



Memo

To All Registered Users of PiCPro
From Sue Dorscheid
CC:
Date 16-Dec-04
Regarding PiCPro Automatic Updates

On December 13, the location of the PiCPro Service Pack website was moved to a new server. This causes PiCPro's automatic update feature to fail with an Internet connection error. PiCPro's automatic update can be initiated 4 different ways:

1. After installation of a base version of PiCPro (either CD or download), there is an option to check for updates.
2. From the Start Menu, there is an icon that will check for updates.
3. From within PiCPro under the help menu, there is a menu item to check for updates.
4. At a timed interval, PiCPro can automatically check for updates (silent mode).

This affects all editions of PiCPro - V13, V14 and V14.1 - with or without an applied service pack.

If you use the automatic update feature, a patch has been released to fix this problem and can be found on our website:

http://www.glcontrols.com/ie/technicalinformation/install_errors.asp

The patch will be installed on a computer and a menu item created at "Start | All Programs | Service Pack Auto Update Patcher". This patch should be run anytime PiCPro is re-installed or a service pack is applied.

If you don't use the auto-update feature, you do not need to apply this patch. You can still download service packs directly from the website as in the past.