

InteractX Advisory

This advisory notifies you of installation issues on Windows 98 systems and license transfer issues.

CTC is committed to serving you, our customer, to ensure your success using InteractX. We consider solving these issues as a high priority, and are committed to providing a fix as soon as possible.

Installation and Licensing Issues

Please be advised of the following issues. If you have any questions regarding these issues, please contact CTC Technical Support.

Setup Program Delays on Windows 98

When installing InteractX on a Windows 98 system, you may experience significant delays during the setup process. During the setup process, the progress bar may not update for more than 15 minutes. This is expected. Do not interrupt the setup process. Please contact CTC Technical Support if the setup program does not update after a delay of 20 minutes or more.

License Transfers

Licenses enabled using InteractX Release 1.90 cannot be transferred to systems with earlier releases of InteractX. If you attempt this, the license may become unusable.

In addition, during InteractX product testing, we have seen the loss of license when the license is transferred between systems with different operating systems. For example, transferring a license from a Windows 2000 system to a Windows 98 system may not be successful, and your license may be deactivated.

If you think you've experienced this problem, contact CTC Technical Support.

CTC Support Forum/Contact Information

The CTC Support Forum provides a wide variety of information on CTC Products. Answers to many of your questions, application examples, updated drivers/software as well as user information are all provided free of charge.

For additional information on InteractX issues, please visit the *InteractX Known Issues* topic of the *CTC Support Forum* at www.ctcusa.com/support.

Thank you for using InteractX and choosing CTC as your preferred HMI vendor. CTC is committed to providing you with the best HMI solution on the market and working with you on resolving any issues.

If you have any questions about this advisory, please visit our CTC Support Forum at www.ctcusa.com/support, contact us by email at support@ctcusa.com, or telephone at 513-831-2340.