Principia E-Delivery/Auto-Updater FAQ

What is the earliest date of the month that we can download Principia?
The sixth business day of the month.

Do I need to update Principia using the disc after I downloaded and installed the updates via E-Delivery or Auto-Updater?
No. The E-Delivery/Auto-Updater installation files contain all necessary information to update Principia. They are virtual copies of the contents of the discs.

If we use the downloads, will I still get the disc(s)?
Yes, unless you opted for "E-delivery-only" when you renewed your subscription.

Can you schedule the updates to run each month or do you have to modify the Auto-Updater scheduler each month?
Currently there is no option to schedule rolling updates. You have to modify the Auto-Updater scheduler each month.

Why does one of my modules not appear in the Auto-Updater?
It is possible that your subscription has changed. If you have your current subscription ID, please login to https://prnedelivery.morningstar.com to download the update. When you install the file, please be sure to replace your old access code with your updated code. Otherwise, please call Technical Support at 312-424-4299 or email us at tech@morningstar.com.

My download begins normally, but stops at a certain point and will not resume.
Most download issues are associated with overzealous security software, especially in a corporate environment. If you are able, please try temporarily disabling security software or adding Principia E-Delivery and Auto-Updater to a list of trusted programs. Less frequently, an unreliable internet connection can reset the connection to the server and interrupt the download process. It may be worthwhile to contact your Internet Service Provider to check to see if there are any known issues in your area.

When I click the "Install" button in the Auto-Updater, an error message tells me that Principia is still running.
You can download the updates while Principia is open, but you must close the application while installing. If you have already closed Principia behind the Auto-Updater and you still receive the error message, it is possible that the process is still running in the background. Please restart your computer, launch Principia, and click the Install button after closing Principia again.

While I am installing Principia, I receive self-registration errors pointing to a file called hypodata.dll or mfc40.dll (or both).

These error messages are occasionally seen on Windows 7 or Windows Vista systems. While annoying, they are harmless and do not affect Principia. You may click through these errors and the summary of the messages that may follow them. If the system warns you that Principia may not have installed correctly, select the option that Principia installed correctly before checking to make sure that the program launches smoothly.

I receive error messages that reference "RegDBCreateKeyEx failed" or a "data transfer error."

These error messages are usually associated with restricted administrative rights. The user who installs Principia needs rights to the computer's registry and the Principia directory. Please login as an administrator before attempting to install Principia again.

Will I be storing files for each month or only the most current updated file?

You will be storing files each time you download them. The user can specify where to save and store the files. The saved installation files, which look a bit like sailboats, can be safely deleted after Principia has been updated.