EarthLink Update Manager

Update Manager lists the channels that are available for receiving updates.   This includes updates to your EarthLink software and other Internet tools.   You must be subscribed in order to receive an update.   Update Manager launches automatically and should remain on at all times.

For more information about EarthLink 5.0, see **EarthLink Help**

Update Manager Properties

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- To subscribe, highlight the channel then click **Subscribe**
- To unsubscribe, highlight a channel then click **Unsubscribe**.
- To update subscribed channels now, click **Update Now**.

When an update is available, you will receive a dialog box in which you can choose to download the update or decline it. If you choose to decline, you can download the update at any time using the **Update Now** button. If you choose to download the update, the update manager will download the files to a temporary store directory. Once this is complete, you will receive a dialog box in which you can choose to install the update, decline to install the update, or to have the Update Manager remind you in about a week.

When you accept an update, you will see a status bar in the Update Manager window that tells you the progress of the update.

If you think Update Manager is causing problems on your system, call Technical Support.   If you turn it off, you will be unable to receive product updates that may alleviate your problem.   You may consider unsubscribing from one or more channels, but refrain from closing Update Manager.

Click Update Now to immediately connect to the Internet and collect any updates for the channels you have subscribed to.

Click Unsubscribe to unsubscribe the selected channel(s). You will not be able to receive updates for unsubscribed channels.

Click Subscribe to select a channel for updates.

Troubleshooting

If you think Update Manager is causing problems on your system, call Technical Support.   If you turn it off, you will be unable to receive product updates that may alleviate your problem.   You may consider unsubscribing from one or more channels, but refrain from closing Update Manager.

Properties opens the Update Manager Properties dialog.

Suspend exits Update Manager.

About displays the Update Manager About box.

General Update Manager Instructions

The Update Manager lets you receive changes to your EarthLink software without having to download the software from the Internet in its entirety, or receiving a new CD to install.

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Contact EarthLink Technical Support

You can contact EarthLink Technical Support by phone or email.

If your email address ends in earthlink.net or sprintmail.com:

- Phone: 800-890-5128
- Email: support@earthlink.net

If your email address ends in mindspring.com or anything else:

- Phone: 800-719-4660
- Email: support@mindspring.com

[Error 501] Channel is signed but the SDK is unable to verify the signature because the mrbsslc.dll containing the certificate support is missing.

[Error 503] Channel is unsigned (this was the default for Castanet 1.x channels).

[Error 504] Channel was signed but it is no longer signed.

[Error 1000] HTTP protocol error.

[Error 1001] The transmitter or HTTP proxy address was not resolved by DNS.

[Error 1002] Could not connect to transmitter.

[Error 1003] Bad Castanet magic number detected in the protocol; probably did not connect to a Castanet transmitter or the transmitter is bad.

[Error 1004] Wrong version of the Castanet protocol on transmitter.   Should be at least eleven.

[Error 1005] Transmitter deferred update.   Try again at a later time.

The transmitter that contains the update information for the selected channel is not available.   It may be undergoing periodic maintenance or this time period could be allocated to another task.   Please try your update in a few hours.

[Error 1006] Specified channel does not exist on the transmitter.

The channel you requested an update for does not reside on this transmitter.

[Error 1007] An expected end-of-file/stream was detected while reading.

[Error 1008] Invalid update command received from transmitter.

[Error 1010] An error message was sent by the transmitter.

[Error 1011] Can not write to channel %s directory.

[Error 1012] Can not read from channel %s directory.

[Error 1013] An invalid reply was received from the transmitter.

[Error 1014] A local channel file has an invalid checksum.

[Error 1015] Read error.

[Error 1016] Write error.

[Error 1017] The transmitter is attempting to send a file not identified earlier as being part of the channel.

[Error 1018] Local channel file is missing.   Should re-prepare the channel directory before attempting another update.

[Error 1024] The index file is missing from the channel castanet directory

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[Error 1027] Unauthorized connection.

[Error 1040] Undo was requested but the previous update could not be undone.

[Error 1041] Undo failed; this message is preceded by a more descriptive message.

[Error 1042] The channel contents were tampered with during transmission, or certificate file is corrupt, cannot decode it for validation, or signature file is corrupt.

[Error 1044] The channel signing certificate has expired.

[Error 1045] The channel signing certificate was issued by a certificate authority that the Update Manager does not trust. VeriSign test signing certificates can cause to generate this notification.

[Error 1046] The channel signing certificate is missing from the channel and cannot be read by the SDK so that it can be validated.

[Error 1049] The channel specified exists on the target transmitter but has no matching segment.

[Error 61204] Downloading *

Update Manager is downloading the update files for the selected channel.

[Error 61205] Transferring *

Update Manager is transferring files for the selected channel.

[Error 61206] The disk is full please free * more disk space.

There is not enough free disk space on your computer to store the update.   Please free some disk space and start the update again.

[Error 61207] Channel * failed to initialize. Error - *

[Error 61208] An update for * has arrived. Do you want to install the update?

Updated files have arrived for this software program.   If you would like to install the update at this time, click **Yes**.

[Error 61209] There is no update available for * channel.

You tried to collect an update for a channel for which there is no update available.

[Error 61210] There was a problem (*) with the server that supplies updates to this channel. Please try again later.

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