



Software Support Issue

Error Details: After running a Secure Erase on a FAT32 formatted device, the device becomes unreadable in Windows.

Versions Affected: 4.0.1 & 4.0.2 & 4.0.3 & 4.0.4

Error Description: The above issue is caused by a bug in the Secure Erase process. A FAT 32 device gets treated as a FAT device and after the Secure Erase Windows cannot read it.

Resolution: To resolve this problem click "Check For Updates" from the Don't Panic – Photo Edition Main Menu or visit <http://www.imagerecall.com/updates>. Then select Photo Edition as the product version and your place of purchase. Then click Submit and you will be taken to the available updates page. Download and install version 4.0.5 or above as this contains the required fix to the software.

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