



## Software Support Issue

### Error Details:

When an attempt to scan a device is made for the first time a message box appears with the following error message:



The below message may also be shown:



**Versions Affected:** 4.0.1 & 4.0.2

**Error Description:** The above message is shown because 2 files that Don't Panic – Photo Edition requires are not installed for one reason or another.

**Resolution:** To resolve this problem use the “Check for updates” option from the Don't Panic – Photo Edition main menu and download and install version 4.0.2 or above as this contains the required files.

NOTE: You will not have to re-activate the software when you install an update.