

FAQ for UniTrain update for LabSoft

What happens during the update?

When a course is updated, only those files (pages, images, animations,...) are updated which have changed in comparison with the installed version. Components which have not been updated remain unchanged. Moreover, all files which have been changed by the user are not updated. If the user nevertheless wants them to be updated, then the relevant files must first be deleted.

Can I undo an update?

Yes, provided the old installation software is still available and still compatible with the operating system being used. To do this, the updated course must first be uninstalled in the control panel. After that, the old course can be re-installed from the original CD. Alternatively, all the files of the old course can first be backed up and, when required, copied back to the original location.

Will my old installation CDs still work on more recent computers?

LabSoft CDs from November 2009 onwards (production date on the CD) can be installed on more recent computers (WIN Vista, 7, 8, 8.1). CDs which were produced before this date cannot be installed on computers with Windows 7 or higher.

Can I install the latest installation CDs on computers with the Windows XP operating system?

No, the latest CDs can no longer be installed on computers with the XP operating system. Only CDs that were produced **before March 2014** (production date on the CD) can still be installed on XP computers.

I still use a computer with Windows XP, can I still update the LabSoft program?

No, the latest version of LabSoft is no longer compatible with Windows XP. The last LabSoft version that still works on the XP operating system is Version 6.44.

Can I still use the update function to update courses on my Windows XP computer?

No, the Windows XP operating system is no longer supported. However, it is possible to download an ISO image of the installation CD. This can then be installed on a computer with a supported operating system (WIN Vista, 7, 8, 8.1).

I am getting the error message "A connection to the server could not be established". What can I do?

Check your Internet connection and your firewall settings or, if used, your proxy server settings. For the update program to function, Port 22 (SSH) must be enabled. If necessary, contact your system administrator to have the necessary settings made.