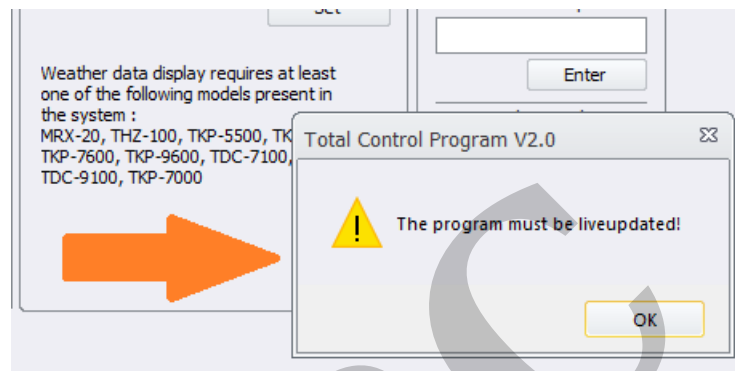# Accelerator Startup Message-Live Update Error

Last Modified on 08/09/2023 6:13 pm EDT

Accelerator Startup Message-Live Update Error
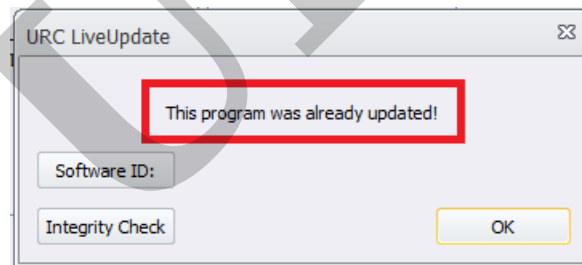
Issue:

When starting the Accelerator software, you always receive the popup message "**The program must be liveupdated!**".

After using the Live Update tab and trying to update, the program will say "This program was already updated!".

However, when starting the program again, "**The program must be liveupdated!**" message will still occur.
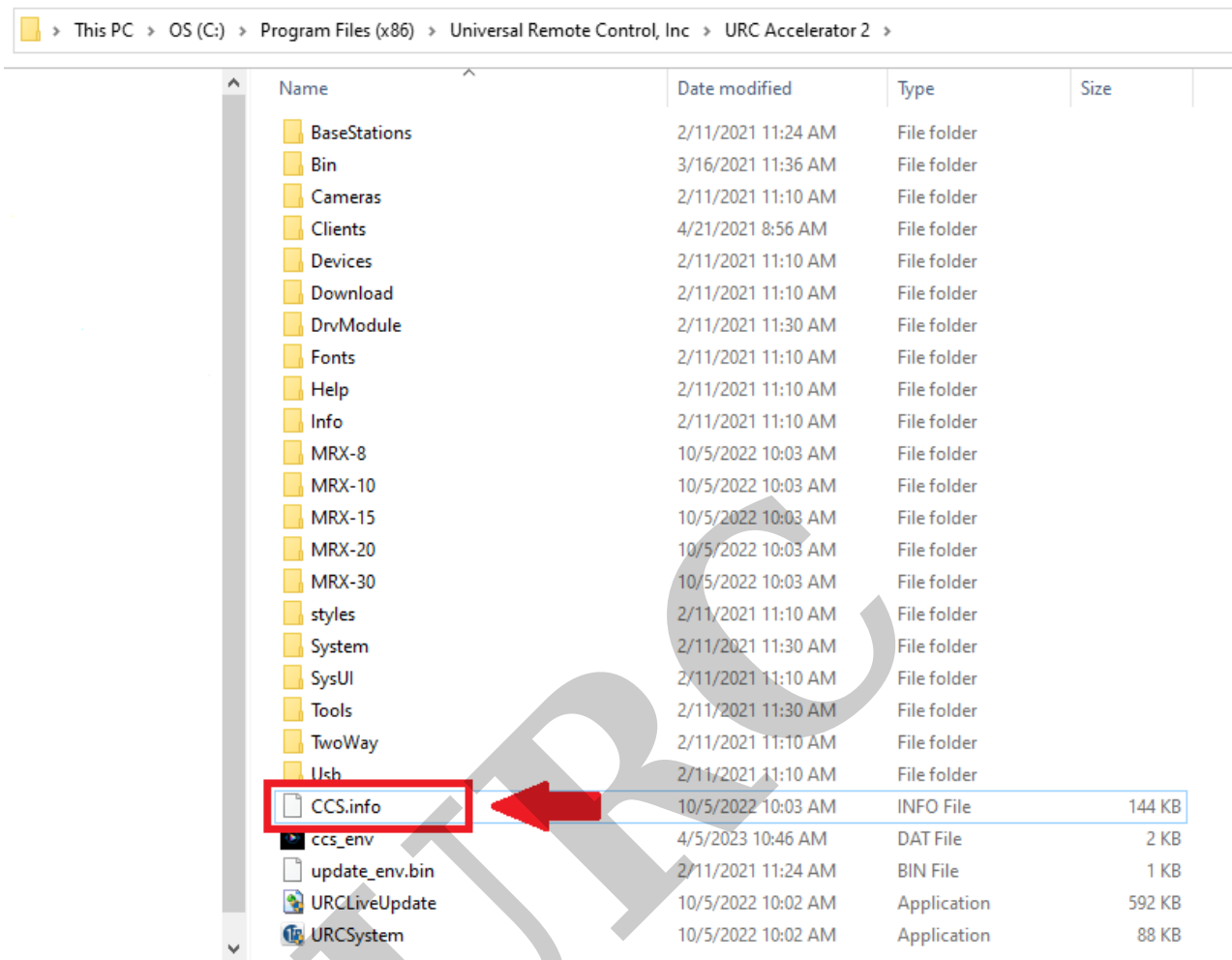

This article details the steps required to adjust your laptop or PC to fix this error.

Note: This articles details a Windows 10 OS installation

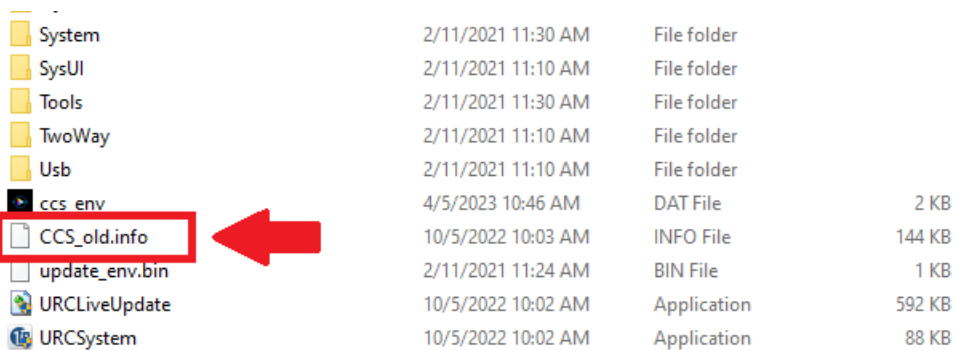Step #1: Close the Accelerator 1, 2 or 3 program.

Step #2: Navigate to the Accelerator 1/2/3 folder as shown via the file path & picture below:

C:\Program Files (x86)\Universal Remote Control, Inc\URC Accelerator 2 [or 1&3]

This PC > OS (C:) > Program Files (x86) > Universal Remote Control, Inc > URC Accelerator 2 >

Name	Date modified	Type	Size
BaseStations	2/11/2021 11:24 AM	File folder	
Bin	3/16/2021 11:36 AM	File folder	
Cameras	2/11/2021 11:10 AM	File folder	
Clients	4/21/2021 8:56 AM	File folder	
Devices	2/11/2021 11:10 AM	File folder	
Download	2/11/2021 11:10 AM	File folder	
DrvModule	2/11/2021 11:30 AM	File folder	
Fonts	2/11/2021 11:10 AM	File folder	
Help	2/11/2021 11:10 AM	File folder	
Info	2/11/2021 11:10 AM	File folder	
MRX-8	10/5/2022 10:03 AM	File folder	
MRX-10	10/5/2022 10:03 AM	File folder	
MRX-15	10/5/2022 10:03 AM	File folder	
MRX-20	10/5/2022 10:03 AM	File folder	
MRX-30	10/5/2022 10:03 AM	File folder	
styles	2/11/2021 11:10 AM	File folder	
System	2/11/2021 11:30 AM	File folder	
SysUI	2/11/2021 11:10 AM	File folder	
Tools	2/11/2021 11:30 AM	File folder	
TwoWay	2/11/2021 11:10 AM	File folder	
Usb	2/11/2021 11:10 AM	File folder	
CCS.info	10/5/2022 10:03 AM	INFO File	144 KB
ccs_env	4/5/2023 10:46 AM	DAT File	2 KB
update_env.bin	2/11/2021 11:24 AM	BIN File	1 KB
URCLiveUpdate	10/5/2022 10:02 AM	Application	592 KB
URCSystem	10/5/2022 10:02 AM	Application	88 KB

Step #3: Locate the "CCS.info" file shown in the picture below and rename the file to something else like "CCS_old.info".
Note: You may need computer administrator privileges to make this change

System	2/11/2021 11:30 AM	File folder	
SysUI	2/11/2021 11:10 AM	File folder	
Tools	2/11/2021 11:30 AM	File folder	
TwoWay	2/11/2021 11:10 AM	File folder	
Usb	2/11/2021 11:10 AM	File folder	
ccs_env	4/5/2023 10:46 AM	DAT File	2 KB
CCS_old.info	10/5/2022 10:03 AM	INFO File	144 KB
update_env.bin	2/11/2021 11:24 AM	BIN File	1 KB
URCLiveUpdate	10/5/2022 10:02 AM	Application	592 KB
URCSystem	10/5/2022 10:02 AM	Application	88 KB

Step #4: Restart the Accelerator 1/2/3 program to verify that the error is resolved.

Additional Information & Resources:

To learn more about Accelerator 3 configuration and programming, please see the Accelerator 3 online **Programming Guide**.