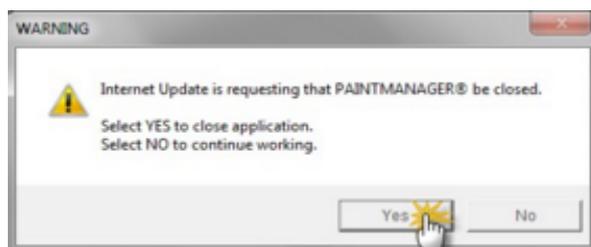


During the download process the system check the internet connectivity and inform the users if connection get lost. The system tries to reconnect automatically until the user Cancel the operation :



Apply update phase :

- At the end of the download phase, Internet Update needs to apply the new information just retrieved. If *PaintManager* software is running (even over the networking environment) a warning message will be displayed informing to close it:



- Click on **Yes** to let Internet Update closing *PaintManager* program. A similar message will be displayed for any of the satellite programs that needs to be closed and that are running (i.e. SiteData Manager).

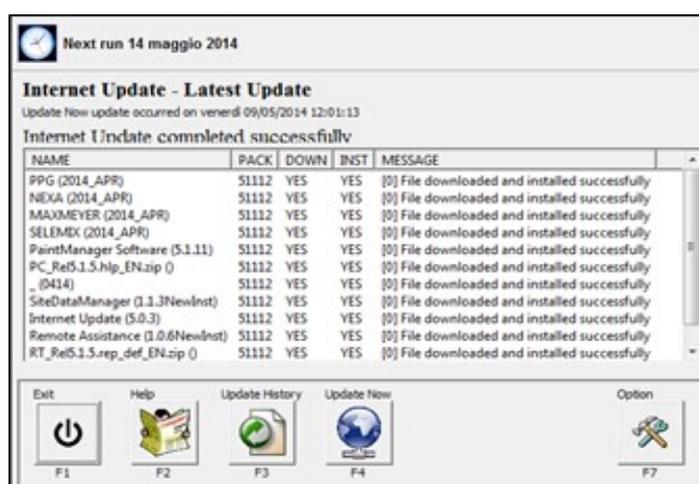
IMPORTANT : If the message still continue to appear, please be sure that any instance of the program indicated in the message is closed also over the network.

- The update is being applied. The following windows will appear. It indicates Internet Update is installing the items downloaded.



IMPORTANT : do not close it. Wait until the process ends unless any of the items manually selected ask for some interaction.

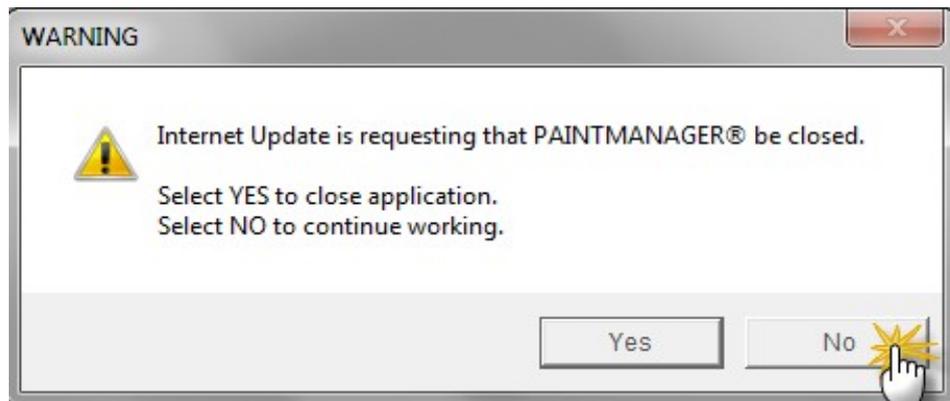
- When the update process if completed, the Download report will be displayed on the screen :



- NAME: Name of the file downloaded.
- PACK: Software indicator.
- DOWN: Did the file download - YES/NO.
- INST: Did the file install - YES/NO.
- MESSAGE: Did the file download and install successfully?

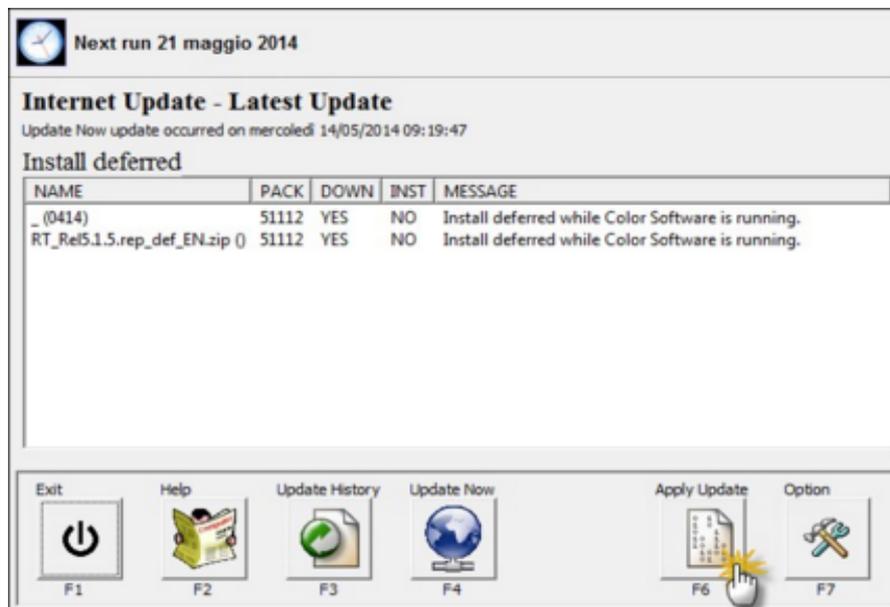
Section 3 : Apply Update

If the answer to the requests to close applications after the download phase was **No**,



the update will be transferred on the machine but the installation will be deferred.

It can be manually retrieved from the Internet update Main Menù :

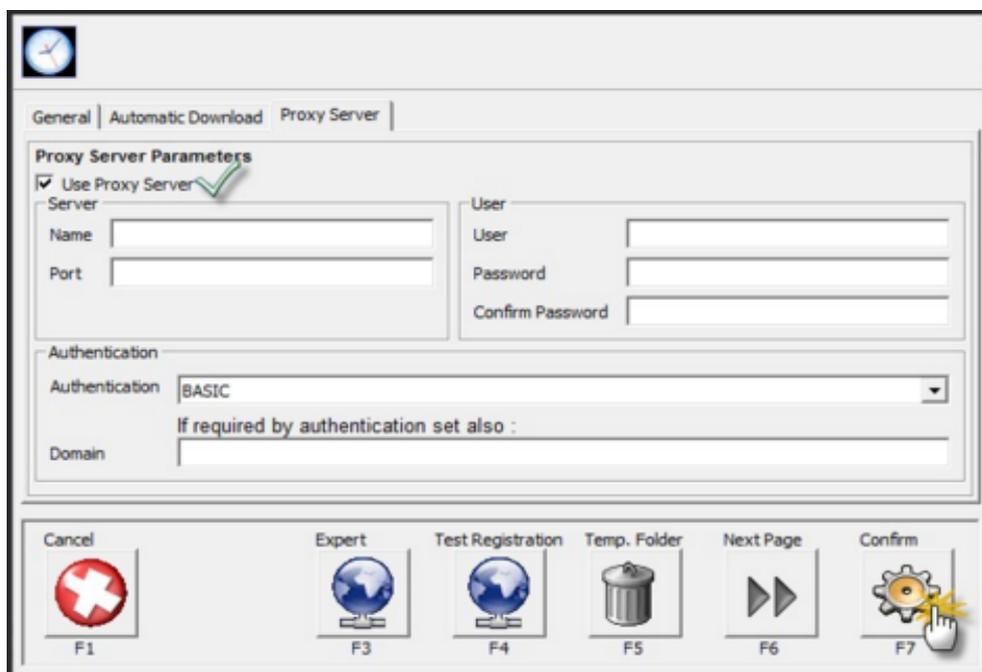


Click on the **Apply Update** button that appears just if an installation has been deferred. The update applying phase will start with the same steps as described in the **Update Now** section

Chapter 4 : Other Options

Proxy Server configuration

This section needs to be used by experts.



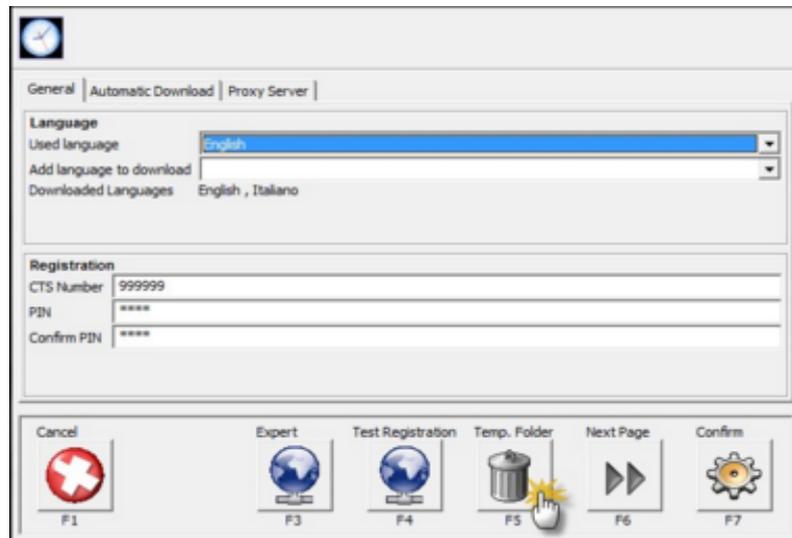
If the PAINTMANAGER® Software PC is on a complex Network installation and the Internet Access is restricted by the LAN administrator, additional configurations are required to setup Internet Update to access internet.

Check the "**Use Proxy Server**" box and add all the required information.

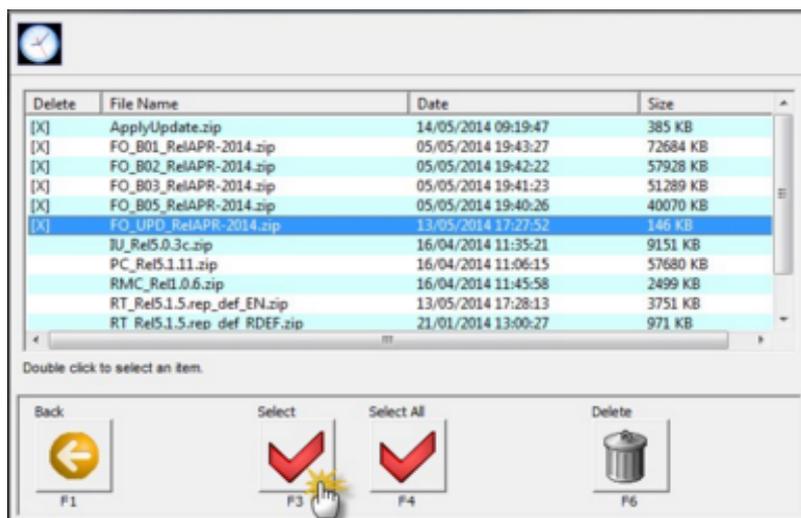
Manage Temp. Folder

The downloaded files are stored on a specific folder on the machine where Internet Update is running. The number of files increase everytime, and consequently the size of the folder. Use this section to remove old files that are not needed anymore.

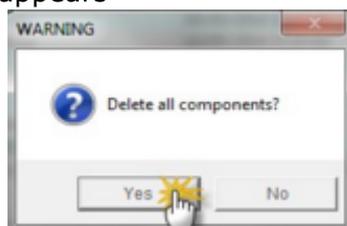
- From the Internet Update Options, click on **Temp. Folder**



- The list of all the items present in the temporary folder is presented



- Click on the items to be removed and then on **Select**. An [X] will appear close to the items desired.
- Select All** will select all the items present in the temp folder
- Click on Delete. A confirm message appears



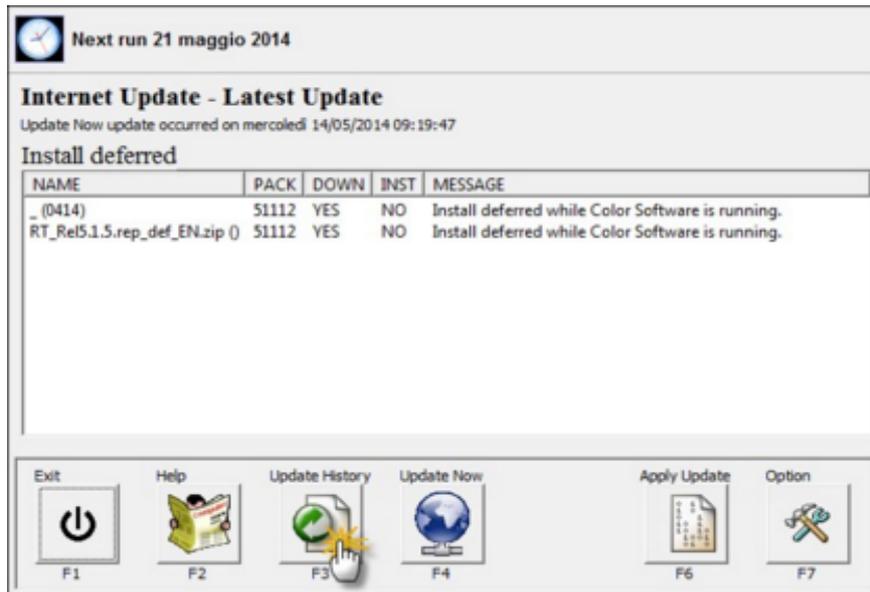
- Click on **Yes** to confirm the action
- At the end, select **Back** to return to Internet update activity

IMPORTANT : use this option to keep the temporary folder clean. The risk is to let it increase in size if old file are not removed. Suggestion is to keep the last one or two months update files

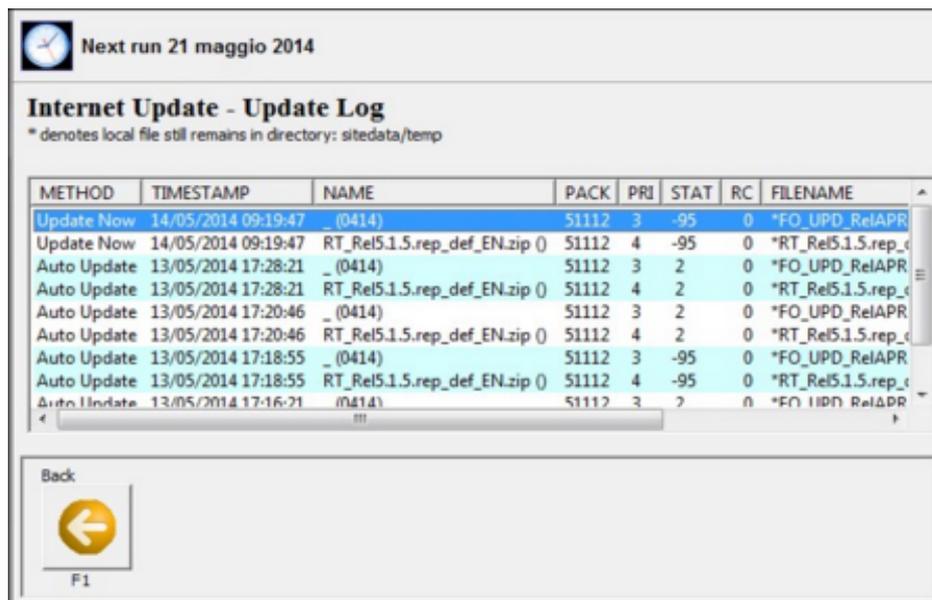
Update History

This function gives information on all the update reports.

- From the Main Menù, select **Update History**



- The Historic list is displayed



Main information to take in consideration

- METHOD: Automatic or Manual (Update Now) update.
- TIMESTAMP: Date of the update occurring.
- PACK: Which package the file was part of. Useful to know which are part of the same update process.
- STAT: Did the file download and install successfully? 2=Yes, -95 a problem happened or it has been deferred

Install Code Automatic Renew

Install Code is the first security level for Internet Update and PAINTMANAGER® software. It defines the use of the applications and it is the first authorization by PPG in using our softwares.

The Install Code is usually created in order to expire after a certain amount of time (by default it is one year).

Close to the end of this time, *PaintManager* application is informing about the expiration in some days. The usual procedure is to contact PPG Customer Service in order to renew the authorization.

In case of Internet Update, the automatic update process will not run if this code is not correct.

Due to the fact that this process is hidden and the user should "forget" about it, for this reason it has been introduced an automatic feature that renew the Install Code (based on the same configuration) for other 120 days when it is close to the expiration date.



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