



Software Support Issue

Error Details:

When running Don't Panic – Photo Edition for the first time an error message appears stating:

“Run-time Error: '94' - Invalid use of Null”

The application will then shut down. This message will repeat any time the software is launched and therefore the customer cannot use the product.

Versions Affected:

4.0.1 & 4.0.2 & 4.0.3

Error Description:

The above message is shown because some required information is returned by Windows as blank (null). The software requires this information to run.

Resolution:

To resolve this problem 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 4.0.4 or above as this contains the required fixes to the software.

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