InteractX Installation Advisory

InteractX incorporates software-licensing technology provided by a popular supplier in the software license protection business. CTC has discovered several issues that pertain to this technology that may affect installing and licensing InteractX. CTC is working with the technology provider to address these 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 Issues

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

1. **Third Party Software Product Conflicts**

   If you are using any software products that use CrypKey™ for software copy protection and license authorization, after installing InteractX you may experience what appears to be a loss of license for one or more of your products. Your licenses are not actually lost. On some computers, the software authorization driver installation does not complete thus your licensed software will not run.

   If you experience this, please visit our *CTC Support Forum,* under the topic *InteractX Known Issues – InteractX Release 1.8 Installation Issues.* This topic provides you with the latest information and corrective actions.

2. **Updating Evaluation Licenses**

   If you are upgrading from InteractX Release 1.70 to InteractX Release 1.80, and you have an Evaluation License, you will need to register for a *new* Evaluation License. Install InteractX Release 1.80 from the CD, and then use our License Manager to obtain your new 45-day Evaluation License. Your Evaluation License will be set to the beginning of the 45-day evaluation period. We apologize for this inconvenience.

3. **License Manager Startup**

   When launching the License Manager on a system that has not had InteractX previously installed, you may experience a delay of several minutes before the License Manager appears. Once a license of any type has been enabled on the system, the delay will no longer occur.

4. **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

A3-06685-100

does not update after a delay of 20 minutes or more.

If you stop the installation during the long delay, you will need to follow special instructions available on the *CTC Support Forum,* under the topic *InteractX Known Issues – InteractX Release 1.8 Installation Issues.* This topic provides you with the latest information and corrective actions.

5. License Transfers

Licenses enabled using InteractX Release 1.80 cannot be transferred to systems with Release 1.70. 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.

Runtime Issues

Please be advised of the following runtime issue. If you have any questions regarding this issue, please contact CTC Technical Support.

1. InteractX Runtime Automatic Startup after Power On

When InteractX is configured to automatically enter run mode on power up, on some systems it is possible that InteractX may not recognize the license. If the license is not recognized, InteractX will enter run mode with a one-hour runtime license. Please visit the *CTC Support Forum,* under the topic *InteractX Known Issues – InteractX Release 1.8 Runtime Issues.* This topic provides you with the latest information and corrective actions.

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 the issues described in this InteractX Installation Advisory, 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.