Knowledge Base Article 220

How to update PDF Driver 4.50 on Click&DECiDE Desktop / WebServer On Windows 64-bits platforms

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Problem:

Previous version of PDF Driver does not work fine on 64-bits platform. The new PDF Driver version 4.50 fixes this problem. This FAQ only applies to Click&DECiDE version 10.0.0 to 10.2.1. (The version 10.2.2 and greater will include this new PDF driver).
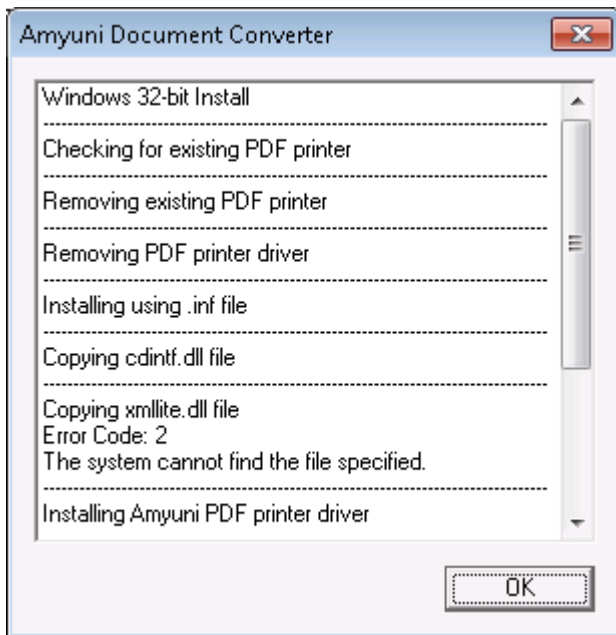
Download to PDF Driver version 4.50

- First of all: Download the new driver at: http://support.clickndecide.com/downloads/patches/PDFDriver450.zip
- Copy and unzip this file to a local path.

Uninstall previous PDF Driver

- Close any Click&DECiDE application.
- if using Server Edition:
    o Stop the Click&DECiDE Services (stopsvc.bat)
    o Stop IIS Service.
- In the BAI directory, run "install.exe –u" to uninstall the previous PDF Driver version.

    (Default path is C:\Program Files\Click and DECiDE\BAI)

Install PDF Driver version 4.50

- Go to the directory where you unzipped the new PDF driver
- Run Install.exe
- In the Dialog box setup the following message will be displayed:

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To contact your nearest Click&DECiDE partner, click here.

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- Do not take care about the message "Copying xmllite.dll file Error code 2 the system cannot find the file specified". The Setup will be nevertheless correct.
- if using Server Edition.
    - o Start the Click&DECiDE Services (startsvc.bat)
    - o Start IIS Services

Check that PDF reports are properly generated.

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